

# A warm welcome to the Befriending Forum

## 7 March 2024

To Ready Friends old and new!

Rhiannon Stocking-Williams,  
Ready Friends Coordinator



The Earley Charity



*by hook or by crook*

# Housekeeping & info for today's session





# Introductions





# Who are we?



Working together with organisations  
across Reading to improve the lives of  
local people

Our work aims to:

- **Encourage** volunteering and social action
- **Support** the voluntary sector to grow and thrive
- **Connect** communities in Reading
- **Reduce inequalities**

# What do we do?

Advice Service



Community Wellness  
Outreach



Equality, Diversity and  
Inclusion

Get On-line

Reading Community Lottery

Ready Friends



Social Prescribing

Training



Volunteering Service  
Find out more here



## Today's programme

1. Welcome, introductions and event outcomes
2. Presentations RVA SP team; Torch; Age UK Berkshire; Age UK Reading; Enrych Berkshire
3. Small group workshop and feedback
4. Joy Marketplace intro sessions
5. Community Wellbeing Training offer
6. Community Wellness Outreach
7. First Steps
8. Forthcoming training, updates, news etc
9. Networking time!





## Outcomes from today's Forum

- Understand what social prescribing is (and isn't!), how it works locally and how people access it
- Reflect on the role that SP plays in addressing loneliness and social isolation
- Consider ways to work in partnership with local SPs
- Hear about RVA's Community Wellbeing Training offer; Joy Marketplace intro sessions; First Steps
- Events and training coming up



# SOCIAL PRESCRIBING

Patricia Poku – RVA SP Manager  
Sharon Fitton – RVA Social Prescriber



+ READING  
VOLUNTARY  
ACTION

**NHS**

*Social  
Prescribing*



## Social Prescribing at RVA

- 10 Team members
- 15 Surgeries
- Up to date information on all VCOs
- Strong peer support / supervision
- Access to quality training programs
- High retention of SPLWs
- Good relationships with NHS, RBC, PCNs and NASP.
- Positive feedback and patient outcomes



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**NHS**



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# Referral Criteria

- Over 16 years old
- With one or more long-term conditions
- Who need support with mild to moderate mental health issues
- Who are lonely or isolated
- Who have complex social needs which affect their wellbeing.
- Who are willing to engage.



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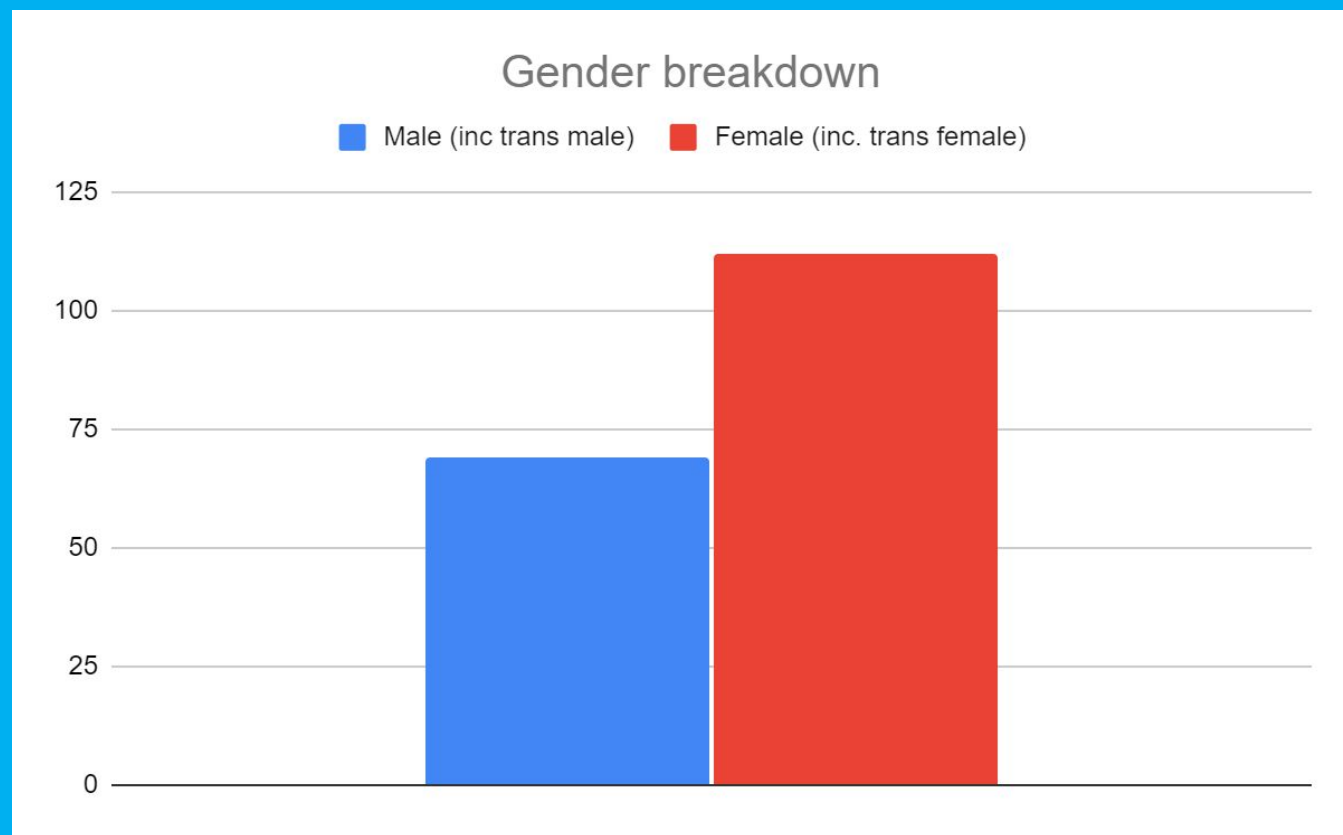
NHS



