



# Voluntary and Community Sector Prevention Prospectus

Shropshire Voluntary and Community Sector Assembly, September 2017





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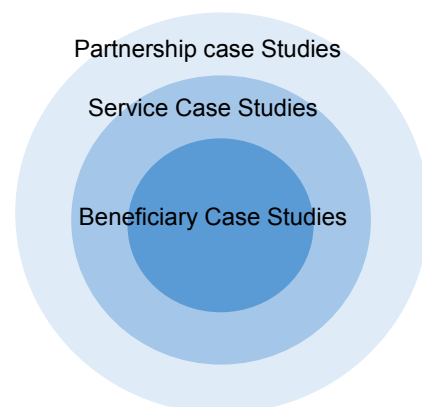
# 1. Introduction

This Prospectus is designed to provide a more detailed insight into the preventative services and support delivered by Shropshire's Voluntary, Community and Social Enterprise (VCSE) sector. It is not possible to prepare a prospectus for the whole VCSE sector so only those organisations from the VCS Assembly Membership who specifically expressed an interest in involvement in this work are included (the project was promoted through the Assembly newsletter). In particular the members of the Health and Social Care Forum, organisations working with CAAN partnership, Mental Health Forum and Shropshire Disability Forum were reminded of the opportunity to participate during the summer of 2017.

22 organisations are included within the prospectus and many of those are also featured within the Prevention Impact Assessment document which accompanies this prospectus.

Three documents have been produced to bring together information about VCSE delivered prevention in Shropshire:

- 1) This Prevention Prospectus features examples of preventative services through inclusion of case studies covering:
  - partnerships
  - service/organisations
  - Beneficiaries
- 2) The Prevention Impact Assessment is based on a more detailed assessment of 15 organisations. It considers the current provision and investment of staff and volunteer time in preventative services, risk of services being lost, the likely impact/risk of services being reduced and the likely nature of any reductions in VCSE provision.
- 3) The Prevention Report brings together a wide range of information to put the Prospectus and Impact Assessment into context. The report covers important information about Shropshire and the needs of the population, the VCSE sector and volunteering, the impact of recent policy and operational changes, issues organisations are currently facing and a look ahead for the future of VCSE delivered prevention within the county.



The nature of prevention is covered in more detail within the Prevention Report. The three documents combine to highlight the breadth of VCSE services and support available in Shropshire and all highlight the importance of a system approach that considered a wide range of lifestyle issues such as employment, housing, benefits, advice, health, social isolation etc. as the best and most effective way of ensuring that people receive support with, what are often, complex and inter-related problems and concerns.

Local directories provide much more information on the type of services offered by the VCSE sector but this Prospectus is important in order to complement the issues highlighted within the Prevention Report and assist those less familiar with the voluntary sector in gaining a better understanding of the work being undertaken and the difference it makes to the lives of those living and working within the county.

The prospectus highlights examples of partnership delivery models, examples of individual services (some working to support specific user groups and others supporting the general population) and some examples to highlight the way in which individuals are able to benefit from the services and support in place.

For more information please use the contact details for the Shropshire VCS Assembly provided on the last page of this document.

# 2. Partnership Case Studies

## Building Better Opportunities Shropshire, Telford & Wrekin

A partnership of 21 local voluntary and community sector organisations are currently delivering support for individuals in need of support on the journey towards employment. The work focuses on those who are aged 19 or over who may experience multiple barriers to employment, resulting in social exclusion. Landau Limited acts as lead organisation, bringing partner organisations together to provide a comprehensive range of services and support, including organisations specialising in work with different groups and in different areas of Shropshire, Telford & Wrekin. Partners are:

- Crowsmill Craft Centre CIC
- Enable
- FUSE CIC
- Headway Shropshire
- Homestart Telford & Wrekin
- Hope Initiatives
- Landau
- Oswestry Community Action—Qube
- Severnside Housing
- Shropshire Housing Alliance
- Shropshire Housing Group
- Shropshire MIND
- Shropshire RCC
- Small Woods Association
- South Shropshire Furniture Scheme
- Telford & Wrekin Council
- Telford & Wrekin Council for Voluntary Services
- Through the Doorway to healthy Living
- Wem Into Work
- Whitchurch Community Services Association (Beechtree)
- The Shropshire Providers Consortium

Barriers to employment are wide ranging and may include a lack of transport, lack of skills, disabilities or loss of confidence or motivation. Support offered may include volunteering opportunities, CV writing, preparing for interview, gaining skills and qualifications with digital access or transport. Funded by the National Lottery through European Social Fund investment the project will run to December 2019. Employment keeps people active, socially connected and economically secure and is proven to be an effective form of prevention.

## Social Prescribing

In May 2017 a social prescribing pilot was launched in Oswestry. Social prescribing aims to relieve pressure on GPs and other services through the use of a structured referral pathway into non-clinical local support services. Unlike signposting, social prescribing takes a standardised approach by monitoring patients' progress along the intervention pathway, assuring the quality of the provider and delivering measurable outcomes. The Oswestry pilot complements and interconnects with other programmes such as the Healthy Lives Oswestry Pilot and the Building Resilient Communities work stream. The social prescribing pilot is being delivered through GP practices and other agreed referrers/prescribers including Adult Social Care; Family Matters/Early Help; the Fire Service "Safe and Well" project and a number of voluntary sector organisations.

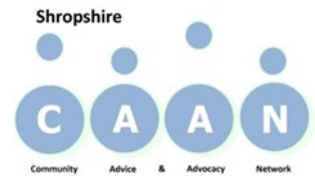
The focus is on people who are at risk of developing ill health or who are becoming unwell. Lifestyle risk factors, long term conditions, mental health, social inclusion, carers and frequent attenders are all groups who could benefit from social prescribing. These groups are identified through/by audits of GP patient records, NHS Health Checks, Community and Care Coordinators, Adult Social Care contact and Fire Service "Safe and Well" visits, as well as opportunistically through patient consultations.

A Social Prescribing Advisor works with the individual to design their own social prescription. People are referred to one or more interventions, the majority of which are provided by local voluntary and community groups and public health services and may include falls prevention, physical activity, healthy eating, weight management, befriending, social activities, peer to peer support, structured education programmes, and benefits, debt, employment and housing support. Follow up support is provided and people's progress is tracked to understand how the referral is improving their health and wellbeing. Sustainable long-term funding is required for social prescribing to continue and be extended to other areas of the county.



