

Health Champions



Impact Report

Foreword

"When we set out to deliver this project in the middle of our national lockdown, I was apprehensive about the impact we would have. The Health Champions project was the disruption to help bridge our communities to services needed at this very point in time."



Like many, I was struck by the impact Covid 19 was having across the UK and was apprehensive about how we would reach our communities amidst lockdown. I'm delighted that the response to this project and initiative has been overwhelmingly positive.

The high demand in the middle of such circumstances highlighted by so many members of our community across Warwickshire and how they were facing unprecedented challenges meant we were helping to create that cultural shift. By incorporating all the ways in which we traditionally deliver our work from recruiting volunteers with local knowledge, skills, and life experiences to help address barriers to engagement and improve connections between services and communities to building relations and being inclusive.

I'm proud that this report highlights the impact our Health Champions have had in their communities, and the potential for similar projects aimed at creating cultural shift towards health and wellbeing through word of mouth and shared lived experiences.

Trish Lloyd
Engagement Manager

Overview



A snapshot of Health Champions

The Health Champions project aimed to build the region's capacity to empower communities to improve their own health and wellbeing and reduce health inequalities. We recruited, trained and supported a team of volunteers to use their life experience, understanding and position of influence to help their friends, families, neighbours, communities and work colleagues to lead healthier lives. The project evolved in ways that we hadn't foreseen when we began - building confidence and supporting a change of culture.

36 volunteers

Number of volunteer Health Champions

120 signposts

Number of residents signposted to services/programmes.

**47 signposts
for Physical activity**

Number of residents signposted for physical services/programmes.

**49 signposts
for Creative activity**

Number of residents signposted for creative services/ programmes.

Activities

While a lot of activities have been put on hold from restrictions, our Health Champions were still at work



**Our Health Champions
have supported 216
contacts with advice and
support**

- MENSTalk in Nuneaton and Warwick
- WOMENSTalk in Nuneaton
- Creative Health Warwickshire Wellbeing Programmes
- Covid Impact Survey
- Few HC's have linked directly into Health Exchange volunteering
- Guidance for care providers survey 0-5 for Preschool children & expectant parents
- Shipston Health and Wellbeing Hub
- Restarted classes at leisure centre in Shipston
- Virtual marathon
- Perinatal mental health walk
- Allotment in Wellesbourne for dementia
- Internet Support for Health Exchange
- Healthy living network WCAVA
- C&W Diabetes HCP Strategy Group
- Women's Arabic Coffee morning Nuneaton
- Passport to leisure for Arabic speakers to signup for service in Nuneaton every week
- Flu vaccination in Arabic
- Handing out reversing Type 2 Diabetes leaflets & advice
- Took part in capturing mental health animation for BAME communities in Warwickshire
- Law clinic
- Fuel Poverty training
- Understanding and supporting Autistic People course
- Signposting advice on housing
- Signposting co-workers to improve lifestyle
- Diversity football club Leamington Spa
- South Warwickshire NHS Public Health Online input for the community event
- Godiva Festival
- Arnolds Sports Festival
- World Suicide Prevention Day Event
- Health Awareness Walk
- CARAG Vaccination Event Q&A session

Our Volunteers

Whether they've seen an advert online, or one of our posters written in their language - or even heard from a friend about Health Champions, anybody who is interested in joining our team of volunteers can expect a consistent and rewarding experience from start to end. Here's how we do that.

Interview, DBS and references

Pandemic or not, we arranged interviews using Teams to discuss the role in full. In the next steps, we have them complete a DBS and we write for their references.

Training and RSPH qualification

Induction training including support with an app called Making Every Contact Count (MECC) and a Royal Society for Public Health Level 2 qualification.

Ongoing support and hands-on experience

We offer volunteers a variety of helpful resources, a monthly newsletter, access to SCILS, & closed WhatsApp groups, 1-2-1 meetings, group meetings (when restrictions allowed), and linking in with partners.



To mainstream, all training, and checks, by making one set standard across a set of agreed partners. This stops duplication of training, saves money and volunteers time.

