

CASE STUDY

An Elderly couple living in same block of flats as young single mums. Fell out over lifestyle issues, and noise coming from children, upsetting the elderly couple. Things had got very heated and lots of abuse had been thrown by all parties. Communication had completely broken down.

Visits were made by mediators to all parties concerned and a joint mediation meeting was agreed and held. The Young mums were upset when they realised that the noise was making the elderly gentleman distressed, and they agreed that the situation had got out of hand, they came to an agreement and both apologised to each other for things that had been said in the heat of the moment.

Mrs. X is a widowed lady in her 70s who moved from her home in Africa to be near her daughters who live in London. She has lived 4 miles from Edenbridge in an isolated rural location for about 3 years, renting a granny annexe in a house on a working farm, which also accommodates a number of her pets. She was diagnosed with dementia about 3 years ago. Members of the Roman Catholic Church made efforts to bring her to church in Edenbridge on Sundays, and subsequently a volunteer from the Forget-me-not café heard of her situation.

The volunteer brought Mrs. X to the Forget-me-not café where she discovered an instant connection with another person living with dementia who had lived in various countries in Africa. They struck up an immediate friendship, swapping experiences and sharing jokes in a native language they both spoke.

Mrs. X found the Forget-me-not café a great source of encouragement, as she could share her frustrations about living with dementia, but she also encouraged others with her positive and fun-loving approach to life. She found meetings informative and affirming, but the opportunity to chat and enjoy the company of others was the most valuable part for her, as well as being brought into town to be among people rather than being on her own. She has continued to be brought into meetings of the café since it moved to its new location, and her friendship group has extended.

Susan Oldfield

3.5.17.

Case study on Kenward intervention Program (KIP)

2016-2017

We had indicated delivering Two Kips we were able to delivered three and also 3 individual young people from Sevenoaks joined on other KIPS that were run over the year. We saw 37 young people these were a group of 16 from Knole Academy and also went to the school and delivered a KIP with 8 students, we also had a group of 6 from Swanley connected to Swanley school. And we had 3 parents who call the service for help and we managed to fit them on to a kip being run near to the time they phoned.

The case study

This is from one of the young people we had come to a kip who lived in the Greatness area who had been using cannabis and the mother was desperate to get help for her son. He was on the waiting list for Addaction and would be at least 10 week before he could be seen. I got the young person onto the next KIP and we also invited his mother to come were the project manager could support her with some advice.

It turned out that the young person was also supplying cannabis and other substances. The young person was very good at manipulating people that all was well. Over the day he was really engaged and he opened up to a lot that was going on for him and that he was caught up with an older people who he was linked with the use of cannabis and the fear this could have been the start of being groomed for organised activity in young people selling or doing adults dirty work.

After the KIP the young person had asked his mother if he could see a worker from KIP and it was agreed to do a couple of follow ups while he was waiting for Addaction to engage with him.

Project manager spoke with two parents on the day and it turned out that the lad from Sevenoaks new one of the lads from Tun/wells, and he had been dealing cannabis. Finding out this information allowed the team to focus more on his behaviour and him hiding the truth from his parents to the level he had got into. The parent took the son away for a break and away from the young people that he was easily led by. He has engaged well with the worker and is now willing even more to explore and investigate his behaviour. The school he is currently at has a zero tolerance so they were not involved in his intervention but the other parents have been given names from her son contact list on his phone warning them of what is going on with cannabis and informed his rugby club about it to as he had been smoking and dealing cannabis there.

Since his visit the parent has reported a change and willingness from her son to engage in help. And on the KIP day a worker from Addaction came to see a KIP being delivered and also spoke to the parents about the support they could get from Addaction family support and gave the other parent a DUST form also.

It was said in the funding we would see 50 young people and we saw 37 directly in the Sevenoaks district but the intervention will have a bigger effect on the peer groups they spend time with and we have now seen some of them on outreach work. This has given us opportunity to follow up on and their friends around them so our engagement with the KIP has led to more than 50 having a positive influence from KIP.



bigger voices - better lives

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Mr G is a 44 year old man who lives with his retired mother. He was diagnosed with Asperger's Syndrome approximately 20 years ago when studying for his doctorate in biochemistry and also suffers from social anxiety and has a stammer. He was employed in the past on postdoctoral research but since the death of his mentor has struggled to get work in his field in university. He has a part-time job cataloguing books for an antiquarian bookseller. Mr G has been working very hard to try to get an interview for the work which he wants to do.

Mr G agreed to work on this project because as he says, "I want to teach other people about the condition." He also wants to gain more confidence speaking because he knows that most university research work requires some teaching and he knows that he will need to gain confidence, public speaking. He began by attending groups and answering questions. It's been very challenging for him because he does tend to stammer but we have been working with him doing small scripted pieces of the training. He gave a 15 minute session as part of the training.

This was done in house to our groups and he now hopes to be able to do the same with groups outside. Our members found that Mr G is a very quiet member of our groups but always very reflective and thoughtful. As he says that, "it has taken quite a lot of nerve to speak to others" when speech is difficult but with some support he has managed this well. He has also had good feedback on our evaluations.

He is now looking for a place of his own to live and he is finding the whole process extremely stressful but this experience is now giving him the confidence in speaking with others and the confidence to tell people that although he has Asperger's he is very able and competent in many other areas of his life.

IMAGO

CVS

The chair of PMRGCAuk - Polymyalgia, Rheumatica and Giant Cell Arteritis UK - is a member of our Disabled and Sensory Impaired Network. She has set up three Meet Up groups in Kent plus one in Hastings for people with Polymyalgia, Rheumatica and Giant Cell Arteritis. PMRGCAuk is keen to form more groups so that all those with the diseases, many of whom are in their 80s, can access support close to where they live.

