



Together  
We Thrive

# FULL CIRCLE 2019

## Thriving Local Communities



- VOLUNTEERING
- ACCOUNTS SERVICE
- COMMUNITY TRANSPORT
- COMMUNITY DEVELOPMENT
- PARTNERSHIPS
- TRAINING
- WELLBEING



Together We Thrive



## North East Essex Alliance

We are a collective of government, healthcare and voluntary organisations, working together to improve the health and wellbeing of our communities. As an Alliance, we support our neighbourhoods to achieve the goals that are important to them.



## Placed Based Social Action

This year saw C360 complete a successful bid for funding on behalf of the One Colchester Partnership to make Colchester a Dementia Friendly Borough. Colchester was one of just 10 places around the country to be awarded the money from the Place Based Social Action programme of the Department for Digital, Culture, Media and Sport along with The National Lottery Community Fund. This national money was topped up with contributions from North East Essex Clinical Commissioning Group and Colchester Borough Council.

The Partnership plans to involve people throughout the Borough to develop a clearer picture of what improvements are needed, raise awareness and make the Borough more accessible for people living with dementia.



## C360 50th Anniversary

In 2018, C360 turned 50! Throughout the year, C360 staff and volunteers organised and supported more than 50 events, ranging from sponsored walks and sky dives to quizzes, car boot sales and public engagement events. We raised a Community Fund and were kindly supported by partners including East of England Co-op and Peabody South East.

The Community Chest opened in Autumn 2019 for groups to access funds. We have established an archive for the voluntary sector. Students from the University of Essex worked with us to showcase the value of volunteers in Colchester. Two MA students conducted over 35 interviews with local volunteers as part of an oral history record of their experiences.



Following the recently published Community Assets in Colchester report, we will commit to actions to further improve the quality of life for residents locally.

## Together We Create Capacity

C360 has recognised the importance of being able to facilitate and lead on behalf of grass roots and Asset Based Community Development groups of all shapes and sizes, who are not large enough to enter into the world of contracts and commissioned services. The Board agreed to adopt a Single Point of Contact/Commissioning (SPOC) model, whereby a commissioner works through a larger local organisation with a reputation of "can do" and delivery outcomes, which in turn coordinate and support a collaboration of local VCSE sector groups. In the last two years, C360 has successfully negotiated and facilitated access to contracts for organisations worth more than £500,000, with £300,000+ of funding already allocated for distribution in the next three years. This demonstrates a true joined up collaborative approach, ensuring funding resources reach individuals in need quickly.

## Aspiring, Enabling and Leading 2019 and beyond...

What can I say, other than what a truly remarkable year we have had? This would not have been possible without the dedication and hard work of the Community Workforce we are privileged to have here in Essex, the Community360 (C360) team, which I am honoured to lead.

This year, more than ever, I have witnessed the 4 C's being put into practice – we have:

- CONNECTED ■ COMMUNICATED
- CO-ORDINATED ■ COMMISSIONED

The One Colchester Communities Can Hub has gone from strength to strength and has seen over 3,000 visitors through its doors, busy with different groups every day and watch this space, as Saturday opening is one of our future plans.

Keep an eye out for the 'Community Soup' events, where we will start to distribute £10K from our 50th Anniversary fundraising efforts, again I must say thank you to all staff and volunteers for their efforts. Jumping out of an aeroplane wasn't for me!

As for the future we are going to continue to support and motivate the sector to achieve its aspirations. We also want to ensure you promote yourselves; never feel embarrassed about shouting about your successes or forget the great work that you all continue to deliver for the local community.

Thank you once again for your tremendous efforts which we will continue to support into 2020 and beyond.



