

ANNUAL REPORT

April 2022
March 2023



Telephone 01475 728628

enquiries@yourvoice.org.uk

www.yourvoice.org.uk

Facebook @YourVoiceICCF Twitter @YourVoiceInver

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Chair's Update

The role of the Chairperson of Your Voice is an honour but brings with it huge responsibility.

The past two years have posed tough challenges not only for Your Voice, but all local organisations. There is light at the end of the tunnel, and it's not just another train coming.

YourVoice has a reputation for innovative thinking, passion and determination and as we continue moving forward with our existing projects, new projects are always in the pipeline, albeit in their early stages.

The determination of Your Voice is to strengthen opportunities for community voices to be heard, influence change, develop solutions and to ensure its work has even greater beneficial impact on people's lives.

I am committed to continue working with our staff, volunteers, board members and partners to drive that work forward.

Thank you all for your continuing support of Your Voice Inverclyde Community Care Forum.



Margaret Tait | CHAIR

Meet the Board



Margaret Tait
CHAIR



Donald McQuade
VICE CHAIR



Mary Hemphil
TREASURER



Heather Davis
SECRETARY



RACHAEL WAY



Martin Blain



Kenny Quinn

INTERESTED IN JOINING OUR BOARD?
Get in touch to find out how!



We are always looking for new Board Members, to develop the organisation, building on our strengths and goals.

We welcome nominees from a variety of backgrounds, who are able to attend Board Meetings and actively contribute to the running of the organisation.

Tel 01475 728628

Email enquiries@yourvoice.org.uk

www.yourvoice.org.uk



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Meet the Team



Karen Haldane
EXECUTIVE OFFICER



Sean Macfarlane
MACMILLAN ICJ WELLBEING PRACTITIONER



Erin Power
CHILDREN & YOUNG PEOPLE



Finlay Craig
COMMUNICATIONS & ENGAGEMENT OFFICER



Bethan Dunsmore
ENGAGEMENT & DEVELOPMENT OFFICER



Daniel Burwood
INVERCLYDE ENGAGEMENT OFFICER



Isobel Dempster
RECOVERY DEVELOPMENT CO-ORDINATOR



Amanda McEwan
MACMILLAN ICJ WELLBEING PRACTITIONER



Kevin Begley
COMMUNITY CONNECTOR



Andy Logue
SHOPMOBILITY



Jo Adams
COMMUNITY CONNECTOR



Rosalind Jackson
COMMUNITY CONNECTOR



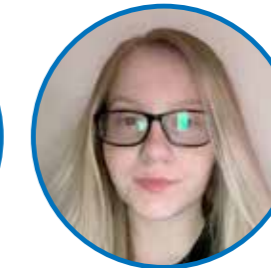
Caroline Wengel
BUSINESS DEVELOPMENT MACMILLAN ICJ ADMINISTRATOR



Gaynor Lochhead
NEW SCOTS PROJECT CO-ORDINATOR & COMMUNITY CONNECTOR



Martita Dunn
RECOVERY DEVELOPMENT WORKER



Rachael Gallacher
ADMINISTRATION & DIGITAL INCLUSION ASSISTANT



Carys Lunn
COMMUNITY CONNECTOR



Joe Cannon
RECOVERY OUTREACH WORKER



Danny Wroe
RECOVERY DEVELOPMENT WORKER



John Ciantar
RECOVERY OUTREACH WORKER



Dean Ferrie
RECOVERY OUTREACH WORKER



Craig McLaren-Gow
COMMUNICATIONS & ENGAGEMENT OFFICER

Executive Officer's Message

Over the last year our organisation and networks have continued to grow, working across Inverclyde with a focus on reaching those most in need. As we move forward into a new year, we will continue with our efforts to listen to, gather and understand the diverse range of views, opinions and experiences, to inform decisions and meet the needs of the people of Inverclyde.

People with lived experience, and their families are at the heart of our work. We have listened to and worked with local people in identifying and addressing the existing and emergent challenges facing our population. We have developed an array of engagement approaches and methods, adapted to local circumstances. We believe our 'Lived Experience' networks have contributed to and influenced decisions in developing solutions to tackle the challenges presented.

Our new Macmillan Improving the Cancer Journey is the first of its kind in Scotland to meet its target within the first month, supporting over 100 people affected by cancer in the first three months.

Our Peer Support Groups network continues to grow as a result of securing additional Mental Health & Wellbeing funding to develop the Network and set up 4 new peer support groups during the last year. We have also built the capacity and confidence of our existing Peer Support groups to be peer led ensuring success and sustainability. At the start of this year we started driving forward the development of the Transforming Primary Care population engagement, reaching out to people across Inverclyde to raise awareness of the services included within the primary care team and explaining how you access these services are changing, to enable people to get the right care at the right time and place.

Our evaluations and feedback from local people have provided evidence that our work has enhanced the health & wellbeing and resilience of communities across Inverclyde.

I would like to take this opportunity to thank our Board of Directors, volunteers and staff for their commitment and valuable contributions to our achievements during the last year.



Karen Haldane | EXECUTIVE OFFICER

“One voice brings thought, many voices bring change.”

Facilitators of CHANGE

- **IMPROVING LIVES**
People might just need some assistance to join the dots between people and available resources.
- **EFFECTING CHANGE**
Some people don't necessarily deliver the change - but they can bring it about.
- **COMMUNITY ENGAGEMENT**
Capture the spirit of our community and find out what makes people tick, bring people together to keep active and get involved...
- **INFORMATION & SIGNPOSTING**
The cornerstone of an effective network can assist people to make informed decisions and receive the service that best meets their needs.
- **ASSET BASED COMMUNITY DEVELOPMENT**
Focus on the knowledge and strengths of Communities, then we can assist people to make changes from the heart of the community.
- **CONSULTATIONS & EVENTS**
Taking a fresh approach to create the connections between people, agencies and ideas in interesting & fun ways...
- **PEER SUPPORT GROUPS**
Provide a safe environment to share experiences, creating informal support mechanisms for people within and moving on from services.
- **USER & CARER INVOLVEMENT**
Raising issues and developing solutions to enable people who use services to be heard in shaping & developing local services.



In 2022 after consultation, the opportunity was taken to re brand and re energise what was formally known as the **Advisory Network** to **Involve Inverclyde**.

The rebranding was to create a stronger connection between Involve Inverclyde and our communities, aligning with their wants, needs and values. As we move forward with Involve Inverclyde we will utilise a more creative approach to our engagements offering more digital opportunities to hear local voices alongside our in person meetings and events. We invite all individuals from across Inverclyde to get involved and aim to ensure that underrepresented voices are heard.



