

# Adults and Safer City Scrutiny Panel Meeting

Tuesday, 17 November 2020

Dear Councillor

## ADULTS AND SAFER CITY SCRUTINY PANEL - TUESDAY, 17TH NOVEMBER, 2020

I am now able to enclose, for consideration at next Tuesday, 17th November, 2020 meeting of the Adults and Safer City Scrutiny Panel, the following report that was unavailable when the agenda was printed.

Agenda No	Item
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8	<b><u>WVSC Social Prescribing Support to Connect project (Pages 3 - 14)</u></b>
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[Linda Stone and Ian Darch, Wolverhampton Voluntary Sector Council, to present report]

If you have any queries about this meeting, please contact the scrutiny team:

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# WV Social Prescribing

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## A new route to wellbeing



A Service by **W V S C**

Agenda Item No: 8

# What is Social Prescribing?

- **Social Prescribing is a non-medical approach to improving health and wellbeing**
- **Linking people who are isolated, lonely, anxious, depressed or with a long term chronic health condition**
- **Link workers support customers to develop a personalised action plan to break down barriers and tackle isolation and loneliness**



# Social Prescriptions include ...

 Friendship groups

 Walking groups

 Arts and Crafts

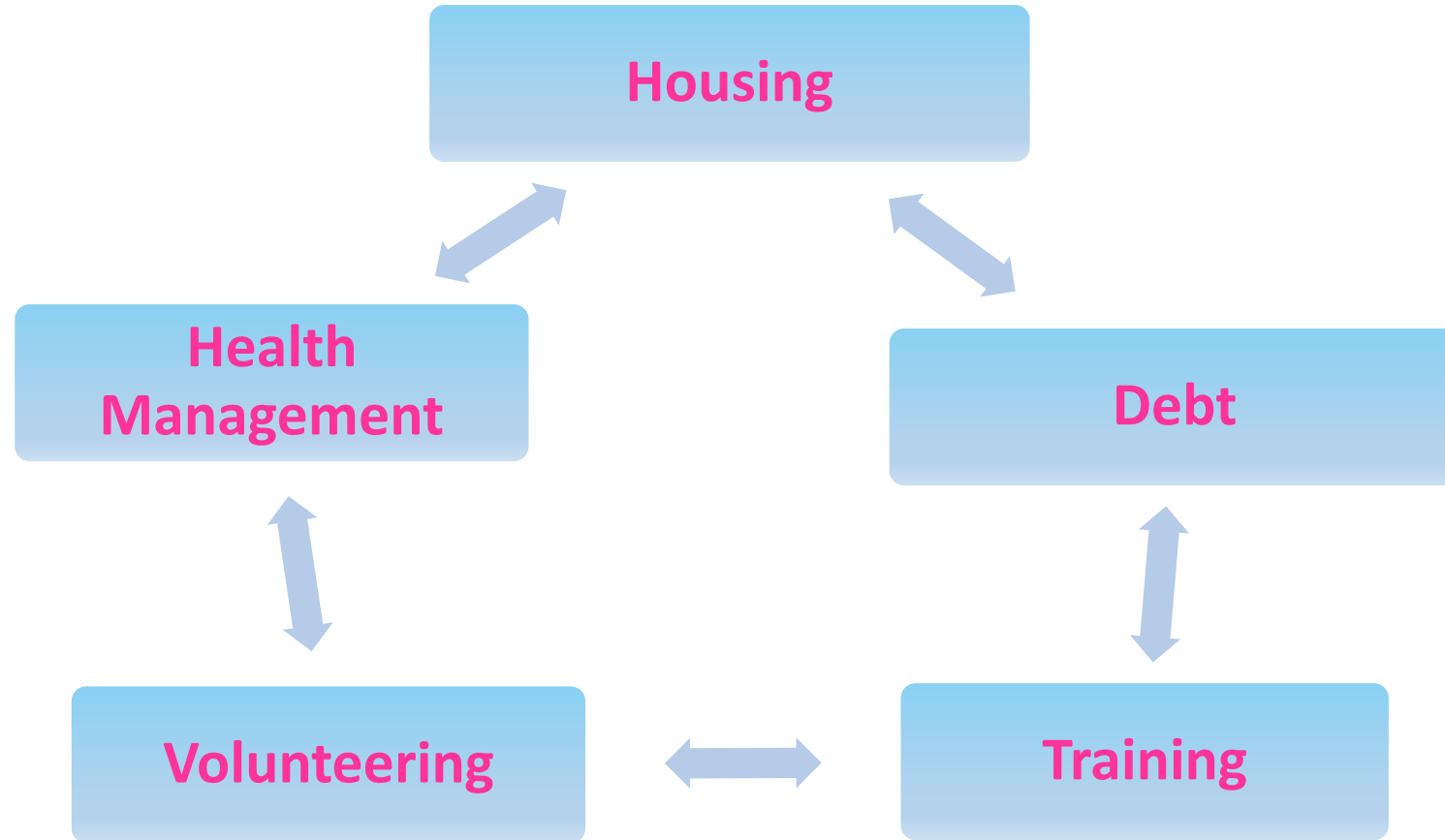
 Exercise classes

 “Green prescriptions” e.g. community gardening

 Pain and stress management groups etc.....



# Social Prescribing also provides access to and advice about ...



# Social Prescribing and the NHS

 Social Prescribing is a key part of the forward plans for the NHS and GPs



# Social Prescribing – internal operation

- Each PCN has a named worker who supports GP referrals

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Referrals from other Health and Social Care Workers are supported through mini-teams of Link Workers





# Background...

Wolverhampton is one of very few areas where there is one co-ordinated service for the City

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Project started in 2017 with pilot funding from the CCG – who continue funding the service



Since then the project has grown with financial support from The Dept. of Health, National Lottery and more recently we have expanded using NHSE funds through Primary Care Networks



# The COVID challenge

Prior to COVID we were receiving C150 referrals a month and are returning to those levels again



During the first lockdown we accepted several hundred referrals through the Stay Safe be Kind helpdesk from people who were “worried and alone” and this is now being repeated



The COVID restrictions have required new ways of working - less prescriptions are available but people in our City are more anxious, lonely and isolated than ever before.



A real risk of a situation where there are “lots of travel agents but not enough holidays” has been exacerbated by COVID.



# Our response to the COVID challenge

*Social Prescribing as we knew it is no longer possible*



- Increased use of social media platforms like ZOOM and TEAMS for groups
- More of those run directly by Link Workers as a short term measure
- Expansion of our partners - e.g. University online exercise
- More work with volunteers - e.g. providing befriending support
- Activities outside when possible
- Focus on helping vulnerable customers remain safe through regular contact



# Responding to the Digital Divide ...

- The increased use of ZOOM and TEAMS excludes a significant number of customers
- Approximately 35K people in our City do not use IT and have never sent an email
- There are three key issues:

Skills  
Knowledge  
Confidence

Access to  
equipment

Connectivity



# Support to Connect

- **Allocated funds from CCG to respond to COVID**
- **Set up a partnership with Access to Business and 3 small IT consultancies**
- **Provides one to one support to Social Prescribing customers to help them make best use of technology to tackle isolation including accessing online groups**
- **To date 70 people have received one to one support**
- **Provides training to providers of social prescriptions to help them provide better IT support to customers**
- **Use “Podnosh” Impact App to capture the customer experience**
- **Provide tablets and data for those with no access to technology**
- **Working to try and improve connectivity across the City**



# WV Social Prescribing



## A new route to wellbeing



A Service by **W V S C**