Annual Report 2024/2025





www.torridgecvs.org.uk Charity number - 1125142 Company number 06577677

In a disconnected world, we create happy, prosperous, healthy communities, living, supporting, growing and working as one. Society, Community, Improved Quality of Life

A healthy, connected and happy community with opportunities to exchange ideas, knowledge, learn and empower one another

Connecting People
At the heart of volunteering in Torridge
for over 80 years. We will continue to work to connect, grow and strengthen our community.

Amplifying the Voice

from individuals to organisations, we believe everyone has a right to be heard.

Equality.

Everyone is equal. We work towards a fairer future for all. By making an impact on the small we change the big

Inspiring Change

Through courage, resourcefulness dedication and determination we will challenge unfairness; we will ask difficult questions. We will work effectively with the community. We will be a vehicle for social change

Action

We Understand from our own experiences the challenges people face. We value people and will not judge or dictate. We will walk side by side with our community groups. We will share our knowledge and experience, resources, skills and connections. Together we will make a difference.





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A MESSAGE FROM OUR CHAIR - Shirley Law



This report is a record of the work done by our wonderful team. It's the first full year for Beki, our CEO, she has come in like a whirlwind and her vibrant personality has extended the reach of TTVS to areas that we haven't touched before.

TTVS has been able to work constructively with volunteers for many years, but we are now starting to work with volunteers who would not have seen us as their go to place, but the mentoring system has made a difference to both them and the people that they have helped. I would like to thank all the volunteers who give so freely with their time, we would not be able to do so much of the work undertaken without their help.

Whilst "tackling inequalities" has a section of its own, much of what we do goes towards this. The Financial Inclusion Service puts money into the hands of people in need, tackling this inequality, the Young Carers, the Memory Cafes and the Community Developers all go towards supporting those in the community who are in need of help. I would like to thank all the staff, both paid and voluntary, who have made this work possible.

I would also like to thank the funders, most if not all the work could not be done without funding and this has been a source of much discussion within the Board of Trustees, and it, I suspect, will continue to be of concern. Finally, I would like to thank the Board for all the hours of work that they have put in to ensuring that TTVS continues.

I commend this report, and do keep reading!

A MESSAGE FROM OUR CEO



Beki Sharples

Another year of huge achievements from the entire team at TTVS, supported at every step by our partners, funders, and those community members who support us in a variety of ways, not least volunteering!

We remain incredibly proud to be part of a compassionate and creative voluntary sector in Torridge, championing the voices of all in the community.

Testament to our long established partner relationships, and the confidence of our funders, we have been able to continue to support the community through our Financial Inclusion project through the investment of The Edward Gostling Foundation. Our Community Development Project has received significant funding from The National Lottery which means we can do even more to support the vibrant community that is our home and community.



Supporting our community



As Torridge's lead org<mark>anisation for volunteering, our Volunteer Hub connects people with meaningful opportunities. Each year, we handle around 500 enquiries and support a strong volunteer base that supports change across the community.</mark>

The Hub is a vibrant space where individuals and groups connect. Our team responds to general enquiries, as well as requests for support in setting up groups, and charities, accessing funding, or managing payroll. We also provide a safe, welcoming space with a compassionate reception for anyone seeking support, open three days a week.

We strengthen local groups through targeted training and hands-on support. Sessions delivered via the North Devon Inclusive Community Framework covered Trauma Awareness, Mental Health, Diversity and Inclusion, Drug and Alcohol Myth Busting, and local support pathways. We also delivered Website and Canva training in response to local requests.

Volunteering with a difference



At TTVS, volunteering drives everything we do—and we see every day the powerful difference it makes. That's why we're excited to have launched our Inclusive Volunteering and thrive within their community.

Our Peer Mentors are leading the way. Each brings lived experience, resilience, and passion to the role, inspiring others while making a tangible impact. For example, one Peer Mentor—now in recovery from chemical dependency—is collaborating directly with our CEO to design and co-deliver a bespoke training programme for local partners.

We're growing our Peer Mentor team and are looking for more people who want to share their experiences, strengthen community connections, and shape positive change across and make our community stronger.



Volunteer Centre Case Study

A young man in recovery, living in supported accommodation, was seeking meaningful ways to spend his time—and found it through volunteering at local Memory Cafés. Very quickly, he became a valued and much-loved volunteer, building friendships, making a real difference, and even helping our attendees enjoy a few card game victories!