She attended a networking event on 15th September with a member of the Sevenoaks Meet Up who also runs a support group in Oxted. We had speakers at the event from the Kent County Council Community Liaison Team and Kent Community Foundation. The group members also shared their own experiences of fundraising successes and failures. The PMRGCAuk chair mailed us after the meeting to say that she had picked up fundraising ideas that she was going to use.

We have since given her advice about how to register her volunteering opportunities on Do-It, and have added her to the membership of one of our other networks and also our newsletter mailing list.

Dial 2 Drive

Our Dial 2 Drive service originated in Sevenoaks and has since expanded to Tonbridge and Tunbridge Wells. Our Sevenoaks service is by far our largest service. A number of clients have been with us since the beginning. One of our newer members is a lady called Merle. She had just moved here from Windsor and was told about our scheme by a friend of hers who uses us where she lives. We have been taking her back to Windsor to visit her eye consultant with our volunteers, and also regularly to her local church on Sundays. She tells us it's her "lifeline" and even considers her Sunday driver a "friend" now.

Volunteering

In January, we provided support to the new volunteer coordinator at the Citizens Advice Volunteer Service at Sevenoaks Magistrates Court about advertising for volunteers through national websites, the Volunteer Centre newsletter and social media. In February, she asked for further support in reaching potential volunteers from wider and more diverse groups; we signposted to Cohesion Plus and Sevenoaks Seniors Action Forum, as well as to local media such as The Vine, Community Radio Show, Sevenoaks Chronicle and So Magazine.

Please undertake volunteer satisfaction:

- **Number and percentage of clients from Sevenoaks District satisfied with Imago's service**
- **Number and percentage of volunteers from Sevenoaks District satisfied with Imago's service**

In the past we have conducted annual surveys of the groups that we worked with at the beginning of each calendar year. Due to cuts to funding we no longer have access to the software that we used for this purpose. Instead we now send out periodic emails asking for feedback on our services. Unfortunately this elicits few responses. We keep a record of compliments received and have a procedure in place to deal with complaints, should any arise.

In our Dial to Drive service many of our clients do not have online access. We engage with them by telephone and any issues that arise are dealt with immediately. We also have regular engagement events for our drivers where they provide customer feedback.

If your performance targets are behind target, please set out why and what you are doing to achieve them by the year end:

Our numbers for new volunteers recruited in Sevenoaks and number of older and vulnerable people assisted through Dial2Drive are below target. Both are demand led services and we respond to everyone who enquires to use these services. Both Dial2Drive and Volunteering have service promotion targets which are regularly reviewed.

Please tell us if you have had any difficulties in delivering your project or if you have had any successes you would like to tell us about:

The West Kent Volunteer Coordinators Forum meets 3 times a year. In this period the forum met at Trinity Theatre in Tunbridge Wells in June 2016. The topics of discussion included feedback from Volunteers' Week and bereavement. There was also a meeting at National Trust Ightham Mote in September 2016. 11 members attended the meeting and the topics of discussion included how to reject unsuitable applicants, manage challenging volunteers, volunteer agreements and codes of conduct. The last meeting took place at National Trust Knole in Sevenoaks in November 2016. 15 members attended the meeting and the topics of discussion included assertiveness and motivating and retaining volunteers.

The Volunteer Centre team attended external events to promote volunteering. We attended the Hope Job Fair on Thursday 10th November. It was held at the Mill Lane Centre and was organised by Hope Church. It was a marketplace style event and the other exhibitors included private sector organisations such as shops, garden centres, transport companies and distributors alongside housing associations and charities.

We also promoted volunteering as a step towards employment at the West Kent College Careers Fair and at the West Kent Jobs and Training Fair at the Angel Centre in Tonbridge on 30th March 2017.

Our Community Development Manager attends the Rivermere Professionals Networking breakfasts. There are held once a month and each meeting includes a presentation from a local voluntary organisation.

We promote youth volunteering to young people in schools and have recruited young people to volunteer at local clubs and at events. Last summer and this Easter we delivered Family Fun Days throughout the district and were delighted to be able to have young people help us to deliver the days. Some of our young carers in Sevenoaks volunteer to be peer mentors for other young carers in their schools. We also use young people to help in our disabled children's clubs. We have a club that meets every Tuesday night in the youth café at the Stag Theatre. The volunteers and the service users both get a great deal from this club. We tend to recruit new young volunteers in September at the start of the academic year.

The Volunteer Centre continues to promote volunteering opportunities and events through social media, and produces monthly digital newsletters. The newsletters contain volunteering opportunities for a variety of different local organisations and are sent to individuals who have expressed an interest in volunteering. We also write a weekly column on volunteering for the Sevenoaks Chronicle.

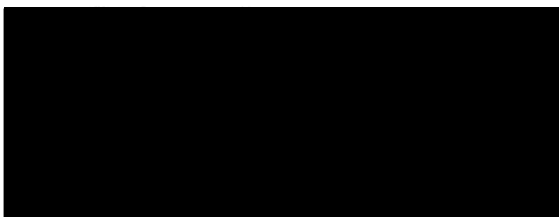
This newsletter is in addition to the Imago newsletter which contains sector news and local developments and is distributed to 534 recipients. Imago newsletters were produced in April, June, August, September, November and December 2016 and February and March 2017.

We have performed a representative function in Sevenoaks by attending the Health Action Team, Children's Operational Group and the LSP and its older people's subgroup.

We have 5 networks who all receive ebulletins: the Disabled and Sensory Impaired Group, Children and Young People's Network, Community Groups Network, West Kent Older Peoples Provider Forum and Volunteer Coordinators Forum.