Get Involved!

You can sign up to the Involve Inverclyde Network by emailing us at enquiries@yourvoice.org.uk or calling Dan on **01475 728628**.



Consultations 2022-2023

- National Care Service.
- Carers Strategy.
- Care Opinion.
- Housing and Homelessness.
- HSCP Strategic refresh plan.
- HSCP Mental Health and Well-Being focus group.
- Green Connections.
- iPromise.
- Your Voice, Your Solutions.
- Home First (Care at Home).
- Technology Enabled Care.
- Census.

Open Meetings 2022-2023

- Care Opinion.
- Moving Forward Together.
- Health Improvement Scotland Citizen Panel.
- Localities Info Session.
- Mental Health and Wellbeing Primary Care service development focus groups.

SUB-GROUP UPDATES

14 new Members joined the network in 2022.

Mental Health & Wellbeing

Carers

Recovery

Older People

Long Term Conditions

Physical Disabilities

Learning Disabilities

Adult Protection

Dementia

Young People

Homelessness & Housing

New Scots

Drug & Alcohol Dependency

Inequalities & Poverty

Palliative & End of Life Care

Hospital Discharge

Hector MacDonald (Clinical lead for Inverclyde) attended our meeting and gave a great insight into the current pressure and expectations of GP's in Inverclyde. We worked together to find better ways forward for GPs to hear constructively from patients for improvements.

A Care Opinion representative attended the Involve Inverclyde project to discuss their plans in Inverclyde, how they will roll the online service out locally. The Advisory Group learned about writing reports themselves and how they can promote the service to the community.

We delivered a training workshop, exploring the current cost of living crisis, how to engage with services around transformation and how people can achieve change when there is a disbalance of power. We were supported by Inverclyde advice services who shared expertise and knowledge on benefits and welfare rights.

Together with CRISIS we held an engagement session with people who have experience of homelessness, we had powerful and difficult conversations informing CRISIS on what needs to be better. All feedback along with 5 other engagement groups was compiled into a report 'Home is the Foundation' perspectives on prevention from people with experience of homelessness.

Members with lived experience of homelessness were invited to the Scottish Story Telling Centre in Edinburgh for the launch event for the official report recognising the need for preventing homelessness, they met with senior MPs, they shared their experience and have been invited back to Holyrood to discuss homelessness in Inverclyde.

SPRING Social Prescribing



SPRING Social Prescribing project is a community based approach and a way to link medical care (typically) non-clinical, locally delivered support services. It enables professionals to refer their patients to a range of activities and services, recognising a social model of health in which wellbeing is determined by a variety of factors.

The SPRING Social Prescribing project is a partnership between Bogside & Brandywell Health Forum, the Healthy Living Centre Alliance and Scottish Communities for Health and Wellbeing, funded by The National Lottery Community Fund. As the largest co-ordinated project of its kind, a network of 30 community-led health organisations have come together to deliver Social Prescribing services in communities across Northern Ireland and Scotland.

We have developed strong local partnerships, in particular a robust referral pathway with Inverclyde Community Link Workers.

729 Interventions

For some of the most vulnerable residents of Inverclyde, helping them find the best treatment available to them.

648 Wellbeing Calls

Helping to connect with isolated community members, check up on them and refer them help as needed.

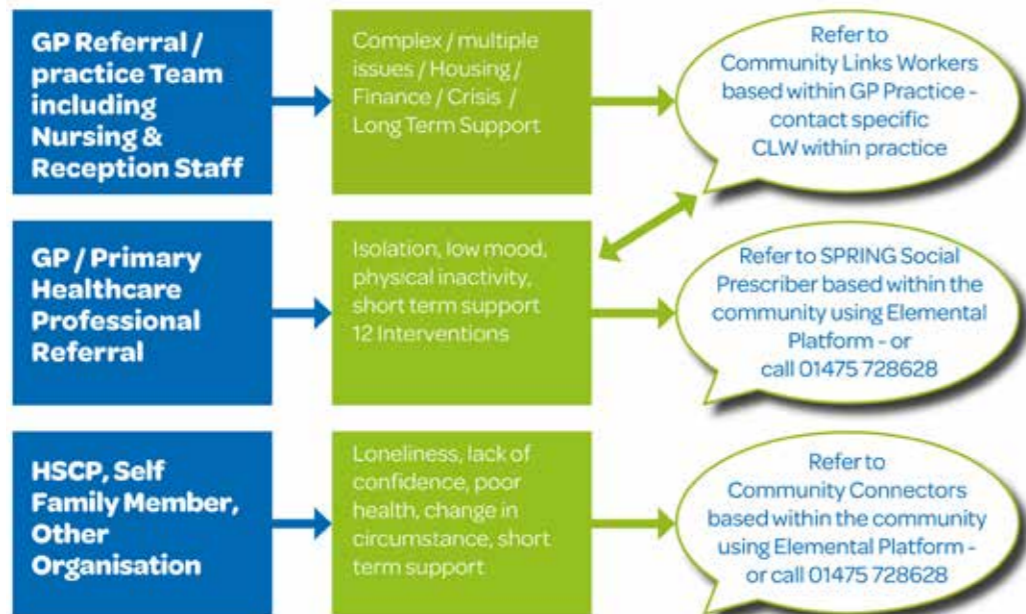
60 Referrals

To local services, ensuring the people of Inverclyde are being looked after by the correct services.

Main reasons for referral:

- Counselling.
- Low Self-Esteem.
- Personal Development.
- Physical Inactivity.

Inverclyde SOCIAL PRESCRIBING PATHWAY



SPRING Social Prescribing

“Hi Sean, Today is the first anniversary of you coming to Kilmacolm to turn my life around. All I can say is the biggest “Thank you” I’m almost afraid to say how happy I am in case I put the mockers on myself, Your kindness to me that day has made such a difference, I find unbelievable, just thought I’d let you know.”

- Client JS

“Hey Sean just want to thank you for introducing me to the gym. Went again today, didnt do too much although walked there and back. Wee 20 mins on the treadmill and 10 minutes on the bike, really enjoyed it.”

- Client HB

“Thanks to Shaun I have been able to go out rather than sitting at home . He has helped me to get Mybus fixed for me to be able to go out has arranged for me to go to lyle kirk for an exercise class which has been great for me at present. We are going to introduce other clubs for me once my health is better.”

- Client BMcD

“Thank you Sean for the patience you have shown me when we went for our walks. As soon as I started to talk to Sean he put all my fears at ease I now enjoy my Tuesday out of the house even if it’s only a couple of hours. I can’t thank sean enough for all the encouragement he has given me. I now feel confident enough to do this on my own and I WILL get my fitness back.”

