

Learning from Together Fund projects in Derbyshire and Nottinghamshire

The Together Fund aims to help support community organisations to:

- Continue to survive as a result of hardship suffered in the pandemic and the current cost of living crisis; and to recover and grow;
- Reach and engage their audiences, particularly people who have long term health conditions, are disabled, come from lower socio-economic groups and live in culturally diverse communities; and
- Help their communities to become more physically active.

Empowering people to be active in a way that works for them



We supported 77 projects, including a wide range of individual community and voluntary organisations.

We monitored and evaluated the projects - setting learning expectations together at the start of the project; helping groups to reflect, learn, adapt, and share along the way; and gathering learning at the end via Community Organisation and Participant Surveys, and a Review Conversation where possible.

Key outcomes: As of 25th October 2023 all of the groups that reported to this point said that they had attracted new participants.

ORGANISATIONS

98% said that the funding helped them to offer more opportunities for people to be active.

84% said that the funding provided them with the recognition for the work they do for the community.

88% advised that the funding had increased their confidence to deliver physical activity.

PARTICIPANTS

86% of participants advised that it had increased their confidence to be more active.

90% people said that the project had helped them manage their physical health.

91% said that the project had helped them build new friendships

86% said that the project had helped them manage their mental health.

Key Enablers

- ✓ Systems and relationships build at the speed of trust and this takes time
- ✓ 'Enable within' rather than 'do to'
- ✓ Important to have **Leaders** who connect with other organisations; ask for help; ask/involve/support members; make things happen; go the extra mile; and are creative and flexible
- ✓ Online and in person **Connections** help to access funding, knowledge, information, and venues; promoting activities, drawing in participants and volunteers
- ✓ Important to **Understand** the needs of the People you are trying to engage with – one size doesn't fit all. Create, build and maintain relationships with members and volunteers; spend time with them; ask and listen to them and involve them in making things happen, organically grow membership and helpers
- ✓ Use the right **Resources** – the appropriate helpers, venue, equipment, activity and format, method of promotion
- ✓ Facilitate a sense of belonging and make sessions fun, friendly, purposeful and safe
- ✓ Mentoring – supporting groups and individuals, giving them the methods/tools to manage their groups, in a creative, flexible and pragmatic way; empowering them to grow and develop.

Some of the key enablers and barriers are listed here with the full list on pages 6-7.

Learnings about Learnings

- Set learning expectations at the start
- Site/group visits are a great way to gather learnings along the way so necessary adaptations can be made
- Supply different versions of surveys tailored to participants' needs
- Complete participant surveys whilst together as a group
- Some group leaders are comfortable in sharing what they're doing as they're going along. Others do what they're asked to do at the end but mainly share what happened rather than commentary about what worked well/what didn't work so well
- Some Leads/Groups are more interested than others in monitoring, evaluation and learning
- It's difficult to obtain learnings when the Active Partners Trust (APT) lead is many steps removed from the group

Key Barriers

- Red tape
- Technology
- Staff turnover
- Referrers not referring
- Cross group meetings with non-engaging attendees
- Payment
- Facilities
- Skillset of leaders
- Short term nature of funding



Takeaways – How we can help:

- Groups and partnerships to work together collaboratively; building symbiotic teams with a shared purpose; a reason for being there (What's in it for me?) and complementary connections, knowledge, skills and attitudes
- Groups with forming long term strategy and funding – supporting groups to make offerings/support sustainable; finding and accessing funds
- Groups navigate their way through the red tape – the processes that need to be followed, the governance, policies, procedures and accreditation
- Groups/partnerships to understand the needs of their communities and how to draw them in – 'enabling within' rather than 'doing to', building physical activity into existing spaces/groups, applying a 'one step at a time' approach
- Create a 'learning' culture of Monitoring, Evaluation and Learning (MEL), setting expectations up front; conducting site/group visits and conversations; encouraging ongoing monitoring/recording and learning; completing end of project surveys and reports; ensuring that third parties are on board with what we're trying to do

