**Minutes of the Community CVS Network Meeting**

**Thursday 26th September 2024**

**Attendees**

Donna Talbot – Community CVS – **Donna.talbot@communitycvs.org.uk**

John Livesey – Community Acupuncture CIC –**john@appliedaccupuncture.co.uk**

Amanda Fletcher – Nightsafe –**amanda.fletcher@nightsafe.org**

Paul Walker – BwD Diabetes Peer support Group–**BwDdiabetesgroup@outlook.com**

Shelley Whittle – NHS & SCICB –**shelley.whittle@nhs.net**

Mubashar Khaliq – NSPCC/BwD Think Neglect –**mubashar.khaliq@nspcc.org.uk**

Zainab Dhukai – New Ground Together –**zainab.dhukai@newground.co.uk**

Beverley Ormerod – Neuro Dynamix CIC – neurodynamix23@gmail.com

Janine Smith – Blackburn College – Janine.Smith@Blackburn.ac.uk

Robson Elliot – East Lancashire Chamber – r.elliot@cipsbt.co.uk

Holly Lund – East LAncashire Chamber – H.Lund@chamberlancs.co.uk

Isma Sajid – Bwd Carers Service – Isma.sajid@bwdcarers.org.uk

Margaret Jepson – Samaritans –margaret.jepson05@btinternet.com

Denise Hayhurst – Community CVS/LACVS Local Project – denise.hayhurst@communitycvs.org.uk

Mark Wood – Age UK – mark.wood@ageukbwd.org.uk

Alex Clayton – Shelter – alexandra\_clayton@shelter.org.uk

Rachel Coupe – Dance Syndrome/ LACVS Local – rachel@dancesyndrome.co.uk /rachel.coupe@lacvs.org.uk

Kate Lee – Community CVS – kate.lee@communitycvs.org.uk

Christina Cramsie – BwD Parents in Partnership - bwdpip1@gmail.com

Anne Whelan – Men in Sheds - anne.whelan@UKMSA.org.uk

**Apologies: Anthony Carr – BwD Re:Fresh,**

**Mark Wood – Age UK**

* We have a new project at Age UK a mental health transformation project – working with groups to identify any gaps etc
* The Project is for those 65 plus, many of this age group find it hard to discuss their mental health with others.
* So, we applied for funding and were successful – we now have 2 peer support groups one in Blackburn and one in Darwen, possibly one in Higher Croft in Blackburn too
* The sessions are during the day as older people don't want to be coming out in the evenings especially now, we are getting near Winter
* Clients don't necessarily need a diagnosis as many people won't go to their GP to talk about their mental health – they simply just get on with it
* Many older people are isolated and struggle with depression and anxiety – they need somewhere where they can go to, meet new people etc
* There is a cost of £1 per session for refreshments
* I will send out the flyer to Donna and she can share it with you guys

Q: Do you put on travel for those wanting to attend?

A: No unfortunately that isn't part of the budget

Q: Are you doing any outreach work?

A: Yes, GPS/Networks/Social Works/Social Media

Q: Can you attend by referral or just drop in?

A: We prefer that people don't just drop in – anyone wanting to attend needs to contact me in the first instance

Q; Is there an activity at the sessions?

A: We have discussions, guest speakers, games etc

[Welcome to Age UK Blackburn with Darwen](https://www.ageuk.org.uk/blackburnwithdarwen/)

**Kate Lee from Community CVS**

* We have several volunteer projects
	+ - Volunteer Preston
		- Volunteer Blackburn
		- Volunteer Darwen
* We have our new Volunteer Plus website where you can advertise your volunteering opportunities
* We offer brokerage – one-to-one if you are looking for volunteering opportunities
* If you are looking for volunteering opportunities – you too can go on the Volunteer Plus Website
* If you see something you like – you click on the opportunity, we receive an email and then we contact the organisation to let them know they have a potential volunteer

Q: Do you offer a drop in?

