



Supporting the voluntary
and community sector in
Torridge

Annual Report
2021/2022

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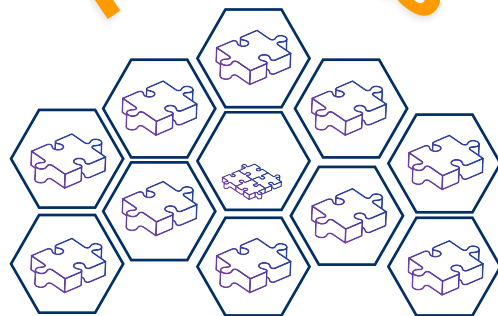
TTVS - established 1988

A Year in Figures

12000 Miles Travelled
in support of our communities



11
projects



We are a green team and we're working on this!

34 groups supported



Over £500,000
in unclaimed
benefits
accessed



33
Member
Organisations



40 Members of staff / **220 Volunteers**

TTVS



CEO's Report



It gives me great pleasure to present our latest annual report and what a fantastic year it represents. We continued to support some of our most vulnerable communities through our teams of volunteers, the provision of grants, and through the projects we run. We also spent time building and strengthening our partnerships, not just in Torridge but also across the whole of Devon. We joined Devon Voluntary Action (DeVa) and that gave us a bigger collective voice to influence within our county, which in turn places Torridge firmly on the right agendas.

In July we were invited to meet HRH Prince Charles who was interested to hear about the work we did during Covid, it was a very special day for the team rounded off nicely with a Hockings Ice-cream in the park.

On Christmas day we supported the Community Christmas Feast, this was organised by one of our Trustees and many of the team volunteered, because they genuinely care and want to support those most in need at a crucial time of the year.

As well as building our own capability I have chosen to invest in our staff, not only by giving them the tools to do the job properly but also to ensure they feel valued and supported, for example through investing in an easily accessible Employee Assistance Programme. When you have talented people, I believe you should do all that you can to retain them and grow them, a real challenge when you overlay that with the impact of cliff edge funding. But I have been able to do just that, and I now have a strong core team that supports me and provides resilience, skill and real energy in serving our communities.



We are an ambitious charity; we want to be the very best we can be, so that our communities can have the very best support. We will always look for new and exciting opportunity. This year we embraced the Kickstart scheme and employed a talented young person through the Rank Foundation Leadership program. We teamed with Cosmic to deliver digital leadership and One Northern Devon to support hospital discharge, and with Encompass to support young people into work. Through the most difficult economic circumstances we have grown our capability and our reach but there is still much more to be done.

"We are not a team because we work with each other, but because we respect, trust and care for each other"



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 Volunteering / Developing the Sector



Throughout the year we continued to offer support to our communities still dealing with the impact of the Pandemic, the weather and other challenging circumstances. We encouraged groups to meet again and become active, we provided training and through our partnership with Devon Voluntary Action we ran a far reaching Volunteer Campaign, encouraging people to return to volunteering. Our membership became free while we continue to work on developing our offer, ensuring we provide the very best support to both existing and emerging groups.

Our Community Hub reopened, and became a hive of activity and also a place for people to pop in and seek advice or sometimes just to chat.

This is the year our team met HRH Prince Charles to talk about our activity in supporting volunteering.





Our Young Adult Carer programme, in partnership with Unite Tiverton, Bright Futures Upbeat, supported Young Adult Carers (YACs) aged 18 -24. This project is funded by the National Lottery as part of their Reaching Communities programme. Our Carewise project supported young carers aged 4 to 17.

In the summer of 2021 the funding for both projects sadly came to an end.

We were keen to continue to support all young carers and build on the valuable work these projects did. After a lot of hard work, our Funding Officer secured money from The National Lottery and a new project was born. Young Carers Connected (see next page....)