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# Demographic Data for new referrals: Nov - Jan 24

Total 181 referrals.



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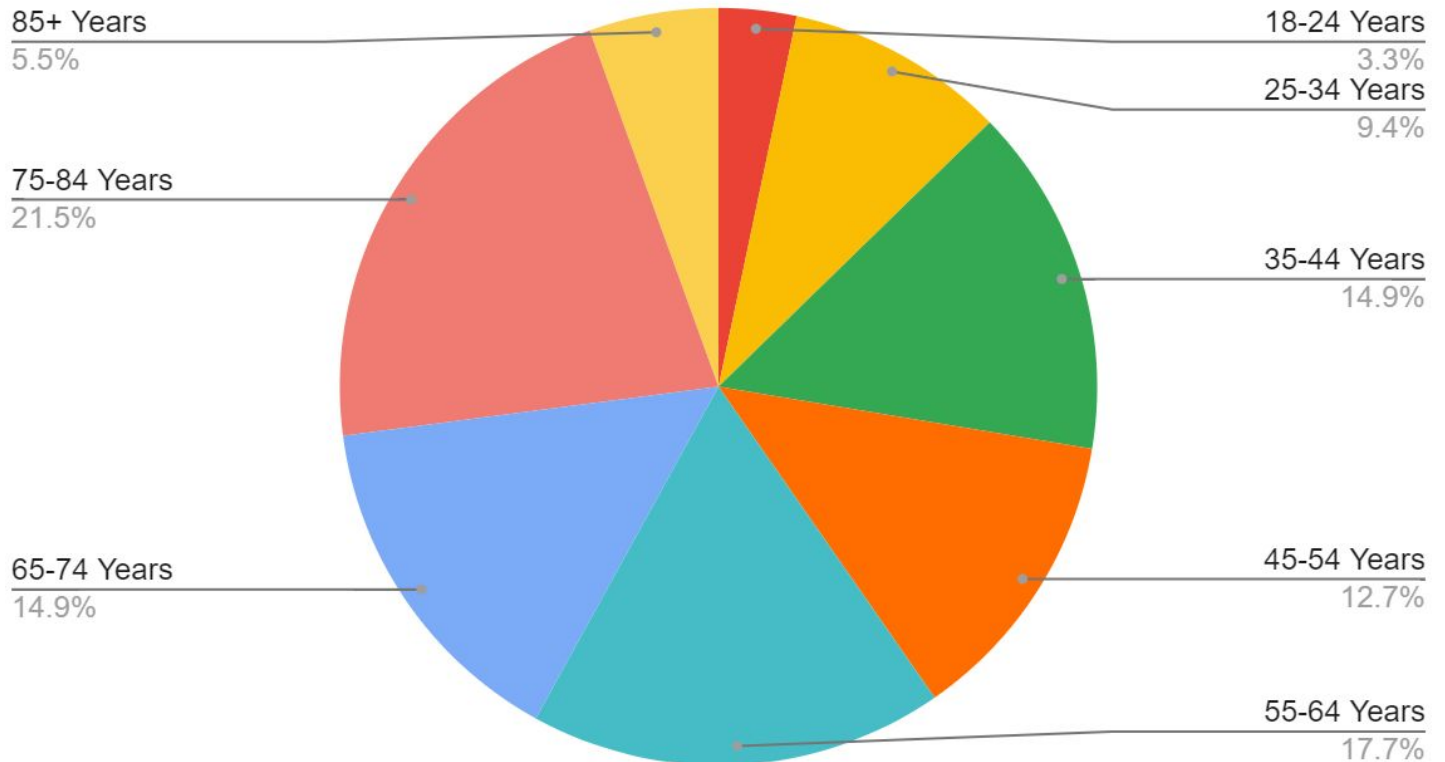
**NHS**