- Client JG



“For me, Your Voice are an invaluable resource which I regularly signpost patients to. Most of the medication reviews I carry out are with people who experience chronic pain. It is well recognised that good mental health, moving the body and connecting with others are some ways in which self management can be supported. Over the past 2 years I have referred people to the shop mobility service, long covid peer-led support group, fibromyalgia peer led support group, the recovery hub and more recently the Chronic Pain Workshop sessions. I am very fortunate to have the opportunity to follow up the people I refer, and it is wonderful hearing and seeing the benefit Your Voice has on them and their lives. Thanks to their social media posts and the information on their website I am able to stay up to date with the services that they offer and therefore able to pitch the services accurately to patients.”

- Laura Kenicer Advanced Pharmacist (Primary Care): Chronic Pain

Community Connectors

Good conversations are at the heart of our approach - enabling people to increase their confidence, make connections and take greater control over their health and wellbeing!



The Community Connector project has been established since 2016, funded by Inverclyde Health and Social Care Partnership (HSCP) and delivered by Your Voice.

The project focuses on 4 core outcomes:

1. Local people have increased awareness and access to community activities and resources.
2. Local people are supported to lead independent lives and take part in activities facilitated through promotion of local activities, support groups and events.
3. Local people are supported to increase links with those in their community and build relationships through attendance at local activities.
4. People of Inverclyde are more able to live independent lives, avoid unnecessary hospital admissions and reduce demand on wider health and social care services.

We use a Social Prescribing model to help people address social, emotional and practical needs by connecting them to sources of support with their community to improve their health & wellbeing, preventing people's situation deteriorating or the need to access services unnecessarily. Our model is based around a 12 week journey of change.

The project uses a person-centred approach where we can arrange a meeting at the individual's home, or at a community location to discuss and explore options – whatever suits them best. We use Elemental Social Prescribing Platform to manage caseloads, assign interventions and collate data.

Highlights

7295 Wellbeing Calls

Providing a listening ear, friendly chat and connection to support resources.



3317 Interventions

For Social Support, physical activity, mental health, peer support and welfare.



2918 Volunteer Calls

Have been made by our 13 volunteers who assist within the community.



455 Referrals

To local services have been made by the Community Connector team.



101 People accessed gym pass via Live Active.

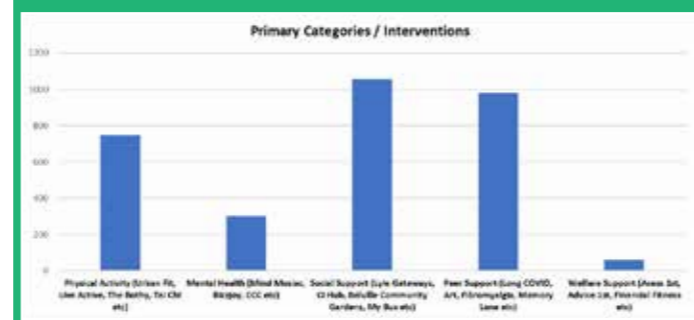


56 People accessed fast track counselling in the past year.

13 People accessed clothing.



10 People accessed the 12-week fitness programme via Urban Fit.



Community Connectors

Stakeholder Feedback

"Events organised by your service have been extremely well organised and popular with the local community and there is always a lovely and welcoming atmosphere."

- Karen Dunn, Advice Worker HSCP Advice Services

"The approach has been very person-centred focusing on the interests of the person and where the individuals have felt the support has been needed. A lovely service that really helps link people into their community."

- GP Community Link Worker - Cheyne McWilliams.

"Community Connector Jo has been with me all the way and I now have more confidence than I ever have, I can share my feelings freely in a safe space has been a life changer"

"I had been feeling so low being stuck in the house. My time at the church means so much to me. Thank you Jo for making it happen"

- Client .McG

"Thank you to Kevin and Rosalind from your voice for all their help and support, helping me to join different clubs and making new friends has really increased my confidence. They really are my rocks. So once again thank you for helping me settle in Scotland"

"I definitely recommend the Community Connector service to anybody if they want a bit of help, it can really make a difference to how you feel"

"I can't thank you enough Carys for your help. You are making my going along to different activities so easy by being there and helping my confidence, and by just knowing what's on. It is making a big difference to how I am."

- F.P. client

Impact

The project uses Outcome Star – Wellbeing, as a primary tool to record and evidence each client journey. We also use Warwick Edinburgh Mental Wellbeing Score and a secondary monitoring tool. An overwhelming majority of participants have shown a positive change in their Wellbeing.



We celebrated Social Prescribing Day in March 2023 where we hosted a community event at Lyle Kirk Church. There were over 150 people in attendance as well as a variety of partners who were able to showcase community assets and social prescribing opportunities.



Community Connector project was successful in partnership funding with Lyle Kirk Gateways - Meliora Community Fund, to celebrate local communities after 2 years of COVID restrictions. The Community Family Fun Day event was a huge success. There were over 1000 people attendance.



There is a huge variety of community assets and resources within Inverclyde people can be connected to and benefit from.

Listening to the voices of Children, Young People, Families & Workforce

The Promise Scotland is responsible for driving the work of change demanded by the findings of the Independent Care Review.

It works with all kinds of organisations to support shifts in policy, practice and culture so Scotland can #KeepThePromise it made to care experienced infants, children, young people, adults and their families - that every child grows up loved, safe and respected, able to realise their full potential.

Inverclyde has a dedicated iPromise Team, as a partnership we value and respect the lived experiences of the children and young people we work alongside and are eager to involve young people much earlier

in decision making processes through a participative approach, developing informed insights, ideas, recommendations and solutions. Facilitating decisions to be made with, not for young people; co-creating, co-designing, co-producing and co-delivering. The team continues to raise awareness of The Promise, what it means to Inverclyde and offering our workforce, children, young people and families opportunity to participate in activities to discuss and reflect on our local systems, practices, processes and culture. A vital part of our engagement is in sharing the learning and findings and keeping children and young people informed throughout the journey.



Number of people benefited:



A Year of Progress

We have established our IPromise Board with 3 care experienced young people co-chairing alongside our Chief Executive Officer to oversee implementation of The Promise.

Young people have developed a Language Matters guide and film to ensure that the language we use in care reflects the language of childhood and does not stigmatise.

Inverclyde have Introduced Mind Of My Own App for our care experienced children and young people to have their voices heard and support relationships with their workers.

Family Group Decision Making was an identified need from consultation with families and workforce, it has now been introduced in Inverclyde via children first.