Reach - a breakdown of who we reached

77
projects

7,000
participants (approx)

Groups in Notts **47** Groups in Derbys **30** City **28**/county **49**

Priority group	bids	Total	% bids	% amount
Lower Socio-economic Groups	35	£135,345	45%	43%
Culturally Diverse Communities	26	£127,296	34%	40%
Disability	8	£ 27,479	10%	9%
Long Term Conditions	5	£ 23,327	6%	7%
Resilience	3	£ 4,992	4%	2%
	77	£318,439	100%	100%

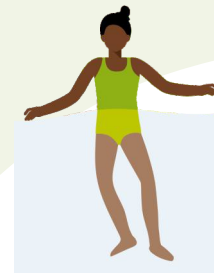


What activities did they do?

Walking; skateboarding; forest activities; swimming; chair-based exercise; boxing, cricket, aerial dance, Bollywood dance, book trails, gardening, football, active youth groups, beanbag/table tennis/hop scotch, hula hoops; ten pin bowling; gymnastics; running; golf, basketball, cricket, badminton, dodgeball, climbing, cycling

How did we engage with them?

We had direct contact with **59 groups**; and Supported **18** through third parties eg CVSs **44** were with groups that we already had working relationships with; and **33** were with groups that we were working with for the first time



Impact - what participants gained from the funded projects

Participants who took part in projects delivered through the Together Fund were asked a variety of survey questions at the end of their activities.

As of 25th October 2023, we received 592 responses from participants.

The data from these survey questions is showing us that:

We were able to take a deeper look at the survey responses to help us understand outliers in the data. For example, we found that **15%** of the participants reported that the project had not helped them try new activities, and a further **7%** reported that they were not sure. We found that most of the participants that reported that the activities were not new to them or where they were unsure, was where they had taken part in walking activities.

86% reported that the project had helped them manage their mental health.

84% reported that the project enabled them to do more activity than they would have done without the project.

90% reported that the project had helped them manage their physical health.

96% reported that they had enjoyed participating in the activity.

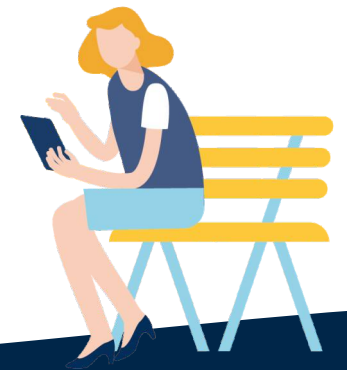
91% reported that the project had helped them to make new relationships.

86% reported that the project had increased their confidence to be more active.

79% reported that the project had helped them feel more connected to their local community.

67% reported that their overall experience of participating in the project was excellent. No one scored the project below 5, where 1 is extremely poor and 10 is excellent.

78% reported that the project had enabled them to try new activities.



Impact - what community organisations gained

Organisations involved with the delivery of Together Fund projects were asked a variety of survey questions at the end of their projects.

As of 25th October 2023, we received 43 responses from these organisations.

The data from these survey questions is showing us that:



29% reported that the funding had helped their organisation survive the pandemic / cost of living crisis.

79% reported that the funding had helped create a local community with more confidence to be active.

86% reported that the funding had helped them to develop new relationships/partnerships with other organisations.

98% reported that the funding had helped their organisation to offer more opportunities for people to be active.

88% reported that the funding had increased their confidence to deliver sport and physical activity.

90% reported that the funding helped individuals connect / reconnect with their local community.

70% reported that the funding had helped upskill people in their organisation.

83% reported that the funding had helped people from different backgrounds mix and get on well together.

84% reported that the funding provided their organisation recognition for the work they do for the community.

90% reported that the funding helped the local community manage their physical health.

81% reported that the funding helped their local community manage their mental health.