I confirm that the information I have given here is true and accurate and I will provide any evidence if required to do so by Sevenoaks District Council

SIGNED



PRINT NAME	Mandy Wynne
DESIGNATION	Deputy Chief Executive
DATE	5 th May 2017



CEO Report 2016/17

Another year has rolled by at the speed of light; it has been so full of changes and uncertainties that it makes my head spin just thinking over the past year. But the most significant tale to tell is that North West Kent Volunteer Centre is still here, serving the people of Dartford and Gravesham Boroughs and the Northern Parishes of Sevenoaks District.

A whole host of KCC Infrastructure Design events took place at the beginning of the year. KCC were putting Volunteering and the CVS function out to Tender. Rooms full of potential organisations vying for the three year grant thrashed it out with ideas, suggestions and plans. Finally towards the end of summer decisions had been made, preferred structures had been chosen and we were all sent away to find Alliance partners with whom a bid could be put together covering the whole of Kent.

Time was now running out; we, along with other Volunteer Centres were not part of any Alliance, but rather than giving up; phone calls were made, meetings were set up and a partnership of 10 Organisations was Tender ready by the end of September.

We were successful - Stronger Kent Communities was awarded the contract and began work on January 2017. This new consortium funded by Kent County Council (KCC) is to deliver **capacity building, volunteering support and improving communication and networking** in Kent's Voluntary and Community sector. We are delivering a number of initiatives throughout Kent from mentoring on bid writing, to delivering a Quality Mark to recognise excellent volunteer management and practice.

We are updating current websites and developing new ones to provide key information and support to the sector.



Look out for this logo.

If you see it, it means that Stronger Kent Communities have an event near you, from Training, Volunteer Fairs, Funding Fairs, Road shows and even a Touring Coffee Caravan visiting rural villages.

All run by and put on by the new consortium

NWK Volunteer Centres role within this consortium is a project called "Hi Ho it's off to work we go". We are tasked with, through volunteering, getting unemployed / long term unemployed people work ready. Volunteering has always been used by people seeking employment to gain experience and confidence and this consortium is continuing that work ethic.

Difficult decisions have been made by the Trustees throughout this year. When members of staff retired or resigned, in order to conserve some of our resources for a worst case scenario they were not replaced.

Several applications to Charitable Foundations have been worked on and we have not always been successful, the number of people going for the same pot of money has increased, we therefore felt that something extra was needed to grab people's attention.

We came up with:-

S.M.I.L.E.S

Services Maintaining Independent Living
and Elderly Support



This strapline enables us to promote all our services under the same heading, it gives us so many options for publicity, and to be able to put a smile back onto people's faces which is what this organisation has always been about.

The Future

The future is always the unknown; we can plan for the expected and hope that the unexpected is not so bad, perhaps even good.

What I do know is that our volunteers are "Simply the Best", better than all the rest, better than anyone, anyone I ever met (I feel a song coming on).

They go that extra mile, take on that extra garden, enjoy visiting more than one client, give more time than recorded, support, befriend, are hands on, show compassion and give a service that is second to none. They are brilliant. Thank you and well done to all of our Befrienders, Drivers, Gardeners, Office support volunteers, and Trustees.

The staff have been through several upheavals this year, I have reinvented the Centre so many times that I'm not sure who does what anymore and they have learnt to remind me regularly of where they are, who they are seeing, and whether they're in or out.

Two of the saddest losses were Lorna Kahan our Chair for four years and Trustee for more years than we can both remember and Julia Keleghar who has been with our organisation since October 2009. Although through the changes we had to make Julia redundant it was not with such a heavy heart as she is planning to move back to Dorset in the summer.

We wish both Lorna and Julia all the very best in their futures.

Another thank you must go to all of our funders, who have continued to support the vital work of the Volunteer Centre. From Borough / District Councils to Community Foundations and businesses, one of which helped us with our web site.



Befriending Report 2016 / 2017

Befriending the isolated and lonely within our community is one of the most rewarding volunteering roles that any one person can do. This vital service ensures that those who have lost loved ones or are isolated through ill health and frailty are re-connected with their community by a volunteer visiting them on a regular basis. Our monitoring confirms the change that happens between that first befriending-visit and our follow-up supervisory visit one or two months later. The clients' interest in their community has been rekindled, their wellbeing noticeable improved, and there is usually a smile on their face!

The demand for this service is increasing with an ageing population. Research has shown that loneliness has dramatic consequences on health – from high blood pressure and a weakened immune system, to a greater risk of depression, heart attack and strokes.

As of the 31st March 2017 we had

- 111 befrienders who were either one-to-one / telephone / group facilitators
- 193 clients broken down to 126 one-to-one, 59 group, 8 telephone

Throughout the year, we

- dealt with 118 new referrals
- matched 72 of the new referrals to one-to-one
- invited 14 to one of our groups
- undertook 236 initial assessments and client meetings

At the year-end, we had a waiting list of 21 clients.

Additionally, we monitor and support existing befrienders and their clients, train and match new befrienders to clients. DBS all volunteers every three years, and hold befriending coffee mornings, which gives the volunteer a chance to meet one another and share experiences and different ideas.

For the past six months Samantha Fonseka our Befriending Co-ordinator, has been keeping the service going by herself, with a little help from me. We are hoping to gain additional funding so that we can recruit another Co-ordinator to ease some of the burden.

Kent County Council have starting the process of moving towards tendering for 'Services for the Older Person.' There have been a number of engagement meetings and in August of 2017 the Tender will be ready for circulation to interested parties. We, of course, will be interested in joining some kind of Alliance or Partnership to cover the Clinical Commissioning Group area of Dartford, Gravesham, Swanley & Swale. (DGS&S).