Right until these projects ended our staff and volunteers continued to support the people they were working with. As part of Carers Week we took a group of young adult carers to Exeter and had a picnic on Cathedral Green. We played games and took part in a Queen's Birthday themed quiz (run by a keen royalist Ambassador) to win lots of chocolate prizes. Activities are fun and enjoyable but the most important part was that young carers were able to momentarily forget their caring role, being able to laugh, relax and form new friendships.

"It was such an incredible feeling being able to meet other Young Adult Carers face to face after such a long time being restricted to video calls"





Welcome to Young Carers Connected, or YCC as it's better known, our incredible new project supporting Young Carers in North Devon, Torridge and Mid Devon, between the ages of 8-24 years. We have risen from the ashes of the familiar and hugely popular Bright Futures Upbeat and Carewise projects, which unfortunately came to an end in the summer of 2021.

YCC is a partnership between TTVS in Bideford, Unite Carers in Mid Devon and Citizens Advice in Torridge, North, Mid and West Devon, that launched on 1st February this year. We have 2 Support Workers working for 12 hours a week in each of the 3 localities. It's funded for 3 years by the National Lottery and offers tailored and carer-specific support to young carers and their families.



“Before I met you I truly felt so hopeless and lost in my life. When I think back to that time, my brain just remembers darkness and intense feelings of being so stuck and isolated. Then I met you and things got so much better. It’s taken a while but I couldn’t have done it without you. I am so grateful for your many words of encouragement, kindness, compassion and understanding. Thank you so much”.





The core aim of our TorrAGE Ageing Well project 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.

Mr W was struggling to cope with his wife's declining health and dementia. We provide a much needed respite service so he could have some "time out" and re-charge his batteries. "I seriously don't know how to thank you enough for all that you do and would be lost without your help"

Support

- We delivered a total of 6580 hours of support, a 39% increase on last year

Referrals

- 161 referrals/enquiries received, an increase of 77% on last year

Clients

- an increase of 48% on last year

Activities

Our very popular Tai chi classes were able to restart in the summer of 2021. Tai Chi helps with confidence, balance and general fitness.

Memory Cafes

Our Memory cafes were able to safely reopen in the latter part of 2021. A memory café is somewhere where people with dementia and their families/friends can visit to support each other and share information and experiences.



Financial Inclusion

Supported by



The Financial Inclusion project supports people of State Pension age and over to access eligible benefits, grants, and other financial help to help navigate the rising cost of living and avoid financial hardship.

- Information on the types of benefits that are available (this could include Attendance Allowance, Pension Credit, Blue Badges, Council Tax reduction, Disability Living Allowance/PIP and housing benefit)
- Support with completing application forms
- Information on where to access debt management advice
- Help with grant applications for equipment



