



Torbay Community Development Trust

2016-17
ANNUAL
REPORT



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“The range of TCDT’s work and its impact is impressive and significant for Torbay, its communities and people.”



Martin Oxley

Chair of Trustees

Torbay Community Development Trust (TCDT) exists to make Torbay a place where everyone feels included by working to empower people, groups and organisations, focussing on building on strengths and skills using approaches like asset based community development and enabling skill sharing across communities, groups and organisations with a particular focus on voluntary, community and social enterprises (VCSE).

Throughout 2016/17, there has been considerable progress in the delivery of this fundamental aim. Some of the many achievements are highlighted here, but there are many more that the length of this report does not give space to include.

Increasing community capacity at a neighbourhood level (funded through Ageing Well Torbay)

- The number of Community Builders across Torbay expanded covering all neighbourhoods in Torbay to facilitate more community connectivity and action, stimulating the formation of over 160 citizen led actions since April 2015
- We further developed our 12 Neighbourhood Timebanks, now with 237 members and 1,581 hours exchanged to date.
- The capacity of the sector to adopt Asset Based Community Development (ABCD) approaches continued to be developed and training was implemented for the Statutory Sector.

Increasing capacity of the voluntary and community sector to deliver their services

- We set up (in 9 months, a national record) and run a nationally accredited Volunteer Centre to increase the scope, quantity, quality and diversity of volunteering.

- The Torbay Volunteering Forum ran quarterly, with increasing attendances and very positive feedback, delivered in a strengths based way, drawing on the skills and experience of those working with volunteers.
- One-to-one and group support has been provided to organisations via training, workshops and 'consultancy' support
- We launched the Trustees' Network, with monthly meetings to share and learn together to improve governance in the sector.
- We held a VCSE sector conference in partnership with our AGM last year, offering workshops, information sharing and networking opportunities for our membership
- We supported the Communities Can programme, supporting over 100 local small groups to improve their capacity and capability.

Groups in the Bay work more effectively together to maximise the impact of their work

- Through training and workshops we supported development of impact measurement skills and developed a toolkit
- We have convened a partnership of local groups and organisations working with children and young people to collaborate to improve outcomes.
- We have commissioned local groups and organisations to collaborate and deliver new approaches to support people over 50 through the Ageing Well programme, including a social prescribing service, support to carers and a range of smaller innovations

More sector partnership work with, and influence on statutory organisations, and businesses

- We worked with others to mitigate the risks brought about by public sector spending cuts
- We delivered a new service to reduce isolation and demand for statutory services (through the Ageing Well programme)
- We gave support to Torbay Community Partnership and its member network
- We supported local community groups in their applications for transfer of Council assets
- We supported community associations running local authority owned Community Centres

Increasing the flow of funding to the sector through an increase in grant applications and the establishment of social enterprises and other innovative approaches

- We provided information, training and advice on new types of funding opportunities
- We supported organisations in their funding applications
- We continue actively to explore asset based income generation possibilities, including transfer of public sector assets

Ageing Well Torbay

2016/17 was the second full year of the Ageing Well Torbay Programme, the 6 year Big Lottery funded programme. This is a contract managing a host of projects testing out ways to reduce isolation and loneliness in older people, aged over 50 and resident in Torbay. To date the Programme has engaged with almost 2000 older people and increased their involvement in the design and review of services. Additionally TCDT is the new local delivery partner for the Design Council's "Transform Ageing Programme", co-designing new solutions for people as they age.

The contract to deliver **SENDIASS** (Special Educational Needs and/or Disabilities Information, Advice and Support Service) across Torbay is held by TCDT. In 2016/17 this important service has seen volumes of demand increase with 319 families supported.

We have developed good working relationships with the NHS and Torbay Council to support the new care model, which includes funding and delivering a new support brokerage service to enable a more person centred approach. The Integrated Care Organisation are currently working up a year two proposal which means our efforts have stimulated the system to make positive changes.

Since early 2017 there has been a focus on strengthening governance in the VCSE sector in Torbay. The Trustees' Network is a monthly opportunity for new and existing trustees to share experiences and receive support, with further workshops, training and consultancy support to follow.

In the middle of March 2017 TCDT learned that there would be no commercial provision for the no. 60 Paignton/Torquay bus service and was able to launch Ourbus (a community transport scheme) on 1st April 2017. This collaboration between TCDT, volunteers, and Torbay Council safeguarded a bus route vital for vulnerable and elderly people. Further community transport initiatives are being explored as other vital bus services close.

All of this work has been overseen by the TCDT Trustees throughout 2016/17. Amidst all the activity, growth and energy of the year, Trustees have continued to be mindful of future challenges to funding for TCDT's core activity.

The range of TCDT's work and its impact is impressive and significant for Torbay, its communities and people. TCDT has also made a significant contribution to Torbay's economy creating in excess of 60 new jobs on top of all its development work to sustain and grow activity in Torbay's VCSE.

We take this opportunity to thank all of our funders for their continued support in the delivery of these activities.

I thank all of the staff, volunteers and Trustees for their commitment and hard work over the last year.

Martin Oxley

Chair of Trustees

Enabling thriving neighbourhoods

We have what we need, when we share what we have.....

From April 2015 the TCDT has had a team of Community Builders working throughout the 30 neighbourhoods of Torbay. Funded through the Ageing Well Programme the Builders are working with just under 1,000 isolated older people reconnecting them to the people and places around them. To do this we rely on the local knowledge, enthusiasm, energy and good will of over 1,000 other residents who we call our connectors. They are the 'go to' people in the area – the people who naturally know what is going on in their community, they are often running activities themselves, they talk to everyone, they link people up and they celebrate what their community has to give. We call these people connectors because that is what they do naturally and without hesitation. If you need a plumber – they will know where to get one, if you're going away they'll feed the cat, if you need to get to hospital they'll probably take you there. They are alive and kicking in all our communities. The Community Builder's job is to find them, link them up, and watch the community grow. We create the environment for a neighbourhood to grow – but it is the residents that 'grow it'. Why do we bother? Because everyone has something to give and giving makes us happy - it gives us value and purpose. There is never a happier moment than when a community comes together to improve its lot. As a community gets stronger it gets better at caring for its most vulnerable members. That is what our Community Builders are testing – if we make our communities

stronger will they be able to look after the older more isolated in their midst - or any other vulnerable person? Our first 2 years of Community Building has made us think yes they will!

Since 2015 we have enabled the communities of Torbay to initiate 158 'citizen-led actions' to date. Everything from setting up craft groups, to campaigns to save bus services, to the creation of a men's wood working group, a walkers group for those who cannot walk too fast, a peer support group for those with mental health issues that need to know they can talk to someone who will understand. The list goes on. Small things that mean the world of difference to those involved. As these activities grow our Community Builders link isolated older people into them – some are run by people who were previously isolated. Friendships are made and confidence grows. In time a person who had no-one to turn to has (in the words of one of our ladies) 'a telephone book of numbers'. Lives change.

Those who needed help
now provide help – because
**we have what we
need when we share
what we have.**

We share with you now just 3 examples of how community building works in Torbay



OurBus

from a field to a functioning bus service

The number 60/61 bus was at risk. Highly dependent on Council subsidies the commercial provider made it known that the service could be axed. The route winds from Paignton Bus Station into the top of Preston, Livermead, the St Luke's area of Torquay and into Torquay Town Centre. There are in the region of 20 hills on its route. For many of the elderly residents in these areas the bus is the only way down – and particularly up – those hills. The thought of the bus going was terrifying. One of our Community Builders suggested to an influential Councillor involved that he might want to drop by one of her coffee mornings at Occombe Farm to get a sense of the impact a loss of the bus would have. Word got out and when the Councillor arrived over 100 residents were waiting for him – the coffee morning was held in a field as they couldn't all fit in the café!

This was the start of a partnership between the Community, the TCDT and Torbay Council to protect the service. The Council found some additional funding for the commercial operator in the short term, and the TCDT started work on the long term plan in case the commercial options proved unviable. And so it was that the TCDT took over the service in 1st April 2017 with the OurBus number 60. It is a two hourly service Monday to Saturday currently carrying 5,000 passengers a month. But more than this it is a mobile community centre – with people chatting and laughing together as the bus goes up and down the hills. For many it is the only social interaction they may have that day. “It’s amazing what a conversation in a field can lead to”, says Eileen – a regular bus user. “We weren’t going to let our bus go – and the TCDT came up with a solution”.