Group Befriending

Dartford

Last year we reported the sad loss of Sylvia Baldwin, the lady who facilitated the Dartford Group for many years. Just before Christmas a young man said that he was organising a music night with his band and that they would like any proceeds of the evening's entertainment to go towards our Befriending Service, because they were good friends of Sylvia's and knew how much this organisation and group meant to her.

They donated to us £210 on the night, which was fabulous in two ways

- 1) All donations are extremely useful in keeping the service going
- 2) Sylvia was remembered once more for all her good work over many years.

Dartford group are back in the Library after a short stay in Acacia Hall while the Library was being re-furnished. They are in a small room with other groups and doing alright. They asked us to design a poster for them to put up in the Library for more people to join.

Horton Kirby and South Darenth

This group continues to do well and thrive. We applied for a grant from the local Parish Council to celebrate Christmas for their local parishioners. Once more this was a great success.



We are pleased to say that after many months we now have a volunteer driver who is interested in helping get our guests to and from the club, this will help with those who are not so active anymore.



A big thank you goes to the Manager of the local Co-Op in Darenth, they have supported the HK&SD group from the start and they continue to support them by donating up to £20 worth of tea, coffee, milk supplies per month which is most welcome - *Thank You*

Gravesend

Gravesend continues to be in the Asda community room run by Lorraine, they have also asked for a leaflet to advertise the group. This year we have referred a couple of new clients to them but they could handle more.

This group is happy just to go for a chat and perhaps knit, do games and puzzles.

Istead Rise

This group lost their facilitator Anne, to the depths of Ashford. We were very fortunate in finding a replacement fairly quickly; Sue has brought her own style to this group with exciting new ideas and talks. We keep telling Sue that she doesn't have to buy craft materials for the group or Easter eggs, but she enjoys doing it and will not listen to us

Saheli ladies

We have 18 befrienders under our Saheli banner, who specialise in volunteering for clients who have difficulties speaking English and therefore find themselves isolated through language.

West Kent Befriending

We were approached by West Kent Befriending to take over their clients and volunteers in the Dartford, Gravesham, Swanley areas as they were no longer funded.. We agreed even though our numbers were high and over capacity, we felt that because they were matched and happy we had a duty of care for both client and volunteer.



Volunteer Car Service

Driving people to and from their essential medical appointments has more positive implications than people realise. I'm never sure if people fully realise that sometimes our volunteer-car service is the only means that some elderly and frail clients have to actually get to their appointment. It is easy to forget that getting to the local hospital is not always straightforward, and even if public transport is available just getting to the bus stop can be a step too far for some.

We assist clients to get there and back and whatever is necessary in between – help in and out of the car, assistance to find the right Department, finding and pushing a wheelchair, all willingly undertaken by our volunteer-drivers. We help reduce the number of “appointment not attended” figures at Hospital and GP surgeries; we relieve some of the burden of district nurses by helping clients get to the surgery, and we are often in a position to signpost clients to other support-services and facilities, when needed..

We help clients to visit loved ones in hospital or residential care, take them to day care centres, exercise classes, falls prevention classes and most importantly of all - chat and get to know them whilst they are in the car!

Our volunteers are our eyes and ears, they advise us of any concerns they may have for the wellbeing of their client, and whenever possible we find a way to help. Our volunteer drivers may not always realise it but they do become befrienders to our clients, especially those who they take on a regular basis.

Figures for the year April 2016 – March 2017

- At the end of the year we had 41 active drivers.
- During the year, we had more than 1000 clients registered for the service.
- We carried out 7,685 Medical journeys.
- And completed 2,998 Social journeys
- **A GRAND TOTAL of 10,683 journeys.**

Our volunteer car service does not receive any funding from the NHS or CCG's even though we compliment Hospital Transport, and we are probably the only means of transport available for GP appointments and other health or wellbeing related activity. We have received funding from Grant appointments and other wellbeing related services.



Kent Community Foundation manages a range of funds from different Charities and Foundations, we were successful in obtaining a grant for £5,000 from The Polebrook Fund - *Thank you*

During the year, the Annual Registration fee remained at £15 per person, and the per journey Administration charge at £4.00. A total of £26,349.35 was collected but funding is getting harder, and we have made the decision that to enable this service to survive the Registration fees would rise to £18 per person from April 2017. (The other costs i.e. £4 per journey Administration fee and Driver's costs of 45p per mile remains the same).

At the end of the summer Nicola, our young Co-ordinator who came to us via the Kent Apprentice scheme, left to take-up a full-time position and to gain more experience. We had been her first employer.

This did leave us in rather a pickle, but as with all things a way is found to continue. Wendy moved from Befriending to Transport, and then in March we recruited Chris, and between them they are job sharing the Co-ordinators role.

Let's end on a high!

Here are some of the comments we received from the clients – it is heart-warming....

**Gillian from Riverview Park visits the nurse regularly, one of her comments was:
“They're like another set of friends”**

Christine phoned after her first journey to say:
“What a lovely service I highly recommend it”

**A relative wrote to us after her mum passed away she said:
Thanks, is not really enough for what it meant to Mum and to us as a family**

Resident of Swanley
Many thanks for your wonderful volunteer drivers who helped me and my late husband so much.

**Thank you for providing me transport to
Maidstone Hospital every day for 3 weeks
the driver was more like a friend at the end.**

**Tony Gravesend
Just thought I would like to say a special ‘thanks’ to all of you for your help and kindness and the way you are always so cheerful and friendly.
Goodness knows how we all would manage without you.**

**Although we have not had you use your services much this year (Alan is now cancer free). We still appreciate the wonderful service you provide.
Christmas card 2016 from Pat & Allan**

Another Christmas card from Susan

**“To you all, without whose help, I would have been unable to keep my hospital appointments, especially those at Queen Mary's Hospital Sidcup.
You provide an essential service, the quality of which, you should all be proud of”.**

CASE STUDY FOR SDC YEAR-END MONITORING

Ella is a fictional character based on examples from real life.