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# Demographic Data for new referrals: Nov - Jan 24

Total 181 referrals.

Age breakdown



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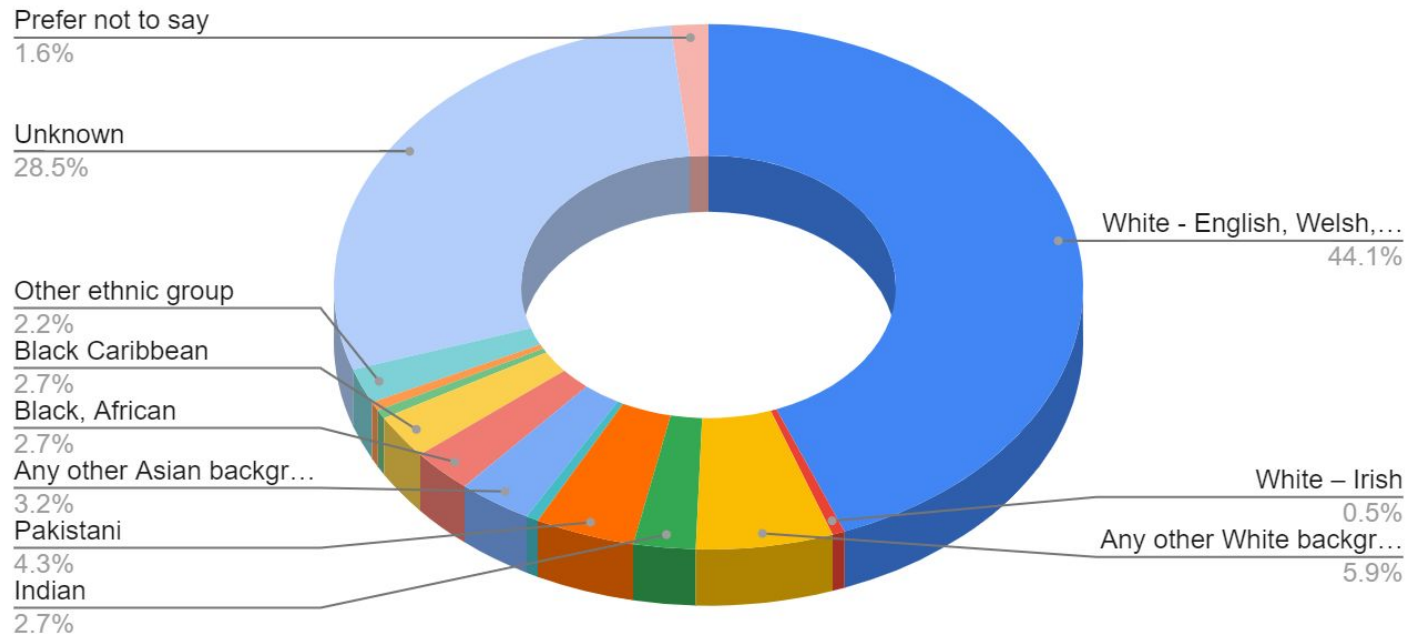
NHS

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# Demographic Data for new referrals: Nov - Jan 24

Total 181 referrals.