## CAAN

CAAN is a partnership of Shropshire based organisations; A4U, Age UK Shropshire, Telford & Wrekin, Citizens Advice Shropshire, MAYSI project (The Stretton's Mayfair Trust), Peer Counselling and Advocacy Service (PCAS), and Taking Part. The partnership was specifically set up to deliver the Shropshire Council contract for 'Information, Advice and Advocacy Services for Adults', this is a five year contract which started October 2014. Citizens Advice Shropshire is the leading body for CAAN.



The aim of CAAN is to deliver an effective person centred, community-focused and flexible service, delivered by an established network of information, advice and advocacy providers. CAAN is able to meet the needs of diverse communities, ensuring client choice, promoting independence and achieving positive wellbeing outcomes. The CAAN mission is to provide access to appropriate advice and advocacy services which effectively meet the needs of people when they need it and to improve the policies and practices that affect people's lives.

The CAAN partnership undertakes a range of preventative services that support vulnerable people to live independently within the community. The holistic, person centred approach to information, advice and advocacy provision cuts across welfare, health and social care and work takes place to simplify processes for each person supported. CAAN also delivers Care Act Advocacy, Safeguarding and Social Prescribing.

The CAAN data below highlights the difference the partnership made in 2016/17.

**7,974**

people given advice  
(6,491 under the  
CAAN contract)  
42% Benefits  
10% Debt  
7% Employment  
7% Housing

**4,399**

people received  
advocacy (2,458 under  
the CAAN contract)  
15% Health and care  
15% Preventative  
services  
12% Social care  
10% Finance

**12,422**

people supported  
(8,986 under the  
CAAN contract)

**22,599**

**HOURS**  
spent supporting  
people  
(12,791 under the  
CAAN contract)

**8,913**

volunteers hours  
(6,783 under the  
CAAN contract)

**£1 million**

(£1,045,059) funding  
secured

**£2.6 million**

(£2,588,995)  
Income gained for  
clients

### Outcomes

- Reduced social isolation
- Increased community networks and participation
- Building more positive relationships and new relationships
- Moving towards and into employment
- Better managing personal and household finances
- Maximising income and economic participation
- Taking more responsibility for personal health

## Autism Hub

Shropshire Autism Hub is designed for people on the autism spectrum including Asperger's Syndrome.

The Autism hub is for adults on the Autism Spectrum with or without a diagnosis. Peer support, carer's support, advice on welfare benefits, housing, relationships, monetary advice and employment advice are all offered through the Hub. The Hub provides help with coping strategies, promotes independent living, and provides support with self management. Activities include:

- Use of the IT suite
- Fitness – walking for health, cycling, sailing
- Budgeting Workshops
- Health Checks
- Drama Club
- Healthy Eating and Cooking Sessions
- Men in Sheds - Teaching practical skills
- Board Games

Support services include benefits advice, housing (first steps to independent living), money advice, tax and debt, relationships, pre and post diagnosis support, advocacy, realistic person centred planning and individual Autism Spectrum Condition (ASC) attention cards.



**Shropshire Autism Hub**

# 3. Service Case Studies

## Advice: Citizens Advice Shropshire (CAS)



Citizen's Advice Shropshire provides an independent, confidential and free Information and Advice service for adults in Shropshire and has had a presence in Shropshire for over 75 years. Its main offices are located in Oswestry, Ludlow and Shrewsbury and 9 outreach projects are also in place: 5 in local GP surgeries, 3 in local community centres and debt advice is provided at HM Prison Stoke Heath. Services are provided by 35 paid staff and over 70 volunteers. Advice is provided on a wide range of issues such as benefits, debt, employment and housing. Specialist services include:

- Shropshire Information Advice and support Service (IASS) - for young people under the age of 25 and parents and carers of children with special educational needs or disabilities (SEND).
- Pension Wise - free, and impartial government guidance on ways to take money from your pension.
- Debt Team - specialist money management advice and dealing with debt.

In 2015/16 Citizens Advice Shropshire:

- Helped 7,272 people.
- Considered 19,806 individual issues/concerns (providing advice/support as needed).
- 381,600 hours of volunteer time.
- 90% of people were happy with the service they received.
- 2 out of 3 were able to have their problem solved.
- 4 in every 5 people said the support had improved their lives (examples were reducing stress, improving finances etc.)

Public benefit (volunteering, improvements in wellbeing, participation & productivity) is calculated at £7.9 million. Individual benefit (consumer, debt & welfare benefit problems solved) is calculated at £9.3 million. The proven fiscal benefits are £1.45 extra for every £1 invested in CAS (or the cost to organisations if services were removed) and include: £186,876 to Shropshire Council, £181,006 to NHS, £548,109 to DWP and £424,960 to housing providers.

## Advocacy and Information: Taking Part



Taking Part is an independent registered charity in Shropshire. Established in 1994, Taking Part became a Registered Charity in 2002. Taking Part provides independent information, advice, guidance, training and general advocacy to clients with health and social care needs; particularly those with learning difficulties and/or autism. Taking Part also provides Advocacy under the Care Act, and Paid Relevant Representation services for clients who have a DoLS order in place.

Other services include:

- Social nights -hosted and facilitated by Taking Part twice a month.
- Respite provision under the Short Breaks programme for children with disabilities.
- Engagement work for the Shropshire IASS project.
- Local, regional and national involvement providing Experts by Experience for projects such as the Transforming Care Programme, NHS England Advisory Group, West Mercia Disability Independent Advisory Groups and Local Independent Advisory Groups.

Taking Part provides important prevention work in Shropshire:

- 7 members of staff support to more than 1,000 people each year.
- 7 members of staff provide information and advice to over 1,000 people a year.
- Social networks and support via social activities attended by approximately 100 people each month.
- Safeguarding and advocacy under the Care Act and general advocacy provided by 2 staff members.
- Peer Support Groups and Expert by Experience Reference Groups.
- Write to Know and Right to Speak.
- Service user training such as Mental Capacity Act, safeguarding, scam and internet safety.
- Volunteer citizen advocates support over 50 ALD clients on a long term basis.

Taking Part supports partnerships including the Learning Disability Partnership Board, CAAN and VCS Forums of Interest, Transforming Care Programme, Integrated Clinical Health for People with Learning Disabilities. Keeping Adults Safe in Shropshire Board (KASISB) and sub groups of Learning and Development and Citizen Engagement; Service User Forums for Learning Disabilities (LD) clients; Central Advisory Group for LD; Making Safeguarding Personal advisory group; and Care Act Advocacy.

