

Your Call Empowering Communities

Building stronger and more
resilient communities

Your Call



Role of Elected Ward Members



Key themes

- Making Blackburn with Darwen cleaner and greener
- Improving health and wellbeing
- Community cohesion, togetherness and neighbourliness.
- Supporting people through personal care.

What has Your Call achieved so far?

**2013/2014
NUMBER OF
VOLUNTEERS
DOUBLED**

3,000
YOUR CALL EVENTS

**20,000 PEOPLE
TAKEN PART IN
YOUR CALL EVENTS**

**10 TIMES
MORE EVENTS
IN 2013/2014.**

Our Volunteers

- **In total 1118 formal roles across BwD.**
- **Children's Centres:** Six Volunteer roles within Children's Centres. 42 volunteers
- **Community Centres:** A variety of roles, approx. 50 Volunteers
- **Environment:** Your Call Individual Litter Pickers, approx. 338 Volunteers, Friends of groups and Park supporters groups. Your Call Community Clean up volunteers
- **Highways:** Winter Grit Squads, approx. 39 squads
- **Leisure / re:fresh:** Merged with Prevention, Localities and Learning
- **Libraries:** Six roles, 78 volunteers, Roman Rd Community Library, 24 volunteers
- **Museum:** Seven roles, 9 volunteers

Our Volunteers

- **Prevention, Localities and Learning Services:**
- **Prevention:** Macmillan Volunteers, Two roles, 20 volunteers
- Macmillan Solutions Service 11 volunteers, Macmillan Information Service 9 volunteers (Previously Adult Services)
- Wellbeing Service: Eight roles, 170 volunteers (Previously Leisure)
- **Localities:** Work Club Volunteers, Healthy Communities Partnership (HCP), garden volunteers, approx. 57 volunteers. Third sector groups, community groups, lunch clubs
- **Learning:** Talk English Volunteer Tutors, 8 volunteers. Positive Minds, 2 volunteers, Dementia Friends 265 pledges/volunteers
- **Youth Justice**, restorative justice conferencing: One role, 7 volunteers
- **Young People's Service**, session support: one role, 3 volunteers

Our Volunteers

- The services highlighted in blue above which are recommended to come under LVP, either directly work with volunteers or provide and replenish equipment for volunteers.
- Two Service areas (Environment & Highways) are recommended to have Level 3 (max) support, where a Community Connector would induct and support volunteers. (380 volunteers – estimated 200 inactive individual litter pickers)
- Three Service areas (Museum, PLL: Localities and Learning and the Young People's Service) are recommended to have Level 2 (med) support, where arm's length support would be available to volunteer managers. (79 volunteers)
- Four Service areas (Children's Centres, Libraries and PLL – Prevention: Re:refresh / Macmillan Solutions and Youth Justice) are recommended to have Level 1 (minimum) support where volunteer managers within that Service induct and support volunteers. Support will be offered in recruiting new volunteers. (308 volunteers)

Context

- Population 147,489 (31% BME)
- Deprivation 15/326
- Employment Inactivity 29.6% (nationally 22.6%)
- Low Income 43% children living in low income families
- Qualifications Level 2 and above 63% (nat.73%)
- No Qualifications 14.6% (nationally 8.8%)
- Health Life expectancy 8th worst for males, 16th worst for females
- Obesity 26% adults obese
- Alcohol related hospital stays, chronic heart disease, diabetes, cancer, TB all significantly higher than national average

15.2 million
estimated number of people volunteer at
least once a month in the UK

National Value of Volunteers

- Regular formal volunteering = **£23.9 billion.**
- All formal and informal volunteers = **£45.1 billion.**
- Wellbeing value to frequent formal volunteers themselves = **£70 billion**
- Financial value of sports-based volunteering = **£53 billion.**

