



Annual report 2019/2020

Supporting the voluntary and community sector in Torrington

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CONTENTS	Page
Contents/From our Chair	2
Chief Executive report	3
Supporting Voluntary Action/ Developing the Sector	4 & 5
Bright Futures	6
Carewise	7
SS Freshspring / Torrington 100	8
Active & Connected / Financial Inclusion	9
TorrAGE Ageing Well	10 & 11
Exercise for mental health / Exercising for mobility	12
SRIL	13
Community Placements	14
Financial report	15
Supporters	16



This year, 2019-2020 has been one of great change, but TTVS has weathered them. One major change was our CEO's resignation. Julia Lock had done so much for TTVS, and I would like to pay tribute to her. I think that one of the first hurdles she overcame was to unite the much divided organisation she took over. She was also very keen on the preparation of budgets – give her a budget and she was in her element.

After her resignation it was necessary to find someone new, we assumed that it would be unlikely, if not impossible to replicate her unique skills, and so the trustees wrote a new job description and at the start of December, we welcomed Darran, who brings his own areas of specialisation and we thought to settle down, however, Julia's resignation was quickly followed by Suzanne's departure, and as the repository of the knowledge of TTVS, it is another sad loss. Fortunately, Jane Creese was more than capable and took up the reins with aplomb; thank you Jane.

The loss of both the people who knew the whole story of the finances gave us headaches, but the arrival of Caron has lightened our problems. The other major change in this year was the arrival of Covid-19 and the lock down. This entailed a realignment of tasks and how TTVS worked. By the end of the year, most people were

working from home and I pay tribute to the staff who accepted the change, worked even harder and kept the organisation on the road, and thanks to Darran who organised the major changes.

"I pay tribute to the staff who accepted the change, worked even harder and kept the organisation on the road"

As you read this report, I would draw your attention to the wide range of work that the TTVS people have taken part in. All have a part to play and all played to the best of their ability. You will see that we have managed to retain most of our projects. By the end of the year, many people have benefited from the TorrAGE Ageing Well project, many more with the Financial Inclusion project, helping to ensure people claim the benefits to which they are entitled but not receiving and the Memory Cafes which give people with dementia and their carers time out and support. We also managed to continue with our support to younger Carers despite budget cuts.

"I must also thank the volunteers who work for TTVS in a wide variety of projects"

There are too many staff members for me to list here but their contribution to TTVS is valued and I would like to thank them for their dedication in delivering us a successful year. I must also thank the volunteers who work for TTVS in a wide variety of projects. They are a very valued part of the organisation and, without them, we would find it very hard if not impossible to continue with the services. And last but far from least, I will thank my fellow Trustees who all come to meetings with paperwork read and who make a very valuable contribution to the running of TTVS.

Shirley Law
Chair of Directors



Welcome to our latest annual report which I am immensely proud to present, outlining our activity and projects, all of which support our communities in Torridge and beyond.

I took over as CEO in December 2019 from Julia Lock who had safely and expertly steered TTVS to a secure place over many years, leaving very big boots for me to fill.

My own background is as a senior manager in the police covering Homicide, Counter Terrorism and Serious and Organised Crime. Where is the link you may ask? Well I joined the police to help people, and for many years I worked to develop strong partnerships with other sectors to protect our wider communities from criminal exploitation. TTVS is about supporting, growing and strengthening our communities through partnerships and creating opportunity.

This report covers a very successful year for TTVS, and I will leave the figures and statistics to speak for themselves. However, we are all now aware of Covid19. We began talking about it in early 2020 and in March everything changed overnight. Whilst this forms a small part of the reporting year it would be remiss of me not to highlight the impact it had upon us.

At TTVS we quickly mobilised to form a duty team, working remotely to manage the demand for volunteering. We became part of a Northern Devon wide cascade where all central requests for support, whether it be shopping, prescriptions or welfare came to us. We were able to respond to every single request thanks to the amazing volunteers who worked alongside us. We were also able to successfully support local community groups and volunteering that grew organically as the crisis deepened.

