**Minutes of the Community CVS Network Meeting**

**Thursday 24th October 2019**

**Attendees:** Donna Talbot – Community CVS, Chloe Dobson – Healthwatch, Jade Gregory-Haselden – Lancashire Mind, Kirsty Baines – Lancashire Mind, Salma Saleh – Humraaz, Nancy Kinyanjui – Arise, Rob Richards – Our Lancashire, Thelma Tomlinson – Shelter, Simon Haddock – Family Fund Services, Gaby Aspinall – CBP, Sherri – Lee Petty-Boden – Age UK, Lisa Rawcliffe – North West Air Ambulance, Brian Holliday – Whitebirk & Intack T.A.R.A, Denise Hayhurst – Age UK BwD, Maggie Asquith – Together a Healthier Lancashire, Chrissie Spencer – BWD BC, Sabbir Patel – Creative Support, Ken Donlon – Creative Support.

**Presentation from Simon Haddock – Family Fund Services**

* Parent Charity - BBC Children in Need Emergency Essentials Programme supports children and young people who are facing exceptionally difficult circumstances,
* The programme provides items that meet a child’s most basic needs such as a bed to sleep in, a cooker to provide a hot meal and other items or services critical to child’s wellbeing.
* Family Fund Business Services operates an online procurement portal, creating a one stop shop for hundreds of products and services,
* Allowing local authorities, charities, benevolent organisations and housing providers to procure value for money goods.
* provides wide range of essential goods and services including washing machines, fridges, freezers, beds, furniture, carpets, clothing, bedding, cash out services, energy vouchers and food.
* Birmingham – 2500 families in temporary accommodation – working with Birmingham City Council to procure new prefab homes that are being put up in on a Monday with families moving in on the next day.
* The new prefab houses are mortgageable
* Each house costing around £100K
* Please have a look at the website and leaflets (attached) for more info
* <https://www.familyfundservices.co.uk/emergency-essentials/>
* Q: Have you spoken to Calico Homes?
* A: No if you could pass on the contact details that would be great
* Q: with the utility/Argos cards is there not the chance that the clients could abuse the system and buy other items? Are there any restrictions on what they can purchase?
* A: No, we trust the clients to purchase what they have applied for, the system could be abused as all systems but we like to offer the choice.

**Presentation from Ken and Sabbir – Creative Support**

* Creative Support are a national charity with the head office in Manchester
* We have been based in Blackburn for 10 years we are based at Wellington Street St. Johns and we are open Mon – Fri 9am – 5pm
* We receive referrals from all different agencies
  + - * Mental Health
      * Duel Diagnosis
      * Self-referrals
      * GPs
      * Organisations
      * Housing Associations
* We link in with Daisyfield teams, social workers too
* We have lots of different activities going on – please see timetable (attached)
* We work with clients on the complete spectrum of Mental Health
* We offer groups and one to one support
* Helping clients to live independently in the community
* We empower people
* Social Inclusion Football has become a project in itself (moved from Blackburn Rovers Grounds to Witton Park)
* Fridays – 2nd and 3rd every month and Girls united on a Wednesday
* We support clients with many different issues – PIP, benefits, help with anything that they need
* Q: What age is the service for?
* A: 18 +
* Q: What is the referral process
* A: self-referral is possible – the client can just pop in however for other agencies there is a referral form
* Q: Do you work with veterans who suffer from PTSD?
* A: most clients are referred via Mental Health Service – we offer after care, support through therapeutic activities

**Presentation from Kirsty Baines form Lancashire Mind**

* I’m a well-being coach – community based @ The Job Centre and Care network hub
* We support 18 yrs. + with low level mental health needs
* It’s a holistic approach – we look at how the individual wants to move forward
* The project is about keeping well – for clients who have long term health conditions which can be anything from High Blood Pressure to COPD, everything and anything
* However, we cannot support anyone who is under the mental health team, in Crisis or in addiction
* If we see anyone who doesn’t fit the criteria we refer to relevant services
* We can offer 6 weeks support after that we refer onto other projects – Donna’s Community Links Project
* The funding has been extended to March next year – we are based in GP surgeries with a view to move more into the community
* Things that we look at:
  + - * Self-Care
      * Mindfulness
      * Anxious Thoughts
      * Social Isolation
* Its good to meet you guys and work with other agencies
* Q: When working with your clients are you moving away from the medicine model?
* A: We do not deal with medication, if the clients have any issues we direct them to their GP
* Q: where do the majority of referrals come from?
* A; GPS/Job Centre/Care network Hub/Community Connectors

