

Open Road's Response to the Rise in the Cost of Living Crisis

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'ME'

- Retail finance
- Volunteered with Open Road
- Self worth/ esteem and feeling belonged to
- Valued and invested in

Open Road – About us

- Founded 32 years ago
- Different Challenges – AIDS / Covid
- Over £3.5 million turnover
- 130 Employees
- 280 Volunteers
- 12,500 people supported in 2022
- Co Location & Partnerships – NHS, Public Health, national and local voluntary and corporate organisations



Where we are today...



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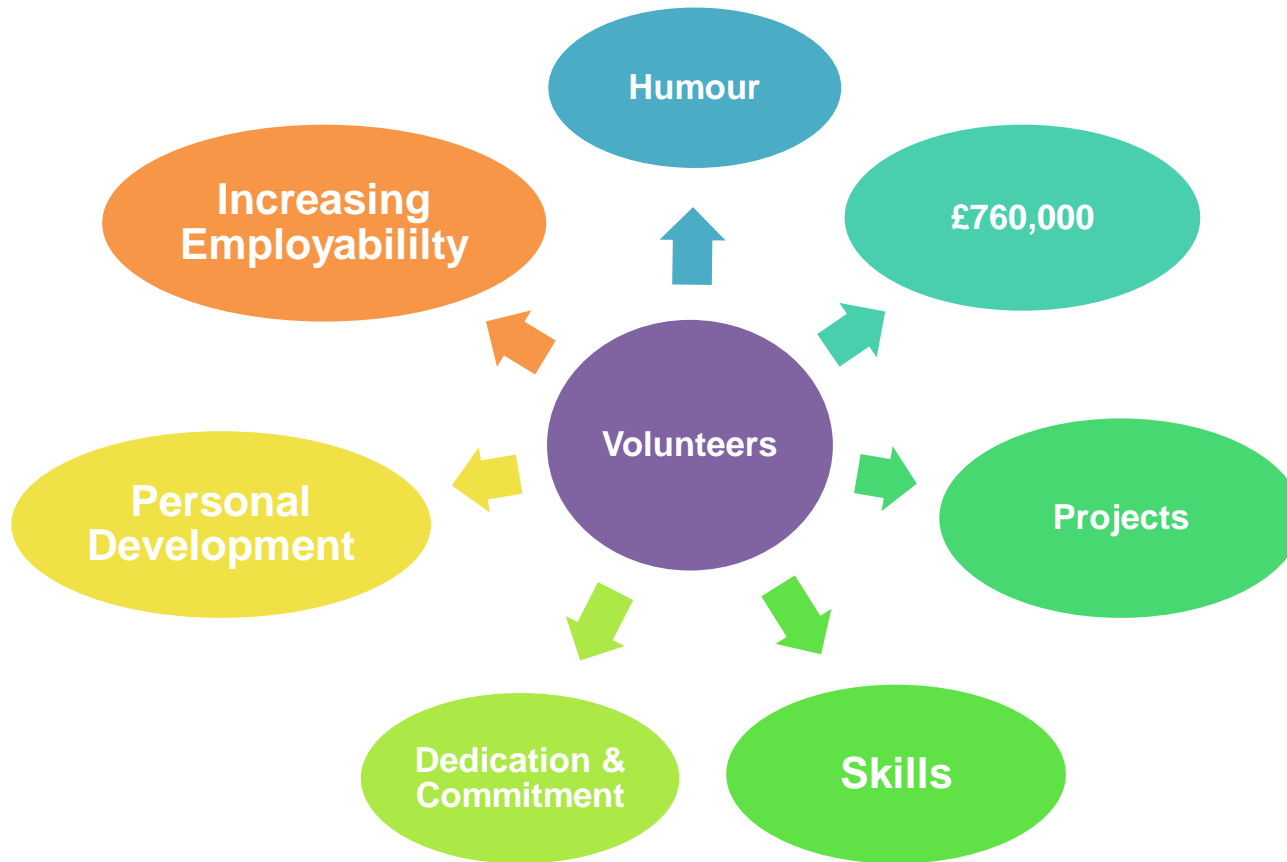
Types of volunteers

- Centres
 - Adults , young people
 - Peer mentors
 - Criminal Justice
- SOS buses
- Appropriate Adults-
- Admin , finance, HR, Data management, training and education

Our effectiveness....