However, because of Covid19 we now face significant challenge in 20/21, the funding landscape for charities has changed beyond all recognition; we have seen existing funding reduced or withdrawn and traditional grant providers close new funding opportunity to concentrate on the immediate and urgent response to Covid19. Whilst this offers a short term solution it does not address the long term strategic funding required for charities to survive, and no organisation, small, medium or large is immune to the impact of this. As I write this I hear of several charities and trusts closing as a direct result of a lack of funding. We are potentially heading into a recession and the challenge ahead of us at TTVS is very real. Our services will be needed more than ever in 2020/21.

"Our services will be needed more than ever in 2020/21"

Our caring projects have never been busier and have had to deal with the impact of isolation and loneliness on wellbeing and mental health. Our volunteer services have managed unprecedented demand that required new ways of working. Our staff have risen admirably to the challenge, but I worry daily about financial sustainability in this sector.

Since I began I have seen the profile of TTVS grow, our work has been covered in the North Devon Gazette, we have conducted a number of interviews on The Voice FM and we have grown our Social Media use. Because of this more people know about the work we do, and this in turn allows more people to become involved in a variety of ways.

"I was impressed with what I saw on day one in the job, but the manner in which our teams responded to the demands of Covid19 left me humbled."

I would like to end by saying thank you to the amazing staff and volunteers who made all this happen. I was impressed with what I saw on day one in the job, but the manner in which our teams responded to the demands of Covid19 left me humbled. I am lucky to work with some truly inspirational people who really do make a positive difference to people's lives. Thank you.

Darran Hill, Chief Executive



Supporting Volunteer action/ Developing the sector

Development & Support

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, organisations and individuals 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 government/authorities, the Clinical Commissioning Group and other influential bodies
- ◆ Enable individuals to become active citizens through engaging with our volunteer service

"Whoop, whoop, we have been awarded our grant. Paul, massive thanks for all your help with this"
Anne from
Torrington Town Hall

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.

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 & community organisations to operate effectively and to secure funding to continue to flourish
- ◆ Supporting development of new projects and groups to meet the needs of our communities

28
Groups
&
orgs
attended

55
Delegates

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, and funding opportunities.

Some examples of our group work includes:

Torrington Town Hall

GDW supported their successful bid to Petroc to establish a Work Club in the town. TTVS have also supported the recruitment of volunteers to support the clubs activities.

Telling Stories Ethnic Minority Project

The project utilises the Volunteer Centre as an office space. TTVS GDW has also supported the Project Coordinator to establish local links

Bideford Community Fridge

GDW has supported BCF around governance and potential for additional funding

Little Green Town

GDW met to discuss various funding options including Community Grants and The Lottery.

One Northern Devon

Involvement in One Northern Devon Communities steering group and ensuring TTVS is a driving force on the local social prescribing initiatives

One Atlantic

TTVS is helping drive the One Atlantic partnership forward. The current partnership includes; One Northern Devon, Torridge PCN, Torridge District Council, Bideford and Northam Town Councils and TTVS.

Paul Huxtable



Volunteer Centre

Our volunteer centre continues to go from strength to strength and we have 332 registered volunteers. We had 432 visits to the centre and registered 184 volunteer opportunities.

Volunteering enables:

- ◆ Meeting new people/making friends
- ◆ Sharing knowledge and skills
- ◆ Learning and developing new skills
- ◆ Improving job prospects
- ◆ Building self confidence
- ◆ Gaining experience
- ◆ Getting involved and having fun

332

Registered
volunteers

54

Groups
supported

184

Registered
volunteer
opportunities

432

Visits to
volunteer
centre



Supporting Bideford Work Club

TTVS's GDW chairs the steering group due to his experience in employability and training fields.

TTVS source and register all the volunteers supporting the activity.

"I feel honoured that I have been involved in helping the vulnerable people through this pandemic. I have been unable to work myself during this time as a self employed hairdresser and feel humbled that I could assist".

Our Partnerships and Development Manager chairs the steering group due to his experience in managing similar projects. Assisting with sourcing funding and supplying experienced volunteers to support the activity. 248 unemployed people supported with around 20% having health problems including mental health issues. 28% of attendees have found work. The Work Clubs are supported by 10 TTVS registered volunteers.

248

Unemployed
people
helped

28%

Found
jobs

9

Speakers

46

Delegates

89%

Increased
knowledge

Making Local Connections

An event was organised by the Transitions Wis£rmoney Project and TTVS.

