

Celebrating 30 years



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



Annual Report 2018-2019

	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">• Professionalism ensuring that our activities make best use of our resources and with due regard to transparency, accountability, confidentiality and consistency.• Equality 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 its work.• Partnership Working 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.• Positive Change 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.• Approachability to act, at all times, with courtesy and consideration for the needs of those people who use or access our services.
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I hope that you will enjoy reading the Annual Report for 2018/19. As you can see, it covers a wide variety of projects – all aimed at improving life for people in Torrridge, North Devon and beyond.



Many people have benefited from the direct services: - and I do not have enough space to do them all justice. But I do want to mention one, the annualised amount of money which people in Torrridge have been able to access it's truly eye watering and they would not have been able to access it without the help of the Financial Inclusion project. At a time when so much talk is of benefit fraud, it is important to remember that there is a vast amount of unclaimed benefit.

We have been able to start a new service, Exercise for Mental Health which supports people who suffer from problems connected to mental health issues. Although still new, it is already benefitting over 300 people using social media, an astounding number in just 3 months.

We have been able to continue our work with young carers through our Carewise and Bright Futures projects. These young people are too often invisible to services and are left unsupported. The case studies quoted show just how important this service is to the carers and their families.

We have also helped two further projects, SS Freshspring and Exercising for Mobility by employing their staff, providing support as well as a payroll service.



Services to the voluntary sector continue with support meetings, training and DBS checks available to our members, and to the sector as a whole. We are aware that the funding that supports this work is being cut, but it is a valued service which we plan to continue.

We are operating in a time of great uncertainty, funding has always been hard to get, but now it is even more difficult and I congratulate staff who have been able to maintain much of ours, and have actually been able to fund some new work. This work is continuous and I would like to thank our Treasurer and CEO for all their hard work on the finances.

The staff as a whole work with dedication and I am proud to be connected with such a great group of people. Finally, I must not forget our Trustees, we have maintained the number of Trustees and they all make a valued contribution towards TTVS.

Shirley Law
Chair of Directors

Chief Executive - Julia Lock



TTVS staff and volunteers do amazing things and I am proud to be part of an organisation that has been making such a difference to Torrridge and North Devon for the last 30 years. It all began from such humble beginnings, as seen in the text from Rose Arno below.

With the introduction of Jane Whittaker, followed ably by Penny Mason (pictured right), the charity found its wings (and a bigger office) and brought in a huge amount of funding to the area and, more importantly, has delivered ground breaking initiatives which make a huge difference to local people. This tradition lives on and I hope you will enjoy reading this Annual Report and be impressed by all of the work we are currently doing.



Early years with the Volunteer Bureau by Rose Arno (Pictured right)

In 1988 newly arrived in Bideford and without a job, I was approached by Hugo Barton and Bob Shorter who wanted to set up a volunteer bureau in Bideford.

It was a comparatively new idea although Bob Shorter was involved with a similar project in Barnstaple and Hugo was manager of Bideford CAB. I was a jobless librarian looking for work.

I was invited to an informal meeting at Bideford Hospital and asked about my concept of volunteers. Having always worked in the paid sector it was a very new idea but I surmised it was like a job centre where volunteers

rather than paid workers were recruited. I presume I got the job on the basis that I had worked as a community librarian in Brent and Lambeth and had some knowledge of staff management and community groups.

I was offered an honorarium of £500 and agreed to work every morning in a small room at Bideford Hospital. (Next door to the sewing room, where costumes were being made for the staff panto.) There was a phone on the wall to connect me to the outside world, a kettle, and a filing cabinet. I acquired some five by three cards (essential librarian material) and set to work. Bob filled me in on local knowledge and suggested contacts.

Helped by my previous training, I set about preparing a card for each group, filing a report on each person / group as I encountered them. At Bob's suggestion I recruited a volunteer, Joan, to work as my receptionist and typist. I spent a lot of time on the phone to likely people, visited organisations and generally got myself known. I was gratified to recruit several volunteers and place them.

After I had been there about three months Bob announced that he was going to advertise my job as paid employment and he assumed I would apply for it. At exactly the same time (like buses) the library manager post was advertised at Bideford Library. I was a qualified librarian so after some hesitation (as I was really enjoying my new role) I decided I had to apply for it. I got the job and the rest is history.

Suffice it to say the bureau and TTVS (as it came to be known) went from strength to strength with its new CEO, Jane Whittaker (pictured right). But I shall always be grateful to the Volunteer Bureau for introducing me to the Bideford community.



Supporting Voluntary Action in Torrridge

TTVS supports the voluntary and community sector (VCS) in Torrridge 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 Torrridge
- bring groups together to facilitate and promote joint working
- build the influence of the sector in Torrridge
- 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

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 Torrridge and West Devon.**

Financed by the Big Lottery Fund, the Transitions project works across rural areas of Torrridge and West Devon, providing a range of services. TTVS links clients to relevant voluntary and community groups in Torrridge.

See page 9 for more information.

- **Steamship Freshspring Trust.**

The Steamship Freshspring Trust is a charity based in Torrridge, whose aim is to return SS Freshspring to operation, preserving the past and inspiring knowledge for the future.

