*Bringing people together*

# Torbay Community Development Trust

# 2022-23 Annual Report

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# Trustees

**Jo Colin**
**Chair of Trustees,**
General Manager - Community for Equestrian Sports New Zealand

**Sarah "Queenie" Martin**
**Treasurer,**
Finance Manager for the Mare & Foal Sanctuary

**Jim Parker**
**Trustee,**
Editor of Torbay Weekly

**Angie Manning**
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Managing Director of What's Your Problem CIC

**John Gunson**
**Trustee,**
NHS Falls Prevention Ambassador, Frailty & Healthy Ageing Partnership member, Business Mentor for Unlimited (Social Enterprise support)

**Roger Higman**
**Trustee,**
Author, Executive Director of Network of Wellbeing, Board Member of Flameworks Creative Arts Facility

Nigel Williams, Trustee, has resigned from his position.

Two new trustees will be nominated at the December 1st 2023 Annual General Meeting.

# Introduction by Chair of Trustees Jo Colin & Director Tracey Cabache

It gives us great pleasure to welcome you to our Annual Report for 2022-23. A year of new challenges as we emerged from the pandemic into the cost of living crisis. It is a credit to our staff and partners that we have been able to adapt and move swiftly to respond to the needs of our community at this very demanding time. Our organisational aim and objectives have remained the same – even if we have had to deliver our activities in different ways:

**To Enable Torbay** to be a place where all people feel included and can become involved in growing a connected, vibrant, thriving, creative and prosperous community by:

- Encouraging people to do what they do best enabling people to connect and contribute to what they care about in neighbourhoods
- Enabling groups to thrive through networks and support
- Making connections, stimulating cooperation and new ways of working – creating the space and conditions for collaboration

We continue to work with a strengths-based approach, otherwise known as asset based community development (ABCD). The Community Helpline has been at the forefront of our work this year **with more than 25,000 calls**. Requests for food parcels have increased, even on last year, and financial support, mental health and wellbeing support are at the top of the list for requests. But we still have **more than 500 active volunteers**, many of whom have been back marshalling at the Vaccination Centre as we help the fight to keep COVID at bay.

We are pleased to announce that our Community Builders have been able to return to their usual role of connecting people in the community and stimulating resilience. Many of our smaller groups have returned post COVID and new ones have emerged to help build friendship and support in our neighbourhoods. We have also supported those who are new to Torbay – our Ukrainian guests, our asylum seekers and refugees.

We have been supporting people to become more active through the Live Longer Better Programme and we continue to get people out and about through our Ourbus service. SENDIASS and the Torbay Advice and Mediation Service has continued to support children and young people with special educational needs and/or disabilities, and 2022-23 saw the last full year of the Positive People Programme supporting people furthest from employment. Our work with the rest of the sector has continued **with our coordination of the 50+ organisations working with children, young people and families** through the Imagine This Partnership and our participation and support to the other nine VCSE networks we have in the Bay.

Our Community Funding Advisor **helped local groups to raise £1.499 million in the year**, and we helped create a new CIC - People's Parkfield, that has taken over Parkfield House in Paignton on a lease from Torbay Council, with the intention of opening the house up for community use, particularly for young people.

While we continue to build on what is strong in our communities, we have also been hosting the LocalMotion initiative in Torbay, which seeks to bring about systemic changes (see pages 10-11). LocalMotion is about stepping back and looking at what we can do to prevent hardship in Torbay and there are many, many ideas coming out of this community-led process.

So, as we sign off on this year – we share with you the various outcomes of our work and we thank you for everything you do to make Torbay a great place to live.

**1,189** isolated people supported by Community Builders

**28,546** miles covered by the Ourbus services

**26,951** calls to the Torbay Community Helpline

**241** asylum seekers living in Torbay supported

**3,984** young people engaged with through Imagine This...

**£1.499 million** raised for local voluntary sector organisations

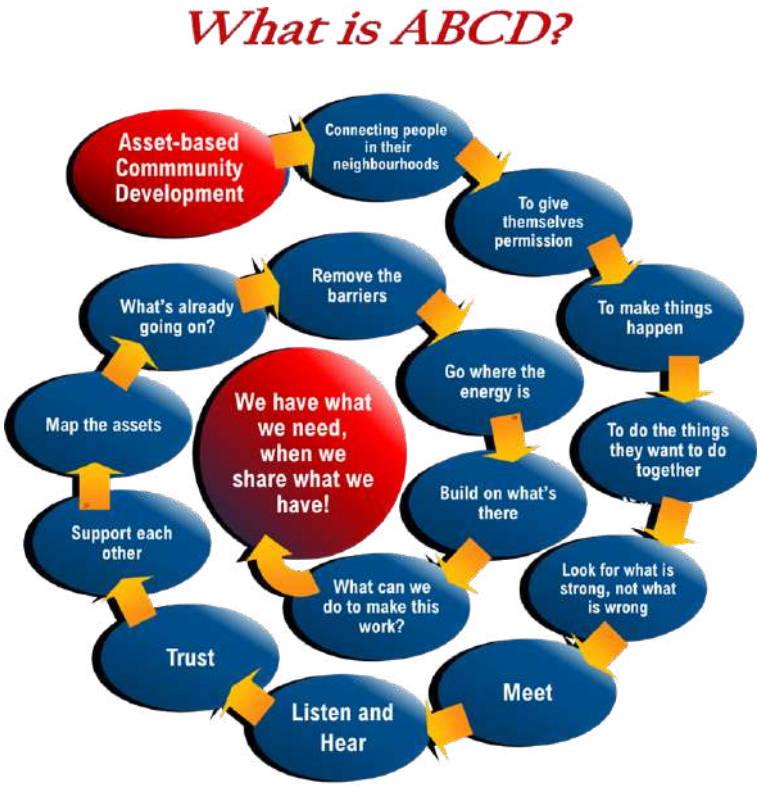
**8,000+** exchanges to date on the Torbay Timebank

# Community Builders & Neighbourhoods

Our Community Building team continued throughout 2022-23. The Community Builders build on what is strong in the community to help resolve what is wrong. They worked across 29 of the 30 neighbourhoods in Torbay in this year. They use an approach called asset based community development, which has at its heart a belief that every community has what it needs if it shares what it has. This is as true in today's world as ever before – but in today's world the community needs connecting.

