



# BVSC Strategic Outcomes...

# ...and how we've done! 21/22

Bexley has a vibrant, inclusive, and diverse volunteering culture



Volunteers in Bexley have a positive and rewarding experience



Bexley has a thriving, influential and sustainable sector that benefits Bexley people and communities



BVSC is well led and well governed, providing a high-quality service valued by the VCS



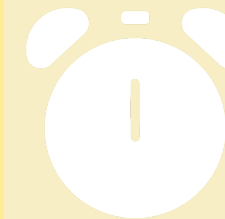
Support for diverse volunteers:

- specialist volunteers
- those nervous about volunteering
- those new to volunteering



interactions to support voluntary organisations with their volunteers

1,698 enquiries from the public about volunteering  
 845 people placed  
 123 opportunities advertised  
 57 organisations supported



**9,000**  
 Almost 9,000 hours of Covid Marshall work given by 274 volunteers

**>£39k**  
 Supporting Bexley borough through grant funding

**"Having someone to talk to saved me when I was at my lowest."**  
 Community Connect Client



BVSC distributed William Kendall grants VCSE organisations

**99%**  
 Would recommend Impact in Action training

Out of 5

4.7 I was able to fully participate  
 4.7 the session met my needs  
 4.7 the trainer was knowledgeable  
 4.7 the session will be useful

Average response for Impact in Action over 2 years

# Covid Response

The Covid-19 pandemic has been a challenging time for all, but working together with our statutory and charity partners, staff and volunteers, BVSC were able to provide vital support to the community. In March 2020, we had over 1000 volunteers sign-up to support to help their neighbours and local community, which enabled isolated and vulnerable people to get the food and medicine they needed. Our work bringing together the community continued throughout 2021, not least with the delivery of the vaccine in Bexley.

We developed and delivered the Vaccine Marshals Volunteer programme, with funding from Bexley CCG. We recruited and trained 274 volunteers to assist the NHS with delivery of the vaccination programme across 6 sites in Bexley. We worked closely with Primary Care Networks (PCNs) and Bexley GP Federation to support the management of volunteers.

We'd like to thank our amazing volunteers, who gave over 9000 hours of their time, stood in the rain, hail and all weather to support the vaccination process. It was an honour for BVSC to have been part of this herculean effort, and

In total the volunteers gave over 9000 hours of their time to the vaccination programme, which is an incredible achievement. So much so, that the efforts were recognised by the then Health Secretary Matt Hancock, who wrote a letter to congratulate everyone for their contribution.

We were also awarded a certificate by the Mayor of Bexley, to recognise the efforts of the volunteers, which we were happy to receive on behalf of them.

It was an honour to have been part of this herculean effort, and the way the volunteers maintained their drive and passion to support, despite the many challenges thrown at them. We would like to take this opportunity to thank them for all they have given to Bexley residents, we could not have delivered the vaccine programme without them – THANK YOU!



# Vaccine Confidence

## The Covid-19 Bus:

### Aim:

- - To have a bus stationed at various posts around the borough where vaccine take up was low, in order to encourage conversation and share knowledge around the vaccines. Ultimately, the aim was to increase vaccine uptake, but we were keen to encourage learning rather than “forcing” people to have the vaccine. How long did the bus project last, in terms of weeks? And is there any recording of how many different borough spaces it occupied?
- ### What was achieved?:

  - BVSC successfully recruited a team of volunteers and four staff members who went door to door, talking to people about the vaccine and giving information while dispelling myths. How many volunteers were recruited and how many hours did they deliver?
  - As a result visitors to the bus increased day by day and we were able to get people to come and get tested on the bus, and pick up information about the vaccine. Our final day was at Bexleyheath Broadway where we had a host of volunteers and staff at the bus, talking to residents. We were also able to procure merchandise for this event, including tote bags, stationary and keyrings, all with the aim to spread the word about the vaccine. This is probably too much, but was there any measurement or estimate on the number of residents spoken to? No worries if there isn't.
  - We worked closely with the LA and CCG to make sure that we were targeting areas of the borough where there had been the least uptake, and it was a great opportunity for us to work together collaboratively.
- ### BVSC's role:

  - I was responsible for recruiting staff and onboarding them, as well as monitoring their performance and ensuring they updated their daily monitoring forms. In addition, I advertised and recruited for vaccine champion volunteers, carried out inductions, and assigned them areas to target. Would be helpful to know where the monitoring forms are for reference after you leave (Sorry if it's obvious, it's probably v. clearly labelled somewhere and I haven't looked but if you wouldn't mind sending the folder pathway?)
  - I supplied the teams with training, name-badges, hi-vis jackets, maps, and PPE. Could this be another measure? Number of training sessions delivered?
  - I also ensured that the bus was always fully stocked with PPE and testing kits for the team to use (although this wasn't my responsibility as such).
  - I liaised with the staff at the locations where the bus was being placed in order to maintain good relationships and make sure that we were not encroaching on the space and were welcomed back.
  - Regularly updated our risk assessments in light of covid rules and also “anti-vax” movements that were spreading at the time in order to keep the staff/residents safe.
- I unfortunately don't have any photos – I believe Patrick/Sophie had those. I'll reach out to patrick

Add a little bit of body text



# Volunteer Centre

Volunteer Centre Bexley supports organisations and volunteers with a varied range of services such as matching volunteers to great opportunities, providing training, networks and events supporting local groups, and one-to-one- support.

opportunities. One hundred and twenty eight roles were advertised and we placed a staggering 846 volunteers into 57 organisations.

We needed to be agile. In 2021 we moved to providing Launchpad, to support potential volunteers during lockdown to be volunteer ready- especially beneficial for those with anxieties. As lockdown rules changed again, work moved into digital spheres (see below).

## **Who:**

Volunteers benefited as they found fulfilling roles. We helped those who were furloughed, or who had lost their jobs, to maintain connection. Organisations benefit from the Volunteer Centre's support as they have a central place to ask their queries, have time saving template policies, and a single place to promote their placements.

## **Benefits of Volunteer Centre work:**

- Increased community interaction
- Bexley residents have improved Covid vaccine experience
- Community groups save time.
- Community groups increase what they can achieve thanks to volunteers.



'It's been a tough year with everyone feeling the effects of the pandemic in one way or another. I have been fortunate to be able to continue working throughout, and thought that the least I could do was support those most impacted. After all, we are stronger together.'

'Being able to volunteer allowed me to do my part, helping those who have worked tirelessly on the front line and behind the scenes to try to make sure we are all safe. I feel honoured to be able to help.' Volunteer

**846  
people**

**57  
groups**

**128  
roles**

## **Action:**

Delivered 19 varied trainings, networks, and events supporting local groups and individuals, alongside many hours of 1:1 support

## **Reasons to Volunteer - Volunteers say:**

"Volunteering is an incredibly positive experience for a volunteer, and magical when members achieve goals that are difficult for them"

"Volunteering is so rewarding to both the recipient of the service and the volunteer"

## **Moving Forward...**

We have re-assessed our services post pandemic, and are focussed on continuing to build inclusion in volunteering around the borough, increasing outreach, information services, and training opportunities to support this aim.

**So.... jump in and join us at:  
[volunteering.bvsc.co.uk](http://volunteering.bvsc.co.uk)**

## What

Two projects sit under this heading.

- 1) Digital Champions are volunteers who are based in local organisations such as libraries. These volunteers help anyone who needs basic digital help, like booking online for an appointment with their doctor. Champions have access to courses and have completed 148.
- 2) Digital support for voluntary and community organisations.

## Who

- 1) Linking Bexley residents to digital support and helping volunteers to increase their digital skills and reach their communities.
- 2) Supporting voluntary and community groups in accessing digital support

## Benefits of Digital Development

- Bexley residents feel more empowered digitally skills.
- Digital volunteers have the support they need to help more residents.
- Bexley voluntary and community groups enhance what they can offer their residents.



**'Frank' wanted a Digital Champion because he had a cancer diagnosis and was finding it difficult to look up the online appointment details. The Digital Champion helped Frank not only find out about the appointments, but also helped Frank find a way to book cheap tickets to some entertainment as a little something to look forward to!**

**'Elise' had resigned as a carer due to being unable to keep up with the digital rotas and making digital notes. She met with a Digital Champion. Her first meeting went well and she has others booked.**

## What

Community Connect is the social prescribing project for Bexley borough. This means if someone goes to the doctor, the doctor may give them a normal prescription and/or a social prescription - i.e. putting them in touch with Community Connect to connect that person with charities or community groups that could support them and their wellbeing. In this year we helped 1087 people directing them to hundreds of voluntary and community organisations based in Bexley.