Ella is 16 and came for counselling as she was extremely anxious, had self-harmed in the past, and was not sleeping. Her mother was present for part of the initial assessment to deal with practicalities such as payment and appointment times.

Ella was an articulate young person, who was feeling very stressed. The self-harm had been shared with her mother and precipitated coming to Sevenoaks Counselling. As a result of sharing with her mother she had already stopped cutting, but wanted to stop feeling the need to do so.

As we met over a number of weeks we worked on the current situation and also looked at her family history and who else carried anxiety within the family.

Regarding cutting, we looked at alternative ways of reducing stress, and I asked her to not go onto any self-harm websites, which she agreed to. She also started to practise relaxation techniques. Her father had had anxiety issues as a teenager, so I suggested she asked him how he had managed, and that produced some useful conversations.

We then focused on the stress linked to school work and high expectations from her parents and the school. As we talked about this she was able to gain a different perspective and to take time out from school work to relax and also have some exercise. In addition we worked on her self-esteem, her skills and gifts, who she was, and what her hopes and dreams were for the future.

Regarding sleep, this did gradually improve and she chose a different bedtime routine, taking time to relax, switching off electronic devices, and going to bed earlier.

After two months of weekly meetings I continued to see her occasionally until after her GCSEs.

Counsellor at Sevenoaks Counselling

April 2017

Sevenoaks District Council Community Grant 2016/17

£4,000 awarded to West Kent Mind for a Mental Health Champions Pilot Project

Additional Information on outcomes of this Pilot

West Kent Mind ran 2x 2-day Mental Health First Aid ("MHFA") training courses for the 32 Mental Health Champions. Attendees are asked to score on a scale of 0 – 10 their personal confidence of how best to support others with a mental health problem both before and after the course. Attendees reported a significant increased knowledge and understanding of how best to support others with a mental health problem – an increase in weighted average score from before the course to after it of 4.15 points.

16 of the Mental Health Champions are employees of SDC, working across the Council's departments and service provision. West Kent Mind continues to maintain contact with these individuals to ascertain how they have used the training and would welcome continued contact and feedback from them. If West Kent Mind could be invited to meet at SDC during the year to find out more from both the Champions and perhaps colleagues/team members/others they have supported/disseminated information to that would welcomed too.

The other 16 Champions are from the SDC community and include by way of example, a teacher, barrister, comedian, cub leader, local business owner and semi-professional footballer and goalkeeper coach for young people. One Champion uses the information and tools with her cub group and school children, another has become a regular volunteer (1/2 day per week) at West Kent Mind. All Champions have talked with work colleagues and/or friends and one previously worked in partnership with SDC and West Kent Mind to hold a Comedy Event. All of these positive outcomes demonstrate the success of this pilot project and West Kent Mind is extremely grateful to all the Champions as they have begun to fully embrace the dissemination of their learning. Again West Kent Mind is continuing to communicate and liaise with the Champions and if able to obtain the resources required, plans to continue to develop these Champions and the programme following this successful pilot.

West Kent Mind is very keen to hear feedback from the work Champions do on a regular basis (as well as one-off events) like that of the cub leader for example. This will really then demonstrate the lasting legacy of this project and the extent of beneficiaries it reaches. As reported above, West Kent Mind will continue to communicate and liaise with all Mental Health Champions and will continue its endeavours to find the resources to develop this successful pilot project further.

West Kent Mind wishes to thank SDC for their belief and financial support in this pilot and looks forward to demonstrating the legacy of it in the future.

Attachment B CASE STUDY

For many years Sevenoaks have had a Three Arts Festival for all ages from children to older adults in Music / Speech and Drama.

The Festival is affiliated to the British Federation of Festivals.

From the Spread Sheet 1250 people performed.

It gives performing experience / confidence /self-esteem /a sense of well being to all those performing. There is adjudication so the participants will learn from their experience.

SDAC have given financial assistance in the form of Grants and U / W for many years.

This year U / W was not claimed.

Their budget over the four days of competition and a performance of the winners to an audience is in the order of £8,000

The town of Sevenoaks benefits from the 'spin off'.

SEVENOAKS DISTRICT SPORTS COUNCIL

Chairman's Report May 2017

Another great start to the year with the Sports Presentation Evening at the Hollybush Bowls Centre. Nick Wilkinson, the Sevenoaks Rugby Club's Sports Development Officer, gave a short talk on the great work that the rugby club are doing in the area with over 700 U18s coached every Sunday in age groups from U5 upwards. Nick also stressed how this was also happening in other local sports clubs such as soccer, football, hockey, swimming, basketball and athletics.

The following talented sports stars spoke enthusiastically of all they had achieved:

Josie Longhurst - Football, Cricket and Tai Kwondo
Connor O'Shaughnessy - Baseball
Phoebe O'shaughnessy - Cricket
Patrick Keech - Sailing
Jack Keech - Rowing
Philip Shoebridge - Archery
Max Denniff - Hockey
Hugo Coquelin - Tennis
Kieran Walton - Hockey

The Tulett brothers have been producing excellent results for Great Britain in the World and European Cycle Cross races and Max Denniff was a member of the Sevenoaks Hockey 1stX1 who gained promotion to the Premier League this year as well as being picked for the U16 GB squad.

At the end of the presentations Simon Raikes, Chairman of Sevenoaks District Council congratulated all the grant recipients on their achievements before everyone tucked in to the food supplied by the Bowls Club catering staff.

We were again grateful for the grant of £4250 awarded to the Sports Council by the District Council and, as can be seen, we have been able to support a good number of different sports in the area.