Proud2Care hosted a take over of Inverclyde Council for National Care week 2022, using the opportunity to raise awareness of care experience and Inverclyde's 5 pledges.

Proud2Care group designed a flag representing Inverclydes Care Experienced Community which will be flown above the Town Hall on National Care Week each year.



Proud2Care had an engaging day in August 22 with Clare Haughey the childrens minister and our local panel community, exploring what The Promise can look like for Inverclyde.

We have established an iPromise in the Hearings Working Group which has been listening to children and young people to work together to deliver change. In September we will launch our youth led and produced I Promise Hearings Film.

Care Experienced children & young people participated in 7 interview panels for the recruitment of various posts within HSCPs children and families service.

Co-developed IROC Award (Inverclyde Rights of the Child) with young people co-delivering as young assessors.

Carrying out digital surveys and face to face engagements with children, young people and their families to inform; child protection process, children services plan, strategic plan refresh, Inverclyde's promise plan.

Plans for the future

We will keep listening to our children, young people and families and do all we can to improve their experiences of support, so they can reach their full potential and thrive.

We celebrate the efforts of the workforce to deliver on the promise, we also want to encourage our wider community to celebrate our care experienced children and young people and their achievements- bringing them together, to create a feeling of belonging and to develop a sense of community. #StillLotsToDo



Working with Sustrans (wheeling, walking & cycling charity) and Atkins (design consultants) to gather public feedback on proposed walking and cycling paths to promote active travel in and around Inverclyde.

This project required both online and in-person outreach. The online aspect composed of digital surveys and social media based public outreach. We also held many different drop-in and community engagement sessions, hosted at the Your Voice offices as well as the Oak Mall, Craigend Resource Centre and King's Oak Primary School.

At these events individuals could speak with a member of Sustrans for detailed explanations of the plans, ask questions and fill in surveys. Stakeholder businesses along the routes were also engaged to help raise awareness about the proposed plans.

It was important to understand where the needs for such active travel paths lay, by engaging the public and gathering their ideas, questions, concerns and opinions. We gathered **252** responses in total, a new record for Your Voice surveys.

The public feedback, and aspects such as the accessibility, directness and feasibility of the route options were taken into account and reported to Sustrans and Atkins to ensure the final route most benefitted the people of Inverclyde.



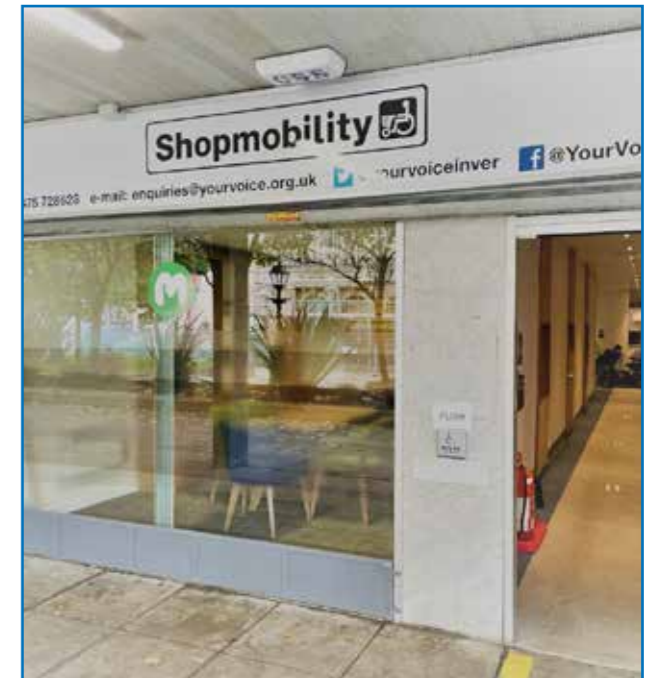
Your Voice's Shopmobility service offers opportunities for disabled, elderly and others whose mobility is limited by ill health or injury to gain access to shops, services and other everyday activities. The service allows access to locations across Inverclyde such as the Oak Mall, the Waterfront, the Esplanade and other walkways.

For an annual membership fee of £50 (or visitor's fee for one off usage) we are able to provide a range of mobility equipment including scooters, powered and manual wheelchairs and walking aids. Some equipment is also available for long term hire.

Full training is given to service users and their carers on use of mobility equipment to ensure their confidence and safety.

At Shopmobility we have designated parking spaces for individuals accessing our service.

Shopmobility has raised awareness and funds at Cappelow, and M&S. We have donation cans in various shops/ local businesses in Inverclyde. Some local businesses also provide sponsorship for the advertising of their logo on the equipment.



93 Members

7 New Members

April 2022 – March 2023

23 Average weekly users

92 Average Monthly Users

9 DEDICATED VOLUNTEERS!



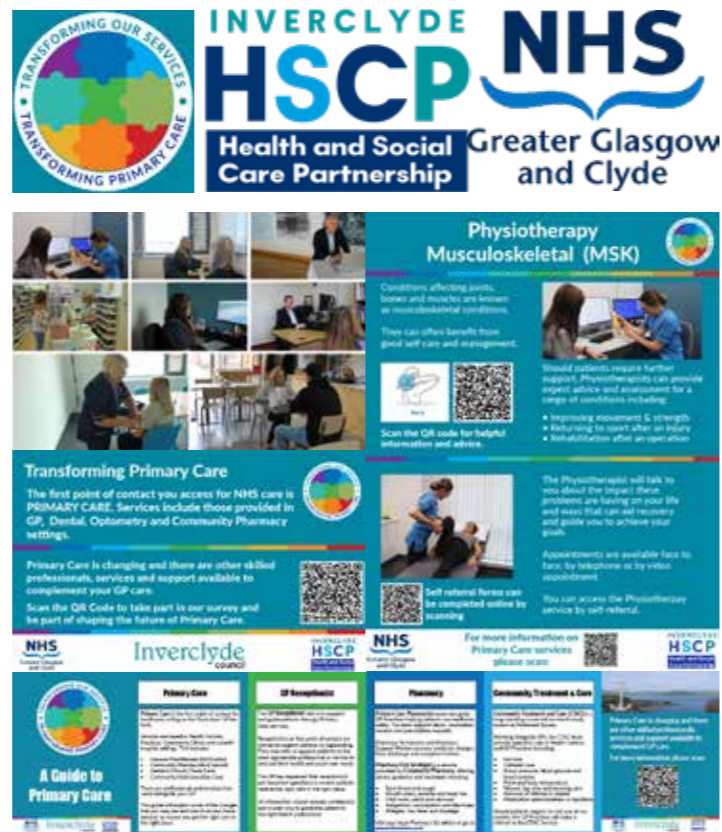
Primary Care Transformation

In the 2018 General Medical Services Contract in Scotland, HSCP were given responsibility for transfer and delivery of services. For their delivery of Primary Care services, it is vital that Inverclyde HSCP engage with local populations to explain how Primary Care services are developing and being re-shaped.