## Who

Linking Bexley residents who are involved with GPs, Social Services and other statutory groups to community and voluntary organisations.

## Benefits of Community Connect

- Raises awareness of community and voluntary groups
- Changes the systems for dealing with non medical issues
- Helps Bexley residents access more appropriate support
- Reaches residents who might not ordinarily reach out for help

## Volunteer Support

Community Connect offers Telephone Wellbeing Volunteers to support clients on a weekly basis with goal setting and to improve wellbeing. This year our volunteers made 1210 calls.

For more information check out [www.communityconnectbexley.co.uk](http://www.communityconnectbexley.co.uk)



27  
Champions

130  
learners  
offered support

148  
courses



**99  
Wellbeing  
Volunteers**

**1210  
Wellbeing  
Calls**

One of our current volunteers Mary, is matched with a client that is now part of a local weekly art group (Centrepieces Mental Health Arts Project). This client is deaf and was very isolated during the pandemic due to her heightened anxiety and fear of leaving the house. Mary has a weekly Zoom call with her so that she can lip read. The regular calls and encouragement from Mary improved this clients confidence and helped her get out of the house. The client now gets the bus down to her local art class multiple times a week. She said that she had never done art before but that it really helps her express herself. She also said that she has met some lovely people from it and has even sold two of her artworks at local exhibitions. This was a huge confidence booster for her. The client mentioned that if it wasn't for Mary's weekly calls, she would still be stuck at home in her own thoughts.

## What

One Bexley is a pioneering project that exists to create pathways of support for Bexley's most vulnerable residents. Our consortium of charities allows Bexley adults to be assessed, often by the groups they know already, so that they can receive the help they need. Following a successful pilot from November 2020 to Sept/Oct 2021 the project launched in November 2021.



## Who

In the year 747 residents were assessed by One Bexley and were referred on to appropriate services. This meant that they didn't have to explain their situation to a community group and then repeat it numerous times to various social or health professionals. They could explain it once, often to a group they knew and trusted.

## Benefits

- A more collaborative approach to Adult Social Care
- Residents deal with people from groups where they have existing relationships to complete Care Act assessments.
- Conversations founded on relationships so that resident gets the care they need.

These work towards a vision of: 'The most vulnerable people in Bexley having support through families, networks of friends, community groups and neighbourhoods.'

**'Janet', who is in her 80s, was caring for her husband who has dementia and was finding it impossible to attend appointments for her own health. Pathways have helped Janet receive respite support so she can attend her appointments plus created a three pronged support plan.**

## What

The Impact in Action project helped Bexley's voluntary and community groups to prove and improve the difference they make. It was funded from July 2020 for two years. In 2021/22 it provided groups with almost 150 hours of 1-2-1 tailored support sessions and 53 training sessions. The project finished outside of the time period covered by this report leaving a legacy of 76 resources including booklets, videos and slides which continue to be available.

## Who

Voluntary and community groups working in the London Borough of Bexley.

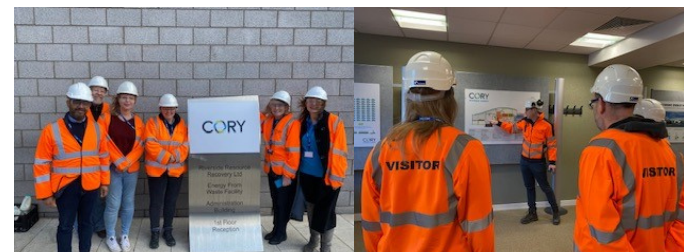
## Examples

Having an impact approach helped a Bexley group successfully apply for a multi-year grant of over £179,000. Their story is [here](#). Another group were commended by the Department for Education on the quality of their reporting. Check out their story [here](#).

