



Together
We Thrive

FULL CIRCLE 2020

Thriving Local Communities



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



Welcome from Tracy Rudling CEO

Welcome to our 2020 update from the team at Community360. Although it has been an extremely tough year for us all, the resilience, kindness, hard work and dedication shown by all my staff has been incredible.

The coronavirus crisis, and its devastating consequences, has touched and affected every one of us. The pandemic has changed millions of lives, and its impact placed increased pressure on some of the most vulnerable people in our communities.

The strength of our communities has been amazing, and I would like to thank businesses and our residents for their response to this crisis. We have shown that with community spirit, working together, supporting each other and finding new ways to stay connected, we have managed to get through what has been a challenging year.

We are still unsure how long the coronavirus outbreak will continue, but with the vaccine being rolled out let us all hope that we can put this pandemic to an end. However even with an end in sight, people are still likely to need emergency food and help, so the continued support of local businesses, whether it is by donating food, equipment or their time by volunteering, will continue to be of such importance.

As for the future, we have some exciting developments. We have been working with Colchester Borough Council to assess the viability of adapting the historic Holy Trinity church building in Colchester town centre into an exciting new community hub. We have been talking with partners to draw up a list of what is possible in the new building and we were awarded funding from the Architecture Heritage Fund to develop our plans. We are now working with architects to turn our thoughts into drawings with our fundraising effort for the capital works already underway.

We also have the green light to develop the former Poundland building in Colchester town centre which will house a new community hub and office space and have stepped in to manage the Community Café at the Primary Care Centre Colchester, a fantastic collaboration with the Colchester League of Hospital Community Friends and ourselves. Moving forward we have further plans to develop the area into a Partnership Community Hub, a place where people can come and have a cup of tea as well as giving us the opportunity to meet people and show them what other services the NEE Alliance can offer around early intervention and prevention programmes.



Tracy Tracy Rudling, CEO

OUR RAPID RESPONSE TO COVID-19

➤ Volunteering During the Covid-19 Response

Volunteers helped with essential tasks for the most vulnerable people in Colchester's community. Supporting with a wide range of tasks – from phoning people who are on their own for a chat to collecting and delivering essential medicines and food.

During the pandemic Community360:

Delivered
487
Welfare
Packs

Collected or
Delivered over
1968
Prescriptions

Made Over
4939
Welfare
Calls

Made Nearly
5240
Befriending
Calls

Made Nearly
4450
Cat A, Critically
Vulnerable
Calls

Took Over
7640
Admin Calls

➤ Celebrating our Wonderful Volunteers

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

Number
of Volunteers
Recruited
205

➤ Local Businesses Join Forces to Support Voluntary and Community Services



Local businesses showed their support to Community360 in a coordinated response to helping the most vulnerable during the COVID-19 crisis.

Firstsite worked with C360 to help get essential food and supplies to people who were advised to go into quarantine.

The gallery became the operations base for C360 collating items and packaging them, before sending them off for delivery to those in need around the local area.

Other organisations such as Kent Blaxhill donated face masks, Metro Bank kindly donated bags and Waitrose donated food and household essentials. These items were packaged up to help the vulnerable by a band of volunteers recruited by C360 as part of The One Colchester 'Operation Shield' initiative.



➤ Telephone Befriending

When the pandemic hit, Community360 moved quickly to launch its Telephone Befriending Service to help some of the most vulnerable people in the community. Community360 is an accredited generic befriending service and offers support to all ages, not just the elderly. Within two weeks of lockdown, the service was in place, volunteers recruited and matches beginning to be made with local residents.

Many people who were shielding joined the programme and began regular calls with volunteers.

Number
of Volunteers
84

Number
of Recipients
399

➤ Community360 Celebrates Social Prescribing Roll Out Across 17 GP Surgeries in North East Essex

Community360 and the North East Essex Clinical Commissioning Group (CCG) continued its partnership work with the roll out of social prescribing across 17 GP Surgeries in the North East Essex area. We are pleased to be working with the North East Essex CCG to deliver social prescribing into the additional surgeries over the next two years and something that is so needed to ensure that people in our communities are signposted correctly to the help they need.



Number
of Patients
Discharged
647

Number
of HfH Welfare
Calls Made
643

Over
3700
MSP
Referrals

➤ Social Prescribing

Covid-19 has highlighted the detrimental effects of loneliness and health and wellbeing as well as the importance of connectivity, community spirit and kindness.

