

**Supporting the voluntary and  
community sector in Torrington**



**Annual Report 2017-2018**

Registered Charity No: 1125142  
Company Limited by Guarantee. Registered in England No 6577677

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	Page No.	Statement of Purpose and Core Values
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About TTVS	2	<p>TTVS (formerly Torridge Voluntary Services) is a community resource dedicated to supporting those groups or individuals who strive for positive change within their communities. Rooted in the needs and aspirations of local people and committed to the principles of volunteering, TTVS exists to promote and enable voluntary and community activities and to develop innovative responses to unmet needs. Working, wherever possible, with local partners, TTVS stimulates community activity, develops local networks, provides a voice for the voluntary sector in Torridge and delivers a range of supportive services to individuals and community groups who need help. TTVS undertakes to carry out its work following the principles of:</p> <ul style="list-style-type: none"><li>• <b>Professionalism</b> ensuring that our activities make best use of our resources and with due regard to transparency, accountability, confidentiality and consistency.</li><li>• <b>Equality</b> holding no affiliation or bias towards any religious or political organisation, TTVS will respect, value, and encourage a diverse range of people to use our services and influence their development. At the same time, TTVS will actively challenge any discriminatory views and practices that are encountered in the course of the its work.</li><li>• <b>Partnership Working</b> seeking, wherever possible, to link with and complement other local services to maximise the impact of TTVS and make best use of available resources, while encouraging other groups and agencies to work in positive partnerships.</li><li>• <b>Positive Change</b> promoting and supporting positive change by responding to identified needs and proactively working to enable local groups and people to address need within their own communities.</li><li>• <b>Approachability</b> to act, at all times, with courtesy and consideration for the needs of those people who use or access our services.</li></ul>
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Welcome to the 2017/18 Annual Report. Reading this report, I have been so impressed by the sheer amount of work that the staff (both paid and voluntary) have achieved, and I would like to start my comments by thanking all of them. The statistics contained within it are amazing. I also need to congratulate those who have worked tirelessly to ensure the funding for our important projects has been continued for the year in question.



At the end of the year, we had been in touch, including membership and otherwise, with 463 groups and organisations and we had a total of 1092 registered volunteers. Staff had offered support to 254 groups and individuals with 194 people completing workshops and training events. We work in partnership with many organisations, offering to employ staff, when needed, and ensuring that the necessary administration is complete.

Our role is to offer support, advice and help to the voluntary sector, and I think that we can say that this has been achieved!

We also offer direct services to local people. Support was offered to older people through a number of successful schemes, aimed at enabling older people to improve their safety, finances and living conditions. TTVS ran memory cafes, an important source of support for people and their families who need them. I was privileged to visit some of these services, two memory cafes and a singing group, and it was an inspiring experience, thank you for making me welcome. There are a range of services for both adult and young carers as well as those who came to the end of their caring responsibilities, a very difficult time for people. Again, I was able to visit a drop-in session for young carers and it was clear how important this was to the young people attending.

So, please read this report, admire the work of the members of staff, thank the volunteers without whom the volunteer centre would not be able to open. A final thanks must go to the volunteers who form the Board of Directors, and I thank all of them.

Shirley Law  
Chair of Directors



## Chief Executive - Julia Lock

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I think TTVS is unique in the breadth of activities and support we offer. Support that make such a difference to the voluntary and community groups we work with and to local people.

As testament to this, during the year staff and volunteers have received a significant number of compliments. The below are a sample:

*"We get on fine; absolutely spiffing with reading. I was so lucky. I can't speak highly enough of him, he's a proper gentleman. He's easy to get on with, nothing is too much trouble. It goes so quickly, keep it rolling, keep it coming."*

**Ageing Well client re volunteer befriender**

*"Fantastic! If it wasn't for the family support I would have lost all hope. All the staff have been very, very, helpful and friendly."*

**Carewise family support parent**

*"We are pleased with the Volunteers Week poster created from the Vols Week event which we will advertise at the local Parkinson's branch. We enjoyed the event and wish thanks to be passed to all TTVS staff."* **Voluntary group**

*"Yet again you were all brilliant and brought a mixture of emotions to the group discussions. You should all be very proud of what you do as a programme and how you have touched and changed the quality of life for young carers for the better"*

**Chris Burford NHS Devon Partnership Trust re Bright Futures / Young Adult Carers**

*"I just wanted to say I have spoken to Mr H who I referred to you for a benefits check. He was delighted to tell me he now receives higher rate attendance allowance and is going to recommend to his friend he comes to you for help. I also spoke to Mrs K who told me she now receives a benefit as a result of your help."*

**Steve Bloom, Connected Communities, Referrals Support Worker re Financial Inclusion for Older People**

The case studies in the following pages also help to show the impact we are having on people's lives in so many different ways.

I hope you enjoy reading the report and are impressed by the fantastic work that TTVS staff and volunteers are doing in their communities.

Julia Lock  
TTVS Chief Executive



## Supporting Voluntary Action in Torridge

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TTVS supports the voluntary and community sector (VCS) in Torridge through its work with voluntary and community groups and via our volunteer services.

Our main activities are to:

- develop the capacity, skills and knowledge of groups in Torridge
- bring groups together to facilitate and promote joint working
- build the influence of the sector in Torridge
- ensure the needs of the sector are represented to funders, local authority, the Clinical Commissioning Group and other bodies
- enable individuals to become active citizens through engaging with our volunteer service in Bideford and Holsworthy

TTVS also participates in projects which harness the expertise and experience of voluntary and community groups and also works in partnership with other charities to develop their capacity and skills. Projects that we have been involved in this year are:

- **The Transitions Project; A Rural Money and Debt Advice Service For Torridge and West Devon.** Financed by the Big Lottery Fund, the Transitions project works across rural areas of Torridge and West Devon, providing a range of services. TTVS links clients to relevant voluntary and community groups in Torridge.
- **Steamship Freshspring Society.** The Steamship Freshspring Society is a charity based in Torridge, whose aim is to return SS Freshspring to operation, preserving the past and inspiring knowledge for the future.  
In partnership with the Society, and supported by the Big Lottery Heritage Fund, TTVS employs an Education and Project Officer, whose role is to develop and deliver a range of educational workshops and to recruit and manage volunteers.
- **Exercising for Mobility (E4M).** Financed by the Big Lottery Reaching Communities Fund, E4M offers free social exercise classes for adults with a long term health problems or a disability. See page 18 for more information.