The aim of the event was to promote and facilitate a networking event for community partners who offer support through home visits and by telephone. Nine speakers gave presentations to 46 delegates from 27 community and statutory organisations, 89% said they had increased their knowledge a lot about other agencies with 21% saying they had increased it a little.

"10 minute presentations - good length to learn about services and good opportunity to network"

"Very good experience of meeting all the organisations and expanding knowledge"

Bright Futures works with Young Adult Carers. It provides support to young carers (18-24) in Devon to get the 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. This year, after extensive research and consultation we had agreement from our funders to reduce the age from 18 to 16 years old. This now means we are able to support more Young Adult Carers as they transition from childhood into adulthood.



The service stretches right across Devon and we have developed a strong partnership with Young Devon, Unite Carers and Westbank to deliver this project.

"I am able to cope better and have been able to access support."

"Bright Futures upbeat is helping me communicate with my family better and helping me to feel calmer."

"My family are now quite well connected to all of the different services that can help us to manage our circumstances and we feel supported and informed."

"Talking to my Transitions Worker has helped me to look at options for improving my own health and mental health."

"By attending lots of things in different places, I have challenged my anxiety and improved my confidence."

"I've maintained friendships that I made on the project and this has been a real support to me."

Drop in sessions at colleges raised awareness and helped us engage with those who potentially needed our support.

We undertook an extensive evaluation throughout our second year. This has enabled us to look at what we have been doing well and build upon it, helping to shape and develop future services led by the users themselves. Feedback showed that transition workers are doing a fantastic job and providing a much needed and valued service.

44

Attended a support session

26

Drop in sessions

38

Supported to feel better informed

Case Study

One of our Young Adult Carers completed an ASDAN Level 1 Award in Personal and Social Development, supported by Bright Futures, which is an accredited delivery centre.

We are very proud of her as she has put in a tremendous amount of hard work to achieve this award.



Jenny Challenger



Young Carers' Project

During 2019/20 Carewise continued to offer support to over 300 young carers and their families who live in the North Devon and Torridge areas through the provision of respite activity days, after school drop-in sessions, one to one and family support.

Respite activities included horse riding, surfing, rock pooling, bowling, cinema as well as visits to Crealy, Milky Way and Longleat adventure parks - opportunities for the young carers to take a break from their caring roles and responsibilities.

Young carers were also supported to become involved in learning new skills (including guitar, piano and swimming lessons) and joining local clubs (gymnastics, football, cheerleading).

Holsworthy after school drop-in sessions were well attended by the young carers in the area. The sessions continue to be supported by Holsworthy Rotary Club for which we are very grateful. The sessions take place at Holsworthy Youth Club with one Carewise staff member and a number of dedicated volunteers.



79 new young carers were referred into the Carewise Project during the year and we were pleased to be able to offer services to these young people to enable them to feel better supported.

In addition to the respite trips, staff and volunteers continued to deliver high quality one to one support to the most vulnerable young carers.

This work helps young carers to improve their self confidence, reduce their levels of anxiety and help them to become less isolated.

Young carers were also supported to write CVs and identify work experience placements.

"Thank you for making me happier, more confident and also for making me laugh ... I've been changed for good"

Quote from a young carer

326

Young carers registered

210

Respite places offered

79

New referrals

18

Active volunteers

450

Volunteer hours given



Supported by



Marion Welch



SS Freshspring

The Steamship Freshspring Trust is an educationally orientated charity which owns an historic vessel. Our aim is to both restore the ship to working order by 2025 and become a maritime resource, an educational facility and tourist attraction to North Devon. We will use it as an educational resource aimed at encouraging young people to consider a career in the maritime and engineering industries. To achieve this we are developing on-board and classroom-based learning facilities and simulation equipment, something that is simply not available in a traditional classroom.



