



Supporting the voluntary
and community sector in
Torridge

Annual Report 2020/2021

Contents

Page 3 - TTVS Chairman's Report

Page 4 - TTVS CEO's Report

Page 5 - TTVS Mission & Values

Page 6 - Supporting Volunteer Action /
Developing the Sector

Page 7 - Bright Futures Upbeat

Page 8 - Carewise

Page 9 - TorrAGE Ageing Well

Page 10 - Financial Inclusion

Page 11 - Active & Connected

Page 12 - SRIL

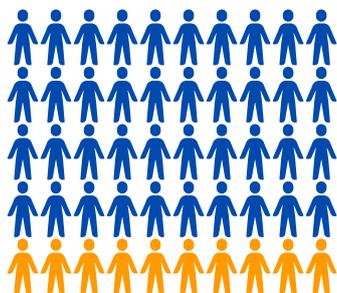
Page 13 - Partnership Projects

Page 15 - Treasurer's Report



TTVS - established 1988

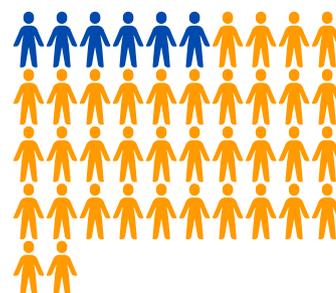
A Year in Figures



40
Members of
staff



12000
Miles
Travelled



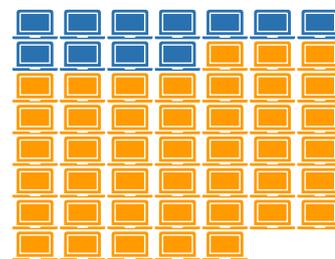
220
Volunteers



33
Member
Organisations



34 Groups
Supported



11
Projects

Chairman's Report



This report covers a very difficult time for everyone, I don't think that there is anyone who has not been affected in some way or another by the pandemic and TTVS has been no exception. I knew that we had an excellent team, but I now know that we have a truly exceptional team: all have gone more than the extra mile to ensure that service to many vulnerable users was, as far as possible continued. I pay tribute to the speed in which new technology was installed which ensured that work continued with little apparent inconvenience. For a fuller description of the work that TTVS managed to do, please read the rest of this report – it makes clear just how much was achieved in this most difficult of times.

Armed with new technology, TTVS was able to become part of an important community movement supporting vulnerable people in our community.

Events over the past few months have emphasised the value of the Voluntary Sector as a whole, organising voluntary support in efforts to keep people safe, vaccination centres and generally undertake a wide variety of other tasks.

TTVS has been able to take advantage of some of the special grants which enabled us to make a real difference in the community, but this pandemic effectively led to the shutdown of many grant sources normally available. We have had to battle to continue with some of our services, and have, alas, lost a few of our projects as funding comes to an end.

However, overall, I feel that despite all the challenges, TTVS has had a successful year, I want to repeat again, a huge thank you to all our team, both staff and volunteers who have gone the extra 10 miles. Thanks are also due to the funders who enabled some of the changes which were needed and also to those who continued to fund our projects. Finally, I must thank my fellow trustees who have had to learn how to Zoom – not my favourite occupation!



*A message from TTVS:
During this very difficult year our wonderful Trustee Shirley celebrated her 80th Birthday. She continues to support TTVS and is an asset to our amazing board of Trustees.
Thank you from all of us.*

CEO's Report



I am very proud to present our latest annual report which covers my first whole year as TTVS's Chief Officer, and with now almost two whole years in, I have to say, I still don't know what normal looks like!

It is quite likely that this has been the most challenging year we have faced as an organisation since we started supporting our communities over 30 years ago, and we emerge from what is hopefully the worse of the pandemic, battered and bruised but stronger and more resilient than ever, thanks to the incredible teamwork seen from our staff, our volunteers, and our trustees.

Last year I spoke about the work we did through lockdown, and how we helped our most vulnerable communities, groups, organisations, and small charities to survive. We supported, we coordinated, we delivered, we collaborated, we sat on strategic groups, and we helped inform national policy around volunteering in a pandemic. We didn't stop, we were always there, and we still are. Whilst we were doing all of this lots was also going on in the background.

