



Together
We Thrive

IMPACT REPORT

FULL CIRCLE 2022/2023



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

Welcome from Tracy Rudling, CEO

Welcome to our annual Full Circle Impact Report. In such a fast-moving organisation, it is important that we take the time to look back and reflect on the amazing work and achievements during the 2022-3 Financial Year and the contribution that the Voluntary, Community and Social Enterprises (VCSE) sector - and not just C360 - have made to people's lives.

Over the past 12 months we have seen some exciting new opportunities that sit firmly alongside existing work, with an ambitious new direction for the charity. The One Colchester Community Hub has gone from strength to strength, with our official long overdue launch last April.

A year on, we are seeing high volumes of engagement from our local residents and groups. It really is becoming a community focal point for the city, a place of 'community', a place to 'connect.' Of course, this is just one section of the extraordinary breadth of work and support that has taken place across Essex. The Community Development Teams are always out and about in our locality, closely aligned with Community Transport, Essex Family Support Service and the Social Prescribing Team. None of this would be possible without the extraordinary generosity and commitment of our volunteers, supporters and the tireless work of our staff.

Looking ahead, we have already hit the ground running and remain agile and responsive to the needs of the community, providing the best possible support to those who need our guidance with compassion and kindness.





Our Strategy

Much of what we achieve is carried out in partnership with others, and such collaboration is crucial to achieving our strategic ambitions. We continue to refine our services and agree targets to ensure that we realise these ambitions; our progress is regularly reviewed by our Board of Trustees.

Each of our portfolios of work is united by the same golden thread: our strategic objectives.

Our Purpose

Through partnership working we will foster resilient, thriving and inclusive environments so everyone can live their best lives.

We will achieve this through our organisation wide behaviours:

- ✓ Be enabling of others;
- ✓ Engaged in partnerships and collaborations;
- ✓ Be people centred and community focused;
- ✓ Ensure a commitment to sustainability is at the core of everything we do.



Volunteering

Community360 volunteers are integral to the organisation, making welfare and befriending calls, as well as facilitating the Home from Hospital service, the Winter Resilience Project and the Essex Family Support Service. Volunteer Drivers within our Community Transport scheme are the bedrock of this programme.

In the last 12 months Community360 volunteers have supported local people to have their vaccine at the Primary Care Centre in Colchester, local GP surgeries and the mobile vaccination service. This equates to over **25,279** hours of volunteer time.



Our Home from Hospital Volunteers provide simple, practical support to isolated people after they leave hospital. We ease their worries about being discharged whilst they are in hospital, assist them in the transition back to their homes and continue to visit for 6 weeks afterwards.

Pat de Burca has been volunteering for Community360 and wanted to give something back to the community and the hospital that has helped him in the past.

"The best thing about becoming a befriending volunteer is seeing the trust the patient puts in you, and how much it is appreciated, getting them from hospital and back into their own homes. It is so rewarding and you can really see what a difference you are making."



Dan Firth has been volunteering for 8 years. He said: *"I decided to volunteer for Community360 because I wanted to volunteer locally and liked the fact that Community360 are involved in so many different things. I'm able to fit my role as a family mentor around my work, and really enjoy the fact that I can provide support and help that can make a difference to people in challenging situations or who are going through a difficult time. I spent a morning just before Christmas shopping and delivering presents to families who would otherwise have had nothing on Christmas Day. It was great to see how much of a difference it was going to make to those families. If you are thinking of volunteering and can only spare a small amount of time you will be able to make a bigger difference than you probably realise."*



Social Prescribing

20%
of patients
consult their GP for
what is primarily a
social rather than
a clinical
problem

Over 20
GP Practices in the
North East Essex
area now refer
patients to a social
prescriber

An average 90
minute appointment
with a social prescriber
equates to
10
doctors' appointments
based on a 9 minute
appointment time

Based on
referral numbers we
have potentially saved
846,090
minutes or **94,010**
GP appointments

Our Social Prescribing Team was nominated as a finalist in the 'Partnership of the Year' category at the National Association of Link Workers Awards and was invited to speak at the health care 2-day conference in April about the success of our social prescribing model.