## Information: Wise and Well Team, Shropshire RCC



The Wise & Well Team organise information events in towns and large villages across the county, so that people can access quality advice in their local community. Shropshire RCC works in partnership with other services and voluntary organisations to provide information about a broad range of relevant topics. The team holds a few events each year and tries to cover all areas of the county every three or four years. Events are held in community halls with easy access, to encourage anyone to attend. Events have been held covering topics such as Living with Arthritis, Stroke, Managing Cardio-Vascular Disease, 'Safe use of Social Media for people with learning difficulties' and Chronic Disease Management. The most popular information events are Senior Safety Days and Diabetes Awareness Days, which have been provided regularly over the last ten years.

- Senior Safety Days - run in partnership with the local Police, the Fire Service and the Falls Prevention Service. Include talks on how to stay safe at home.
- Diabetes Awareness Days - The Diabetes Awareness Days allow people who have been diagnosed with Diabetes, their families and carers, to find out how adjustments to their lifestyle can help to control living with Diabetes. Representatives from the Podiatry Service, Eye-screening, Medicines Management, Pressure Sores prevention service and Diabetes UK give short talks on each aspect of managing the condition, followed by a longer talk about nutrition, a short exercise taster session and a light lunch. These sessions provide more confidence and motivation to manage the condition, in order to minimise its impact on daily lives.
- Healthy Heart Sessions - these sessions cover healthy heart awareness, understanding heart conditions, the importance of physical activity, healthy eating, stress management and staying positive. People are also told about the Shropshire Heart Age online tool.

Shropshire RCC also provides other health and wellbeing services. Examples include supporting good neighbour schemes, community based exercise classes, carer support, social groups for people with sensory impairment and sight loss.

## Ageing Well: Age UK Shropshire Telford & Wrekin



The number of people over 85 in the UK is predicted to more than double in the next 22 years, from 1.5 million to 3.4 million. Hospitals have experienced increases in the number of emergency admissions of older patients by 18% in the period between 2010-11 and 2014-15. Older patients now account for 62% of total bed days spent in hospital.<sup>1</sup> In the UK, falls are the most common cause of injury related deaths in people over the age of 75.<sup>2</sup>

Age UK Shropshire, Telford & Wrekin has 64 years experience of working with and for older people to improve to quality of later life within the borders of Shropshire, Telford & Wrekin, providing information and advice services, day centres, befriending services. Their return on investment is 1:8.

Levels of frailty and need have increased significantly across Age UK STW services in the last two years and they are now supporting many more people with a dementia, and their carers. 54% of clients are over the age of 85 and 84% report as having one or more health problems. Age UK STW health and wellbeing services support over 2,000 older people a week to stay active, engaged in their communities and safe in their homes. Age UK STW aims to help older people maximise their independence (working together rather than for someone) and works to raise awareness of the issues affecting older people.

- Helped 7,400 people
- Dealt with 20,000 enquiries at the Shrewsbury office alone
- Supported 1,060 people in their homes
- 437 older people supported in GP services
- 40 day centres attended by 650 people
- 420 people received weekly befriending support
- 1,900 people attended diamond drop in centres
- Telephone service provided to 100+ socially isolated people
- 1,170 attendances at the Shrewsbury walking football club
- Supported older people to gain £2.5 million in benefits (generating significant economic benefits)
- Supported the 'Let's Talk about the F-Word' campaign in Shropshire (falls prevention through exercise, building strength and healthy ageing).
- Recruited 219 volunteers

1 [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/565944/](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/565944/)

2 <http://www.nhs.uk/Conditions/Falls/Pages/Introduction.aspx>



## Preventing Dementia: Alzheimer's Society

There are 850,000 people living with dementia in the UK, costing on average £5,300 to healthcare and £12,500 in social care costs p.a. It is estimated that the annual cost of dementia to society in the UK is £26.3bn<sup>1</sup>. There is no cure and limited effective treatment for dementia, but the Alzheimer's Society has a preventative approach :



- 1) Informing people how to reduce their risk of developing dementia
- 2) Diagnosing dementia early
- 3) Supporting people to live well with the condition
- 4) Enabling dementia friendly communities
- 5) Monitoring and managing data.

Investment in research is important and findings suggest that changes in the brain may occur 20 years before someone is diagnosed with dementia and the symptoms become easily recognisable. Advice for individuals is also used to explain that healthy lifestyles, keeping the brain active and other lifestyle changes can reduce the risk of dementia. Services and initiatives include:

- Peer support groups
- Carers support
- Art therapy
- Singing for the brain
- Dementia support workers provide home visits or telephone support
- Dementia Cafes in Ludlow and Oswestry
- Supporting awareness campaigns such as Dementia Friendly Communities.

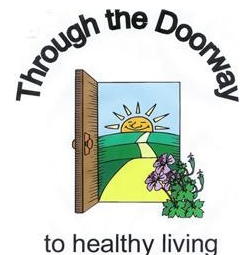
In Shropshire, the Alzheimer's Society works to provide one to one dementia support personalised to the situation to ensure the right practical support, information and signposting is available to meet needs. Support groups and awareness raising also help to ensure further support is available for people with Alzheimer's and their families and carers in Shropshire. The services are run through a combination of staff and volunteer time combining to add value. Examples include:

- Dementia Café support - 2 staff and 10 volunteers/ 30 volunteer hours a month.
- Therapy and wellbeing activities - 7 staff and 19 volunteers involve 85+ people in signing and art.
- 1:1 advice and support - 3 members of staff and 5 volunteers provide support across the county.
- Peer support groups - provided by 3 staff members and 3 volunteers supporting approximately 30 individuals.
- Carer support - 2 members of staff and 2 volunteers

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## Heathy Living: Through the Doorway to Healthy Living

Working as a 'virtual' healthy living centre, through the Doorway to Healthy Living supports people, primarily in Shrewsbury but also has a Shropshire-wide remit. Through the Doorway uses a variety of community venues in order to reach people in need of support and advice. The organisation's aim is to reduce health inequalities by giving people the skills, opportunities and confidence to adopt healthier lifestyles.