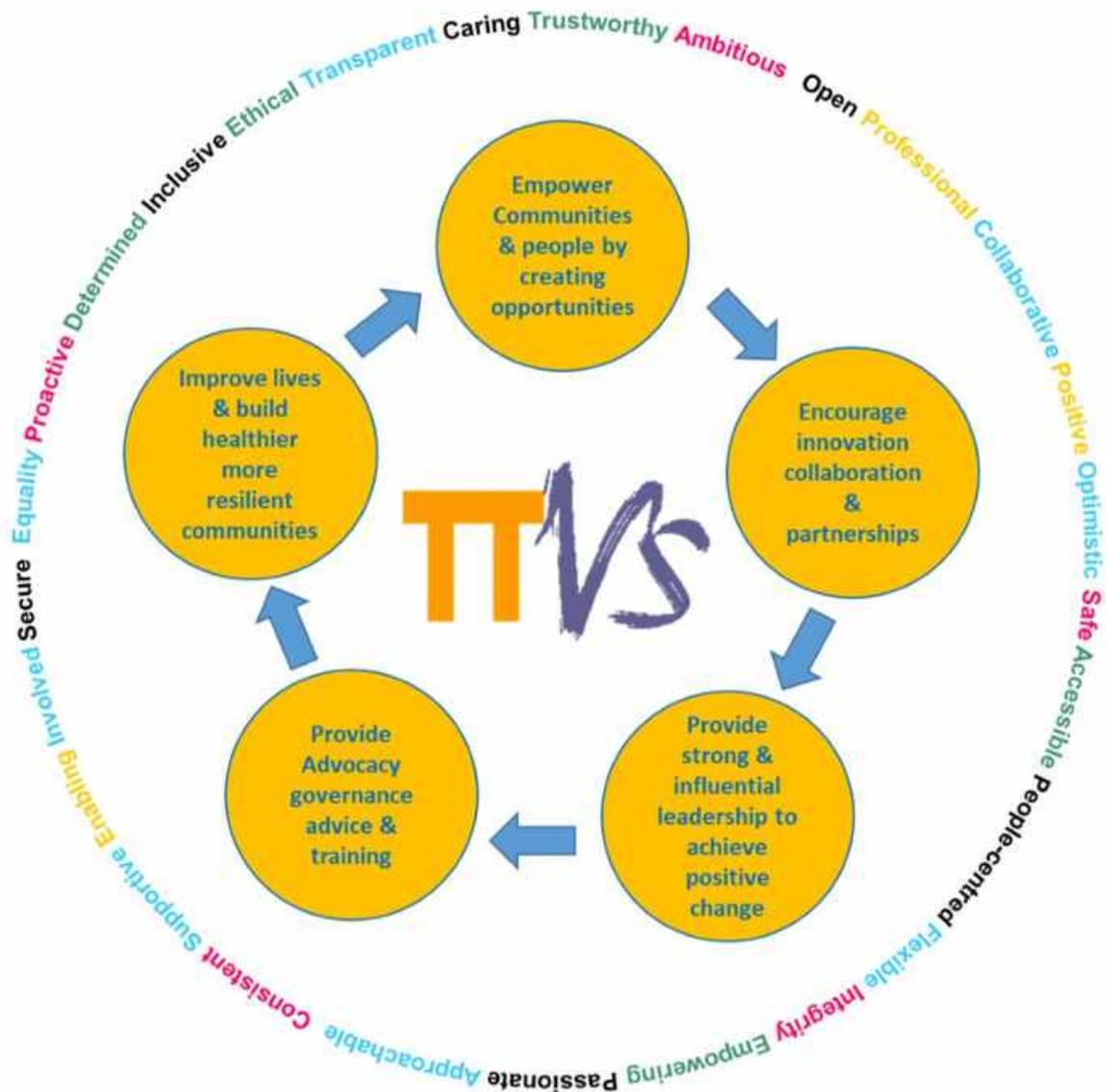
As an organisation we have embraced technology, by equipping our staff with the correct tools so that we can work from wherever we find ourselves. Using Office 365, Teams, SharePoint and the Cloud means reducing our overall costs whilst significantly increasing our effectiveness and efficiency.

We have fully reviewed, and completely redesigned our finance and budgeting processes, again modernising, and ensuring far greater effectiveness and efficiencies. We have employed a Funding Officer whose time is split equitably between supporting me and also the many community groups and organisations in Torrington, all while we continue to provide the professional lead for volunteering and running our truly essential and much needed projects.