## Benefits of Impact in Action

- Increased knowledge of community and voluntary groups
- Tangible changes - such as better planning/funds raised
- Improved sharing of impact

Thanks to the City of London Corporation's charity, City Bridge Trust for funding this work. *Photos: visit plus training with a funder*



# Partnerships

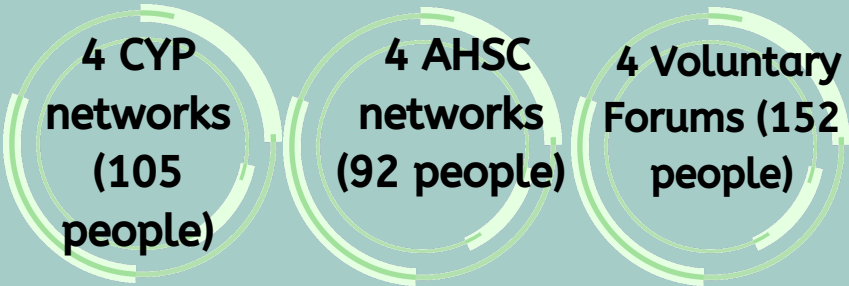
Kate Foot, Transform Bexley writes: "We would never know half the things that are going on if I did not come along to the meetings. I may only pick up a couple of things at each meeting, but they are really helpful. We are grateful to BVSC for arranging the networks"

## NETWORKS AND FORUMS:

**Better engagement:** focus on public sector engagement with the VCS - led to BVSC co-led development of the Bexley Compact in a truly co-productive way

**Amplified Voice:** included a series of facilitated discussions with LBB PH to help inform the emerging Bexley Public Health Strategy in a more meaningful way

**Co-ordinated approach:** Darren Latty, Evergreen Care writes: "We regularly engage with the networks and value them as a collaborative; proactive; engaging groups which offer the opportunity for us to learn what others are doing and to share information and good practice. The facilitated discussions about the Expanded ULEZ with Transport For London and the Voluntary forum was a catalyst for us to discuss with our staff forums, the potential effect of the newly expanded scheme".



## FIND OUT ABOUT FUNDING:



TNLCF said "It is the largest in person funding fair that I have been to, great job!"

## COST OF LIVING WORK:

Vikki Wilkinson, Bexley Carers Support, writes: "The seminar gave us the opportunity to raise awareness of the impact on carers of the increase in cost of living with key decision makers (i.e. higher than average utility bills etc) In round 4 of the Household Grants, Carers Support were directly approached to administer a fund of £180K, to help with cost-of-living increases. Without the Partnership Officer's role, we may not have been approached regarding a grant, which is going to make a big difference for us and our members".

BVSC ran a joint seminar with Cllr Leaf with 43 organisations which helped to inform the council's response to the crisis; increased awareness of local services; improved comms on the LBB website and provided a platform for further joint working, including the successful joint bid for the GLA Food Poverty project (Good Food Bexley) (£13700), which was possible due to the existing close working relationships with our statutory partners, as the turnaround was very tight.

## BEXLEY AND GREENWICH FUNDER FORUM:

The forum was set up in Nov 2022 and grows from strength to strength - 9 funders joined so far

## WILLIAM KENDALL:



"Through the support given we trained additional befrienders and did safeguarding checks, which enabled us to open a further Elderberries café and re-open the waiting lists".



**'Working with BVSC has been simple, responsive, and effective. It has been a collaborative experience. We had good feedback regarding processes.' Feedback from NHS organisers of the vaccine volunteer work CHECK**

# Bexley Disability Sports Network

## Aims and Objectives

To co-ordinate a network which brings voluntary and community organisations together to work towards increasing sports/physical activities for the deaf/disabled community

## Outcomes

A total of 31 organisations attended bi-monthly meetings

A Support for Bexley Organisation live document was shared containing;

- 1- free training/events,
- 2- funding opportunities
- 3 - volunteering support
- 4 - Resources and tools
- 5 - Research

Free training from:

- 1 - Access Sport
- 2 - Bexley Deaf Centre
- 3 - Bexley Mencap

20 sports/physical activities added to the deaf and disabled sports and physical activity directory

## Successes

Awarded £51k to deepen and extend the network

Funded Bexley Deaf Club to hold weekly badminton sessions - the club joined with 3 neighbouring boroughs to take part in competitive matches

Funded Bexley Dodgers to purchase ramps - came 5th in National Finals, being 1 of 8 teams to qualify from a total of 40 teams entering

3 new sports, inclusive judo, zumba and baby ballet