What did we learn? What worked well and why – the Enablers

Understanding People

One size doesn't fit all – listen, ask, involve, tailor

- Build on what's already there – 'enable within' rather than 'do to'
- Create, build and maintain relationships with community, members and helpers. Ask them what they want, listen, understand their needs, make the sessions appropriate regarding venue, format, activity etc; and involve them in making things happen
- Utilise lived experience of leaders and helpers to develop genuine interest in the community and their needs
- Reach out to participants via the appropriate channels eg social/paper/digital media, word of mouth, out and about, safe spaces
- Facilitate a sense of belonging. Make sessions fun, friendly, purposeful, safe
- It takes time to build relationships and introduce physical activity

Leadership

Lived experience, drive, organic growth, supported

- 'People like us' ie reflective of the community
- Belief in what they're doing
- Connecting with other organisations; asking for help
 - Asking/involving/supporting members
- Making things happen; going the extra mile
- Being creative and flexible
- Growing volunteers, leaders and members organically; engendering a sense of belonging; the desire to give back; the power of word of mouth
- Mentoring – supporting groups and individuals, giving them the methods/tools to be creative and flexible; empowering them to grow and develop
- Helping them to build complementary teams, access funding, connect with referrers, partners

Connections

Stronger together

- Connections help access funding, knowledge, information, venues, promote activities, draw in participants and volunteers
 - Create, build and maintain relationships with other organisations – work in partnership, use others' complementary knowledge, skills, connections etc
- Symbiotic teams –with a shared purpose/reason for being there (What's in it for me?), complementary areas of working, knowledge, skills, attitudes
- Take time to build the appropriate connections/referral pathways

Gathering Learning

Easy to do, clear communication of purpose and process, culture of learning

- Set expectations at the start with APT and Community Group leads of what is needed at the end
- Gather learnings along the way - review conversations online/onsite; reflections and learnings log, podcasts
- Site/group visits are a great way to gather learnings so adaptations can be made along the way– what's happening; what's working well and why; what isn't working so well and why; what do participants think and feel; think ahead about plans for going forward
- Variety of surveys to fit group needs– standard, paper, electronic, easy read – make these short and easy to complete, seems easier to complete when together

Right Resources

Tailored to the community

- Appropriate, accessible, safe and known space, set time
- Appropriate equipment
- Helpers who are 'like us'
- Food
- Something to aim for – stickers, awards, certificates, achievement file

What did we learn? What didn't work so well and why - the Barriers

Right Resources

Policies, procedures, accreditation, data sharing arrangements, complicated processes/hoops to go through with funders, large charities or local councils.

- Technology – more and more digitalisation which can put off those who are not digitally connected – individuals as well as groups
- Putting systems into place can delay things
- Cost of living crisis – rising costs for providers of venues and individuals
- Free sessions – if sessions are provided for free it becomes difficult to ask participants for payment afterwards and then the sessions stop if there is no more funding. Include some payment up front to build up reserve to allow the projects to continue post funding?
- Facilities - expensive/no outdoor lighting/shared facility/too small/not enough privacy for cultural reasons/session time too early
- Lack of funding for co-ordinator/instructor time for social session/ 121 sessions/BSL interpreters
- Lack of accessible transport
- Short term funding leads to disillusion of referrers and participants
- Inflexibility of computerised membership systems – clubs, leisure centres

Gathering Learning

- Difficulty of obtaining completed Community Group and Participant Surveys from some projects
- Logistics of returning surveys
- Some group leaders comfortable in sharing what they're doing as they're going along, others do what

they're asked to do at the end but mainly what happened rather than what worked well/what didn't work so well. Others struggling with the logistics/importance to them of completing surveys.

- Some leads/groups were more interested in MEL than others.
- Difficult to obtain learnings when the group leader is many steps removed and going through one or more third parties.

