



Social Prescribing Digital & Virtual Remote Support Webinar

Chaired by Ingrid Abreu Scherer
Head of the Accelerating Innovation Programme
National Academy for Social Prescribing

Thursday 20th October 2022

[@NASPTweets](https://twitter.com/NASPTweets)

Housekeeping

- Please note we are **recording** this webinar
- There will be a **Q&A session** at the end
- Please submit questions via the chat
- Please use the chat for introducing yourself and networking
- Please stay on **mute** and **camera off**



Accessibility

- **Closed Captions** are available – turn these on at the bottom of your screen
- **BSL interpretation** is available – the interpreters will be spotlit



Today we will be hearing from

Who will be speaking?

- Chair: Ingrid Abreu Scherer, NASP, Head of Accelerating Innovation programme
- Katherine Pabla, the Royal Voluntary Service , Virtual Village Hall Project Manager
- Alasdair Stewart, Age UK, Director of National Services
- Richard Kramer, Sense and Sense International, CEO
- Sarah Walker, RSPB, Nature and Wellbeing Project Manager





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for Social
Prescribing

Coming Up Next:

Katherine Pabla,

The Royal Voluntary Service , Virtual Village Hall
Project Manager



Accelerating Innovation



VIRTUAL VILLAGE HALL

VIRTUAL VILLAGE HALL OVERVIEW



ROYAL
VOLUNTARY
SERVICE

- An innovative, digital 'village hall' by Royal Voluntary Service
 - Launched in April 2020
 - pandemic response
- Offer people at home the opportunity to:
 - stay connected, be part of an online community
 - keep active
 - engage in hobbies & learn some new ones
 - to have fun!
- Dedicated webpage, Facebook page and YouTube channel housing a library of over **1000 sessions and daily classes** to view live as they happen or at your leisure.
 - [Facebook](#)
 - [Website](#)
 - [YouTube](#)



Inclusivity:

- Everyone is welcome at the Virtual Village Hall
- We aim to make our content inclusive
 - Adapted sessions (Sitfit, Mobilates, Seated Work Outs, advice for different abilities within other sessions)
 - Men's Health Week
 - Sign Language Classes
 - LGBTQIA+ Content
 - Diversity within our content and our tutors
 - Planning neurodiverse content



Where is it?



- Dedicated Facebook page, YouTube channel and Website
- All free of charge
- No requirement for a Facebook profile to watch
- Live streams simultaneously on Facebook and YouTube
- Daily Live classes, regulars such as Ballet, Yoga, Pilates, arts & crafts and more
- New sessions added weekly
- Community - daily interaction with followers and tutors
- Back catalogue of over 1000 easy to find sessions to view at your leisure on all channels



www.facebook.com/VirtualVillageHall

www.virtualvillagehall.royalvoluntaryservice.org.uk

www.youtube.com/VirtualVillageHallbyRoyalVoluntaryservice

What's on offer?



Recipes & baking

- Bread
- Savoury dishes
- Cakes & sweet Treats
- Vegetarian / Vegan
- And more!



Creative, arts & crafts

- Drawing & Painting
- Printing
- Calligraphy
- And more!



Exercise & dance

- Workouts
- Seated Exercise
- Sports
- Dance
- And more!



Health & wellbeing

- Health
- Lifestyle
- Meditation



Technology skills

- Photography
- Photoshop
- Installing Skype
- How to install Zoom



Music & singing

- Classes
- Performances
- Singalongs
- And more!



Reading & writing

- Literature
- Performances
- Poetry & Creative Writing



Something different

- BSL
- Spanish
- Film club
- Quizzes
- And more!



Needlework & textiles

- Knitting
- Crochet
- Felting
- Embroidery



Gardening & the outdoors

- Floristry
- Grown your own & Gardening
- Wildlife



Special events

- Get Moving Week
- Christmas Concert
- Mindspace
- Men's Health Week



Hair & beauty

- Beauty
- Hair
- Makeup

What does it look like?