Sevenoaks District continues to be one of the top sporting areas in almost the whole of Great Britain and certainly in the way local clubs support and train the young. The Rugby Club, Hockey Club and The Vine and Holmesdale Cricket Clubs (along with most other village cricket clubs), Sevenoaks Football Club, The Sun Basketball Club, the Jujitsu and Archery Clubs as well as the Tai Kwando, Judo and Karate Clubs, not forgetting the Boxing, Swimming, Sailing, Rowing, Tennis and Triathlon Clubs (I am sure I have missed out some) all help well over 2000 youngsters to become proficient in their chosen sport.

The 18 members of the Sports Council cover nearly all these sports and the strength of the council is in the help which the representatives give to each other. We also have three District Councillors as members of the Committee so the District Council is represented at every meeting and these Councillors take a great interest in all that is going on; their encouragement is so helpful.

Edward Oatley
Chairman

Case Study - Sevenoaks Community First Responders

Darren Tilley – R2310

Introduction

My name is Darren Tilley, I'm a 43 year old Community First Responder (CFR) living on Oak Lane in Sevenoaks. Presently, I'm retired but returning to university in September to study a medical related degree to become a Physician Associate.

Having sold my business and retired relatively early I have time available and wanted to make a positive contribution to the local community. I'm also a Level 2 triathlon coach and volunteer many hours each month to help run and coach up to 50 junior triathletes at Sevenoaks Junior Triathlon Club.

In choosing a second volunteer role, I also considered becoming a Childline counsellor and a volunteer handyman for Demelza House. Aside from my interest in medicine/healthcare what impressed me about the Community First Responder scheme is the efficiency with which the scheme operates, the very significant benefit it yields for the local community, the passion and dedication of those running our local scheme and the flexibility it offers to responders with varying amounts of time available.

The Selection Process

This involved an initial email enquiry to South East Coast Ambulance Service (SECAmb) and a follow up call from James Crawley, a team leader with the Sevenoaks scheme. I was invited to attend a monthly meeting to meet the team and be interviewed to explore my background, situation and motivation for becoming a CFR.

A formal application had to be made via the NHS Jobs website and a more formal person/competency based interview was conducted by SECAmb paramedics and CFRs at the Ashford Make Ready Centre. Of course, it was also necessary to be processed by Occupational Health (which includes detailed medical questionnaires and immunisations) and submit to an enhanced DBS check. In parallel I also completed the first phase of CFR training (which includes testing and sign off by SECAmb paramedics) and once all this information was collated and approved, I was formally activated and provided with the necessary equipment to begin responding, which includes:

- ID card
- High viz-jacket and CFR uniform shirts/tops/outerwear – I purchased work trousers and boots myself.
- Mobile phone
- CFR checklist/information guide
- Semi-automated external defibrillator (AED)
- Kit bag containing various equipment including oxygen cylinder, masks, airways, dressings, scissors, torch, gloves, saline etc.
- MIKE responders also carry basic drugs including aspirin and salbutamol (for nebulising patients with breathing difficulties) and additional equipment including a thermometer, pulse oximeter, blood pressure cuff and stethoscope to take basic observations.
- Magnetic ambulance signs for vehicles.

Training

There are presently two phases of training:

- **'ECHO' training**

This enables CFRs to respond to adult and paediatric 'Red 1' emergencies including:

- Cardio/Respiratory arrest
- Choking

- **'MIKE' training**

The range of conditions that 'MIKE' responders can be deployed to is actually quite broad and with the equipment we carry we can be extremely effective in preventing further deterioration of the patient's condition, provide all important eyes on scene for SECamb and take basic observations in advance of the ambulance crew's arrival, which saves valuable time:

- Allergic reactions
- CVA (stroke)
- Chest pain
- Respiratory difficulties (e.g. COPD, asthma attacks)
- Neurological conditions (e.g. seizures)
- Diabetic episodes
- Falls
- Burns/cuts

There is ongoing discussion around CFR scope of practise and how our capability can be enhanced, safely and cost effectively.

A key benefit of CFRs and one which really should not be overlooked is simply to comfort and reassure the patient in advance of the ambulance crew arriving. Just being there with the patient, holding their hand and talking to them can make a significant difference to how their situation progresses, especially when they are frightened and lonely.

Hours Logged On

Being a CFR is an incredibly flexible volunteering opportunity. The only minimum commitment required is to sign on and be available to respond for a minimum of four hours a week although most responders in the Sevenoaks scheme sign on for significantly more than this. Personally, I have been able to sign on for a minimum of 25 hours a week and sometimes upwards of 50.

A key aim of our scheme is to work towards having 24/7 CFR cover in the Sevenoaks area and we are recruiting more responders to achieve this aim, although they need to be trained and equipped.

I often sign on overnight when I'm asleep in case there are any Red 1 emergencies. In preparing for an overnight duty I ensure all my equipment is in my car (which points the right way out of the driveway!), my phone and glasses are next to my bed and my clothing is downstairs by the back door, trousers rolled down over the top of my boots so I can dress and leave the house as quickly as possible. If I am responding during the day then I generally dress in uniform or have is very close by me in case I need to change and respond in a hurry.

Jobs I've Attended

I began actively responding in February this year and I've attended over 20 call outs whilst shadow responding to a 'MIKE' responder and two 'Red 1' jobs myself as an 'ECHO' responder.

The 'MIKE' jobs have included patients with severe breathing difficulties, allergic reactions, head injuries, abdominal pain and severe bleeding.

The most challenging job I've attended was a call that came at 0400 whilst I was asleep, it was a Red 1 in the Sevenoaks area, the patient had arrested and was completely unresponsive.