A: yes, we offer a drop in you can pop in at any time here at the Boulevard Centre, we also work with Fed Cap, Job Centre, Lancashire Women and Red Rose Recovery

* We also offer capacity building – developing volunteers
* We also develop Groups – Volunteer managers, volunteers or community group training
* Volunteer training in Preston & Blackburn – is a rolling programme over 3 days – look at Introduction to volunteering, Safety and then boundaries
* The Volunteer Manager training is 3 workshops looking at policies and procedures – you can also take part in the quality mark
* Valuing volunteers – digital/stamp/certificate that you have attended the workshop
* It's all self-assessment – then we will check all your policies etc and if satisfactory you will get your quality mark
* Nationally this kind of quality mark would cost an organisation £3,000.00 which excludes lots of small community groups from applying for it
* As a volunteer centre we can help you achieve the quality mark, having the quality mark will help you retain volunteers, help you to look at how you recruit etc it will also help with any funding bids that you may be applying for

Q: How often are the Quality Mark courses?

A: it's a rolling programme

Q: What is the difference between this quality =mark and the national?

A; with the national you must attain 49 standards over 2 years looking more at infrastructure and finance and management: local quality mark – focusses on policies – safety, equality and diversity, insurance etc – we check that you have everything to run your organisation safely

Q: Would you say it's a pathway?

A: Yes, it's an easy introduction as to what's expected for a quality mark

* If your organisation supports individuals with mental health issues, please get in touch and they can attend the Volunteer training – volunteering is so important to your mental health and wellbeing – it can change your life

Q: Can we post one off volunteer events on Volunteer Plus?

A: Yes, you can you simply add an expiry date to the volunteering opportunity

[Community CVS Volunteer Centre – Community CVS](https://www.communitycvs.org.uk/volunteer/community-cvs-volunteer-centre/)

**Margaret Jepson – Samaritans**

* At the Samaritans we provide support, online, on the phone and face to face
* Samaritans is a good brand and recognised everywhere we do find though that people don't really know what we do
* We offer a talking service- people can use us any time they need to speak to someone 24/7 you don't necessarily need to be suicidal
* People don't like to bother their family with their problems that's why we are here – we are busy all day especially in the evening when people feel most lonely
* 42% of our calls are around mental health
* Many of those who call us have been referred by the crisis team, they talk about relationships, bereavement
* Face to face appointments – usually the individual needs 2- 3 appointments then they don't come back, it's the freedom to talk to a stranger without any baggage
* We dont give advice – we signpost them to other agencies/services that can best support them with their problems
* We can ask leading questions, but we don't tell people what to do
* Post covid many people have become even more isolated – especially older people
* The younger people haven't got over the isolation of Covid and we get many calls around this
* We have 84 listening volunteers, fundraising and recruiting volunteers at the Samaritans we are all volunteers
* BwD has a higher than national average of suicide – wherever there are high numbers of deprivation and low income – there is a higher rate of suicide
* We do have the goody bags – please do hand them out to your service users/clients - it has the free 24-hour number
* We work in partnership with Night safe, Social Services, Prison staff, Railway staff
* Historically railway stations where a hot spot for suicides – we worked with the staff on how to identify someone who may be suicidal and gave them some training on how to listen how to speak and as a result there has been a dramatic decline in suicides on railways
* However, Motorway bridges have now become the choice of location for suicide – so we are training highways staff, police Lancashire County Council
* When someone jumps of a motorway bridge the number of people impacted is very large
* We always need volunteers we start a new training session in September – it is rigorous training for 8 weeks – looking at confidentiality, safeguarding etc as a volunteer you will learn how to talk face to face, then onto zoom then finally on the phones – you are monitored initially
* The Role is very rewarding

Q: How long have you been volunteering?

A: 25 years

* In BwD volunteers have changed – we have more volunteers in full time work and studying than older people who were historically most volunteers due to them having time on their hands.

Q: Do they volunteer from home?

A: No, they come into the office – we do receive national calls as well as local calls

Q: How do you and your volunteers look after yourselves?

A: At the end of each session, you must offload, we chat- follow up and talk it through, we don't keep records, so we shred the notes – it's gone. You do have the odd call that just stays with you, and you have to live with the uncertainty – of what happened to that individual. It's very rare but when they say they would be better off without me – referring to their family, they have usually made the decision to take their life, they see it has an act of love, they are one of the most difficult calls. You sometimes get someone asking if you will talk to them while they die as they have taken something – these are hard to let go of.