The whole team at Community360 have wrapped around the My Social Prescription™ (MSP) programme to address the ongoing social and community issues affecting citizens. Traditionally the organisation accepted referrals direct from professionals and residents through the One Colchester Hub, through outreach and through events, as well as by phone and email. A key part of MSP is also about accepting referrals from GPs with whom they work with across the borough.

The service had to adapt from client contact and face to face meetings to offering the service by phone. They have worked in partnership with GP Care Advisors who proactively contacted patients who may be self-isolating and referred them to C360 to help them access the things they needed. We have developed partnerships with staff across the health and social care system, with councils and St Helena. We have seconded staff into the Colchester General Hospital to support discharge and taken part in new targeted activities like Population Health Management.

➤ Colchester Dementia Action Alliance

As part of our contribution to the cross-borough relief work, staff and volunteers supported people with dementia and family carers through welfare calls. This work enabled us to identify that a significant number were experiencing loneliness and isolation. Feedback showed that our calls helped people to feel connected to their community, as well as decreasing feelings of loneliness.

The welfare calls included conversations with a group of 60 people with dementia and their carers; these conversations provided insight into their everyday experiences during lockdown and formed the basis of Dementia Voices: Living in Lockdown, part of our place based social action approach to building a dementia friendly community. This local analysis exposed the particular needs of groups, like people in residential care.

Our December Community Christmas Calendar was developed to address this loneliness and isolation experienced by care home residents and also to support physical and mental wellbeing. Through the collaborative working of members of the Colchester Dementia Action Alliance, and a variety of community groups, we were able to develop a programme of online activities and events,

The restrictions imposed by lockdown have further encouraged us to think creatively to deliver; our training programmes moved online and we have successfully delivered Dementia Friends Information Sessions and bespoke training to groups like GP practice staff and the Community Dentistry Service.

Number
of Dementia
Friends Created
94

Total
Membership
80
Participating
Organisations

10
New Dementia
Action Alliance
Members

➤ Essex Family Support Service Partnership Launched

Community360 announced their partnership with other Voluntary and Community Sector organisations across Essex to deliver the Essex Family Support Service as part of the wider Essex Child and Family Wellbeing Service, provided by Virgin Care in partnership with Barnardo's.

The service provides support to families which include school aged children and young people aged 8 – 19 years. This will include families who are not already receiving support from specialist and statutory services.

The Essex Child and Family Wellbeing Service is co-commissioned by Essex County Council and West Essex CCG.

Services consist of 29 multidisciplinary Healthy Family Teams (made up of Health Visitors, School Nurses, Healthy Family Support Workers and Assistants) working from district based Family Hubs and Delivery Sites across the county. Additionally, in West Essex only, Virgin Care deliver children's community based Paediatrics, Speech and Language Therapy, Physiotherapy, Occupational Therapy, Special School Nurse, Complex Care Nursing, Dietetics, Allergy and Continence care.



Community Accounts

Community Accounts has been busy throughout 2020 supporting groups with their finances. We have completed as much as we can virtually with our groups including QuickBooks training sessions over teams. We have supported our groups with the Covid response on furlough claims completing these free of charge for them.



Community Transport

Our Community Transport service supported the local community and was a vital link for both individuals and groups during the pandemic, providing Covid-secure door to door services to and from doctors, dental & hospital appointments, medical centres and shops.

One vital service during Covid-19 was to collect prescriptions for those who were housebound or self-isolating across the district.

The Transport Service also introduced a virtual excursion programme during the pandemic, which is still being run on a Thursday. The excursion includes a Zoom call, hot meal and dessert which is delivered to the client's home.



Essential Living Fund Project

In 2020 we started to provide the furniture for the Essential Living Fund as well as complete the admin function.



One Colchester Partnership

One Colchester responded rapidly to galvanise assets in March 2020 to respond to the coronavirus pandemic. One Colchester is a senior level partnership working together to facilitate a system-wide approach to a safer, prosperous Colchester with a collaborative approach to maximising the opportunities for good health and wellbeing across the borough. C360 serves as Vice Chair of the Strategic Group and chairs the Delivery Board. By widening the Partnership, meeting more regularly and embedding key areas of work, they have been able to establish a flexible and responsive approach to the pandemic. More than 50 teams and organisations regularly take part in the network.

Partnerships

C360 works with more than 550 charities, voluntary and community groups across Essex and is an umbrella organisation for the voluntary and community sector hosting a database of contacts.

