



Mental Health Champions

The story so far...

Background



Mental Health Champions is part of the legacy off 'Moving Lives Healthy Minds'. The aim of the Champions programme is to upskill and support local community organisations to be a welcoming and safe space for those who are struggling with their mental health.

Opportunity and Need

The main need defined by the champions in their focus groups was to create a news and resource feed. A central place for them to access support for their journey and development in helping service users via social prescribing. Champions previously did not have formal training on mental health due to budget being spent on delivery so this provided them with more confidence.

Solution

Skills360 was used to disseminate useful resources to Champions. Mental Health training, resources and upcoming webinars have been added to the profile alongside contemporary blogs, videos and other external e-learning. The champions also suggested they wanted a forum to communicate with each other and share best practice and the 'My Groups' feed was utilised.

Actions

To encourage Champions to sign up to Skills360, the team attended the first Mental Health Champions meeting to take the Champions through a step by step process on how to set up an account and join their group. There was also a train the trainer session to upskill Abbie who supports the champions so she could facilitate conversations and promote learning opportunities.

Impact

6 Champions have signed up to Skills360.

Shared 12 Mental Health resources, advocating for many Birmingham Mind pieces of information and using the profile page to consolidate this information in one space

Champions have a legacy space where they can continue sharing good news, best practice and advice with each other and as the project and group grows, the site can accommodate more new champions



Key Learnings

- Champions prefer resources being in one place, than receiving several emails. This also felt like a more professional space for them
- A champion mentioned to the project lead that they now felt more confident to embrace more participants who present with ill mental health after being able to learn more about mental health
- Champions said they would be more inclined to complete more training if they know it was accredited



Skills 360 was a great help for me during this project, because it meant I could provide relevant upskilling for our champions and regularly share new information with them. It was great to then see the champions engage in our recent conference

Abbie:
Moving Lives Healthy Minds
project lead



Recommendations and Next Steps

- Find ways of keeping the champions engaged in new learning when the project is over to help them support service users as best as possible into the future
- Understand more of what learning would help them feel confident to fulfil their role and share to upskill
- Showcase the benefits of this learning to more users across the system to upskill more people on working with these audiences



MC



Dream Chasers Youth Club

The story so far...

Background



Dream Chasers Youth Club work closely with South Asian and Somalian communities in Birmingham. They deliver weekly football sessions as diversionary activities to engage young people at risk of violence, and then identify those who require extra training, guidance and mentoring support. Amongst this, they also host a youth voice group and family support

We are put in contact with Dream Chasers through the Premier Leagues 'Active Through Football' consortium



Opportunity and Need

Their mentees are not only found through their football sessions, they also now have local partnerships with schools in the Small Heath area. As part of their offer, they want to be able to offer more information and guidance about employability skills and coaching so the young people can demonstrate these skills with them and work towards the next stage of their journey

Solution

Dream Chasers staff thought Skills360 would be a great tool to house their mentees and to track their learning and development progress.

The aim to use Skills360 as added value to their current program, to provide further learning in their required topics and evidence their impact as a CiC

Actions

The mentors have been upskilled on the organisation side of Skills360 so they can add, support and track mentees on the system. After the training session we had then ringfenced a budget for mentors with what would be necessary to support their mentees in using the system. They suggested that through their local insight, providing hot food and activities would support young peoples attendance to the centre for these wrap around sessions

Impact

Currently adding sign ups as the 1-2-1 mentoring sessions are being undertaken as part of their standard provision

Supported Dream Chaser staff with a new skill and tool to use to provide an event better service to mentees and better tell the story of their impact. Over a longer period it will be good to see evidence of transition from mentee to using learning to support in other provision at football nights like operational running or coaching/refereeing of the games

Key Learnings

- When giving a smaller sized organisation funding to support their learners – they need additional help in kickstarting using that budget. As they are traditionally used to firmer quantitative reporting measures, rather than smaller numbers, but detailed stories.
- To embed in this community style organisation, you need a physical presence to get out and visit the community in their space to build trust, and understanding of how the system can best support the end users best in line with their needs.

Recommendations and Next Steps

- Clearer progression needed for the mentees – DCYC staff mention the need for accreditation and endorsement from other organisations as a hook. Us to design a certificate for completion to go into mentees profiles would be needed
- Local insight and trust is needed to support users to interact and engage with the system
- A period of upskilling is required via train the trainer to support mentors confidence in using the system



It is great to offer a place for our mentees to record and reflect on the skills they have developed through our mentoring and football sessions

Yasin,
Youth worker and
intervention officer





Careers-in-Sport LIVE

The story so far...

Background



Careers-In-Sport LIVE is one of the UK's premium careers events hosted nationally. Skills360 exhibited at the Edgbaston event with a focus on the skills required to set someone up for working in the sport sector. We hosted a workshop at the start and end of the day to set surrounding importance of skills and the importance of demonstration and reflection. 300 young people attended the event.