*Office for National Statistics

** Volunteering England

*** DWP

**** Join In Trust

General Progress on Volunteering, Asset Based working and Step Down

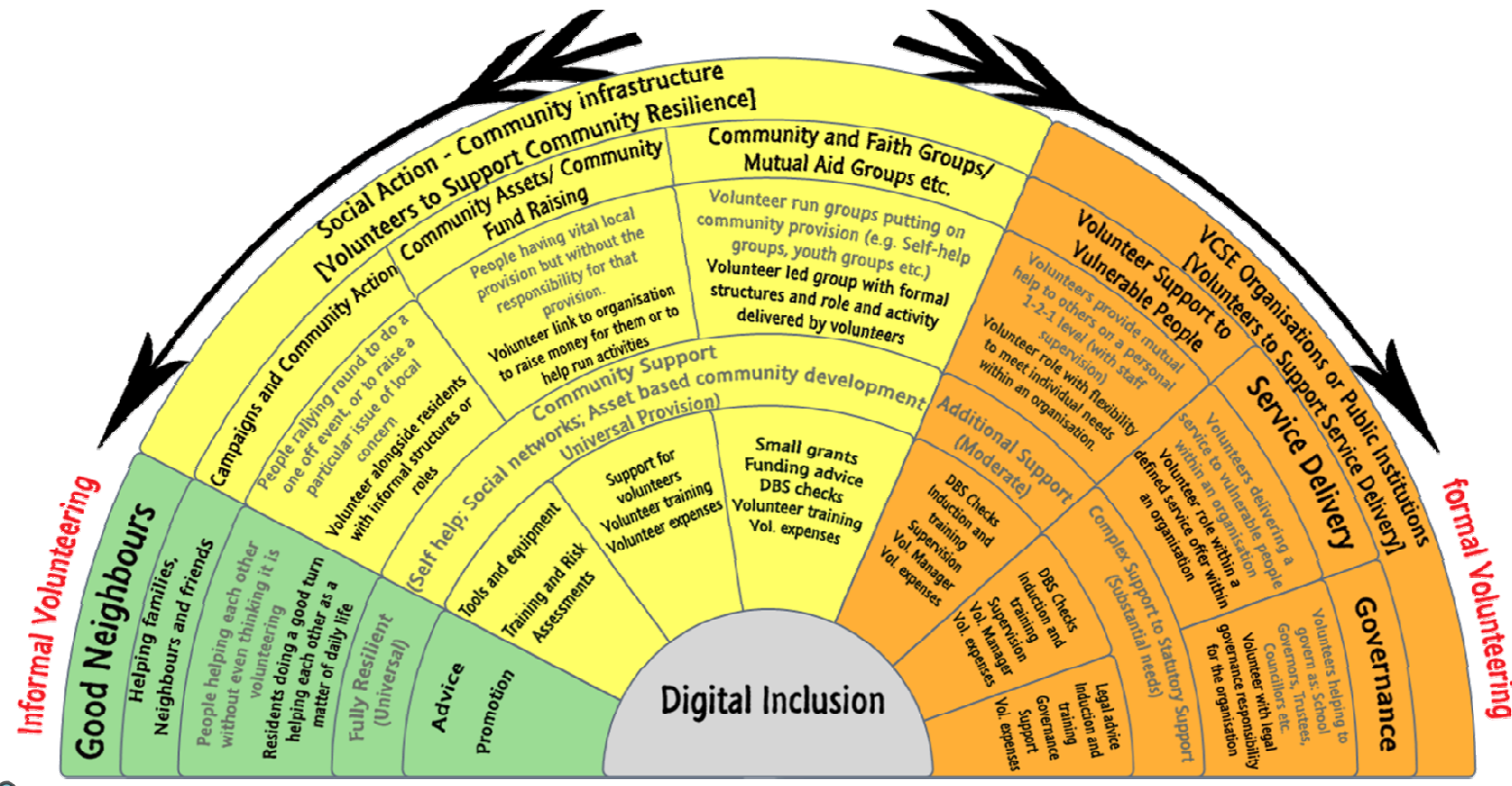
- Working with Lancashire Constabulary to develop a Lancashire wide capacity to create infrastructure for a multi-agency step down service into volunteer supported activities. Policing Improvement Fund has been awarded in 2016.
- ESIF Bid made for Lancashire for £2m including - Workshops held to develop a Lancashire Wide Volunteer Academy will a key aim to help train, develop and support volunteers. Key aim being to use the platform to get people work ready and access sustainable employment.
- 3 Pilots. Preston, Blackburn and Blackpool. Each becoming the hub for the sub Lancashire area e.g. Pennine Lancashire (Bank Top is our Pilot)
- Hub to be established within BwD as a pilot for PL. We will work with the PIF team and receive a dedicated development officer to work with us full time, whilst benefitting from Lancs wide learning and sharing of good practice.
- Each locality within BwD to have mapped assets and ability to define volunteer roles, advertise, recruit, train and broker.