Crafty Fox Café & Hub

a crafty idea for Foxhole

This year we saw the result of a long standing conversation to create a meeting place on one of our Estates in Paignton. The Foxhole Estate has over 600 households – but no informal meeting place for the residents. There is a school on the site, a playground and a rank of shops, a church and a community centre – but the latter has to be booked for activities. The pub has been converted into a supermarket. While knocking on doors our Community Builder found 3 older women who felt passionate about creating a community café. With the Builder's support, together, they ran a series of pop up cafés on the green in front of the shops to see if residents had an appetite for a café. The idea was popular and other people offered to help create it. Sanctuary Housing - the local social housing provider - had a seldom used office space on the rank of shops and through the Community Builder the residents were able to negotiate for a lease of the space, signed on their behalf by the Torbay Community Development Trust. A successful bid was submitted to the People's Health Trust to convert the office into a café and hub, and provide a paid part time manager. A core group of 8 volunteers converted the space buying up second hand and upcycled furniture and the Crafty Fox Café and Hub opened its doors in October 2016. Run by local volunteers, with support from the TCDT, the café serves reasonably priced teas, coffees and cakes, but more importantly is a source of information and advice and a welcoming place for young and old to meet and relax together. Financial advice is available, and a job club at the café has enabled many local residents to get back into employment.

Torbay Community Partnerships

going strong

Torbay's long-standing network of resident groups around the Bay continue to get their voices heard. Set up in 2004 the network has out lived many Council administrations, MPs, chief constables and hospital leaders. The Partnerships seek to improve the quality of life for residents in the Bay, by lobbying and also bringing about changes themselves. The most high profile project they have delivered is the Paignton Geoplay Park on Paignton Green. Responsible for the building of the Park, the Paignton Town Community Partnership has taken over much of its maintenance over the last 2 years, and, with the help of the TCDT, has set up a sink fund to replace equipment when needed by sub-leasing part of the Park to a refreshment concession. A grant has also been secured from Children in Need to add an ability swing to the Park for wheelchair users. Other groups continue to keep a watching brief on the plans for their area and the inevitable service cuts – mitigating against the risks for their local residents. The future of the Parkfield youth facility and Oldway Mansion are current concerns.

There are 16 Partnerships across the Bay covering every neighbourhood and anyone who works or lives in the area can join as a member – and it's free!



“Life couldn’t get any better for me, and I continually thank my Community Builder for being there in my dark days - You have helped me so much that I want to spread the word of what you do”.

Audrey, St Marychurch

“In less than a year the TCDT and ‘We love Melville Hill Community Group’, and in particular my Community Builder and his connector, have turned my life around. I am now feeling very much part of my community and dread to think had I not have made contact with them where would I be today?”

John, Torquay Town Centre

Community Builders...

- Are working with

946 isolated older people

- Have established a network of

1,284 connectors

who are supporting our work

- Have

253 members

on our Timebanks who have exchanged

2,862 hours

between them

- Have supported

158 new citizen-led actions/activities

across the Bay

- Are working with over

160 small groups/associations

Building capacity and capability

within voluntary, community and social enterprise sector
in Torbay (VCSE)

The support we provide to VCSE organisations and groups in Torbay- encompasses funding advice, help with recruiting and managing volunteers (through our Volunteer Centre) and general business support. We also support building capability within our member groups through training, workshops, networking opportunities and one-to-one support.



Volunteer Centre Torbay

Since 2014 we have built on the great work of our previous Volunteer Bureau to become a nationally accredited Volunteer Centre (achieved in 2016). We continue to build on the great work that enabled us to become accredited, still offering our brokerage (matching) service, but also offering wider support around volunteer management and recruitment, developing roles and promoting volunteering opportunities. We also offer advice and support around good practice and issues such as volunteering and state benefits and legal issues around volunteering. This support is offered through the Volunteering Forums, training and workshops and ad-hoc one-to-one support.

Through our volunteer matching service we help voluntary, community and social enterprise (VCSE) organisations in Torbay to find suitable volunteers. We also help individuals to find voluntary roles that suit their requirements.

“Mark was extremely helpful and made my anxiety almost disappear. Very friendly and chatty. Have a lot to look through and excited to get started”

Feedback from brokerage appointment.

Since 2014, Volunteer Centre Torbay has:

- Delivered

444 one-to-one appointments

for individuals who are interested in volunteering within Torbay.

- Advertised approximately

175 volunteering opportunities

on behalf of VCSE organisations within the Bay at any one time.

- Processed

1306 applications

made for volunteering roles within Torbay.

- Held

2 Volunteer Recruitment Fairs,

with over 50 organisations represented.

Torbay Volunteering Forum

The Torbay Volunteering Forum was started in 2015-16, with

6 events

held up to March 2017. There have been

242 attendees

from a range of organisations, and the average satisfaction rating from attendees was

4.5/5

A range of topics were covered, with the majority suggested by the membership of the forum, across the workshops and panel discussions held. The Torbay Volunteering Forum continues to run quarterly.

“Thank you – really useful, feel much better equipped to sign off new volunteer policy and agreement with my charity”

Feedback from Volunteering Forum attendee.

“These sessions are good for me to see how others are supporting volunteers. Reminds me of what I should and should not be doing”.

Feedback from Volunteering Forum attendee.



One of the aspects of the Volunteering Forum that has developed very well is the input from our membership. We strongly believe that the skills, knowledge and experience we all need are already there within the VCSE sector of Torbay, and we just need to harness and disseminate it. Over time, as well as suggesting the majority of the topics covered, people from our member groups have increasingly delivered more of the workshops and sat on and led more of the panel discussions. We also believe this is an opportunity for those people to develop and enhance skills around coaching, leadership and public speaking (among others), while at the same time helping to upskill and develop other organisations and groups.

“I have been involved with the Torbay Volunteering Forums in many ways, as a leader of sessions, through sitting on panel discussions and attending as many as has been possible. I find the Volunteering Forums a huge support to me in my role as Volunteers’ Manager as they are a great opportunity to get together with colleagues in the same / similar roles, learning from others and sharing own experiences and knowledge through both the planned sessions and the networking that takes place at each and every one. I feel that my involvement has also personally empowered me to continue to develop my role within my work place”.

Neil Thomas-Childs, Paignton Zoo & Living Coasts.

Other Training and Support

*“Really good training,
(I) learned so much.”*

Feedback from Promoting Your Volunteer Roles workshop.

Since 2015 we have run

9 workshops

covering Introduction to Volunteer Management, Developing New Volunteer Roles and Promoting Your Volunteer Roles, which have been consistently well received and attended by

70 people.

In November 2016 we held a training course on Volunteers and the Law, facilitated by Mark Restall (author of *Volunteers and the Law*), this training was attended by over

30 people.

STEPS Forward

STEPS Forward was previously known as Ethical Volunteering and Employment (EVE). During 2016/17 changes were made to the project, including the name. STEPS Forward is a supported volunteering project offering holistic help and support to people experiencing barriers to volunteering or employment, but currently with a particular focus on those in recovery from addiction to drugs or alcohol. Support is not just focussed on getting people into volunteering, but also on the individual's wider barriers (such as helping with benefits or housing), and solutions are focussed on empowering the individual to improve their own lives.

Not everyone who comes to find out what the volunteering programme is about take the next step. For some people it's too early in their recovery to give a regular commitment to volunteer but quite often as they become stronger and more committed to maintain their recovery they come back eager to get involved.

With the changes to the STEPS Project, including our new Co-ordinator following the retirement of the much-missed and well respected Chris Gibbons, the next few years should see even more exciting developments.

“I realise Volunteering is not paid work but that and the courses I have done have all helped to boost my confidence which was at a very low point. I feel good about the way my life is going now and I am beginning to look forward to a future that will give me back my self-respect.”

STEPS Forward participant.

“This new found respect for myself and a feeling of pride I am now able to put back into my personal life and show my children how no matter how bad things look as long as you stick at it and show yourself off in the best light then good things happen. As for things since I started volunteering, life couldn't be better my own personal life and mine and my kids' lives are feeling the benefit and my volunteering is going well too!”

STEPS Forward participant.

Since 2014 the programme has had

**over 300
referrals,**

with more than

**120
participants**

staying in their volunteering placements for 13 weeks or more.

**Over 100
participants**

have gained qualifications in areas such as First Aid at work, Health & Safety in the Workplace and Risk Assessment in the Workplace. We also believe almost

50 participants

have progressed into employment during this period.

Communities Can

Communities Can was a lottery-funded pilot project which ran in 5 areas including Torbay, from 2015 – 2017. Small organisations and community groups with an annual income of up to £10,000 were able to apply for up to £2,500 worth of professional support, which could be used to buy the help of experienced and qualified professionals (e.g. business planning or funding support).

“It was really great to get this support and enabled us to show how our radio project has helped young people to develop their confidence.”

Kate Rudman, Sound Communities CIC.

Over the 2 years

87 support packages

were provided (discounting another 11 approved but later withdrawn) in Torbay, totalling

409 hours of support

with a monetary value of

£123,726.

The quality of support provided was measured using a ‘star rating’ system of 1-5. The average score for the support provided in Torbay was

4.6/5.

Trustees’ Network

The Torbay Trustees’ Network, started in January 2017, is an informal monthly networking and support event for existing trustees, people who would like to be a trustee and their equivalents in Community Interest Companies (CICs) and Social Enterprises. Existing trustees can seek advice and support from the group, share ideas and best practice and offer their support for others. While those people considering becoming trustees can find out what’s involved.