The Melville Mural

Our culture makes it difficult to ask for help or even offer help – will I look like I am being nosy? Can I cook a plate for my neighbour without a hygiene certificate? Do I need a DBS check to offer the lady down the road a lift? Our culture puts a lot of barriers in the way of what used to be completely natural in our communities. The Community Builders role is to take these barriers away and to reconnect people, particularly those who are most marginalised due to loneliness, illness, having complex lives etc. Community Builders look for what makes people happy, what they love doing, what they like and dislike about the area in which they live and what they are prepared to do about it. This leads to people coming together in activities and groups and ultimately friendships. Once people have friends, they become far more independent and happier.




The start of 2022-23 year was difficult as there was still some caution due to the pandemic. But by the end of the year 101 groups had re-emerged (after closing due to Covid) and 73 new groups had set up. During the year the Community Builders worked with 1,345 connectors in the community – the people that like to get things done. They reconnected 1,189 isolated or vulnerable community members and enabled a further 1,384 people to participate in activities in their area. Each Community Builder worked with 240 people on average at any one time.

This led to an additional volunteering contribution of £95,906[1] in the community and a saving to the system of £9,212,372[2]. The team also financially supported and/or wrote for 10 community magazines.

Priorities during the year included the Cost of Living Crisis, remapping what is available in our neighbourhoods for all ages, special attention on the Melville St area of Torquay, development of the Lego Masters activities to stimulate intergenerational work; joint work with SWISCo, the Period of Mourning for Queen Elizabeth II, a community research project on support in the community for those at the end of life and a series of Christmas activities aimed at making sure no-one was alone at Christmas.

*1 Based on 3 extra hours volunteering per connector at Minimum Wage*
*2 Based on the Loneliness Monetisation Report Analysis for the Department for Digital, Culture, Media & Sport June 17, 2020*

The personal outcomes are far too numerous to mention here, but we share a few of the stories we have been involved with:

*"My partner had died and... I had to move back to my house in another area of Torbay. The Ellacombe & Plainmoor Community Magazine came through my door, and I saw the poster for the Ageing Well Festival and decided to go. I am on my own and was nervous to attend, but you have to get out there because no-one's going to come knocking at your door. When I got there, I knew Hazel the lady on the door who led me to the Ellacombe & Plainmoor stand, my area. I looked around the whole festival but you {Community Builder] were brilliant, If I hadn't talked to you, I may not have followed through ...thinking back to that day you took time with me, and I loved your enthusiasm. I then attended the Fun Get Together and Quiz the following week at All Saints Church, Babbacombe and mentioned an interest in finding out more about U3A...one of the people there attended activities through U3A and was able to give me information about this. I subsequently joined U3A and now attend activities they run. I have attended Singing for Fun, the Victoria Park Carol Service and my next challenge is learning French with a U3A group."*

We have been working with Pearl (name has been changed) since Nov 2021. Pearl came to us as an isolated older person. Pearl was very anxious and felt unable to go out and socialise, we decided to do a joint visit and take two people with us to bring the coffee morning to Pearl. We took a connector and another older person. This has now developed into her gaining a group of friends. This was supported by our connector who was picking her up each week and taking her to a session at the Precinct Social Centre that had been set up specifically for the connector and the two older ladies. This group expanded with others joining from the other groups Fun Get-Together & Coffee Morning with Activities. Since we have been working with Pearl, she has gained a group of friends that we have introduced her to - through groups, other isolated people who live nearby and to the Good Neighbour we know in her area. As a result, Pearl, who has had her hip operation this week, has got a group of friends that will visit and do shopping for her when needed.

*"As a resident of the Melville area since 2019, I have seen substantial changes in the area within the last 18 months. There have been improvements in the condition of housing, reduction in anti-social behaviour and crime, less littering, fly-tipping and dog poo, and the addition of the beautiful Melville Mural"*

The Amblers Walking group continues to run weekly and has an average weekly attendance of around 15-20 people. We continue to get new members, and new friendships are being formed. One new lady in her early 40s with a chronic health condition that is helped by walking explained that she likes to walk every day, so I introduced her to another lady in her late 70s who enjoys walking but is seriously visually impaired and needs help with any new routes. They both have a love of walking and cake making, and now spend time together regularly. Another lady had started a U3A scrabble group and recruited several new members from the walkers. On a recent walk around the Hookhills area, the whole group called on an elderly lady in her 90s called Ethel whom we had met on the same walk during lockdown. Once again, the group sang her Happy Birthday, she was so delighted with this impromptu birthday wish, that she sent a thank you card to all the members.

Ourbus TORBAY

**Scheduled bus routes**

We run two scheduled bus services in Torquay.

The 61 serves the areas of Livermead and St Luke's into Torquay Town Centre. Although initially launched on a subscription basis, it is currently being wholly subsidised by Torbay Council and the current subscribers are enjoying a subscription holiday.

The 65 serves the areas of The Willows, Hele, St Marychurch, Babbacombe and Ellacombe into Torquay Town Centre. The plan was to replicate the subscription model used on the 61 service, but Torbay Council is currently wholly subsidising this route too.