His journey didn't stop there. As a Peer Mentor, he helped host a pilot Drop-In at Harbour Bideford, where we engaged with local people experiencing homelessness about their health needs. Their voices and insights were captured in a report submitted to the Public Health team at Devon County Council, ensuring their experiences help shape real change.

Focused on building his future, he has now secured a volunteer placement with a local bricklaying firm, which he'll begin after moving into independent housing—turning his vision for employment into action.

TACKLING HEALTH INEQUALITIES

This year, TTVS has been proud to support our community by working in partnership and amplifying the voices of those too often unheard—people facing challenges who simply need the right support to move forward.



Together with Harbour Bideford, The Lighthouse Project, and other local partners, we launched a pilot project that created a safe and welcoming space. Here, community members could enjoy warm meals cooked by our Peer Mentors, connect with professional services such as drug and alcohol support, and access vital housing advice.

Our Peer Mentors also played a key role in listening—capturing the lived experiences of those who attended. This insight was evaluated by Public Health and is now being used as evidence to shape alternative ways of accessing primary health care in Bideford.

This pilot shows what is possible when local organisations collaborate: in a short time, with limited resources, we created something powerful, practical, and full of potential for long-term















A big thank you to all our funders, without their generosity we could not achieve all that we do.



Community Development across Torridge

We're proud to be leading a major community development initiative in Torridge, part of a pioneering three-year National Lottery investment across Northern Devon. In partnership with North Devon Voluntary Services, we're connecting coastal and rural communities, ensuring the voices of seldomheard groups are not only included but uplifted.

Our Community Developers in Bideford, Great Torrington, and Holsworthy are working side by side with local people—listening, identifying challenges, and co-creating solutions to build stronger, more connected communities.

As active members of Devon Voluntary Action—a countywide partnership of CVS organisations—we make sure the needs of our communities are represented regionally and nationally through our seat at the Torbay, Plymouth and Devon VCSE Assembly.

We're also proud to play a key role in the Bideford and Great Torrington Regeneration Programmes, championing local voices and working with partners to unlock potential, celebrate strengths, and bring out the very best in the places we live and work.





Community Development in Bideford

My Voice

We asked those we worked with, how has this helped? this is what they had to say....

Digital Assist...

Elderly lady had struggled with her phone, through digital assist we were able to solve the issue and reconnect her with her phone.



We were able to support Libraries Unlimited to bring to Bideford a 'Chatty Cafe', where lonely people came together once a week for a lunch and to enjoy the friendship of others in a warm and inviting community space. This was led by Libraries Unlimited volunteers and located in Bideford Library.

With support from, Bideford Bridge Trust we have been working closely with Carers and the Rough Sleeper community to enhance their wellbeing by offering £10 Winter Warmer meal vouchers. These can be spent in a selection of Bideford Cafes'.

Supported by the Bridge Trust, we offered community and also our caring and also our rough sleeper.

An elderly gentleman was sleeping rough. He had been a carer for his mother; but on found Trys and onthe on the streets he was rented and he was and an are for his extreets he was imagined this would ham, he streets he was rateful for the streets he said to the support one. I am so town:

My Voice

We asked those we worked with, how has this helped? this is what they had to say....

A rough sleeper said: Thank you. The vouchers really helped me. I was really hungry.

I was able to go into a café and feel normal and do what other people do...

Carers say:
I was feeling overwhelmed and the voucher allowed
me to take time for myself. It was flexible so I could
manage this around my caring role...

What a great idea for making me think about going out

Community Development in Holsworthy



Wednesday 11 December 2024 2-4pm Holsworthy Hospital, Dobles Lane, Holsworthy, EX22 6JQ

361 **

Fern (estre TIVE





Our recent ROC Conversation (Redeeming Our Communities) brought people together at Holsworthy Community College to explore two vital topics: financial worries and children's wellbeing. Supported by our Community Developer, the event created a safe and open space for honest discussion, community connection, and shared learning.

The insights gathered are proving invaluable, helping us inform decision-makers at the right level and ensuring that local voices directly influence the changes that matter most.



The Food Hub has around 195 members and hands out 40 bags of food a week

lst FRIDAY of the month at 2:15pm THE KINGS ARMS, THE SQUARE, HOLSWORTHY, EX22 6EB Please call Alison to register your attendance as space is limited: 07708 471705

Join us on the



Our Memory Cafés Northam Hall & Bideford Robins Nest

We are truly fortunate to have an incredible group of volunteers whose time, energy, and kindness make our Memory Cafés possible. Thanks to their dedication, our cafés continue to be a place of warmth, connection, and joy.