From January 2017 to March 2017 there were

3 events,

attended by

28 people

from

21 different organisations.

Positive People

In March 2017 Natasha Talbot joined Torbay Community Development Trust as the Community Enabler covering Torbay, for the Positive People Programme. The programme initially started in February 2017.

Funded by The Big Lottery Fund and European Social Fund until December 2019, the programme supports people 25+ who are unemployed or economically inactive, financially/socially isolated, and facing barriers to employment. It enables individuals to develop a bespoke package of support creating opportunities that can enhance their lives, and build better futures for themselves. Support is available to access a range of training, education, volunteering and work placement opportunities.

Over the summer, using modern technology, we ran numerous innovative engagement events across Torbay, which included sound path collection at Berry Head, photography at the Woodend Project,

making virtual reality headsets at the Acorn Community Centre, and stop motion animation at the Windmill Community Centre.

The events were successful with 50 people having the opportunity to try something new, and experience some of Torbay's wonderful community resources.

John had become very insular, having moved to a new area and losing the support of his friends and colleagues. He found his days endlessly running into one. After working consistently for 30+ years he became unwell and was left not knowing what was available to him.



John says *“the Positive People Programme has made me aware of the opportunities available to me and has put me in contact with people who are in a similar situation. Attending The Sound Path event with my son has helped me strengthen the family bond, and what was fantastic was that everyone at the event was made to feel that they were a central part to the activity and there was a real sense of value and worth which is missing from my day to day life. It was a barrier of mine to attend with different people who I didn’t know, but there was a structure to the day that had great flexibility and allowed space to be as involved, or not as you wanted to. Natasha’s ability to read participants involvement level was a large part of the success. Everyone contributed and interacted with each other. I certainly gained confidence and a feeling of self-worth and value which is such an important thing. I felt part of a team and we looked out for one another, there was a good team spirit. I felt different after the event, like I was almost walking on air, my son wouldn’t stop talking about it, we really bonded over it. We were a team, which is nice.”*

Feedback from these events has highlighted the positive impact this has had on social inclusion for many of the participants. There has been feelings of hope, being inspired to look forward, having a sense of connection and finding direction.



Enabling groups and organisations to access more funding to do their work

The Funding Advice service helps voluntary, community and social enterprise organisations (VCSE) to develop their fundraising knowledge, confidence and skills by offering advice, information and support. Much of this is done through individual contact with groups.

We help VCSE groups in Torbay to achieve their objectives by collecting information about existing and new sources of funding and other helpful resources and make this information available to groups looking for funding and by providing other related services which help groups achieve their objectives such as bid writing, training sessions, and organisational health-checks.

We also manage and administer grant programmes on behalf of local statutory agencies such as the Recovery(from drug and alcohol addiction) Grant scheme and the Community Grants scheme aimed at health-related projects that provide and develop self-help or promote physical well-being.

As an organisation we focus on both sides of the equation: organisations seeking support, and funders and donors providing it.

This translates into two key outcomes which we strive to achieve:

1 Through accessing TCDT services, members of the VCSE sector gain the knowledge, skills and confidence to fundraise successfully.

2 The fundraising environment is positively influenced by TCDT on behalf of VCSE organisations.

Over the last three years there have been

**493
funding
searches**

conducted,

**268
funding bids**

submitted and

**£3,292,905
raised.**

There have been

**16
Fundraisers
Forum**

meetings with an average attendance of 12.

“Robin has been fantastic. He has met with us several times to discuss what we needed as a club and what we wanted for the future. He has attended committee meetings in the evening and has given us so much information and help it has been hard to take it all in. We have an Awards for All bid drafted and a fundraising strategy to use in the future which I can use for future funding bids as well as moving the club on when we finally get a lease from our local council. Robin is also willing to continue working with us in the future to help with what we have already started. Our constitution is now sorted, our bank account is changed to a more appropriate one, our finances are more streamline and simplified. It has been a great benefit having Robin to help us with setting up our club”.

Chair of Sports Club, Paignton.

Customer Satisfaction Feedback (averages over three years):

76% very satisfied with support overall

85% rated information and advice given as excellent

95% would recommend service to others

47 Funding Bulletins

have been sent to around

290 groups

or community representatives with an interest in fundraising.

There have been

11 Fundraising Training courses

attended by

154 people

representing

59 different VCSE groups.

There have been

7 Torbay (crowdfunding) Soup events

- attended by an average of

30 members

of the local community.

In 2017 we collaborated with Big Lottery Fund (BIG), where, for the first time nationally BIG, awarded grants voted on by members of the public called **“Pitch your project”**

More than £72,000 of National Lottery funding was awarded to good causes in Torbay at a community event on Friday (30 June). 14 groups from across Torbay pitched their projects at a unique Dragons Den style event, where the audience, of around 40 people from the local community, voted for their favourites to secure vital funding. Nine projects were granted a total of £72,263.20 at the event held in Torquay, which was organised by the Big Lottery Fund and Torbay Community Development Trust.

This was the first event in England where community members voted for local projects to receive funding from the Big Lottery Fund. The winning groups were Humanity Torbay, Friends of Fort Apache, Ellacombe Community Partnership, Grounded, Totally Teenagers, Play Torbay, Carers Aid Torbay, So-Fly CiC and Disabled Sailing Association. They each received between £3,000 and £10,000 to support their inspiring work in the local community. An additional £900 was awarded to Young at Heart, in a special award. Big Lottery Fund have also offered continuing support to those projects whose bids were not successful and since the event a further £24,805 has been awarded to Torbay Bravo, Crafty Fox Café, Friends of Paignton Library and Coordin8.



Health and Wellbeing Partnerships

Independent Support Brokers

We have recently completed the pilot year of a project that enables people in receipt of personal budgets to plan, organise and manage their own care packages and wider community support. This is done via an Independent Support Broker who will visit a person and help them write a support plan based on what an individual wants.

All support plans must be approved by the individual they are designed for and are therefore 'owned' by the person requiring support. Services are paid for through a personal budget which is held by the individual requiring support so they know exactly what they are spending on each service and can budget or adjust accordingly.

The project is a collaboration between the Torbay Community Development Trust, Torbay and South Devon NHS Foundation Trust, the BIG Lottery through Ageing Well and with MySupportBroker and national organisation specialising in this work.

Torbay Community Development Trust have led this exciting new approach and held it all together, the Trust have provided individual referrals for the project as well as financial and management support, Ageing Well have provided substantial seed funding to get the whole thing off the ground. MySupportBroker have provided expertise, practical solutions and the IT needed to make it work.

This has been a triumph of partnership working with the different organisations pitching in with what was needed and a desire to get it done. The

partnership spent a year negotiating how we would deliver the project, who would fund what and where resources would come from. There were times when it looked likely that there would not be a pilot project at all but the desire of all to break the mould and shift the power to people make the decisions on their own life enabled this success.

How has it been successful?

By the end of September 2017 we had visited just over 150 people with around 120 having designed and agreed their own support plan. The other 40+ are still in the process of being written up.

We have a large number of other referrals in the system and therefore the partnership has agreed to extend the pilot phase until the end of this year. This should enable us to double the amount of people who can design their own support plan, as our early months were quite slow as we felt our way around a new system. There is a strong possibility that the service will be extended beyond the pilot phase at which point the Torbay Community Development Trust and Ageing Well step down and allow the other partners to continue.

It is not possible to give a full total of the financial savings that have been made just yet but in the last six months Independent Support Brokers working with their 'Customers' have saved on average 5% of their allocated budget. It is expected that in time this will increase to around 10% of a customer's annual budget, this figure improves over time because the Brokers become more experienced in

their role, a network of local services are built up and through using non-traditional care agencies employed directly by a customer.

All of our Brokers are trained by an accredited college, all Brokers are local and we encourage people who have 'lived' experience of the care system to apply. As a result six local people have found paid employment (five are still in post) and a number of other local Brokers are just coming through training.

The pilot has also freed up a significant amount of Social Worker time to do other key tasks.

It is strongly expected that the Torbay and South Devon NHS Foundation Trust will recommission the service for the next financial year.

“TCDT provided me with an opportunity to get into an area of work which is much better suited to my existing skills and experience. This in turn has allowed me to begin changing the lives of others for the better, for which I am very grateful and appreciative. The trust and all its staff have been very welcoming and more than willing to support our initiative to ensure it is able to succeed.”

Luke Paton, Broker, MySupportBroker

“I have been working with Billy Hartstein and TCDT this year; the opportunity they have given me to train and work as a Peer Support Broker in Torbay has been life changing. I always dreamed of working in a community helping others achieve their hopes and dreams and this has actually become a reality. I am so thankful for TCDT for not only identifying the need for this innovative support brokerage service but also for recognising how much those of us with lived experience of disability can help by bringing true empathy and understanding to our customers. At a time in my life when I really needed to find some rewarding work that I could balance with the needs of my family TCDT, My Support Broker and specifically Billy Hartstein have been a wonderful support. From the start of this journey Billy has always been very understanding, supportive and easy to communicate with; I have never felt alone with this new venture.”