**As at the end of 2017/18, registered voluntary and community groups stood at 397.**

**We are also in touch with over 66 other groups which are either based in or provide services to communities across Torridge.**

**Registered volunteers stood at 1092.**

**Registered volunteering opportunities stood at 194.**



# Developing the Sector

## Building the skills and capacity of voluntary and community groups in Torridge

### Development & Support

Voluntary and community groups are offered support in numerous ways by TTVS.

Group development and support is a key activity and we do this by providing:

- Practical advice and information to enable voluntary and community organisations to operate effectively
- Support for the development of new projects and groups to meet the needs of our communities
- Practical advice and support for the voluntary and community organisations to secure funding to continue to flourish

We provide advice and assistance on all aspects of running a successful organisation which includes, legal guidance, governance, sources of funding and business planning.

As well as receiving 1:1 support from the TTVS Development Worker, all member groups are sent a fortnightly e-bulletin, Snippets, containing relevant news, training, events and sources of funding. Groups can also promote their own events, news and vacancies.

Key activity this year has included:

- Working with Way of the Wharves to develop a training programme for volunteers to help them develop fund raising skills
- Providing guidance and support to The Burton Art Gallery on recruiting and developing volunteer roles
- Helping the Appledore to Instow Ferry project with the development of project plan to expand their social enterprise



### Support for Groups



**115**

1:1 support



**139**

1:many support



### Funding Support

**£1,578,763**

funds generated following CVS input received by 26 voluntary groups



### Volunteering



### Networking & Partnerships

**5 networking opportunities** provided to groups



**25 groups engaged** in collaborative activities or partnerships

# Building the skills and capacity of voluntary and community groups in Torridge

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## Social Media Training

TTVS ran 2 social media workshops in 2017. Delivered by Cosmic, these workshops were designed to help voluntary and community groups use social media more effectively. The first of these workshops, in September 2017, **Understanding Social Media** was designed to help voluntary and community groups understand social media and how it can be used and learn:



- How to grow a social media group
- How to make social media work for you
- How to use social media to campaign and fundraise

The second workshop **Twitter & Facebook Basics**, held in November, built on the previous workshop and was designed to help voluntary and community groups:

- Get an introduction to these two popular social media platforms
- Set up business social media accounts
- Share content with other relevant organisations/parties
- Learn best practice and privacy settings

9 groups attended these training sessions.

## General Data Protection Regulations (GDPR)

With GDPR about to come into force in May 2018, TTVS teamed up with 'Get up to Speed' to provide free workshops for voluntary and community groups. One was in January in Bideford and another was held in Torrington in February.



The workshops covered the new regulations, how groups can protect their data and show compliance. The trainer went through each of the 12 steps recommended to ensure groups and organisations are fully prepared for the new regulations.

A total of 78 individuals attended the workshops.

"Thank you TTVS for organising this very useful event"

## Mindfulness Training

Following the success of a previous course, TTVS ran a second Mindfulness training course in April of 2017. Delivered by Maria de Gabriel of Brookfield Training "An Introduction to Mindfulness" is the awareness that emerges through paying attention on purpose, in the present moment, and non judgementally to things as they are. This means paying attention to things as they really are in any given moment not what we want them to be. The trainees were taught various mindfulness techniques, including breathing exercises.

The training aimed to help attendees:

- Increase their active listening skills
- Ensure they focus their time and energy positively
- Strive to help them to maintain attention

Mindfulness is also said to:

- Reduce stress levels
- Improve sleep
- Reduce physical pain
- Help reduce anxiety

11 individuals from 4 different groups, including Reflections and Splitz, attended the session.

"A lovely day, tutor very enlightening, very helpful tool to destress in this busy world."

"I found the relaxation talks very helpful and will try and include some like this in my every day life."

## Building the skills and capacity of voluntary and community groups in Torrridge

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### TTVS AGM

Held on the 26th October, at Bideford Rugby Club, this year's AGM opened by with presentation and demonstration of chair based exercise with Renata Dualibi Wilson.

We then welcomed Jenny Fish from the Big Lottery, who delivered a presentation to over 35 representatives from local groups and organisations, detailing the changes to the Big Lottery Fund. She talked about the types of activities they wish to invest in and how the Fund plans to work going forward to ensure investments reach a diverse range of local communities.

After the AGM, Jenny hosted a workshop for groups in which they could pitch their project ideas and get some valuable feedback on how to approach your application.

The AGM was, once again, well attended with individuals from many different groups or organisations present, including; Torrridge Volunteer Cars, Bideford Buzz, Noah's Palace and Rolle Canal Society.

The amazing Parkinson's UK Shanty group closed the AGM with a few ditty's.



## Connecting groups to strengthen the sector

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TTVS hosted a Volunteer Managers Forum in July 2017, at Bideford Rugby Club.

Steven Dixon, a Workforce Development Advisor from Devon County Council, delivered an informative workshop on Safeguarding Adult Awareness. The workshop covered the changes to the Care Act 2014 including terms, definitions, types of abuse and reporting.

This was followed by a talk on DBS checks, from Phil Barrett of Devon County Council, covering eligibility, responsibilities, spent and unspent convictions. He was happy to answer questions on specific volunteering roles from attendees to the forum and the requirement for a DBS check.

With groups such as Intagr8, Homestart, Wings and Action for Children in attendance, feedback was good: "Both the workshops were useful and interesting, the whole afternoon has been very useful. Thank you for an interesting and informative session."

"The clarification around both safeguarding and when a DBS is required will be very useful to me and my organisation"

A second forum was held in February of 2018. As well as providing the usual networking opportunities for individuals and their groups, this forum focussed solely on the upcoming new data regulation, GDPR (General Data Protection Regulations) .