Leadership

- Staff turnover – losing the person with the passion/understanding of the aim delayed project starting/continuing
- Skillset of leaders - some leaders passionate about the project but either can't deliver or don't have the skills to come across well with referrers – can these skills be developed using training/mentoring or do they need to be supported by someone else who has these skills?
- No-one taking ultimate ownership of the project

Connections

Stronger together

- Referrers not referring; Schools being unsupportive of groups/projects
- Cross group meetings rather than symbiotic teams. Members attend but pay lip service, don't understand what's in it for them, what they are bringing to the partnership, what benefits they can get from other team members

Understanding People

- No representation in/knowledge of community
- 'Doing to' - helicoptering in new activities rather than building physical activity into existing groups/spaces
- Transition of participants
- Culture
- Language
- Wariness of working with certain communities

What they said - quotes from participants and community organisations

“The project has helped us to offer new and different activities in the local community. It has given us the resource to be creative with what we could offer and has identified a need for us to do more of this type of activity. We have since developed Fun Together which will be our new approach to engaging and supporting families to engage in positive activities within the community. We have created new links with partners such as Sutton Library and strengthened existing links such as with the local children's centre and Mill Waters project.”

Academy Transformation Trust

“This funding has given me the chance to take part in a course which has given me a qualification to help teach at Shirebrook Leisure Centre.” **Dukeries project**

“So uplifting to know that I have a regular walk and talk in a beautiful environment with delightful people.' 'After losing two family members my confidence was at rock bottom. The walking group helped me join other groups in the area.”

“It's fun, sporty and skilful.”

“Feel motivated to leave home at a set time on a set day to come out and join in.”

“With living alone it has helped me meet new people, get fitter and be part of a group.”

“I like Sam and Danny because they are funny so they make it more enjoyable; and Amy because she is calm. I made some new friends and now I feel more confident in talking to people I don't know. I like doing boxing because I have got stronger and I am more confident with doing things I struggled with before.”

“The project has been really fun, and I have met new friends. It's helped me become less anxious and I am excited to continue my sessions with Claire [the instructor]. It has helped me learn a new skill and I am really excited to take part in the football sessions, even though I don't like football I will now try anything out.”

“Makes me feel really happy being part of something and keeps me fit and healthy doing activities I enjoy.”

“The activity is very relaxing which helps me to forget about my life difficulties.”

“I would never have taken the step to do an activity without this project. I felt welcomed and included.”

“It is good for my body and good for my mind. I like going and I go with my friend.”

“Great for fitness, great for making friends, keeps me out of mischief.”

“One of the most beneficial aspects has been the opportunity for members to meet up in a safe space and to participate in physical activity. Some members suffer anxiety because they know that most people do not understand their condition. As a result they do not socialise with anyone other than a family member or close friend. This funding has allowed them to meet up with people who they know understand how they feel and to participate in physical exercise as part of a group with whom they feel safe.”

DBPSG






So what? *How are we sharing the learning?*

TALKING SPACE

#MakingourMove

Watch the recordings

-  **How physical activity can support specific health conditions**
-  **Supporting young people to be active, learning from local projects**
-  **Deaf-initely Women on How better to engage with Deaf Women**



Talking Spaces

A 'Talking Space' is an hour-long meeting on Microsoft Teams, held between 12.30pm-1.30pm on the first Tuesday of the month and attended by about 50 -100 people. They aim to give people a better understanding of different groups; how people help their members to get a bit more active; what works well and why; and what doesn't work so well and why in making this happen.

There are usually 3 speakers from different groups who each talk for about 10 minutes about their particular group or project.