Engagement involves introducing the multi-disciplinary teams patients may see where they might previously have seen their GP, their roles, and informing patients why they might be seeing them. Within the population engagement model there will be a strong focus on new services that the public might not have heard of before, primarily the Community Treatment & Care Service (CTAC), which incorporates the previously known Treatment Rooms. Awareness will be raised through a video and by using the social media bursts that cover key messages from the service and the others included within the MOU (Memorandum of Understanding).

Population engagement model will take a multi-tiered approach, primarily being centred around a film covering the 9 service areas identified in the Memorandum of Understanding. The film will explain each service area, what they do and how their service is changing. This film will be used as the main tool for informing Inverclyde's population, to encourage discussion around Primary Care.

A pre and post knowledge questionnaire will also be used within the engagement sessions to measure public's knowledge of Primary Care services. A survey will additionally be launched as a more general engagement with Inverclyde's Population, gauging understanding of Primary Care and the services which fall under it.



Engagement

Engagement will take place in person, through the use of traditional media such as print and radio, as well as a sustained social media campaign with content including individual film clips, polls, key message posts and links to survey and further information.

Engagement stalls will be set up in the community to capture public for engagement sessions and using printed surveys, QR codes and iPads enable recording survey responses from those unable to attend sessions.

The goal of this engagement process is to reach around 10% of Inverclyde's population through social media posts, engagement stalls, survey responses and other methods, as well as hosting in depth engagement sessions with a minimum of 30 community groups.

Responses from population will be fed back to HSCP and used to inform further Primary Care Transformation agenda changes.

Digital Outreach

FACEBOOK

- 2,784 Followers
- 59,802 Reach
- 13,350 Page Visits



TWITTER

- 1,856 Followers
- 360,520 Impressions



Our Digital Communications team had a highly successful year, reporting on the progress of each Your Voice project, adding helpful content to the website, running online campaigns and surveys in partnership with local organisations.

From April this year, we undertook a highly successful redesign and relaunch of our website, utilising a new platform "SquareSpace" and redeveloping the entire site from the homepage up. All projects were given a dedicated information page, a referral page, and the facility to easily add galleries, videos and more.

This development also involved transitioning our digital provision across the organisation, redirecting our email and office systems to accommodate the necessity of future proofing our processes and procedures. This approach has seen a surge in traffic and regular visits across the site which continues to grow:



Supported Your Voice projects across several major communications events - for our 30th anniversary we highlighted projects, developing print and digital media and promoting across all media channels and partner organisations. We engaged with over 200 service users to inform the development of Technology Enabled Care and Care and Support at home via online surveys and associated media campaigns.

Inverclyde HSCP with their revised Strategic Plan 2022-24, with redevelopment of media and materials, and digital awareness raising.

CVS to promote Inverclyde Life / Connect To Wellbeing Campaign.

Inverclyde Council with their assisted Housing Strategy via engagement with service users and online surveys.

Ardgowan Hospice with their 'Hospice at Home' survey – creating materials, producing and collating online survey questions for the Inverclyde area.

Promoted Social Prescribing Day 2022.

Worked in partnership with Lyle Kirk Gateways to develop a family fun day-producing and promoting print and digital materials to promote under the banner of Inverclyde's Meliora Festival.

Supported relaunch of Your Voice Peer Support Groups with new promotional material and awareness raising.

Inverclyde Recovery Community



The Recovery Service offers support to people who are seeking help with their issues regarding substance use, who are looking for recovery and a way of connecting into resources in the recovery community.

We provide a 7-day service in Inverclyde, run by people with lived experience for those either already on their recovery journey or looking to start. The 7-day service is important because the demand for recovery does not follow a pattern of 9-5.

People in the community told us what they needed to access and how they can maintain recovery, we have offered this by providing a consistent but ever-changing list of activities, 1-2-1 Peer Support, recovery café's, Music, Drama and Art Peer Support Groups. We have a diverse group of people all at different and sometimes difficult stages in recovery. Referrals can be made via GP Treatment centres, family or self-referrals. Anyone over the age of 18 can access all of the support on offer. We work with the wider recovery community to share lived Experience via the Lived Experience Network (LEN) to help shape and develop recovery orientated systems of care. We work closely with Inverclyde Alcohol and Drug Partners (ADP) we tackle Alcohol and Drug Issues through partnership working.

Partners:

Prison Outreach- Lived Experience Network - LEN, Culture Collective, Teen Challenge, SFAD (Scottish Families Affected by Alcohol & Drugs), Salvation Army, Moving On, Beacon Arts Theatre, Jericho House, The Haven, Turning Point.

April 22 - March 23

1255 Visits

602 Social Prescriptions

108 Group Sessions

298 Drop-Ins

306 Cases

309 Peer Support



Inverclyde Recovery Community

Impact

"Thank you all so much, I didn't know how I was going to manage as I have been juggling my bills to buy food."

"I can't thank you all enough for the Gym passes- I can now get myself physically fit, I am just completing the last phase of a program working on my mental and spiritual wellbeing."

"I would not be able to access any recovery groups if it was not for the help I get from use in the Hub- I get a weekly pass and I go to activities 5-7 times a week."

Out of 15 volunteers...

3 went onto college.

2 to study HNC Social Services and 1 to study for barbering.

4 volunteers were further trained in Peer Mentoring.

2 Volunteers gained full time employment working in your voice recovery hub and

1 volunteer gained full time employment in an harm reduction service-

10 people were successful gaining places with a residential rehab.

22 Staff and Volunteers & People who use the hub Trained in Naloxone.



Peer Support Groups

Recovery Jam Music Group

Meet twice weekly and numbers have been increasing weekly- own music songs produced. The band Played at Tea in the Park 2022.

Ladies Group

Meets each Tuesday - taking gentle walks, health suite and sauna. They enjoyed some pampering in the hub to celebrate International Woman's day.

Men's Group

Receive emotional support, socialising opportunities and skills development.

Drama Group

Starred in a production about Rock Stars - the show was seen by over 100 people and the success of the show has led to more funding from the culture collectives.

Walking is a way of Connecting

Made a film show about being out and about in the community, an artist was engaged, and a film was produced with the guys from the group. This was showcased at Hawick in March.