Activities include:

- Activities for mental and physical health including Yoga, Tai Chi and Pilates.
- Extend—Gentle chair-based movement to music sessions for older people and for less able people of all ages. Extend sessions help to promote health, increase mobility and independence, improve strength, co-ordination and balance.
- Mini-music—music and movement sessions for parents or carers to enjoy with their pre-school children. Within these sessions children learn both to listen to music and participate in music-making using a variety of age-appropriate instruments and other materials, games, songs, dances and movements. These sessions aim to increase children's readiness for school through improved listening skills, concept work, turn taking, following instructions, co-ordinating what they are doing with others, self-expression etc. The movement and dance elements of the sessions encourage children to be active and help tackle childhood obesity.
- Cookery— cookery courses focusing on preparing healthy food on a budget. They are very hands on, with participants learning a variety of cookery skills, but also include information and advice on basic food hygiene, understanding food labels, food groups and portion control. Recipes used and techniques taught can be adapted to participants' abilities, likes and dislikes.
- Be Good to Yourself health and well-being courses which aim to raise self-confidence and self-esteem through relaxation, stress reduction and improved self care.

These activities enable people to be more active, receive information to support healthier lifestyle choices and allow people to socialise and build support networks within their communities.

## Community Support: Mayfair Community Centre



Mayfair Community Centre in Church Stretton is an open access Community Centre run by the Strettons Mayfair Trust, a charitable trust limited by guarantee. The Trust was set up in 1996 and it has supported the development of a wide range of services and support including:

- Day-care Centre for adults and people with learning difficulties, including a bathing and laundry service.
- A public café and second hand books/bric a brac/ crafts on sale in the Mayfair shop.
- Hot meals delivery service for people who are not able to cook for themselves.
- A therapy suite where a large range of Complementary Therapies are available (ranging from Acupuncture, Hairdressing, Reiki to massage).
- Support groups for people with health conditions, support for carers and provision of a range of care information.
- Room hire, an arts and crafts room and an IT suite for formal and informal learning.
- A crèche.
- An independent living project called 'Maysi' (Mayfair Supporting Independence); this project provides advice for people falling outside of Social Services eligibility criteria.
- 'Ring and Ride' transport.
- A befriending and support service called Coco.
- A 'Walking for Health' scheme, exercise and dance classes.

The Centre has a staff team of 29 (mainly part-time) who are assisted by well over 300 volunteers. Approximately 1,200+ people a week use the facilities. In 2016 a Health and Wellbeing Centre opened offering a mixture of NHS clinics, advice and support from care agencies and voluntary sector groups. At the heart is a community area, with volunteer hosts, offering a coffee shop and support to access information on how to keep well and where to get support.

## Preventing Isolation: Shrewsbury Dial-a-Ride



Shrewsbury Dial-a-Ride

Shrewsbury Dial-a-Ride provides community transport for people who aren't able to use public transport. The transport provided is wheelchair accessible and tailored to meet the needs of the elderly, offering a personalised service.

Those using the services can be picked up from their own homes, dropped off wherever they need to go and then picked back up again at a time to suit them. Transport can cover days out and shopping trips, allowing people the accessibility they need for all types of service and activity. Sunday lunch trips are also offered by Shrewsbury Dial-a-Ride. These types of services significantly reduce social isolation and loneliness and prevent mental and physical health problems that people can suffer from if unable to travel.

Shrewsbury Dial-a-Ride offers services across Shrewsbury and much of the southern part of the county (including Ludlow, the Clun Valley, Craven Arms, Corevedale, Clee Hill and Tenbury Wells). The Ludlow and Clun Valley Traveller and the Corvedale Buzzard are delivered by Shrewsbury Dial-a-Ride.

Shrewsbury Dial-a-Ride relies on volunteer drivers and offers training and support for those wishing to volunteer. The contribution of volunteers allows Shrewsbury Dial-a-Ride to deliver its prevention work but volunteering, is also an important form of prevention. For some volunteers, volunteering can lead to important social networks and activity that in turn has health benefits for the volunteers.

## Disability Support: A4U (Action, Advice, Advocacy)



A4U is a user led charity aiming to improve the quality of life for people with disabilities and/or long term conditions, their families and carers in Shropshire. A4U was originally established in 1991 and has supporting people with disabilities and their carers for over 25 years. Services include:

- Information, advice and advocacy on all aspects of disability, to people with disabilities, their families and carers as well as health and social care professionals.
- Legal advice on welfare benefits, claims and appeals, community care issues and debt issues.
- Help with form filling such as Personal Independence Payment, Disability Living Allowance, Attendance Allowance and Employment Support Allowance.
- Specialist support and advice to challenge Department for Work and Pensions and HM Revenue and Customs decisions, including First-tier Tribunals for social entitlement and appeals to Upper Tribunal.
- Weekly drop in at the Shropshire Autism Hub for help, advice and support for both peers and carers of autism and Asperger's.
- Signposting clients to local and national agencies for specific help.
- Volunteering opportunities.

## Transport and Community Support:

**Qube - Oswestry Community Action** provides a wide range of services and support for the community in North Shropshire and the borders. Services range from dial-a-ride community transport, shopmobility, social networks (Tuesday Club), arts and courses, to volunteering. Qube has been offering its Dial-a-Ride service since 1992. In 2016/17:



- A fleet of 6 minibuses operated within a ten-mile radius of Oswestry, offering services between 9 a.m. and 4 p.m. Monday to Friday.
- Almost 17,500 journeys were provided by the service.
- Over 400 people benefitted.
- 21 volunteer drivers were supported by volunteer passenger assistants.
- The volunteer drivers committed 217 hours a week.
- The annual monetary value of the volunteers' time has been estimated at nearly £80k.
- 2 full time employees supported the volunteers.

A Deloitte report "Tackling Loneliness and Isolation through Community Transport" suggests that 28% of older people suffer from loneliness and isolation (based on Office of National Statistics). Deloitte calculates the national cost of loneliness at between £1.3 and £2.9 billion per year (based on the cost of healthcare.) Loneliness has been proven to: increase blood pressure and the risk of cardiovascular problems, elevate cortisol and stress levels, disrupt sleep, cause depression and anxiety, cause cognitive decline and dementia and increase the risk of falls and accidents. Indirect consequences of loneliness include a greater risk of being admitted to hospital, residential or nursing care, more frequent GP visits, increased number of domicile health visits and non-attendance at healthcare appointments due to poor transport.

During 2016/17, the cost of providing the Community Transport service by Qube was £172,000. This cost provided 17,484 journeys to 403 members. Of the 17,484 journeys, 1,008 were health related journeys, and some 2,112 were for those requiring wheelchairs. The total savings generated through the provision of those journeys is estimated at £110k-£301k (Qube Community Transport Evaluation, Rawlings and Heffernan June 2017).

Other services at Qube include:

- The Tuesday Club, Art groups and reading groups benefitting around 31-35 people a week.
- Physical wellbeing groups (yoga, Tai Chi, Pilates etc.) benefitting 140 people each week.
- Mindfulness sessions (and hypnotherapy, arts therapy etc.) benefitting 63 people
- Supported shopping benefitting 27 vulnerable people.
- Employment support for 140 beneficiaries.

