



Colebrook

inspiring people, supporting communities

Colebrook Southwest Ltd Impact Report 2019-2020



CEO Statement

While we ended 2019/2020 in a global pandemic, our year started positively amidst plans for quality marks and service growth.

With a new member on our Board and several new (and returning) staff, we launched a new 3 year strategic and operational plan to take us forward. One important target for Colebrook was to undertake an assessment against a new quality standard that we have been working towards..... An external site visit over 3 days and many interviews later and we were successfully awarded the Trusted Charity Quality Mark! An amazing achievement for everyone involved and testimony to the incredible work of our teams.

We have continued to invest in our staff this year through pay reviews and new IT, I am also really pleased that many staff have been able to take advantage of development opportunities and promotion within the organisation over the last year. Moving our main offices to a new and bigger venue at Engage has enabled us to continue to grow, while making savings.

While many of our services continue to develop, our Healthwatch Plymouth service underwent procurement this year. We were successful in winning the tender to deliver a new and bigger service that includes 3 local Healthwatches (in Plymouth, Devon and Torbay) in partnership with Engaging Communities Southwest and Citizens Advice Devon. April 2020 will see us working across a bigger area with new partners to build on the work of these great services.

New growth in our supported accommodation team (with 2 new projects opening) saw the evolution of a new community team to focus on move on from our projects and new business. We have some exciting new work with care homes, local employers and individuals who want to benefit from our support.

As the year drew to a close and covid-19 arrived, we have tested our business continuity planning through remote working, new measures and adapting our services to meet the changing needs of the people we work with. Lots of learning and flexibility from everyone in Colebrook and I hope that next year we will be reporting on a success story surviving the pandemic!



Contents:

*Page 2 – **Chief Executive Statement***

*Page 3 – **Highlights***

*Page 4 – **Board of Directors***

*Page 5 – **Our Impact***

*Page 6 – **Latest Developments***

*Page 7 – **Stirling Road Wellbeing Hub***

*Page 8 – **Strategic Plan***

*Pages 9 – **Looking Forward***

*Page 10 – **COVID Support***

*Page 11 – **Quotes***

*Page 12 – **Thanks***



Highlights



269

Timebank members

3070

people consulted about
Services in Plymouth

£1,860,525

Income for
19/20

1

Wellbeing Hub
Community Advisor
Project

41

Peer Supporters
trained

77

volunteers
helping to
deliver services

89%

of clients rate the
service as Good
or Excellent

52

people
signposted to
other services
from the
Wellbeing hub

9%

Growth in Tailor
Made Support

59,506

support hours
delivered

4448

contacts to out-of-
hours mental
health support

27

local services
visited by
Healthwatch

1

new partnership working with
those who have had multiple
contacts with the police

33

Supported
Accommodation
beds provided

21%

increase in social
media followers

6

apprenticeships
offered

12

additional staff due to
service growth

We have trained

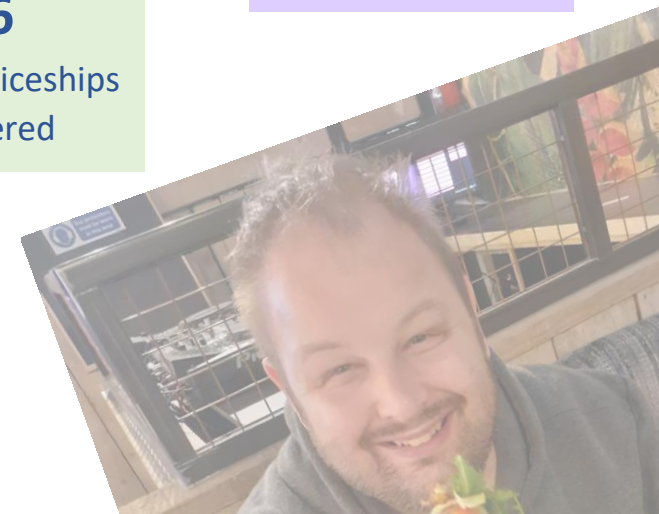
126

people

13

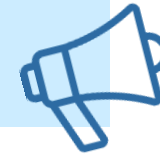
reports on Health and
Social Care provision

100% of clients report
being treated in a good way
with respect





Board of Directors' Reports



Barbara Paul, Chair

Over the past year Colebrook SW Ltd has continued to offer a range of services to people in the Plymouth area. As an organisation Colebrook is very adept at looking at the needs of each individual and adapting services accordingly. This is made possible by the dedication and commitment of all Colebrook staff who are always willing to go the extra mile to support people.

One of Colebrook's strengths is its ability to adapt and change to meet the needs and wishes of the people worked with. This ability has been particularly important since March 2020 when the government introduced restrictions on society in relation to Covid-19. The CEO and senior managers worked closely with the staff team to put new and different working practices in place, whilst always ensuring the safety and well-being of staff and clients. Individuals have felt supported and cared for. This has not been easy whilst following social distancing guidelines. Services offered by Colebrook have continued to develop and expand. New partnerships have been formed with other organisations across South Devon to ensure a cohesive approach. Plans are being formulated with these organisations for future services to meet needs identified in the local area.

