1. ABOUT DISABILITY RESOURCE CENTRE (DRC)

The Disability Resource Centre (DRC) is a leading charity operating in Birmingham, Solihull and the wider West Midlands. It delivers high quality, innovative and cost-effective solutions to address the needs and barriers faced by disabled people and those with long term health conditions including frail older people. Since its inception in 1992, DRC has supported and empowered over 95,000 individuals. DRC's products and services are co-designed and co-delivered with disabled people to ensure they address the individual needs of the client group they support. The organisation is proud of its status as a Disabled People’s User Led Organisation (DUPLO). Being run and controlled by disabled people gives the organisation a unique and personal experience of the needs and barriers faced by disabled people and how best to address them. DRC has continued to have influence in a regional and national context in relation to planning, policy and resourcing with local and national governments. For example, during 2010-2021, the organisation:

- Has continued to act as a Disability Confident Standard Leader and has worked with Central Government, the Minister for Disabled People and Local Job Centre Plus to promote the benefits of the Disability Confident Standard to employers
- Continued its community development work in Yardley constituency to support local residents to access local activities and provide financial and capacity building support to local organisations and community groups to increase what they are able to offer. This included a Ministerial visit to DRC’s project to see first-hand the work they are doing
- Responded to various local government consultations to shape future policy and funding decisions

Covid 19 has resulted in the closure of the centre and employees working from home. Existing Funders and Commissioners have been most receptive to conversations about how DRC can tailor services to respond to clients’ needs and provide support remotely utilising IT to be able to support vulnerable people. Funding available has been tailored to provide more Covid related support, and DRC secured some funding for Zoom licenses and other IT equipment. DRC were also fortunate enough to be awarded a grant of over £175,000 from the National Lottery Community Fund, providing a 6-month extension for its Help for Disabled People service and financial support relating to loss of income due to Covid. This has supported cashflow during this uncertain time and meant that staff can carry on supporting vulnerable clients effectively. DRC have also received Covid-19 response funding from the National Emergencies Trust and from the Yardley Neighbourhood Network Grants Programme to enable DRC to support disabled and older people in most need during the pandemic.
DRC has a strong reputation for delivering innovative services that make a real difference to people’s lives. These have been specifically designed to address the inequalities that disabled people continue to face. The organisation works collaboratively with others, both in the public and not for profit sectors, to ensure that disabled people get the best possible range of advice and support to address their individual needs. Moreover, its services help to empower disabled people to build confidence, skills and resilience to live independently, delaying or preventing the need to call on more expensive health and social care services.

KEY CLIENT DATA 2019/2020

- Total people accessing services: over 3,600
- An additional nearly 3,000 people accessed our e-learning portal
- 60% of people accessing our services were female, 40% were male
- 22% of people accessing our services were from BAME backgrounds
- 48% of people accessing our services were from BAME backgrounds
- Despite lockdowns and social restrictions, 366 outreach activities were undertaken
- 40% of people accessing our services were from BAME backgrounds
- 22% of people accessing our services were from BAME backgrounds
- Despite lockdowns and social restrictions, 366 outreach activities were undertaken
3. FREE AT THE POINT OF CONTACT SERVICES

INFORMATION, ADVICE AND ADVOCACY PEER SUPPORT

In August 2020, there were 2.6 million people claiming PIP, and 1.4 million people claiming DLA. The number of people claiming PIP rose by 330,000 while DLA claims fell by 210,000 in the year to August 2020. Transfers from DLA to PIP were affected by the coronavirus (COVID-19) pandemic.

Of the 1.4 million DLA claimants, a small number (14,000) were entitled to DLA but did not receive any payment. For example, payments can be temporarily suspended if the claimant is in hospital.-National Statistics DWP benefits statistical summary, February 2021.

During 2020/2021, DRC has continued to operate a general information, advice and advocacy service for disabled people and their carers living in Birmingham, offering advice on: housing, debt management, welfare entitlements, equipment, personal assistance, transport, access issues, health and wellbeing, social and leisure activities, education and learning, employment and volunteering.