- [Yoga](#) with Dave
- [Softwood cuttings](#) with Rachel
- [HiiT](#) with Andy
- [Indian classical dance](#) with Priya
- [Pompom wreath](#) with Kate



IMPACT – Year 2



94% felt that VVH had a positive impact on their mood and emotional wellbeing



Almost **60%** attend weekly, a couple of times a week or daily



81% felt that VVH had a positive impact on their physical health



91% felt that VVH helped them to feel less lonely



58% felt that VVH better helped them better manage their health, and for those with an underlying health condition this rose to 65%



84% stated that they plan to continue to use VVH and 'nothing will change' in their usage



92% agree that VVH offers something different from other online activities/ classes



Virtual Village Hall Impact Survey, March-April 2022



Feedback



A lovely mixture, I have enjoyed the variety, and still have some to go back and do, thanks so much!!!



"I'm a social prescriber in South Cumbria and love these posts, sharing them regularly. Thank you!"

I found out about your page via our social prescribing network. So it is definitely on our radar.

I took ill with anxiety inside a MRI scanner, so the scan had to be cancelled. I have dreaded returning but have been able to have a scan today using the meditation shown to me by your Laughing Yoga leader. This will make an important difference to my health. Thank you!

Thank you for bringing these events into our lives especially for those of us living alone and those who are not. It really gets us moving and uplifts our morale. I hope u can continue providing this amazing service. Thank you once again. Much appreciated.

What a great site it is too. I am a Social Prescribing Link Worker. I support people to improve their emotional, mental and social wellbeing. I signpost and share this resource out regularly. There are loads of great fun things to learn and connect up to. I'm sure it's been a lifeline to so many. Thank you so much !"

Thank you so much, love your classes and movement is getting easier and pain. ❤️

I've loved them, thank you its a great way to connect and not feel quite so isolated!

The classes have been great fun! Thank you to everyone involved in making them happen!

So pleased I came across the VVH it has been a life saver through covid - please don't stop the classes

It's been really good and I've learnt some new skills. Please keep it going



Results

Facebook page

- Over 4 million views
- Over 50k followers
- Over 1000 sessions available
- Average 3k views per session
- Average over 35k engagements per month
- Average 168k reach per month



What next?

- Join our 50k followers on our Facebook page
 - Or subscribe to our YouTube channel, bookmark our website
- Check our weekly timetable every Monday morning
- Share the links with your clients

THIS WEEK AT...
Virtual Village Hall

MON 3 OCT	11:00AM	AUTUMN CANDLE LUMINARY WITH KATE NISBET
	12:30PM	PILATES WITH APRIL MOON
TUE 4 OCT	12:30PM	HIIT WORKOUT WITH ANDY OSBORNE
	2:30PM	THE BRAINFIT WORKOUT WITH SAM GODFREY
WED 5 OCT	11:00AM	MAKE TIME TO REALIGN WITH JO ANDREWS
	2:30PM	ZUMBA WITH HELEN MCGREARY
	4:30PM	MINDFUL MOBILITY PILATES WITH MOBILATES
THU 6 OCT	11:00AM	FORCING HYACINTH BULBS WITH RACHEL MOORE
	12:30PM	SITFIT WITH FRANCES RAYNER
	2:30PM	YOGA WITH DAVE RENNIE
FRI 7 OCT	11:00AM	PIANO PERFORMANCE WITH LINCOLN NOEL
	2:30PM	BEGINNERS LEVEL SPANISH WITH MEGAN HAYCOCK

Contact us if you require any further information:
virtualvillagehall@royalvoluntaryservice.org.uk





VIRTUAL VILLAGE HALL



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Coming Up Next:

Alasdair Stewart,
Age UK, Director of National Services

Age UK National Services

Our national digital & remote services

Alasdair Stewart
Director of National Services


National Delivery 2021-22

In 2021-22, our national digital & remote services had an extensive reach, including:


- 9.5m user session visits to information & advice content on Age UK website
- Responded to 229,748 information & advice enquiries (phone, email, letter)
- Supported ~9,000 older people via our telephone friendship service
- Answered over 200,000 calls to The Silver Line Helpline

The Age UK Advice Line (and our website information & advice content) primarily supports older people living in England; Age Cymru, Age NI, and Age Scotland provide information & advice in their respective countries via the web and telephone. Our other services operate across the UK.