In partnership with the Trust, and supported by the Lottery Heritage Fund, TTVS employs an Education and Project Officer and a Project Manager.

See page 14 for more information.

- **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.



Developing the Sector

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

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 Group Development Worker (GDW), 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 activities this year include;

- Youth Solidarity Club – TTVS supported the setting up of a new youth club based at East the Water, advice included; setting up a bank account, applying for initial funding, governance and DBS applications
- Providing support to Torrington Development Trust’s grant application to develop a town website.
- Supporting Bideford Work Club – TTVS’s GDW chairs the steering group due to his experience in the employability and training fields. TTVS source and register all the volunteers supporting the activity
- Expanding the Work Club model to Barnstaple Library
- Up Close Theatre – supported with governance and charitable status application
- Involvement in One Northern Devon Communities steering group and ensuring TTVS is a driving force on the local social prescribing initiatives
- Provided Crowdfunding training event for community groups from the Torrridge area



Support for Groups



92

1:1 support



80

1:many support

172
individuals

completing workshops



Funding Support

£137,041

funds generated following CVS input received by 26 voluntary groups



Volunteering

205

volunteer opportunities promoted

Networking & Partnerships

5 networking opportunities provided to groups



7 groups engaged

in collaborative activities or partnerships

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

On the Right Track

TTVS ran a course of workshops from 6th September to the 11th October 2018. Delivered by Clarity 'On The Right Track' was a series of 6 x ½ day practical workshops designed to help social purpose organisations be more sustainable. Each workshop covered a different topic:

- Goal Setting and building a case for support
- Discovering data & the local community
- Creating community buy-in
- Because you're worth it! - Proving your value
- Bid better - bid writing & the alternatives
- Communicate your cause - getting heard



56 places were filled over the course from 11 different groups.

Crowdfunding Training

On the 8th June Anthony Lovell De Souza delivered Crowdfunding Training for TTVS and its member groups. The training covered:

- different types of crowdfunding,
- crowdfunding platform examples
- case studies
- strategy
- tools
- benefits
- downsides and
- future trends

12 people attended from TTVS and several groups, including Families in Grief, SS Freshspring and Torridge Volunteer Cars.

First Aid Training.

Over the course of this year TTVS has facilitated 2 Emergency First Aid at Work Training sessions:

12th April 2018 at **Learn Devon Bideford**.

11 Individuals from 6 groups attended the accredited session delivered by Onelife.

Feedback included:

"The trainer made it easy to understand and was very good at answering our questions. The whole session flowed very well and I feel like I learned a lot and gained confidence such that should a situation arise I could deal with it—or at least have a good attempt!"

"Very clear and informative"

4th March 2019 at **The Royal North Devon Golf Club**.

12 Individuals from 8 groups attended the session, again delivered by Onelife.

Feedback included:

"The Trainer made the subject interesting, relevant and fun"

"The Trainer was very knowledgeable"

"Excellent Trainer"



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

TTVS AGM



Held on the 18th October 2018 at The Royal North Devon Golf Club, this years AGM celebrated 30 years of TTVS!

Guest speaker Jane Whittaker (pictured left), who was part of TTVS for many years, talked about the history of TTVS, and how it all began in a small cupboard (see page 4)!

Jane was joined by a number of former employees including:
Sally Ellis
Julia Rowe
Dawn Milner



Ian Hobbs (pictured above right), Senior Commissioning Manager, Devon County Council talked about the challenges and opportunities facing Social Care and Health in Devon. He held an informative Q&A session, with many questions posed and answered.



Shirley Law, Steve Aldridge and Nick Underwood, 3 of our amazing Trustees



Guests were treated to a buffet lunch and were able to watch a slide show of TTVS through the years, photos taken at so many of the successful events that TTVS have organised over the last 30 years.



Over 50 individuals attended this celebrations including past and present staff members of TTVS. Individuals from many of our members groups attended, including Families in Grief, Tarka Child Contact Centre, Torridge Volunteer Cars, Bideford Street Pastors and Parkinson's UK Torridge Branch.

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.

Connecting groups to strengthen the sector

TTVS hosted a Volunteer Managers Forum, on Wednesday 26th September 2018, for community groups who were involved with managing volunteers and/or supporting service users who are receiving, or in the process of claiming Universal Credit.

The Guest Speakers were:

Matthew Hurley – Department of Work and Pensions, Greater Devon Partnership Manager

Matt gave a presentation on how Universal Credit will impact on the welfare system and how to best prepare service users. A number of attendees followed up by contacting Matt with additional queries.

Tim Sapsford - South West Water, WaterCare Advisor

Tim gave a talk on how the WaterCare tariff has been designed to help people on a very low income. He explained how people can reduce their water and sewerage charges, providing they meet certain conditions.

Groups attending the forum included;

361 Energy

Northern Devon Foodbank

TorrAGE

Holsworthy Help.

Our Group Development Worker continues with networking activity which promotes TTVS to a wider audience this includes chairing Bideford Work Club steering group whose partners include, Job Centre Plus, Learndevon, Livewest, Libraries Unlimited and Torridge District Council.