"Just moved to the area having retired and wanted an interest to keep me motivated"

We offer:

- ◆ Ship talks and tours
- ◆ Talks to groups and organisations
- ◆ Schools workshops both on-board and as outreach sessions at schools
- ◆ A STEM/Engineering set of lessons for loan in schools for a half-term period
- ◆ School holiday and occasional weekend family activities
- ◆ Workshops for adults
- ◆ Ship and park trails
- ◆ Work experience/placements



Torrington 100

With the financial support of Devon County Council, working with One Northern Devon, The Plough and Castle Gardens GP practice, we ran Torrington 100 as a pilot scheme from June 2019 to address the needs of Torrington and the 16 villages that cover 100 square miles of the GP surgery. We recruited two Community Developers *"To improve the wellbeing of residents of Great Torrington and it's satellite villages by creating a local partnership made up of residents, volunteers and providers of public and private services who will work together to tackle local issues using shared assets, resources and expertise."*

Torrington 100 aspires to build capacity and community resilience by:

- ◆ Identifying local needs and priorities
- ◆ Identifying what is currently available/missing, enabling services/partnerships to address the gaps in provision
- ◆ Establishing stronger, more collaborative alliances between statutory and voluntary services/ education/ business and the public





Active & Connected

The Active and Connected project commenced in May 2019 and set out to tackle reducing loneliness, improving physical well-being and social connections for people in our communities aged between 70 – 85 years.

The project was at first slow to progress due to difficulties in recruiting volunteers and overlap of some services already being offered by the medical professions.



To date we have received 40 referrals and 18 people have received the service. 7 people wanted a befriending service and 11 were inappropriate referrals requiring more complex support. We have endeavoured to meet the specific outcomes of the funder by being more innovative in

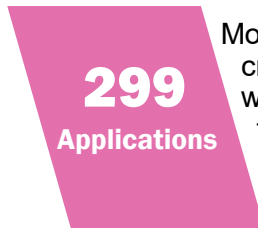
meeting the needs of the referred person and have individualised the way in which we support them as many do not wish to join a group but would like to feel more confident in moving around their own home.

At year end, 4 clients were waiting assessment, this being delayed due to the Covid 19 restrictions which prevented face to face visits. We therefore looked at alternative ways of supporting clients by way of weekly letters and exercises, giving them information regards online / radio / TV access to classes and encouraging exercises with calls from our volunteers and the coordinator. We commissioned an external review to undertake a mid- term evaluation of the project and await the completed report and outcomes.



Financial Inclusion

The Financial Inclusion project continues to go from strength to strength. To date 209 referrals and a total of 299 applications for benefit help / checks have been made this year. The financial impact on elderly residents in the Bideford and surrounding area continues to be significant a total of £486,779.64 between April 2019 - March 2020.



The project coordinator continues to work 2 days a week with the help of 4 enthusiastic and supportive volunteers. Without their help we would have been unable to be meet the overwhelming demand for financial help within our community.

More recently, the Covid 19 virus restrictions have created some challenges with completing forms but we have overcome this by trying new and innovative ways of engaging with our clients to collect the information needed.

We carried out a survey with referrers and collected feedback from our clients following our intervention with them. Early indications demonstrate the value of this project and demand is growing exponentially.

"I have liked all of it & enjoying the calls and letters. All of it has helped me."

"I exercise at home. I'm getting on ok. I have fallen but I can get up. I look forward to the letters and calls."

"I am glad I have had the support. It's good to know someone is there."

"The staff and volunteers are so approachable and knowledgeable. They manage to support people very delicately in difficult situations. They are very dementia friendly and understanding to my service users." (OT)

"The help I received has given me new confidence in fact is making me feel more positive. Thank you."

You have been brilliant, I can buy some better food. I could get a taxi that would be good"

"It has made life a little less stressful financially"

"This is an extremely reliable service that provides my service users with a high level of support. They go above and beyond for people"

Denise Seaton

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



TorrAGE continues to be active in promoting the service and has conducted many talks to various community groups including strength and balance classes, Breatheasy and Macular Society. We also work in close partnership with other service providers including Social Services, Hospital discharge, Community nursing teams, Devon & Cornwall Fire & Rescue, Leap / Energy 361, Navigate and Alzheimers Society to name but a few.

We organised a "Well Legs & well-being day" at Bideford hospital in conjunction with the NHS in March which was very well received and attended. A roll out programme is planned for Torrington and Holsworthy plus Barnstaple and South Molton once restrictions are eased.



Help at Home

The Help at Home service has continued to expand and is now a Devon County Council preferred supplier through the Supporting Independence contract.

This 'paid for' support enables people to continue to enjoy living in their own home for as long as possible by providing practical support and enabling tailored to individual needs to help maintain independence and well-being.