Jo Whitton, Broker, MySupportBroker



“The NHS Foundation Trust have been working in partnership with My Support Broker (MSB) and Torbay Community Development (CDT) Trust in a live project phase since October 2016.

The test for change project of using Brokers with lived real world experience to deliver support plans and new outcomes has been a huge cultural and practice breakthrough for both the brokers and the NHS. Customer choice has proven a challenging concept when delivered via support plans.

Customers/clients have been clear on what they wanted, and this was initially challenging to Trust staff, but this new approach has been very creative and is injecting some positive disruption and innovation into our system. Early signs are that the work has delivered system change and innovation. But we still have a journey to undertaken to embed this activity and evaluate the work in detail.

The pilot has also delivered financial savings in the cost of care reduction, the detail has to be evaluated and reconciled, but signs are positive. We believe efficiencies can be found from this approach that it will prove sustainable.”

**Steve Honeywill,
Assistant Director Operational Change (Community Services)
at Torbay and South Devon NHS Foundation Trust**



A new 'community wellbeing resource'

Day Service in Brixham

In advance of the closure of St. Kilda's in Brixham a partnership was formed between Brixham Does Care, the Brixham Hospital League of Friends, Torbay and South Devon Healthcare Trust and the Torbay Community Development Trust.

The aim of the partnership was to build on the successful day services at St. Kilda's and to develop a new resource in a new building on the hospital site. Our aim is to take the best of the old day service but introduce some new ideas and increase the amount of people who can benefit from the service. Our expectation is that the new building will be available for all sections of the community to use, run a service or rent and will be designed accordingly.

The centre will be run by Brixham Does Care, who will also manage the extended day services programme. TCDT's role in this is to advise all parties and to work particularly closely with Brixham Does Care prior to opening. We also act as a critical friend to both BDC and Torbay and South Devon Healthcare Trust.

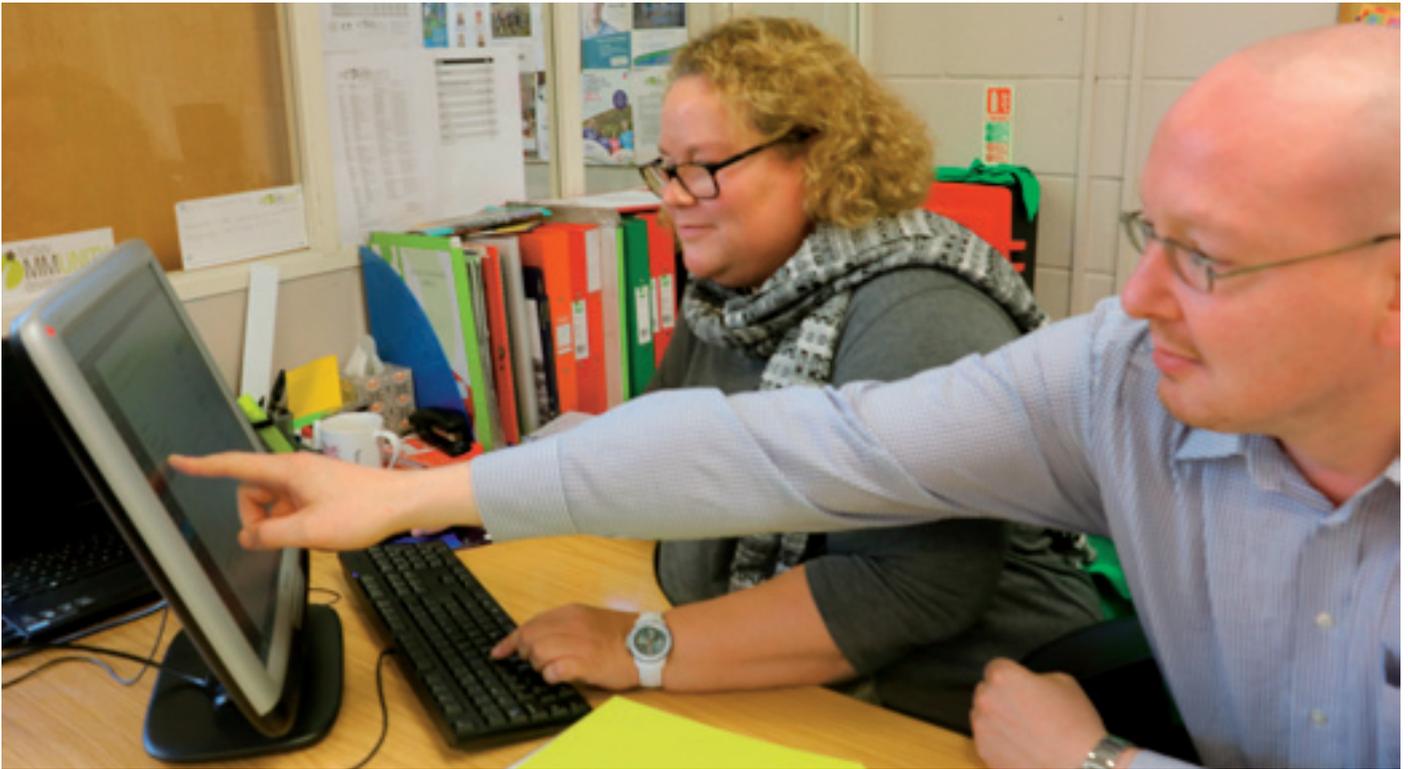
Work and discussion has been ongoing for about six months and a favoured design has been passed by planning. To enable us to co-produce with the community of Brixham how the centre looks and what will happen within it we have held two consultation sessions attracting over 150 people.

The intention of all partners is that we have a flexible programme of events that reflect what the people of Brixham want. Put simply if people want something and it is supported by attendees then we will endeavour to make sure it happens.

"I always find Billy approachable, honest and fair. He always tries to do what is best for a project as a whole rather than for his organisation. We have been working more closely recently, in partnership with the ICO, on a new "community day service" for Brixham and find it easy to bounce ideas off him and listen to his advice. He never imposes his opinions but talks them through and looks to help me find my own solutions.

He explains the processes and difficulties that the ICO are going through and 'translates' some of the language. I understand that he does this back to the ICO and acts as a critical friend to us both. I have no doubt that the process would be more complex and take longer without his support."

**Emma Barton, Director,
Brixham Does Care**



The Orb

– providing better access to information across Torbay

Initially set up in partnership with both Torbay Council, Torbay and South Devon Healthcare Trust and the Torbay Community Development Trust and other information and advice agencies, the Orb has now been up and running for 18 months. During development phase all aspects of the look and content of the Orb were co-produced with community groups or done in consultation with our partners. This included the design, colours, name and logo of the site. What developer we used to work with and what type of content and search ability we would have, we have continued to ask for feedback and suggestions since the site has been live.

Initially we had quite a few problems pre-launch (Isn't that always the way with IT!). And then had to build slowly after that delayed start we have consistently looked to improve both content and the accuracy of our search engine and recently have invested a lot of time and effort in getting this right:

- Brought the updating back in-house enabling us to be more responsive in adding and altering information.
- Changed our supplier to a more local and responsive organisation, meaning we can update and rectify technical issues far more quickly and cheaply.
- Altered our search facility so less exact searches are more accurate and more options are given per search.

- Added a section for Universal Credit in partnership with Torbay Council, this is at the moment waiting to be populated but will provide a place for all information on Universal Credit.
- Improved our events section and making it easier to view.
- Added a direct link to Health Unlocked
- Introduced the ability for various members of our team to directly upload service and organisation details onto the Orb.
- Initiated a safeguarding 'pop up' that responds to key words.

In the pipeline:-

- A dedicated section that will allow direct access to a variety of Advice & Information.
- Possibly, a Personal Assistant/Support Assistant recruitment/job page.

Feedback has always been positive regarding the look of the site, the events section and the news section but mixed in terms of the search capacity. With the additional work we have undertaken we now believe that we have a good search engine for the limited funds available.

Over the last few months visits to the site have risen sharply and in September 2017 we had almost 2,000 'hits' or visits to the site.

Why not have a look for yourself at **www.torbayorb.com** if you have any feedback or want to add some news, an event or a listing please email either **marksmith@torbaycdt.org.uk** or **joanneginger@torbaycdt.org.uk**



Consortium, Partnerships & Support

For the last two years we have worked closely in partnership with Torbay and South Devon Healthcare Trust to design a system that allows the VCSE sector to support the statutory sector to deliver services and provide better outcomes for people, a service closer to the heartbeat of the community with the target of co-design where possible and to help statutory organisations to make financial savings without compromising service quality.