- Successful completions – 73%
- Returning to Treatment - 5.8%, against net average 9.2%
- Volunteers lived and living experience
- Supporting Communities – funding streams

The Importance of Volunteers



Challenges of Cost of Living Crisis....

- Impact of Covid
 - Delivery of services
 - Reduction in Volunteer services
 - Personal and Mental health
 - Early retirement
 - Change of priorities
 - Good stuff

Volunteers – How to keep them

- Establishing an effective recruitment strategy
 - Motivation
 - Recognition and validation
- Valued Support
 - Clear lines of supervision (welfare/development)
 - Vocational Tutors & blended training approach
 - Dedicated portal for volunteers
 - Communication platform (Yammer, Teams Groups, Social Media)

Challenges of cost of living

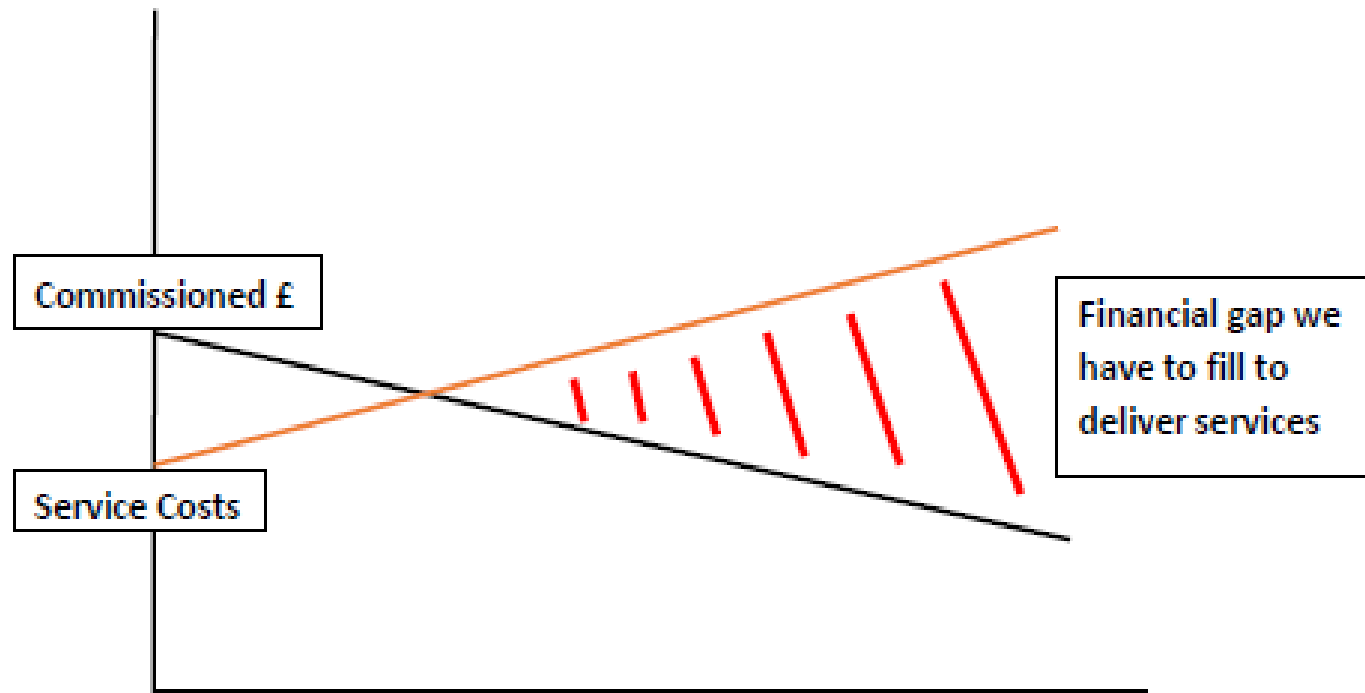
- Economic Impact
 - Utilities – 70%
 - Mental Health - Clients 65%/ Staff 40%
 - Reduction of clients accessing services
 - Innovation
 - Hardship
 - Staff
 - Volunteers loss of 65%