Our work has been recognised this year by the Integrated Care Board, The North East Essex Health and Wellbeing Alliance and NHS England. Through this recognition we have been showcasing our work within the acute and wider organisations to NHS trusts nationally to highlight how we have encompassed third parties to provide a complete wraparound service to patients, with early intervention and prevention support. Our community support prevents readmissions to hospital by linking with our system partners and engaging with all the assets available in the community.

Referral numbers from:

Community	1,868
ESNEFT	5,732
Primary Care Network	3,000



The East Hill/Abbey Field and Tollgate Primary Care Medical Centres have been working with the team at Community360 and are already seeing the benefits of the service.

Nicky Young is Practice Business Manager at Abbey Field Medical Centre. She said:

"We have been working with C360 for some years now. Across the board our Practice Teams are fully aware of C360 and all the services they can provide or connect with and therefore proactively refer patients to them. People really benefit from this collaborative approach – so often the problems people face are a mixture of both medical and social and working together with C360 we can address both."

She added: "As well as being reactive to people's needs we try to be proactive; recognising when people find themselves at a crossroads in life, often which they had not anticipated, is when they need additional support. Therefore we work together to support people, for example those who may have had a bereavement, a new baby or a fall."



Green Prescribing - Finding Your Feet Walks

Community360 hosts a series of walks every week in Colchester and Braintree in various locations. We have developed inclusive walking sessions for all abilities, including forming specialist walking groups for bereavement, autism and those suffering with mental health.

Peter Harrington of Essex Cares says:

"Working with Jo from Community360 is like a breath of fresh air. She is so committed to the cause, it has been a joy to meet and access the community through some of her initiatives. Many adults with learning disabilities joined the Big Walk at Markshall who would not otherwise have had the opportunity to make a visit to this lovely setting. Three customers join the regular Thursday walks from Braintree town centre and enjoy chatting and exploring the countryside. Customers have also regularly joined the online Keeping Active session which is great fun and is better for those who can't walk very far. Thank you Community360."

New Compassionate Walking Group Formed

A monthly Compassionate Walk around Highwoods Country Park, Colchester is giving the community an opportunity to enjoy exercise and socialise in a safe space. Led by the Community360 Walk Motivator project in partnership with St Helena Hospice, Compassionate Walks are ideal for people who are facing personal loss, bereavement or their own or a loved one's health crisis, if they would like to meet some new people or would like support to start walking to help keep fit. The team also delivers walks with Abbeyfields Medical Centre and Greenstead Community Centre.

Stepping Out for Mental Health

Community360's Walk Motivator, Shawn Leek, stepped out for World Mental Health Day in October. He completed 50,000 steps, equivalent to a marathon, to raise awareness of mental health.

Walking is simple and free and one of the easiest ways to be more active, lose weight and become healthier, but it also has so many benefits for our mental health. It is also a great way to socialise, make new friends and chat with like-minded individuals. Regular walk attendee Anne said: *"During these delightful walks Shawn ensures that no one is left alone, making sure that those less able remain safely in their groups. Shawn deals with any issues arising in a kind and positive way."*

Case Study: Mark:

"My social worker put me in touch with C360 and from first contact they made me feel very welcome, understanding my needs and looking at finding solutions, including joining the walking group. I decided I would give it a try and go on a Tuesday and a Thursday; I can safely say they are the best two days of my week! Shawn who runs the walks has had a positive effect on my life."



8 Volunteers trained to deliver walks

Over **100** individuals attend our walks weekly

Colchester Dementia Friendly Communities



- Over 100 people have completed The Dementia Hour – a new awareness course including 12 modifiable risk factors
- Supporting three monthly dementia cafes and social groups with over 85 attendees each month
- 77 members of the Dementia Action Alliance
- Hosted 9 student placements from University of Essex School of Health and Social Care – learning about and helping to support Dementia Friendly Communities



Collaborative working between local medical centres and Community360 sees the Dementia Café going from strength to strength.

A fantastic example of collaborative working between three medical centres in North East Essex has seen Abbey Field Dementia Café more than double its attendance over the past few months.

