

*BBBC Knowledge Share & Exchange Webinar*

# Virtual Communications – The way forward for community engagement?

9 June 2020



# Today...

- Ask your questions and introduce yourself in the Chat box!
- Keep yourself on mute at all times
- A recording will be available after the webinar



# Today's agenda

- **BBBC Case-studies** – Opportunities, challenges and next steps:
  - **Social Care** with Candice Thomas, Social Care Team Leader
  - **Street Photography Course** with Rose Fraser, Arts and Health Project Manager
  - **Social Prescribing** with Layla Shirreh, Social Prescribing Manager
- **Q&As with our panelists:** ask your questions and discuss with BBBC staff
- **Think Together activity:** Discuss in groups of 10 and feedback to everyone



# Social Care at BBBC during COVID-19

Candice Thomas, Social Care Team Leader



# Street Photography Course

Rose Fraser, Arts and Health Project Manager



# Social Prescribing

Layla Shirreh, Social Prescribing Manager



# Virtual Communications – the way forward for community engagement?



**Bromley  
by Bow  
Centre**

Bromley by Bow Centre

**Layla Shirreh**

**BBBC Social Prescribing Service**

# Social Prescribing Service

- *developed to address health inequalities in the local community*
- *service takes referrals from 6 GP practices that make up local PCN (N6)*
- *support people with non medical needs*
- *Offer up 6 hour long one-one sessions*
- *building meaningful connections – connecting to wide range of services*



# Virtual Communications the 'new normal'

## Benefits

- *Accessibility and convenience*
- *Greater access to services*

## Limitations

- *Digital inequalities – hardware and training*
- *Non verbal communication*
- *Environment*

# Tips we have found helpful

- *Prepare for the call/structure*
- *Active listening skills*
- *Tone and pace of speech*
- *'check in' with clients*
- *Peer support*
- *Up to date information on services/Government related guidance*

Visit [www.bbhc.org.uk/insights](http://www.bbhc.org.uk/insights) for free resources on supporting individuals over the phone

Contact Najnin Islam (Training and Development Manager ) for interest in link worker training on [socialprescribingtraining@bbhc.org.uk](mailto:socialprescribingtraining@bbhc.org.uk)



**Bromley  
by Bow  
Centre**

Bromley by Bow Centre

**Layla Shirreh**

**[layla.shirreh@bbhc.org.uk](mailto:layla.shirreh@bbhc.org.uk)**

# Let's Think Together!

## 1. In groups of 10, please think about the following questions:

- Odd number groups: How do you build relationships with community members without seeing them?
- Even number groups: How have you been supporting people without access to internet?

2. **Prepare a 1-sentence conclusion** from your group discussion and choose a spokesperson for your group

3. **Be prepared to give the conclusion** orally/via video if we call you or send the sentence on the group chat to share to everyone!



# Q&A discussion

Please ask us your questions in the Chat Box!

- Candice Thomas, Social Care Team Leader
- Rose Fraser, Arts and Health Project Manager
- Layla Shirreh, Social Prescribing Manager



# FREE WEBINAR

## Healthy Communities – Material wellbeing for improved mental health



Thursday 9 July | 12:00-13:00

Join our interactive webinar discussion on how to support our communities with emerging material needs to help with overall wellbeing and health.!

**REGISTER NOW!**



# Thank you!