Challenges of cost of living

- Staff
 - Vacancies
 - Agency costs
 - Competitive salaries

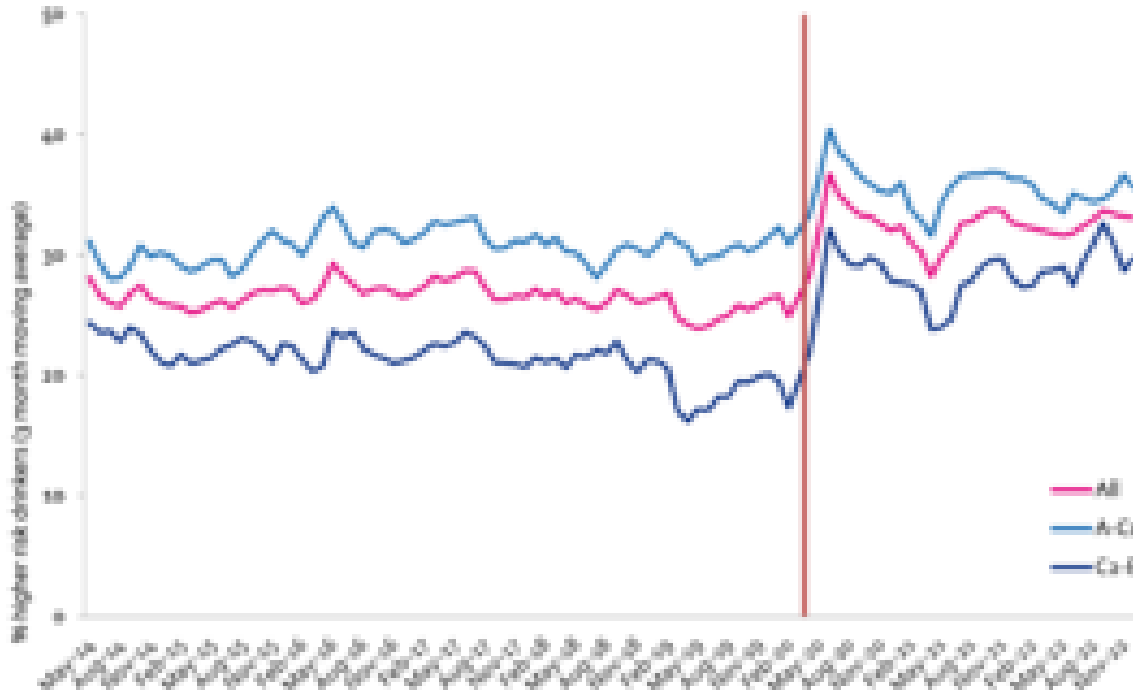
Challenges

85.7% of turnover is Commissioned Services



Alcohol Use in Crisis

In 2019, around 1 in 4 adults were drinking at increasing and higher risk levels. Through 2022, it was 1 in 3:



Institute of Alcohol Studies

Open Road's Response.....