Q: How is the service geared up for someone phoning for someone else?

A: We can speak to a third party, and we can contact the person they are concerned about – we will then explain that mum/dad/friend phoned, and they are worried about them

Q;Do youprovide training for volunteers/staff in other organisations?

A: Yes, but we do charge for that service- in Blackburn with Darwen the training is free

Q: Do you advise and signpost?

A: Yes

Q: Do you contact the organisation that you have recommended?

A: No, we give the info to the individual and it's up to them to get the support – if the conversation is face to face, we can show them where to go to get help/support

Q: What is the time commitment for volunteers?

A: One shift per week – we ask that volunteers do a nightshift once a month

Q: How long does it take to become a trained volunteer?

A: it takes around 6 months as long as you are comfortable with the not knowing what happened to the person you spoke to – people have the right to take their own life, and you have to have peace with that

Q: Do you find that you have enough volunteers?

A: No, we need volunteers all the time to cover all our services – if anyone types in suicide, we are the first thing to come up on an internet search, so we are busy

Q: What age do you accept volunteers?

A: 18 plus – we will consider 17-year-olds – everyone is interviewed – application online

[Contact Us | Samaritans](https://www.samaritans.org/how-we-can-help/contact-samaritan/)

**Christina – Bwd Parents in Partnership**

* We work with families with SEND children aged 0 – 25v years old
* It's our 10th Anniversary in November we are going to have “bit of a do” at our AGM
* We have 7/8 volunteers who are involved with operations, steering etc – we do get our funding from the department of education
* We are always looking for volunteers, many of our volunteers are permanent carers themselves, so it can be quite difficult at times
* As a group we encourage Co- production – we sign post, we attend strategic meetings, we are the voice of the parent carers, we attend info days
* Every year at King Georges Hall we hold a parent info day with over 70 stands for disability organisations, NHS, Local authorities all working together
* We receive some funding, and we pay volunteers expenses, pay for volunteers to go to the annual conference- hotel & travel, we also attend a number of national and regional meetings and training sessions
* To be a member of the parents' forum – people must sign up to it
* You don't need any diagnosis needed – just additional needs, we are impartial and not part of the local authority
* We do hand out leaflets in plain English we do not use acronyms
* We have over 400 members – parents/carers/grand parents
* We are a constituted group – we have a Facebook page with over 1200 followers – who share our info and activities
* We also have a closed Facebook page for families with 70 members
* On WhatsApp we have over 100 members
* During Covid – social media became a big part of how we advertised everything – we did a YouTube channel video last year
* Our AGM is open to parent carers in BwD – there will be some crafts and food
* We have a daytime session and an evening zoom session –
* We have a bring a brew drop in, in the office – located on the ground floor of the Community Hub
* We are included in the local offer – website info and advice to support parents and carers
* We help design co- production strategy we do ensure it is true co –production
* When Ofsted visit a school, we have an inspection meeting with them
* We have a “Healthy Parent Carers” course to teach and work with your life, mental health, wellbeing, being a parent carer is a job for life and it's very difficult you cannot work and look after your child
* Being a parent carer is very draining and time consuming – you are the last person you think about, you need time for yourself-we have created this course through Exeter Uni – the course is run via Zoom, people can register, the groups are very interactive
* We also support young people who are neurodivergent – a diagnosis isn't required for this support
* More and more parent carers are taking their child out of mainstream school

[Blackburn with Darwen Parents in Partnership (BwDPIP) – Empowering Parents through Information Sharing](https://www.bwdpip.org.uk/)