Referrals

216 requests for help were received during 2021/22



Support

We supported clients in submitting over 330 applications for financial support

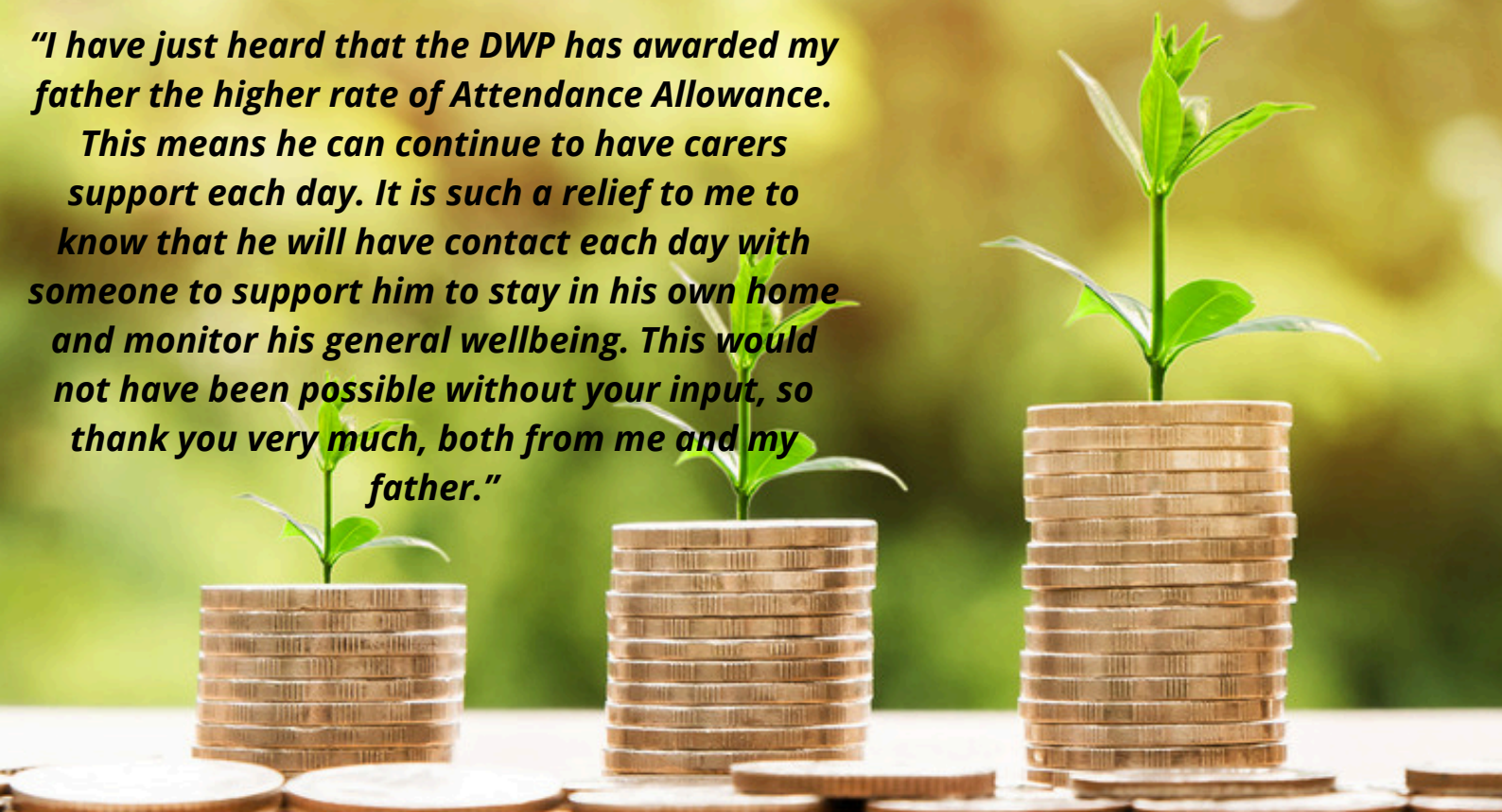


Success

Over £500,000 of unclaimed benefits and other financial support received by our clients

"I have just heard that the DWP has awarded my father the higher rate of Attendance Allowance.

This means he can continue to have carers support each day. It is such a relief to me to know that he will have contact each day with someone to support him to stay in his own home and monitor his general wellbeing. This would not have been possible without your input, so thank you very much, both from me and my father."





Active & Connected



The Active and Connected Project supports people over 75 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.

The project had to change the way it supports our clients slightly through Covid but kept our clients engaged by writing bi-weekly newsletters that included information, challenges, competitions, activities and exercises and provide contact via a weekly telephone call from volunteers and/ or the coordinator as befriending and connecting to others.

Referrals

- 47 Referrals received requesting support from the project

Support

- 9 Volunteers supporting our clients

Clients

- 51 clients receiving support



www.sril.org.uk

The aim of the Supporting Rural Independent Living Project is to help older people to stay in their own homes for longer, reduce hospital admissions as well overcome loneliness and isolation. The Forget-Me-Not Friends Cafés, offering a friendly, supportive environment for people living with dementia and their carers, are an essential date in the Winkleigh and Holsworthy calendar,

As soon as it was safe the café, once again provided a secure meeting place to visit and share experiences not only of the pandemic but their own individual circumstances. Since re-opening we have regular referrals from the local Social Care Teams and attendance is growing. The project's information hub is an on-going source of support around health/social care issues for people aged 50 plus in the local rural areas.