Tracy

Tracy Rudling  
CEO



## ➤ Meet Dave

*"I suffered a severe breakdown, I was hospitalised, but this gave me a chance to think about my life and how I not only needed to help myself but to help others. I was handed a leaflet at the job centre about C360 and that they were looking for volunteers.*

*I met Amanda Findley from C360 who was just so kind and offered me a position to help out at the One Colchester Hub. Volunteering has changed my life for the better, it has given me back my confidence and I was able to mix socially again.*

*Now I want to come to work, it is work for me not just volunteering, you have a purpose. I have helped to set up the 'Men's Matters' group and seen some fantastic results from this already, I am now the lead on this project.*

*I would say if you are thinking of volunteering do it! But if you have been ill, give yourself time, you have to be ready. I was ready to volunteer and now I feel I really make a difference. I am now delighted that I am working for C360. Volunteering taught me that I wanted to work in the charity and community sector, it is rewarding and made a huge difference to my life."*

## ➤ One Colchester Hub

The One Colchester Hub was launched in 2018 and has seen a host of Colchester residents, C360 iTea members and many local supporting agencies being involved in the 'Colchester Communities Can...' project. The Hub base is managed by C360 in partnership with Colchester Borough Council.

- Bursaries – £10,076 allocated from Winter Resilience funding
- 38 volunteers recruited
- 53 organisations & partners engaged with



As well as helping others, volunteering has been shown to improve volunteers' wellbeing, it can help you to gain valuable new skills and experiences and boost your confidence.

We are privileged to work with hundreds of volunteers each year and are always seeing people with an interest in the community who would like to share their skills and knowledge with others.

**£10,000**  
issued to  
voluntary and  
community  
groups

**1099**  
reached  
directly by One  
Colchester

**2238**  
recorded  
visits in six  
months

**1600**  
interventions  
offered

## ➤ Winter Resilience Programme

### WINTER PACKS

The Winter Packs were a big part of the One Colchester Winter Resilience project which ran from October 2018 to March 2019. The goal was to supply packs to vulnerable residents of Colchester, Braintree and surrounding areas, containing vital resources to help them stay warm and well during the winter months. Additionally, at the One Colchester Hub, there was warm clothing available through donations from the public for people to take if they need.

The packs contained: a neck warmer, fleece hat, gloves, thermal socks, hot water bottle, fleece blanket, torch, flask, thermometer, milk, biscuits and tea. They were ordered in bulk from stores: Trespass, Go Outdoors, Wilko and IKEA.

The bags were donated by Metro Bank and the milk, biscuits and tea were donated by Waitrose. The One Colchester Hub was the main point of distribution for the winter packs with further packs distributed at our winter information roadshows as well as at sheltered housing visits, from the hospital and Anglian Community Enterprise (ACE) locations.

**300**  
Winter  
Resilience packs  
distributed





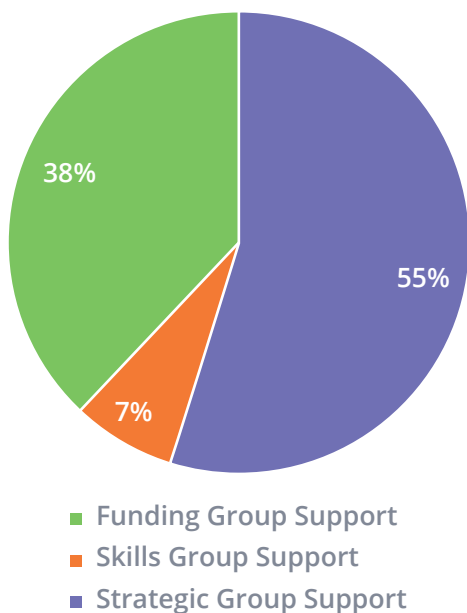


## Core Support

Over 100 Braintree residents attended a Winter Wellness event organised in partnership with the Chelmsford Star Co-op where they could access information from 18 services. The event also gave them an opportunity to talk to stallholders about other services with one attendee saying 'how useful it was and that they didn't realise there was so much help and information out there'.

Over 200 hours of support was provided to voluntary and community groups across Colchester and Braintree. This support falls within 3 categories of: funding support which includes how to write funding bids and attending key forums; strategic support which includes advice on organisational structure and partnership working and skills support which includes policy development.