The Board continues to support all that is undertaken by a fantastic team and is always open to discussing new ideas and possibilities, whilst monitoring the financial viability of Colebrook. During the year, the Board has also had to adapt to different ways of working in order to carry out its duties. This has promoted discussion on how best support can be offered during the time of confusion and change that is being experienced at the moment. Challenging times lie ahead for the country. Colebrook is well placed to meet these challenges.



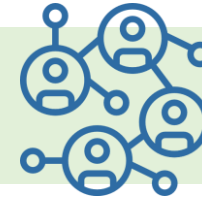
John Miskelly, Secretary

Who could have predicted that during the last 12 months the whole country would end up in lockdown, and complete financial, business, and personal turmoil due to a viral pandemic? As well as having to make numerous changes to the way Colebrook supported clients, it was vital the Board supported Colebrook to support its own staff, some who had to shield, some who had school age children suddenly locked out of schooling, and all having to observe social distancing rules and the appropriate use of PPE.

Against that background and with the Board having to conduct business via remote video meetings, it is perhaps remarkable that we can report that Colebrook continued to have such an impact in the local community and continued to provide a full range of services to existing and new clients. None of this would have been possible without the commitment and willingness to meet all the challenges that the staff showed. The Colebrook Board can be rightly proud of these achievements, attained against such an unprecedented backdrop of uncertainty and disruption.



Our Impact



99%

felt they kept
well in body
and mind

98%

of clients reported
being more
independent

318

Prevented
cases of self-
harm or suicide

Swapped

946

Timebank hours

£75,000

saved from reduced visits
to the Emergency
Department

97%

would
recommend
services to
friends/family

99%

understand their
needs and plan
their own goals

41%

of clients
reduced their
support needs

1750

We passed on the
experiences of
people to Health
and Social Care
providers

14

Have supported
more than
people per
night to manage
mental health

40%

of support clients
have a job

2995

reported
increased ability
to manage their
mental health

22

Provided
recommendations
to Health and
Social Care
providers

97%

reported
increased ability
to manage
mental distress

218

Prevented
presentations to
the Emergency
Department

£12,000

Saved in police
call outs

261

people
supported to
remain in
the
Community



Latest Developments



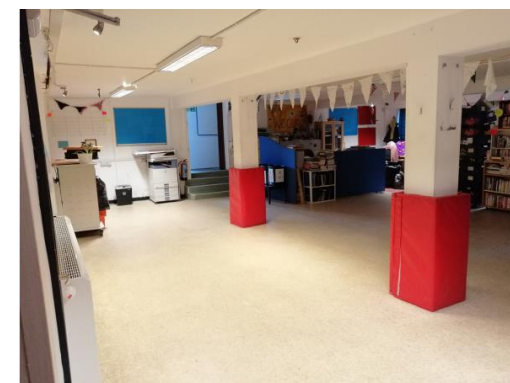
Trusted Charity Mark Level 2

We successfully passed our assessment in Autumn 2019, leading to accreditation in Spring 2020 at the higher Level 2. The Trusted Charity Mark is designed by the NCVO specifically to measure quality in charitable organisations. It looks at 11 areas covering all of our operations from Governance and Planning through Managing People, Money and Resources to User Centred Service. We are proud to receive this recognition of our efforts to deliver quality and will continue to strive towards delivering excellence in all that we do.



Head Office Move

After many happy years working within the HQ building, our continuous growth led to a search for new office space. We found the ideal premises at Engage in St Levan Road and set about moving our Head Office and Support Services functions across in August 2019



New Healthwatch Devon Partnership

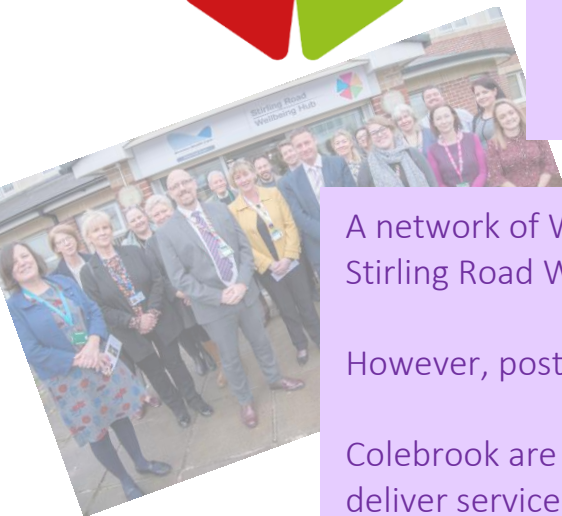
To tender for the new Healthwatch Devon contract we created a new partnership with *Citizens Advice Devon* and *Healthwatch Torbay and Engaging Communities South West Ltd*.