### Ethnicity Breakdown

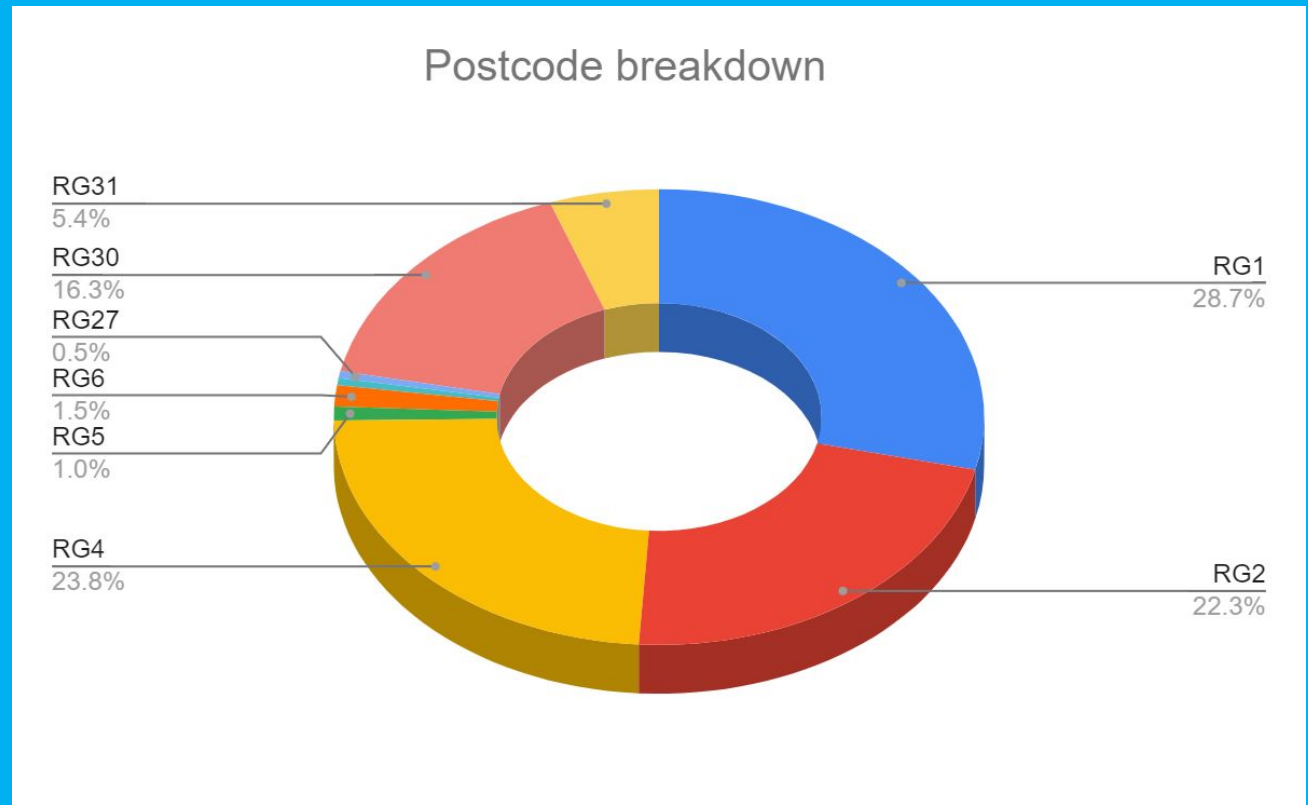


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# Demographic Data for new referrals: Nov - Jan 24



Disabled	36 clients
Carers	20 clients

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# Personalised Care and Support Plans



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# Personalised Care and Support Plans

## An example of a personalised care and support plan

Name and Contact Details *Mr Joe Brown*

NHS number *123 456 7899*

Part One – to be completed together at the start

1. What matters to me:

2. How best to support me, what people need to know about me and my life:

3. Any health conditions that agencies need to know about:

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# Personalised Care and Support Plans

4. My goals:	
5. Summary of support that I am being connected to, including what I can expect from support:	
6. What I can do to support myself to meet my goals:	
7. Review – when shall we check how it is going?	