**Presentation Maggie Asquith – Together a Healthier Lancashire**

* This project was funded 2 years ago bringing together the NHS, Public sector and the Voluntary Sector, to improve safer partnership working
* There are 12 partners in total (ELHT, Lancashire Care NHS FT, LVP, BwD BC, Burnley, Pendle & Rossendale CVS, Community CVS, Hyndburn & Ribble CVS, FHWB Consortium, Health Watch BwD, Advocacy Focus, Age Uk
* There are actually 8 projects within this project
  + - * Volunteer Passport learning
      * Volunteer Manager Training
      * Promote Volunteering in H&SC
      * Develop Career Progression Pathways
      * CSR
      * Develop Digital Infrastructure
      * Develop Volunteer Peer Support Framework
      * Scope Benefits and Rewards
* It’s been hard work – lots of different teams working on different projects
* ***Volunteer Passport learning***: eLearning for volunteers across all Health and social care – we have developed a series of online training that is free, generic and accessible – Quality modules which have been tried and tested by volunteers
* ***Volunteer Manager Training:*** We looked at what are the needs for anyone working with volunteers, we have run workshops, E-surveys to develop the framework -lots of good work going on.
* ***Promote Volunteering in H&SC:*** Raise awareness of what opportunities are available with the volunteer passport training volunteers can move from one organisation to another
* Private sector very nervous about working with volunteers (around confidentiality etc)
* New Care Academy Website (one stop shop) – new launch in Jan 2020 – initiative ELHT and education to help individuals to understand Health & Social Care sector
* There will be info on roles, qualifications we will also have volunteer pages
* Q: Will the opportunities expand to cover retail/events/fundraising? which would fit in with the wellbeing of volunteers?
* A: Yes, its not just the NHS telling everyone what to do it encompasses all aspects of health & Social Care and health & Well-being, we want to bring everyone together
* Volunteers week was quite successful
* ***Develop Career Progression Pathways:*** Framework for volunteers – attract those furthest away from employment into Jobs in H&SC
  + - * Image/support
      * Vol Learning
      * Support (additional)
      * Training
      * Work Placement/Volunteering
* We initially brought all HR people together which was actually a big mistake – we were all talking about the same thing but in totally different languages
* ***CSR:*** look at finding large corporations/businesses that are required to give to the Community
* Most are very happy to do this however he larger charities/organisations are often the first choice
* Smaller grass roots cannot tap into this and this is the idea behind this project – how do we get the smaller charities talking to the Tesco’s of the world
* Working with Lancaster Uni – changing language
* Working with the Hive & Donna
* ***Develop Digital Infrastructure:*** Improve volunteer services
* LVP is an excellent model of how you can collate info vol hours, work etc historically ELHT had no idea of how to track volunteer work – ELHT transfer of volunteer records to LVP successfully implemented
* Retention is very good with LVP
* ***Develop Volunteer Peer Support Framework:*** within Penne Lancs there are lots of models – for recruitment, training, supervising and evaluating peer support mentors
* Volunteer peer support guidance has been produced
* ***Scope Benefits and Rewards:*** Looking at ways to thank volunteers
* We have looked at HGMRC incentives, leisure time – guidance has been produced this one is the most straight forward
* At the end we will produce a report to tell us what has worked, what hasn’t worked – what we need to share.
* Q: how does the new PCN affect the work that you are doing?
* A; It doesn’t impact – its just more of a neighbourhood focus – adds to the mix
* Q: The focus is on those out of work – volunteering working to a chosen career – what about those who are currently employed and want to go into management? Is there anything to help workers improve their prospects
* A: Yes of course the volunteering and training is for everyone
* Q: How do we access the training
* A; follow the link: [https://www.e-lfh.org.uk/programmes/volunteer-learning-passport/](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.e-lfh.org.uk%2Fprogrammes%2Fvolunteer-learning-passport%2F&data=02%7C01%7Cdonna.talbot%40communitycvs.org.uk%7C4101b27a50d842d3932508d73ce360fe%7C7877c954457c4a56859c86121884f1ab%7C0%7C0%7C637044819597128522&sdata=99WIe2ZlpAgS0nVZ7Av4tBis6Op3SVviUjCb7g8wDYc%3D&reserved=0)
* Q: my volunteers have asked can they do all the modules?
* A: Not sure – I need to have a look at it and get back to you

**Lisa from Northwest Air Ambulance**

* We need help with our safeguarding policy – could anyone help? Can anyone share theirs so we can compare?
* We are struggling with the definition of a vulnerable volunteer – under 18 yrs.
* Thelma – Shelter – yes, we would be happy to share our policy

**Rob Richards – Our Lancs**

* New Website – up and running
* [**https://ourlancashire.org.uk/**](https://ourlancashire.org.uk/)
* Any community group wishing to register please get in touch and I will come along and help

**Brian Holliday – MBE – Whitebirk and Intack TARA**

* We have recently been taking clothes down to the town centre to give to the homeless (clothes that we don’t have space for in our shop)
* We do need extra clothing rails if anyone is throwing them out

**Denise Hayhurst – Age UK BWD**

* We have the new dementia swims – carers will have to accompany clients

**Chrissie Spencer – Community Connector BwD BC**

* We are holding a new social club in a pub – Memories of another day
* Social afternoon playing traditional pub games
* If successful this will run on a monthly basis
* Drinks tokens will be handed out for soft drinks at the bar

**Jade Gregory – Haselden – Lancashire Mind**

* Time to change hub
* We are always looking for champions with lived experience – we need champions for campaigning, money collections etc

**Donna Talbot – Community CVS**

* ***Community Wall*** – anyone with any events that needs promoting please send through to me
* We have our new community Wall in The Mall at the top of the escalator at the bus station entrance
* We have 4 notice boards
  + - Community News – events etc that are happening
    - Spot Light on – topic relevant to the national/international dates for example – Stoptober – link in with drug & alcohol services available in Blackburn with Darwen
    - Training/Events – free training sessions available for the residents of BwD
    - Volunteer Opportunities
* All info needs to be in A4 format so we can print it off and put it up
* ***Lancaster Uni –*** recently met up with Sharon from Lancaster University who have lots of cash to help organisations to write successful funding bids
* We are looking to put on workshops in the new year – probably following on from a network meeting
* Sharon will be coming along to the Network meeting to meet everyone and find out what is needed
* ***Community Awards 2020 –*** I am already on with next year’s award ceremony – always looking for sponsors – we have a number of packages
* Please spread the word to all – businesses etc we want next years evet to be bigger and better

Next Networking Meeting

Thursday 28th November 2019

@ Boulevard Centre 9.00 to 11.00am