"I liked the fluidity provided by the Health Champions volunteer role. Unlike my law clinic volunteer work which is rigid being a Health champion provided flexibility needed and different responsibilities. In my opinion this volunteer structure is very enticing which I hope will be carried into different projects." - CL, Health Champion

VOLUNTEERING MATTERS



شغوف بالصحة في مجتمعك؟

نحن نبحث عن المتطوعين ليصبحوا أبطال الصحة! يساعد أبطال الصحة في تحفيز الناس في مجتمعاتهم المحلية على المشاركة في الأنشطة والمجموعات الاجتماعية الصحية إجراء تغييرات إيجابية حقيقية على صحتهم ورفاهيتهم الوصول إلى الدعم والخدمات الموجودة في المنطقة
لمست بحاجة إلى أن تكون محترفًا مدربيًا أو لديك خبرة في الرعاية الصحية لتكون بطلًا في مجال الصحة. سنزودك بالتوعية بالصحة العقلية والتدريب على الحماية ، وستكون هناك أيضًا فرصة لإكمال تأهيل الجمعية الملكية للصحة العامة المستوى 2.
إذا كان هذا يبدو مناسبًا لك ، فاتصل على الرقم المدون أدناه أو امسح رمز الاستجابة السريعة أعلاه

Trish 0798 5105736
Hosun 0782 3413261

Contact:HCW@volunteeringmatters.org.uk



Health Champions Warwickshire is funded by Warwickshire County Council and run by national charity Volunteering Matters.

Change Story - Nahed Alhamwi



أنا ناهد الحموي درست مهندساََ مدنيًا في سوريا ، أحب الحياة وأحب الاستمتاع بها. أعمل حاليًا في لامينغتون كمشرف لتعلم اللغة لتدريس اللغة العربية. أنا مهتم بمجال الصحة بشكل عام ، لكن فترة كورونا كانت أكبر إلهامي. بدأ الناس في مجتمعي يشعرون بالإحباط من الإغلاق الأول لعدد من الأسباب بما في ذلك اللغة والابتعاد عن الأسرة ، والعيش في اضطراب يذكرك بمعاناة الحرب. لقد تطوعت في مشروع لدعم هي تعليمات covid19 المجتمع العربي للتأكد من أن جميع التعليمات الخاصة بـ تفهمها باللغة العربية بشكل كامل مما يجعلني أقع في المسؤولية ، لذلك قمت بإجراء دورات تدريبية لأكون محترفًا ، كما أننا نساعد الأطفال وأولياء الأمور على كيفية إدارة المدرسة واجبات منزلية وأحيانًا كيفية استخدام أجهزة الكمبيوتر ، وتناولنا قهوة الصباح عبر الإنترنت للدردشة ، كانت فترة مثمرة على الرغم من كل التحديات في أحد اللقاءات التي التقيت بها تريش وحسن تحدثا عن بطل الصحة. كنت سعيدا جدا. كانوا يتحدثون عني بطريقة أو بأخرى ، لكنني لست مجهزًا بشكل كافٍ. لقد اتصلت بهم وساعدوني في إكمال الدورة التدريبية المطلوبة. كانت المعلومات جيدة جدًا وكان التفسير واضحًا مع العلم أن اللغة الإنجليزية ليست لغتي الأم

كانت إحدى أروع النتائج فكرة عقد لقاء أسبوعي مع نساء مجتمعي. تلقيت الكثير من التعليقات الرائعة بعد اليوم الأول. أعتقد أنه ليس فقط دعم النساء ولكن لجميع أفراد الأسرة. عندما تكون الأم في صحة بدنية ورفاهية ، فإن هذا ينعكس على الأطفال ، والأسرة ، ثم على المجتمع أمل أن يكون ما أساهم به جزءًا من امتناني لهذا البلد الرائع الذي أشعر بالانتماء إليه



We identified that Nahed's community were missing out on the free Passport to Leisure service which allows access to free gym facilities. This appeared to be related to a communication barrier and a women only Arabic-led coffee morning was created at the local gym. In partnership with Everyone Active, we supported Nahed to translate the application forms into Arabic and partnered with Everyone Active to provide a space to meet and discuss health and wellness issues.

I am Nahed Alhamwi, I studied as a Civil Engineer in Syria. I love life and love to enjoy it. I am currently working in Leamington as a Language Learning Supervisor teaching Arabic.