Co-production is a different way of working where professionals and citizens make better use of each other's assets, resources and contributions to achieve better outcomes; in this case providing a friendly and welcoming space for those who are living with dementia.

The café welcomes over 50 people each month to the Abbey Field Dementia Café, which is supported by Ambrose Avenue, Ardleigh and Abbey Field Medical Centres.

Tara Jones, Lisa Russell and Ellie Gibbons are the driving force behind the café. They reached out directly to people on their dementia registers to let them know about the café. It was clear that their patients needed further support outside of appointments and within the community. It provides an opportunity for people living with dementia, their families and carers to spend time in a relaxed and supportive environment; to enjoy socialising with others living with dementia; to relax, chat or take part in enjoyable activities and to receive information and practical support.

The response to the Café has been overwhelming. The medical centres have demonstrated what can be achieved when partnership working is embraced. They have been pivotal in raising awareness that this wonderful café is available to their patients.



Essex Family Support Service

The Essex Family Support Service provides much needed support to families which include school aged children and young people aged 8 to 19 years or to 25 years for young people with special educational needs and disabilities (SEND).

This will include families who are not already receiving support from specialist and statutory services such as Child and Adolescent Mental Health Services (CAMHS), Social Care and Family Solutions. (For families with children under 8 years, support will be provided by other voluntary organisations).

Essex Child and Family Wellbeing Service (ECFWS) and Community360 are working together to provide low level and early help support for families who have children and young people aged 8-19 years across Essex (excluding Southend-on-Sea and Thurrock).

As a service we work alongside lots of different organisations to aid us in reaching as many families as we can who may need extra support. We have great working partnerships with local schools, charities, other family support services and many more!

Essex Family Support Service Receives £5,000 Donation from Essex Healthcare Organisation

Provide Community, a community interest company (CIC) based in Colchester, has donated £5,000 to support Community360's Essex Family Support Service.

As an established social enterprise, the healthcare organisation reached out to its colleagues to ask for nominations of local charities that they felt would benefit from extra funding. Nominated by Provide colleague Julia Tseayo, the Essex Family Support Service is putting the £5,000 donation towards supporting families with activities such as animal therapy, nature-based support, parenting courses and arts and crafts sessions.

"The support has been excellent; it was just what we needed. Without this support we wouldn't have found the services that we needed, but now we know where to go when we have problems, we feel much better about the situation"

Celebrating Positive Outcomes

We supported:

325 families

1000 individuals

Pool of **29** volunteer mentors



"This has been by far the best service we have received from providers. It felt as though you really cared for our family's situation and did as much as you could to help us."

Community Accounts

Our Community Accounts Department has been busy during the last financial year supporting groups with their finances.



High Sheriff Certificate Awarded to Community Accounts Team

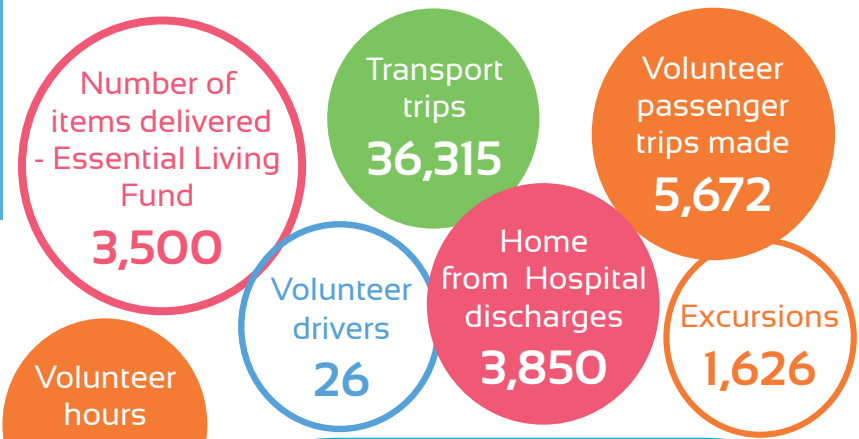
A special High Sheriff Certificate was presented by Nick Alston, the High Sheriff of Essex, to Shelley Rudling who heads up the Community Account and Transport Teams at Community360, for recognition of her team's work during the Covid-19 pandemic.