General Progress on Volunteering, Asset Based working and Step Down

- 'Your Call' programme being driven through a steering group with representatives from each Dept. Under themes of Environment and Green Spaces, Health and Wellbeing, Neighbourliness and Cohesion.
- Community Asset transfer strategy review and mapping next phase. All 9 community centres transferred and being run by community based organisations. Bangor St in process.
- Large scale VCFS consortia now in place Phase 1 established, Phase 2 being implemented , Phase 3 in design. Aim is to improve collaboration, increase coverage and ensure sustainability
- Lots of good examples of volunteering and voluntary activity across public and VCFS but needs better co-ordination and a clearer vision. BwDBC needs to be able to facilitate the work to form a reliable, assertive and consistent programme.
- Asset mapping work and locality profiles being progressed through Public Health.
- CVS and other organisations receiving considerable funding over many years. Need to achieve better directed performance, activity and outcomes through the new consortia arrangements.
- Stop what is not achieving our outcomes and re-invest resource.
- Active work with faith sector, needs fostering and development to an asset approach.
- To deliver at pace and scale we need better aligned delivery and systems.

Diagram showing Strategy of the how Volunteering fits into one Continuum

Continuum of Volunteering



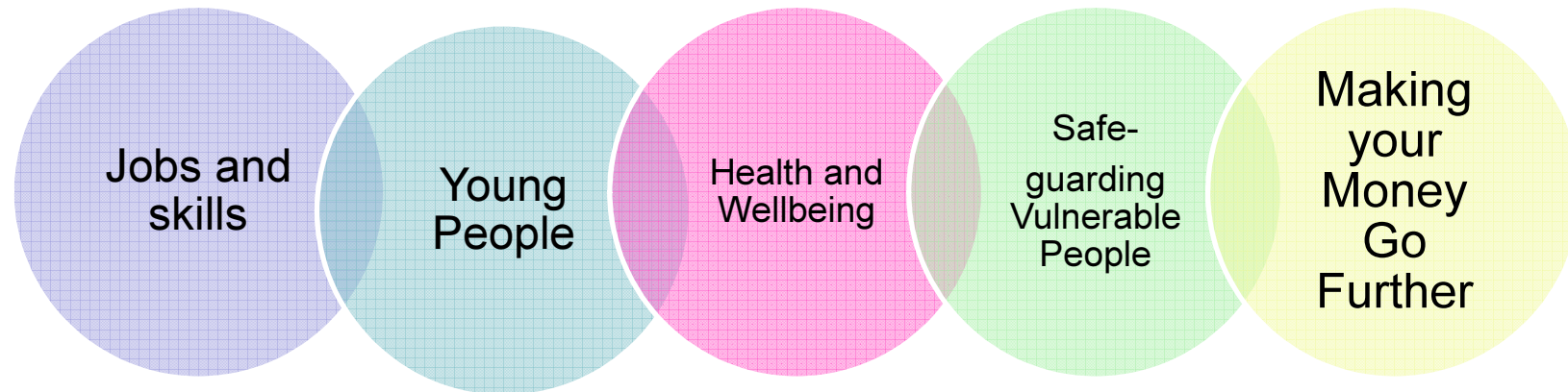
BLACKBURN
with
DARWEN
BOROUGH COUNCIL

Strategic Fit

Lancashire Skills and Employment
Strategic Framework 2016-21

Pennine
Lancashire
Transformation
Programme –
Health and
Social Care

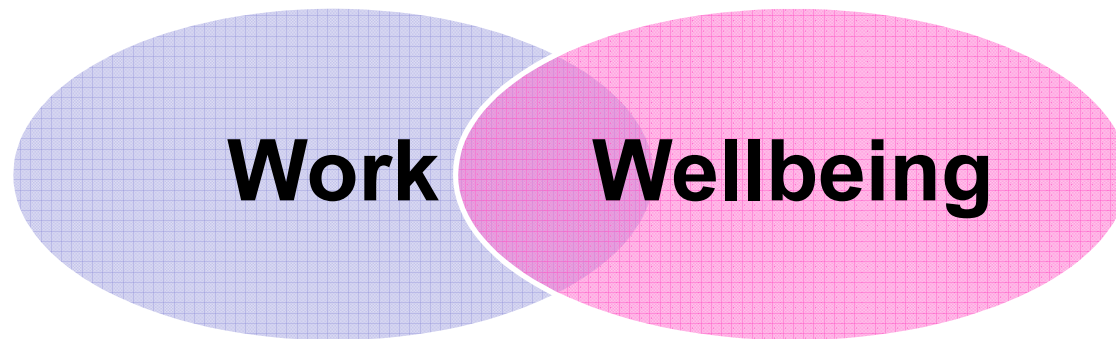
BwD Council key priorities



Community Engagement and “Your Call”

Prevention, Localities and Learning - Purpose

Improving work prospects and wellbeing



Sustainable outcomes – a demand management approach

Delivery Principles

Work Early	Early action – manage demand
Work Together	One key lead, other services wraparound
Work With	Person centred, asset based, encouraging people to take responsibility
Work Holistically	See whole person, family, connections, circumstances
Work Locally	Building community resilience
Work digitally	To improve isolation and health

5 Ways to Wellbeing

CONNECT...