TTVS is heavily involved with the new social prescribing initiatives in the Torridge area and are represented on One Northern Devon Community steering group, One Bideford and Torrington 100. We also support Holsworthy Community Forum, Torrington Care Forum and the Torrington Together group.

Engaging volunteers to strengthen the sector



Volunteer Centre

Based in Bideford, Torrige Volunteer Centre has 489 registered volunteers and can offer hundreds of rewarding volunteering placements and 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 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 several courses or workshops provided tailored and subsidised training for local community or voluntary groups, including Emergency First Aid at Work, Crowdfunding and our 6 week 'On the Right Track' course.

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.

Key Figures

Volunteers registered this year:	96
Total registered volunteers:	489
Volunteering opportunities registered:	205
Visitors to Bideford Volunteer Centre:	652
DBSs processed:	65

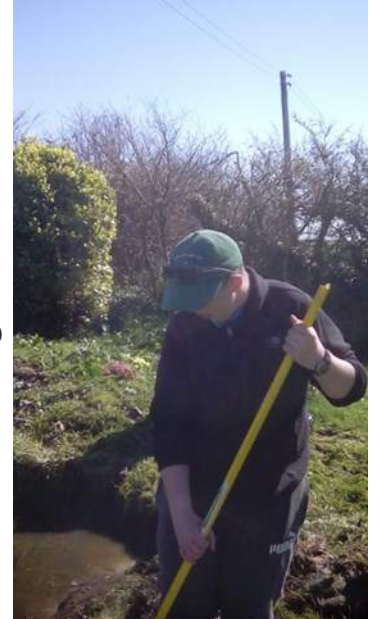
Case Study

Noah's Place is a charity set up to provide people with learning difficulties a place to enjoy some fun activities, learn new skills and to make new friends in a safe environment.

The TTVS Group Development Worker (GDW) met with Lesley Holland CEO of Noah's Place to discuss where TTVS could offer ongoing support. It was highlighted that assistance was required in updating and developing policies, particularly around GDPR. The GDW also checked current policies including data protection, privacy and safeguarding.

The GDW also supplied links to funding opportunities which could support their activities.

Quote from Lesley, Noah's Place CEO - "TTVS has been very helpful especially Snippets where I very often apply for the grants that are on there, and have had a few successful ones".



National Volunteers Week runs from 1st – 7th June and is an opportunity to recognise, reward and recruit volunteers.

Volunteers are often unsung heroes in the community and this is an opportunity for volunteers across Torrige to be praised for the important work they do.



This year TTVS held an open day in the TTVS Volunteer Centre, funded by Tesco Bags of Help. Groups and volunteers were invited along for tea and cake. Nominated volunteers were presented with a certificates and free gifts as a thank you for their hard work and commitment.



Health and Social Care Services

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:



Bright Futures offers support to Young Adult Carers (aged 18-24) and their families to help them get the support, skills, confidence and help they need to manage periods of transition and change in order to build their resilience and improve their future life chances.



Carewise supports and works with children and young people from across North Devon, up to the age of 18 who look after or support parents, relatives or siblings with care needs.



The Steamship Freshspring Society is an educationally orientated charity. The aim is to both restore the ship to working condition and to use it as an educational resource aimed at encouraging young people to consider a career in the maritime and engineering industries.

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.



TorrAGE Ageing Well: this project supports the health and well-being of older people in North Devon and Torrington. The project provides; 1:1 befriending (including weekly telephone calls), social and physical activity groups, guidance and form filling and practical help at home.



Exercise for Mental Health: supporting people with mental health difficulties to access physical activity in the Bideford area.



Exercising for Mobility offers free social exercise classes for adults with a disability or a long term health problem. They support a range of social exercise activities, organising and facilitating transport to improve access to services.



Supporting Rural Independent Living (SRIL): increasing the number of volunteers supporting older people in Winkleigh and Holsworthy 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.

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

Direct Services

Bright Futures Upbeat

Young Adult Carers (YAC) are often given a lot of responsibility when caring for someone in the home. They are going through a period in their lives when they need to make decisions about education or employment and deciding what they can realistically achieve with their caring responsibilities.

Living in a household with caring needs is often associated with low household income and lower health and wellbeing; this can result in additional fraught family relationships.

Young Adult Carers often feel greater responsibility as they become an adult, that they need to be there to support any siblings and may feel the need to bring additional income into the family.

During 2018—2019 Bright Futures has created new projects to work on and focus on building skills for young people to live positive lives.

We started the year with a county wide mindfulness training session. Carers Week saw us maintaining strong relationships with the Devon Partnership Trust NHS and Devon Carers, as we all teamed up to run events and hold awareness sessions.

Our Young Adult Carers assisted Devon County Council commissioners with reviewing their process for transitioning Young Adult Carers into adult services. Life Skills days have taken place, offering essential skills to Young Adult Carers and helping them learn how to manage independently.

As a team we promoted Carers Rights day in January across the county, with radio interviews and awareness building at colleges. We continue to build strong relationships with Colleges and Universities in Devon helping them to develop Carers Strategies and identifying students who would benefit from carer support.