**Day Trips**

Between April 2022 and March 2023 we ran 57 day trips.
These included visits to locations such as:

- Bridport
- Cotehele, Saltash
- Plymouth
- Topsham, with an added ferry trip to Exmouth
- Butterfly Farm, Dartington
- Westpoint Craft Fair

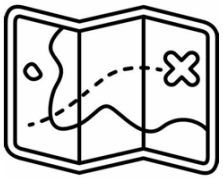
This enabled 810 people to get out and about, to enjoy different locations in and around Torbay and further afield.

**Bus Hire**

Our fleet of three minibuses have been hired by 22 different local organisations/groups for everything from transporting school children to extra-curricular activities and Asylum Seekers to their ESOL lessons to taking a local over 50's social group on their holiday to Chard.

**Ourbus Torbay in numbers**

Here is how 2022/23 stacked up for us in numbers:

| | | | | | |
|---|---|---|---|---|---|
| 810 residents taken out on day trips |  57 Day Trips carried out | 3 minibuses in our fleet (2 x 16 seaters and 1 x 12 seater) | 22 local organ-isations who have hired one of our buses | 28,546 miles travelled by our buses | £2,135.42 in donations received from passengers |

*"Just to say I was so impressed with the bus and driver. He did so well and certainly a bus was needed. Without the bus, my job would have been horrendous!"*
Bus hire customer

*"The volunteer drivers are the lifeblood of the buses. Without them we would be lost with no bus and not able to get into town without paying for expensive taxis"*
Route 61 passenger

*"The drivers are always so helpful, helping me on and off the bus with my trolley. They really do care about us passengers!"*
Route 65 passenger

*"We had a great time and can't wait to book you again for our next trip!"*
Day Trip Customer

torbay TIMEBANK
Sharing time in our community

Torbay Timebank sits comfortably on the Devon Connect website. As yet, we are the only Timebank on the site. By going to the Torbay area, Torbay Together, you will find the offers and requests on the Torbay Timebank.

As of March this year, we had 569 people and organisations registered on the Timebank, an increase of 41 from last year. The activity has been very good with 6,657 hours exchanged. The total number of hours exchanged in the life of the Timebank is now just over 28,000!

We have been using an event called The Big Exchange as a way of promoting the Timebank and have done seven of these across the Bay. We invite people to bring items that they no longer want and place them on tables, and then they can take away anything they want that others have brought to the event. We get a great ebb and flow of items throughout the event. We talk about sharing what we have in a community and this leads to talking about sharing time and skills, too.

Look out for news of these on our Facebook page, Torbay Together Timebank @TorbayTogetherTCDT

**Remember to visit https://devonconnect.org/torbay**

*Top: Maggie, who earned time credits through Karaoke*
*Bottom: A Big Exchange Event*

Torbay Together

DEVON Connect

Torbay Together has struggled in the absence of a dedicated information officer. Sadly, funding for the post ran out half way through the year, which is reflected particularly in the number of new users (86). However, the number of events that have been added to the website continues to grow with 286 events and 100 new community listings.

It has also been the first year that Torbay Together has sat alongside the wider Devon Connect platform, which combines Torbay with Teignbridge, Torridge, South Hams, West, Mid and North Devon to create a one-stop shop for information and support across the county. The potential for the platform remains huge.

| | |
|---|---|
| Number of member sign-ups | **86** |
| Number of new offers | **11** |
| Number of new requests | **16** |
| Number of new events | **286** |
| Number of new community listings | **100** |
| Number of new volunteering opportunities | **55** |

Torbay Together now has 3,721 members and on average features 1,274 activities.

Making Torbay a great place to grow up

At the beginning of 2023, we were successfully awarded a further four years of continuation funding from the National Lottery Community Fund; to enable us to support Torbay as a great place to grow up.

Imagine This... is a partnership of more than 50 voluntary sector partners, who aspire to work together to improve the lives of young people growing up in Torbay, ensuring youth voice is central in all we do.

The Imagine This council members have been fundamental to our work; they've supported and co-designed many of our events, created their own events, energized elements of our delivery and made a significant contribution to our communications, through social media and newsletters.

2022 was about engagement, celebrating success and having fun. In the summer of 2022, we held the Imagine This... Festival, where children and families came together to celebrate and find out more about what our VSCE youth sector has to offer children and young people in Torbay. At the event, children and young people, and their families were able to experience fun activities, with lots to explore and discover, including face-painting, arts and crafts activities, the young careers wheel of love showcase, Lego building, tree of dreams, environmental activities, food and drinks, music from the boom bus, live music technology experiences and drama workshops. The event was held at Lupton House with 20 Youth Community Partners taking part, including Doorstep Arts, Saber Academy, Sound Communities, Play Torbay, More to Sea, Torbay Youth Trust, Lifeworks, Orchard Forest School, and Lego Masters. More than 5,000 children, young people, families and friends were in attendance.

In the autumn the Youth Council led on a Star Wars fundraiser at the Cantina Kitchen & Bar in Goodrington, to raise funding to hold a magical event over Christmas for those young people in Torbay who were struggling with isolation and were more disadvantaged than others.

The Star Wars event helped support 265 young people to enjoy a Magical Christmas Event, held at and supported by Kents Cavern. The children experienced Christmas in the Caves, an eco-friendly gift-wrapping workshop hosted by Play Torbay and supported by Lush. Lego Masters organised free play Lego and team-building activities, setting challenges to build the best collaborative build.

**Youth engagement at our 2022/23 events**

| | |
|---|---|
| Imagine This... Festival | 3,577 |
| Star Wars fundraiser | 120 |
| Kents Cavern | 265 |
| Workshops & Development | 22 |
| **Total** | **3,984** |

Our work continues to be **based on our consultations with more than 500 young people** in 2018, where our children and young people told us the changes that they wanted to see happen in Torbay to make it a better place for them. These five key areas have now formed into Impact Groups:

1. More spaces to hang out
2. Reduced stress and anxiety
3. Greater access for ALL
4. Safer streets
5. Ways to protect our environment

In early 2023, partners were asked to come together to support one or more of these Impact Groups, with the hope that through collaboration, working with stakeholders and young people and focused fundraising, we can continue to support children and young people with a focused approach, as we move into 2023/24.