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### Key Figures

Volunteer Managers Forums: 2

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### Transition: Wiser£money

The Transitions Project; A Rural Money and Debt Advice Service For Torridge and West Devon. Financed by the Big Lottery Fund, the Transitions project works across rural areas of the Devon districts of Torridge and West Devon to provide a range of services. Drawing on the range of experience and expertise that the partnership represents, it ensures clients receive accessible, consistent and holistic services.



Wiser£money is a strategic partnership between Wessex Resolutions CIC and Encompass Southwest, a registered charity. The partnership delivers a range of financial inclusion and financial capability projects across Devon and Somerset. Both organisations are authorised and regulated by the Financial Conduct Authority for debt-related activities.

The Project provides a comprehensive package of advice and support services from within local communities. It operates appointment based and drop-in surgeries from local venues, and also home visiting services for people who are unable to access these services – for example because of poor health, disability, rural remoteness or poor transport links.

Anyone who lives in Torridge or West Devon and needs help with money and debt advice and cannot access a mainstream advice service due to their location, carer responsibilities, physical or mental health can contact Wiser£money directly. TTVS is a delivery partner in this project and links clients to relevant voluntary and community groups in Torridge.

To find out more about the Transitions Project visit: [www.wisermoney.org.uk](http://www.wisermoney.org.uk)

### Home Fire Safety Visits

In April 2016 TTVS formed a partnership with Devon & Somerset Fire and Rescue Service to promote and increase Home Fire Safety Visits (HFSV) in Torridge and North Devon. HFSVs are an integral part of the fire service's prevention activity in North Devon. In 2017/2018 TTVS projects referred 141 clients for a visit,



**DEVON & SOMERSET**  
FIRE & RESCUE SERVICE

The visits are aimed at vulnerable members of our community, those who:

- Are over 55
- Have limited mobility
- Live alone
- Have drink or drug dependencies
- Are a smoker
- Are a carer
- Have young children in the household

The visits are carried out by a member of the Devon & Somerset Fire Service who provides free new or replacement equipment, such as smoke alarms and carbon monoxide detectors, where appropriate. Fire safety and escape route advice is also given. Referrals can be made to specialist teams, such as the Sensory Team, who can provide vibrating pillow alarms for those with hearing issues.



The picture shows our Home Fire Safety Visit Coordinator, Jane Creese, being awarded a certificate from Devon and Somerset Fire Service for reaching 200 TTVS referrals to the scheme.

## Engaging volunteers to strengthen the sector

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### Volunteer Centre

Based in Bideford, Torrridge Volunteer Centre has 1092 registered volunteers and can offer hundreds of rewarding volunteering placements, support and training for individuals who want to get involved within their communities.

The centre also supports local organisations with the recruitment of volunteers, by advertising volunteering opportunities through the national volunteering website [www.do-it.org.uk](http://www.do-it.org.uk) and giving help and advice in developing new volunteering roles within their organisation.

The TTVS Development Worker also provides valuable support to groups, including business planning, advice around governance, marketing and potential sources of funding, guidance on effective bid writing and the development and provision of training. This year more than 10 courses or workshops provided tailored and subsidised training for local community or voluntary groups, including Safeguarding, DBS Regulations, Emergency First Aid at Work and funding workshops.

Organisations can access other services via the Volunteer Centre, including the loan of equipment, access to an information library and use of the Volunteer Centre window to raise awareness of their group. They can also apply for Disclosure and Barring Service (DBS) checks. A dedicated member of staff processes online applications for individuals and performs the ID checks. TTVS also promote the DBS Update Service enabling people to make their DBSs portable and remove the need for multiple DBSs or renewals.

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### Key Figures

Volunteers registered this year:	161
Total registered volunteers:	1092
Volunteering opportunities registered:	194
Visitors to Bideford Volunteer Centre:	1313
DBSs processed:	120

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### Case Study

SS Freshspring is a charity that formed to advance the education of the public through the preservation of an historic steamship, and the promotion of maritime studies particularly amongst young people for the public benefit. Having purchased the ship and moved it to Bideford Quay the charity could progress onto the next phase which is the refurbishment of the wheelhouse and a schools and family education programme. The ship already provides a wide range of volunteer opportunities as well as a number of outreach educational projects within the local community. The charity has big plans and sought help from TTVS to secure funding, strengthen governance processes and develop safeguarding and volunteer support.



SS Freshspring were awarded a 2 year Heritage Lottery Fund grant in October 2017. They also secured £45,000 of additional match funding. TTVS supported the trustees through a robust recruitment process and TTVS now employs the Education Worker on their behalf. TTVS has provided a wide range of support over the last year. This support included: providing a job description and person specification and detailed costings for the Education Officer role, support and development of volunteers for the project, funding advice and providing ongoing advice and guidance on monitoring and evaluation processes

The new Education Officer role has been created and will deliver a 2 year project to improve knowledge and understanding of SS Freshspring but also inspire the next generation into careers in Science, Technology Engineering and Maths.

TTVS's expertise in project development and delivery, fundraising, recruitment and employment, volunteer development and partnership working has helped this relatively new charity take a big step forward with their plans to save the ship and become a centre for learning.

# Engaging volunteers to strengthen the sector



Volunteers' Week is an annual celebration of the fantastic contribution millions of volunteers make across the UK.


To help TTVS celebrate this year's 'Volunteers' Week 2017', the fabulous Milky Way allowed us to use their stunning wedding barn. 69 people attended the event. The mayor of Bideford, Dermot McGeough, attended to present worthy volunteers with certificates to thank them for their time and commitment.




Two of the young adult carers who benefit from TTVS's Bright Futures project, talked about the difficulties they experience in their caring role and how the project and volunteers helped them.

After the presentations, everyone separated into small groups for a 'You Make the Difference' activity. Participants gathered quotes from volunteers and took photographs. After the event, TTVS created a poster for each group (see samples below) which showcased the organisation, some of its volunteers and how they felt about volunteering. These posters have been used within the organisations or out in the community to help raise awareness of the group and, hopefully, encourage others to volunteer.

## BIDEFORD BUZZ



Bideford Buzz is a free community newsletter for Bideford and surrounding villages. The Buzz started in 200 and is run entirely by volunteers. It informs the local community of the special things that are happening. Bideford Buzz certainly makes a difference.