Types of Support Provided



## Braintree Update

C360 has worked with a whole host of VCS and statutory partners throughout the year to deliver and support a range of community projects in the Braintree District. For example, we have:

- Worked with ACE to deliver the 12 week My Weight Matters programme at Braintree College.
- Established the Braintree District Slipper Exchange with funding from the BDC Health and Wellbeing Panel.
- Worked with the Pump House surgery in Earls Colne to distribute Winter Warmth packs
- Trained 43 individuals from 17 organisations in Mental Health First Aid
- Hosted 83 i-Tea social groups.

We have continued to support groups with funding, governance and recruiting volunteers as well as developing the Braintree District Older People Forum which has now merged with the district Dementia Action Alliance (BDDAA).

**142**  
volunteers  
places through  
the volunteer  
centre

**252**  
groups  
supported  
with funding,  
governance and  
volunteers

**£19,000**  
raised with  
community  
groups and  
partners

Through our Winter Resilience programme we have distributed **50** Winter Packs, supported **230** people and worked with **31** partners to help Braintree residents stay warm and well through the winter months.

## A Snapshot of Braintree

- Introduced new emotional and physical wellbeing projects which
  - Taught depression screening and mental health first aid to 43 people from 17 organisations – who used their training to help on at least 143 occasions within 6 months
- Supported people who are socially isolated
  - Ran 83 social groups
- Roadshows  
We conducted 3 roadshows with partners targeting the larger market hubs of Braintree, Halstead and Witham. In total, we worked with 28 teams/organisations focussing on those that could support vulnerable residents to tackle social isolation, personal and home safety, caring responsibilities, issues affecting older people and volunteering. We also created a befriending directory through this programme to support isolated residents.
- Promotion  
We widely publicised the 'Stay Well this Winter' programme face to face with residents, online using the #SWTWEssex and #staywell, and in news services. We also publicised other key projects which would support residents affected by the weather over the winter.

**31**  
people helped  
through  
weigh-ins

**106**  
falls  
assessments  
conducted

**305**  
people  
referred to  
befriending  
service

## ➤ My Social Prescription™ – Partnership Working with ACE

C360 has worked alongside ACE for the last 2 years taking referrals from community nurses, physiotherapists and associate practitioners. We worked alongside medical professionals to provide social support to patients who are in need of additional support. We provide safe slippers to prevent falls, signpost people to our Community Transport and mobility scooters, help people attend support groups for medical conditions and connect people to social groups and befriending clubs to gain a social life. The list is endless, and we have many success stories from people we have helped. A further success is the Clacton Leg Club which we have been attending for the last 18 months. Here we engage with the patients, provide slippers for those in need and share information of use to those attending. We also organised home safety talks for the Leg Club, providing information on keeping safe at home in collaboration with the fire service and the police. Partnership working with the medical professionals means we can now reach those people in need of additional social support.

**2025**  
referrals  
across NEE

**324**  
referrals  
from ACE

**700**  
complex  
referrals, up  
by 30%

## ➤ My Social Prescription™ Success Story

*A referral was received from ACE's Integrated Care Team to offer support to a socially isolated, elderly lady in Colchester. The lady did not have any family in the area and the only company she received throughout the day was that of visiting carers and nurses.*

*She said she would like someone to visit for a cup of tea and chat, as she felt very lonely and enjoyed company. A referral made to Age Concern Colchester requested a face to face befriender to alleviate her social isolation and to increase her mental wellbeing. She was delighted with the service.*

## ➤ My Weight Matters In Partnership with ACE

C360, working in partnership with ACE, has been delivering weekly 'My Weight Matters' weigh-ins at the One Colchester Hub since January 2018, offering support and information to people who are trying to lose weight and improve their health. During the past year over a hundred individuals have attended and received guidance and advice, and several of them have achieved significant weight loss. One of them is Michael.