People's Parkfield CIC

In May 2022, a tender opportunity was released by Torbay Council for the lease of Parkfield House, stables and grounds. Paignton Town Centre and Preston Community Partnership asked for our support to reach out to the community to see if there was an appetite for a collaborative community bid to take the site into community ownership.

A group of passionate community partners quickly responded, coming together to co-design an application which was submitted in August 2022, with the news that they were successful in January 2023. We continue to support the newly formed People's Parkfield CIC as they start on their journey to manage this challenging and wonderful community asset.

LocalMotion Torbay

LocalMotion's goal is to inspire new ways of tackling the common social, economic and environmental issues that communities face so they can thrive and flourish.

It is a movement that brings together people, organisations and institutions so that six communities in England and Wales can benefit from joined up thinking, pooled resources and long-term collaboration and planning with the UK funding community.

Torbay Communities has been an active member of the core group of this programme in Torbay, which is made up of a unique combination of senior public sector leaders and VCSE representatives to focus on systemic change. Only together, taking a long-term view, can we make this change.

The Torbay programme received an unrestricted £500K in its first three years to March 2024. This was to engage more widely and start to address root causes of problems by engaging, co-designing and stimulating new approaches. Torbay Communities holds the funds on behalf of the Torbay LocalMotion Partnership.

The overarching theme of 'connected Torbay' aligns with wider aspirations for Torbay and will enable Torbay to learn how to work differently together across sectors and communities to address deep rooted causes of inequality.

## Our vision

We want to create a connected Torbay, enabling residents and professionals to work together as equals to solve deep-rooted systemic issues in a way that develops voice, capability and agency for all involved.

## Our top three aspirations in Torbay

- Learn how to collaborate differently within communities (professionals and residents)
- Develop the capability and voice of people and organisations through collaboration and participation; enabling everyone to step into their potential
- Make sustainable changes to the ecosystem to tackle deep rooted systemic issues within it

## How are we doing this?

- We are developing different relationships between people living in Torbay and/or working in public services and different sectors, based on trust, respect and cooperation, recognising we are all part of the community
- We have embraced an open way of working, not restricted by services or agenda, enabling communities to lead the way. We are seeing the direction of the work emerging and are facilitating its journey
- We are offering time, space, resources and relevant expertise that supports deep listening, co-creation and action
- We are testing ideas and action, reviewing what happens and adapting our next steps as a result
- We are learning about this as we go. We recognise when traditional habits creep in and continue to reflect, learn and challenge ourselves to try new things

## What we're working on

We have identified three big systemic themes to work on so that we can test new approaches to solving deep rooted problems as a connected place:

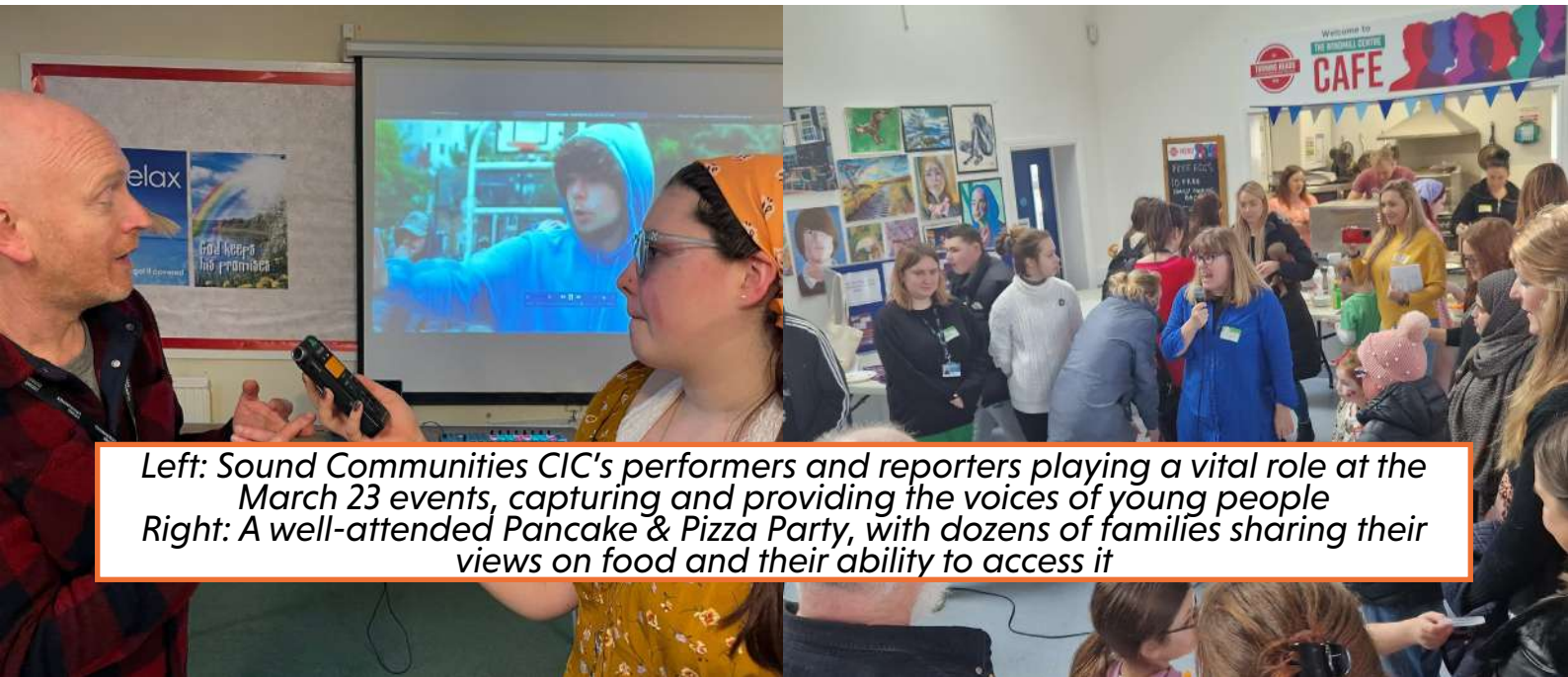
1. Strengthen families and reducing the need for crisis support
2. Address the root causes of food insecurity
3. Increase the financial wellbeing of people, households, organisations and Torbay as a whole