In responding to COVID-19, this funding allowed DRC to move some of our advice online and to share basic information relating to welfare benefits. In doing this, 1,933 people received additional online information and advice. 71 clients accessed peer support and advice, where they were able to talk to likeminded people and receive additional peer befriending support throughout the pandemic.

- 1,891 people were supported with general information, advice and guidance
- 1,052 people were supported with more in-depth support
- 216 people were supported to access more specialist support
- Over 98% of clients reported an improvement in their health and wellbeing after interventions.

Case Study...

Mrs J contacted us regarding her daughters benefit payments. We arranged a home visit as Mrs J was over 80 years old and unable to leave her house. During the home visit we asked to see all the information on her daughter’s benefits. We noticed that her Personal Independence Payments (PIP) had been stopped. After speaking with the client, it became apparent that her daughter had attended a benefit assessment for PIP. As a result of her benefit assessment, she received zero points and therefore lost her benefit award. We advised Mrs J we could help by completing a Mandatory Reconsideration form, asking for the decision to be re-examined. Mrs J asked us to do this for her as she did not understand the benefit system. After talking to her daughter we completed a letter stating all the facts regarding her disabilities and how they affected her care and mobility needs. We sent this off on her behalf to the Benefit Office. A few weeks later we had a call from Mrs J to say that the benefit decision maker had reversed their decision and that her daughter’s PIP payments would restart. She received the enhanced rate for both care and mobility. Mrs J and their daughter were very happy with the service and the outcome. This has significantly increased their weekly income and they have been able to afford to spend more time as a family, worry less about their heating bills and have seen an overall reduction in their money-related stress.
SPECIALIST ENERGY ADVICE SERVICES

Energy Redress

Last year:

- 742 people supported directly through a mixture of telephone calls or through Zoom
- 1,757 people received basic energy messages through events, advertising, and social media
- 663 people were supported with in-depth energy advice
- 526 people received Health & Wellbeing checks through the pandemic
- 331 people received energy advice through online workshops
- The project helped people save £76,165 in utility bills
- The projects helped to secure grants of over £10,856 for clients.
- Nearly 3,000 people access our online e-learning modules

Over the last year project funding has given DRC the opportunity to help and support so many vulnerable people and their carers. Project staff have been able to provide vital support to those clients that are in desperate need and without this support many individuals would not have been able to access resources they have required to remain connected to both their gas and electricity supply. The impact that the project has had on clients has been immense as staff have been able to help so many people that are in fuel poverty especially over the last year through the pandemic. This has helped clients not just financially but also physically and mentally as there is evidence that lack of heating can have a significant impact on a personal’s wellbeing.

Case Study…

Mr C was in the midst of an ongoing dispute with their supplier. Mr C had a faulty meter and the account was in debt of almost £1,800, and as there was no payment plan in place the account was getting more and more in debt with each month that past. We liaised with the supplier on Mr C’s behalf and after lots of correspondence, including an escalated complaint, we were able to ascertain the issues and negotiate a way forward for Mr C and his wife. We have ensured Mr C is now on his suppliers Priority Services Register to ensure (amongst other things) that Mr C receives quarterly meter readings as this was a contributing factor to the debt accumulation. Mr C has also switched tariffs, been accepted on to Severn Trent Water Big Difference Scheme and we have made a Warm Home Discount application. Mr C said “I couldn’t have done this without your support. Thank you, you have been amazing”.

November 2020, Public Health England stated: “Exposure to cold temperatures has a range of physiological effects, including increased blood pressure and risk of clotting, suppression of the immune system, diminished capacity of the lungs to fight off infection and narrowing of airways.” It noted that these impacts can occur at even relatively mild temperatures, and can cause or exacerbate a range of serious health conditions such as heart attack, stroke, and respiratory disease. Some of these are conditions which also place people at greater risk of dying from Covid-19. There are also strong associations between self-reported ill health, fuel poverty (including fuel debt) and cold homes. This is likely to be exacerbated by other stressors relating to Covid-19. Fuel poverty is a known risk factor for suicide.”
A significantly higher percentage of disabled people aged 16 years and over felt lonely compared with non-disabled people. The proportion of disabled people (13.9%) who reported feeling lonely “often or always” was nearly four times that of non-disabled people (3.8%). Similar proportions were observed for both groups in the year ending March 2018.–Office for National Statistics, Disability and Crime, UK: 2019