Despite this we still face some truly challenging times which I have chosen to face through better collaboration and partnerships. It is important that we work together and that we do not operate in siloes. Whether our partners are public, private or third sector organisations we all want the same thing; strong, healthy, resilient, and supported communities.

I have also tried to shine a spotlight on Torrington, a truly aspirational and beautiful place to live, work, raise a family or retire to, an area that attracts hordes of holiday makers, and with them seasonal income. This is also an area that suffers from significant deprivation, shortages of affordable housing and a lack of investment on many different levels. How do we challenge the powerful unconscious bias that the veneer of sun, sea and sand provides and encourage better, ethical investment?





Our Vision:

Through innovation and collaboration TTVS aims to be central in supporting our communities to thrive, by developing and creating opportunity and raising capability. We will empower our communities and people living and working in Torridge by providing strong leadership and influencing positive change.

Our Mission:

TTVS enables communities to grow and thrive by providing support, governance and opportunities within the Voluntary, Community and Social Enterprise sector throughout Torridge. Improving lives and building healthier, more resilient communities by encouraging strong partnerships and a collaborative approach.

Our Values:

Our values are shared, encouraging our teams to grow and develop in a professional, supportive and positive environment . This in turn drives our passion and commitment to empowering our communities and working with our partners and people, helping them to achieve their aspirations and be the change they want to see.

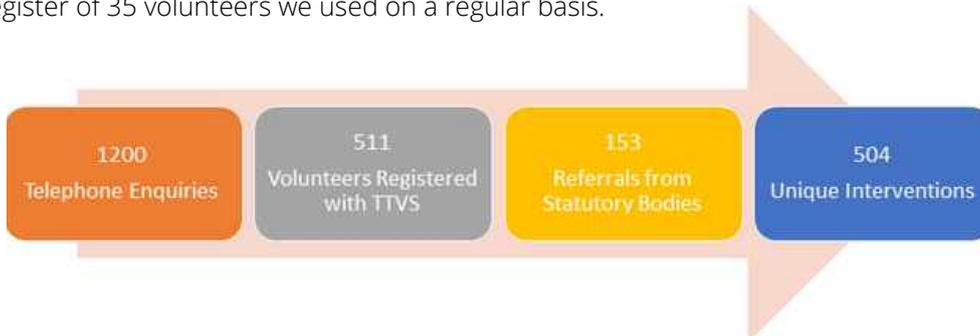
Supporting Volunteer Action / Developing the Sector

Supporting Vulnerable Individuals during Covid-19

From March 2020 TTVS Volunteer Centre has concentrated on supporting the local Covid-19 response. TTVS assembled a team of experienced community workers to support those who are deemed vulnerable or have been isolating due to health conditions. TTVS managed the response in partnership with Torridge District Council, Bideford Town Council and Northam Town Council.

From the 16th March we have received 1034 requests for assistance via our telephone service and 118 referrals directly from the councils.

We received offers of help from 96 people wishing to volunteer and we had an active register of 35 volunteers we used on a regular basis.



"I would like to share some great news and publicly thank the amazing people at TTVS COVID-19 Support. My mother who is nearly 90 and suffers from Dementia lives in Bideford and I, her son, live in Sussex.

I contacted TTVS who very quickly allocated a volunteer to shop for my mother. TTVS have been absolutely brilliant in ensuring that my mother receives her shopping quickly, efficiently and professionally. If these volunteers had a penny for every time they helped someone there would never be a need to fund raise, it's truly been a lifeline.

There is a saying; "Volunteers don't get paid, not because they're worthless, but because they're priceless." – Sherry Anderson

My mother and I thank the volunteers and TTVS for what they are doing for their community"

Covid-19 Response



The volunteer service is here to help, if you have any queries or need help please contact us:

Phone: 01237 420130

Email: Covid19support@ttvs.org.uk

www.facebook.com/torridgevs/

twitter.com/torridgevs

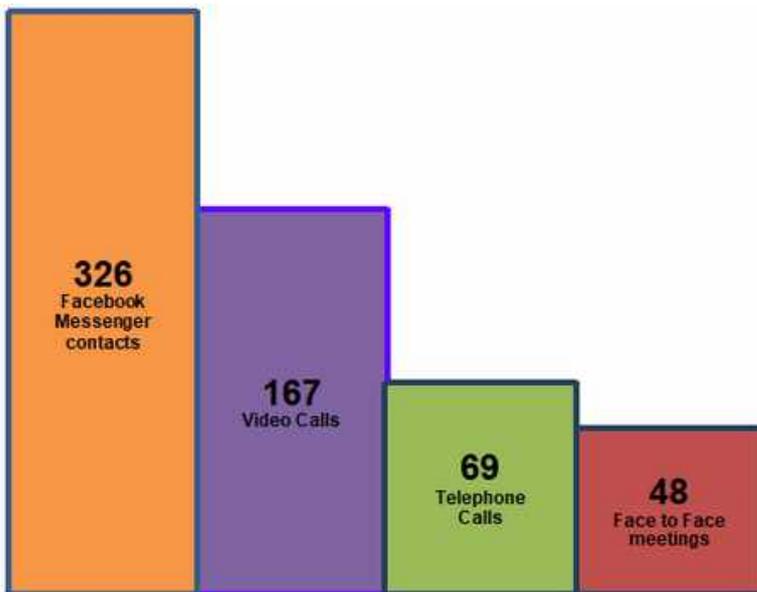


Bright Futures Upbeat - A TTVS Project



Our Young Adult Carer programme, in partnership with Unite Tiverton, Bright Futures Upbeat, supports Young Adult Carers (YACs) aged 18 -24. This project is funded by the National Lottery as part of their Reaching Communities programme.

During this year we introduced a new element called the Ambassadors programme. Ambassadors are young adult carers who have reached 25, but have chosen to stay with the project as volunteers. Ambassadors are vetted and given development opportunities. In the past 6 months ambassadors have been supporting other Young Adult Carers at outdoor events arranged by the project, such as the day at Haldon Forest, as well as sitting in on the Live Chats each week.



Throughout the period of the Covid 19 lockdown our transition workers became more imaginative in their delivery. We set up a weekly chat events through Facebook where young adult carers were able to speak to each other as well as with a transition worker.

And we continued to deliver high quality 1:1 support through the interactions shown here.

"When things go wrong I need extra support to prevent further episodes of self-harm and suicide. When lockdown happened I lost my job, was evicted from my flat and my relationship with my partner ended. There was one person I trusted, my Bright Futures Transitional Worker. They were on call when I needed support, and to talk as well as making sure that I was also seeking the support from specialist mental health professionals. We worked together to get a plan in place and I got my life back on track."



Carewise - A TTVS Project



The pandemic changed Carewise and how the service was delivered to our young carers. 7 sessional workers and 2 volunteers became involved in helping to provide support 1:1 as no activities were able to take place. This was co-ordinated by the Carewise Engagement Worker who joined us in September. Engagement took place by going on walk and talks which led to meaningful conversations with their sessional workers. Getting out into the countryside or walking along the beach, enjoying the surroundings proved beneficial to the young people's physical and emotional wellbeing. Phone calls and text messages were also used for engagement. This has helped support 17 young carers on a 1:1 basis with 102 interactions taking place during these uncertain times.

Carewise has also helped young carers financially who have wished to access clubs when restrictions are lifted, or follow an interest/hobby. Some young carers were also referred/signposted to other agencies who could offer specialised or targeted support.

At Christmas wellbeing craft sets were sent out to 8 – 13 year olds and body shop gift cards to 14 – 18 year olds.



Case Study

Young Carer lives in a very rural location and cares for her mother who has significant mental health problems and multiple sclerosis. Young Carer was offered 1:1 support just after the first lockdown began in March 2020. A Carewise worker meets with the young carer once a fortnight for a 'walk and talk' in the local area where the young carer chats about worries and concerns.

The worker has liaised with the young carer's College and due to living in an isolated and vulnerable area was encouraged to return as soon as was possible on a part time timetable when other students were learning from home. The worker also encouraged the young carer to engage with CAMHS (Children and Adolescents Mental Health Service) and was able to pass on (with the young carer's permission) sensitive information about the worries and concerns that the young carer felt unable to share during phone CAMHS appointments.

Financial assistance has also been offered to purchase any equipment or supplies young carer may need for studies.

This 1:1 support has continued to be offered to during the pandemic.



TorrAGE Ageing Well - A TTVS Project



The core aim of TorrAGE Ageing Well continues to focus on supporting the health and well-being of older people in the local communities of Torridge through a number of different programmes. The project continues to develop key stakeholder relationships, build a reputation for quality, and is the 'go to place' for support, advice and signposting in the area.