"You Make the Difference"

Milly Sutherland O'Gara - Volunteer  
"The Bideford Buzz has been keeping us informed for 17 years, it is a huge honour to contribute. The youth audience is often overlooked in many publications but not in the Bideford Buzz. It gives us a dedicated page and platform for our voice, I am just lucky it has been my voice for so long."

Contact:

## North Devon Maritime Museum



The North Devon Maritime museum offers a fascinating insight into the rich shipbuilding and seafaring history of the area.

In seven exhibition rooms, visitors can discover the WWII beach landing experiments, sail and steam vessels, shipwrecks

"You Make the Difference"



Jackie Avery - Volunteer  
"Without the hard work of the volunteers the museum wouldn't exist. It is such a useful source of local information."



Lynne Fletcher - Volunteer  
"The museum helps to support the community and wouldn't be able to do so without volunteers."



Jim Butcher - Volunteer  
"We are the best in Devon! I have personal information about maritime affairs and like to share it!"



Jo Cox - Volunteer  
"Volunteering helps me to meet other people"

Contact:

# Health and Social Care Services

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The main purpose of TTVS has always been to support and develop the local voluntary and community sector. Work to provide health and social care related projects and services has expanded as TTVS responded to unmet need locally and where no other organisation has been able to provide the service required. Running development projects and services on an ongoing basis has come to represent the largest proportion of its work and budget. Health and social care projects that TTVS has developed and manage include:



## After Caring

'Enabling Carers To Look Ahead'

After Caring: supports older carers facing the end of their caring role.

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Carewise: supporting young carers (under 18) across Torridge and North Devon

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Bright Futures: a 5 year Devon wide partnership programme, led by TTVS, to support young carers aged 14 to 24 to gain skills, confidence and improve life chances ended in July 2017. Bright Futures Upbeat, started in August 2017, supports Young Adult Carers 18-24 years old.

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TorrAGE Ageing Well: this project supports the health and well-being of older people in North Devon and Torridge by improving awareness of services and activities that will improve mental health, improving access to services that support physical health and supporting older people to feel more confident in their own homes. The project provides; 1:1 befriending (including weekly telephone calls) , social and physical activity groups, guidance and form filling and practical help at home.

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Supporting Rural Independent Living (SRIL): increasing the number of volunteers supporting older people in the communities of Winkleigh, Black Torrington, Halwill, Holsworthy and Woolserly and their surrounding areas. Volunteers are recruited and trained to assist older people to take an active part in community life by developing new activities and social clubs.

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## Financial Inclusion

The Financial Inclusion Project provides financial information and support to the over 65s living in the Bideford area to ensure clients maximise their income and receive all the benefits they are entitled to.

**The work of the projects is described in more detail in the following pages....**



## Bright Futures Upbeat

This year brings a transition for the Bright Futures Project. The original Bright Futures lottery funded project started in January 2012 and finished in July 2017. Further lottery funding was awarded and in August 2017 a new project, Bright Futures Upbeat, was launched. The project remains Devon wide and delivered through a partnership of four charities: TTVS (lead), Westbank, Young Devon and Unite.



Bright Futures originally offered support to 14-24 year olds. The new Bright Futures Upbeat project provides support for 18 to 24 year old young adult carers to enable them to remain in education or work, therefore expanding their life choices. Support includes:

- 1:1 Support
- Peer Support Groups and activities
- Skills/training Life skills development and training opportunities
- Information/Signposting
- Support and advice for carers and their families
- ASDAN Awards and Certificates

The strong partnership with the NHS continues into the new project and, after their success at the NHS Devon Partnership Trust annual nursing conference the year before, Bright Futures was asked to present at the launch of the 'Together Strategy' and once again the young carers took the place by storm;

'Yet again you were all brilliant and brought a mixture of emotions to the group discussions. You should all be very proud of what you do as a program and how you have touched and changed the quality of life for young carers for the better!' (Deputy Director, Nursing Practice).'

Young Adult Carers provided some valuable input, through a Young Carers Forum, into the Devon Partnership Trust 'Carers Strategy'. The young adults were acknowledged within the strategy for their sharing of information on how it feels to be a young carer and a young adult carer and how they would like to be supported.

Young Adult Carers went from North Devon, Exeter, South and East Devon to visit the Christmas Markets in Exeter on a joint peer support trip. The trip enabled the young adult carers to meet with a wider network of carers and experience the festivities together.

## Case Study

Bright Futures Upbeat has been supporting a young adult carer, Elizabeth, whose dad has suffered brain damage following an unexpected infection. Elizabeth shares 24 hour caring with her mum and siblings.

The Young Adult Carer was also in an abusive relationship. Support was given and the young person was put in touch with Splitz. With the support from both Bright Futures Transitions worker and Splitz, Elizabeth has attended a pattern changing course and taken back control.

When Elizabeth was struggling with an assignment, the Bright Futures transition worker helped with planning and enabled her to continue studying the level 3 course at Petroc.

## Key Figures for North Devon & Torridge

No of new Young Adult Carers (YACs) Identified:	22
No of YACs Receiving 1:1 support:	28
No of drop-ins held in college:	11
No of Young Adult Carers and their families being supported to address issues:	14
No of Young Adult Carers able to maintain education, training or work:	14



Two Young Adult Carers, who have benefitted from the project, spoke at the TTVS Volunteer's Week event in June 2017, pictured above with the Mayor.



## Direct Services



### CAREWISE - Young Carers Project

Carewise continues to support young carers and their families living in the North Devon and Torridge area. During 2017/18 Carewise offered respite day trips, after-school drop-in sessions, whole-family support and one to one support to young carers known to the project. In addition, Carewise staff have raised awareness of the issues affecting young carers within schools and community groups as well as to health and social care practitioners.

Young carers had the opportunity to have some fun time, away from their caring roles and responsibilities, by attending respite trips to theme parks such as Crealy Adventure Park, Watermouth Castle and the Milky Way. They learned new skills during dance and cooking workshops, at an 'enterprise day' organised by the Bideford Asda store and learned to sail with the Instow Yacht Club.