Opportunity and Need

Whilst being a flagship event, CIS Live are still working out their best formula for their events. With this in mind, we were tasked to provide a new lens to their career talks by utilising the Skills360 framework and underpinning skills to add a common thread running through the day around how a young person can gain and demonstrate skills that will set them apart from peers

Solution

We delivered two 15 minute talks/activities to the room which provided context to the importance of 'employability skills' and energise the room for the rest of the day. We also then closed the day with a final talk, complimenting previous workshops themes and to reiterate the importance of these skills. We also wanted to support the young people in beginning to reflect on skills they already have and to consider ways and routes for them to develop

Actions

After confirming content with the CIS Live team, When creating the day's discussion points we also produced a complimentary reflection tool for the audience to utilise throughout the day to add value to their experience and help them leave with examples of how they already can demonstrate transferable skills. This was centred around leadership, communication, teamwork and responsibility and take this home with them to reflect on

Impact

During the day there was period where young people could make their way around exhibiting organisations stands. This was a great opportunity to discuss with them about the importance of transferable skills and worked well in a 1-2-1 conversation. We had a stand and the opportunity to introduce Skills360 to the young people. Many who we spoke to were enthused about the skills, but required more information before signing up. Additionally, it was clear they would like to accredited learning to motivate them to complete courses and reflections.



Key Learnings

- Attending this type of event was not the best forum to drive sign ups to Skills360. But great for sharing messages
- Having a presence there was a brilliant networking opportunity for our team to discuss the framework with other partners including PGL, universities, Coach Core and mentoring organisations.
- During the day being able to wrap our framework around the talks was brilliant however a hard concept for younger audiences to grasp the importance of. Maybe a better forum to discuss with teachers how to facilitate learning opportunities to their young people daily to help set them up better for a career in sport.



The core values of Skills360 align with ours at Careers-in-sport LIVE and we want to help young people to prove their skills that will help them in a job in sport

Harvey,
Director at Careers in Sport



Recommendations and Next Steps

- Discuss with the CIS team how we can better advocate for transferable skills and resilience at future events and deliver the message.
- Can our learnings better work as a pre-requisite for attending a CIS Live event nationally.
- We have a good tool that could be used by CIS live to track their ability to support a young person towards a career in sport including insight.
- Re-address the route to converting an individual to signing up and understanding what is important for them in their education journey.
- Invited to attend and support the Include Summit



careers
in sport.



School Games Volunteers

The story so far...

Background



For the Birmingham School Games (BSG) to effectively run, the programme requires a number of passionate volunteers to make the experience for young people excellent. The BSG values include many elements of transferable skills and resilience as well as other key themes like mental health, inclusion and the environment

Opportunity and Need

Volunteers were recruited through the Birmingham 2022 Commonwealth Games legacy portal 'Volunteers Collective'. This service matches volunteers to local opportunities, but a distinct need for regulation and standardisation of the volunteers was needed for them to successfully volunteer at the BSG. This included the need for minimum standards of safeguarding awareness.

Solution

The BSG team have utilised Skills360 as the primary learning management system for their mandatory training for volunteers. Due to the potentially vulnerable nature of the groups the volunteers interact with, safeguarding was prescribed as a minimum standard e-learning to be completed, and then volunteers were also directed towards other Duty to Care topics that would support their knowledge and skills when on shift.

Actions

Regular communication sent out to the volunteers as part of their onboarding, included links to the Skills360 BSG members page. Sign ups were then monitored and managed by the team. The team added the Safeguarding training to their training page to make the training easily accessible to the volunteers.

Impact

- 12 volunteers have completed their Safeguarding e-learning, meaning 2024/25 events can run safely with confidence in volunteers knowledge.
- Volunteers provided good feedback about the ease of use of the system, length/duration of content and particularly mentioned that the case studies were thought provoking and changed their approach to their role
- Some volunteers on mobile devices found the system trickier to navigate and we supported them through the process



Key Learnings

- Experienced volunteers still gained knowledge and a new safeguarding appreciation through completing training
- Volunteers engaged in further training with an average of between 1-2 alternate learnings being completed by the 12 volunteers. These topics included communication, diversity and inclusion
- The BSG team have gained a new method to be confident in selecting volunteers for particular events based on their skillsets
- Skills360 has been a great place for the BSG team to share good news stories and recap their events

Recommendations and Next Steps

- Ensure that the mobile experience of the system matches up with the PC version
- Develop more bespoke learning set up on the system to support specific projects - as part of an induction process
- Noting that completion of these courses supports selection of volunteers for events, gain feedback from the team to see if this has equally improved the quality of the volunteers contribution at events



As an ex headteacher and safeguarding lead, the safeguarding course still provided me with a new perspective on working with vulnerable people

Carole:
BSG Volunteer