Bright Futures was awarded funding from #iwill, the campaign enables young people to use their ideas to create positive change and learn skills to help with future employment.



Bright Futures are supporting YAC to upcycle unwanted items and sell them to make money for future peer support activities. The project is called **Upbeat Upcycle** and began in October 2018. We continue with the project and aim to complete it in autumn 2019.



Case Study

A referral came to Bright Futures Upbeat, from Devon Young Carers. They were providing support to siblings and referred the older sibling for Bright Futures to offer support.

The mother and father were both unwell and had recently been under criminal investigation. The father is now serving a prison sentence, the mother has a suspended sentence and has a curfew enforced.

The Bright Futures Upbeat Transitions Worker supported the Young Adult Carer (YAC) during associated family meetings and the court proceedings. The YAC was finding it very difficult to continue studying at college with all the issues happening at home; having to support her younger siblings and care for her mother. Bright futures worked with a variety of agencies to ensure the YAC was supported at college and in her home environment.

Key Figures

YACs being supported: 126

YACs receiving 1:1 tailored support: 45

YACs families worked with to improve access to support: 42

Peer support activities offered: 29



CAREWISE - Young Carers Project

There are currently over 300 young carers in the North Devon and Torridge area registered with Carewise, all of whom take on a caring role or responsibility for someone in their family who has a long term illness or disability. Over the past 12 months these young carers have been able to access a range of support from Carewise including respite activity days, whole-family support, one to one support and an after-school club in Holsworthy.

Young carers have had the opportunity to take some time away from their caring roles, make new friends and learn new skills by attending a varied range of respite trips. This has included visits to Dingles Heritage Fairground Centre, Noah's Place in Clovelly, Crealy Adventure Park, and the Big Sheep. Other activities have included a day fishing with tuition from a local angling club, indoor climbing, the pantomime at Christmas and watching a football match and 'behind the scenes' tour of Exeter City Football Club.

The Family Support project has supported parents to make positive changes for their families, encourage positive relationships and learn new parenting skills. 10 Family Support day trips were organised, enabling young carers and their families to have a day out, with Carewise staff and volunteers on hand to help. This has included a day at Saunton beach, art and craft activity days, and a visit to MadeWell at Hatherleigh.

Key Figures

Young carers registered with Carewise:	312
No. of respite trips/days out offered:	24
No. of places offered on trips/days out:	226
No. of volunteers:	19

Feedback from parent receiving Family Support;

"When I first had contact with Carewise I was a mess. I struggled taking the children out because of my anxiety and now I can do it. I had finance problems, they directed me to the right help. It has helped our family loads, I have so much more confidence and I know what help there is around to help me."

Young Carers Engagement Project (YCEP)

The Young Carers Engagement project has given 1:1 support to the most isolated and vulnerable young carers, encouraging them to participate in activities which help them to feel less isolated, less anxious and more confident. As part of this project, young carers have been able to access music lessons, horse riding, cheerleading, swimming etc.

Carewise is entirely reliant on funding received through grants and donations, allowing us to be flexible and reactive in the service we can offer to young carers and their families. We would like to thank all of the local organisations, clubs and individuals who have donated to Carewise over the past 12 months.

Case Study

S (aged 11) lives with her mother, who has mental health difficulties, and her younger brother. She had been a member of Carewise for almost 18 months but we noticed that she had not engaged with any of the activities offered by Carewise. On talking to her we found out that she really wanted to attend an after-school club but didn't have the confidence to walk alone to the venue. She rarely left the house except with her mother or to go to school. The young carers' worker met with S a couple of times and accompanied her to the club. The worker also stayed at the club to ensure S felt safe. After a few sessions S managed to get herself to the club unaccompanied. S's personal success has increased her self-confidence so much that, not only does she attend the club regularly but, she has also participated in the respite trips offered by Carewise. The worker's observation was that "S is like a changed person: smiling and willing to have a go at anything!" When asked for some feedback about how the project and activities had helped her she said "Loved it, loved it".



Direct Services



SS Freshspring

The Steamship Freshspring Trust, formed in 2013, is an educationally orientated charity which owns an historic vessel

Steamship (SS) Freshspring, brought to Bideford in 2016. The aim is to both restore the ship to working condition and to use it as an educational resource aimed at encouraging young people to consider a career in the maritime and engineering industries, by developing onboard and classroom-based learning facilities and simulation equipment, something that is simply not available in a traditional classroom. In partnership with the Society, and supported by the Big Lottery Heritage Fund, TTVS employs an Education and Project Officer and a Project Manager.

April 2018 saw the delivery and fitting of the new wheelhouse for the ship and the main focus of the early part of this year was building up to first ship opening on the 30th June 2018. The boat deck was also completed by the end of 2018. Preparing the ship has been a real team effort. The launch day was a great success with a steady stream of visitors both at the stand in the nearby park and the ship itself, by the end of the day over 130 people had been on board. Over the summer over 1,100 people visited the ship.

An excellent team of stewards have been recruited and the team hope to welcome more to enable the ship to open more frequently. The Trust also has 3 patrons; Principal Patron Earl Attlee has been hugely supportive of the trust, Rear Admiral Nigel Guild and Captain Kevin Slade, who until recently was Chairman of the Merchant Navy have both contributed significantly to the Trust and their involvement. connects the Trust to both The Royal Navy and Merchant Navy.