I am interested in the field of health in general, but the Corona period was my biggest inspiration. People in my community are starting to get frustrated with the first lockdown for a number of reasons, including language and being far from family. Living in turmoil reminds you of the suffering of war. I volunteered in a project to support the Arab community to make sure all the instructions about Covid19 is completely understood in Arabic by interpreting it and that make me feel responsibility so I did interpreting course to be professional also we help children and parents how to manage school homework and sometimes, how to use computers, and we had our morning coffee online to chat, it was a productive period despite all the challenges.

In one of the meetings I met Trish and Hasun, they talked about the Health Champions. I was very happy. I contacted them and they helped me complete the required course. The information was very good and the explanation was clear knowing that English is not my mother tongue.

One of the coolest results was the idea of a weekly meeting with the women of my community. I got a lot of great comments after the first day. I think it's not just support for women but for the whole family. When the mother is in physical health and well-being, this reflects on the children, the family, and then on the community.



"I hope that what I contribute is part of my gratitude to this wonderful country to which I feel a sense of belonging." - Nahed Alhamwi

Change Story - Will Mann and Paramveer Sanghera

Sentient App development- Health Champion
Paramveer and friend Will Mann, founder of Spudg
Studios, developed the free well-being tracking app.



Sentient is a mood tracker and visualiser, allowing users to track how their mood changes over time by adding scores out of 100 daily. Tracking mood over time can aid awareness and help identify patterns and reasons for periods of abnormally high or low moods.

Users can add a reminder to post a notification at a set time every day to prompt adding a mood record. This can help remind users to post records as the best analytics are produced when records are posted consistently over longer periods of time.

Sentient is available for free on the Google Play Store.
<https://play.google.com/store/apps/details?id=com.spudg.sentient>

"After speaking with Paz and searching for a truly free mental health application or tracker, there wasn't a huge amount of choice and many of the big names have the functionality there but are charged to use it. Sentient was created to provide people with an option without ads that will always be 100% free.

Programming being a hobby allows me to spend time-making applications that don't require a profit motive at all and can exist purely out of a desire to help people stay aware of their mental health and well-being during their day-to-day lives. As well as Sentient, I've built a number of other more financial apps for this same purpose