We are part of more than 80 committees and networks, including the Essex Association of CVS's, Essex Volunteer Centres; we chair the North East Essex Children's Partnership Board and are a member of One Colchester and the North East Essex Health Alliance.

➤ One Colchester Winter Resilience Campaign

STAY SAFE, WELL, WARM AND CONNECTED

Thanks to partnership working, funding and community spirit, this project continues to provide advice and support through the One Colchester initiative delivering roadshows in the community and distributing winter packs to those affected by the cold weather, including families on low incomes, people living with respiratory conditions and long-term health conditions.

A Winter Resilience Steering Group, chaired by Community360 who co-delivers the project, brings together representatives from the public and voluntary sector to facilitate more action over the coming months.

The Winter Packs, a crucial part of the campaign included a guide to local support services ranging from Colchester Borough Council's Emergency Heater Scheme to social groups, clothing, basic refreshments and practical items, such as a torch, blanket and masks were distributed to those identified as being in need by partnership members. In addition, this year the packs provided help and support to encourage people to stay safe but to try and maintain some form of physical activity and to maintain a healthy mind with activities such as arts and crafts. A dedicated supply of packs was held at Colchester Hospital for staff to distribute to patients who would benefit when they were discharged.

The Winter Resilience project has been funded by North East Essex Alliance and supported by donations in kind.



More than
1000
people
supported



As of 31 December, 183 packs were distributed to individuals through MSP, mobile hubs, Peabody Housing Association, food hubs, Colchester Borough sheltered housing schemes, Colchester General Hospital, refugee action, Carers First and Stanway food hub. Meal packs and hygiene packs were also distributed to the hospital.

➤ End of Life Care

From April to September, C360 seconded a staff member to act as liaison with St Helena to ensure that patients on the My Care Choices Register and newly identified EOLC patients at home across all of North East Essex were able to access the full range of community support including food and medication deliveries, and social support. The role co-ordinated work with Tendring District Council, Colchester Borough Council and CVS Tendring and improved access to information and services across North East Essex.

➤ C360 Chairs Online BAME Community Conference

The event was open to North East Essex communities and allowed open discussions and debates around specific topics, with a host of residents and speakers talking and debating issues that affect the BAME and minority communities.

We are committed to developing mechanisms to enable more informed dialogue with the North East Essex BAME and minority communities, asking citizens, community leaders and voluntary and community sector representatives to comment on and to influence the debate around their experiences of the Covid-19 pandemic.

The aim of holding this conference was to listen and gain a much needed insight into what the local BAME communities and friends were experiencing and identify not only the key challenges from this knowledge, but also the opportunities. From this as a cohesive NEE Alliance we will formalise a series of recommendations from which we can develop partnership working and agree any actions that look to address the identified outcomes from the conference.



Over
£860k
Raised for Groups
in Colchester and
Braintree

➤ Support to the Voluntary Sector

How we supported the sector:

575
Voluntary
and Community
Sector Groups
Supported

More than
4000
Hours Supporting
Community Residents
or Voluntary
Groups



Community Hub

In the summer of 2020, we bid farewell to the One Colchester Hub in Colchester.

The One Colchester Hub was developed to assist not only established community groups but also the unmet needs of the community. The community hubs helped to improve access to services, outcomes and overall wellbeing of our communities. It brought people together from various communities and helped them build relationships and support networks. Thank you to everyone who attended the Hub and supported us.

We are pleased to announce though that we have found a new home! We will be opening in early 2021 at the site of the old Poundland in Colchester town centre and are delighted that our work can continue in an even bigger way – watch this space!

At the beginning of spring we were busy with Winter Resilience events including visits from Healthwatch and United in Kind, a Saturday event creating winter nature crafts with Essex Wildlife Trust and a walk around the park with one of the park rangers. BBC Radio Essex came along to interview us about what we got up to in the Hub and we were distributing the last of the winter packs.

During lockdown, we stayed in touch with many of our regular visitors and volunteers. Many of our fantastic team of volunteers were happy to be retasked to support the community. They became walk leaders, telephone befrienders or helped with prescription pick-ups.

New Winter Mobile Hubs and Activities

Due to the closure of the One Colchester Hub, winter mobile hubs were set up instead across the borough to support local communities with the distribution of winter packs, information and support. The team could also be found at the town market on a Friday morning.