From being asleep to being on scene and able to respond to that patient took me seven minutes, most of which was driving. Although I cannot divulge specific details of the case due to patient confidentiality I administered CPR in support of the ambulance crew for 20 minutes but unfortunately we were unable to resuscitate the patient. The patient's relatives were present, it was a terribly distressing situation for them. In addition to providing practical support to the crew I would like to think that I was helpful to both them and the patient's relatives in offering some useful words of support to help them process what had happened.

Sadly, on this occasion I was not able to make the kind of difference I would have liked but I'm sure that in the future there will come a time when my being there will make the ultimate difference for a patient and all of the people that love and depend upon them.

I'm very proud to be a Community First Responder and I wholeheartedly believe that what we do makes a meaningful difference, emotionally, physically and economically to our local community in Sevenoaks. It costs £1,200 to equip a CFR and after that we are essentially a free resource and as such, we provide exceptional value for money. My understanding is that in Kent CFRs are first on scene in 3% of all emergency calls for a total SECAMB budget of £200,000 per annum. SECAMB also spends £15 million per annum on private paramedic crews, who are first on scene in 1% of all emergency calls.

Unfortunately, SECAMB does not have budget available to equip first responders, for which we rely on charitable donations from generous supporters like Sevenoaks District Council. Of course, there are many extremely worthwhile causes all competing for a limited amount of money. As a businessman I've always looked to support charities where funds are used to support and evolve operational capacity at the frontline, where the difference is really made.

Community First Responders are probably the best example of this I have come across – no money is wasted through gratuitous promotion or wasteful administration, the time we give is for free and the funds we raise go toward providing our volunteers with the necessary lifesaving equipment needed to make what could be considered the ultimate contribution in our local community.

We are extremely grateful for the kind and generous support that Sevenoaks District Council has provided is with so far and would also appreciate any further, ongoing support you might be able to offer us in the future.

KENT FRIENDZ CASE STUDIES

N___ has profound multiple learning and behavioural disabilities. In addition, he suffers from epileptic seizures (symptomatic focal epilepsy) and left side hemiplegia; he loses his sense of balance and is wheelchair bound. He also has challenging behaviour. Despite this, he is a regular attendee at the Kent Friendz activities. He requires 2:1 care at all times, which is expensive in terms of staff costing. We are only able to provide this level of care because of the funding we receive from grant providers. When he first came to us he was very withdrawn, uncommunicative and lacked any form of confidence. We have spent a great deal of time with him, building up a rapport and giving him confidence with our staff.

His mother said 'Thank you for all you do for N___; you have an excellent team who work so hard providing all the activities and for what you have achieved for him'.

A___ has multiple learning and behavioural disabilities. In addition, he suffers from cerebral palsy; he can walk but with some difficulty and needs regular rest breaks. He regularly attends Kent Friendz activities and requires 1:1 supervision and support. When he first came to us he was very anxious and lacked confidence, social awareness and independence. His confidence, social abilities, self-esteem and independence have all improved since accessing our services.

His mother said 'After School Club has been beneficial for A___ in many positive ways; he enjoys and looks forward to it. He has shown improved communication & independence and interacts more with both staff and children. He also has an increased understanding about what's going on around him and the world. We as a family have benefited as well as we know our son is being cared for in a safe learning environment and has given us much needed time for our daughter!'

CASE STUDY - 'Dominic'

Dominic heard about the Domestic Abuse One Stop Shop from his Housing Association and attended with a friend. He outlined his situation to the Housing Officer and to the DAVSS Case worker when it became apparent that he needed urgent help.

Dominic reported a long history of emotional and psychological abuse including incidents of physical violence and over the years had been to hospital and to his GP several times without disclosing the cause of his injuries and bruising. Because he is disabled (special needs) his statements that he had had an accident with his bike were accepted at face value. Finally after a further and more serious assault he fled to friends when he felt that he 'could not take any more'. In the meantime his partner moved another man into their flat without his permission. He contacted his Housing Association letting them know that he had left and immediately acted on their advice to seek assistance via the One Stop Shop.

His situation was assessed immediately as high risk and a personal safety/service plan was agreed with him. DAVSS agreed that the Case Worker should continue to support him and take his case forward.

The possibility of obtaining a Non Molestation Order was discussed with him in some detail, but he wanted to make a clean break and have nothing more to do with his ex-partner. The location of the court at Hastings was also a factor in his decision 'It's a long way to go and I don't want to see her again'.

During the discussions he disclosed serious financial abuse and the movement of his benefit money from the joint account with his partner into another account in her sole name from which he reported that purchases were made without his consent. He was referred to the West Kent Debt Advice Service to deal with his financial issues and supported to close his joint account and open a new one in his sole name so that he could manage his own finances in future.

He was offered an accessible ground floor flat by the Housing Association in a swift managed move and is now happily living there.

Purpose

- To ensure the safety of the client
- To support the client to report the domestic abuse to the Police and to his GP
- To advise the client of the legal options open to him
- To work with the Housing Association to support him to find new accessible accommodation.

Action taken

- CAADA/DASH checklist assessed as High risk

- A MARAC referral was made and DAVSS represented the case
- A Personal Safety Plan was completed and updated as necessary
- Legal options including a Non Molestation Order and Occupation Order were discussed with him in detail.
- DAVSS worked pro-actively with the Housing Association and provided a support letter to assist in getting the housing he needed
- Several meetings were arranged with the client to support his endeavours to make changes in his lifestyle and plan a way forward which fully represented his own plans for the future
- The Client was supported to contact the DWP regarding the changes in his circumstances and therefore changes to his benefits
- The Client was supported to organise a new bank account, a letter was provided to the Bank to support his relinquishment of a joint account and he was referred to the West Kent Debt Advice Service regarding other financial issues.