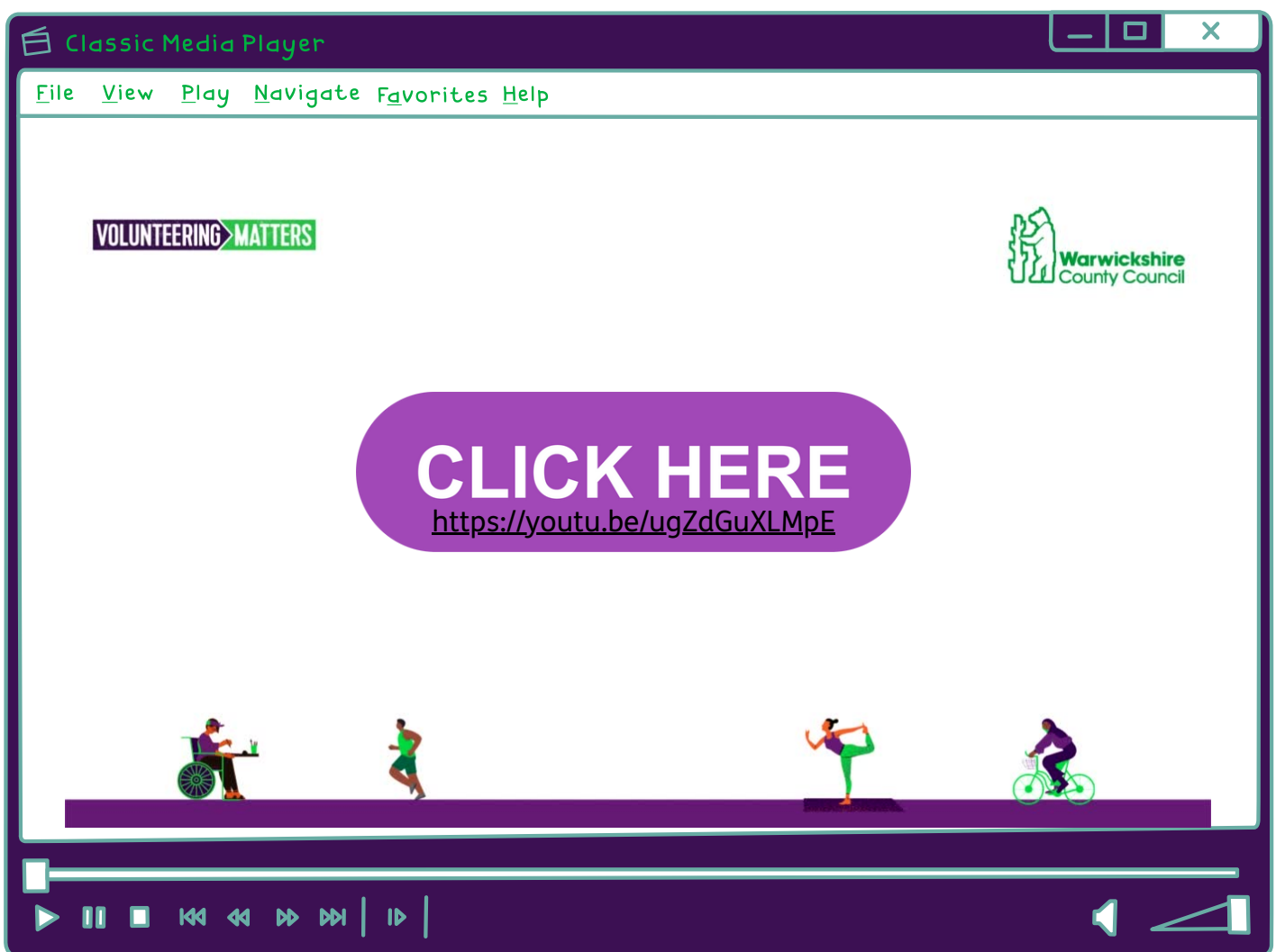
I hope as many people as possible find value in what Paz and I have put into Sentient and all feedback and suggestions are very much appreciated!" - Will Mann



"As a Health Champion I was able to help Will by looking at new possibilities within the app for tracking mental health."
- Paramveer Sanghera Health Champion

Change Story - One world many stories

Here's a video of three different Health Champions telling their stories and why they have become Health Champions.



“To me, volunteering for Health Champions Warwickshire is volunteering closely with the NHS Trust. It has been a fantastic opportunity to upgrade my level of practical understanding surrounding the wide variety of community health concerns at the same time implementing my knowledge and skills related to health needs assessment and health promotion in a community environment.”

-Ervin Hajdari Health Champion

Impact on Volunteer Well-being



Volunteers join our team for a wide range of reasons, so it's important that we support their goals & desires

One of the more well-known benefits of volunteering is that we're at our happiest when we help other people. The Health Champions role allowed volunteers to give their time around other life commitments, as in essence the role of a Health Champion never stops; they can signpost neighbours, friends and family at any time.

85% reported a positive impact on their own well-being

100% like how fluid the volunteering role was

100% feel they're more involved with their local community since joining

95% experienced an increase in confidence



"I remember our first conversation which was during lockdown, and I was desperate to get out and about again. You were so encouraging and full of ideas, and very understanding when I opened up about my mental health. Trish is helping me to get back into exercise - such as couch to 5k and recommended some vitamins to help me out, plus good chats on the phone. I'm really thankful for the moral support you have both given me this year. "

-LB Health Champion

Impact on Volunteers

Skills



Volunteering helps people develop skills that can not only help them find work but improve their career prospects. We want our volunteers to achieve their own goals, so although each of them has chosen to give up their time to help others, it's important to us that we offer them a quality experience & support them on their own journey throughout their time with us. Part of the success of this project is the opportunity for our volunteers to earn an RSPH level 2 qualification in Understanding Health and Improvement and linking in with our partners across the NHS community.

95% feel that they've gained new skills in their volunteer role

93% feel all the training received will benefit other areas of their lives

90% feel that they have become more employable

95% feel confident to support their community

"I am just about to start volunteering with Health Exchange and looking to go on to a Social Prescribing role."