Drop-in sessions were offered in Bideford, Holsworthy and Barnstaple, giving the young carers the opportunity to make new friends, enjoy art and craft activities, play table tennis and pool and to access support from Carewise staff and volunteers.

The Family Support project continues to support parents to build on their strengths, make changes for their families, improve their parenting skills and encourage positive relationships within the family. Seven new volunteers have been recruited, trained and supported to help families with practical and one to one support and to help families have days out together.

#### Key Figures

Young carers registered with Carewise:	368
No. of new referrals:	87
No. of respite places offered:	320
No. of volunteers:	19

#### Young Carer's Engagement Project (YCEP)

Funded by Children in Need the YCEP, started in September 2017, and is supporting isolated and vulnerable young carers to participate in one to one and small group activities which will help them to feel less isolated, less anxious and more confident.

Activities offered have been tailored to individual interests such as a having a manicure or providing opportunities to socialise in a structured environments, e.g. cookery. The YCEP also has provided opportunities and funding for young carers to explore their own talents within the community: one young carer is receiving guitar lessons, another has joined Army Cadets and 2 young carers have joined The Plough Youth Theatre. 1:1 support has been key to encouraging young carers to gain confidence in accessing the drop-ins and activities that Carewise provides. Central to offering 1:1 support is the role of volunteers and 2 volunteers have provided focussed work with young carers.

#### Case Study

Whilst Lucy still has to help Mum on a daily basis, she has been able to take part in fun activities with her Mum and build some precious memories. She has also attended the Carewise after-school drop-in sessions. Lucy is 7 years old and helps care for her Mum who has cerebral palsy and is a wheelchair user.

Lucy's Mum struggles to organise family days out and to keep her safe when they are out and about. The Family Support Project arranged a number of supported family days out, including to the beach, the zoo, swimming and to a Christmas event to meet Father Christmas! The Family Support Worker was on hand to help with transport, access to the venue and with parenting support, which has given her time off from her caring responsibilities and the opportunity to meet other young carers.



Comment received from the parent of a young carer;

*"... she has thoroughly enjoyed her time with you all and I would like to thank you all for the time and effort that you have all spent over the last few years. It has definitely been, not only enjoyable, but has helped her through some difficult times."*



## Direct Services

### Financial Inclusion

Supported through the ACT Foundation, the Financial Inclusion Project provides financial information and support to the over 65s living in the Bideford area.



Over the year 143 referrals resulted in 159 financial applications being made including:

- 86 Attendance Allowance applications
- 7 Carers Allowance applications
- 15 Pension Credit applications
- 26 Council Tax Reduction applications

Other applications included those for a Blue Badge, Housing Benefits, change of utility supplier,

As at 31/03/2018, the financial difference that confirmed awards have made to the lives of Bideford residents totals £304,016 (annualised) this includes a complex intervention that led to an individual receiving an annualised increase in income of £7827. 37 residents received a benefit check which, whilst resulting in no extra financial awards, reassured them that they were receiving all the benefits they were currently entitled to. Clients are also, in some instances, referred or signposted to other agencies such as Care Direct or community transport schemes.

The Financial Inclusion worker promoted the project widely and provided awareness sessions on what the project can offer to other community groups including, Alzheimer's Society, Devon Carers, MS Support Group and Memory Cafes. Professionals from both the NHS and Social Services have also attended awareness sessions.

A total of 6 volunteers were recruited over the course of the year and all attended Attendance Allowance awareness sessions delivered by the Financial Inclusion Worker. 'Applying for an AA Increase' training has also been arranged for volunteers.

The Financial Inclusion Project has continued to be highly successful. Referrals have been high in number and the financial impact on older residents in the Bideford area has been significant. Partnership working has maintained our presence in the community and helped to offer an holistic approach to older peoples' support.

### Key Figures

Annualised value of increased income awarded:	£304,016
Attendance Allowance higher level awards:	42
Attendance Allowance lower level awards:	22
Council Tax Reduction:	17
Benefit checks:	37

### Case Study

The FI team received a referral for a client who had a diagnosis of a brain tumour; her cognitive understanding was sometimes impaired. She was being supported long-distance by her son in Australia. The FI worker scanned forms and emailed them to him to keep him aware of the work being undertaken, including information on Legal Power of Attorney. A referral was also made to the Fire Service for a Home Fire Safety Check and a successful blue badge application made.

Both claims for Attendance Allowance and Council Tax exemption were successful and made a huge difference reducing the worry regarding additional costs due to her illness.

### Feedback

To ensure the project is meeting the needs of our community, feedback is regularly sought from both referrers and clients.



A feedback survey sent out to referrers half way through the year revealed that 100% of referrers used the service because of 'professional and approachable staff' and 'opportunity for face to face conversation'. 86% cited 'a known and trusted organisation' and 'the willingness to do home visits' as a reason for referring clients to the project.

90 clients were surveyed and comments included:

- "I have purchased a car; without your help (with benefit applications) this would not have been possible."
- "Our quality of life has improved a lot; we are now able to do much more."
- "The assistance and advice given by Financial Inclusion cannot be faulted, thank you."

# Direct Services



Ageing Well has received a third year of funding from the Big Lottery Fund. The core remit of the project's work is to support the health and well-being of older people in the local community. Through the holistic approach of their team, Ageing Well have increasingly become the 'go to' place for support, advice and signposting in the Torridge area. Essentially, there are four main services that the project provides. These are; 'Help at Home', 1:1 befriending, organising physical & social activity groups and, most recently, offering support with form-filling.

Over the year, the Help at Home service has continued to expand its client base. This 'paid for' support enables clients to continue to enjoy living in their own home for as long as possible whilst our Home Support Workers take care of some of their everyday tasks such as; cleaning, laundry, meal preparation and shopping. We are now able to employ a Project Worker to co-ordinate work schedules and invoicing. In addition, the former Taw & Torridge Sitting Service is now managed under the Help at Home umbrella.

Volunteer befriending remains central to our core aim. Lonely and/or isolated clients are visited on a weekly basis to provide them with some company and conversation. Where possible volunteers may also take them out for a walk, or to enjoy a cup of coffee. We support approximately 90 people at any one time and have a thriving group of befrienders who help us effect this much needed service.