Community360 also offered guided walks to encourage people to get active, support their mental and physical wellbeing and socialise at a safe distance. A new Walk and Talk 4 Men Group was also launched which meets at The Castle Park War Memorial every Tuesday.

Community360 Finding Your Feet Walks

Finding Your Feet walks were launched in Colchester in October 2020 to provide the opportunity for members of the public to attend a selection of short guided walks in Colchester. The walks were designed to encourage people to get active, support their mental and physical wellbeing and socialise at a safe distance.

The intention is to support those who are lacking confidence in getting out and about or need support to start their health plan, whether that be losing weight or just getting mobile.

The walks were started by Jo Bryant, Engagement Officer, in Braintree in March 2019 and continue to be funded by Active Braintree/Essex and Braintree District Council. Jo was nominated as 'one in a million' in recognition of this work by Active Essex last summer www.activeessex.org/jo-bryant-one-in-a-million/ She has since launched Walk Motivator training through C360.



Community360 Transforms Training Offering

The Voluntary Sector Training Services arm of the business is now known as C360 Training, this coincided with a major transformation of our training offering.

Voluntary Sector Training was founded 21 years ago, thanks to a lottery grant to provide training in Uttlesford. In 2017 they merged with Community360 and have provided over 2000 courses, supporting over 21,000 people in the voluntary and charity sector.

There was a need for the transformation of the training offering and with the onset of the Covid-19 pandemic highlighted how training was delivered and how it could be delivered in the future. It became clear that our training services should be available to all businesses, anywhere in the UK. During the pandemic training services had to adapt and the team switched to offering agile online training courses.

With changing attitudes in businesses, and more people working from home, it will become important to offer training that is not only informative but also value for money, easily accessible and can be taught from wherever you work, anywhere in the UK.

C360 Training will always support the voluntary and charity sectors in Essex, but we needed to change our training vision, to be able to offer everyone the chance to take part in our training courses, whatever industry you may be in.

Never has training been so important, whether this is enhancing your skills and knowledge, learning to adapt to agile working, upskilling, or looking for a change of direction.

We have a diverse range of courses on offer from Dementia Awareness, Marketing and PR to Management and Policy Review training. We are confident that C360 Training will be able to offer a wide range of courses to assist businesses in this period of transition and in what will be a new way of working.

Jan 2020
to Dec 2020

72
Courses

Delivered to
321
People

COMMUNITY
360



About L2 Dementia Awareness:

"This course is really brilliant. The trainer's enthusiasm is contagious, and I have learned so much. I have a much better understanding of Dementia, and my attitudes and that of others... I did not have any expectations at the start of the course, but thought I had a fairly good knowledge base, and this has been built on exponentially. I really enjoyed it, it was insightful, and so interesting."

About our Management Bites suite:

"...Really high quality online training. Felt very natural and everyone had a chance to participate, get trainer interaction and there was ample time for action planning with feedback from the trainer (which often gets forgotten) ..."

"Another brilliant workshop, inspiring..."

"...I was surprised that this type of training also touches on personal development as well as professional development, something which I greatly valued..."

About L4 Designing and Delivering Training:

"It turned out to be one of the better CPD trainings I have ever done. The training was far more comprehensive than I had expected... The trainer was excellent and the training appropriate for what I needed, without knowing it."

To find out more about C360's exciting range of training courses log onto www.community360.org.uk/training

➤ Community Market Place Event supported by Braintree District Mencap and Braintree District Council

We were extremely lucky to have hosted this event just before the first national lockdown! Over 40 voluntary, community and business services from throughout the Braintree District showcased their range of support services which can be accessed by local residents.

It was great to see so many fantastic representatives from the Braintree district come together and share information with each other and the local community.



47
Constituted Groups Attended the Community Market Place in February, all Receiving Information and Support



67
Groups have Received Support with Timebank Exchanges

168
Groups Supported in Braintree District

100
Hot Meals Handed out to NHS Staff, Support Workers and People in Need

101
Groups Supported with Advertising and Recruiting Volunteers

319 Members Exchanged a Total of 3097 Hours Since January 2020 up to 21st December

11 Groups were Supported with Accessing Over £22k Emergency Funding During the Summer Lockdown

Throughout the Summer, October Half Term and December School Holidays 1095 Meals have been Provided to Children and Families Through The Braintree Holiday Activities Steering Group

Community Iron Project

We were delighted to have worked in partnership with Community Iron, Essex Family Support Service, Fusion/Tabor Sports Centre and Active Essex.