Through DRC’s life skills and development courses they saw:

- Delivery of 15 six-week Money Wise courses which were held over Zoom due to Covid 19
- 175 clients supported via a 1-1 Money Wise workshop over Zoom
- 20 people under the age of 30 were supported to increase their financial knowledge
- 275 people benefited from increased financial knowledge
- 300 people benefited from increased confidence
- Delivery of 13 eight-week Safe & Sound courses again held over Zoom due to Covid 19
- 104 disabled and frail and elderly adults participated in the Safe & Sound courses with 20 participants also receiving advocacy support
- 15 volunteers volunteered to support the delivery of Safe & Sound and Money Wise courses
- 87% of project participants reported an improvement in their health and well-being as a result of the courses.

Case Study for Money Wise…

Mrs M was referred to the Money Wise course via an internal referral from the Health and Wellbeing Team. Mrs M was struggling to repay her debts and was referred to the project for financial assistance. The project officer arranged an appointment via the telephone for a Money Wise 1:1 Workshop due to her lack of IT equipment and internet.

During the workshop, the project Officer provided tips to improve her budgeting skills which included a budget that she could afford and stick to using the Money Wise budget planner. The project officer also provided her with tips on how to shop more effectively as her food bill was very large for the household she was shopping for. Due to Mrs M’s previous debts, the project officer continued working with Mrs M to improve her financial wellbeing, this included helping her find a debt relief agency that she was comfortable working with. Working on her behalf, we were able to assist her with establishing a repayment plan that worked for her.

Mrs M thanked the Money Wise Program, as she felt this was her first step to becoming debt free and living a healthier lifestyle. Over the later months Mrs M became confident in using the budget planner and was comfortable paying back her repayment plans. Mrs M. reported to the Project officer, that her life had changed and she now feels she can manage her finances which has improved her mental health and wellbeing.
Case study for Safe & Sound…

Mr C was referred to us by DRCs internal information and advice team after they dealt with his PIP claim. We contacted him and he was a bit reluctant at first, but we built up his confidence and encouraged him to attend a course. He was understandably quiet in the first session but he said he found it really helpful and would like to continue attending. For the next 2 sessions he was quiet but went away and would text the trainer with points he wanted to say, and add to the class, this went on for three weeks and then by week four he was talking freely to the other participants and effectively and meaningfully contributing to the class. Even though he struggled to do this due to his health condition, the group made him feel safe, confident, and supported him to give it a try. At the end of the course the participants swapped details to stay in contact as they did not want it to end. The group allowed him to open up and receive peer support, he asked the group for support to find a specialist support group for his health condition, which he now regularly attends, meeting likeminded people in his community. We have since been told that he has enrolled in a residential college, which he would never of had the confidence to do before the Safe and Sound Course.
Case study 1 Fit for Life…

We continued the weekly sessions over Zoom due to the lockdown of COVID-19. Although this has been a challenging time, it enabled DRC to support our members to gain a new skill (Zoom). After three weeks of lockdown, we slowly began to support and empower members to access the Zoom platform, which would enable their participation in the weekly (revised) walking group program.

Almost every member was able to log onto Zoom, which has not only helped them to stay connected with each other but has also opened up new social networking opportunities. One member of the group now uses the skills gained to communicate with other family members. She has also joined a Zoom ukulele group. We firmly believe that the transition onto the Zoom platform has prevented our members from becoming further isolated and anxious concerning COVID-19. The revised weekly Zoom sessions comprise of 1. Individuals giving feedback about their week; 2. Sharing coping techniques to combat COVID-19; 3. Sharing advice and information on improving mental health and wellbeing.; 4. A 30-minute seated exercise workout. On occasions we have held a live cooking segment.