During the pandemic the Community Accounts Team took over the running of the Colchester and Maldon Community Transport Service at short notice and on an initial temporary basis. The Community360 Board members were hugely proud of what they achieved during this difficult time, not only improving the service but also managing to turn the programme around from a deficit into a surplus project.

The Community Transport Service runs 12 hours a day, 7 days a week and is supported by a dedicated staff team as well as several volunteer drivers, without whom the service could not exist. The award was presented to Shelley Rudling at the official opening of the One Colchester Hub.

Community Transport

Our Community Transport Service continues to go from strength to strength. We are proud to deliver a service that enables our community to access social activities and attend appointments, which helps reduce loneliness and isolation. Thank you to our army of volunteers who have given over 5,000 hours of their time over the past year; this service is vital to many older people.



"Life would be unthinkable without the support of Community360. We can go out to doctor and hospital appointments without having to worry about getting there and back."

"Without the excursions I wouldn't get to go out. It is nice catching up with everyone once a week and having a meal out"

One Colchester Partnership

One Colchester is a local strategic partnership for the City of Colchester, chaired by Community360, that brings together representatives from the public and voluntary sector. The purpose of the group is to provide a strategic framework to address the significant issues facing local communities, with an emphasis on safety, health and wellbeing and prosperity. Thanks to partnership working, funding and community spirit, the following projects have been able to go ahead.

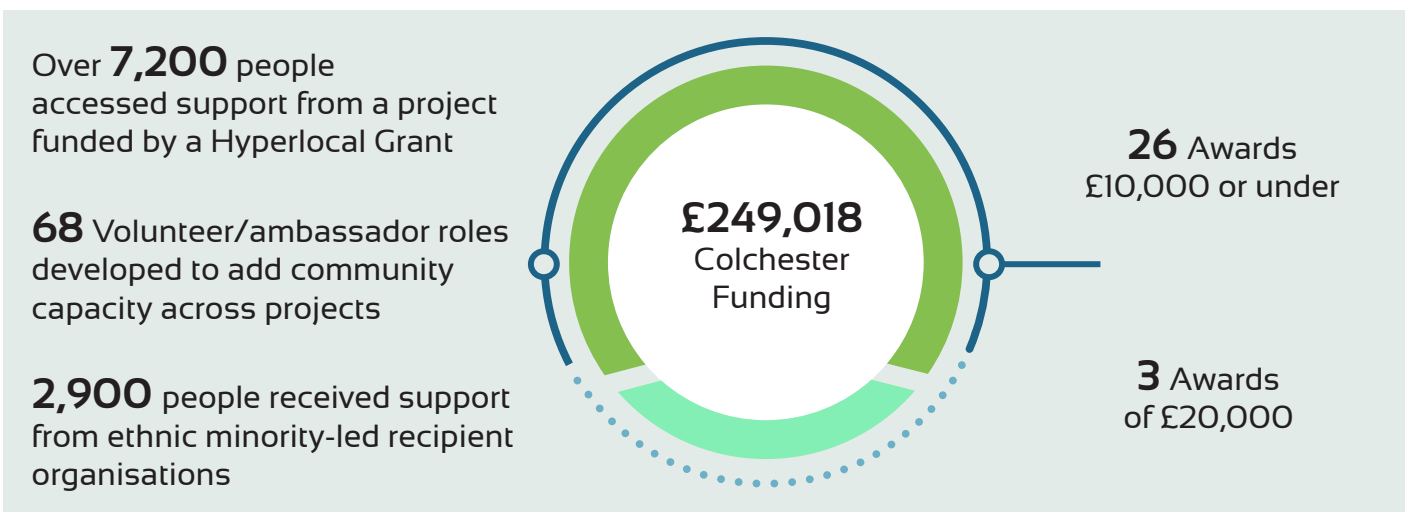


Support to Community Organisations (Colchester)



Hyperlocal Funding Colchester

The fund was administered by Community360 and CVST working with GP Primary Choice and the NEE Health and Wellbeing Alliance to co-design process and award funds. The projects receiving funding enabled activities that included improving access to and uptake of health services from patient populations historically underrepresented in health screening and health improvement activities.