Help at Home

The Help at Home service has continued to expand and is a Devon County Council approved supplier through the Supporting Independence contract. This 'paid for' support enables people to continue to enjoy living in their own home for as long as possible by providing practical support and enabling tailored to individual needs to help maintain independence and well-being.

The service provides everyday tasks such as cleaning, laundry, meals, shopping, correspondence, gardening, decluttering, accompanied outings, befriending & sitting service for carer respite. The service continued to operate throughout the pandemic, ensuring that those at risk and vulnerable received the services they needed.

Activities

Due to government guidelines all of our activities were put on hold during 2020/21 including Tai Chi. The project activities will resume as soon as restrictions are lifted.

Memory Cafes

Unfortunately, due to NHS advice, the project had to pause our activities with the Memory Cafes. Families received continued support remotely where possible, but face to face activities could not safely take place. The budget for this service was protected and, as soon as it is safe to do so, the Memory Cafes will resume.

Hours delivered 4738

Average of 395 hours per month (up 100 hours per month year on year)

93 referrals/enquiries received

6% increase in new clients starting the service

"I seriously don't know how to thank you enough for all that you do and would be lost without your help"

Financial Inclusion

The Financial Inclusion project supports people of State Pension age and over to access eligible benefits, grants, blue badges, council tax reductions / exemptions and other financial problems.

During the Covid 19 'lockdown', referrals to the project continued as usual but unfortunately, volunteers have been unable to help during this time. Contacts were initially carried out over the phone however, when Government guidelines permitted, face to face visits resumed with appropriate risk assessments and PPE.

117 referrals have been received and 196 applications made during the past year 1.4.20 – 31.3.21

Despite the difficulties during the lockdown period and Covid 19 restrictions, the financial impact on elderly residents in the Bideford and the surrounding area continues to be significant, £221,402.89 in the first 6 months and a further £180,706.95 in the last 6 months = £402,109.84 annually.

117 referrals

196 Applications

4 Volunteers

**£402,109.84 in additional
benefits and allowances**



*"Excellent advice
given and it was
great to be offered
face to face
support."*

Active & Connected



Active & Connected



The Active and Connected Project supports people over 75 years to be more active, increase mobility/reduce the likelihood of falls and reduce social isolation and loneliness. Referrals are made through the medical services and healthcare professionals. Since the project started we have received a total 58 referrals and although some of these clients had received and completed the service they were invited back to receive support during the Covid 19 pandemic.

The pandemic made it difficult to support clients face to face due to the Covid 19 restrictions with many of our clients and volunteers isolating or shielding. The project was adapted to keep our clients engaged by writing weekly motivational letters that include news, information, challenges, competitions, activities and exercises and provide contact via a weekly telephone call from volunteers and/ or the coordinator to connect them to others.

57 Referrals

44 Clients

13 Volunteers

"How wonderful your letters are everyone loves them. It is lovely how you reach out to people. I do the stairs and go up and down during the days. I try to do my physio exercises to keep my strength I am trying very hard"

"I appreciate the letters. I have completed the challenge and made the biscuits. I like to hear from x - the conversation seems to flow. Thank you so much for all you have done for me."

Supporting Rural Independent Living - A TTVS Project



During this year, to support the community through the pandemic, the Winkleigh Forget-Me-Not friends' group of volunteers have been making phone calls, picking up prescriptions and shopping for the elderly and vulnerable people within the surrounding area of Winkleigh. There is a local delivery of hot meals by Fiona's Farm shop twice weekly, which is being used by most of our guests and carers, also the Soup/Sweet delivery service set up by SRIL.

The project continues to provide friendship services, through befriending calls and local helpline services which the volunteers and our co-ordinator delivered. The information hub provides advice on navigating the health and social care services as well as giving basic advice on health and wellbeing, is now run on the phone by the project manager, so referrals can be done and support can be given by all the other services we work with.

In Holsworthy the Forget-Me-not-Friends volunteers supported people who were self-isolating, especially people without nearby family, elderly people, and people with a disability or long-term health condition. "Buddy systems" have been created to make sure vulnerable and hard-to-reach people stay connected and supported.



"The help given to me by the Project Manager during this difficult time over the past 5 years has been invaluable. Providing all the help and assistance we needed to deal with my wife's deteriorating health."