During October half term Community Iron provided 5 days of sports activities. Each day based around raising cultural awareness. The objective was to help alleviate Child Food Poverty and promote healthy activities for children.

The week was facilitated by Community360 and the Essex Family Support Service and funded by Active Essex.

Free Cultural Multi Sport Activities Camp - 6-12 year olds
Monday 26th – Friday 30th October

MONDAY ENGLAND (Tennis)
 TUESDAY ITALY (Soccer)
 WEDNESDAY USA (Baseball)
 THURSDAY MEXICO (Baseball)
 FRIDAY EUROPE (Basketball)

There are 4 sessions per day and will start at staggered times in the morning and will have a staggered finish. Please be prepared for a 9.30am start with a 1.30pm finish. (Times will be confirmed upon booking).
 Lunch and soft drinks will be provided.

Tabor Sport Centre, Panfield Lane, Braintree CM7 1FF
 01206 505250 families@community360.org.uk

BRAINTREE DISTRICT

DEMENTIA ACTION ALLIANCE

Helping to build a Dementia Friendly Community. It is easy to Become a Dementia friendly Business and part of the BDDAA

Braintree District Dementia Action Alliance

We are helping to build a Dementia Friendly Community in Braintree and continue with our work to build on membership and training during 2021.



Virtual Fundraiser Network Group Meeting

Over 15 groups took part in a virtual fundraiser network group meeting organised by Community360 in Braintree. This event was originally due to take place at Braintree Library but because of the ongoing pandemic was moved to an online event.

Guest speakers included Moira Groborz from Braintree District Council who talked about Borough Council funding availability. She was joined by Jess Leonard from the National Lottery. On behalf of the Eastlight Community Housing Caroline Burrows-Wren from Community360 shared information of their Community Fund and the group discussed the criteria requirements and the terms of staggered payments.

During this pandemic, charities throughout Essex are having to make drastic changes to the ways in which they operate and deliver their services. Never has there been such an important time to work together: share experiences, insights and share guidance.

Projects ranged from education for the BAME community, adults suffering from PTSD, families in need of support for newborns, adults battling mental health issues and support with repairing a community hall.

15
 Groups Attended
 the Virtual Fundraiser
 Network Group

Almost
£60k
 of Funding
 Secured at
 This Event

► Communication and Engagement During COVID-19

March 2020, the UK went into national lockdown and the way we had to communicate as an organisation suddenly had to step up a gear. Information about the virus was changing all the time. We had to keep an eye on official advice which was being updated daily and had to make sure this was communicated to our charitable organisations, volunteers, peers, staff and stakeholders.

A near total reliance on digital communication, compounded by staff and volunteers working remotely from each other, many doing so for the first, brought huge challenges to how we needed to communicate effectively.

We continued to communicate daily with our workforce, voluntary sector and wider stakeholders of any changes to our current working arrangements. Our offices did however remain open, with a small taskforce working with volunteers and making calls to Category A Residents. We worked tirelessly with partners and organisations to effectively disseminate vital information to keep everyone up to date with grants, funding help and support that was available to them. Organisations such as The Suffolk and North East Essex Wellbeing Alliance, ICS, ESNEFT, Suffolk and North East Essex CCG's, Colchester Borough Council, Essex County Council and Braintree District Council.

Our Weekly C360 News was used as a platform to provide up to date information and support networks, we also used social media and worked closely with the local media, local councils and partner organisations to share news and information.

We shared some wonderful stories regarding our volunteers, staff and partners who came together and became 'one' during this difficult time.

As an organisation communication is key and we will continue to work hard to make sure we always provide up to date and informative information.

Number of
C360 Newsletters
Produced

62

Press
Releases

49

► Support to the Voluntary Sector

How we supported the sector:

FUNDING

We have been incredibly grateful to receive new funding from funders old and new this year. On top of our core and contracts funding for which we are extremely grateful, new awards have included:

- Essex Community Foundation and the National Lottery to help with our response to the pandemic
- Colchester Borough Homes and Waitrose to sustain our Community Transport service
- Braintree District Council and Active Braintree for Green Prescribing Walking activities
- Active Essex to support holiday hunger initiatives,
- The East of England Co-op to help with the costs of our winter support work.

As ever, we send our sincere thanks to all the organisations that support our work.

Website
Users
57,281

Web Page
Views
95,919

New Site
Users
92.3%

► Contact us

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T: 01206 505250 ► E: information@community360.org.uk

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