The Torbay programme is coordinated by a Systemic Change Partner role hosted in Torbay Communities. LocalMotion Torbay has a core group with oversight and connection to the national LocalMotion programme as well as members own networks to share the work and learning. There are also three sub-groups actively working in the theme areas.

The next stage is for the three theme areas to come together as one, providing more opportunity for connection and collaboration.The core group will move to a stewardship role, enabling more people to be part of decision making processes of what happens next and how resources will be used. A process is being planned to enable more people to get involved with this work.

**Key meetings and events:**

- December 2022 – January 2023 – a series of workshops with the Imagine This Partnership and others to co-design an action change process for Strengthening Families
- February 2023 – Pizza and Pancake Party at the Windmill Centre, Torquay
- March 2023 – Visit to Torbay by the five other LocalMotion places (Enfield, Oldham, Lincoln, Middlesbrough and Carmarthen) and our funders.
- March 2023 – Action Change Event for Strengthening Families at Central Church, Torquay. This brought many young people into this work and enabled them to take the lead in shaping its direction.
- March 2023 – Food Change Event at the Carlton Hotel, Torquay. Bringing together people from different communities and sectors to think creatively about how things could be different. This led to thinking of how we could develop the whole food system in Torbay and preparation to apply to be a Sustainable Food Place
- June and November 2022 – national LocalMotion Learning Summits in Birmingham and Lincoln
- June– national LocalMotion Learning Summit in Carmarthen




*Left: Sound Communities CIC's performers and reporters playing a vital role at the March 23 events, capturing and providing the voices of young people*
*Right: A well-attended Pancake & Pizza Party, with dozens of families sharing their views on food and their ability to access it*

Torbay Community Helpline
One call - that's all
01803 446022

- Calls in 2022/23 - **26,951**
- Food Parcel referrals processed – **4,572**, average of **87** per week, equating to more than **100,000** meals

Looking back on another year of development and growth for the Torbay Community Helpline, it's hard to believe some of the data seen here in black and white. The Helpline is always a hub of activity, be that with incoming calls from the community, referrals from other professionals, or the support we provide to Adult Social Care and Torbay Hospital; so we can be forgiven for sometimes not realising the extent of our work!

Numbers never really tell the full story. They don't tell us of the endless hours donated by local people to support their communities, they don't tell us of the impact a few minutes of conversation has for someone who has no one, and they don't tell us the number of people who have improved their circumstances because they have engaged in appropriate support.

As we further develop the Helpline, we intend to keep doing what we are good at. Speaking to people with kindness, treating them with empathy, and linking them to support with confidence. We ask that our communities do the same. Everyone has a history, many face challenges in the present as a result of the past. Let's support them with kindness, without judgement and empower all!

Since May 2021 the Torbay Community Helpline has been working collaboratively with Adult Social Care to be the 'Front Door' for new callers. We aim to identify and link in to support in the community and voluntary sector that meets the needs of individuals, without needing to use Statutory Services.

After a period spent with Adult Social Care staff, observing their Customer Service Team, it was evident that many of the calls they received could access appropriate support from the excellent range of local community and voluntary services. So far, we have **received more than 1,650 referrals into the project**, from people contacting Adult Social Care. **83% of these have had their needs met entirely by the community and voluntary sector**. **42% of referrals have required Advice, Information and Guidance, as opposed to a statutory care service**. Our partners locally include What's Your Problem, Age UK Torbay, Homemaker South West and I Can Do That, who have provided support in areas such as finance, money and debt, welfare benefits and housing.

This work is hugely important in helping to ensure that in demand statutory services are working with the people who need it most, and it enables us to offer alternatives to our communities who consistently tell us that they want to remain independent and in their own home.

*The Vaccination Centre Volunteers, taking part in the Music on the Meadows celebration at Torre Abbey, during the 2022 Jubilee*

A large number of these referrals make their way to our network of Community Builders, who continue the strengths based conversations to support local people to access their community and develop and maintain new connections. The overall aim being to connect local people together, forge new support networks and tackle social isolation.

In addition, we also regularly collaborate with Adult Social Care, to enable wrap around care from both elements, to produce timely outcomes. Working in this way enables positive outcomes for individuals and their families, but also system efficiencies at a time when resource is more challenging than ever.

*Aileen, a Befriender Volunteer, meeting with John in person or a listening ear over the phone, ready for a chat*

***"I have seen the helpline grow from the very beginning. It has always been a professional and well supported service.***

***"Over the years, it has been a lifeline to many people. Things that may seem a small thing for some can make a huge difference to someone's health and wellbeing. Even just a friendly voice on the end of the line can make a big difference to a person's day.***

***"We now see more complex cases come through and the wealth of knowledge we have between us can help and support people through these difficult times. Let's carry on making Torbay a happy community to be part of."***

Helpline Call Handler

**Referrals made**

| 2022/23 | Finance | Housing | Mental Health | Info & Advice | Wellbeing | Community Builders |
|---|---|---|---|---|---|---|
| **Q1** | 162 | 60 | 76 | 13 | 89 | 142 |
| **Q2** | 176 | 75 | 107 | 47 | 172 | 168 |
| **Q3** | 130 | 59 | 98 | 15 | 117 | 150 |
| **Q4** | 158 | 60 | 147 | 20 | 142 | 222 |
| **TOTAL** | **626** | **254** | **428** | **95** | **520** | **682** |