Initially an extensive scoping document was produced in partnership with Teignbridge CVS, which highlighted relevant work in the VCSE sector to support health and wellbeing and what work they could do with the right support and what services they had previously provided (and why they had stopped).

The second part of the document looked at national and local reasons why working together meant sound economic and patient centred sense. The document was presented and agreed at a launch event at Newton Abbot Racecourse in May 2016 attended by many of the Torbay and South Devon Healthcare Trust board and executive team as well as Chief Executives from across the VCSE sector in Torbay and South Devon.

The meeting agreed that the partnership between the Torbay and South Devon Healthcare Trust and local VCSE sectors would:

- Co-produce solutions for Torbay and South Devon Healthcare Trust priority areas.
- Act as a bridge between Torbay and South Devon Healthcare Trust staff and services and the local community.
- Be a commissioned service that allowed for long term planning and full cost recovery.

- Was flexible and responsive to the community's needs.
- To open up NHS training to VCSE groups.
- Provided evidence based on an individual's journey.
- The need to form a consortium of VCSE groups who could both work in partnership and meet the needs of the point above.

Over the intervening period Torbay Community development Trust has supported over 40 organisations in a variety of ways with the aim of building this VCSE sector consortium. Groups supported include:-

YES Brixham, ACE, Karing, Brixham Does Care, Age UK, SPOT, Daybreak (Step One), In the Same Boat, Torbay Befriending Service, Devon Clutterbusters, Anode, Play Torbay, Carers Aid Torbay, Activities for Health, Creativity Centre (CCET), Shared Lives (SW), Centrepeace, Street Pastors, Love2Care, Living Options Devon, Recovery Devon, Red Cross, The Intercom Trust, Shekinah and Shared Lives SW.

‘Getting to know you’ Networking events

Whilst working with the VCSE sector and Torbay and South Devon Healthcare Trust it became clear that a block to working together was the lack of direct contact between the sectors, as a result the Torbay Community Development Trust was asked to organise a series of networking events designed to bring key people together to better understand shared goals, pressures & restraints and working practices. Luckily we managed to secure sponsorship through Waitrose who were able to provide wine and soft drink for the event.

The first event was held at Torquay Museum and attracted 40+ people to a ‘speed dating’ event it was a great night with a real buzz and at the end of the evening it was obvious that barriers were being broken down.

The second event was a more sedate barbeque, which again attracted over 40 people. There are plans to run at least one more event perhaps two if budgets allow.

“We particularly appreciate your sterling efforts in connecting our charity with NHS providers. Simon and Robin have also been most helpful in working with us under the Communities Can initiative.

Our initial contact with the CDT was through Robin some years ago and since then he has continued to give our charity marvellous support re its fundraising efforts. He has worked tirelessly to keep us and other voluntary sector organisations informed of fundraising opportunities and we are especially grateful for all his hard work and the links he has helped our charity make. This has made a real difference to our charity and its work!

There are many others at the CDT who also deserve our thanks - in helping us publicise our charity’s activities and connecting us with others in the voluntary sector and elsewhere.”

**Dr Marilyn Fryer, Chief Executive,
The Creativity Centre Educational Trust (CCET)**

A scenic view of a coastal town. In the foreground, there's a harbor with several boats, including a prominent blue boat. The middle ground shows a parking lot with a few cars and a red fire alarm box. In the background, there are colorful buildings, including a white one with a bay window and a pink one. The scene is set against a backdrop of a hillside with trees and a stone wall.

“Every time I have met with either you or Simon, I have come away feeling inspired to continue keeping people at the centre of what we do. I feel a sense of warmth and comfort around you both, and I know that I could call/visit and have open arms greet me. I appreciate the honesty, and love how we can enjoy finishing our meetings with some mindfulness.

I remember this time last year, I was personally feeling very lost, knowing what I wanted to achieve but not knowing how, and now I am a registered manager, a director and a support for over 20 people in Torbay. Who every time I see or speak to them, they say how happy they are with their service and they thank me for starting Love To Care. A part of me, wants to thank Simon, for encouraging me to keep people at the centre and not be a part of a corporate organisation, and another to Billy who joined us at our induction cheering us on!

We have achieved great things already in 6 months, and that is thanks to the TCDT for allowing us to share good practice, support us with making our connections and welcoming us as a home care provider.”

Maddy Bird,
Director Love2care

“I have really valued your support... you have played a really useful role in both support and introductions for the team at Daybreak. Networking events have enabled really useful relationships to develop and this has been invaluable. Also you have made me smile a lot! Many thanks”

Jane Eastwood, Service Manager Daybreak

“Living Options Devon have been supported by TCDT in a number of ways over the past year. For example, TCDT have supported Living Options Devon project teams to market and run some events in Torbay (e.g. Heritage Ability event at Cockington and PA Bank roadshow event in Torquay Library). We feel this support/partnership enabled Living Options Devon to reach more people from throughout the Torbay area and thereby enabling more people to benefit from our charitable activities/events”

*Sarah Matuszczyk,
Living Options Devon*

“Billy has done a fantastic job helping voluntary agencies and the NHS to talk to each other, and have a greater understanding of the services on offer in the Torbay Area.”

*Heather Manktelow
Activities for Health*

“I worked with TCDT to set up the Torbay Community Grants Fund, in particular Tracey and Robin. Their approach has been open, friendly and constructive, and they bring helpful experience of previous similar programmes.

I have worked with Billy on elements of service redesign, and an STP programme. Billy brings lots of experience of the voluntary and community sector, how to work productively with voluntary partners, and useful contacts within the patch. He is very strong on promoting a community up, ‘co-production’ approach, to ensure that members of the community and voluntary sector organisations are equal or leading partners in any project, with their voice and needs strongly heard”

**Julia Chisnell,
Specialty Registrar
in Public Health**

Quality Mark

Following a request from the Torbay and South Devon Healthcare Trust we worked in partnership with Teignbridge CVS (the lead) to develop a quality mark that looked at VCSE sector organisations processes and practices across a number of areas.

Following a request from the Torbay and South Devon Healthcare Trust we worked in partnership with Teignbridge CVS (the lead) to develop a quality mark that looked at VCSE sector organisations processes and practices across a number of areas.

The process will allow the TCDT to work closely with Torbay based groups to develop their policies and adopt best practice and give us a chance to offer other support as it becomes apparent. We have just completed the pilot stage, which has allowed us to tweak the process to make it more accessible, less complicated and quicker.

The first seven organisations received their quality awards from the Chair of Torbay and South Devon NHS Foundation Trust in September 2017 and as this initiative develops so will trust and confidence in the VCSE to deliver better outcomes for people as part of the emerging care model.



SENDIASS

An Overview

This last 2 years has seen the SENDIASS Torbay service grow and develop.

Overall we are providing more and more support to parents and young people within the 2 parts of our service, namely statutory IAS (independent advice and support) and non-statutory IS (Independent support.)

Data Collection and record keeping

The last year has seen a massive development in our record keeping through TCDT's Customer Relationship Management (CRM) software, which enables us to track activity and outcomes and report effectively. We are now able to record a variety of information for every family we support. This includes 285 families in the last 9 months. Torbay is one of a few places in the country delivering an integrated service in the voluntary sector and was awarded additional funds in 2017 to support the National Children's Bureau with showcasing this approach. Customer and stakeholder feedback has endorsed this new approach, which is having a profoundly positive impact on vulnerable children and young peoples lives in Torbay.

SENDIASS has supported ASRUS, a group of parents with children and young people with Asbergers in Partnership with Play Torbay, to enable effective peer support and to ensure the group flourished, as it was at risk of folding.

We believe in being engagement led, i.e. informed by the people affected by our activities and in partnership with Play Torbay we have engaged with young people who are now calling themselves SENDIASS Champions. They have been making posters, a young persons' leaflet and will be making



a video for young people. They have also talked about developing their participation into being a contact point in their schools for other young people to talk to, building a people led approach.

Outcomes and service impact:

- Overall parents are happy with the service they receive from SENDIASS Torbay
- Increased Peer to peer support
- Increased volunteers and empowered parents
- Development of coffee morning
- Drop in service
- Informal signposting and training sessions
- Increased collaboration with LA staff and other community groups
- Areas of need identified
- Areas of issues in the local community
- Areas of potential service development identified

2017 Client Feedback

We have conducted 2 large surveys to measure our impact and these are recorded on and reported via our Apricot CRM system.

Feedback results

January 2017

Parent Survey results

50 parents surveyed

- 90% of people said we were fair neutral and unbiased
- 90% would recommend the service
- 90% of people said we were helpful or very helpful
- 40 out of 50 people said we were very easy to get in touch with

Client comment example

“Has made a massive difference just someone to talk to and have answers! It’s the first time and I’ve not felt alone when dealing with issues with my child.”

“Angela was brilliant and she has changed our lives”

“Help invaluable & impeccable service made a massive difference in their lives.”