### ➤ Michael's story

*Michael had been wanting to lose weight for some time and had tried on his own with limited success. He found out about the C360 My Weight Matters weigh-ins from his GP and started attending in April 2018. He achieved his twelve-week weight loss many months ago but continues to attend almost every week because he wants to reach a healthier weight and finds that seeing and being weighed by us helps him to stay motivated.*

*So far, he has lost over 14kgs or over two stone, and reduced his Body Mass Index from 31.9 to 26.7 – so has gone from 'obese' to just over a healthy weight. He is justifiably, very pleased with his progress so far and says of the programme: "I have found it very helpful – much easier losing weight this way than when I have tried before. I like the programme because you're given a sensible target to work towards and there's no pressure". He would also like to point out that he has lost more weight since the photo was taken and has had to buy new trousers!*

## ➤ Colchester Borough Homes

Badly fitted slippers have been proven to contribute to falls in older people and we launched a Slipper Exchange in June 2018, working in partnership with agencies including Helpline and Colchester Borough Council, in order to identify people who are at risk of falls and provide them with a free pair of new slippers.

One Colchester Borough Homes resident aged 107 benefitted from a pair of slippers and said they were "rather nice"!







## > Volunteer Centre

### Colchester

142 organisations supported

1178 enquiries through the Colchester Volunteer Centre

204 volunteers placed

### Braintree

99 organisations supported

293 enquiries through the Braintree Volunteering Centre

142 volunteers placed

## > Braintree Volunteer Centre Lunch and Learn Events

Over 60 representatives from organisations across Braintree District attended 10 Lunch and Learn sessions where they had an opportunity to meet other organisations, hear about their services, share information and form partnerships.

**104**  
Lunch  
and Learn  
sessions

## > Core Colchester Statistics

- Introduced new emotional and physical wellbeing projects which
  - Taught depression screening and mental health first aid to 77 people from 17 organisations – who used their training to help on at least 79 occasions within 6 months
  - Helped 102 people through weigh-ins
- Supported people who are socially isolated
  - Managed the Find a Friend network
  - Ran 176 social groups
- Supported VCS groups with core activities
  - 97% approval rating
  - 90 with fundraising
  - 127 with training (including VST)
  - Sat on 65 committees
  - Invested 2517 hours in running the Hub and attending other hubs in the Borough

**279**  
falls  
assessments  
conducted

**407**  
people  
referred to  
befriending  
service

**414**  
groups  
supported  
with core  
activities

Helped groups to raise an additional **£429,979.91**



## > Timebanking

- We have 14 time banks run by 9 organisations throughout Essex
- Since November 2017 we have recruited 887 new time bank members, generated 105,000 hours and established 137 new social groups or activities



## ➤ Shopmobility

Our Shopmobility service has continued to grow and we were pleased to provide reliable electric mobility scooters and manual wheelchairs to many more members, increasing independence and access to shops and facilities in Colchester.

**65**  
new  
Shopmobility  
members

*"My mum gained so much confidence from using the scooter. It gave her independence. As mum also has dementia, the trips out really helped her cognitive skills, she remembered her way around, loved chatting to people, which really helped to improve her social interactions. I would recommend anyone who has mobility issues to think about using a scooter, it will certainly improve your confidence and I know how much it helped my mum."*

## ➤ Home from Hospital (HfH)

Our HfH project has been a great success and we have had tremendous support from our volunteers. For many patients, returning home from a long stay in hospital can be a daunting and disorienting process, even more so if they lack friends or family upon whom they can rely.

The HfH project linked with our Community Transport Scheme has provided a vital befriending service to many patients once discharged.

**21**  
new  
befrienders

**40**  
patients  
supported

## ➤ Mentoring and Befriending

In the last year we were delighted to achieve the Approved Provider Standard (APS), recognising our work within mentoring/befriending projects.

The APS is the national quality standard designed specifically to support safe and effective practice for mentoring and befriending projects. APS is managed and delivered by NCVO, the National Council for Voluntary Organisations.

The Approved Provider Standard is the only quality standard that focuses on good practice in mentoring and befriending.



