

BBBC Knowledge Share & Exchange Webinar

Healthy Communities – Material well-being for improved mental health

15 July 2020



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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



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Today's agenda

- **BBBC & Social Prescribing holistic well-being and response to emerging needs::**
 - **Social Determinants of Health** with Saul Marmot, GP Partner at BBBH
 - **Social Prescribing and identifying people's needs** with Lianna Martin, SP Regional learning coordinator for London
 - **Financial Advice** with Mokshuda Ali, Getting on with Money Project Manager at BBBC
- **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 Determinants of Health

Saul Marmot, GP Partner at BBBH





Social Prescribing and identifying people's needs

Lianna Martin, SP Regional learning coordinator for London



Financial Advice

Mokshuda Ali, Getting on with Money Project
Manager at BBBC



Financial & Digital Inclusion Projects at the BbBC



**Bromley
by Bow
Centre**

Knowledge Share Essentials Webinar July 2020

EDF Trust Money Milestones Project



Financial & Digital Inclusion



Up to Speed Project



Moneywise Project

EDF Trust Money Milestones

It's a financial capability project which supports people around their finances by delivering 1:1 support and money management workshops to build confidence & resilience

1:1 support

- An in-depth conversation around the client's personal circumstances and financial situation
- Income & expenditure examined
- Income maximisation explored
- Spending habits discussed
- Tips on how to economise
- Referrals made to other support within the Centre, e.g. Social welfare advice, EEEF, U2S, employment, ESOL, foodbank
- Action plans are created and follow –ups conducted.



Money Management Workshops

- Delivered to groups/organisations in Tower Hamlets & neighbouring boroughs.
- We work with parent groups at schools, training organisations, hostels such as the Salvation Army, LookAhead & support groups
- Workshops are free, interactive & fun
- Topics include: Learning how to do a household budget, priority bills/debts, credit & borrowing, saving (accounts & economising)



Up to Speed

It's a digital inclusion project which incorporates financial capability work

- We support people through a series of workshops and additional 1:1 support where needed
- Originally 4 workshops per cohort delivered and face to face 1:1 support
- Participants have access to tablets to learn about the various topics
- Topics include: Online safety, how navigate online UC accounts, learning about apps to help you save money, using online budgeting tools, online banking etc.
- 1:1 support offers more personalised support tailored to the client's needs
- Helping people stay connected



Moneywise Project

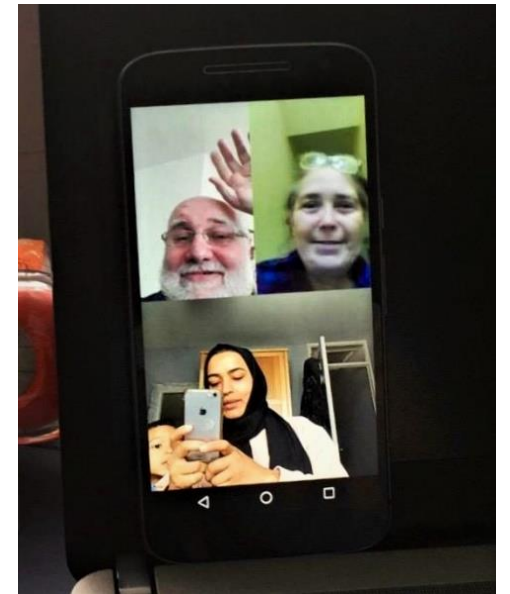
It's a financial capability project which works with local housing provider Eastend Homes

- New tenants supported as they move into their new homes
- Financial health checks conducted
- Financial obligations discussed – i.e. rent & utility bills
- Income maximisation explored
- Savings & credit/borrowing discussed
- Support to access affordable furniture
- Sourcing available grants to obtain essential white goods
- Onwards referrals to the Centre's EEEF project and welfare benefit support

It's all changed!

Adapting our delivery methods during the pandemic

- We continue to support clients
- No face to face advice
- 1:1 support offered by the phone and email
- Vulnerable clients supported through appropriate referrals
- Workshops delivered via WhatsApp & MS Teams- 'Digital Fit' sessions
- Enquiries/referrals have increased with advisers'/services direct contact numbers available on the Centre's website
- Supporting the community and still managing funder requirements
- Being a friend



Challenges

- As we entered lockdown and families faced the prospect of not being able to go out, people's mental wellbeing was affected and stress levels increased
- Financial stresses increased as income was reduced and the furlough scheme came into effect
- More people had to apply for UC and needed support to do so
- Access to digital devices, limited capability and lack of confidence has meant that people have found it difficult to engage in activities/services provided, and to seek help.

As a team, we've had to be adaptable & flexible in a short space of time, and we're learning as we go along.

We're providing support that goes beyond what our projects require to help people get through these difficult times.

Let's Think Together!

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

- Odd number groups: *What emerging/new needs have you noticed in your community during lockdown?*
- Even number groups: *How can organisations adapt their services to new needs?*

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!

- Saul Marmot, GP Partner at BBBH
- Lianna Martin, SP Regional learning coordinator for London
- Mokshuda Ali, Getting on with Money Project Manager at BBBC



Thank you!