We provide everyday tasks such as cleaning, laundry, meals, shopping, correspondence, gardening, decluttering, accompanied outings, befriending & sitting service for carer respite. This service has continued to operate for the most at risk and vulnerable clients during the pandemic.

Case Studies

"E" had suffered a stroke which left him paralyzed and having experienced a number of falls & hospital admissions, had a lack of confidence in going out on his mobility scooter. We decluttered & helped him remain as independent as possible in his own home through a range of enabling services including shopping, cleaning, dog walking, liaising with care providers, sorting paperwork, and helping him set up direct debits for better money management.

"J" was on a Section 117 having been discharged from mental health services. Our Help at Home service enabled him to access the community, building his confidence to go shopping, cook and maintain his home environment and gave his daughter who lived many miles away, peace of mind.

"Without Help at Home I would not be able to live in my own house any more and would be stuck in a residential home away from my dog and cats. Your staff brighten up my day and are my connection to the outside world. Without them I would be lost"

"I cannot thank you enough. Mum would not have been as independent for as long as she has without your kindness and support"

"Thank you so much. It is just pure pleasure to work with you! Cannot even say how grateful I am :)" (Social Worker)

"Prior to seeking help from TorrAGE I become aware of my increasing inability to maintain our home resulting in me feeling frustrated and struggling to satisfactorily keep up the standards I have always aspired to. In addition to being highly efficient and reliable H has well developed 'people skills' which make having her here a pleasure leading us to highly value everything she does for us"

Group activities are very well attended and cater for a range of different interests. These include Singing for Health in Torrington and a new group in Bideford, Tai Chi, seated exercise, and a range of dementia services. All group activities were suspended in March due to Covid-19 but phone support and signposting continued to be provided.

"Thank you also for the welcome we received yesterday. I was totally impressed with the exuberance, enthusiasm and happiness and thanks to your amazing volunteer team who went all out to include everyone."



Exercise & Activities

Tai Chi is proving so popular we are looking for a larger venue in Bideford! Seated Exercise classes continued up until January, when the tutor took over the classes.

"What a friendly group you are! I don't feel so alone now". If it wasn't for the memory café's I don't know what I'd do!



Dementia Services

Bideford Cafe is now a member of the North Devon Memory Café Group in addition to the Devon-wide Memory Café Consortium.

Singing for Health Bideford started in October 2019 in addition to the popular sessions in Torrington.

"I always find myself singing in the taxi on the way home. Sometimes the driver will even join in"



"I don't think J has danced since he was diagnosed with both Parkinson's and dementia but you managed to get him up & moving. He really enjoyed himself and has been talking about it ever since."

Both Bideford & Northam Memory Café are extremely popular and the friendship groups that have sprung up between clients, new and old, continue to grow as new ones are made. We work closely with The Alzheimer's Society who often attend.

We continue to offer art, craft and knitting and have made some "twiddle muffs" for a local residential home.

"Mum really enjoyed herself last time. Wasn't sure she would but she really surprised me. It was great for me too because I

Art & Reminiscence included themes around Guy Fawkes, Christmas, Winter and Spring.

We also enjoyed a lovely Christmas dinner and celebrations courtesy of Asda Foundation with carols sung by a local school, St Helens in Bideford.

"You made a very difficult subject easy to understand and there were many lightbulb moments during the course. Now I know why he's behaving like that I can deal with things differently to get a better result. Thankyou."

29

Attendees at Bideford & Northam memory cafes

23

Attendees at Tai Chi Bideford

10

Participants at Art & Reminiscence

23

Participants at Singing for Health

We completed the 8 Carer Resilience Classes funded by Bideford Rotary. These have been successful and shown there is great need for carer support as well as support for those living with dementia.

"I always go back home in a better frame of mind after your classes and sometimes even smiling because of your ability to find humour in our everyday struggles"

Amanda Bowen

Exercise for Mental Health

This is a year long pilot project which came to an end on 31st January 2020.

The project's aim was to support people with Mental Health Difficulties to develop self help strategies through physical activity. This was carried out through one to one support from volunteers who accompanied and supported people to access various activities, group taster sessions from various local clubs, teams, groups and classes and social media pages which provide useful links, sign posting, support and motivation.