A new Project Manager, Charlotte Squire joined the team in January 2019.

The link the Trust has with The University of the West of England (UWE) continues to flourish with over 49 students working on projects relating to SS Freshspring as part of their degree course, connecting them with maritime even though this may not have initially been a career choice for them. A number of students from UWE are developing the children's website, and one of the students has also just visited the ship in order to start the process of creating a 3D tour. This will enable wheelchair users and other visitors who are unable to access below deck and the wheelhouse to view the whole of the ship.

Schools are now approaching the Trust wanting to engage. The school project is still in use, having been utilised in 5 schools including Ashwater, Forches Cross and Fremington. Over 290 school children have visited the ship since it first opened. October 2018 saw final year BSc hon Navigation & Maritime Science students from Plymouth University visiting the ship.

The Trust is promoted over the year, and this year staff and volunteers attended several events; Thames Boat Festival, Boconnoc Steam Rally, Lynton & Barnstaple Railway Gala, Hollycombe Museum Model weekend.



Case Study

Thanks to funding from the Heritage Lottery, the ship offers Ship Ahoy Sessions. As part of the Way of the Wharves project, the Trust's Education and Project Officer visited East the Water School to deliver pilot Ship Ahoy outreach sessions and then the day after on the 11th of July 120 pupils from East the Water School visited the ship. Both days were a resounding success with children thoroughly enjoying engaging with artefacts, archival evidence and the ship itself.

Direct Services

Financial Inclusion

Supported through the Edward Gostling Foundation, the Financial Inclusion project provides financial information and support to the over 65s living in the Bideford area. Over the year 135 referrals resulted in 153 financial applications being made including:

Attendance Allowance, Carers Allowance, Blue Badge, Housing Benefit, change of utility supplier, grants / taxi vouchers, reduction / exemption in Council Tax.

As at 31st March 2019, the financial difference that confirmed awards have made to the lives of Bideford residents totals £310,912.20 (annualised). Some residents received a benefit check which, whilst resulted in no extra financial awards, but were reassured 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 361 Energy, Care Direct, Alzheimer's Society, Wiser Money, Devon and Somerset Fire Service.

The Financial Inclusion worker continues to build contacts with referral agencies and existing relationships with referrers remain strong.

The Financial Inclusion worker has maintained our presence in the community by promoting the project widely and has provided awareness sessions on what the project can offer, to other community groups including, clinical support workers at Bideford Hospital, The local Hospice, Parkinson's Carer Support Group and the Bideford Memory Café and regularly attends the Memory Matters and Balance classes.

A small team of enthusiastic volunteers remain the mainstay of the project. Volunteers have received 'Applying for an AA Increase' and Carers Allowance training on the completion of these forms and quarterly supervisions are completed with opportunity for peer to peer support and case discussions.

In summary, the financial impact on elderly residents in the Bideford area continues to be significant. The Financial Inclusion project continues to work closely with community professionals and groups to support older people. In the future, we are anticipating that more support may be required with the application and completion of benefit forms because of changes to the system. We continue to receive referrals from older people living outside the Bideford and surrounding area and we support some of these, if the Financial Inclusion worker / volunteers have capacity.

Case Study

A referral was received from the local housing support officer, for support to a client to organise her finances. She had been quite poorly and unable to get out. Her state pension had accumulated, thus exceeding the threshold for Pension Credit, Housing Benefit and Council Tax support and she was beginning to struggle to pay her bills. A benefit check showed that this lady was not in receipt of any disability benefits. We applied for Attendance Allowance and the high rate was awarded. The FI worker sorted all paperwork into folders so that she could easily find any correspondence. New applications were made for Pension Credit, Housing Benefit and Council Tax support and were successful. Our intervention with this lady has made a huge financial difference but she tells me that she also feels more organised and less afraid of the future.

Feedback

To ensure quality standards are met, we ask our clients to complete a satisfaction feedback questionnaire. Of the 101 questionnaires sent, 67 were returned. 100% of clients said that they would recommend the service.

"I don't feel so frightened about not having enough and getting into debt when I need to spend money on only what I need. Thank you so much. With the extra attendance allowance I don't have to wait so long or not at all before I can spend for what's needed."

"Your volunteer was excellent and very helpful and it was much appreciated"

"Help with a lengthy form was much appreciated and done very professionally"

Key Figures

Annualised value of increased income awarded: £310,912

Attendance Allowance higher level awards: 46

Attendance Allowance lower level awards: 14

Attendance Allowance Increase: 11

Direct Services



TorrAGE Ageing Well successfully delivered a four year Big Lottery Fund grant, which came to an end in December

2018, which meant the loss of the befriending element of the programme.

We appointed a new Project Manager, Amanda Bowen, who started in January 2019. She will be taking the programme forward into the future, and has already created a new brand identity along with refreshed promotional materials.

The core aim continues to focus on supporting the health and well-being of older people in the local community.

Through increased awareness and building key stakeholder relationships and a reputation for quality, Ageing Well has become the 'go to' place for support, advice and signposting in the Torridge area.