Together Funded projects have featured in Talking Spaces on Accessible Information; Specific Health Conditions; Young People; and Walking

Written Report to Sport England

This report focusing on the purpose, approach, reach, impact and learnings from Together Funded projects and leading onto the way ahead



APT Webpage

An interactive page on APT's website building on the Sport England report and linking into the case studies, photos and videos

Sharing on Sport England Sharespace

Sharing learning documents, reports and videos on Sport England's Sharespace

Club Matters Toolkit

Working on the learnings from the Tackling Inequalities and Together Funds as well as the Club Matters Local work, we are developing a Toolkit that Leads can use alongside the Voluntary, Community and Social Enterprise groups with whom they are working to help empower people in their communities to be active in a way that works for them.

What next? ...

The Active Partners Trust (APT) Monitoring, Evaluation and Learning (MEL) team also had a discussion with the whole APT team focusing on the outcomes and findings from the Together Fund and asking how the team wanted to use these going forward. The following ideas arose and are now being discussed in more detail:

- A video to summarise the learnings of the Together Fund
- A one page summary – the Together Fund in a nutshell – What we did, As a result of this, this happened, Now what....
- A series of 3-5 minute podcasts with Together Fund stories
- Place based working toolkit – community development
- Working with Local Authorities on Exercise Referral pathways in the community

And finally...some quotes from the APT team on what the Together Fund has meant for them:

“The best ever funding stream to come from Sport England to help communities get active.”

“Ignition fund to make things happen locally.”

“It has opened the door to enable a meaningful conversation with partners that would not have considered physical activity.”

“An opportunity to build relationships and create opportunities for community groups around inactivity and inequalities.”

'Our Gang'
a weekly youth club
for NeuroDivergent
young people and
their carers in
Glossop.

 **Watch what happens at Our Gang**

Holly Sprake Hill the Group Leader, worked with **Helen Thornhill** from **Move More Glossop** to set up the Youth Club which grew from 7 young people and their families on the first day to having over 35 young people registered 6 weeks later.

They've had some challenges

- Getting the **venue** agreed in the first place (took time to get agreed by the church trustees)
- **Costs increasing** because they need to expand into more rooms
- **Stairs proving an issue** as some carers have two children and find they have one upstairs and one downstairs and as many of the young people (YP) suffer from separation anxiety they are up and down constantly
- The need to have **different rooms/activities to suit the different behavioural needs** of the young people – eg those with Attention Deficit Hyperactivity Disorder (ADHD) have different needs from those with autism ie the YP with autism will spend ages building the perfect Jenga tower, those with ADHD will just want to knock it down

But what has worked really well is how they:

- **Took the time to prepare** what they were going to do and adapt the offer as it progresses
- **Really thought about their group** – the young people and their carers, listening to them, taking into consideration their needs and making sure that they tailored the Youth Club to their audience in terms of the:
 - Group name – the name was coined by two of the children
 - Marketing (eg the children made it clear that they didn't want jigsaw puzzles on the posters)
 - Venue and layout (no white, bright light, whiteboards, noise and having a 'safe space'),
 - Volunteers (really important to have volunteers who understand the needs of Neuro Divergent young people and the
 - Nature and format of the activities (games with rules, detail eg Exploding Kittens, Pokemon cards, lego; origami is one that is calming and it appeals to their precise nature)
- Utilising the **Facebook** page – parents are using it to support each other and to pass on information
- Are helping to **grow the confidence of the young people** - one is teaching her skills to the younger ones
- Are **sharing their learnings** via Podcasts on Facebook and involvement in Active Derbyshire and Active Notts Talking Space

Empowering people
to be active in a way
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Newark and Sherwood CVS 'Butterfly' project

What they did

They took the time to set the service up properly

– spending 4 months to 'get their ducks in a row' before asking for referrals – believing that 'it's really important for the foundations to be right. People need to trust you, get to know you.'

They chose the name Butterfly as there was already a Butterfly Service at Kings Mill Hospital so the name was **known and trusted by referrers and patients.**

They **built on their existing links** (the leader used to work in the NHS as a Practice Manager and spent 3 years co-ordinating the vaccination programme) and built more relationships by going to every network or meeting possible, visiting 30 GP practices, the hospice, the Social Prescribing Link Workers, the District Nurses, advertising on local radio and in the newspapers.

