

Crisis Social Prescribing

Covid-19 Response Programme

A new dynamic social prescribing programme focused on proactively contacting patients and other local residents in our community who are most vulnerable during the Covid-19 lockdown. The focus is on providing telephone support to those identified as being at the highest immediate risk (medically or socially), driven by the data collected by both our clinical health team and by the Centre's community support teams.

The focus of this work is on providing a swift and practical triage service over the phone which assesses the range of needs and vulnerabilities that individuals have. It allows our skilled social prescribing team to then create a bespoke support package that prioritises the most urgent issues being faced. This approach creates a blended response which can combine both medical interventions led by our clinical team, alongside vital emotional support and practical advice on a broad range of topics provided by Centre staff.

This approach sums up the whole Bromley by Bow model which recognises that health is principally driven by social factors and tailors a holistic response that meets the complex needs of our most vulnerable local residents.

Over 6,000 patients have already been flagged as potentially vulnerable and priority is now being given to those who are deemed in most urgent need of support and those with complex long-term conditions. Whilst the short-term focus is on the people in greatest need, it is already clear that there is a massive set of complex problems that will require medium-term and long-term responses.

An integrated team from across the charity and the GP Partnership has been recruited and trained and includes the redeployment of staff from the Centre's Communities Driving Change, East Xchange and Active Lives projects, as well as specialist clinical support and volunteers. The team is collecting detailed data to build a picture of emergent need and measure the effect of our support through impact reporting. Early evidence suggests that the range of needs is extremely complex and at times harrowing. It is already clear that many clients will require intensive support and will do so for months and years ahead.

Community First

Integrated Wellbeing Support Project

This comprehensive expert model of community social prescribing builds on the Centre's long-standing experience and is focused on supporting people to improve their health and wellbeing and to make positive life changes. This is done through sustained long-term engagement. It is known that 80% of good health is determined by social factors and this means that during the Covid-19 crisis there is a particular challenge for those with the high levels of existing social needs, exacerbated by additional stress and physical illness. Many clients are not flagged as vulnerable via the health and social care systems of assessment.

The project is aimed at the whole community, but it has a strong focus on supporting people with their mental health needs. It aims to provide soft entry points and gives local people time to explore what's important to them and identify issues and challenges they'd like to address in their lives and then find services and activities to support them in the community. Most commonly this involves befriending and coaching, individual and group social chat sessions, healthy lifestyle advice and referral into our new 3BC-Online projects and many other services.

The Centre has also created nationally-recognised Social Prescribing Link Worker training modules that are available to organisations in Tower Hamlets and other London boroughs and more widely across the UK.

Social Welfare Advice

Telephone triaging and specialist support continues to be provided across our full range of service areas including benefits, universal credit, money management, utilities arrears, housing issues and generalist advice. The work ranges from emergency intervention for clients (eg with Foodbanks) through to regular support and advice sessions.

The service is supporting local residents who have been severely impacted by the loss of employment, often made more complex by people having a number of part-time jobs and living on the breadline. Much of this work relates to PIP calculations and liaising with DWP for clients who are often have poor digital skills. It is already clear that clients are struggling to access vital services they need and will require support from Centre staff who are known and trusted by the local community.

Food Distribution Centre

Bow Foodbank is moving to the Bromley by Bow Centre and will deliver its vital service to those most in need in our community from our site. This service supports over 300 households each week with an open pick up session, plus home deliveries for 70 shielding households. This partnership enables even more integrated support for local people in challenging circumstances across the whole range of Bromley by Bow Centre services.

Social Care

Ongoing remote support for adults with learning disabilities is being provided by our social care team. This highly innovative project works with the Bromley by Bow artistic community to create ArtBoxes that are delivered to clients' homes and who are then supported in 1:1 workshops with their tutors online. This is a real lifeline service during the crisis.

Employment & Learning Support

Our employment and learning team are providing vital ongoing support for clients seeking work, with the service now more orientated toward training, skills improvement, IT and digital, confidence-building and online courses. This includes our ESOL learners who are being supported remotely through online workbooks and tutorials. Many of our learners are themselves vulnerable and face considerable practical and social issues as a result of the crisis. We have a wider duty of care toward these learners and proactively support them across their range of needs.

3BC-Online

New programme of Bromley by Bow online activities

- Virtual community choir
- Virtual Family Playroom
- Online Photography classes
- Active Health - fitness sessions
- Art Space 2020 Online

Enterprise Support

Our 2020 Beyond Business incubation programme has been postponed until October. However, the team are providing an extensive range of advice and support to existing Beyond Business social enterprises across East London during this challenging period.

Bereavement Counselling

This is a new service we are planning as a result of Covid19, working in partnership with the excellent **City & East London Bereavement Service** team. The need for this type of support is very significant and we hope that a partnership between our two organisations will mean more counsellors can be trained and allow the service to expand.

Bob's Park

Community recreation space open for daily exercise and engagement with the natural environment. A vital lifeline for local residents.