DROP INS - The Hub

For a long time people in the lifestyle of substance use have not had much to laugh about, but by coming together with like minded people, there can be joy found in recovery.

Moving Forward

Building the capacity of recovery cafes Inverclyde wide which will enable people to access recovery initiatives.

Launch of New Recovery Café in Port Glasgow and Branchton to engage with the wider community. This enables us to reach people who do not wish to travel out with their own area.

Peer Support Network



Funding received in February 2022 allowed us to develop the capacity of our current peer support model. The project was people-led and based on the social model of health, and the conviction that local communities have multiple resources that can be mobilised to help people live active, healthier and more fulfilled lives.

We have supported and empowered local people to improve their health and wellbeing; manage their own long-term conditions and overcome isolation and loneliness. We have assisted individuals to enable them to achieve long term, sustainable goals by taking steps towards fundamental changes. The ultimate aim is that people should have the knowledge, skills and confidence to manage their condition effectively in their everyday life.

People, families and communities can play a key role in managing their own health and wellbeing. Peer support involves people sharing knowledge, experience or practical help with each other. This can be sharing knowledge or providing emotional support, social interaction or practical help. Everyone's experiences are treated as equally important, and no one is more of an expert than anyone else.

Peer support can take many forms, such as informal telephone calls, group get-togethers and online forums. Peer Support can help people feel more knowledgeable, confident and happy and less isolated and alone. Peer support may also encourage people to take more care of their health which, in the longer term, could lead to better health outcomes.

Peer support offered in a group setting. Groups are normally centred around a theme such as a shared medical diagnosis, a shared experience, or a shared interest. Groups can be structured, organised and facilitated in different ways. They can operate independently or as part of a wider network of groups.

Groups Developed through Funding

1196 Interactions with members of the Urban Fit Partnership physical activity group. An average of **13** people attended on a weekly basis.



920 Interactions with our Memory Lane Peer Support group, **23** weekly attendees on average. Activities included quizzes, games and live music!



396 Interactions with the Long Covid Peer Support group, with **11** weekly attendees on average.



150 Interactions with My Cuppa Tea, the Port Glasgow Social Café. We had an average of **15** attendees on a weekly basis.



92 Interactions with the Connecting Threads sewing and knitting group. **23** people attended on a weekly basis.



30 People took part in the Open Water Swim Partnership, with three 6 week blocks as part of the "Happy n Wild" partnership. After the sessions finished, **8** people continue to meet on a regular basis!



22 Members attended the Menopause Matters group, with a combination of online meetings and in-person sessions hosted by Inverclyde Library.



Peer Support Network

Stakeholder Feedback

"I live on my own and don't have much interaction with other people. I wish Rosalind had opened the café years ago."

"I love volunteering for my cuppa tea, I don't know where I would be now if I didn't have Rosalind. She has helped me get the person I used to be back."

"Attending the Long Covid Peer Support Group is like having a security blanket for me, I don't know what I'd do without the group."

"The Gym class has made me fitter and stronger, it also has a social aspect, where I meet new people."

"It has made a great difference to me attending the gym & I feel good. The workouts we do are great. I enjoy getting to meet new people and we all get on great. It lifts your spirit and mind."

"The service that Your Voice provides is second to none and is very much needed within the community, I can't thank you enough."

"I see a big change in my brother since attending Memory Lane, he is a different person for the better."

"I can totally feel the mental health benefit already, thank you for organising."

"I've lost 1stone 3lbs and best yet I've started back at work on a phased return. I'm so thankful for the Urban Fit membership."

"Thank you very much for making my mum feel so welcome and keep up the good work!"

"My mental health and depression was low, but now, I no longer feel isolated as I have met new friends."



Highlights

Our peer support groups continue to grow in strength and popularity, adding to our established opportunities. Research shows that peer support can improve people's well-being, meaning they have fewer hospital stays, larger support networks, and better self-esteem, confidence and social skills.

The Long Covid Peer Support Group has had MSP Stuart McMillan along to speak with them, to inform The Long Covid Inquiry at The Scottish Parliament. Many people outside of Inverclyde have attended as there are no support groups outside of Inverclyde they can attend. The group have also been mentioned on Radio Scotland. Other speakers have included specialised NHS professionals that have collaborated with the group.

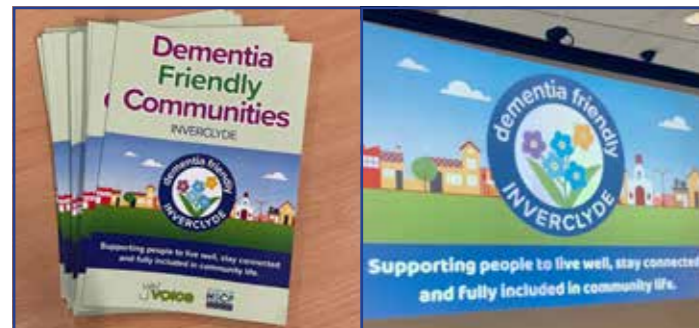
The Connecting Threads group has also been very popular, the volunteer facilitator has helped pass on skills to learn new crafts in sewing, knitting and crochet, this interest has integrated some of our New Scots Community.

Dementia Friendly & Enabled Communities



Funded by Inverclyde HSCP, delivered by Your Voice, the Dementia Friendly & Enabled Communities project began in November 2021 and empowers the voice of people impacted by dementia to be heard in a community where they are enabled to live well and remain active.

Driven by a network of local people living with dementia, their families and those that care for them, the aim of the dementia friendly Inverclyde movement 'isn't to separate people living with dementia from others, but to include them to the fullest extent possible' (Life Changes Trust).



How do we help Inverclyde become dementia friendly?

The first step to becoming dementia friendly is to be dementia aware. Having a better understanding of dementia and the impact that it can have on someone's life helps us to appreciate the ways in which we can offer support as a community.

"Help me stay busy – I know what's ahead of me, but just now I'm okay."

- Community Member

Highlights

1,041 Local people have participated in awareness sessions, resulting in improved understanding of dementia throughout our community and awareness of the services, resources and facilities available in Inverclyde.

550 In-depth engagements, exploring specific opinions, issues and resources on a one-to-one basis.

121 Occasions of our lived experience network members being empowered, ensuring that they are the driving force behind project development and delivery.

Dementia Friendly & Enabled Communities

Key Themes

Awareness & Understanding

A community that is aware is a community that is empowered to challenge stigma by turning understanding into action and social change. We are working with community members, local assets and service providers to create capacity within our community to be more informed.

Connection

We know that staying mentally, physically and socially active will boost confidence and enable us to support people in managing everyday life as they navigate a diagnosis.