At Northam and Bideford Memory Cafés, around 25 people come together each session—volunteers, those experiencing memory loss, and carers alike. Everyone is welcomed as equals, sharing laughter, conversations, new experiences, and treasured memories.

We are also grateful for the support that keeps these cafés thriving: Northam Town Council, whose generous grants sustain our Northam café, and Bideford Football Club, who provide their clubhouse and the ongoing support of their staff for our Bideford café.



Together—with volunteers, community partners, and attendees—we're creating spaces filled with friendship, belonging, and understanding.







Every year our Tai Chi group hold a special session at Christmas. All donations at this event, along with their weekly fee, is donated to a charity of theirs and lan's choosing. This year lan Godfrey presented a special, 'Singing Bowls' meditations and 'Indian Chants' class .

They raised in excess of £100 for the Pickwell Foundation.



TAI CHI











financial Inclusion

Torridge & North Devon

This project is dedicated to supporting people of state pension age, ensuring they can access the benefits and services they are entitled to —especially during times of illness or following a difficult diagnosis.

Our team often works with clients over the long term, helping them navigate complex systems and secure life-enhancing support. This includes accessing Attendance Allowance and Pension Credit (both key gateway benefits), reducing council tax payments, applying for Blue Badges, and connecting with other essential services.

Where needed, we also assist with applications to grant funds for vital items such as white goods and furniture—providing not only financial relief but also comfort and dignity.

Through this project, we are not just offering advice—we are helping older people feel supported, informed, and empowered to live more securely.

Total Number of Referrals

Over 500 applications made for benefit support submitted.

We were delighted to be able to run a series of drop-in sessions in our Volunteer Centre, and also extended our drop in service to Holsworthy.



£1,117,494.23

Accumulative £ of Benefits Awarded





financial Inclusion

Torridge & North Devon Case study

- · Our client lives with a dedicated family member who provides daily care and support. Until recently, both had faced challenges managing everyday tasks without formal assistance or financial aid.
- During our initial home visit, it became evident that they had been doing their best to maintain the property under difficult circumstances. They were unaware of the benefits they might be entitled to, so we carried out a comprehensive benefits check.
- As a result, Attendance Allowance was successfully awarded—opening doors to further support such as Council Tax Support (CTS) and Pension Credit (PC).
- Since receiving this support, our client has expressed feeling more financially secure and significantly less anxious when dealing with correspondence. The intervention has led to meaningful improvements in their wellbeing and confidence.
- This outcome highlights the transformative impact of proactive, person-centred support. It reinforces how tailored guidance can help individuals overcome barriers related to communication, mobility, and navigating the benefits system-empowering them to live with greater dignity and independence.

I can now afford my heating this winter, it has taken a weight of worry off my shoulders.

> are extremely grateful for your help. The extra financial support is so useful and the whole experience was so easy and pleasant it could not have been easier.

> > thank you so much.

Yes, she finally received it, and at the higher rate too. I will arrange for extra cleaning to be done.

Mum now has options







Mum with significant mental health needs:
Sibling with Autism:
Sibling with Downs Syndrome:
Young Carer trying to cope in a
challneging household.

When we
were still in
complete shock and
facing a terrible
time, you came into
our lives and
offered unwavering
support.
Thank You.

We run a bespoke and personalised one to one support service for young carers, we had 61 referrals in 1 year...

Over half of these referrals were for children who were under 14 years of age.

Many of our young carers have challenging times at home and need a lot of support, including conversations with school, family practitioners and social services.

One day I sat with a TTVS Young Carer Support Worker as she talked to my child, and I had a light bulb moment.

I realised that I have the tools within myself to help my family. I now see that my child is feeling more confident and is able to use their voice to show how they're feeling.

It has been an amazing experience.

Thank You.

Hear My Voice.
We help our young
carers to develop
skills around how to
advocate on behalf
of themselves and to
be able to articulate
their own voice.















Help at Home provides a truly unique and flexible service that puts individuals firmly in control. Every visit is tailored to meet their personal needs, offering a bespoke experience that adapts to their lifestyle and preferences. We work in partnership with care agencies, easing pressure on the sector while enriching the support available. Services include:

- Household tasks: cleaning, laundry, ironing, changing bed linen, decluttering, and more
- Help with paperwork and appointments
- Respite for carers
- Shopping, running errands, and accompanied outings
- Coordinating additional services, including trusted tradespeople
- Meal preparation
- Signposting to other helpful organisations
- Befriending and companionship
- · Light gardening and dog walking

This year has been another great chapter for Help at Home. We've proudly delivered thousands of hours of support—empowering our clients

Number of Hours of Service Delivered 2271

Number of Clients Supported 80

to maintain their independence and thrive in the comfort of their own homes.