Partnership Projects

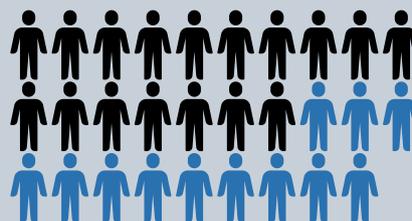


Community Placements

Our project offers supported work experience placements and training within community organisations and local projects for people facing multiple barriers to gaining employment, offering them the opportunity to add vital work experience to their CVs while supporting local community organisation struggling to recruit help. Where appropriate we will offer routes to training and education.

The project has been drastically effected by the pandemic as community organisations ceased taking people on placements due to the restriction. However following the first lockdown forced us to stop delivering provision for two months we have continued to support project participants throughout.

" I have really enjoyed my introduction to mindfulness, it's given me new awareness of how I use my breathing and how I can change it to improve my stress/anxiety levels.



17 referrals into the project
12 people completed the project



4 people progressed into employment

Social Prescribing

TTVS has four Social Prescribers, working across the six Torridge GP Surgeries. Their work is very varied and includes helping patients who are socially isolated to become less so, supporting those who have been bereaved, assisting people with benefits, housing and debt advice, offering mental health support and, of course, supporting patients during the pandemic.

They have also recently run a pilot wellbeing project for older patients, with weekly face-to-face sessions on diet, exercise, relaxation, sleep and safety. This will be rolled out to other patient groups over the coming year.

Over the past year the Social Prescribers received just under 350 referrals. The majority have come from GPs but referrals are also received from other agencies and NHS departments including Live West, Stroke & Neuro, Physiotherapy and Community Rehabilitation. 55% of referrals have been for patients aged 66 and over, 15% for ages 51-65, 18% for ages 31-50 and 12% for adults under 30.

Social Prescribing has grown rapidly across the UK over the past year and we are pleased that Torridge PCN is able to offer this much-needed service to its patients.

Partnership Projects



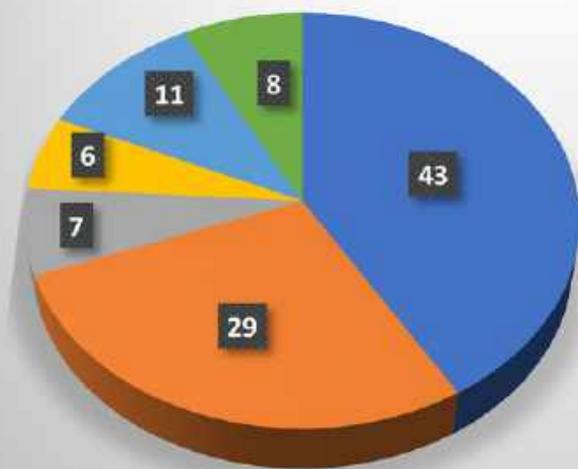
Youth Flow Project

The Youth Flow Project is a partnership between One Northern Devon, TTVS, Encompass and Job Centre Plus. Covering Bideford, Barnstaple and Bude job centres. The project supports young people between 16 and 24 who are furthest from the labour market and those who belong to groups that are disproportionately under-represented in the workforce:

- Care leavers
- Ex-offenders/prison leavers
- Young adult carers
- Those with a history of illness
- People with learning disabilities
- People with low or no academic qualifications
- Homeless people and those insecurely housed
- People on low income/seasonal or zero hours contracts
- Long-term unemployed

The project will provide up to 13 weeks employability support to be delivered weekly including: an assessment of needs and an agreed action plan, support and advice to each individual to help them overcome barriers to employment, mentoring and moving people into Education, Employment or Training as appropriate, including the use of Work Experience and Volunteering.

Youth Flow Project Stats



- Total number of young people referred into the project:
- Total number of personal progress plans started:
- Total number of young people moved into training or education
- Total number of young people doing / have done volunteering
- Total number of young people doing / have done work experience
- Number of young people in work:



Financial Reports

Funding Update

Welcome to the Funding round up for potentially the strangest year the world and the 3rd sector has seen! So, where to start? At the beginning... April saw the pandemic hit our shores and we started to see the incredible impact of the first lockdown. As an organisation that survives on the generosity of the funders and the public, these times were unprecedented and hugely unpredictable.

We were incredibly pleased to have received some very generous short term emergency funding from;

- local authorities including Devon County Council, Torridge District Council and Bideford Town Council,
- local funders such as Bideford Bridge Trust
- and bigger national funders such as The National Lottery and Children in Need.