- **COMMUNICATION !!!!!**
- Mental health support to staff and volunteers



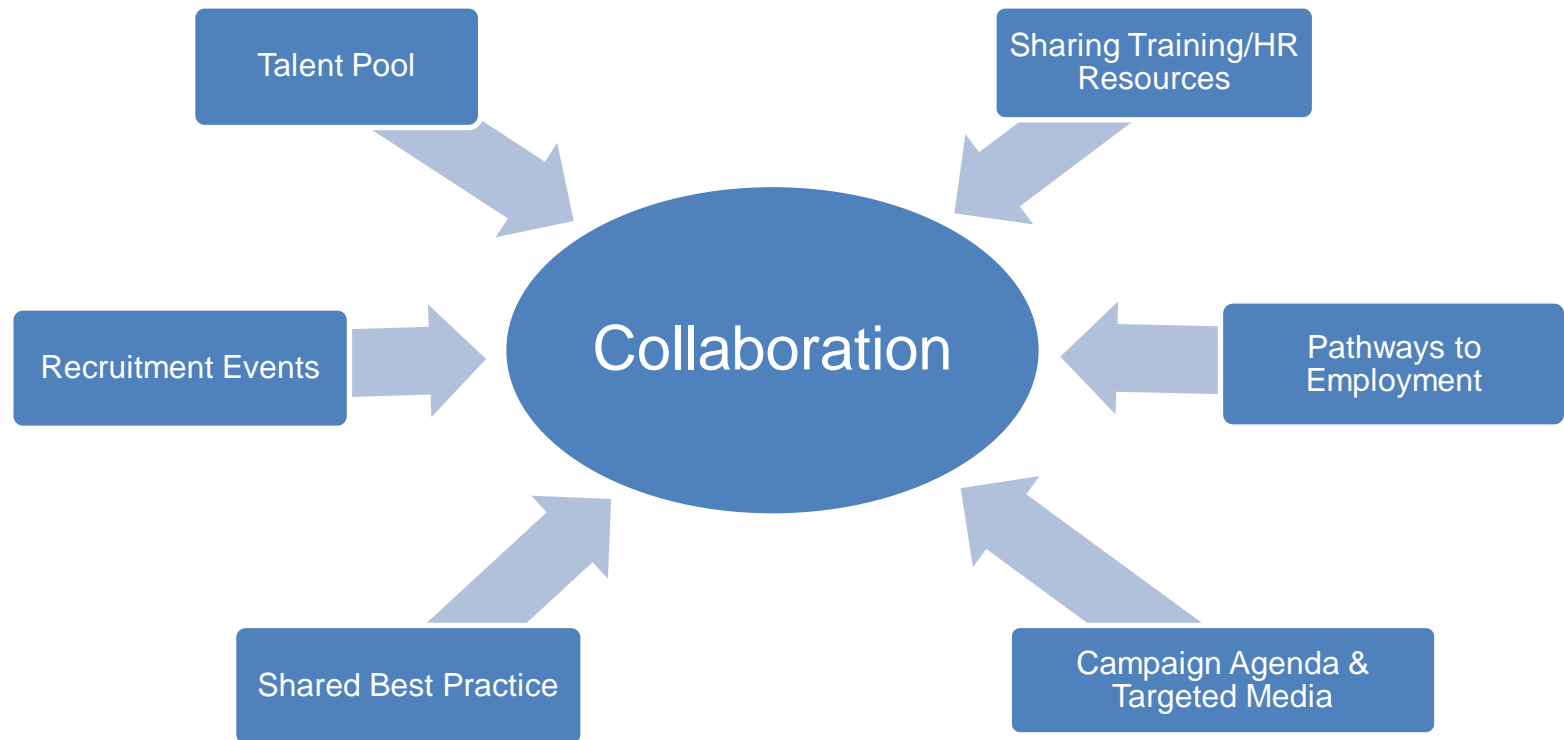
Open Road's response

- Strong Financial Focus
- Fundraiser
- Created Online Facilities/Collection Boxes
- Trading Arm 'Supporting Businesses'
- Matching volunteers to roles

Open Road's Response

- Financial support
 - Staff : Salaries/ Annual leave
 - Volunteers : expenses travel, lunch etc
 - Hardship fund

Collaboration



So Far...

- Work with over 15 organisations
- Reduced travel costs – 25% (32%)
- Increased numbers by 40%
- Reduced staff turnover by 30%

Open Road

QUESTIONS

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