## Preventing Fuel Poverty: Marches Energy Agency

Practical solutions to fuel poverty are provided by Marches Energy Agency (MEA) to reduce ill health caused by fuel poverty and limit the number of excess winter deaths in Shropshire (Shropshire figures are higher than national averages). Living in cold conditions is a risk to health. Research highlights that fuel poverty is a significant contributor to cold related ill health and excess winter deaths. Keeping warm in the winter months can significantly reduce illness such as colds, flu and health conditions such as heart attacks, strokes, pneumonia and depression. Shropshire is thought to have as many as 19,572 fuel poor households, which makes it 13th worst out of the 152 local authorities in England for fuel poverty. There were 370 excess winter deaths in Shropshire in 2014/15.



In 2016/17 MEA worked with 100 different partners to reach nearly 4000 households, mostly in fuel poverty, and installed over 1500 measures worth nearly £600,000. MEA undertook over 260 home visits for vulnerable households and delivered 85 training events and workshops to upskill over 400 professionals.

Free and impartial energy advice services support over 1000 householders each year. Advice covers:

- Accessing grant funding for new boilers and insulation measures
- Completing application forms for grant funding for new heating systems
- Concerns around energy bills or fuel debt
- Changing your energy tariff or accessing other energy related benefits such as the Warm Homes Discount or Priority Services Register
- Thinking about energy saving tips at home
- Exploring renewable technology options that may be suitable
- Signposting people to access a network of other partners for help with benefits, debt or health care support.

## Supporting Carers: Carers Trust 4 All

The Social Care Institute for Excellence estimates that there are currently around 5,430,016 carers in England, with the economic contribution made by carers in the UK being valued at £132bn a year. Carers are often key to people being able to maintain their independence and stay living at home or within their family, however the role of a carer can have an impact on a person's employment, their personal finances, their social life, their relationships and their mental and physical wellbeing. Prevention services for carers are aimed at supporting people to continue this role whilst also supporting them to be able to access other activities outside of their caring role.



Carers Trust 4all is a registered charity with over 25 years' experience providing support for carers and the people they care for. Carers Trust 4 All is a Network Partner of Carers Trust, the UK's largest charity for, with and about carers. Carers Trust 4 All works across Cheshire and Warrington, Greater Manchester, Merseyside and Shropshire, with 250 trained professionals supporting almost 10,000 people a year. The aim of the organisation is to provide support services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems. Information, advice and practical support is made available to carers. Adult carer support groups which are held in the towns of Bishops Castle, Cleobury Mortimer, Market Drayton, Shrewsbury, Oswestry, Whitchurch, Bridgnorth, Wem, Ludlow, Ellesmere and Church Stretton.

## Mental Health Support: Confide

Confide is registered charity operating across Shropshire, Telford & Wrekin. Services include Children and Young People's Services, Armed Forces Services and Well-being at Work for employers. Confide also delivers NHS commissioned primary care counselling services and provides children and young people's services for the Shropshire Council.



Confide's counselling services support clients aged 11+ suffering with mild to moderate mental health problems like anxiety and depression. Typical problems that people present with include bereavement, relationship difficulties, trauma, family issues, confidence and self-esteem problems, work-place issues and stress. Statistics show that 1 in 4 people are likely to experience a mental health condition at some point in their lives. Confide counsellors help people to get a deeper understanding of their difficulties by exploring their thoughts and feelings, both past and present and then supporting them to bring about change and improve their wellbeing. Support is offered face to face and over the telephone.

In 2015/16 Confide:

- Provided support for 560 clients.
- 92% of people said they had been helped to understand and address their difficulties.
- 82% showed improved scores for depression and 80% demonstrated improved scores for anxiety.
- 14 volunteers contributed their time worth the equivalent of £103,700.
- Raised £24,458 from grants, fundraising and donations and £48,451 from contract income.

## Bereavement Support: Cruse Bereavement Care

Cruse in Shropshire, Telford & Wrekin offers free bereavement support services to adults and young people living in Shropshire, Telford & Wrekin who have been affected by the death of someone close. Cruse also offers pre-bereavement support to those who are expecting to lose a loved one through illness.



The support enables people to understand their grief and cope with their loss. The charity provides support and offers information, advice, education and training services. Shropshire Cruse also provides bereavement support to members of the Armed Forces and their families. The services provided include:

- One-to-one bereavement support for adults and young people
- Pre-bereavement support
- Bereavement support groups for adults
- Telephone support for adults.

Volunteers complete an Awareness in Bereavement Care course, which requires a total of 60 hours of study. This means volunteers are well equipped to provide support to others but it also provides volunteers with new skills, knowledge and experience.

## Prevention of Abuse: Shropshire Domestic Abuse Service

At least 1 in 4 women experience domestic violence in their lifetime. Currently, an emergency call for domestic abuse is made to the police every 30 seconds, a statistic only worsened by the fact that less than half of all domestic violence incidents are actually being reported to the police.

Furthermore, as many as 130,000 children are living in homes where there is a high risk of domestic abuse, and 62% of children living with this kind of violence are directly harmed by the perpetrator. Shropshire Domestic Abuse Service is a specialist domestic abuse service offering support, advice, guidance and education to adults and children fleeing domestic abuse. Services include:



- Refuge Accommodation - A 10 bed female only refuge and various dispersed properties based around the county. The refuge accommodation takes referrals for single women and women with children. The dispersed properties can be offered to male victims as well as female and are available for single people or those with children.
- Outreach Service— Dedicated support either via face to face meetings, telephone, text or email according to need and individual choice. Services in communities through working with other agencies.
- Training and awareness sessions for agencies or individuals.

## Promoting Equality: FRESH

FRESH (Fairness, Respect, Equality Shropshire) Ltd. is a Registered Society (community co-operative). FRESH was set up in June 2013 to promote equality, diversity and the elimination of unfair treatment and discrimination within and beyond Shropshire. FRESH's activities include:



- Networking to encourage action on equality, diversity and anti-discrimination.
- Monitoring equality and diversity practice in agencies with a statutory equality duty, and supporting them to meet policy and service delivery obligations. For example, provision of advice regarding equality impact assessment within the NHS Future Fit programme.
- Consultancy, research and training services.
- Support for the Rainbow Film Festival.
- Delivery of a Cultural Diversity Day in Shrewsbury and Oswestry.
- Supporting other local community equality and anti-discrimination initiatives and events through the provision of small grants (for example support for the Shrewsbury multi-cultural fun day).
- Support for Syrian Refugees by working with Refugee Action.
- Promotion of hate crime reporting.
- Work with a wide range of local partners on a range of issues. For example work with Shrewsbury Ark on Homelessness and Mental Health.
- Campaigning and challenging oppressive and discriminatory views and behaviour. In 2015/16 this included promotion of anti-sexism messages.