Case Study 2…

Miss A shared how she can become very depressed and anxious about the constant negativity from the local and national news broadcasters concerning COVID-19. She said speaking with the group (Zoom) every week has helped her maintain some calmness, helping keep perspective of the ongoing situation. She feels the group listen to her and offer advice and support, which makes her feel valued. The weekly exercises have also played a part in maintaining her wellbeing. She said the group had prevented her anxiety and depression from declining and looks forward to every session.
SOCIAL AND LEISURE ACTIVITIES

As DRC had to move the Arts and Crafts Group and coffee morning groups online due to Covid, after trialling this as individual groups, DRC decided to combine the groups to provide the most for disabled people who access these services including:

- All participants of our regular arts and craft group and coffee mornings report increased confidence and reduced social isolation as a result of attending
- DRC’s volunteer led coffee mornings have benefitted over 50 disabled people
- DRC’s arts and crafts group has benefitted over 40 disabled people
- Volunteers volunteered to support the delivery of Arts & Craft sessions

Being able to still provide the clients with the Art Coffee morning over zoom has been a lifeline for some clients as for some of them this is the only source of interaction they have with other people. With most of the year being in lockdown and as most of the clients are vulnerable and having to shield continuing the art coffee morning group on Zoom has stopped them individuals from becoming totally isolated from the outside world. The group have formed a friendship and have been able to support each other through the pandemic and this has had a positive impact on their wellbeing.

Client feedback has included:

“I look forward to the art group every week. It is a nice time were me and my friends can talk and help each other with being stuck inside. It’s nice and relaxed where we can talk about anything.”

“I like to sit and do my crocheting in the group. It’s nice to sit in and listen to everyone talking and when I’m feeling well enough, I join in.”
COVID IMPACT AND WORK WITH PUBLIC HEALTH BIRMINGHAM

During the year, DRC has worked particularly hard to make sure that service users have been able to access our services as best as possible and minimise any disruption during the COVID-19 pandemic and resulting social restrictions.

In doing this DRC took on a new piece of work with Public Health Birmingham. This project brought in an additional resource and enabled DRC to work with some of the most vulnerable people in Birmingham. The projects specialised in working with people with diabetes, learning disabilities, COPD, Stroke, and Sight Loss and allowed DRC to reach out to people and support them in dealing with COVID-19, receive accessible information regarding Government announcements and guidance, lockdown information accessibility and advice and vaccination advice. The projects also sought to understand the impact of COVID-19 in these groups and their experiences of the pandemic so learning could be gained, and lessons learned. DRC were also able to reach out to key workers to understand and share their experiences of supporting people with these conditions during the pandemic.

Research and Impact

Through our Public Health Birmingham research, DRC:

1. Collected and shared 50+ resources and shared on DRC’s website
2. Created animation software Toonly to create 2 animated videos, with Easy Read imaging, captions, and narration, explaining lockdown rules. Sharing with our community.
3. Posted in mutual aid Facebook groups across Birmingham to share our resources and research.
4. Conducted research with 51 individuals who have helped provided reports on the impacts of Covid
5. Developed peer support group which individuals affected by the COVID-19 pandemic can attend
NATIONAL LOTTERY COMMUNITY FUND - COVID SUPPORT

As well as service delivery being impacted by Covid, DRC’s income was also impacted as they were unable to provide paid for services, including disability equality training causing an impact to unrestricted income. As some funders were also unable to process funding applications during the pandemic, DRC also faced shortfalls in some of project funding which would have put pressure on the organisation as a whole.