The project not only supported people but helped us collect data which proved that the project is both needed and works. This is much needed when applying for grants for further funding.



Clients have been supported to access physical activity in their local community, some of which are continuing to do this independently. Clients reported improvements in both physical and emotional wellbeing and an overwhelmingly unexpected amount of clients reported an improvement in social networks with many of them citing this as the biggest impact for them having previously been isolated members of the community.

Many clients continue to meet up and partake in activities together. The social media pages are continuing to be maintained on a voluntary basis.



"Thankyou for the opportunity of the 6week taster sessions. I don't consider myself bad with my anxiety but it was enough to stop me getting out. This was the kickstart I needed to find something that works for me and that I can stick to.

I go to the gym twice a week on my way home from work, I set my self small challenges but once I'm at the gym I push myself.

My head is heaps better and I am losing weight. My husband is also reaping the benefits as he has started swimming, so you've helped two people."



Beth Simons



Helping Older People in Rural Communities

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. We submitted our application to the National Lottery for Awards for All fund which was successful and the projects will now run until 31st January 2021. This is wonderful news to the communities, we also support social prescribing which aims to help people with long-term conditions who need support with their mental health, are lonely or isolated. A local GP said: "This is crucial to our patients in providing a place where they can socialise and access support regarding local services". GPs are able to refer patients and carers to them knowing they will receive advice and support. "We know that Forget- Me-Not Friends has already been of great help to some of our patients and their families we look forward to continuing working with you."

We know that Forget-Me-Not Friends has already been of great help to some of our patients and their families we look forward to continuing working with you."
(GP)

The Winkleigh and Holsworthy Forget-Me-Not Friend groups include music, exercise, presentations, film shows and outings. We have had a wonderful group called R.S.V.P. singing hits from 60's, 70's & 80's. Dance stimulates the brain and the body as well as tapping into the magic of music. It has lots of social elements as well as offering an opportunity for people to express themselves and most importantly to move.

"This is crucial to our patients in providing a place where they can socialise and access support regarding local services"

Our Information hub provides local advice and the Advice Surgery is a safe and confidential environment to discuss health related topics including: emotional wellbeing, financial/benefit advice, confidence/self-esteem, as well as signposting and referrals to other services if needed.

All our volunteers are supporting people who self isolated during Covid-19, especially people without nearby family, elderly people, and people with a disability or long-term health condition, We have created "buddy systems" to make sure vulnerable and hard-to-reach people stay connected through phone calls, picking up prescriptions or shopping, such thoughtfulness is always greatly appreciated by those that need our services.



At Easter volunteers delivered flowers and cards to all our guests and carers. They told me "they felt very cherish" by the support of the FMNF Café, and SRIL Project.

28 Active volunteers	130 Participants	3 Training courses
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The SRIL web site has been updated and we have designed a range of posters and information leaflets/ fliers which ensure we are able to promote our activities as widely as possible. Our project is already known in both local communities and we will continue to use existing newsletters to promote activities and recruit volunteers.

Trish Burke



Community Placements

Community Placements

Community Placements is a TTVS project in partnership with PETROC and funded by the European Social Fund.

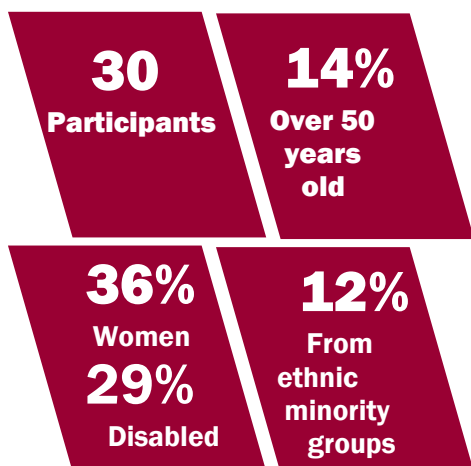
The aim of the project is to give unemployed people the opportunity to gain valuable experience through volunteering within their community.

This is done through 1:1 support with a workplace mentor employed by TTVS. The mentor works with participants to help them recognise their aspirations and gain appropriate training or experience in order to achieve their goals.

The mentor links with suitable placements within the community to ensure they are safe and supportive for each participant. The mentor can also support each participant to find and access appropriate training, help with writing CVs, applying for both voluntary and employed roles and help prepare for interview.