Just one of FRESH's board members volunteered for FRESH 569 hours. In 2015/16 and contributed the equivalent value of £8,535.

## Support and Companionship: North Shrewsbury Friendly Neighbours



North Shrewsbury Friendly Neighbours is registered charity based in Castlefields Shrewsbury. Support offered includes:

- Practical support – help with shopping, collecting prescriptions or pensions, transport to appointments, dog walking, etc.
- Emotional support – befriending the isolated and bereaved, support after stay in hospital, respite and support to carers.
- Companionship – a Friendship Group provides a relaxed, supportive environment where participants enjoy a variety of activities and, just as important, the company of others.
- Signposting – to an appropriate statutory or non-statutory organisation where a longer term need is identified.

Support is offered on either a short term or long term basis.

## Support for people with disabilities: SDN



## Shropshire Disability Network

Shropshire Disability Network was formed in 2008 to be the 'voice' and place for disability information in Shropshire. SDN has a membership of around 1,000 made up of people who have all types of disabilities/long term conditions, carers and organisations, however SDN reaches a much wider audience through its contacts with carers and family members.

SDN communicates regularly through its website, social media and newsletters, sharing valuable information on a range of issues. The Members Forum also provides an opportunity for face to face meetings and social events. To engage with those who have visual impairment or the non-reader SDN uses YouTube videos, enabling people to listen to articles.

SDN's achievement include:

- Support for 'Safe Places' - a scheme throughout Shropshire offering short term safe places for vulnerable people who feel threatened.
- Work with partner organisations to combat disability hate crime.
- Working as part of Inclusively Fit project to provide the 'Be Active' directory. The directory includes information on a wide range of activities. It aims to overcome social exclusion and health inequalities by raising awareness and opportunities for engagement within sports clubs and societies for disabled people.

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## Advocacy for people with disabilities: PCAS



PCAS has been operating for 22 years. It provides independent advocacy for adults with any disability or impairment who have a problem and need someone's help to speak up for them or support them. Support for people aged over 18 is provided at home, examples include support for people with physical or learning disabilities, people who need mental health support, people who are partially sighted, people with Asperger's, people with Alzheimers and people who have an acquired brain injury.

The types of issues support is regularly provided for include:

- Money / finances
- Relationships with family or carers
- Changes to support or care package
- Support to make a complaint or compliment about a service
- Making a choice about where to live

PCAS provides an advocate in the form of long-term support to help and support individuals until their problems have been addressed.

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## Brain Injury Support: Headway



Headway aims to promote understanding of all aspects of brain injury and provide information, support and services to survivors, their families and carers. Headway's work involves:

- Increasing awareness and understanding of brain injury and its consequences.
- Initiating activities and campaigns to reduce the incidence of brain injury.
- Promoting improved approaches to brain injury screening, acute care, assessment, rehabilitation and community reintegration.
- Providing information and support for people with brain injuries, their relatives, carers and concerned professional people. This includes:
  - Advocacy and information, befriending/mentoring, carer/family support, community support and outreach, day centres, day respite care, domiciliary care, hospital visiting.
- Assisting people with brain injuries to return to community living, including access to appropriate accommodation, social outlets and productive activity. Activities include:
  - Independent living skills, art/craft, cookery, fitness, gardening, woodwork.
- Other forms of support include supporting return to work, volunteering opportunities and support with self-directed care.

## Support for vulnerable people: YSS



Working across Shropshire, Telford & Wrekin, Herefordshire, Worcestershire and Warwickshire, YSS provides community based support services for children, young people, adults and families who are vulnerable, have complex needs and who face difficult life challenges. YSS works to engage and motivate some of the most under-supported people in society. YSS recognises that life is often unpredictable and can throw up sudden circumstances and some problems can also develop over a long period of time. If someone doesn't have a supportive network, barriers can seem impossible to overcome. YSS provides a 24 hour, 7 day a week emergency helpline.

In a year YSS works with in excess of 2,000 people, helping them in practical ways to get jobs and to get decent accommodation. YSS provides emotional support to help people deal with mental health issues, relationship issues and provide advice to support families. The charity works to help people develop new skills and to improve their self esteem so they can achieve their potential. Achievements in 2015/16 included:

- Work with 2,227 individuals
- Over 17,000 positive outcomes
- 10% of those without employment were supported into jobs
- 460 families supported
- 80% of those in need of accommodation were helped to secure housing
- 45 staff/volunteers/partner agency staff were trained in Mental Health First Aid
- Approximately 7,500 volunteer hours given
- 281 appropriate adult interventions by volunteers at police stations
- Approximately £75,000: the value of volunteer support in the year
- 43 new volunteers were recruited

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## Preventing Inactivity: Energize

Energize Shropshire, Telford and Wrekin (also referred to as Energize or Energize STW) is the County Sports Partnership (CSP) for the sub-region. Energize work's with a number of organisations within and beyond Shropshire, Telford and Wrekin to help people 'become more active'.



Examples of Energize's work from 2015/16 include:

- The Inclusively Fit project (a consortium project) supporting 21 sports clubs to be more inclusive, with 18 coaches accessing a bursary to increase the activity provision for people with disabilities in the first year.
- A West Mercia Police & Crime Commissioner consortium of partners working together to support 16-24 year olds with challenging behaviour into positive activities.
- Energize volunteer academy (EVA) encouraged 45 new volunteers to join and be deployed into local sports volunteering opportunities as well as many of the Energize volunteers successfully gaining employment.
- A 'Women make coaching' campaign allowed over 60 female coaches to be supported through their journey, including 15 of these receiving funding towards a qualification and 23 attending Energize Women make coaching targeted training.
- £7,000 was awarded to new Shropshire Youth Association physical activity projects. 10 projects were created with over 200 participants.
- In winter 2016, 87 different schools qualified in the School Games compared to 50 in 2015. This gave more children the opportunity to compete.
- There were 620 participants in #thisgirlcan events.
- 1,088 people attended a first physical activity session funded through 'Sportivate'. Of those, 837 completed the series of sessions. 50% of participants were not active prior to attending the new sessions.
- During the year Energize helped the community groups it works with attract £325,863 into the area.