However, DRC were very grateful of the support of the National Lottery Community Fund who provided them with a grant of £175,377 to support with lost income and to extend the information, advice and guidance service for a further 6 months. This financial support was invaluable during such uncertain times and enabled DRC to continue all services and ensure that no jobs or services were at risk as a result of the pandemic. The support also enabled DRC to continue delivering generalist disability advice service at a time when it was needed more than ever by disabled people and their carers.
Labour Force Survey (LFS) data revealed that disabled people were over a third less likely to be employed than non-disabled people, with an employment rate for disabled people (aged 16 to 64 years) of 53.2% in 2019, compared with 81.8% for non-disabled people - Office for National Statistics, Disability and employment in the UK: 2019

EMPLOYMENT AND SKILLS

- Across all DRC’s employment and training programmes, 1,107 disabled people were engaged over the year
- 87% of people supported reported improvements in their health and well-being as a result of being supported through the projects
- 20% disabled people either started volunteering or got into training following engagement into our Positive pathways project
- 4% disabled people were offered employment
- 33% disabled people following receiving support on our projects started job searching
- 73% clients were feeling more motivated to find their next positive opportunity
- 20% of beneficiaries were feeling ready for work
- 68% of beneficiaries feeling less isolated
- 78% of beneficiaries feeling more confident & ready to take the next steps
POSSITIVE PATHWAYS

The project’s greatest achievement during COVID-19 was adaptability to the new normal.

Staff continued to run Positive Pathways courses and while they adapted to the new norm, clients were offered confidence building and emotional support over the telephone to continue to develop their skills and work towards goals while in the pandemic. When able, DRC still offered volunteering opportunities and liaised with clients to support this to make sure that they were still able to access these opportunities.

Client’s pictures of them volunteering at a local factory (pictured below).

**Shamsa’s Story**

“Tom from DRC is fantastic at his job. From our initial assessment he displayed a compassionate and non-judgemental nature, which immediately put me at ease. I was struggling with extreme anxiety, alongside the limitations imposed by my physical disability. I knew I needed help and support but was feeling completely abandoned by the agencies around me. Tom listened attentively from the onset as I explained the circumstances behind my self-referral to the DRC. He did not interrupt, but instead showed a natural empathy, which is crucial for someone dealing with adults with vulnerable and additional needs. He supported me to manage my anxiety and lack of confidence, which helped me to deliver training sessions as a volunteer at DRC. I was very proud of myself for doing this. I could not have done it without Tom. Developing my skills and working with tom I am now working in a similar role to Tom thanks to the experience he gave me.”
DIGITAL INCLUSION SERVICES

Across all age groups, disabled adults make up a large proportion of adult internet non-users. In 2017, 56% of adult internet non-users were disabled, much higher than the proportion of disabled adults in the UK population as a whole, which in 2016 to 2017 was estimated to be 22% -Office for National Statistics, Exploring the UK’s Digital Divide, 2019.

- DRC continued to be a member of the UK Online Centres Network and maintain its status as an accredited training centre
- 175 learners engaged with at least 2 digital resources for a minimum of 30 minutes in our Make it Click programme
- 113 disabled people with little or no IT skills were supported through Learn My Way
- 50 disabled people reported no longer having an IT Barrier
- 50 people with mental health conditions were supported to get online through Reboot Digital Programme project
- 50 disabled people registered for Online Banking following support on our Digital Inclusion services
- 63 disabled people registered on Online supermarkets and started to do their Household food shopping online instead of going into the supermarkets during COVID-19
MAKE IT CLICK

Case study....

Mrs B, Prior to lockdown had been working within the community was referred to us. The Lockdown had affected her mental health significantly and she needed some extra support to improve her computer skills, so she was introduced to Make it Click by her work manager. After initially being unsure due to a perceived knowledge barrier, we arranged an appointment to discuss the project and how it could help her learn at her own pace. She disclosed she had low self-confidence about improving her IT skills and feared she would struggle to gain any knowledge. The ‘learn at your own pace’ style of Make it Click looked appealing to her, we looked at some topics to start with on the Make it Click website to show her certain tips and tools that she could use in her day a day life at work. Julie has shown a great improvement in her IT skill level, and she is referring the service to others who are facing similar situation that she once was facing. She is actively improving herself and each day a is a new challenge, but now she knows how to overcome it.

“I am glad to have access to such great source of content! I can improve my slides for my ESOL classes. My students will have a more accurate information to learn, and all this is for free! It is an amazing platform”

“I can finally understand how I protect my password; I feel definitely safer online after Make it Click”

“I knew how to use excel basics however, with pivot table, I can compile information much faster and save time to dedicate to my wellbeing. Make it click helped me be more productive”
Case Study Mary....