One Colchester Winter Resilience Campaign

One Colchester 2022-23 Winter Resilience campaign helped those in need stay safe, warm, well and connected during winter.

The project has provided advice and support to families affected by the cold weather through collaboration, partnership working, funding, and community spirit by delivering roadshows in the community and providing winter packs. People at risk of social isolation, low-income families, and those with long-term health conditions are examples of such groups. The winter packs were a crucial part of the campaign and included a guide to local support services, referrals to social groups, clothing, basic refreshments, a torch, a blanket and a flask.

The project was funded by The North East Essex Alliance and supported by donations in kind. The launch of this year's campaign took place at Elim Church, Greenstead at a winter warmer community event which was organised by One Colchester partner N.E.S.T. (North Essex Support Team).

Winter can increase isolation and loneliness and causes financial hardship for many people worried about paying increased heating bills. This year we also faced the extra challenges presented by the cost-of-living crisis. That's why it is crucial that we continue working together with partners to support our communities. This campaign is successful due to all the community organisations that have joined together to offer support, including of course our wonderful army of volunteers. A big thank you also to Les Nicoll, N.E.S.T. for hosting the launch.

1,051 People supported through Warmer Homes Project
500 Winter packs issued **21** New activities identified or implemented to support outcome
6 Bursaries or grants issued to organisations **21** Bursaries or grants issued to individuals
188 Different interventions provided to residents **62** Partners engaged in delivery



Primary Care Centre Café

The Primary Care Café has gone from strength to strength since Community360 took over the lease in 2020. There has been significant growth in sales and how the café is serving the community. The café is now more than just a place for the staff and visitors to get coffee; it serves as a community hub used by a variety of groups and there are plans to develop it further.



One Colchester Community Hub



Between
April 2022 and
April 2023 we welcomed
15,746
visitors to the One
Colchester Community
Hub

One Colchester Hub Celebrates Official Opening

Many people will know about our wonderful community space in Long Wyre Street but only last year were we able to officially celebrate the opening. Around 100 guests including staff, trustees, partners, funders, NHS and councillors joined in celebrating the official opening of the new One Colchester Hub. The Mayor of Colchester, Cllr Robert Davidson, opened the event.

A great deal of work has gone into reconfiguring the space which was the old Poundland building. Upstairs has office space and training rooms which are available to hire to groups and organisations and downstairs is the community area.

The Hub already hosts many different social groups throughout the week, including a Monday morning friendship group, a board games group, men's and women's groups, a variety of textiles activities and more. They offer drop-in advice and signposting and practical support such as winter packs and slippers for those at risk of falls.

Ukrainian Refugees' Families Welcomed to Borough with Community Event

Ukrainian families settling in the borough of Colchester were given a warm welcome at an event hosted at the One Colchester Hub.

Community360, Colchester City Council, Refugee Action Colchester and Migrant Action were determined to put on a welcoming event to help make the families feel part of the community, meet with others in a similar situation and hear more about the area.



The BIG MATCH: Colchester refugee football team promoting unity and friendship

A Colchester team of refugees and asylum seekers took on a rival football team at Crystal Palace's training ground in South London on 3rd October. Colchester United Refugee Team, which was funded through Community360, Refugee Action Colchester, Colchester Borough Council, Active Essex and Colchester Sixth Form College, teamed up with Colchester United Football Club, attending weekly training sessions in anticipation of the big match.

The more than 20 teammates, who participate at various times in games and training sessions at the Sixth Form College, have not only seen a boost to their football skills and fitness levels but also friendships and camaraderie with other team members.

All the players are asylum seekers and refugees living in the borough, including an experienced female footballer from Ukraine.



The final score was Colchester 2 – Crystal Palace 6

Heart of Greenstead Project



Heart of Greenstead is one of several projects that will be included within the successful Town Deal grant, led by local partnership 'We Are Colchester'. Altogether, the programme is investing £18.2 million from the Government's Town Deal funding in Colchester.

Community360 is co-ordinating activities and facilitating roles for residents as Heart of Greenstead ambassadors, to ensure that local voices are heard, and local people have an active role in the development of proposed improvements to the capital infrastructure in the centre of Greenstead.