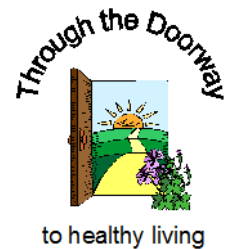
# 4. Beneficiary Case Studies

The prevention activity and services provided by VCSE groups and organisations has a significant impact on the lives of people living in Shropshire. Here are some examples below:

## Through the Doorway to Healthy Living

### Exercise classes

W had to stop work because of ill health and was experiencing a range of emotions such as anger, frustration and low mood. Being in constant pain, her condition was not only affecting her, but also her family – she couldn't attend a grandchild's sports' event because she couldn't cope with sitting on the low benches. W attends two Through the Doorway to Healthy Living exercise classes each week and reports that they help to maintain her mobility as well as being good for her mental and emotional health, giving her the chance to take some 'time out' for herself and meeting with a group of like-minded people. W had to have an unpleasant medical experience and was nervous. She told the tutor *"I did the breathing that you taught us to relax. The nurse said I was very relaxed and I told her it was Yoga."*



E has always been a regular walker and recently moved to the area. She had been feeling low because her mobility had worsened and she needed a hip replacement operation. Having spoken to a neighbour, who she noticed going out with a yoga mat on Fridays, she started to attend Pilates too. As a result her mobility has improved, she is doing more exercise at home, feels strengthened in preparation for her operation and has got to know her neighbour better.

### Be Good to Yourself

A report from the referring organisation: *"I can say that it had the most amazing impact. T really enjoyed Julia's company and they discussed many things that gave her food for thought and has led her into exploring other therapies. As a direct result of the course she is now volunteering 3 days a week which considering she barely left the house for 4 years is amazing"*.

### Mini-music

M is a four year old girl who has been attending mini-music on a regular basis since she was nine months old. Her parents have told us that she loves mini-music day and always looks forward to it and as a result of attending, she has more confidence and through meeting other children and making new friends, her social skills have improved. They also noted that M's co-ordination has improved and she can now keep in time with the music or a rhythm. M says that she loves the star tambourine and the singing. M's parents added:

*"Sarah always plans very engaging and fun sessions with lovely props and instruments and it's always something different alongside a song that the children are familiar with. They get to use loads of different instruments and sing and dance to a variety of music. Mini Music has played a huge part in M's pre-school life and she always enjoys it. She also gets to see her friends each week. Sarah adapts the sessions very well depending on numbers or how the children are feeling on that day"*.

## Marches Energy Agency (MEA)

For many, the support MEA provides is life changing – enabling householders to stay warm and well during the winter months and reducing anxiety.



Mrs F was referred to MEA by Age UK Shropshire. Living alone and on a fixed low income, Mrs F was finding it increasingly hard to get the required amount of heat from her boiler, which was old, unreliable, inefficient and costly to run. This was causing Mrs F anxiety and she worried about being left without heating in winter and facing a large replacement bill.

MEA visited Mrs F and supported her to apply for grants, as well giving her energy saving advice. Ultimately, we raised £1050 in grant funding from 4 different sources towards the cost of a new boiler, and her family paid the balance. Post install, Mrs F commented:

*"It's lovely. I feel so much happier. I had so much worry last summer about the coming winter. For the first time ever I have instant hot water, I used to have to run off a lot of water to get to hot water. And it's so quiet, the old boiler used to make such a racket, especially in the bedroom. The engineers were great and you've been a great help, thank you"*.



## Taking Part

Taking Part has been working with a Shrewsbury lady with learning disabilities who has had a really successful year. S has recently lost 4stone 11lb through joining Slimming World and starting healthy eating and exercise. S was supported to do this with the help and care of her friend and Community Support Worker and Shared Lives Carer. Both are very proud of this wonderful lady.



Her hard work and achievement was recognised at the Slimming World Awards event at Albrighton Hussey, when she was the winner of the Consultants Group 'Woman of the Year' award.

This weight loss means that S has gone down from dress size 22/24 to a very size 14. The weight loss has had many benefits including resulting in the fact that S is no longer a borderline diabetic.

The combination of support to get started and then individual commitment and effort has led to significant improvements in physical health but also the associated confidence and social connections developed through the Slimming World group.

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## PCAS (Peer Counselling and Advocacy Service)



PCAS supports people with communication problems and one example case is of a young man (41) who had a stroke, was very poorly but made a very good recovery, apart from his communication, in particular his speech. He isn't able to say more than 2 or 3 words at a time, and this takes enormous effort and concentration for him.

PCAS supports by using many different aids to communicate. He gets very frustrated at times, especially when communicating with more than one person. An example includes the need to communicate with the benefits department on occasions. Following policy and procedure can be very difficult when communication challenges exist but PCAS has found that there is usually a way of getting round a problem and the experience of PCAS staff helps to avoid or overcome many obstacles. PCAS workers help and support people to communicate their wishes and alleviate the frustrations people feel and work to ensure people receive the support and services they need. More examples are included in the PCAS annual report.

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## Age UK



A referral was received from CAAN for advocacy support. This support was required due to Mrs A having difficulty participating in the safeguarding process, she had dementia and needed assistance in a safeguarding meeting.

Mrs A had memory problems due to her dementia and she lived with her partner Mr B who was her main carer. Mr B also had problems communicating after suffering from a stroke, and it was difficult to understand his verbal communication.

An accusation of abuse was raised towards Mr B's Son, who when visiting the property had been accused of being abusive towards Mrs A.

Mr B leaves Mrs A alone every day to go shopping and this has been the time when Mr B's son has been entering the property. With Mrs A having memory problems she has let Mr B's son in and he has taken money from Mrs A. Mr B admitted he had pulled a knife out on his son to stop him entering the property. This had wider implications for his and Mrs A's safety.

When visiting with the safeguarding social worker, the Advocate was able to speak to Mrs A about what was happening and helped Mr B to communicate his wishes. Mrs A said she would not let the son in if Mr B was not at home, given Mrs A's dementia it would be doubtful if she would remember this. With the help of advocacy support, Mr B agreed to a referral to Social Care services and extra support was put in place with a Support Officer situated across the road from their property, Mr B would inform the Support Officer when he left the property to ensure Mrs A's safety. These arrangements are in place to ensure safety and to prevent problems from escalating.