Group activities are very well attended and cater for a range of different interests. Going forward we will continue to offer Singing for Health, Tai Chi, Seated Exercise, Wellbeing Watch plus develop ad-hoc projects such as IT tuition, in conjunction with the local college, and Amble & Art.

A 6 week 'come dance with me' course was completed in November and whilst numbers were lower than anticipated, participants thoroughly enjoyed it.

Similarly, the 4-week 'walk & art' programme, based at RHS Rosemoor also completed in November. Feedback comments included; "it's been very enjoyable and nice to do something for yourself (carer), "brilliant, something quite different", there were a good mixture of crafts".



Case Study

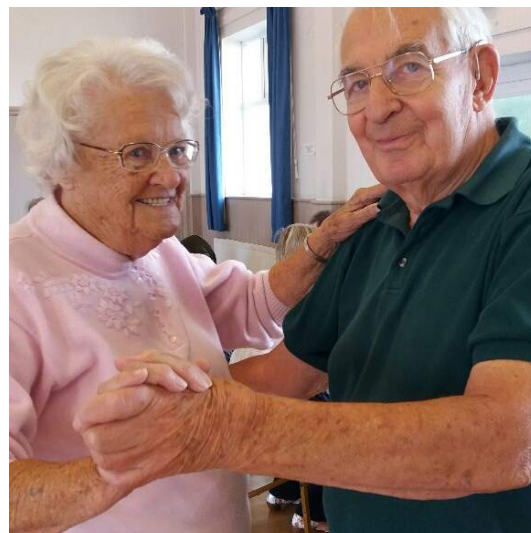
We worked closely with the Speech and Language team to help support a lady who had unfortunately lost her speech and some mobility. We are now effectively her voice and help her book appointments / sort paperwork and get out and about.

We also accompanied her out to Tai Chi, and she is now so confident she attends on her own, and is looking for another interest to take up!

As 2018 drew to a close, a finale Christmas event was held at Westward Ho! for Ageing Well clients. The Parkinson Shanty Singers entertained 70 guests before a festive meal was served; carols & light-hearted Christmas verse followed. The event was kindly funded by Asda, Bideford.

Help at Home

Over the year, the Help at Home service has continued to expand its client base by over 25%. This 'paid for' support enables clients 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. Our Home Support Workers can take care of everyday tasks such as; cleaning, laundry, meal preparation, shopping, correspondence, gardening, accompanied outings. We also provide a sitting service to enable much needed carer respite.



Key Figures

Well-being Watch Relationships Supported	32
Guidance & Form Filling Referrals	65
New Groups Established	4
Existing groups continued	10
Volunteers Recruited	14
Referrals for Home Safety Visits	23

Direct Services

Northam Reminiscence Cafe

This café is very well established and offers a caring and nurturing environment to those living with dementia together with their family and friends. The café has an informal and relaxed atmosphere where people can chat with others in a similar position and help support each other. A number of friendships have been made over the past year, which has proven beneficial for all concerned.

Dementia Support Workers from the Alzheimer's Society regularly attend the café to share their knowledge and offer advice. This is especially welcomed by those who have been recently diagnosed.

The café coordinator has continued to offer popular activities including musical bingo, sing-a-longs, reminiscence and a variety of team quizzes. With an increase in volunteers we have a really supportive ratio of helpers to café guests.

Quotes

"R looks at the calendar to see when the next café is and he's always in a happier mood when we come home afterwards."
"It's blooming marvellous! I don't know what I'd do without it."
"D chats with one of the other men who comes with his wife and he's much more alert when he's there".

Key Figures

Average attendance Northam Memory Café: 25
Average attendance Bideford Memory Café: 21
Number attending Carers classes: 8

Memory Café - Bideford

This group has proven to be very popular, so much so that we have been full to capacity for several months in a row so far this year! This increase is also reflected by the Alzheimer's Society, who predict we will be significantly busier from now on as the society has recruited several more support workers to help with increasing numbers of newly diagnosed. The Support Worker's role is to enable those with dementia to remain a part of their community and part of that enablement is to accompany them to support services such as memory cafes.

We have introduced an art and games table at the Café to engage and stimulate people with dementia. This has proved very popular, so we have planned a series of dedicated art and reminiscence sessions for clients in addition to the regular cafes, as part of the second year's funding from the Edward Gostling Foundation.

Carer Resilience Classes

We ran a series of 6 x 2 hour sessions from January-March to support carers of a loved one living with dementia.

We deliberately kept session numbers low at an average of 8 attendees which allowed more time for carers to share their concerns. This proved an invaluable service by providing carers with a better understanding of the impact dementia has on the brain and by offering them a range of coping strategies to help build resilience.

A second series is planned having secured funds from the Rotary Club and a kind donation.

Quotes

"The classes have been so helpful. I felt invigorated after each session and learned a lot."
"I learned some new ways of coping when my wife gets upset. I know what to say and how to say it now."
"It became a very safe place to say what we wanted without being judged."

Direct Services



In January 2019 TTVS launched a new project 'Exercise for Mental Health' funded by Santander.