Ageing Well Torbay



Introduction and background

The Big Lottery funded Ageing Well Torbay (AWT) programme is a partnership of older people and voluntary and public sector agencies, working together to test approaches to reduce social isolation and loneliness amongst people in later life in Torbay.



Running between April 2015 and March 2021, the programme aims to achieve the following outcomes:

- More older people feel connected with friends, their communities and where they live;
- More older people feel their lives have value and purpose as life changes and view older age as an opportunity;
- More people have high personal and service aspiration for later life; and
- The local community values older people, ageing is celebrated and viewed more positively by more people.

Three activity strands were devised to achieve these outcomes:

- **Neighbourhood level activities**
A network of Community Builders and Connectors are being developed across Torbay to support more connected communities, building on the assets and strengths and valuing the contributions of people as they age.

- **Raising aspirations and stimulating service redesign**
Older people identified as having low aspirations are being prescribed a guided conversation that aims to encourage them to reconsider their social and care situation and identify some goals to improve their lives.
- **Promoting a positive image of ageing locally**
This includes a positive media campaign and annual Ageing Well festivals.

Ageing Well Torbay Programme Outcomes

Outcome 1:

1250 Older people will feel their lives have value and purpose, through being:

- supported to have a positive sense of identity as life changes
- supported to contribute their time, skills and knowledge to their community
- people in their middle years viewing older age as an opportunity

Outcome 2:

6000 Older people will feel connected with friends, their communities and where they live through:

- an increased sense of 'neighbourliness' amongst local people
- engagement in a broader range of affordable activities and interest groups
- greater access to affordable technology for information, leisure and social connection
- more opportunities to enjoy the beauty of our surroundings, feel safe in their local environment and have improved transport and access

Outcome 3:

4,750 People will be enabled to have high personal and service aspirations for later life through:

- older people leading and making decisions relating to issues and services that affect them
- knowing where and how to find information and support if required
- encouragement to older people to learn in later life
- encouragement to care for their health and wellbeing
- help to reduce financial hardship
- organisations being willing to change services so they focus more on what matters to older people and are less risk averse

Outcome 4:

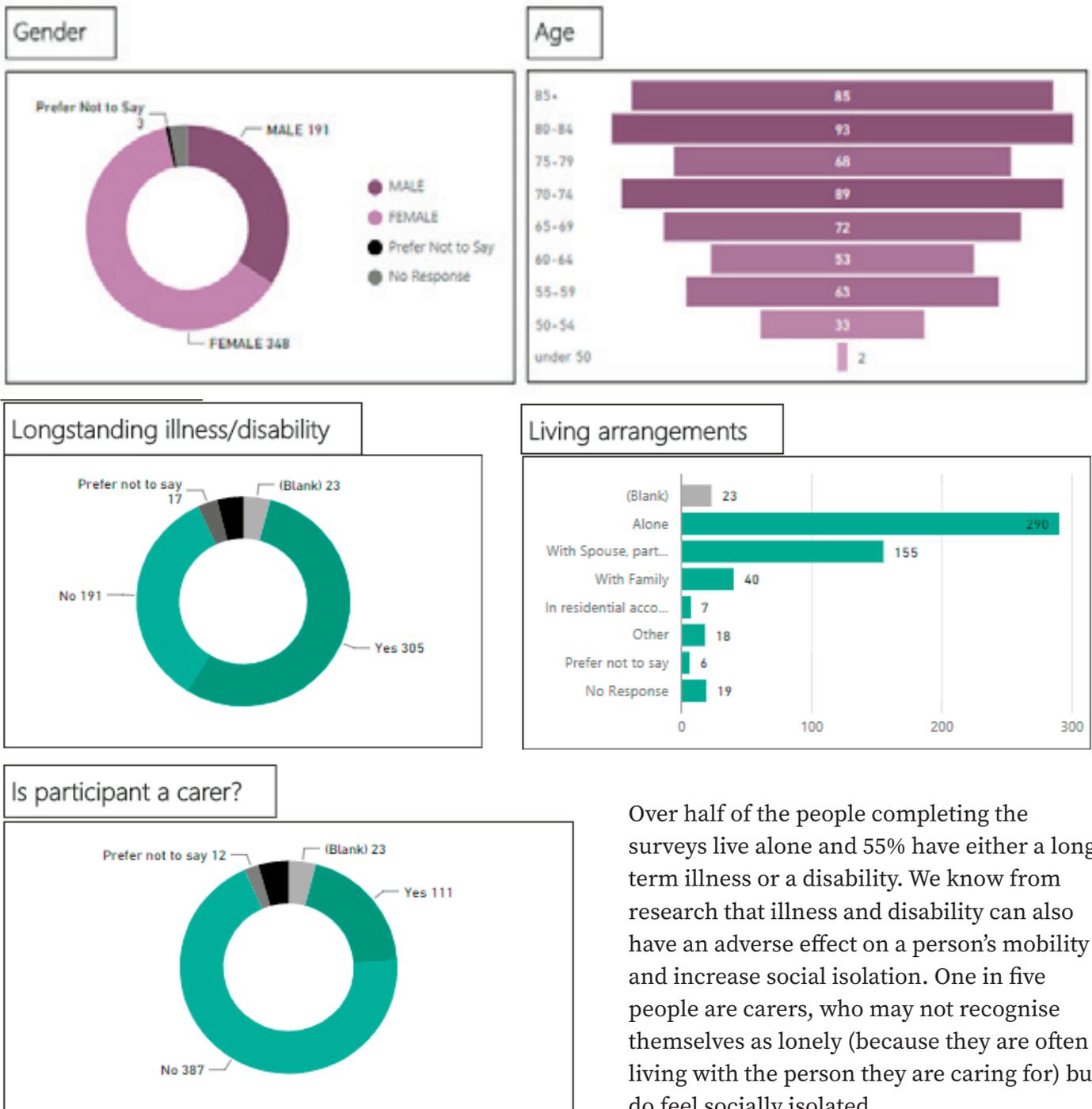
20% more of the local community values older people, and ageing is celebrated and viewed more positively by all, through

- building capacity in the community to engage, involve and enable older people
- increased opportunities for others to benefit from the skills and experience of older people
- increased opportunities between generations to connect and have a greater understanding
- stimulating positive perceptions about ageing and the value of older people in our community

1. Programme Statistics -

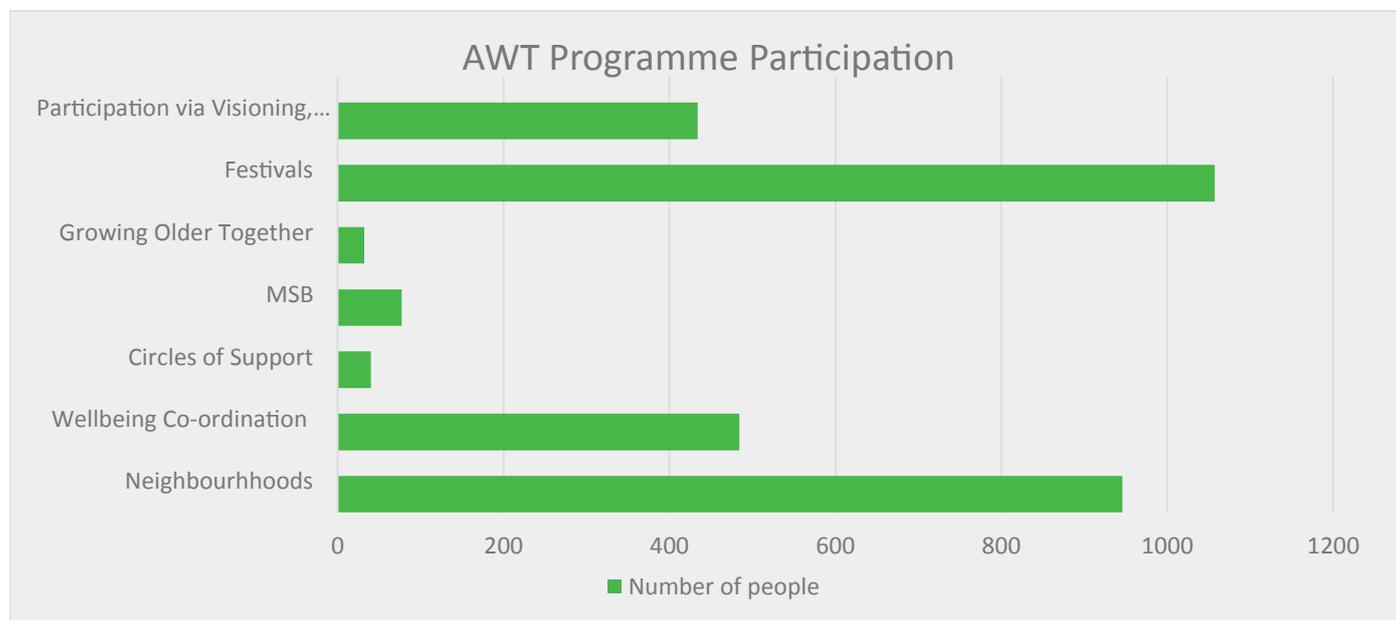
Who are we working with?