Successful Outcomes

- Dominic's friends were very supportive and agreed that he could 'sofa surf' with them until suitable accommodation could be found although this meant temporary overcrowding of their own flat.
- There was excellent co-operation with the Housing Association – a real demonstration of what can be achieved in a short space of time where good partnership relationships are established.
- Dominic obtained a new safe and accessible home within a very short period, suitable to his physical needs and near to his ongoing support network of friends and family.
- Dominic was not able to get any of his household belongings or furniture from his previous home and had to get everything he needed. His Mother and friends helped with this and DAVSS made a successful application to the Skinners Benevolent Trust who supplied him with a new fridge/freezer.
- A Floating Support Officer is now helping him with his shopping and helping him to budget.
- Dominic now feels safe and confident in his new home

Unexpected difficulties and action taken

- Dominic attempted to close his joint bank account, but the Bank refused his request unless his partner consented and signed also. This was inappropriate given the financial abuse and other domestic abuse he had been subjected to. DAVSS took advice and because of his disabilities wrote to the bank on his behalf explaining the circumstances. He disclaimed all further responsibility for the joint account from a given date and counter signed the letter himself.
- Due to financial abuse by his partner, Dominic disclosed that he had a number of debts which he did not know how to resolve. He was referred to the West Kent Debt Advice Service who progressed the situation.

Unexpected benefits

- Dominic said that his overall health had improved dramatically; he is now attending the gym 3 times a week and has taken up cycling again.
- Dominic recognised that the Housing Office had been very helpful indeed and asked DAVSS to thank them on his behalf.
- His Mother's Sheltered Housing Warden allowed her to look after his dog until he moved and took the dog with him, which made a huge difference to his ongoing wellbeing. He said of his elderly Mother "She's really happy now, and no longer worried about me."
- Dominic is enjoying attending a social group for people with disabilities and socialising with a group from his Church.

On case closure David reported that he now felt more in control of his life (10 on a scale of 1-10, where 10 is a very positive change) He also gave the following Before and After Scores::

• How safe do you feel	Before 3	After 10
• What is your overall quality of life	Before 3	After 10
• How is your physical health	Before 3	After 10
• How is your mental health (depression/stress/anxiety)	Before 4	After 10
• How is your housing situation	Before 2	After 10

He said "She (ex-partner) abused me for 12 years and I was too frightened to tell anyone - who would believe me? It did my head in. Then I got put in hospital. Even then I said it was an accident. You are the first people I've told and you've sorted it out already. I am now going to the gym. It keeps me fit. I'm cycling as well and doing a lot of exercise. It helps me to socialise too. I'm trying to be healthy now I'm free and eating chicken and lettuce." He added "(I'd give) anything to speak to DAVSS! And Housing were wonderful too! My flat is absolutely beautiful. I love it. It's a completely new life. "

April 2017

(Name and some details altered to preserve anonymity – client gave permission for a case study)

Simon Davies

From: Martin Carter [REDACTED]
Sent: 05 June 2017 10:03
To: Simon Davies
Subject: FW: Safety in Action

Good morning Simon,

Further to our communication about a case study to evidence the value of Safety In Action events from a schools perspective, please see below the review from a teacher I asked to help with this.

Kind regards

Martin

From: Tracy Wicks [REDACTED]
Sent: 02 June 2017 14:37
To: Martin Carter [REDACTED]
Subject: Safety in Action

Dear Martin,

I wanted to write to say how much we value the fabulous work SALUS do by providing the annual Safety in Action afternoon for Year 6 children.

The wide variety of workshops you provide are relevant and engaging for this age group, and all memorable for different reasons. The "ghost box" can be shocking but hammers home essential electricity safety messages; the beach and water safety is so important at this time of year, and was the subject of much discussion among the children, particularly about the need to know what the flags mean; the fire safety team highlighted that my class were not aware of certain key facts (eg the need for an escape route in case of a house fire - we have subsequently arranged for the fire service to come in and deliver their safety talks to all our classes). This year, the road safety workshop proved very relevant – there was discussion of the dangers of crossing roads with headphones and of the need to look carefully as car speeds can be deceiving. This is indeed precisely what happened at a nearby grammar school when a girl saw her friend on the opposite side of the road and ran across, witnessed by the older sisters of some of my class, who saw her fly into the air with the force. Thankfully she is not too badly injured, but the timing of the SIA talk could not have been more appropriate.

This year, too, the drugs and alcohol talk was very interesting and helped bring home the dangers of peer pressure and the opportunities and temptations that the children may encounter. We have followed this SIA session up by arranging a visit from the Kenward Trust to talk in more depth about the dangers of drugs, alcohol and solvents etc both with the children and the parents. Without SIA we would not have made this useful contact.

Many of my class will be travelling independently to secondary school, having been brought to primary school mainly by car. Prior experience has shown me that a great deal of the SIA learning suddenly becomes meaningful and personal, rather than theoretical, when the children are on crowded train platforms, or rushing to catch a bus or coach. With more secondary schools in Sevenoaks opening, the need for children to have an awareness of road safety is more important than ever before, as more are walking or cycling independently – the dangers of looking at a mobile phone or listening to music need to

be made explicit. SIA, by being off-site and using "experts" carries a great deal more weight, and is more memorable, than a teacher telling them in primary school.

Martin, I could continue with ~~positives about every workshop~~, and the super booklet the children come away with, packed full of important information. Needless to say, I am impressed every year by the learning the children receive at SIA and the efficient way it is organised. It also provides great value for money, considering the cost of coach hire. Having spoken to ex-pupils, and heard the current year 6 students repeating what their older siblings remember about their experience of Safety In Action when my class hear they will be attending themselves, I am in no doubt that the children will remember the key messages for years to follow, and these messages could prevent them from harm.

Thank you for all your hard work in organising this wonderful event.

Kind regards

Tracy Wicks