# Healthy Ageing

- **Healthy Ageing Programme: Live Longer Better pilot:**
  - Live Longer Better Torbay is working across communities to transform our awareness of the benefits of staying active. The programme addresses physical, mental and emotional fitness and encourages people to be active in their community.
  - Facilitated training with community groups and professionals.
  - Live Longer Better champions.
  - Community infrastructure to support people on to an active pathway.
  - Programme investment £60,000 for 2022/23.
  - Professional training completed with Community Builder team, Wellbeing Coordinators, Link Workers, Social Prescribers, Healthy Life Styles team, and ongoing with Active Devon providers, carers, domiciliary care teams and care homes as well as NHS staff who work at Torbay hospital.
  - Seasonal sessions were completed in Torquay, Paignton and Brixham for participants.

- **Ageing Well Festival 2022:** more than 2,000 visitors to the Riviera Centre, a range of showcase events and performances, including Tributes to Her Majesty The Queen, Elizabeth II.
- **Torbay Assembly** showcase events in Paignton providing opportunities for older people – presentation by a range of providers and updates on local plans affecting people's independent living.
- Ongoing work with four care homes providing training, gardening and nature activities.
- Contributions to the Health and Wellbeing Board strategy, Torbay on the Move strategy and Live Longer Better community of practice.

***'After completing the Living Longer Better course delivered by Jess Slade, I felt very motivated to move forward positively and firstly start looking after my own health and wellbeing a bit more. The course made me realise the importance of looking after myself both physically and mentally.'***

***'By the end of the course, I felt a lot more positive and optimistic about my future and a lot less fearful about ageing. I have also made some good social connections and I am now feeling a lot less lonely. I have kept in touch with a number of people I met whilst doing the course who are becoming new friends.'***

***'...her commitment to empowering and motivating others to become the best versions of ourselves we can possible be and her support of us all on our journeys to improving our health and wellbeing. She has a brilliant personality, and she is very good at networking and bringing communities together and this is reflected in the amazing weekly guest speakers she procures for each session from Nutritionists, Physiotherapists to Community Builders to volunteer NHS Slips and Trips Advisors.'***

Andrea

| **Live Longer Better Data** |
|---|
| Number of licenses = **249** |
| Steering Group and Action Group =**16** representative organisations |
| Network: **48** organisations with wider Helpline referral network of over **400** organisations |
| Care Home group activities = **10** |
| Volunteers = **20** |

| **Training and Activity Sessions** |
|---|
| Training sessions for participants = **69** |
| Attendees = **118** |
| Training sessions for professionals = **22** |
| Attendees = **84** |
| Taster Activity Sessions = **84** |
| LLB Attendees = **196** |
| Total sessions = **175**, participants = **398** |

# Torbay Asylum Seekers & Refugees

We worked with 241 asylum seeker residents living in Torbay, asylum seekers from more than 50 nations, speaking more than 100 languages.

In October and November 2022, two Torbay hotels were opened to house asylum seekers and children of asylum seekers.

Over the six months October 22 to March 2023, we worked with 241 asylum seeker residents living in Torbay, including single men, single women, families and children.

In that time, we have built a robust team of community volunteers and community partners, delivering a hybrid of support, including volunteer placements, health and wellbeing activities, English language classes, homework clubs, social events, sports, green space and community projects and employability skills.

We've managed a vast donations drive through our established networks, collecting and distributing thousands of items of clothes, shoes and everyday essentials, including a large number of mobile phones and laptops, enabling our Asylum Seekers the opportunity to stay connected and access online support and guidance, that has enabled them to take the action they need in their hotel accommodation, rather than having to access community resources, which are already overstretched.

It's been a challenging journey; we've worked with people seeking asylum from more than 50 nations, speaking more than 100 languages; all have experienced recent trauma; most have fled their homes due to persecution because of their sexuality, faith or family connections, many are fleeing destitution, war and genocide, and an overriding fear for their life. The majority have left loved ones, feel completely isolated, and are struggling with bereavement and poor mental health. The asylum system is broken, with very little information given to those seeking asylum, with ever-changing complex rules and regulations that are difficult to access, especially for those without access to phones and laptops.

*Asylum Seekers took part in a friendly 5-aside football match against the Devon and Cornwall Police, at Torbay Leisure Centre*

When the Asylum Hotels first opened, Torbay had no infrastructure to support asylum seekers. This has meant we have had to seek advice and support nationally, making strong connections with a wide variety of organisations, themselves overstretched, have been able to assist us with support from afar and have delivered online training to a number of our volunteers on specific areas to enable us to be upskilled in the Home Office asylum system processes, giving more depth to our knowledge and understanding.

We also had to very quickly install and maintain systems surrounding the asylum seekers, making connections in the community, creating substantial networks, developing accessible information for the asylum seekers, and creating contingency plans for possible eventualities based on our own learning and communication with our national networks.

We've learnt a lot in the first six months of our project; due to political strains surrounding the subject of refugees and asylum seekers, we often found difficulties in accessing services in the local area. For some, political standpoints hindered their willingness to engage; for most, it was a fear of isolating and alienating their already established communities. This mostly remains true; however, we have seen a significant shift from many who are now more comfortable engaging with the asylum seeker residents and extending their community support to those groups. We have worked with some great community partners, who have gone over and above to support our asylum seeker residents and we would like to extend our thanks to those Torbay partners.

## Ukrainian Refugees

More than **60** host families offered their homes to Ukrainian Refugees, with **173** Ukrainians accepting this offer and **116** were supported during drop-in sessions at the Torbay Community Cafe & Help Hub.