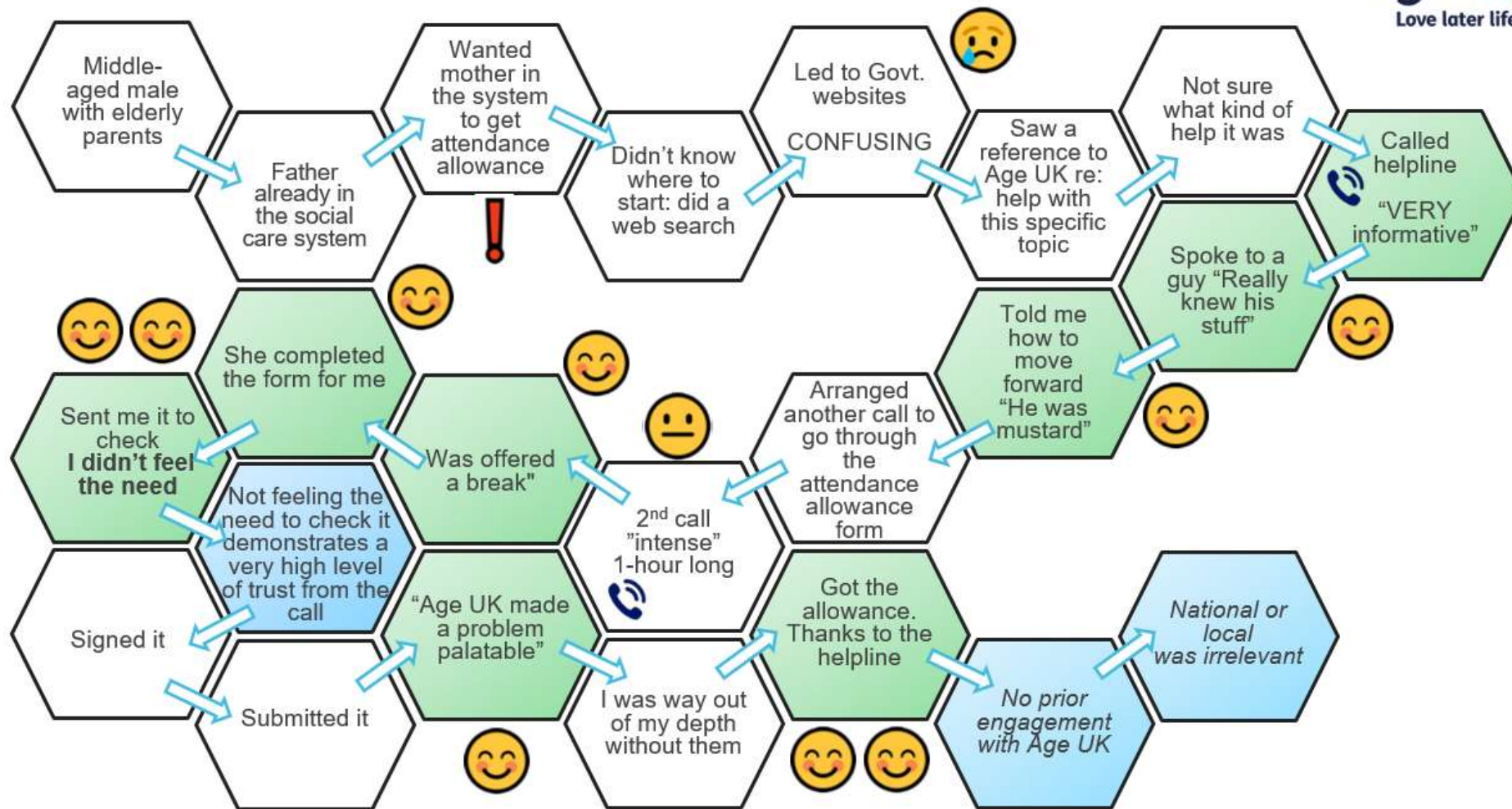
Our national service delivery complements the local support provided by local Age UKs across England and Wales, each providing different local services and activities at a town/regional level.