## YSS



K, a 9 year old English speaking Polish male was the eldest of 4 children. He was referred to the service by his school with concerns around negative behaviour patterns. He was on a reduced timetable and awaiting a placement at tuition. The allocated keyworker met with K's mother in the family home. Initially there were concerns that there may be a language barrier as the mother's spoken English was relatively poor. However, K's mother managed to communicate to the keyworker that the family had been experiencing hate crime from local neighbours and this was particularly upsetting for K as he was very protective of his mother. His mother had left an abusive relationship a year previously and Women's Aid had been involved. The family were fairly isolated and did not feel a part of their local community. K's mother was very distressed. She didn't know the area very well, or what support was available to her.

The keyworker tried to engage K on a one to one basis but he was very guarded and initially refused to talk. It was clear that he didn't trust adults. Using a different approach, the keyworker began to home visit after school hours in order to break down some of the barriers for K and to slowly build trust. Additional to this the keyworker took K out to some local activities to further develop trust. Once K could see that the support was helping his family he became more relaxed and enjoyed seeing the keyworker. The mother's ex partner, who was father to the 3 younger children, was living in the local area and he was still having some contact with his children. However, K's mother shared that he had a drink problem so she was reluctant for him to care for the children whilst under the influence. She decided to get legal advice regarding contact. The keyworker involved the local Policing Team to address the racial abuse. There was also a MARAC meeting to assess level of risk. K's mother gave a statement to the police which prompted increased police presence in the local area. Various neighbours were spoken to about the abuse.

K's mother was desperate to move house as she felt unsafe and ostracised where she was and the children were not able to go out to play. They were becoming increasingly isolated. K's behaviour was deteriorating and his school attendance declined. He was suffering with separation anxiety from his mum as he was worried about her during the school day. The keyworker helped K's mother to register with Shropshire Home-Point where she was initially placed into Bronze Banding. The keyworker requested supporting documents from the Police and also Women's Aid to evidence that the family were in significant need of a house transfer, due to the domestic violence and racial abuse. With this additional information the banding was increased to Gold and a house was offered almost immediately. Before the house move could go ahead, the current home needed repair work, owing to damages caused by the ex-partner. K's mother didn't have the funds to pay for these repairs so was at risk of losing her new home until the repair work was paid for. YSS were able to donate an amount to help pay for the repairs and the house move went ahead. Meanwhile, the keyworker arranged a school transfer to take place for the children.

Within a week of the house move, the 3 elder children were all attending their new school. Feedback from the school is very positive and K has made friends and seems happy. K is now attending school full time. The family have settled well into the new area. K seems much happier and no longer worries about leaving mum to go to school. There have been no further incidents of racial abuse. K's mother is more relaxed and is planning to make contact with the local Children's Centre.

## Shropshire Rural Communities Council (RCC)



M is in her 90s and has poor mobility but is able to get out and about due to her electric wheelchair. On Thursdays she attends the Day Centre run by Age UK and the group took part in an event organised by the Wise & Well Team. M couldn't hear very well at the event so each exhibitor was asked to talk to M on a one to one basis. M mentioned that she had something to do every day except on a Friday which she called her "mouldy day" when nothing happens and time drags. She said she liked scrabble but didn't have anyone to play with. The word was passed around at the event and K explained that she liked scrabble but hadn't played for a long time. The two were introduced and now they play regularly and each have a new companion.

P is a retired nurse and partially sighted in one eye. She lives in the North East of the county and started to attend the Sight Loss Oswestry Group in Oswestry Library. Although P has help from her family she likes to be independent and talk to others who have experienced sight loss. P found the group friendly and has benefited from the peer advice from others in the group about how to cope with problems in the home. P has now introduced more people to the group and has started Boccia sessions and taken part in other activities for the visually impaired.

# 5. Summary

The VCS Prevention Prospectus highlights just some of the many preventative services and support being delivered by Voluntary, Community and Social Enterprise (VCSE) sector organisations in Shropshire. The Prevention Report accompanying this document considers delivery from a broader perspective and includes available sector wide data. From the information gathered from the 22 VCSE organisations included in the prospectus we can see that:

- Support is offered for a wide range of different issues such as:
  - Overcoming loneliness and social isolation
  - Overcoming financial problems and debt and accessing benefits
  - Housing advice and benefits.
  - Overcoming fuel poverty and keeping homes heated.
  - Gaining skills and moving into or towards employment
  - Support with disabilities and long term conditions.
  - Mental and physical health advice.
  - Support to be active.
  - Advice for older people and carers.
  - Equality and diversity advice and community awareness.
  - Personal safety, domestic abuse and safeguarding support.
  - Community support and lifestyle support.
  - Accessibility and transport support.
  - Finding support from advocates, or peer support from people who understand the issues individual's experience.

Working to address these issues prevents problems from increasing and the population's mental and physical health from deteriorating.

- Many of the organisations included in the prospectus offer a wide range of services and it has not been possible to provide information on each of the services on offer. One main service has been focused on for each organisation. For example, Shropshire Rural Communities Charity provides a number of different services but only the work of the Wise and Well team is highlighted to any significant degree.
- The nature of VCSE services mean that they tend to offer holistic and person centred support, helping people with multiple lifestyle issues and problems, often in a flexible way and sometimes over a longer time period compared to statutory health and care services.
- VCSE services and support often help people with nowhere else to go, or with issues that are not addressed by statutory health and care services. They help those not eligible for statutory services and those who cannot afford to pay for services.
- The cases studies highlight the number and diversity of groups, social networks, events and activities delivered by the VCSE organisations featured in the prospectus. This social action and the way in which it generates community involvement and overcomes isolation is an important part of prevention.
- The VCSE sector is large and diverse and embedded in our local communities. Many organisations are developed by and for local people and their user led approach means they are able to respond and adapt quickly to local needs.
- Many of the case studies highlight the work undertaken with carers. With 34,000 people providing unpaid care to a partner, family member or other individual in Shropshire, this support for carers is essential. Support to keen carers in their caring roles considerably reduces demand on other services.
- The examples help to highlight how the VCSE organisations delivering preventative services rely on a paid workforce to attract and manage volunteers to assist with service delivery. Joint teams with paid officers supported by volunteers commonly deliver local services. This issue is explored in more detail in the Prevention Impact Assessment and Prevention Report.



Collated by Shropshire's Council's Feedback and Insight Team on behalf of Shropshire VCS Assembly

Telephone: 01743 258519

Email: [vcsassembly@shropshire.gov.uk](mailto:vcsassembly@shropshire.gov.uk)

Website: [www.vcsvoice.org.uk](http://www.vcsvoice.org.uk)

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