The Homes for Ukraine Scheme was launched on 14 March 2022 by the Government following the devastating invasion of Ukraine by Russia.

The scheme is open to Ukrainian nationals who lived in Ukraine before 1 January 2022 and their immediate family members. The scheme seeks 'host' families in the UK to accommodate Ukrainian families for a small fee.

**More than 60 host families came forward in Torbay** and in 2022-23, **173 Ukrainians arrived to take up this offer.** There were also other Ukrainians who arrived in the Bay through personal contacts outside the official scheme.

Torbay Communities were one of a number of organisations that came forward to support these new residents. The Torbay Community Cafe & Help Hub on Temperance Street became a drop in once a week for all new arrivals who were supported to complete paperwork and advised of the support across the Bay – **116 Ukrainians were supported in this way**.

For the last year, Torbay Communities has convened and chaired the Ukrainian Stakeholder Group, bringing together the voluntary and statutory groups that are working to support our Ukrainians. We have also administered a £10,000 grant fund provided by Torbay Council. Funds have been spent on events, transport, English language classes, and, more recently, counselling by a qualified Ukrainian psychologist.

# POSITIVE PEOPLE

The Positive People programme finished delivery on 31st March 2023. It was initially a three year programme working with people furthest from employment but with extensions, it became six years. Over the last three years of the project, peer development and support was the fundamental driving force, **leading to the building of a solid, skilled, mutually supportive team of 11 fabulous peers**.

As the final year of the Positive People Programme unfolded, the focus was to provide as many opportunities as possible for Peers to co-produce and deliver - activities, events, learning packages and courses.

During the year, **four Peers were recruited into part time roles** spreading across Plymouth and Torbay, with Torbay focusing on the delivery of online and in-person learning packages and peer led activities.

SERIO from Plymouth University carried out an independent study of the programme – which can be viewed on the Torbay Communities' website: [www.torbaycommunities.com/positive-people/](www.torbaycommunities.com/positive-people/)

- Team of **11** Peers
- **13** Courses Delivered by Peers (4 – 5 week courses)
- **46+** Coaching sessions
- **104+** Hours of Peer Coaching
- Monthly Peer Support Meetings
- Hours of Contact - **2,028**
- Delivered to **146** people
- **1,518** Peer-Led Delivery Hours to **106** attendees
- **105** Peer Led Activities/Workshops
- **122** One-to-One Support
- **5** Loan It Laptops – Peer Delivering IT Support to Enable Course Attendance
- **100+** hours for Mental Health Co Production
- Podcasts & Videos of Peers Experiences of the Programme (available on Torbay Communities' website: [www.torbaycommunities.com/positive-people/](www.torbaycommunities.com/positive-people/))

***"My journey with the Positive People programme started with me being housebound and isolated. It ended with my paid role which gave me the confidence to follow new opportunities and create a more positive future. In fact, Positive People saved my life and showed me that despite my physical and mental health conditions, I can still achieve so much, including being able to work again. Now I have the confidence and skills to change someone else's life too."***

Positive People Peer

In 2022/23, SENDIASS received 485 requests for support from families and young people in Torbay.

SENDIASS Torbay is the Special Education Needs and/or Disabilities Information, Advice and Support Service for Torbay. It is a free, confidential and impartial information and advice service, set up to support parents and carers of children aged 0-25 with special education needs (SEN), as well as children and young people themselves.

The aim of the service is to empower, enable and encourage parents to take an informed and active part in their child's education and young people to be involved in decisions about their own education and futures.

This is achieved by working in partnership with parents, children and young people. Working across education, health and social care, SENDIASS Torbay supports parents and carers in various ways, including phone or email contact and face-to-face meetings. Access to free, accurate, impartial information and support is intended to promote effective partnership working and facilitate the active involvement of parents and young people in decisions about special educational provision.

Our SENDIASS team provide an all year-round flexible service, which is open during normal office hours and includes a direct helpline with 24-hour answer machine, call back and a signposting service. All staff carrying out casework have achieved levels 1, 2 and 3 of the legal training in line with Minimum Standards. All staff have undertaken GDPR and updated Information Governance Training. SENDIASS Torbay is made up of three staff, a manager/high level caseworker, a full time case worker and a part time administrative support.

This contract will go out to procurement in 2023, where we hope the service will find a new home after being held by Torbay Communities for the past eight years.

*Image by Freepik: www.freepik.com*

**Torbay Advice & Mediation Service**

for children at risk of missing education

In 2022/23 we supported 49 young people, with 90% returning to education.

Torbay Advice and Mediation Service acts as a mediator between parents and schools, where communication between the two would benefit from support. This helps children stay in the classroom and improve their outcomes.
It is vital that children move back into school as quickly as possible to prevent their education being disrupted. The Advice and Mediation Service aims to achieve this by providing impartial advice to both parents and schools.

The mediators role is to:

- Acts as an impartial facilitator to help those involved find their own resolution to the situation
- Provides a confidential and independent service
- Will not advise, judge or decide for you
- Is skilled in negotiation, communication and conflict resolution
- Is an expert in helping people find better ways of handling differences and disagreements

The service provides term time support from a member of our team, either face to face or over the phone.

We work with parents and young people of primary and secondary age that attend schools in Torbay, taking referrals from parents, schools and Local Authority staff.

This contract is funded to September 2023, and will sadly not be extended by the funder.

*Image by Freepik: www.freepik.com*

# Community Funding & Capacity Building

The service has continued to deliver very effectively on its main priority areas:

- Increasing the flow of funding to Voluntary, Community and Social Enterprise (VCSE) sector
- Providing a range of information and advice to VCSE organisations
- Administering grant schemes on behalf of Torbay Council

## Funding

- We undertook **110** Funding Searches for groups (21/22: **92**)
- Provided support for: **162** Funding Bids (21/22: **186**)
- Value of successful bids: **£1,499 million** (21/22: **£1,29 million)**
- Capacity Building ( minimum of one hour of support provided) **63** (21/22: **42**)

## Information & Advice

We continue to provide a range of support to existing VCSE groups or individuals looking to set up a group of some sort and bespoke advice about fundraising for voluntary organisations and community groups. We produce a regular Funding Bulletin with the latest funding opportunities from grant makers such as the National Lottery and charitable trusts and foundations.