Group activities are very well attended and cater for a range of different interests. Seated exercise classes are now available in three separate locations; the Torrington one being particularly popular. Four Tai Chi sessions are also offered on a weekly basis by an enthusiastic volunteer. A close working partnership has continued with Bideford College to effect our tablet tuition course (via a team of 6th form volunteers).

In the Autumn of 2017 we similarly partnered with Area of Outstanding Natural Beauty to deliver a 6 week 'Amble & Art' programme. This short course, based around the Northam Burrows, was an outstanding success.

Both the Northam Reminiscence Café and Bideford Library's Memory Lane group have transitioned to Ageing Well.



## Case Study

92 year old Elsie moved to Northam 3 years ago to be nearer to her daughter, but sadly left all her old friends behind in Surrey, "I got a bit miserable sometimes," she admitted to us. Her daughter, Fiona, decided to take the initiative and introduce her to the Sew Together group (run by Ageing Well). "I've met two nice ladies there, they are very good company—we talk about our lives and we have a laugh; they even taught me knitting again". Next, Fiona asked mum if she'd like to go to the seated exercise class. Having 'given it a try', Elsie is now 'a regular' and is driven there by a volunteer. These lively sessions not only help to keep her muscles strong, but also offer further friendship and laughter. Following an unexpected fall last year, Elsie started using the Ageing Well Help at Home service too. She is supported with her cleaning & chores by a Home Support Worker and looks forward to these regular visits. Lastly, as Fiona sometimes works away from home, she asked if we could also provide an occasional visitor for mum. This we have done.

### Project Evaluation Quotes:-

From a client, "They are kind, caring and professional; the staff are reliable and the project is well-run".  
 From a partner, "They totally 'get it' - they understand people and always go the extra mile".

## Key Figures

Help At Home clients	65
New befriended clients	69
New volunteers registered	36
Total registered volunteers	107
Groups and activities running	19



Ageing Well Christmas event held at St Mary's Church was made all the more enjoyable with a surprise donation from Asda!

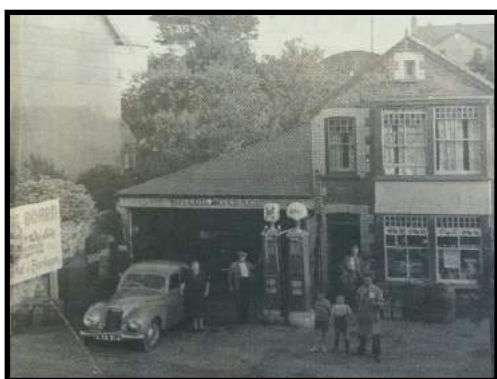


## Direct Services

### Northam Reminiscence Cafe

The Northam Reminiscence Café is very well established. It offers a caring environment where people living with dementia together with their family & friends can feel safe and unjudged. In a relaxed manner, both health and third sector representatives regularly attend the group offering advice and support. It is particularly useful in helping those with a recent diagnosis to meet up with others in a similar situation. The local Alzheimer's Society representative has been particularly enthusiastic in her support.

During the year there have been several guests at the café, including; Renata, offering a lively seated exercise session, Devon and Somerset Fire and Rescue Service explaining their home fire safety service and a number of sessional singers who guests have really enjoyed joining in with. The group also had the opportunity to participate in a Beaford Arts sponsored project that involved reminiscing about old photographs; this generated some particularly lively conversations about times past, including one about the locally well-known Boards Garage, East-the-Water, Bideford.



As we entered 2018, the running of the group passed from Sophie to Julia. A big thank-you to Sophie for her personal contribution to the Memory Café over a number of years.

Julia was already running Ageing Well's 'Singing for Health' group, so this additional responsibility felt a very natural extension of her work. She has introduced some new ideas at the café, such as musical bingo and a Carers' support table. A number of extra volunteers have been recruited too, enabling a really supportive ratio of helpers to café guests.

#### Key Figures

Sessions run:	12
Membership:	50+
Average attendances:	26

*Mabel, Donald & Jane:- "It's made mum much more responsive, she was always a sociable person before the dementia. My father enjoys the group too; it gives him the opportunity to talk about general things, not just mum. The staff and volunteers are friendly, approachable and very inclusive"*

### Memory Lane—Bideford

The Memory Lane group meets monthly in Bideford Library. Conversations are guided by a sessional worker who brings a wide variety of props, music and photographs to stimulate reminiscences and memories. Topics have included; 'wash day in the 1950's', 'sweets we all remember', Christmas decorations through the years' and 'entertainers we have loved'.

Now that the group is supported by the Ageing Well team, numbers attending have steadily increased thanks to improved publicity and signposting guests from their other services. Attendees enjoy a lively exchange of differing memories and thoughts.



#### Key Figures

Sessions run:	12
Membership:	15
Average attendances:	8

*Molly & Flo:-*

*Are two long-standing best friends; Memory Lane offers them a place to convivially share time together, losing themselves in fond memories of times past. They bring photos to share with others and take pleasure in the 'chosen' conversation.*

## Direct Services

### After Caring *Enabling Carers to Look Ahead*



The After Caring project, supported by the Lloyds Bank Foundation for England and Wales and Comic Relief, has provided volunteer mentors across Torridge and North Devon to carers who were facing periods of transition and

change linked to the ending of their caring role. The project has worked closely with partner organisations including; Devon Carers, the Alzheimer's Society and Community Mental Health Teams to deliver the service.

It is a reflection of the success of the After Caring Project that many clients either felt able to continue without the support of a mentor, or in other cases, relationships had matured to become true friendships and those concerned were happy instead to see each other informally when project support came to a natural end.



#### Case Study

Carol is 92 years old and has been receiving support from Sarah, a volunteer under the After Caring Project. Sarah takes Carol out once a week to a local venue where they enjoy a light lunch and conversation. Carol has limited mobility and struggles at home to even look out of her high lounge window. The weekly outing with Sarah has opened up her world and enabled her to interact with others too.

Sarah reflects, "I have been visiting Carol for over four years as a mentor, following her husband's death. Carol was initially very negative, but by using the 'Stepping Stones' sheet I was able to move Carol forward.

