

# Voluntary and Community Sector Services

Outcomes Report for Overview and Scrutiny Individuals Subcommittee

5<sup>TH</sup> March 2020

## Background

Money invested with the Voluntary Sector to reduce or prevent residents need for care and support

Services commissioned to:

- Promote **social inclusion** for those who are isolated and/ or prevent people from becoming socially excluded.
- Develop community resilience and personal wellbeing through **peer support** networks.
- **Carers** supported in their caring role and to maintain a life of their own.

## Key areas of need

1. Physical disabilities and/ or sensory impairment
2. Frail elderly
3. Mental health needs
4. Learning disabilities or autism
5. Dementia

# Principles

- Services that build personal, family and community **resilience**.
- Developing pathways to more **independent living**.
- Peer support groups that continually look to extend reach and encourage **self-organising** groups.
- Commissioning services that build networks and can show a **growing reach**.



# Carers

## What's on offer?

- Dementia services, - Emotional support, - Regular telephone support, - Peer support groups, - Awareness training, - Range of information, - Informal advocacy, - Access to welfare benefits.

Services available to adults providing care to an individual of 18 years of age who has one or more of the following needs:

- PSD
- Dementia
- Mental Health
- Older or Frail
- LD and Autism



## Elderly and Frail

What's on offer?

- Quiz night, - Bowling, - Sunday Lunch, - Coffee mornings, - Line dancing, - Cinema and theatre trips, - Museum and exhibition outings, - Lectures and concerts.

Targets Social Inclusion and Peer Support through two groups:

- Di's Diamonds – mixed group aged 50+
- Diamond Geezers - men's only club. Trips to the dog track, pubs

Both groups help the elderly make new connections with people to help them become more involved within the community.



## Physical and Sensory Disability

### What's on offer?

- Managing stress, - Giaro health management, - Gentle Exercise, - Art club,
- Community friends, - Friday social club, - Introduction to computers, - Camera club,
- Family history tuition, - Time for tea, - H.A.D on tour.

### Targets Social Inclusion and Peer Support through:

- Planning on above activities for people with disabilities and carers.
- Enable and encourage independent social arrangements, friendships and connections with the community.
- Facilitate connections with long term peer support opportunities.
- Promoting independence.



## Dementia

### What's on offer?

- Singing for the brain –Involving people with dementia as well as their carers in interactive sing-song sessions.
- There are two sessions per week, Mondays at Harold wood and Wednesdays at Gidea Park.

Targets Social Inclusion by boosting confidence, self esteem and quality of life.

Due to the volunteers within the community, Singing For the Brain has now become self sustaining!



**Tapestry**  
prevention, care and support

## Dementia

### What's on offer?

- Peer Support Lunch Club: various small activities including card and board games, singing and art. Service users then have lunch together to help build connections amongst one another. At the end of the day service users are dropped home through Tapestry's transport.

The service promotes creating new friendships and bonds to increase quality of life. But also providing them with a safe and supported environment to increase their confidence and group participation.

Two venues (north and south of the borough) and takes place twice a week.



## Mental Health

### What's on offer?

- Mental health information and advice,
- Support to access community opportunities,
- One-to-one and group sessions to gain new experiences and meet new people,
- Working together to face life's challenges.

The support is provided on a one-to-one basis and in group settings.

There are two services available, Social Inclusion Project and Peer Support Group. Both help individuals reduce social isolation and loneliness in order to help them improve their mental wellbeing.



## Autism and Learning Disabilities

What's on offer?

- Sign posting and advice, - On-line forum, - On site groups, - Outreach, - Provision of quiet space, - Family support, - Parent support group.

The service allows people with ASD to come to a safe place to make new friends, access support, become more socially interactive and develop new skills.

The service also raises awareness by being in a central location of Romford Mall. This allows autism friendly communities, employers and opportunities.

# Outcome Measures

1	Wellbeing	Service users have a good quality of life	No. / % reporting improved quality of life
2	Social Inclusion	Service users have as much social contact as they would like	No / % reporting increased social inclusion and social contact
3a	Resilience	Service users have the skills, tools and confidence to manage in their daily lives	No. / % reporting they are better able to manage in their daily lives
3b	Carer resilience	Carers feel supported in their caring roles	No / % of carers who feel more supported in their caring role and able to remain in their caring role
4	Carer quality of life	Carers are able to balance their life with their caring role	No / % of carers who have more of a balance between their caring role and own life

# Outcomes

Between April 2019 and Sept 2019 we have collected feedback from 312 people supported by VCS

- 91% reported improved quality of life.
- 89% reported increased social inclusion and social contact.
- 81% reported they are better able to manage in their daily lives.
- 61% of carers from Carers Hub reported they feel more supported in their caring role and are able to continue in their caring role.
- 50% of carers from the Carers Hub said that they have a better balance between their caring role and their personal life.

We are currently looking at how we can demonstrate how much these services are saving the Council

# Developments

- Placed a successful bid to Age UK national who have received funding from the Energy Savings Trust. The project will support 1,300 older people to save energy across Havering and Tower Hamlets.
- Looking at how we can build links with Health, for example signpost people from GP surgeries