Inclusivity

Co-creating opportunities for engagement is at the heart of the initiative, appreciating the need to be diverse across the project as dementia is unique and subjective in its nature. We are working alongside community assets to review the changes that could be made to make the environment more welcoming, inclusive and accessible.

"I love the idea that as places become more aware it will open doors for people living with dementia – more places for them to go, spend time and take part in things that interest them."

- Community Member



National Dementia Strategy

In October 2022, the Scottish Government launched its national conversation on the future of dementia policy in Scotland. In November 2022 we engaged 35 local people impacted by dementia. The consultation ensured that Inverclyde was able to share its experiences of services and thoughts on where improvements could be made for the future National Dementia Strategy.



What's Next?

Success and sustainability of the Dementia Friendly & Enabled Communities initiative necessitates the creation of communities that foster inclusive, transparent and open processes to culture change, and requires these foundations to be built upon true lived experience and people-led developments.

As the project progresses, we will continue to act consciously to ensure that people living with dementia, their families and those who care for them are empowered, respected, engaged, and have a significant say in driving the project forward. We will work throughout Inverclyde to raise awareness of the project and challenge stigma in order to develop enabled communities that are safe, accessible and supportive.

How can YOU help?

- Treat people impacted by dementia with respect, understanding and dignity.
- Take part in a short awareness session to increase your understanding.
- Join our network and use your experience to help shape the project.
- Join the growing movement! Contact Bethan to find out more.

Macmillan Improving the Cancer Journey

In partnership with

**MACMILLAN
CANCER SUPPORT**

**INVERCLYDE
HSCP**
Health and Social
Care Partnership

The Inverclyde Improving the Cancer Journey (ICJ) is a partnership between Macmillan Cancer Support, the Scottish Government and Inverclyde Health and Social Care Partnership (HSCP) delivered by Your Voice Wellbeing Practitioners.

The project went live in November 2022 and is available to anyone living in Inverclyde who has been affected by cancer. The main aim of the service is to help people live as well as possible, supporting family members and carers.

We quickly established good relationships with Inverclyde Macmillan Welfare team as well as receiving referrals from people who have received Public Health Scotland letters along with other agencies.

The project uses a person-centred approach with the majority of people choosing to meet the wellbeing practitioner face to face within the community at the initial appointment, this creates an opportunity to discuss any concerns highlighted from the Holistic Needs Assessment and co-create interventions with a focus on what really matters to the person.

From engaging and listening to people referred to the project we realised there was a need for peer support around those living with a cancer diagnosis. In December we created a weekly peer support group within our health hub.

We have continued to sustain our legacy project Macmillan Info and Connect partnership with Port Glasgow Inverclyde Library; a weekly drop in facility which allows us to meet clients referred, raise awareness and provide information. The project also operates a weekly drop in at Your Voice, co-ordinated by Macmillan volunteer Rachael, offering advice, information and conversation for anyone affected by cancer.



Highlights

192 Referrals were received and actioned in the first 6 months, far exceeding referral targets.

1670 Concerns raised by ICJ service users in Inverclyde, who have completed a Holistic Needs Assessment.

322 Holistic Needs Assessments completed by ICJ contacts.

100s Of Macmillan booklets provided, to help people better understand concerns. Countless leaflets and signposting of Inverclyde services given out, to help people get the support they are entitled to.

Main Concerns Identified

- Money and Finance **74**
- Exhausted and Fatigue **63**
- Thinking about the Future **58**
- Worry, fear, anxiety **56**
- Sleep problems **46**

Main Interventions

- Macmillan Health Hub – Peer Support
- Welfare benefits
- Maggies
- Counselling
- Sleepio App

Macmillan Improving the Cancer Journey

Stakeholder Feedback

“We have been delighted with the way that the Macmillan ICJ Wellbeing Practitioners have made such an impression.”

Joyce Dunlop – Macmillan Partnership lead

“We were very lucky to get a grant of £350 which paid for a new fridge freezer as ours had broke down, we are so thankful!”

Client - MMcG

“Ian got the blue badge today, thank you very much for all your help with this.”

Client RM

“Thanks for setting up the meeting with Sean, it was very relieving, he was brilliant. ...The early support helps L so much. ”

Client KM



“Thanks so much for all your help and info. ...Just getting things off my chest was amazing.”

Client MC

“Thank you so much for your help today and explaining what resources are available. I really appreciate your help and for putting me at ease.”

Client LMcG

“Thank you so much for our meeting today ...We both left feeling a little lighter and happier we can talk openly to others.”

Client JW

“Me and wife would like to thank you for supporting us and taking the time to listen to our worries. I have started counselling and couldn't thank you enough for all support”.

Client PR



Connecting New Scots

2022/23 has been a year of transition and change within the project. The first half of the year saw Your Voice continuing to meet the needs of our Syrian, Sudanese and Afghanistan women and helping them to attend a variety of local community projects, interfaith spaces and employment opportunities, helping them to feel confident and empowered here in Inverclyde. In September Inverclyde saw the first arrivals from Ukraine and Your Voice responded by inviting them to the weekly drop-in.

THE DROP-IN

A space where local organisations can raise awareness of the activities and services they have to offer.

Social connection amongst the New Scot community and more importantly the opportunity for Your Voice to develop and maintain a trusting relationship with New Scots.

The trusting relationship between the New Scot community and Your Voice has enabled 1-2-1 connection between individuals/families and the New Scot Co-ordinator.



We facilitated the New Scots to get involved in writing workshops, bike rides, hill walking, art classes, crochet/knitting/sewing classes, cookery classes, film making, and has even helped some with their CV's and job application forms to secure employment.



Highlights

115 New Scots have joined the New Scots email group, being kept regularly updated with what's happening across Inverclyde.

25 New Scots on average took part in the weekly drop-in every Friday at Your Voice 11:30am – 13:30pm, to find out what activities are available in the area.

25 Families received a £50 Tesco Shopping voucher, provided by the local Rotary Club, as part of a Christmas Party held by Your Voice.

18 Adults and 3 children attended a modern adaption/musical of 'Kidnapped' at The Beacon which everyone thoroughly enjoyed.

10 New Scots participated in a 4-week Creative Writing workshop giving them the opportunity to share their stories.

10 New Scots joined in the fun and games of Social Prescribing Day. New Key partnerships were forged at the event with exciting ventures planned.

9 Worked with Rig Arts Rabbe Burn Art Project. Combining the written 'scots' dialect and creating artwork along this theme. Selected Art pieces were used for the 'Alternative Interactive Rabbe Burns Celebration down at Lunderston Bay and Gourocks Bunny Park.