- Miriam Pierre Health Champion

All outcomes have been calculated using our feedback framework - with the majority of our volunteers taking the opportunity to feedback at the end of the project.

Training



In response to the COVID-19 pandemic and restrictions, all training including the RSPH was moved to online learning and like anything new, we had to adapt the program to suit the needs of the volunteers. This was not an easy task, in fact in the beginning we lost 3 volunteers out of 41 due to not having access to a computer or laptop as well as the RSPH test being delivered online.

The challenges for volunteers without access to a laptop were overcome by Volunteering Matters loaning devices to those in need, ensuring no additional volunteers were lost. To assist those unfamiliar or unconfident with the use of technology a digital induction was made, guaranteeing volunteers were clear on the type of technology required for the day of online training. This included instructions sent ahead of time for individuals to check their laptops or computers along with an agenda of the day.

Working closely with the Learning and Development Partnership team and feeding back the needs of our volunteers, a blended delivery was developed and implemented.

Moreover, to ensure wider availability of training additional dates were provided through merging the Health Champion onto RSPH courses commencing outside the project. Thus, ensuring there were no delays in training or volunteers leaving the program. Once restrictions were lessened or removed, we were also able to offer some volunteers the face-to-face as well as independent study, or online as options.

The differing levels of volunteers' needs and preferences were also recognised in delivery methods. For instance, it was taken into account that volunteers had reserved time off of paid work to attend course dates. It was also acknowledged that not all dates were suitable for those requiring additional support, such as individuals where English is a second language or where reasonable adjustments are required for their needs or disability.

To help those volunteers where English was their second language we provided test papers, pre-reading, and the option for face-to-face learning. For those who required reasonable adjustment for the test, we worked closely with the trainers, volunteers, legal guardians, and caseworkers, to ensure all needs were met, by offering one-to-one support, the option of paper exam sent in the post, and receiving extra time during the exam.

"I enjoyed everything and I think all the given information was useful and encouraging to lead the healthy lifestyle as well as encouraging and helping others." - LD Health Champion

Outreach

Albanian

Arabic

Hindi

Polish

Punjabi

Leading with Inclusion was our success

Starting a brand new project is exciting, but it also means no one knows who you are and is even more daunting in the middle of a pandemic. We were also wildly aware of the health inequalities within certain communities in Warwickshire, and the importance of being inclusive for this project to succeed.

Together, we set out to embrace these diverse communities, and one way was by ensuring that all our marketing content was multilingual in both print and digital. Another way was working closely with partners like Shaw's Trust and Royal Society Public Health ensuring we were meeting the training needs for those Health Champions who needed extra support for their exam. All of these combined created extraordinary outcomes.

66% identify with an ethnic group other than White British

74% are under the age of 44 yrs

All 66% said they applied because the advert was multilingual

Our multilingual Indeed ads created 17.7% more interest in this volunteering role compared to our regular ads.

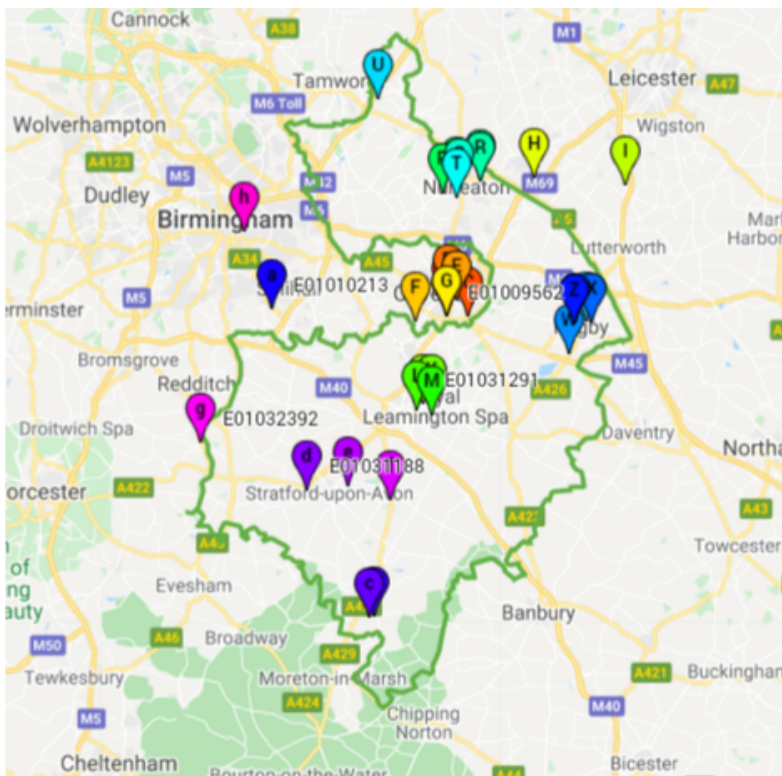
The screenshot shows a volunteering advertisement for 'VOLUNTEERING MATTERS' in Warwickshire. It features the organization's logo and the Warwickshire County Council logo. The text is presented in two languages: English and Arabic. The English text asks 'Pasjonujesz się zdrowiem w swojej społeczności?' and lists requirements for volunteers. The Arabic text asks 'شغوف بالذ' and provides details about the role. Contact information includes a phone number (0798 5105736) and an email address (Contact.HCW@volunteeringmatters.org.uk). A QR code is provided for more information. The advertisement also includes an illustration of two people running and the text 'Health Champions Warwickshire is funded by Warwickshire County Council and charity Volunteering Matters.'