We began our project in July 2023 with the aim to overcome loneliness and isolation within our community. Volunteers are engaging with older people, visiting them in their homes as well as encouraging them back to social activities in our community.

Client Voice

After losing my leg and being unable to return home due to accessibility issues, I had to move to an unfamiliar area where I didn't have friends. At first I wasn't so sure about, Connecting with your Community, but that changed after being paired with my new friendly volunteer. Her weekly visits gave me renewed purpose and emotional support, helping me to recover mentally from what I had been through. We bonded and now I have a new genuine friendship, filled with shared laughter and connection. The experience has been life-changing and deeply meaningful.

Volunteer Voice

Meeting my lady for me has been an inspiration and she has become a friend. She is such a determined lady. We laugh a lot, drink lots of cups of teas, and enjoy some garden time. She has definitely got more confident in the time I have met her, and we do have such as lot in common. I shall never feel sorry for myself ever again.



Financial Report - Investing in our Community

- This year has been one of growth, collaboration, and continued support from our valued partners including Torridge District Council (TDC), Bideford Bridge Trust, local Councillors, and Bideford Town Council. Thanks to their commitment, we can further our mission of building a happy, healthy, and empowered community.
- The National Lottery continue to play an instrumental role in their continued support, supporting our Volunteer Hub and investing in a 3 year programme of community development.
- Our partnership with North Devon Voluntary Services (NDVS) continues to flourish.
 Together, our Community Developers in Bideford, Torrington, and Holsworthy are nurturing a strong and dynamic VCSE sector across North Devon and Torridge.
- Generous support from Creative Lives and Asda has enabled us to host a wide range of engaging activities—from photography and art to crochet, mosaics, and digital skills workshops—all of which were very well received.
- The Carers Lunch Scheme, backed by TDC/Bideford Bridge Trust, was expanded to include vulnerable adults, a much-appreciated addition to our services.
- Our Know Your Neighbourhood initiative brought together army of volunteers, creating opportunities for connection through weekly activities such as Singing for Joy, chair yoga, IT tutoring, and Breathwork. These sessions have been a huge success in reducing loneliness and fostering community spirit.

Financial Report - Investing in our Community

- We were delighted to receive a Deed of Gift from The Edward Gostling Foundation, which enriched our Financial Inclusion project, empowering older community members with essential benefit support.
- This year saw the completion of Young Carers Connected, funded by the National Lottery—an initiative that provided vital support and will continue to inspire.
- Thanks to the dedication of Ian Godfrey, our weekly Tai Chi group continues to be a highlight, drawing participants and raising valuable donations.
- Our Memory Cafés in Bideford and Northam remain joyful spaces, supported by The Hedley Foundation and DMCC, where participants not only benefit from seated exercise and creative activities but also play an active role in fundraising.
- As we look ahead, we are filled with optimism about the difference we will continue to make. While we, like many charities, face rising costs, increasing salary costs and essential technology upgrades—we see these challenges as opportunities to innovate and grow stronger.
- Over the past five years, TTVS has generated an incredible £5,780,385 for the
 community—an achievement that speaks to the power of collective effort. With
 continued support from individuals, partners, and funders, we are confident in our
 ability to build on this success and secure a bright future for our community.

Impact report March 2024 to March 2025

financial Inclusion

Referrals received: **372** Number of interventions: **3828**

Total awarded back to our community: £1,117,494.23



We supported and connected with 200 people and delivered 1,900 hours to befriending



Number of Clients supported - 80 Service hours delivered - 2271



Vision

A healthy, connected and happy community with opportunities to exchange ideas, knowledge, learn and empower one another





41 Young Carers looking for support.

82

Young Carers supported between March 2024 - March 2025, thanks to the funding of National Lottery..



TAI CHI

In excess of 100 volunteering hours of tutoring given to TTVS Average of 20 attendees per week

CONTRACTOR OF THE PARTY OF THE





Our Volunteer Centre has supported many individuals of a wide range of needs (some more complex than others) during our opening hours.

MEMORY CAFE'S

Bideford and Northam memory cafe's welcome around 25 to each session, and some may have a memory loss.

Community Developers:

249 TOTAL Torrington - 39
Bideford - 142
Holsworthy - 68

Our CD's have organised multiple events / workshops for the benefit of those within our community.

Thank you to those who have supported us!















































WIS£RMONEY



ASDA













Thank you to those who we have worked with!























