There is a lot of research to show that exercise and physical activity can improve Mental Health but for someone with mental health difficulties there may be barriers to becoming more active. These may be anxiety, lack of motivation or financial implications and they can prevent someone from doing one of the very things that can help them feel better. Exercise for Mental Health can:

- Meet with individuals in a safe environment to discuss what they might like to do and what prevents them from doing it.
- Provide a volunteer to act as a befriender and support individuals to get out and be more active. (This may be simply going for a walk or accompanying them to an exercise class).
- Arrange various taster sessions with different groups, clubs or gyms so that individuals can find what works for them.
- Arrange small client group activities in consultation with service users.

Quotes

Comment from a daughter who referred her father (this gentleman is now going out for weekly walks with a volunteer)
"I could cry right now at the thought of some help with this right now as he has no motivation himself and the doctor says exercise is what he needs."



DEVONLIVE.COM

Friends pay tribute to tragic rugby player Ellie Taylor

Her friends and teammates raised more than £1,200 in her memory

Key Figures

Volunteers recruited:	10
Clients accessing project :	6
Number attending classes:	8

The project has got off to an amazing start gaining over 400 followers on Social Media in the first 3 months. Links have been formed with local providers of physical activity who have all agreed to provide an initial taster session free for clients of Exercise for Mental Health.

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



LOTTERY FUNDED

For more information please visit: exercising4mobility.co.uk

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 Winkleigh, Holsworthy and surrounding areas.

The Winkleigh Forget-Me-Not Friend's group, with help from funding from Awards For All, has enabled even more people in the surrounding rurally isolated areas to access the group. We have extended the range of volunteer-led activities we can offer, and train a cohort of volunteers to become volunteer advisers. They are able to provide older people with the information and advice they need to enable them to play a full role in the community.

Our activities have included talks, outings, Exercise and Movements to music, sing along sessions, and a Mandolin trio with singing participation with all our guests. Music is more than just a fun activity that connects people, there is good evidence that it can significantly improve objective measures of health and well-being.

The 'information hub' which is run by the co-ordinator, provides support/guidance around adult health and social care issues. Dementia will affect a person's day-to-day life and they may need to adapt how they do things. When supporting the person, there are approaches we can take that can reduce the impact of these practical difficulties and help the person maintain a sense of normality for as long as possible, help them feel independent and maintain their self-esteem.

The Forget-Me-not-Friends of Holsworthy group, also funded by Awards For All, recruits and trains new volunteers to support it's activities, and develop a publicity campaign covering the rurally isolated communities in the surrounding area. Activities include; music, exercise, presentations and a film show.

We have received funds from; Aviva, Halwill Parish, The Molesworth Arms pub, Holsworthy Flowers Club and The King Arms pub, Holsworthy.

The S.R.I.L web site: (www.sril.org.uk) is always updated, we also advertise in local supplements to help with extending our activities in rurally isolated areas. In addition we are networking with GP surgeries, health centres and support agencies to tell them what we offer and encourage referrals.



Case Study

J suffers from Alzheimer's and is also registered blind. She has been coming to the Winkleigh Forget Me Not club for 6 years with her husband.

J has made friends and enjoys the social aspect of the club. J has also received home visits from time to time from members of the club and the Project Co-ordinator.

Her husband says;

"The SRIL project co-ordinator was a tremendous help to me and my wife. Advising me how to cope and steering me towards the right government departments to ensure I got the help I needed for my wife.

Although my wife is now in a care home I still bring her to the Forget Me Not club to enjoy the friendship and social activities, which is a highlight she looks forward to.

The members of the club have been a big help to my wife, in particular the last 2 years as her condition worsened, providing help, friendship and assistance."

Key Figures

Number of volunteers: 24
Number of clients using our services: 125
Number of volunteer training courses: 4

Financial Review 2018/19

Overview of the year

Overall the Charity incurred net expenditure for the year of £6,763. After allowing for net expenditure of £10,204 on its supported projects, TTVS was able to add £3,441 to its core reserves. This enhancement of reserves while modest, was a commendable achievement given that the Charity experienced funding pressures in line with the voluntary sector as a whole and continues to do so.

Income

After three consecutive years of growth, total gross income for 2018/19 contracted to £555,191 from £710,064 the previous year.

Restricted income

The restricted income received designated for direct use by the projects which TTVS supports and develops amounted to £445,946. Whilst this marks a contraction of £147,832 over the previous year in value terms, it continues to represent 80% of the total annual income the Organisation receives.

Unrestricted income

Whilst total unrestricted income declined by 6% year on year to £109,245, this was not as marked a decrease as had been provided for at budget setting, forecasted in the light of anticipated income pressures.

Expenditure

Total expenditure for the year amounted to £561,954, representing a reduction of £87,377 from the previous year.

Restricted expenditure

Of the total expenditure, £457,840 was directly attributable to projects. As in previous years, this continues to represent over 80% of TTVS' overall expenditure for 2018/19.

Unrestricted expenditure

Mainstream expenditure on charitable activities was £104,114, a reduction of £6,273 when compared like for like with the previous year. As a result of continued and concerted efforts in cost management, the Trustees are pleased to report that actual expenditure reported above came in £5,535 below the budget set, achieved whilst maintaining an appropriate level of support.