They developed a **simple referral form** which the Health Professionals email in. The service is embedded in the Call for Care system, putting in the right algorithm so that people can self refer in although they find that most come through Health Professional referrals.

They currently have 92 users, and 27 volunteers who are mainly retired nurses and student nurses. They do a **training session** every 6 months.

When they have a referral the Liaison Officer has a 90 minute **holistic assessment**, meeting with both the individual with the terminal diagnosis and also their family to **understand what matters to them.**

At one of the weekly support group meetings they **asked them what they wanted** and they came up with the Chair Based Exercise, Dance, and Swimming. The team then did a taster day of line dancing, freestyle/disco dancing, old time dancing, barn dancing and asked them which one they wanted to pursue.... **Building on what's already there, drawing out, using a one step at a time approach.**

They researched the right swimming pool which has warmer water. This happens to be in the same building where they have the support group so it's a known safe space.

The Chair based exercise **instructor was recommended** by the Disability Association – she's bubbly and listens to participants about what music they want

They have also supported young carers. Watch **here** for a story of one of these young carers.

Important to note that **the leader has vast experience of the NHS and how to work within it; organisational experience and capabilities; drive and energy.**

They found that:

- The Service Users didn't want to be written off – physical activity and something to do is still important for them physically and mentally; and
- Their carers can feel isolated – this support group and activities help them to maintain and increase their physical and mental health and give them something to live for and be supported by when their loved one passes on



watch a video of the butterfly project in action

Empowering people to be active in a way that works for them

**Ashfield Spartans
Boxing Academy**
a weekly boxing
session for Young
People in a less
affluent and less
active area of Kirkby
in Ashfield



Empowering people
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The leader worked with Ashfield Voluntary Acton, the local schools and the police to ensure that they reached and supported the young people that were struggling with their behaviour and most needed support in these weekly boxing and fitness sessions.

What worked well

- Building a **safe haven with a sense of community, a sense of belonging, and a supportive environment** where everyone is looking out for and after each other
- **Structuring the sessions** – introduction, warm up, drills, working in pairs to improve technique and fitness and also discussing issues such as eating well
- **Motivating the participants through [ASDAN awards](#) and role models**
- **Growing and developing coaches organically** from within
- **Using word of mouth, social media, TikTok** etc to spread the word and draw people in
- **Working collaboratively with others** on the Coxmoor Estate to reach and draw the right participants in; access the appropriate venue

 [Watch the video here](#)

Deafinitely Women – walks for deaf, deafblind and hard of hearing women



Listen to Becky from Deaf-initely Women talking about how to better engage with deaf women

And a report [here](#):

'Deaf-initely women- an insight into a deaf, deafblind and hard of hearing women's walking group in Derbyshire. - Walk Derbyshire

What they did

- Set up one-off themed walks in North and South Derbyshire specifically for deaf, deafblind and hard of hearing women
- Trained up 4 deaf women to be Walk Leaders
- Had BSL Interpreters/captioners join the walks

They did have some challenges:

- It was expensive – they paid the Walk Leaders as well as the interpreters and also tried to fund refreshments and find cheap/free car parking
- BSL Interpreters can get booked up quickly
- Route planning and risk assessments – finding routes that are particularly safe for this community

But what worked really well was that:

- Women were coming from far and wide to join the walks as there aren't many opportunities for walks for this community
- The walkers felt welcomed and accepted and enjoyed the educational (history and nature) element of the walks. They relished the opportunity to be able to communicate with other walkers and didn't feel left out as they would have done if they'd joined other walking groups with people who aren't deaf/hard of hearing

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Just Good Friends – supporting adults with learning disabilities

What they did

- Bought pedometers, branded them with their logo to encourage a sense of belonging
- introduced a virtual challenge – walk from John o' Groats to Lands End, count steps walked each day
- Competition between the four hubs, between members and staff
- Track progress on large maps
- Record in achievement files