Focusing on positive memories, I helped her to 'throw the switch' and change negative thoughts into positive ones. Over time Carol has become less depressed and more accepting of her situation. We are now very good friends."

#### Key Figures

Number of active volunteers during the year	12
Number of clients mentored	12

LLOYDS BANK FOUNDATION  
England & Wales



### Exercising for Mobility

TTVS has an effective partnership with the Bude based charity Exercising for Mobility. Established in 2010, Exercising for Mobility offers free social exercise classes for adults with a disability or a long term health problem. The charity has successfully secured a further 5 years funding from the Lottery Reaching Communities Fund to develop and strengthen the weekly social exercises classes which take place on a Monday morning and Wednesday afternoon. TTVS employs the Project Manager whose role is to :

- Support a range of social exercise activities
- Organise and facilitate transport to improve access to services
- Recruit, support and coordinate volunteers
- Manage the project team
- Promote and market the project and its services
- Raise additional funds through community fundraising and grant applications
- Network with other agencies

For more information please visit: [exercising4mobility.co.uk](http://exercising4mobility.co.uk)



LOTTERY FUNDED



### Supporting Rural Independent Living

Supporting Rural Independent Living (SRIL) is a project aimed at helping older people living in some of the most rurally isolated areas in Torridge. The project recruits and trains local volunteers to assist older people to take an active part in community life by developing new activities and social clubs.



This year the SRIL project has worked in Halwill, Woolsery, Black Torrington and surrounding areas, Winkleigh and Holsworthy.

The Good Companions of Halwill have delivered activities which include Forget Me Not Friends and The Good Companion Club. Both continue to be popular, with over 25-30 people regularly taking part. From August, following the end of the Awards for All funded support from the SRIL Coordinator, the group, with over 15 volunteers, started to run all of their groups independently.

The Good Companions of Woolsery received support from the SRIL project until December and enjoyed activities such as a singing and music group and exercise classes. Thanks to a regular monthly slot in their local Village News, they have gained a great mix of friendly volunteers and members, who not only enjoy the various training sessions advertised but have also found the club provides an excellent meeting place for securing new friendships. Like Halwill, the Woolsery Good Companions became self-sustaining in 2018 and they continue to meet on a monthly basis.

With a one year Devon Community Foundation grant, the SRIL project developed a volunteer led monthly exercise class in the Shebbear, Sheepwash & Black Torrington area. The last session took place in July and those attending the classes continue to meet every third Tuesday for a coffee morning and get together.

With funding from Awards for All, the SRIL project has worked in partnership with the Winkleigh Forget-Me-Not Friends Group. Around 25 – 30 people with dementia, as well as their carers, regularly attend their fortnightly group. Activities have included music with Swanswood, a reminiscence workshop and bingo.

In addition, a fortnightly 'Information Hub' has been developed in Winkleigh and is being delivered by the SRIL Coordinator. The Hub provides local residents with support and guidance around adult health and social care issues.

After meetings with the community, Holsworthy Hospital, Devon Carers and Alzheimer's UK, SRIL launched a Holsworthy Hub in November. A Forget-Me-Not Friends café was set up, which has around 24-30 attendees on a regular basis. Specialist services refer people to the café and also attend regularly to give support and guidance.

### Case Study

Peter needed more support as his wife is blind and recently diagnosed with dementia. He is 83 years old and is struggling to care for his wife at home.

The SRIL Coordinator contacted the Social Care assessment team, explaining the situation, and an appointment was made for a reassessment. This was completed by South Molton Community Hospital.

Peter now has two weeks respite care, and more when needed. He also gets additional hours of care for his wife, supported by Direct Payments.



### Key Figures

Number of volunteers:	48
Number of volunteering hours:	632
Number of service users:	149
Number of volunteer training courses:	7

### Financial Review of 2017/18

#### Income

Total recorded gross income for 2017/18 was £710,064, an increase of £30,969 or 4.5% over the previous year and the third year running that income has seen an increase overall. This is a commendable achievement by the management and staff of TTVS and the Trustees record their enormous gratitude for all their hard work.

#### *Restricted income*

The restricted income received designated for direct use by the projects which TTVS supports and develops amounted to £593,778, an increase of 8% over the previous year. This continues to represent over 80% of the total annual income the Organisation receives. This increase was despite there being a decline in income derived from services provided for beneficiaries, the shortfall being more than recovered via enhanced levels of grant income and donations.

#### *Unrestricted income*

Unrestricted income contracted in 2017/18. Total unrestricted income for the year was £116,286, down from £130,701 on 2016/17, a decline of 11%. With no apparent reversal of economic conditions in sight for the sector, this clearly highlights the continued requirement for close financial housekeeping and cost management. However, given the actual to budget results of the past, the Trustees have confidence in the application of core financial management going forward.

#### Expenditure

Total expenditure for the year amounted to £649,331, which represents a reduction of £20,547 from the previous year.

#### *Restricted expenditure*

Expenditure directly attributable to projects stood at £529,216. This continues to represent in excess of 80% of the total annual expenditure of TTVS.

#### *Unrestricted expenditure*

Unrestricted expenditure was fairly much maintained at the 2016/17 level, with only a small increment of £2,500. This was mainly arising from unavoidable statutory requirements such as payroll obligations, which accounted for more than the overall increase, which has then been tempered by cost savings elsewhere.

#### Funds of the Charity

As a direct result of the net income position described above, the overall funds of the charity have risen from £315,012 at 31 March 2017 to £375,745 at the end of 2017/18. Of the total funds held at the end of the financial year, almost 64% (£240,213) were directly attributable to funds with a restriction as to their use, i.e. projects.

Of the remaining £135,532 of unrestricted reserves, £89,495 (or two thirds) has been designated by the Trustees to cover the cost of three key areas of TTVS operations essential in maintaining its level of support.