Mary came to DRC via the Everybody Connected project with the Good Things Foundation and was referred to Learn My Way because she had never used any information Technology.

When the project officer contacted Mary about Learn My Way she had recently lost her husband and was very isolated and depressed and lost, she said she was willing to give it a go but was a bit apprehensive about using technology for the first time.

The Project officer first gave Mary a quick tour of the tablet explaining how to use the basics such as using a touch screen and how to select an App.

Mary started to pick up the basics very quickly and she progressed to using the Apps productivity. Mary has, with the help of the project officer, completed three Online shopping trips to Asda, Iceland, and Wilkinsons, she has started to look at using emails and Zoom and is thinking of online banking.

Mary has stated that she does not feel depressed or lonely anymore, and thanks to the Learn My Way project and the support of the project officer she cannot wait until she can learn something new.

Although Mary has not completed everything, she wants to continue with Learn My Way, as the use of technology has given Mary something to do and she feels less isolated and lonely and is looking forward to developing her skills.

A Picture of Mary after having just Connected to the zoom Platform for one of her lessons.
The team continued into our second year of being the lead facilitator for the YNNS. It has been a successful year with lots of assets supported to develop services within the Yardley constituency. In total YNNS saw:

- 6,075 Citizens were supported directly by assets in this year to feel less isolated/lonely
- A YNNS grant supported the pilot to 5,000 households of Arts In The Yard’s seasonal ‘United In Yardley’ community support newsletter
- 3 training events were delivered to 173 community assets
- 488 supported people whom were lonely and/or isolated or at risk of becoming so were supported by the Yardley NNS Helpline
- Directly supported 37 local community assets with their development
- Supported the development of 25 new community asset activities in Yardley

Through the support of YNNS, Assets were able to assist individuals in the pandemic and continue to offer much needed support in a time of crisis.

Examples of NNS activities carried out during lockdown by assets:

Sounds Community Music delivered activity sessions to citizens via Zoom. Ten citizens joined this activity on a weekly basis, learning African drumming. Meeting every week and learning a new skill really helped people come together and learn a new skill, overall improving their health and wellbeing and reducing isolation. Giving people a safe space to talk and meet like minded people. Two citizens enjoyed the activity so much, that they went out and brought themselves an African drum to continue developing their skills, voicing that they are enjoying the social aspect of this activity, getting to know each other and playing together.

Damon playing African Drums Via Zoom
YARDLEY NEIGHBOURHOOD NETWORK SCHEME (YNNS)

Community Engagement Service Pictured below set up a Telephone Befriending Service, offering support to clients again in a time of need. They were able to reach out to individuals and provide an additional service collecting and dropping off essential food and household items during the lockdown. They also coordinated Foodbank parcels and helped with paying bills at the Post Office etc. As you can appreciate this was an valued service and allowed some of the most vulnerable people stay connected and received much needed support in the pandemic.

The above photograph shows a citizen participating in activity and feeling less isolated with this Shop and Support Service for Glebe Farm provided by Community Engagement Services.

Khawteen Creative Minds worked to support citizens from BAME groups, whose first language is not English. Supporting women during the pandemic. They ran a mixture of creative classes including planting flowers and creative art sessions. The activities also supported intergenerational families.

One individual reported

I really enjoyed getting my hands dirty first with the flowers, planting them and feeding them. To reap the reward of having beautiful things to look at, at the end of the hard work which subsequently has made me more keen on gardening. And then painting with my children my children enjoyed having the little treats and paints, where one of the women from the group gave me a lot of paper that my kids can paint on.

Providing this avenue to allow people to contribute and express themselves in a creative way has soon to be positive. Allowing people to come together and enjoy an activity they may not usually take part in, has allowed people to grow in confidence and develop new skills and connect with their communities.
ADDITIONAL NNS FUNDING

During Covid, The YNNS team applied for internet ready devices from The Good Things Foundation’s Everybody Connected project, to enable the citizens to connect with activity and access support. The team were given 40 devices (17 Tablets, and 23 Smart Phones)

These were distributed by the Community Develop Workers based on citizens need.