With others: your family, your friends, your community.

BE ACTIVE...

Exercise. Dance. Play. Move your mood.

TAKE NOTICE...

Be curious. Be aware of what is going on around you.

KEEP LEARNING...

Try something new. Sign up for that course.

GIVE...

Your time. Your presence. Your appreciation.

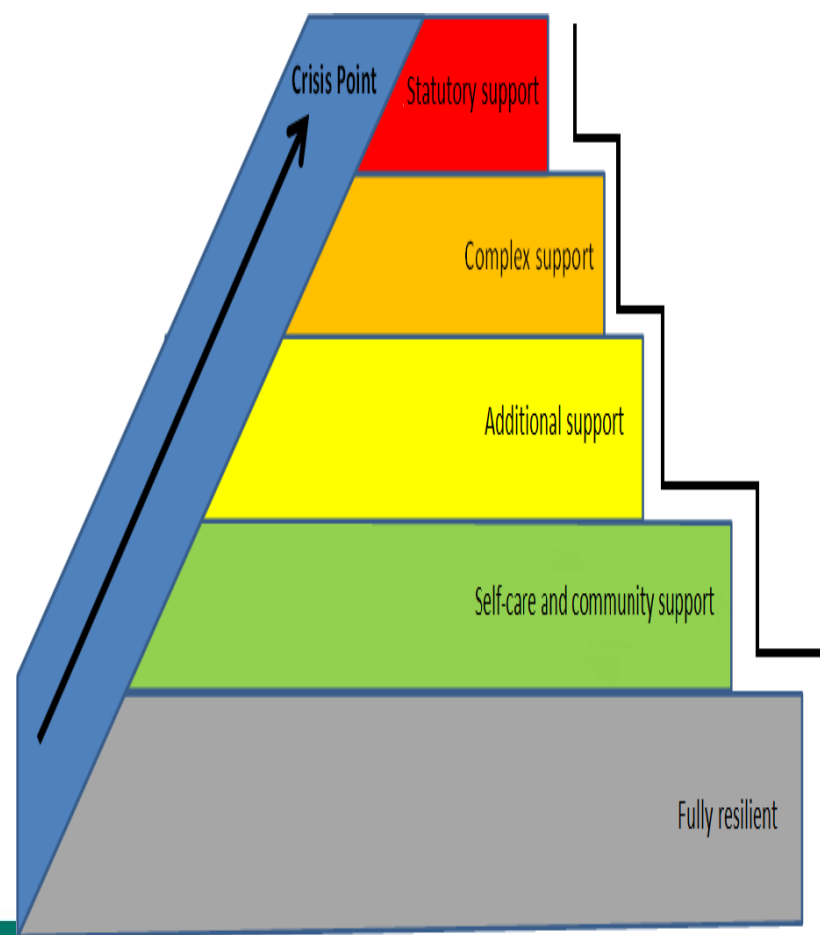


BwD Step Down Model

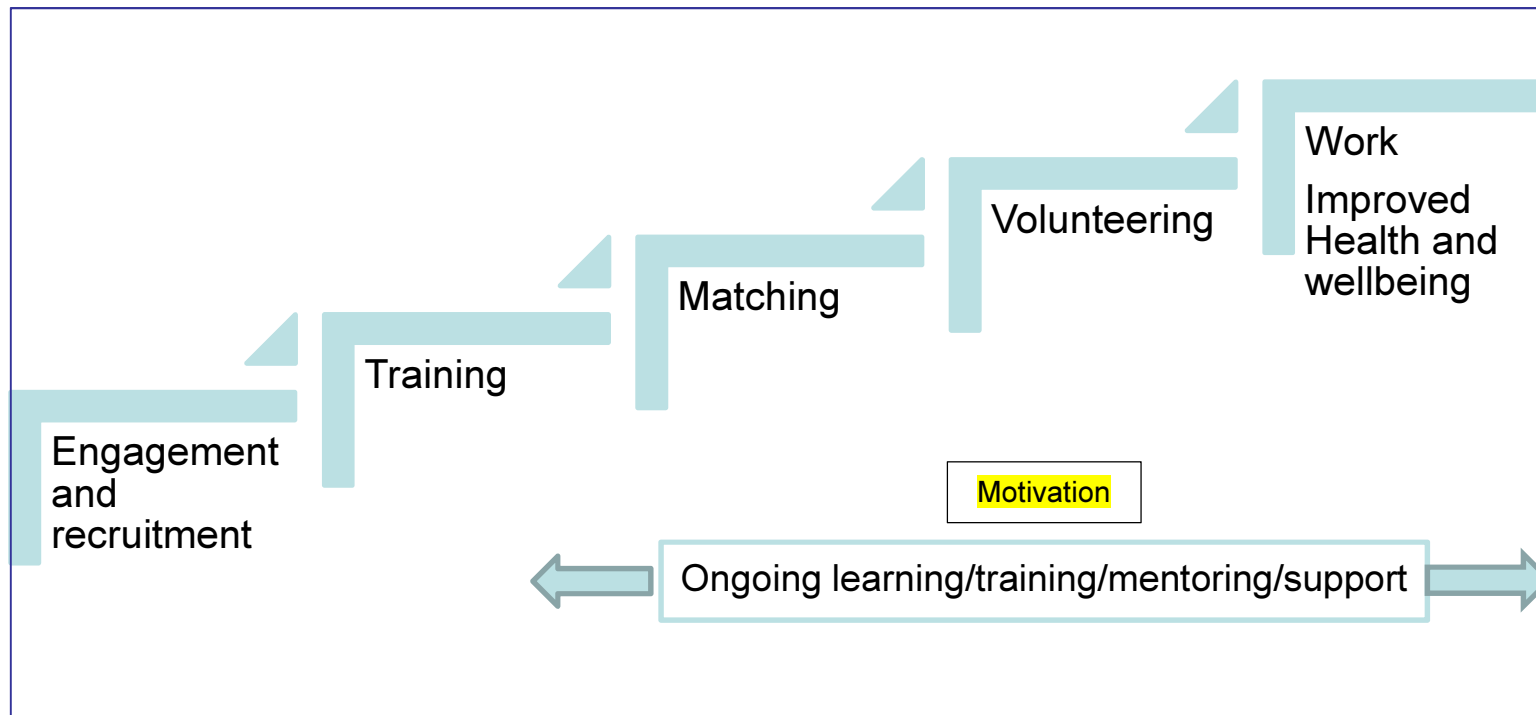
BwD Prevention and Stepdown Definitions

Both prevention and stepdown work aims to empower individuals/families to be physically and mentally healthy and resilient.

- **Prevention** – action or intervention to stop individuals/ families needing complex or statutory support; promoting self-care and community support.
- **Stepdown** – individual/family moving from statutory or complex provision into targeted, universal or community support



Volunteer Journey Providing a Pathway to Employment or Personal Achievement



Delivering Volunteering in BwD

- Recognise existing good practice and success stories. Build on these and integrate into a collaborative and cohesive offer.
- Needs to be owned BwDBC providing the critical leadership and co-ordination.
- Working in conjunction with public sector, voluntary community and faith sector, private sector and communities.
- Critically important to have the interface with partners and organisations to understand the need and demands we are trying to mitigate, whilst also delivering a co-ordinated and brokered offer.
- Recognise that volunteering is not 'free'. There are system costs, expenses, training and other resources required.
- Motivation and morale of volunteers needs nurturing, robust and active communication plan, turnover and new recruitment, promotion as a stepping stone to employment.
- Linkages with 'Assets' - community, faith, public and private sector.

Where are we in this Journey

- We have developed a detailed business case based on scenario of bending existing resources and re-prioritisation vs additional invest to save resource e.g. wouldn't want to redesign something that is working well but rather add to and collaborate with such as Wellbeing service.
- CCG, Public Health and other Partners engaged as Localities review to use the Transforming Lives model to co-ordinate multi-agency approach.
- Commissioned resources from IAG and other departmental programmes being aligned.
- Demonstrate how Better Care Fund could be attracted to support the prevention offer.
- Set out relationships and alignment with public sector partners, private sector and VCFS.
- Make links with Pennine Lancashire STP programme and Case for Change.
- Set overall programme performance parameters and outcomes.
- To have started implementation on a phased roll in calendar year 2016.
- Use practice to inform/influence wider PL development of prevention.