Snapshots from the Ecorys data portal show that we are working with more women than men (about 2:1 ratio) and a range of ages, with just 17% under 60 years and 44% over the age of 75 years.



Over half of the people completing the surveys live alone and 55% have either a long-term illness or a disability. We know from research that illness and disability can also have an adverse effect on a person's mobility and increase social isolation. One in five people are carers, who may not recognise themselves as lonely (because they are often living with the person they are caring for) but do feel socially isolated.

How many people has the programme reached so far?



Circles of Support and the Growing Older Project worked with fewer older people, but were small projects with low budgets and part-time workers. Nonetheless, all their targets and Key Performance indicators were met. The Neighbourhoods' project has worked with the most people, and has the largest number of staff (about twice the size of the Wellbeing Co-ordination Team). However, their remit is not to support individuals on a one to one basis, but to facilitate community cohesiveness and stimulate the growth of citizen led activities in local neighbourhoods.

2. How the delivery projects contribute to the AWT programme outcomes

Outcome 1: Reconnecting Older People

- The work taking place within the **Neighbourhoods strand, Circles of Support and Wellbeing Coordination** was identified as **responsible for much of the improvement in reconnecting older people** within their communities to date.
- Data from the participant surveys indicated that **levels of social contact on a weekly basis with family, friends, neighbours and general acquaintances has increased** since participants entered the programme.
- **Participation in social activities has slightly improved** over time. A higher proportion of participants felt on a par with people their age in terms of engaging in social activities, compared to when they entered the programme. Moreover, **a higher proportion felt that activities met their needs and that the quality of activities has got better** since entering the programme.
- **Loneliness amongst participants has decreased and participants' sense of belonging has improved** since being involved in the programme.

Outcome 2: Sense of Value and Purpose

- The **Neighbourhoods strand, and particularly the Timebanking**, was highlighted by stakeholders as playing a pivotal role in **achieving impact in helping older people to experience a sense of value and purpose**.
- **Participants' sense of self-acceptance and purpose have improved** since taking part in the programme. Data also pointed towards AWT having a **positive impact on the mental well-being of its participants**.
- **Participants' perceptions of ageing are generally more positive** since engaging in the programme. In particular, **views on being able to continue activities regardless of age have improved, as have opinions on whether growing older "bothers" people**.
- Both the proportion of participants **providing unpaid help and the proportion intending to volunteer in the future have increased** since entering the programme.

Outcome 3: Personal and Service Aspirations

- It was perceived that the programme had had **less impact in increasing personal, learning and service aspirations**, with the delayed start of the service led projects Wellbeing Coordination and My Support Broker being two of the main contributors to this. **However, joint funding for these two projects was highlighted as an example of how the programme's activities complement other programmes in the local area**.
- Participants' perceptions of their **ability to get involved in local decision making generally improved over the course of their involvement** in the programme, despite this more participants felt that they *couldn't* personally influence local decisions than those who felt that they could.
- **Participants felt they had more control over their health and social life since entering the programme and general perceptions of health have improved over time. The average number of GP visits over the 12 months prior to exiting the programme has decreased, as has the average number of yearly admittances to hospital.**
- **A higher proportion of participants felt that local health services were meeting their needs**, compared to local social care services, with the majority of participants indicating that these services had not changed in the 12 months prior to completing the survey.

Outcome 4: Community Perceptions of Ageing

- It was felt that any changes brought about by the programme in terms of **perceptions of ageing amongst the wider community will only be evident in the longer term**.
- **The 2016 Festival and 2017 Symposium of Ideas** have been the primary activities tackling perceptions to date and **were widely considered a success by stakeholders**. Event feedback forms for the Festival and Symposium showed that **a large majority of attendees felt that the events promoted a positive image of ageing**. However, **attendees were more likely to agree that the events promoted a positive image of ageing than agree that it had improved their own perception of ageing**.

What do we understand about social isolation?

- People have different ideas of social isolation – and so we need to respect and accept an individual's own perceptions of isolation and feeling lonely. There have been examples where people do not see themselves as isolated (even when they have no social circles or outside contact) because they have a partner, and conversely others who are well connected with lots of groups and friends – but consider themselves isolated as they don't have a partner. Older men in particular see sharing their lives with someone, as the way to end social isolation, rather than building a stronger social circle.
- The longer someone has been lonely and isolated – the harder it is for people to connect again. Isolation and loneliness erode confidence and self-esteem, and this takes time to build back up.
- Isolation becomes a habit which feels comfortable and hard to break, particularly as there are barriers to socialising and getting out, which need to be overcome first.

Barriers to socialising include:

- Lack of a community space for meeting or activities
- Lack of transport for getting to events/activities.
- Personal mobility and disability issues.
- Policies & procedures – working with organisations and their red tape
- Family concerns and worries
- Caring responsibilities



- All areas (from least to most deprived) contain people who are isolated. Less deprived people may have the money to go out, but they may not live on bus routes or easily bump into their neighbours. Sometimes people in the most deprived areas are more connected, and experience more neighbourliness or support within their communities.
- Personal experiences or life events (such as moving areas, redundancy, divorce, bereavement, onset of poor health) can trigger loneliness or isolation, and sometimes even those who are coming out of isolation can have other life events which put them back again.
- We are measuring how much we have helped people who were isolated to become less isolated, but not recognising how much prevention work we are doing, e.g. how many people who were not socially isolated but are now more socially connected, confident and resilient as a result of our interactions and activities.



Partnership working - Are organisations working 'better together'?

There was a general feeling that partnership working with statutory bodies had improved, due to the willingness to involve and test out approaches, and co-ownership and co-design with statutory partners. For example, the Wellbeing Co-ordination project has one post solely funded by the NHS, but all job descriptions have been co-designed, and there is an agreement to share evaluation data which is hoped will help to secure continuation funding for the project. Similarly, MySupportBroker has received over two thirds of it's funding from the NHS and this has facilitated new, more person-centred, and less risk averse ways of working.

There was recognition that years of custom and practice are hard to turn around, but that cuts and the fragility of statutory organisations had meant that change was easier to happen. Additionally, time spent training and delivering workshops to health & social care, and community teams was beneficial.

A tailored, individual approach works best

A 'one size fits all' approach isn't effective or appropriate when attempting to identify older people who might be at risk of isolation, whereas knowledge of the community as whole, and spending the time to develop trusting relationships, is essential.



Supporting people to develop links - Getting the match right

Getting the 'right match' when supporting the development of links between people is really important. Circles of Support, Growing Older Together and the Neighbourhoods strand all highlighted that simply introducing people to each other does not always lead to positive outcomes, there needs to be a shared interest or life experience.

Geography also plays a part, as ensuring people are matched up to the right person within their local area, has very evident benefits.

Smaller is better

People are more likely to reconnect when the interactions are on a smaller scale; the Circles project identified early on that the circles were more successful and beneficial when they involved small numbers of well matched 'allies' that participants could form meaningful relationships with. Equally, the Neighbourhoods strand highlighted that social groups are more beneficial for isolated older people trying to make new connections when they were smaller in nature.



Ensuring local services understand the AWT programme

Interacting and engaging with local services to ensure they better understand the aspirations of AWT and the objectives of the projects helps us reach older isolated people, because referrals are more appropriate. Furthermore, engaging with partners in advance projects starting has been shown to be of increased benefit.

Referring between AWT projects

Referring between the individual AWT projects helps maximise the programme impact and achievement of outcomes. The community builders were generally perceived by the other projects to have a wealth of local knowledge that could support all projects to reconnect people with local activities. The Growing Older Together and Wellbeing Coordination projects both highlighted the benefits of being able to draw on the resources and knowledge of community builders to the delivery of their projects. The community builders' knowledge of local activities enabled these projects to find people and activities to connect people into. My Support Broker recognised that closer links between the project's Brokers and community builders, and Brokers and Wellbeing Coordinators would maximise the project's impact. Referrals, tracking and reporting has all been developed through TCDT's Customer Relationship Management system (Apricot) which enables this system of activities and services to work together more effectively and report on impact.

Building on the assets of all people involved in the programme

The survey data shows that once participants become involved in the programme, they are more likely to actually go on to provide unpaid help to others and to volunteer themselves, or plan to in the future. This suggests that involvement in the programme is stimulating individuals to want to give something back, which should help build the programme and support its sustainability.

The benefits of inter-generational work

A number of projects highlighted the benefits of inter-generational work and that focusing on this would help ensure the sustainability of the programme in the longer term. Neighbourhoods identified that the social activities and groups that had been developed were having an impact on the wider community, which was increasing connectivity between different age groups and also reducing generational stigma and stereotypes. Furthermore Circles identified how the inclusion of volunteers from the wider community in the circles resulted in them learning more about the skills and abilities of older people, which in turn was being shared with the wider community.