22.5% reported they have a disability

Outreach



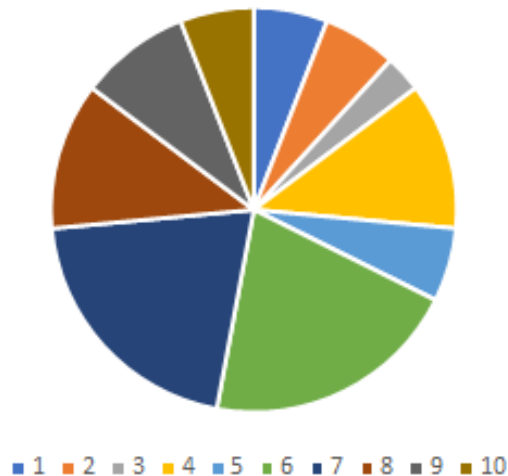
Map of our Health Champions



Health Champions

- | | |
|-----------|-----------|
| E01009562 | E01031101 |
| E01009548 | E01031045 |
| E01009541 | E01031049 |
| E01009635 | E01031040 |
| E01009619 | E01031174 |
| E01009671 | E01031148 |
| E01009562 | E01031130 |
| E01025830 | E01031169 |
| E01025777 | E01031169 |
| E01031291 | E01010213 |
| E01031271 | E01031216 |
| E01031320 | E01031214 |
| E01031263 | E01031188 |
| E01027199 | E01031227 |
| E01031045 | E01031251 |
| E01031092 | E01032392 |
| E01031103 | E01009344 |

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Afterword

"One of the coolest results was the idea of a weekly meeting with the women of my community. I think it's not just support for women but for the whole family. When the mother is in physical health and well-being, this reflects on the children, the family, and then on the community.

- Nahed Alhamwi Health Champion

As Volunteering Matter's involvement comes to an end, the legacy of Health Champions will continue with the Warwickshire County Council, and despite the challenges with lockdowns, restrictions, and technical problems at the start with providing the RSPH training online, overall, it appears that Health Champions are the key connectors in communities and between communities and services.

Our findings confirmed that there is evidence that supports the work of this project by engaging and collaborating with grassroots communities who are at higher risk by ensuring we work to remove barriers such as language, so they don't miss out on services. Further evidence highlighted the number of contacts, signposting to relevant support and services, and the increased benefits of wellbeing for those individuals who became Health Champions.

One of the key factors acknowledged by 100% of our Health Champions was the fluidity of this volunteering role as it enabled them to help others around their own lifestyle and commitments.

It's fair to say that I have been moved and inspired by the dedication and interest this project has had with all odds set against it. Each Health Champion we have recruited has brought their own skills and life experience, local knowledge, and their own stories making them the heart and soul to our success. I hope this project inspires you to do more.



Relationships

deliver in partnership with
and funded by



We want to thank all of the following for your support
and partnership opportunities so far



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