What worked well

- Easy, cheap
- Safe space – accessible from the safety of their own home
- Known and trusted people - part of a group – building from within rather than helicoptering in
- Part of a team effort
- Competition – beat the other hubs
- Sustainable – can use it for other challenges eg London to Paris, across the Sahara, down the length of Italy also learning some Italian words and how to cook Italian food

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Diversify Education –

supporting a community of people from a variety of cultures, ethnicities, ages and experiences through events, weekly activities and other support



What they did

- Using the Together Fund, the group facilitated a weekly Dads and Lads football session and a one off retreat, a Women's Self Care Retreat and some Walk and Talks

What they found – the importance of

- **Food** - bringing the community together with one of the volunteers providing the food. Communal eating providing an opportunity for the men to engage in conversations about their health and wellbeing as well as building connections with other members of the community
- **People like us** – leaders and volunteers who are reflective of the community
- **Removing bureaucracy** – inclusive, informal, family like atmosphere where people can be themselves



Empowering people to be active in a way that works for them

Hope Long Eaton –

working with asylum seekers to set up a mixture of self-led and organised activities as well as membership of the local leisure centre.

They have had a few challenges:

- 2/3 of the asylum seekers don't speak English so they're using others as interpreters
- The charity needs to get to know the hotels and build bridges – they seem to be a bit wary about working with this community and the hotels won't let non-residents go into their hotels so football friends can't meet in each other's hotels
- Difficult to get the asylum seekers signed up as members of the leisure centre in terms of the paperwork
- A lot of interest in swimming and the gym – not so much in the spinning – is this because of the language barrier?
- The issue with the cricket is the annual affiliation fee (£75) for the ECB and £10 match fees
- And uncertainty about how long the asylum seekers stay – they can get whisked away somewhere else. Most of them have been here about 5-6 months, building friendships and they don't want to move away.

But they have managed to:

- Get 37 people interested in taking up the 40 gym places, taking them around the Leisure Centre in small groups doing the induction and using interpreters
- Order table tennis tables and equipment and basketball hoops for the hotels the asylum seekers are staying in; and cricket bats, tennis balls and stumps and football goal posts that they can take to the local park
- They've set up a Whatsapp group where the asylum seekers can communicate what they're doing leading to playing football every day – some days just 5-6 others 30
- An Active Derbyshire Lead has set up a monthly working party to support asylum seekers with representatives from the cricket, football, and healthcare communities.

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Partnership Working

A partnership between the Lister House Primary Care Network (PCN), Everyone Active, Livewell and Move More Derby helping one group of patients who are living with chronic pain transition from a 6 week Livewell with Pain course. The course was originally in a clinical setting and evolved to a leisure setting with the offer of personalised physical activity and peer group support. Also supporting a group of patients who have been diagnosed with pre-Diabetes.

Empowering people
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Watch how this work supported people to live well with pain

What they did

- The partners are working together and have taken time to set the service up initially. They are each bringing their different areas of responsibility to the partnership to make the end product bigger than the sum of its parts. All partners are invested in the project and patients see it as a team effort. There is a good relationship between the PCN, the Leisure Provider and the City Council. They use a mixture of in person and online meetings to enable the work to be done as efficiently and effectively as possible.
- This approach worked better with the Livewell with Pain group that was already being supported as a group than the Pre-Diabetic patients who were individuals rather than a pre-formed group – 'enabling within' rather than 'doing to', adopting a one step at a time approach to help them move forward.
- They developed a simple referral pathway which is smooth from the point of view of the patients. A named person contacting them initially to book an appointment, then used motivational interviewing techniques to discuss what matters to them, running through their goals, barriers, and agreeing personalised activity plans. The instructor is then also available in the gym and pool to provide appropriate support. The participants are appreciating the peer support.