1 NEIGHBOURHOODS THEMED ACTIVITIES:

The original aim was to test over 6 years, an asset based community development model, and the development of a network of Neighbourhood based community builders and volunteer connectors who would enable people to share skills, time, passion and energy, and support each other, by building on what is strong, and through the provision of local intelligence and ongoing engagement, to target the most isolated older people.

Years 1 and 2 have enabled a team of community builders to learn the practice, build trust and relationships, recruit their neighbourhood connectors/support networks and stimulate over 160 citizen led actions, initiate 12 neighbourhood time banks and 9 community led magazines.

The original project plan was for half of the Community builders to drop down to part-time hours in years 3 and 4. However, the project has had to work at the pace of the people rather than the programme, and as it takes time to develop trust in communities, and to empower people, it is felt that the community builder posts need to continue at the current level to enable a consolidation of their impact and to reap the benefits of the trust developed over the last 2 years.

2 RAISING ASPIRATIONS AND SERVICE RE-DESIGN THEMED ACTIVITIES:

The aim is to enable older people to lead and make decisions relating to issues and services, and to encourage organisations to change their services so that they focus on what matters to older people. The approach proposed in the programme design was to run 'two year' test and learn programmes, and four service test and learn service re-design projects were proposed in years 1 and 2:

Wellbeing Co-ordination - Project started June 2016 and ends June 2018

This is a social prescription model and works with people currently in the health system to remove the barriers from achieving their personal aspirations and becoming less isolated, and taking part in their community. Although this project was delayed by a year due to extended negotiations with NHS locally and problems recruiting staff, they have currently received over 480 referrals. The staff are embedded and achieving all targets.

The cases are more complex than the workers first thought - issues coming up include mental health, suicide, domestic abuse and child protection, some concerns about support/supervision for the Wellbeing Coordinators and some learning also that the male Wellbeing Coordinator has a particularly complex group of clients/men with complex needs, depression and anxiety, much harder working with men, enabling them to fulfil what they want, not necessarily within themselves, and wanting someone to care for them again, men not necessarily good at talking to each other about how they are feeling, doing, very entrenched ideas about being male/alone.

They have also begun to support the facilitation of activities to meet the unmet needs of the people they are working with, such as a chronic pain clinic, a men's group, and a group for the socially anxious ('stepping out').

Circles of support - Project started April 2015 and ended May 2017

Testing how improving support to carers by creating 30 circles of support, to reduce isolation and improve wellbeing for the carer and cared for. The project was hugely successful and met all targets. Learning includes:

- Carers did not want lots of people coming and going, so less Allies needed - just one or two people has made a real difference, meaning the Carer has someone to call on, chat things through with, or to get out and about with.
- Carers have been reluctant to involve friends and neighbours who already gave them a bit of support, as they didn't want to bother them, and so most Allies in the Circles, are new volunteers, introduced into their lives for friendship and support.
- The cared for person sometimes doesn't recognise that the person, who gives them care, is their Carer, and they do not always recognise the needs of the Carer.
- Sometimes it is difficult to support the Carer especially as at times the cared for do not like people coming to the home. Circles has adapted to this situation by meeting away from the home; supporting the Carer with phone calls; and introducing new friends to the cared for person.
- Introducing new friends to the cared for person has provided someone different for them to talk to as well as giving the Carer a chance to get on with doing the things they need to do.
- Having Allies who are kind and understanding is essential as they need to be considerate of the Carer's situation. The time spent in finding the right Allies for a role has paid off when people are well matched and firm friendships are forged.
- The time taken from identifying the needs of the Carer to successfully introducing a new Ally can take some weeks. Advertising, recruiting and signing up new volunteers is time consuming.
- Also, arranging appointments to introduce a new volunteer to a Carer can be delayed due to, ill health, appointments or commitments of the Carer, cared for person, or even, the volunteer.

Growing Older Together, Mencap - Project started August 2015 and ends July 2017

Testing how to better support older people with learning disabilities who have become carers for their parents or family members, and develop an inclusive approach. This is very small project, with one part-time worker, and although pre-implementation plans were not sufficiently developed, the project got 'on track' and met its targets. Key learning has been to improve planning with delivery partners and that projects which are this small can only provide limited data, and also have a limited staff resource to undertake the amount necessary admin.

MySupportBroker - Project started October 2016 and ends October 2017

Testing a hugely complicated system changer, the aims of this project are to stimulate more personalized approach to meeting people's health and care needs by piloting a truly personalized support brokerage service, to enable people to live the life they want, rather than get the care they are prescribed to meet their needs.

This partnership project with Torbay and South Devon NHS Foundation Trust (TSDFT), who provide the majority of funding, took over 2 years of negotiation to bring on line. The independent, self-employed support brokers, were recruited, trained and mentored by MSB and are co-ordinated by the TCDT Health and Wellbeing Partnership Manager.

Despite difficulties, the project has received positive feedback; people appreciate more contact with people who can spend a greater amount of time listening, and the chance to write their own support plan. Working with people who have lived experiences of using services is also an advantage, as is having the opportunity to take positive risk with regards to their own lives. Impressed by the quality of the plans to date, and the difference the service makes, the ICO are also keen to see the potential savings and have expressed their intention to fund this project going forward.

3 POSITIVE AGEING THEMED ACTIVITIES:

The associated activities were envisioned to take place over the six years of the programme, in order to try to shift the levels of negative perceptions of people in later life and of ageing. There have been two areas of activity to address this so far:

Positive Vision for Ageing in Torbay

The previous 'Ageing Positively' strategy agreed in 2010, was no longer in place and AWT proposed to Torbay's Health and Wellbeing Board, that it lead the development of a vision for Ageing Well, by using a participative approach to gather the experiences of people ageing in Torbay, their ideas for improving cultures, structures, and services, what inhibits or facilitates positive ageing, and what contributes to social isolation. This 'Food for thought' engagement work was carried out with over 400 people and written into a framework report, which was presented to HWBB in March 2017. The HWBB agreed to convene a 'task and finish' group to use the visioning framework as a basis to co-produce with people in later life, a new positive ageing strategy with priorities and actions endorsed and committed to, by partners across the Council, NHS and other bodies, as a legacy of AWT.

Ageing Well Festivals

The Ageing Well Festivals in 2015 and 2016 were run in different ways, and provided learning around the management of such an event or series of events. Year one was an arts based approach with multiple venues and activities, Year two was less ambitious, better co-ordinated, more contained in a single venue and attracted over 400 people, significantly more than expected.

The impact data captured from a small number of attendants of the second festival did indicate a positive impact on negative perceptions of ageing, but also suggested more needs to be done, and particularly inter-generational opportunities.

The Festival Steering group, led by people in later life, decided to run a second event in 2017, a symposium in May, which was again successful and attracted over 350 people. Both the festivals and symposium have been supported by the Participation Development Officer, and Communications & Marketing Team. This substantial work is an addition to the programmed work and in order to meet targets and milestones for developing the Older Persons Assembly, it is envisaged that the events management of the third Ageing Well Festival will need to be outsourced and a festival organiser recruited in July 17.





Finance & Accounts 2016/17

Torbay Community Development Trust Ltd
Statement of Financial Activities
Year ended 31st March 2017

	2017 Unrestricted funds	2017 Restricted funds	2017 Total funds	2016 Total funds
	£	£	£	£
Total income	373,243	794,686	1,167,929	1,525,476
Total expenditure	<u>352,408</u>	<u>1,051,111</u>	<u>1,403,519</u>	<u>973,722</u>
Net (expenditure)/income and net movement in funds	<u>20,835</u>	<u>(256,425)</u>	<u>(235,590)</u>	<u>551,754</u>
Reconciliation of funds				
Total funds brought forward	211,882	668,753	880,635	336,375
Total funds carried forward	<u>232,717</u>	<u>412,328</u>	<u>645,045</u>	<u>880,635</u>

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
As at 31 March 2017

	2017		2016
	£	£	£
Fixed assets			
Tangible fixed assets		138,822	140,535
Current assets			
Debtors	206,887		154,073
Cash at bank and in hand	392,418		685,091
	599,305		839,164
Creditors: amounts falling due within one year	(70,082)		(76,064)
Net current assets		529,223	763,100
Total assets less current liabilities		668,045	903,635
Provisions			
Pensions and similar obligations		(23,000)	(23,000)
Net assets		645,045	880,635
Funds of the charity			
Restricted funds		412,328	668,753
Unrestricted funds		232,717	211,882
Total charity funds		645,045	880,635

Trustees 2016/17

Martin Oxley - **Chair**

Tanny Stobart - **Vice Chair**

Roger Ede - **Treasurer**

Andrew Wade

Chris Forster

Damian Offer

Helen Harman

Jim Parker

Cllr Julien Parrott

Dr Kevin Dixon

Marilyn Martin

Cllr Robert Excell





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Torbay Community Development Trust is a Registered Charity 1140896.