# Staff and Volunteers 2017/2018

## Organisational Staff

Chief Executive  
Business Development Manager  
Administration Manager

Julia Lock  
Karen Evans  
Suzanne Tucker

## Group Development and Volunteer Centre

Development Worker  
Volunteer Support Worker  
CVS/VC Administrator

Karen Evans  
Barbara Grant  
Jane Creese

## Carer Response Workers/Home Support Workers:

Gela Burgess  
Amanda Cann  
Kate Donovan  
Maureen Farley  
Kathryn Glen  
Linda Hammett  
Tania Jeffrey

Andrea Mules  
Caroline Newell  
Alexis Okill  
Heather Quinlan  
Lesley Taylor  
Heather Warren  
Anne Clarke

Jenna Thorne  
Martine Lamerton  
Lyn Cloke  
Susan Revell  
Linda Nosko

## Bright Futures

Programme Manager

Transitions Workers  
Training & Support Co-ordinator  
Administrator

Sam King/Mendie de Vos/  
Jenny Challenger  
Abi Mandeville/Jess Lacey  
Andrea Mules  
Jane Creese

## Carewise/Devon Young Carers

Young Carers Lead Practitioner  
Young Carer Support Worker  
Young Carer Support Worker  
Assistant Project Worker

Marion Welch  
Jim Harvey/ Zoe Stewart  
Ann Arnaouti-Baan  
Andrea Mules

## Carewise - Family Support

Family Support Worker

Beth Simons

## Aftercaring

Co-ordinator

Patricia Burke/Mendie de Vos

## TorrAGE Ageing Well

Project Manager  
Project Co-ordinator  
Project Co-ordinator  
Project Support Worker—Paid for Services  
Administrators

Alison Marsden  
Denise Seaton  
Debbie Jessop  
Beverley Pett  
Jane Creese/Judith Nock

## Financial Inclusion

Project Co-ordinator

Denise Seaton

## SRIL

Project Coordinator

Patricia Burke

**Some of our Core Volunteers —  
supporting the delivery of TTVS  
services**

## Volunteer Centre Volunteers

John Millen  
Mary Dendle  
Glenda Halling  
Jan Withey  
Kate Bell  
Lee Duncan  
Sandra Willetts  
Lorraine Adak  
Michael Wood  
Cheryl Russell Chargill  
Jody Gibson  
Christopher Dale  
Callum West  
Adam Ward  
Katrina Joseph

We also wish to thank all our project  
volunteers. We cannot list everyone  
but:

**We couldn't do it without you!!**

## **TTVS Directors**

**Shirley Law (Chair)**

**William (Barry) Dean**

**Pamela Orchard**

**Steve Aldridge (Treasurer)**

**Nick Underwood**

**Sue Beer**

# Statement of Public Benefit

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## Principle 1: There must be an identifiable benefit or benefits

### 1a It must be clear what the benefits are (to the public)

- As outlined in the 2017/18 TTVS Annual Report, all TTVS activity - whether supporting the health, strength and development of the voluntary and community sector through infrastructure support or by providing direct services to groups or individuals in need of help when an unmet need has been identified – is for the benefit of the public.

### 1b The benefits must be related to the aims of the organisation

- The benefits provided by TTVS to voluntary and community groups, volunteers, carers and older people as detailed in our 2017/18 Annual Report, clearly meet our Objects, Statement of Purpose and Core Values.

### 1c Benefits must be balanced against any detriment or harm

- We run all services to the highest standard and in line with robust policies governing staff employment and support; financial management; volunteer management, child protection, vulnerable adult protection and health and safety. Our Volunteer Centre is accredited by Volunteering England and we are full members of the National Association of Voluntary and Community Action. We have Approved Provider Status through the Mentoring and Befriending Foundation.

## Principle 2: Benefit must be to the public, or section of the public

### 2a The beneficiaries must be appropriate to the aims

- Our beneficiaries are voluntary and community organisations, volunteers, carers, young carers, older people and groups or individuals in need of support where unmet need is identified. Beneficiaries are appropriate to our Objects, Statement of Purpose and Core Values.

### 2b Where benefit is to a section of the public, the opportunity to benefit must not be unreasonably restricted

- TTVS services are open to all relevant groups and individuals within the Charity's area of benefit — and we have a robust Equality and Diversity policy.

### 2c Any private benefits must be incidental

- All Directors give of their time freely and no remuneration or expenses were paid in the year. No Director or person connected with a Director received any benefit from the charity.

## Looking Forward to 2018-2019

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### TTVS Organisational Objectives

- To support the voluntary and community sector who strive for positive change within communities in Torridge
- To support the voluntary and community sector in Torridge to practice and promote volunteering and to support volunteers within good practice guidelines
- To continue to develop health and social care projects where there are gaps



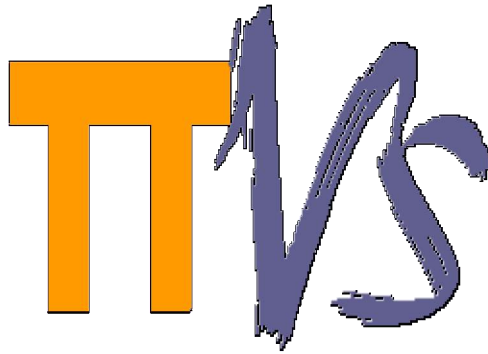
Acorn Recruitment  
 ACT Foundation  
 Area of Outstanding Natural Beauty  
 ASDA  
 Aviva Community Fund  
 Bideford Bridge Trust  
 Bideford Town Council  
 Big Lottery Fund  
 Children in Need  
 Comic Relief  
 Co-operative  
 Devon Community Foundation  
 Devon County Council  
 Devon & Somerset Fire & Rescue Service  
 Great Torrington Council  
 The Henry Smith Charity  
 Holsworthy Amateur Theatrical  
 Holsworthy Rotary

Lions Club of Bideford  
 Lloyds Bank Foundation for England & Wales  
 Loyal Lodge  
 Northam Relief in Need Charity  
 Northam Town Council  
 Rotary Clubs  
 Screwfix Foundation  
 St Anne's Church  
 St Mary's Church  
 Souter Charitable Trust  
 Tesco  
 Torridge District Council  
 Torrington Cavaliers  
 Waitrose  
 Wayfairers Golf Society  
 West Quay Fund Raisers  
 Westward Housing



Thank you to all of our funders and supporters who have made another successful year possible.





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