Age UK Advice Line

- Available every day of the year (8am to 7pm) – we support older people and their relatives, friends, neighbours, and other professionals
 - Two tier service, receiving telephone calls, emails, letters and webchats:
 - Level 1 – triage and assessments (6 minutes long). Main outcomes are emailed/posted information, signposting, referral to local Age UK, or Level 2 advisor.
 - Level 2 – in-depth advice (average call lasting 30-40 minutes)
 - Calls can cover any topic – but primarily benefits / income, care and health services, housing (including adaptations to properties), and mental capacity.
 - Provide benefit checks and help to claim Attendance Allowance
 - Signpost to other local or national appropriate support, including local Age UK services (free and paid-for)
- 

Benefits level 2

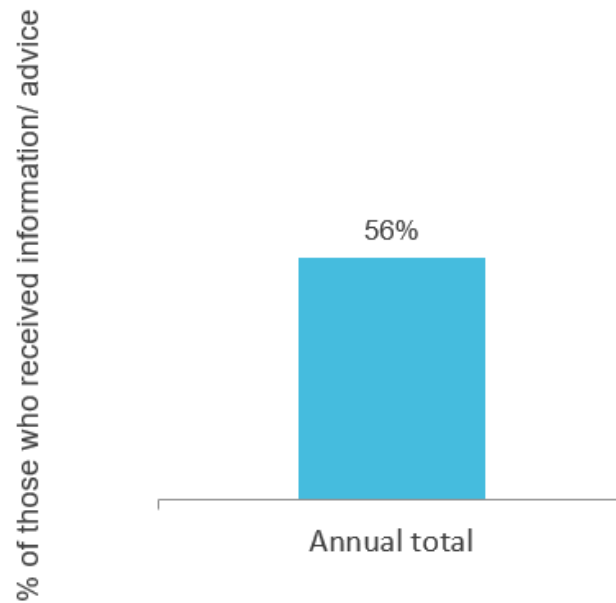


Outcomes (Stage 2)

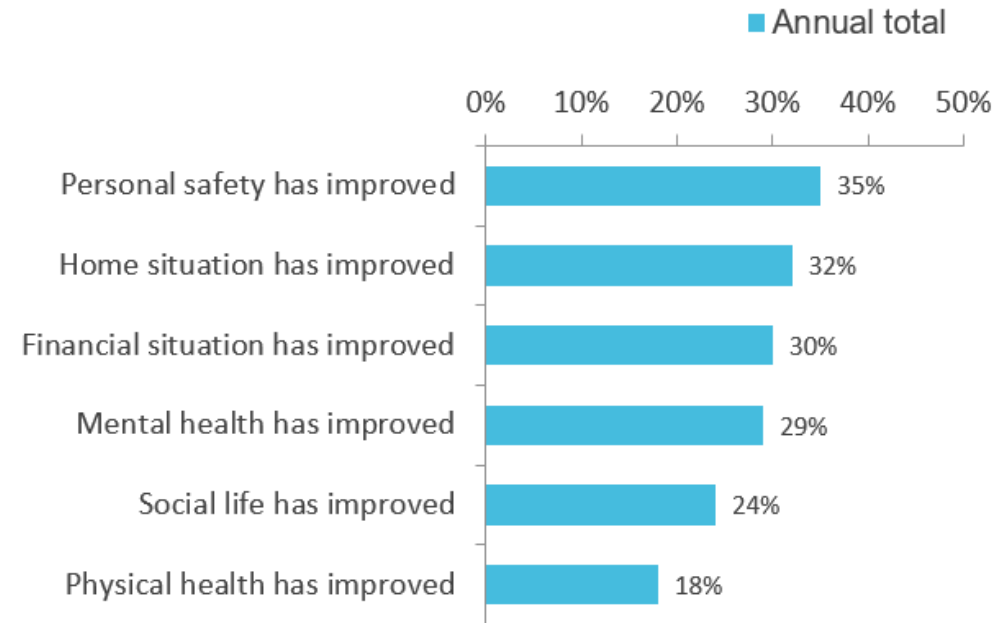
Over half report improvements to aspects of their life including personal safety, their situation at home, their financial situation and their mental health.



Any Improvement Reported




Perceived Outcomes



Feedback (Advice Line)

“I rang the specialist team yesterday and felt listened to, understood and given the information to sort out my problems with mum in hospital. If possible, please totally thank the kind lady i spoke to and tell her she helped, and I managed to hopefully get my mum safely discharged home later this week. People are quick to complain so i wanted to take time to compliment your service and help.”