## Administering Grant Funds

### Torbay Community Grant

We continue to administer the Community Grants scheme on behalf of Torbay Council, with funding from Public Health, aimed at smaller voluntary and community groups providing a range of activities and support in the Bay. **116 grant awards were made by the panel, totalling £51,580**.

### NHS Devon Cost of Living Community Fund VCSE Grant scheme

In collaboration with Devon Voluntary Action across Devon, we managed the NHS Devon Cost of Living Fund in Torbay towards helping voluntary, community and social enterprise (VCSE) partners run projects tackling cost-of-living pressures with financial advice, energy saving, providing warm spaces and hot meals. **11 grant awards were made, totalling £45,263**.

## Robin Causley retires

In March, Robin Causley, the Community Funding Advisor, retired after 30 years in the voluntary sector.

Robin said, ***"It has been a real privilege working for and with so many brilliant VCSE groups of all shapes and sizes and being able to help their staff, volunteers or trustees, in one way or another, across a range of causes: mental and physical health, children and young people, older people, disabilities, environment and conservation, heritage and culture, neighbourhood and community development, sport, animal welfare, etcetera. I have nothing but admiration for the huge contribution our local VCSE sector makes in Torbay often 'below the radar' and too often not given the credit and recognition it deserves."***

Robin's replacement, Steven Chown, previously the Programme Manager for the Children's Fund in Torbay, started the role in April. ***"I have a real passion for supporting community groups and voluntary organisations who do so much to help people in their communities. Robin did such a fantastic job over the years; his are big boots to fill."***

*Top: Robin had been a part of Torbay Communities since the very beginning*
*Middle: Robin was always on hand to advise a wide array of groups and organisations around Torbay*
*Bottom: Robin's well-wishers at his community retirement party, March 2023*

## Torbay Community Development Trust Ltd. - Statement of Financial Activities

Year ended 31 March 2023

| | 2023 Unrestricted funds | 2023 Restricted funds | 2023 Total funds | 2022 Total funds |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| **Total Income** | 394,491 | 1,367,151 | **1,761,642** | 2,908,632 |
| **Total Expenditure** | 277,323 | 1,998,311 | **2,275,634** | 2,462,812 |
| **Net (expenditure)/income and net movement in funds** | 117,168 | (631,160) | **(513,992)** | 445,820 |
| **Other Recognised Gains** | 149,000 | | | 26,000 |
| **Reconciliation of funds** | 58,507 | 1,235,355 | **1,293,862** | 822,042 |
| Total funds brought forward | | | | |
| **Total funds carried forward** | 324,675 | 604,195 | **928,870** | 1,293,862 |

The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

## Torbay Community Development Trust Ltd. - Statement of Financial Position

Year ended 31 March 2023

| | 2023 | | 2022 |
|---|---|---|---|
| | £ | £ | £ |
| **Fixed assets** | | | |
| Tangible fixed assets | | **26,964** | **32,431** |
| **Current assets** | | | |
| Debtors | 49,046 | | 304,208 |
| Cash at bank and in hand | 980,593 | | 1,268,339 |
| | **1,029,639** | | **1,572,547** |
| **Creditors: amounts falling due within one year** | **95,733** | | **136,770** |
| **Net current assets** | | **933,906** | **1,435,777** |
| **Total assets less current liabilities** | | **960,870** | **1,468,208** |
| **Provisions** | | | |
| Pensions and similar obligations | | **(32,000)** | **(154,000)** |
| **Net assets** | | **928,870** | **1,314,208** |
| **Funds of the charity** | | | |
| Restricted funds | | 604,195 | 1,235,355 |
| Unrestricted funds | | 324,675 | 58,507 |
| **Total charity funds** | | **928,870** | **1,293,862** |

# Financial Review

The total income for the year has decreased from £2,908,632 to £1,761,642 due to Lottery Funding for the Ageing Well Project coming to an end. The deficit for the year is £364,992, this is due to income for projects being run in 2022/23 being received in the previous year. As at the 31 March 2023 the total funds of the Charity were £928,870 (2022: £1,293,862) of which £324,675 (2022: £58,507) was attributable to unrestricted funds and £604,195 (2022: £1,235,355) was attributable to restricted funds.

**Reserves Policy**

The tangible fixed assets of the Charity comprise:

- Fixtures, fittings and computer equipment at 4-8 Temperance Street Torquay, TQ2 5PU
- Vehicles comprising three Community Transport buses
- The Trustees consider that these assets are necessary for the current activities of the Charity and are to be retained or replaced as required. Provision is currently made for depreciation on:
    - Property improvements Straight Line over 10 years
    - Fixtures and Fittings 20 reducing balance per annum
    - Computer Equipment Straight line over four years
    - Vehicles Straight line over the estimated useful life of the vehicle

The Trustees have reviewed the reserves of the Charity and consider the current level of reserves necessary to fund the continuation of the Charity taking into account the following requirements:

The charity needs to maintain a general reserve (Unrestricted General Fund) to enable services to continue uninterrupted for approximately three months, together with a provision for redundancy costs (calculated to be £103,437 as at 31st March 2023) and other expenses if the charity ceases to operate.

**Risk Review**

The Trustees have reviewed the major risks to which the Charity is exposed on a regular basis and systems are in place to mitigate these risks.

torbay COMMUNITY development trust

*Bringing people together*

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Torbay Communities
is a registered charity
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