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# Personalised Care and Support Plans

Part Two – to be completed after 6 months

8. What changes have taken place?

9. I am happy to share my personal story?

10. I am willing to complete a satisfaction survey?

11. I am happy to participate in ongoing data collection and evaluation?

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## Examples of referring & signposting

- Physical activity
- Arts, Crafts, Music, History
- A Befriender
- Walks, Gardening, Nature based activities
- Benefits
- Financial information
- Housing arrangements
- Cost of living support
- Volunteering



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## Outcomes:

- WEMWBS.
- Engagement levels.
- Feedback.
- 
- Additional outcome:
  - A reduction in number of GP appointments attended
    - Baseline
    - Review



## Case Study 1

Asylum seeker with little English.

Has a Befriender from City of Sanctuary.

Would like to be more active and spend more time in nature.

Supported with interpreter.

Signposted to Sport in Mind Tai Chi.

Referred to the Community Activator for support attending the gardening project.



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## VCS partners

- Age UK Berkshire
- Age UK Reading
- Torch Hub
- Enrych





# Friendly help and support in your time of need

**torch**

A helping hand from local churches

— — — — —  
A helping hand from local churches





Are you in **urgent need** of anything?



Do you need **support** when attending an important appointment?



Can we help **build your confidence** to get back on your feet?



Do you need help with **CVs, form filling** or **paperwork**?



Can we help with **essential practical tasks** e.g. basic DIY?



Would you like someone to **chat** or **pray** with you?

Contact us for free help:

0118 380 0260 [help@torchhub.org.uk](mailto:help@torchhub.org.uk)

**f** [torchhelphub](https://www.torchhub.org.uk) [torchhub.org.uk](https://www.torchhub.org.uk)

**torch** A helping hand  
from local churches



Torch Help Hub a company limited by guarantee, registered in England and Wales, No. 06996356. Registered Charity No. 1131576.



2023

473

requests

339

individuals/families requested help

92%

of requests completed

9

requests per week (average)

55%

of requests used volunteers. 45% handled by coordinators.

## Referrers

A big thank you to all the organisations who have made referrals or accepted signposted referrals from us. Social prescribers and local councils made up nearly a third of our referrals.



**56%** referrals

17.1% social prescribers / 12.3% Reading Borough Council / 8% close contacts / 7.2% charities / 4.9% health / 4.2% other / 2.1% family members

**44%** self-referrals



Sally-Anne was referred to Torch via an RVA Social Prescriber



*“When I was introduced to Torch, I was facing some big challenges and needed help .....  
Since meeting the Torch volunteers, my life has changed for the better, as I feel my load is  
lighter and my world is brighter.”*



# torch

A helping hand from local churches



A helping hand from local churches



**A Stepping Stone to a more colourful life by taking part in an Activity or Learning a New Skill**

Our vision .. “every adult with a disability is given the opportunity to recognise their potential, to connect, to engage and to enjoy life within their community”

**Bob Holland - Trustee**

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[bob.holland@enrych.org.uk](mailto:bob.holland@enrych.org.uk)

0118 929 1675

## What Enrych Berkshire Offer



Enrych Berkshire support and encourage adults with a physical disability to be active and independent.

Members are paired with a like-minded volunteer.

We support the partnership, enabling our members to learn something new or enjoy a leisure activity that they could not do alone.



## Activities Members have enjoyed with their Volunteer

Time out in the fresh air

Share interests and hobbies:  
history, languages or flying drones

Visit the museum, theatre or cinema

Shopping or go out for coffee

Enjoy Golf, Swimming, Rambling or Pilates

Join a club: Sewing or Art and craft



## Referrals from Social Prescribers

Discuss referral with SP

Contact and assess suitability

Is Enrych the right charity?

Would they benefit from a volunteer?

Welcome new member

Inform SP

Find out what they would really like to do

Advertise for a like-minded Volunteer

Volunteer application process

Both Member and Volunteer need to feel comfortable

Introduce and support throughout

# Thank you

Marie Garland  
Volunteer Project Co-ordinator  
marie.garland@enrych.org.uk

[enrychberkshire.org.uk](http://enrychberkshire.org.uk)

 @enrychberkshire



## Workshop in table groups

- What has been your experience of social prescribing in Reading?
- Has your group experienced any challenges in liaising with RVA's social prescribing team?
- How can RVA and/or your group improve the patient's pathway for those facing loneliness and social isolation?