Conversations with over **500** people through drop-ins, focus groups, questionnaires and outreach

Working with a taskforce of **24** residents who are ambassadors to inform decision making

Launched a Heart of Greenstead Newsletter

Completed user needs surveying of **23** organisations to help shape the development of a health hub

Worked with ICS and University of Essex to support awards worth **£120,000** into community-led research projects

Braintree

Bringing Winter Cheer to Braintree

Community360, First Stop Centre and Braintree Village joined forces to bring some winter cheer to those in need in the district this winter.

Over 700 winter bags were packed with goodies donated by Braintree Village with the help of staff from all three organisations.

The winter packs contained items such as vacuum flasks, gloves, hats, soup, biscuits, plus other useful keeping warm aids.

This is the sixth winter that Community360 has operated their Winter Resilience Programme and the number of people it has helped has increased every year.



Volunteers from the Braintree District recognised in awards ceremony

The Braintree District Volunteer Awards were back last year after a two year hiatus due to the Covid-19 pandemic.

The ceremony took place at the I-Construct Innovation Hub at the Springwood Industrial Estate in Braintree. The annual awards, now in their sixth year and run by Braintree District Council and Community360, recognise and reward the extraordinary individuals and groups who are making a positive difference in their community and inspiring others.



Making Halstead Dementia Friendly

In association with Braintree District Council and the Dementia Alliance, Community360 were instrumental in helping Halstead become a recognised Dementia Friendly Town in association with the Alzheimer's Society. We organised meetings and put together an action plan involving residents, including those with dementia and their carers, local businesses and other community groups such as faith groups and the local emergency services.

Wellness Wednesdays

Showcasing what is available in the Witham and Braintree District for emotional, physical and mental health support, we were delighted to team up with Fusion Leisure to offer advice and support to local residents. This monthly event is going from strength to strength and even offers a gym or swim for 50 pence for those attending.

Slipper Exchange

The Slipper Exchanges continue to be very successful, with events being held at Braintree Community Hospital, as well as luncheon clubs, community centres, mobile hubs and other small community groups.

We have supplied:

34 pairs of men's slippers

100 pairs of ladies' slippers



Community Events

Our team in Braintree hosted several market place and community events during the year including a Community Marketplace Event to help residents get ready for winter. Braintree George Yard Shopping Centre earned a Community Engagement Award for its close working relationship with us on these events.

We gathered a range of exhibitors who showcased voluntary and community services in the area with a theme of 'Getting Ready for Winter' both financially and physically.

With thanks to George Yard Shopping Centre, Braintree District Council, Braintree Foodbank, Braintree Primary Care Network, Citizens Advice, Colne Valley PCN, First Stop, Heads2Minds, Independent Age, Local Linked Support Team, Mid Essex ICS, Mid and North Essex Mind, The Change Hub, United in Kind and Aegros PCN.

The Braintree team has also been taking our service out into the wider community, connecting with smaller groups outside Braintree, including Witham, Halstead, Sible Hedingham, Coggeshall, Earls Colne and Silver End.

Support to Community Organisations (Braintree)



Communication

In January 2023 we launched our new website which includes updated, insightful content to help you find out more about us and what we can do to help you.

This marks an exciting evolution for Community360, and we hope this will be a valuable resource for assisting individuals as well providing support to the charity sector.

How we communicate with our stakeholders is continuing to evolve, using engaging helpful social media and films as well as developing our own podcasts, sharing events, both online and in person and communicating via our weekly C360 News.

We continue to work closely with the local media, councils and partner organisations to share news and information. Sharing wonderful stories about our groups, volunteers and partners is at the forefront of what we do and will continue to do so.



Support to the Voluntary Sector

Helping us to Support the Sector

We have once again been incredibly grateful to receive new funding on top of our core and contracts funding. New awards include:



Essex Association
of Local Councils

If you are interested in joining our team or supporting us, please get in touch.

You can find out more here;

<https://careers.community360.org.uk/>

[https://www.community360.org.uk/
get-involved/volunteer-for-c360/](https://www.community360.org.uk/get-involved/volunteer-for-c360/)



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