In line with previous years TTVS continued its commitment from unrestricted funds to support the delivery of the Bideford Volunteer Centre in the sum of £1,690.

Funds of the Charity

The unrestricted reserves now stand at £138,973 compared to £135,532 reported last financial year. Of this total, £94,142 is set aside as designated funds by the Trustees to cover organisational costs in the event of delays or interruptions to funding, with a view to ensuring the continuation of TTVS operations in such an eventuality essential in maintaining its level of project support. These designated funds are subject to ongoing review by Trustees and Management to ensure they are at an appropriate level, the parameters for which are defined in TTVS' official Reserves Policy. These designated reserves cover both statutory obligations (payroll, redundancy, contractual obligations etc.) as well as those which are the result of prudent management defined by the above policy (e.g. essential equipment replacement and six months running costs coverage).

Turning to restricted funds, TTVS managed funds totalling £230,009 at the end of the 2018/19 financial year, assigned to 27 project lines. This represents 62% of the total funds held and which were directly attributable to funds with a restriction as to their use, i.e. projects.

Staff and Volunteers 2018/2019

Organisational Staff

Chief Executive
Deputy Chief Executive
Business Development Manager
Administration Manager

Julia Lock
Paul Huxtable
Karen Evans
Suzanne Tucker

Group Development and Volunteer Centre

Development Worker
Volunteer Support Worker
CVS/VC Administrator

Karen Evans / Paul Huxtable
Barbara Grant / Jane Creese
Jane Creese

Home Support Workers:

Gela Burgess	Jacqui James
Amanda Cann	Caroline Newell
Michelle Cox	Alexis Okill
Maureen Farley	Lesley Taylor
Kathryn Glen	Heather Warren
Caya Munro	Christine Taylor
Tania Jeffrey	Angela Jenkinson
Teresa Chew	Lesley Taylor

Amanda Walsh
Julie Wilson
Lyn Cloke
Carol Ruck
Nicola Clark
Esta Perfilli
Helen Lamarque

Bright Futures

Programme Manager

Mendie de Vos/
Jenny Challenger
Abi Mandeville
Andrea Mules
Jane Creese

Transitions Workers
Training & Support Co-ordinator
Administrator

Carewise/Devon Young Carers

Young Carers Lead Practitioner
Young Carer Support Worker
Young Carer's Engagement Project Co-ordinator
Assistant Project Worker

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

Carewise - Family Support

Family Support Worker

Beth Simons

Exercise for Mental Health

Co-ordinator

Beth Simons

Aftercaring

Co-ordinator

Patricia Burke

TorrAGE Ageing Well

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

Alison Marsden / Amanda Bowen
Denise Seaton
Debbie Jessop
Beverley Pett
Jane Creese/Judith Nock
Julia Hadley

Financial Inclusion

Project Co-ordinator

Denise Seaton

SRIL

Project Coordinator

Patricia Burke

Exercise for Mobility

Project Manager

Heather Quinlan

SS Freshspring

Project Manager 'Our Heritage'
Education and Project Officer

Charlotte Squire
Hayley Buscombe

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

Volunteer Centre Volunteers

John Millen
Mary Dendle
Glenda Halling
Jan Withey
Sandra Willetts
Michael Wood
Cheryl Russell Chargill
Callum West
Emma Atkinson
Kerry Martin
Carol Binnington Savage
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
(retired 18/10/18)**

Pamela Orchard

Steve Aldridge (Treasurer)

Nick Underwood

Sue Beer

**Ramin Shamsolah
(appointed 24/05/2018)**

Statement of Public Benefit

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 2018/19 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, people experiencing mental health difficulties and older people as detailed in our 2018/19 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.

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 2019-2020

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





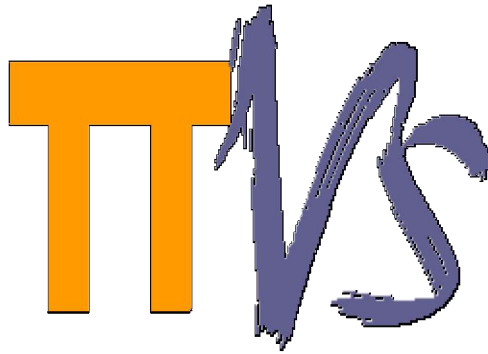
SUPPORTED BY

Acorn Recruitment
 ACT Foundation (now known as The Edward
 Gostling Foundation)
 Area of Outstanding Natural Beauty
 ASDA
 Aviva Community Fund
 Bideford Bridge Trust
 Bideford Town Council
 Big Lottery Community Fund
 Children in Need
 Clare Milne Trust
 Comic Relief
 Co-operative
 Devon County Council
 Devon & Somerset Fire & Rescue Service

Great Torrington Council
 The Henry Smith Charity
 Holsworthy Rotary
 Lions Club of Bideford
 Northam Relief in Need Charity
 Northam Town Council
 Rotary Clubs
 Santander
 St Mary's Church
 Tesco
 Torridge District Council
 Waitrose
 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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