## Feedback from breakout sessions





joy

## Invitation to a Joy Marketplace Information Session

- What is Joy? Please [CLICK HERE](#) for an overview.
- What is the Joy Marketplace?
- How does it benefit services users?
- How does it benefit health and wellbeing staff, volunteers and service managers?
- Customising it to meet your group's needs
- Safeguarding and due diligence checks
- How do groups register?
- Where can I find out more?



If you would like a one-to-one session (in-person or on Zoom) with Rhiannon from RVA, please email [rhiannon.stocking-williams@rva.org.uk](mailto:rhiannon.stocking-williams@rva.org.uk) or phone 07485 327958



joy



# Free training for frontline VCS staff and volunteers

Sessions will include the following:

- ADHD / ASD awareness
- Alcohol – Brief Interventions
- Dementia awareness
- Equality, diversity and inclusion (two half-days)
- Learning disabilities awareness
- Managing healthy boundaries
- Menopause awareness
- Making Every Contact Count
- Mental health first aid (2-day course)
- Motivational interviewing and behavioural change (whole day CPD accredited)
- Safeguarding
- Time management

Places are limited to 20 per session. Most sessions will be from 9.30am to 1pm on Wednesdays between March 2024 and May 2025.

To find out more and book onto sessions, please keep an eye on our [Training Page](#) where we will be posting them.



[www.rva.org.uk/ready-friends](http://www.rva.org.uk/ready-friends)

# Community Wellness Outreach

The Reading Community Wellbeing Outreach (CWO) partnership project will run in Reading to the end of March 2025.

- free NHS health checks advice and guidance with a focus on cardiovascular conditions
  - a collaboration of local services to support people's wellbeing, empowering them to live fulfilling lives, make healthy choices and address inequalities that impact them, in the places they live
  - the project partners: RVA, Reading Borough Council, Royal Berkshire NHS Foundation trust, GP surgeries - working with community organisations inc ACRE, WCDA, Launchpad, Forgotten British Gurkhas and places of worship
  - Venues include IKEA, Reading Library, Weller Centre, Al Majid Centre, Greyfriars Atrium
- **How can you or your organisation get involved?**
  - **Can you host an outreach session?**
  - **Do you offer activities that are good for the heart?**



# What is First Steps towards Safe and Sound?

- Free tool for groups
- First Steps for good governance
- Checklist and resources



# What are the benefits of First Steps?

- ✓ Confidence you have the basics in place
- ✓ Easily show to funders, partners, supporters



# Dates for introduction sessions:

You can book onto any of the following introduction sessions. We run these monthly on the third Thursday from 1pm-2pm, and alternate between in-person / online:


- 21 March – in person
- 18 April – online
- 16 May – in person
- 20 June – online
- 18 July – in person

Any more questions email [info@rva.org.uk](mailto:info@rva.org.uk)



## Celebrities and influencers join forces to tackle loneliness

TV personalities and social media influencers back the launch of a Government campaign to address the stigma around loneliness in young people.



**Better Health** every mind matters

# Communications Toolkit Loneliness Campaign 2024

Loneliness. It's a part of life. Let's talk about it

Department for Culture, Media & Sport

[https://www.gov.uk/government/news/celebrities-and-influencers-join-forces-to-tackle-loneliness?utm\\_medium=email&utm\\_campaign=govuk-notifications-topic&utm\\_source=ea5158c9-ea0a-4643-bbe2-0ae59d8a9c1f&utm\\_content=weekly](https://www.gov.uk/government/news/celebrities-and-influencers-join-forces-to-tackle-loneliness?utm_medium=email&utm_campaign=govuk-notifications-topic&utm_source=ea5158c9-ea0a-4643-bbe2-0ae59d8a9c1f&utm_content=weekly)

# Updates, training, news and events

- 26 March, 10am-1pm Safeguarding Adults for VCOs [LINK](#)
- 26 March, 2-4pm Volunteering and You – Exploring Volunteering in Reading [LINK](#)
- 7 May 10am-5pm Safeguarding Adults for VCOs [LINK](#)
- 21.3.24, 18.4.24, 16.5.24 First Steps towards Safe and Sound [LINK to Events page](#)





# AOBs

**Your news – notices - emerging  
community needs**

**Feedback forms, please!**





**Thank you for contributing to today's forum.**

**See you on June 25 2024,  
1-3pm, 3<sup>rd</sup> Floor, Reading library.**