**John from Community Acupuncture CIC**

* Im Blackburn through and through – I went to Shadsworth Highschool
* I teach Tai Chi at Darwen Vale, and I am a qualified acupuncturist
* Community Acupuncture if a CIC not for profit business all monies made will go back into the service in order to grow it.
* Our aim is simple – to provide acupuncture to people with long term health conditions with a low income
* Acupuncture is 3,000 years old and it's the inserting of very fine needles into parts of the body to channel the energy, it originated in China.
* Depending on what you need – acupuncture can help the body heal, we offer electro acupuncture, Ear, Body, Burning Herbs -
* Acupuncture can be used for Knee pain, high fever, migraines, back pain, nausea- it can be used for anything
* Acupuncture is good for anxiety and depression as affective has prescribed drugs
* Acupuncture can also have long term impact too – studies showed the improvements could last anywhere between 6 and 12 months
* Acupuncture can be used to treat PTSD it has been trialled on USA veterans
* People with addiction have been successfully treated with acupuncture
* It has been used to treat blood pressure, chronic fatigue, menopause, hot flushes, Asma, weight loss, dry skin
* NICE guidance to GP’s is that acupuncture should be offered before drugs
* Acupuncture is used to treat cancer pain, post operative pain, cancer patients' anxiety and depression
* IVF clinics use acupuncture to increase chances
* Is it safe? Sticking needles in people? Yes – York university did a study, and it showed that 35,000 treatments – there were no serious side effects – 43 minor side effects – local pain, bruising and dizziness
* If you consider the side effects of over-the-counter pain relief the list goes on and on ranging from normal side effects to serious side effects
* Every acupuncturist has a minimum of 3 years training – degree and registered with British Acupuncture Council Safety – all fully insured and DBS checked
* Private treatment costs £45 - £55 per hour – BwD have a population with big health problems, and they need to change the model to bring acupuncture to the people
* We are aiming to set up a Community Bed Setting offering 3 treatments at the same time so we can see multiple clients at the same time – reducing costs etc
* Once set up we will ask people to contribute £10- £20 so we can then offer it free for those who cannot pay
* There are multi bed offers in Manchester and Lancaster
* We are looking for a premise in Blackburn – we are also looking to secure grant funding to raise awareness etc – we aim to open in Jan 2025

Q: CBP are working with the NHS and other organisations to create clinical pathways in BwD – Would you be interested in participating?

A: Yes

Q: Can it help with people who are neuro diverse?

A: It depends on the individual – not sure how much research has been done

Q: What age do you offer this service to?

A: 18 plus in some cases 16-17 accompanied with an adult carer – if you want to offer paediatric acupuncture it needs specialist training

Q: The Tai Chi classes – have they started?

A: Yes, they start on Wed 16/18 October – it has a cost of £8.50 per session – open to adults – any capabilities

**john@appliedaccupuncture.co.uk**

**Isma from BwD Carers Service**

* New Project at Blackburn with Darwen Carers service – working with individuals who are neurodivergent
* It's an 18-month project – working with families,
* One to one service
* Open door service
* Information and guidance
* Counselling
* Itis offered to any age

[Home - Blackburn with Darwen Carers Service](https://www.bwdcarers.org.uk/)

**Leah – community CVS Business Team**

* We will be hosting monthly meetings focused on everything related to starting and running a business,
* Whether you have industry tips to share or are looking to grow your business idea, these sessions will provide an excellent opportunity to make new connections in the business world.
* Each session will feature a business adviser and guest speakers to keep you informed about the latest developments, both locally and beyond. They will also be available to answer any questions you may have or to direct you towards the right resources, there will also be a great opportunity to network.
* Starting on Tuesday 1st October 2024, from 9:30am to 12:00pm, The meetings will be held in the conference room at Community CVS, Boulevard Centre, Blackburn.
* If this sounds like something you would be interested in, please book a space by contacting Leah on 01254 503042 or leah.harrison@communitycvs.org.uk

[Our Flying Start Business Network is now live! – Community CVS](https://www.communitycvs.org.uk/our-flying-start-business-network-is-now-live/?swcfpc=1)

**Next Meeting**

**Thursday 24th October 2024**

**9:30am – 11:30am**

**The Boulevard Centre**

**45 Railway Road, Blackburn BB1 1EZ**

**For more info, please contact Donna Talbot 01254 583957**

**Donna.talbot@communitycvs.org.uk**

***Parking – please do NOT park on the car park next to the Community Hub – this is a private carpark, and you will be fined***

***You can now park on Morrisons for Free for 3 hours***