“Please could you pass on my sincere thanks to the adviser for her help this morning? What a lifeline! I have been so, so stressed with transferring to Local Authority funding for my mother now that her self-funded care has ended. Her calm and knowledgeable assistance has reassured me immensely. I now know what I need to do to keep watch on my mother's finances.”



The Silver Line Helpline

Founded by Dame Esther Rantzen, The Silver Line Helpline is a 24x7 Helpline that older people can call, any time of the day or night, for a friendly chat.

Aimed at callers aged 55 and over, the service supports an ageing population with a listening ear, helps to combat loneliness and isolation, can provide basic signposting, and encourages socialisation.

The service is currently delivered by more than 80+ members of staff and 110+ volunteers. We're aiming to answer 200,000 calls this year, and an average call is 15 minutes long.

The Silver Line Helpline joined Age UK as a subsidiary charity in October 2019.




The Silver Line Helpline


There are some situations where we may not be the most appropriate service to signpost older people to, including:

- Callers with very complex needs
- Callers with severe mental health conditions
- Callers who are frequently in a heightened state of distress and/or with a history of attempting or discussing suicide or other self-harm
- Callers repeatedly wanting to discuss specific past trauma, and who won't accept signposting to a more appropriate services

While all of our staff and volunteers have completed appropriate safeguarding training, and we take each disclosure or concern seriously; as a remote, confidential helpline we are often more limited in the support we can provide compared to other specialist telephone or community services.



Telephone Friendship Service

- Age UK's 'Call in Time' service launched in 2005, The Silver Line's friendship service started in 2012, they were merged in 2020
 - We have a bespoke and award winning digital platform that keeps all calls safe and secure
 - The service provides both 1-2-1 and group telephone calls:
 - Approx. 4000 volunteers matched with an older person to provide a weekly telephone call (suggested 20-30 minutes); we match based on mutual interests and life experience.
 - Approx. 200 older people part of group telephone calls (weekly, one hour, facilitated by a volunteer)
 - The team are available to support volunteers every day of the year (including weekends and bank holidays)
 - We use the UCLA Loneliness Scale – we know we are reaching very lonely older people, and also that our service has a positive impact.
- 

Telephone Friendship Service

- In 2021:
 - The service and volunteers made nearly 5 million minutes of calls to lonely older people (members) on the telephone friendship service
 - Over 6,000 older people were referred (themselves or by others)
 - Over 3,000 new friendship matches created by the team
 - Nearly 6000 pieces of post passed between friendships (e.g. birthday cards, Christmas cards, photos etc.)
- 99.5% of members said they enjoyed their calls, 97% say the calls make them a little or a lot less lonely. 93% report improved wellbeing
- 96% of volunteers would recommend volunteering with us
- “My health has improved due to my weekly telephone friendship call. I feel like my life has been transformed and I’m ready to rock and roll again”
- "The friendship calls liven up my life! I’m not bored anymore. Even if it’s just once a week I love it, look forward to it and can’t wait for the day."



Coming Up Next:

Richard Kramer, Sense and Sense International, CEO



Coming Up Next:

Sarah Walker, RSPB, Nature and Wellbeing Project Manager



Nature and Wellbeing

Digital Streaming

October 2022

Nature and Wellbeing Project



Partnerships

Reserve based activities

Outreach

Local Groups

Nature Prescriptions

Nature at Work

Self led – sensory trails

Nature Prescriptions



More information is available here:

[Nature Prescriptions | The RSPB](#)



Nature at work

Nature activities for NHS staff

Nature Prescriptions

Nature prescribed for an individual

Nature and Wellbeing – Web Cams



Outreach

Taking nature to where people are

Funded by the Surrey Heartlands Green Social Prescribing Project Nature Connection Fund



**For more information about
RSPB Nature and Wellbeing
Projects please contact:**

Sarah.Walker1 @RSPB.org.uk



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Q&A





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Thank you

Our next webinar will be
Churches and Social Prescribing, 5th December, 09.30-11.am

More details and to catch up with previous sessions see our website:
socialprescribingacademy.org.uk/thriving-communities-webinars



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