The project runs for 1 year and ends in February 2021. Unfortunately due to the lockdown it was put on hold at the end of March. However, by this time the project already had a total of 6 participants completely signed up to the project, a further 3 in the process of being signed up and a total of 10 placements signed up to the scheme.

1:1 sessions are held with participants to discuss their interests and aspirations. The mentor then works to empower participants to contact potential placements whilst offering continued support and building their confidence.



Case Study

When I met with the participant as her mentor she informed me she had previously volunteered at the Link Centre in Bideford, working with vulnerable adults.

The participant had contacted TTVS with regards to volunteering. She is a young lady who suffers with anxiety. She is also dyslexic and struggled at school and presents as a very capable young lady but with low confidence.

Her primary objective was to find employment, ideally an apprenticeship. She was interested in drama and animals and her dream job would be to run a re-enactment farm. Something she describes as a working farm but which teaches people about historic approaches to farming by having the workers dressed in costume and using historic methods.

It was also clear that she had a love of animals and an interest in farming. I suggested we look in to a possible volunteering placement with Noah's Place in Hartland. This is near to the participant's home and is a working farm which supports vulnerable adults to develop skills.

I contacted Noah's Place who in turn spoke with the participant and invited her for an informal interview after which she was invited to start the following week.

The project has funded a DBS allowing the participant to volunteer on daily farm tasks and to directly support the vulnerable adults.

Beth, Project Mentor



European Union

European Social Fund



Treasurer report

As referred to by both the Chair and the CEO in their reports, 2019-20 has been a year of key staffing changes at TTVS and the Charity's finance function has seen a significant part of this transition. As part of these changes, it was decided to reappraise how the finance function was carried out and to return to a recognised two person finance department consisting of a Finance Manager and an assistant. This decision was taken in response to the recognised funding challenges faced by the sector as a whole and with the principal aims in response of both building upon the resources that TTVS already has through enhanced budgeting, together with sourcing new funding streams and opportunities. The wheels for this restructure were put in motion prior to the arrival of Covid19 and how vital that decision has proven to be, as this has led to both unprecedented calls on financial procedures and the urgent need for sourcing funding support, which the new finance set up has proved better equipped to handle.

We were delighted to initially welcome Caron Petrie to the position of finance assistant. Caron quickly settled into this role, ably joined by my fellow trustee Sue Beer in the interim period, who brought with her many years of treasury experience from the voluntary sector. It was during their time together that the building blocks of the new two person finance function were put in place and I would like to record my sincere thanks to both for the vital work that was undertaken by them during this period. Ultimately the search for a suitable finance manager proved unsuccessful, despite several interviews. However, Caron had arrived with a CV which suggested that she had the required skills to develop into the Finance Manager role. An invitation was extended to her to step up to this position of management and we are pleased to report her agreement to do so. In my view this has already proven to be a positive development for TTVS as a whole. As well as bringing fresh & beneficial ideas to the Finance Manager role, she has shown strong inter-personnel skills with budget holders and other members of staff.

It would be very remiss of me if I didn't acknowledge that the scope to initiate the above changes was only possible as a result of the strong and prudent financial management of previous years. The strong reserves position which had been built up under the leadership of the previous CEO Julia Lock provided us with the financial scope and timescale needed to introduce these changes. In addition, these reserves have provided vital financial reassurance as we made and continue to make the other difficult adjustments to cope with the Covid19 outbreak.

As far as the detailed financial out turn for 2019/20 is concerned, our associated statutory financial statements provide this information and I will be pleased to report and discuss these further upon their presentation at this year's AGM (whenever the current situation allows that to be!) I am pleased to report however that pre-audit indications point to the fact that our use of reserves as proposed in our 2019-20 Business Plan in order to maintain the best delivery of services will not be as high as the level anticipated whilst still achieving this goal.

Sadly this will be my final report as Treasurer of TTVS, as for personal reasons unconnected with the Charity I shall be stepping down. I joined TTVS in 2014 after attending the AGM with a member body and being impressed by the vital work the Charity supports. That vital work remains as strong today and Covid-19 has further highlighted the tremendous and invaluable job the staff and volunteers do.

Thank you all.

Steve Aldridge, Honorary Treasurer



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

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