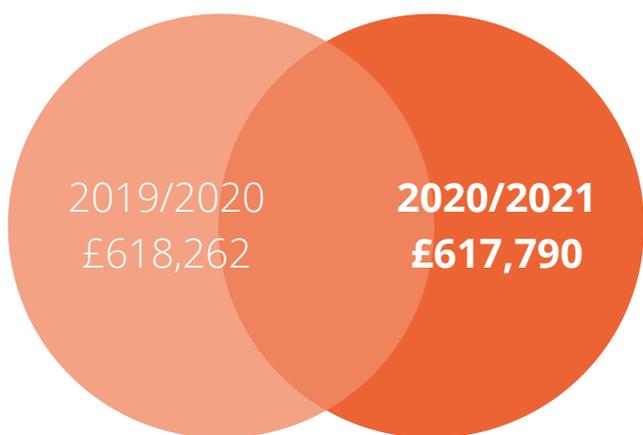
We chose to invest in a Development Officer for Funding using the role to focus on longer term funding for our projects. It also gave us the opportunity to look at different income streams for the charity, enabling us to build organisational strength and resilience. The new role also plays a vital role in supporting our community, something we are so passionate about!

We are looking towards a brighter and less uncertain 2021/2022, the funding landscape was challenging before the pandemic and we are yet to see how this shakes out. We are hopeful that we will secure funding for our incredible projects and look to broaden our sources of income. Once again, a very big thank you to all of our supporters big or small, you have made a huge difference.

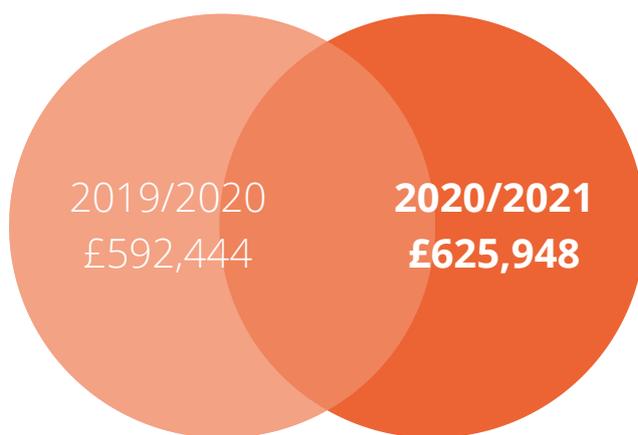
A financially challenging year

2020/21 was a year like no other, the pandemic hit and the funding landscape changed considerably. TTVS had to adapt quickly. We invested to provide resilience and business continuity through lockdown. The Finance Team have worked hard to streamline the financial processes within TTVS.

Income



Expenditure



Financial Reserves **£180,758.**

Our financial reserves remain strong and in line with our Reserves Policy ensuring 12 months running costs



The TTVS Team

TTVS Directors

Shirley Law (Chair)
Steve Aldridge (Treasurer)
Nick Underwood (Deputy Chair)
Ramin Shamsolahi
Pam Orchard
Mike Teare

Core Staff

Chief Executive
Darran Hill

Partnerships and Development Manager
Paul Huxtable

Development Officer - Funding
Simone Thompson

Office Manager / HR
Jane Creese

Finance Manager
Caron Petrie

Finance Assistant
Hanna Shrubsole

Communities

Community Developers

Martin Rawle

Bridget Cordory

Lara Eley

Social Prescribers

Justine Duhig

Loren Leaver

Nicola Morris

Verity Hookway

Flexible/Specialist Support

HR Services
Keely's

IT Services
IT Champion

Telecoms/Teams
SW Comms

TTVS Projects

Bright Future/Carewise Project Manager
Dawn Lawrence

Administrator
Judith Nock

TorrAGE Ageing Well Project Manager
Amanda Bowen

Active & Connected Project Coordinator
Michelle Harding

Help at Home Project Support Worker
Bev Pett

Memory Café Coordinator
Bridget Cordory

Administrator
Judith Nock

Supporting Rural Independent Living
Support Worker
Trish Burke

Financial Inclusion (Older People)
Coordinator
Denise Seaton

Employment Skills

Lead Mentor
(Employment Engagement)
Michelle Harding

Youth Progress Coach
Kate Romo

Community Placements
(Petroc)
Dawn Lawrence



Notes





Registered Charity No. 1125142 Company No. 06577677.

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