The project also facilitates a monthly 'Carers Group' providing the opportunity for the carers to explore issues arising from everyday living. Dementia affects a person's day-to-day life, and they may need to adapt how they do things. Our support reduces the impact of practical difficulties and helps people maintain a sense of normality for as long as possible.



VELOCITY

Devon

**WD CVS**West Devon Community and Voluntary Services

Building strong, sustainable VCSEs through Innovation

Project Velocity, is a brand new project being run in partnership with Cosmic – leading digital specialists – through funding from the Government's Community Renewal Fund.

Delivering a suite of digital training courses, from the 12-week Digital Champions through to bite sized 2 hour workshops. The aim of this is to offer digital support and uplift our communities and the groups/charities/small business that live and operate in these.

79 Organisations have signed up from across the county

Bespoke workshops delivered for local organisations

12 week Digital Collaboration course SOLD OUT.

I have to say, I was not sure how I would benefit from the course and what I would learn that would help our organisation, however, from the first session, I realised just how essential digital is to our ongoing Trust activity. By the end of the programme, I had a good understanding of Digital and the ability to ensure our Trust fully embeds this technology in our future operations."

- John Puddy, Chairman SS Freshspring



Partnership Projects

"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"

Community Developers and Social Prescribers

On behalf of the One Communities we employ three Community Developers, individuals who are catalysts in their communities, helping galvanise activity and support. They work closely with a wide range of partners and the Social Prescribers, working to make our Communities safer, healthier and happier.

Four Social Prescribers worked across the six Torridge GP surgeries and worked in collaboration with the Community Developers, GPs and community health based assets to provide a bespoke and holistic approach to personal welfare. From the 1st February 2022 the Social Prescribing team returned to Torridge PCN where we continue to support them in their valuable work.

An online Introduction to Mindfulness was developed by our Community Developers acting on guidance from the Social Prescribers who had identified a need. Some patients mental health was poor and exacerbated by lockdown giving opportunity to provide a 6 week course to help with low confidence, anxiety, sleep issues and more.

Youth Flow Project

one northern devon



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 supported 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: including care leavers, ex-offenders, homeless people and the long term unemployed.

Young People Referred to the project:

46

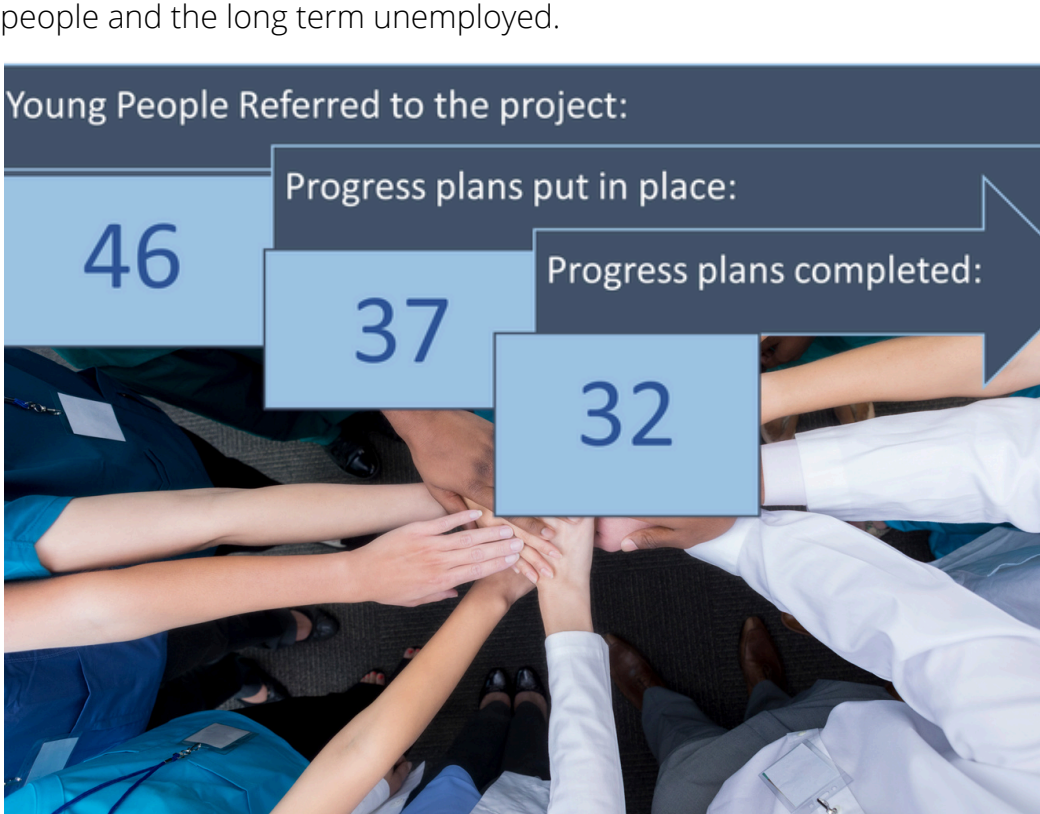
Progress plans put in place:

37

Progress plans completed:

32

"I was sleeping in a mate's shed or in a tent under a tarp; its 100% better now, literally, I don't even know myself, there's a wall there, locks on the door – it's actually quite a big room, well, compared to a tent!"



Financial Report

Coming out of the pandemic has been a challenging time for all and we are delighted at the financial strength of the charity in these new and to be continually uncertain times.

Investing in our community

We want to say a huge thank you to all of our supporters, to everyone who donated big or small through to The National Lottery, Nationwide Building Society, Bideford Bridge Trust, Bideford Town Council, Devon County Council, Aviva Community Fund and Torridge District Council. We couldn't do what we do without their support.

Investing in us

This year we have been successful in obtaining funding from The Rank Foundation as part of their Time to Shine programme, we welcomed a new Marketing and Communications Co-ordinator who has helped us lift our social media presence and with the help of the Velocity project we were able to invest in our digital infrastructure.

Investing in the future

This year our income was £716,315 and our expenditure was £683,219. We come out of 2021/22 with a very healthy financial reserve of £248,129, this gives us 12 months running costs and the ability to respond to any new and emerging economic challenges. More importantly, it means we can keep supporting the people who need us most!



Supporting the voluntary and community sector in Torridge by investing in our organisation, our community and the future.

Chairman's Report



Well, if you have reached this page, you will have seen all the grand work done by our excellent staff over the past year, still a difficult one with lockdowns, and, even now, spreading levels of infection. I have to thank all members of staff and volunteers for their dedication through this difficult period. No one seems to have given anything but their best.

It is worth mentioning that TTVS has worked extremely hard to get some financial stability, always difficult and it's inevitable some grants will end and will not be renewed, but the team has worked hard and effectively to find new funding streams. During the year, the funding for the much valued Bright Futures and Carewise ended, but with a huge effort, we were able to renew carer support with new funding and a new project.. I must stress that this is a natural process for the voluntary sector, funders always have a time limit, otherwise they would be unable to fund new and exciting projects. Hard for us, but....

I would also thank all the Trustees, who have been so helpful in reviewing our processes and practices, necessary in an organisation which is several years old, and supporting the TTV S team. We face the future with both hope and a degree of optimism.

The funders, big and small, must not be forgotten, they really are our life blood – without their support we could not do all that we do so a huge thank you to them. The statistics and quote throughout this report show how these funds are put to good use and enable to provide invaluable support within our community.



Notes





Registered Charity No. 1125142 Company No. 06577677

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