**9,698**  
patients/staff  
use Mill Road  
Therapy bus

## ➤ Community Transport

Our Community Transport schemes in both Colchester and Maldon continue to be a much-needed service to local residents who find it difficult to access public transport. We ended the year delivering almost 50,000 adult social care trips including shopping, social and medical related trips. In addition, we continued to deliver demand-responsive patient discharge trips from Colchester Hospital, helping the most vulnerable patients get home safely, linking with our Home from Hospital befriending project. Our Mill Road Therapy Shuttle Bus still remains popular for patients and staff on a weekly basis.

**49,681**  
passenger  
journeys across  
Colchester and  
Maldon

**1,113**  
excursion  
trips delivered

*"Very positive experience. All drivers are lovely – some are now friends. I don't know what I would do without service. Office staff are brilliant too."*

*"I think it's fabulous. I started about 2014 and can't fault it. I have a wheelchair vehicle and it's FABULOUS"*

*"I've been a volunteer driver for just over 10 years and still enjoy doing it. The reason I got into this was that I felt I needed a bit more structure in my retirement, something to make my time more worthwhile. I have met some lovely people who are so grateful for the service we offer which means their lives are fuller making them happier. It is so satisfying when you get home and feel you have done something worthwhile."*

## ► Community Accounts Service

Our Community Accounts Service continues to go from strength to strength providing support to even more groups this year. We ended the year providing a full array of services including payroll to 56 groups, independent examinations to 141 groups, secondments to 18 groups as well as one to one and group training on topics such as Quickbooks. We have continued our involvement in the Essential Living Fund contributing in supporting over 458 customers, supplying 11,525 pieces of much needed furniture.

*"C360 offers a very cost effective option for charities to get accounts examined. DC is always very helpful and makes the process stress free".*

FEMINIST LIBRARY

**56**  
groups  
provided  
with payroll  
services

**141**  
groups  
provided  
with regular  
services

## ► Stepping Stones Play and Learn Nursery

*The group was formed in 1991 following parents' requests to give all children the opportunity to play and learn together. The aim of the group is to help children aged 0-19 understand and accept each others' differences through play and enable their development to reach their full potential. C360 have been working for Stepping Stones for many years providing payroll and independent examinations services for the group and QuickBooks set up and training.*

**71**  
courses  
delivered

**216**  
organisations  
trained

**494**  
people  
trained

## ► Voluntary Sector Training

We have continued to provide courses throughout Essex and beyond as well as providing training for ECC Police. We also launched new accredited Volunteer Management, Volunteer Recruitment and Dementia Awareness qualifications which have been in high demand across the voluntary sector.



## ► Hearing Help Essex Case Study

*Hearing Help Essex exists to alleviate the isolation and loneliness that hearing loss can bring. Last year they delivered services to just over 5,500 individuals across Essex.*

*C360 has successfully provided training on Working with Vulnerable Clients and Trustee Roles & Responsibilities.*

*The training came about as they had recruited two new Trustees who went on to complete the Trustee Roles & Responsibilities training.*

*The Working with Vulnerable Clients course was attended by one of their Outreach team members who conducts home visits, and also their CEO who deals with the contacts in their Resource Centre.*

*The new Trustees said 'they found the training course invaluable. It helped provide them with knowledge necessary for them to carry out their role with confidence, which in turn has helped the charity move forward in reviewing its governance and strategy.'*



## ► Contact us

**COLCHESTER MAIN OFFICE:** Winsley's House, High Street, Colchester, Essex CO1 1UG.

T: 01206 505250 ► E: [information@community360.org.uk](mailto:information@community360.org.uk)

**BRAINTREE OFFICE:** Braintree Library, Fairfield Road, Braintree, Essex CM7 3YL.

T: 01376 550507 ► E: [information@community360.org.uk](mailto:information@community360.org.uk)

**TIPTREE OFFICE:** The Barn, Venn Farm, Tudwick Road, Tiptree, Essex CO5 0SD.

T: 01206 505250 ► E: [information@community360.org.uk](mailto:information@community360.org.uk)

COMMUNITY  
**360**

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