In June 2020, Birmingham City Council funded Disability Resource Centre through the YNNS Grant to set up a Yardley specific Helpline in response to Covid-19 for citizens and assets. The helpline was to respond to citizen queries and support needs in light of the pandemic. Overall, 488 people were supported through the helpline by the end of March 2021.

DRC were also successful in securing funding for a telephone befriending service through YNNS and with support from some local trusts for isolated citizens in Yardley. Overall, 59 people were supported through the Befriending Service by the end of March 2021. The additional funding allowed us to recruit a Telephone Befriending Coordinator and train 14 volunteers to deliver the service.

Case Studies from the YNNS Helpline…

Mr A phoned and was very distressed and confused about his renewal for Motability Driving Licence which he had completed. He had recently received another letter for additional information which had confused him and he was very stressed.

Due to lockdown, he had not been out and was looking forward to going out in his car as restrictions eased. He really enjoyed driving and the freedom his car gave him. He felt independent being able to travel around Birmingham and did not want to lose his independence if he was not able to drive. He feared he may not get his licence renewed in time and would in fact struggle to do this while he was shielding.

Our DRC support team was informed, and the form was collected, and the renewal was completed on his behalf.

Mr A’s said:

“Thank you so much for this immediate help. I was getting frustrated, confused and my blood pressure was increasing which is a high risk for me. I feel so relieved, Thank you for helping me.”
VOLUNTEER FEEDBACK

The Volunteers on delivering the telephone befriending service a great opportunity to support local people and offer peer support to people within their community. Some of the feedback from volunteers is below:

Volunteer 1

“Since I started with Befriending, I realised the amount of people around who needs a listening ear. I have learned from volunteering that we can help creating a better world by offering a tiny part of our time”

Volunteer 2

“Telephone befriending has been helping me understand people needs. I am studying to become a therapist, This opportunity is giving a widen perspective about how to approach and help those who need”

We would like to take this opportunity to thank our Volunteers in providing a much-needed listening ear and supportive role in a time that was vital for service users within our community.
4. THANK YOU TO OUR COMMISSIONERS AND FUNDERS

Alan Edward Higgs Charity, Birmingham Airport Community Trust Fund, Richard Kilcuppe Fund, Baron Davenport’s Charity; Bernard Piggott Charitable Trust; The National Lottery Community Fund –Reaching Communities; The National Lottery Community Fund –Building Better Connections Fund; Birmingham City Council; Forward Carers; BVSC Ageing Better; Charles Brotherton Trust; Cole Charitable Trust; Department of Work and Pensions; Edgar E Lawley Foundation; Eveson Charitable Trust; Geoff Hill Limited; George Fentham Birmingham Charity; Good Things Foundation; Henry Smith Charity; L and R Gilley Charitable Trust, Lloyds Bank Foundation; Roger & Douglas Turner Charitable Trust; Rowlands Trust; Saintbury Trust; Souter Charitable Trust; Stanley Smith Memorial Fund; Steps to Work (BBO Programme Activity); Tesco Bags of Help; The Grimmitt Trust; The Sobell Foundation; Warwickshire Masonic Charitable Association; Harborne Parish Lands Charity; Edward and Dorothy Cadbury Charitable Trust, Edward Cadbury Charitable Trust, John Lewis Foundation; Grimley Charity; John Avins Trust; Joseph Hopkins and Henry James Sayer; Wolverhampton Clinical Commissioning Group; Patrick Trust; Age UK Solihull; The 29th May 1961 Charitable Trust; CH & HH Taylor 1984 Trust; Inman Charity; Serco Foundation; United2022; Sports England; National Emergencies Trust DPO Fund; Screwfix Foundation; Michael Marsh Charitable Trust; GJW Turner Trust; Social Enterprise Development Programme; Energy Redress; NNS Yardley; Version 1; CareTech Foundation; Inclusion London; Living Well Consortium; and National Lottery Community Fund.