6 New Scots took part in a 10-week Stigma Workshop which discussed what Stigma meant in the different cultures.

3 Refugee Week events including a United 5's football tournament, a food demonstration held at Gateway's family funday and a family tour of Inverclyde.

Connecting New Scots

Testimonials

"Our family is extremely thankful to the Your Voice team for providing us with the chance to interact, integrate, and adjust to a new place and country."

- The Soloviovs

"The weekly meetings at the Voice community changed everything. We felt boundless support, we found understanding, we felt your love. Thank you so much for your help, we really appreciate it!"

- Nataliia

"I am truly thankful for the friendships I have forged and the warmth of the community that has embraced me. The support and kindness I have received have made my time here truly special and unforgettable. Thank you for everything."

- Nataliya

"I would like to express my appreciation to Your Voice for being always around, for all the support and help. I just can't thank you enough for making our experience easier, more colourful, more positive here in Greenock. I look forward to continue attending and be part of this great community."

- Aigerim and Adel

"It is my pleasure to let you know that we received the most welcoming meeting each Friday we attend and that sessions got us to know more about the day-to-day activities within Inverclyde and meet new companions. No words can cover our appreciation for you."

- The Almnas

Partnership Organisations

CLD, CVS Inverclyde, Scottish Refugee Council, The Bothy, Lyle Gateway, Kidron Project, Inverclyde Libraries, The Beacon Arts Centre, Rig Arts, Church of the Latter Day Saints, Integration Team, The Wise Group, Greenock Baptist Church, The Trust, The Foodbank, Crow Cottage, Belville Community Gardens.



Moving Forward

Plans to create a Language Exchange Social Café in partnership with The Beacon which will use drama, art and other creative mediums to improve communications between our New Scot community and the locals.

10 New Scots signed up to become Volunteers for Your Voice, which will see a Peer Support Befriending service to enable New Arrivals to be supported by those who have already benefited from Your Voice services.

We continue to collaborate with the New Scot Community and allow them to guide us in how they wish to be supported.

2 New Scots have been identified to represent this community to capture issues and barriers they face for this to be fed in to the Involve Inverclyde project to improve their integrational experiences.

Asylum Seekers

We have been assisting Asylum Seekers in partnership with HSCP & NHS. These males have been placed into the Holiday Inn Hotel as temporary accommodation whilst their applications to remain are processed by the Home Office. Mears Housing are the main welfare provider based in the hotel providing day-to-day support.

There have been over 100 men arrive in the past year, with some being dispersed into other local authorities, some having successful right to remain applications staying here in Inverclyde and some awaiting decisions.

Our role was to connect the individuals within the local community to ensure their overall health and wellbeing was maximised in terms of access to social activities and community familiarisation. We used our social prescribing model, creating interventions to suit individual needs.

We built trust and meaningful conversations, able to gauge areas where we could create opportunities for them. We organised various 'appeals' to ensure the men had access to clothing, toiletries, etc.

We initially engaged with Inverclyde 3rd sector partners, local groups and businesses to try and establish wrap around support from the wider community.



"You have been an invaluable support, not only to the vulnerable service users at the hotel but also Mears staff on site. Without you our jobs would be extremely difficult."

- Grant (Mears Housing)

'I had a dream to play football and I didn't know the way. Knowing you helped me at that time. I thank you for all your kind work.'

- Client JM

'You made my stay at Greenock worthwhile. Watching out for people in vulnerable and traumatic situations is the godliest thing to do, and you guys did just that. Thank you.'

- Client AHK

"Hi Kevin, thank you from the bottom of my heart. I will never forget your kindness to help me."

- Client AR



Jemal was supported to attend community ran football sessions with Man On and Street Soccer. We organised trials for the Homeless World Cup Home Nations Tournament. He represented Scotland as his adopted home nation.

Hamid has participated in various community activities, such as volunteering at Greenock Parkrun. Hamid recently just completed 50 volunteer sessions where he has helped out come hail, rain or shine!

Saman is a keen fitness enthusiast, and we were able to assist him into the Greenock Parkrun and UrbanFit gym to enhance his overall health and wellbeing.

We were able to facilitate various football sessions, including a United Fives football tournament for Refugee Week, involving 3rd sector partners, local participants and our refugees based in the hotel.

The FUTURE

Over the last year our organisation and networks have continued to grow, working across Inverclyde with a focus on reaching those most in need. As we move forward into a new year, we will continue with our efforts to listen to, gather and understand the diverse range of views, opinions and experiences, to inform and shape services, support and policy, to meet the needs of the people of Inverclyde.

Our programme of work will continue to be prioritised, based on feedback from people with lived experience and communities across Inverclyde. Our network and connections enable us to highlight issues, barriers and gaps in provision. We will continue to empower local people and enable them to develop people led solutions to improve their health, wellbeing and community life.

Local people with lived experience, and their families are at the heart of our work. Our new Macmillan Improving the Cancer Journey is the first of its kind in Scotland to meet its target within the first month, supporting over 100 people since it started in November 2022. The Recovery Communities service continues to grow with the establishment of Outreach Recovery Hubs in Greenock and Port Glasgow. Our Community Connector projects continue to go from strength to strength, improving the health and wellbeing of local people and connecting them to

resources across Inverclyde. Our Peer Support Groups network continues to grow as a result of securing additional Mental Health & Wellbeing funding to develop the Network and develop 4 new peer support groups during the last year. We have built the capacity and confidence of our existing Peer Support groups to be peer led ensuring success and sustainability. At the start of this year we started driving forward the development of the Transforming Primary Care population engagement, reaching out to people across Inverclyde to raise awareness of the services included within the primary care team and how you access these services are changing to enable people to get the right care at the right time and place.

Creating meaningful connections and promoting active citizenship also continues to be a key priority. It is indicative of our work that people have provided positive feedback and real evidence of the impact of our work. People are at the heart of everything we do, and we will continue to work alongside local people to enable them to speak up, share their lived experiences and shape people led solutions.

The year ahead will continue to be challenging however we will continue to build on the success of our established and evolving Networks recognising the power of people and communities.



**— In Memoriam —
INA MILLER**

Everyone at Your Voice was deeply saddened to learn of the passing of our good friend, long serving Board member and Treasurer Ina Miller.

Rest in Peace Ina.



All documents referred to in this report are available by contacting our office.

This report is available in a range of different formats on request.

Your
voice

12 Clyde Square,
Greenock
Tel 01475 728628

INVERCLYDE
HSCP
Health and Social
Care Partnership

**One voice brings thought,
Many voices bring change.**

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