We were delighted to learn in January that the partnership was the successful bidder and spent February and March putting in place all the working relationships across the Partnership to enable us to deliver a seamless service across Devon, Plymouth and Torbay from 1st April 2020





Stirling Road Wellbeing Hub - Community Adviser



A network of Wellbeing Hubs have been rolled out in neighbourhoods across Plymouth and in Autumn 2019 the Stirling Road Wellbeing Hub was opened based in Stirling Road Surgery.

However, post COVID-19 this is now based in the William Sutton memorial Hall in St Budeaux

Colebrook are delighted to be working in partnership with Access Healthcare and Plymouth City Council to help deliver services in the Hub by providing a Community Adviser.

The objective of the Community Adviser is to connect the local community of St. Budeaux and Barne Barton to information and activities that support their wellbeing.

We will help you identify and achieve wellbeing goals and signpost you to organisations locally and citywide who can provide information and support to achieve them.

The aims include:

- Improve mental wellbeing
- Reduce social isolation
- Reduce neighbourhood inequalities
- Enable people with long term conditions to feel supported

For more information or to arrange an appointment with our Community Advisor, please phone 07890 257649 or email wellbeinghub@colebrooksw.org



Strategic Plan



2019 marked the year that as an organisation we reviewed our priorities and plans for the period ahead. The Board and senior management team reviewed the vision, values and aims of the organisation and agreed a focus for the next three years to ensure a strong, resilient and resourceful organisation that supports individuals and communities.

Our 3 strategic priorities below headline a number of organisational targets which will be monitored by the Board. Over the next 3 years Colebrook is committed to developing our existing services, new business and our online presence. We have plans to invest in new areas of work and systems, as well as continuing to focus on sustainability for our long term future.

Organisational Resilience

Ensuring financial viability through growth, income generation and fundraising.

We will ensure our systems are fit for purpose and forward thinking and work with partners to respond to local needs.

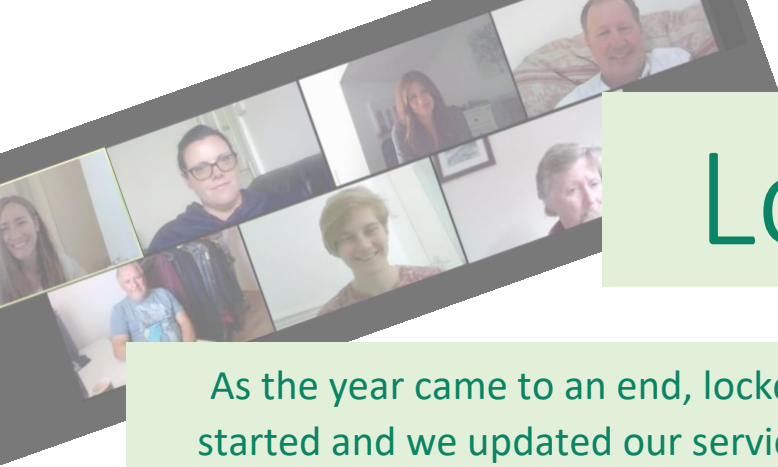
Quality of our Work and Workforce

We will invest in and develop our workforce and volunteers, building on our positive and inclusive culture.

We will ensure our services focus on meeting the needs of those who use them

Increasing our Impact and Influence

We will improve the effectiveness of existing services and create new ones. We will find new ways for peoples' voices to be heard through our work and representation.



Looking Forward



As the year came to an end, lockdown had just started and we updated our services in line with Government guidance on social distancing, infection control and essential services. As many of our services are essential Health and Social Care provision they have been amended to allow us to continue to operate. So, along with everyone else, the next year is going to start with us managing our services through and out of lockdown. Whilst we expect there will be an ongoing affect well into 2021 for some of our services, we are looking forward to operating face-to-face services on an increasing basis as the year progresses.

The next page shows some of our key work in the first 20 weeks after lockdown was announced.

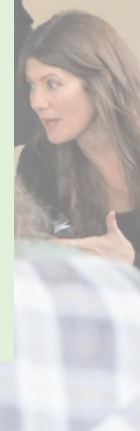
We will work with our new partners “Healthwatch Torbay and Engaging Communities South West Ltd” and “Citizens Advice” to deliver the Healthwatch service across the wider Devon area.

Our Community and Engagement Services will continue to evolve across the year as we strengthen and develop the support offered to vulnerable people as funding for our Opportunity Knocks and Jumpstart projects changes.

We are looking forward to increasing our peer support work and extending the opening hours of Head Space, through until midnight every day.

Our Support Services will also look to expand to meet continued high demand across the City for outreach provision to people with poor mental health. We are looking to open three new Supported Accommodation Projects in the City providing 18 – 20 beds.

We will launch a new service, directly with businesses in the City, to provide employee support packages that can reduce stress and help people adjust back in to their usual working lives.



Colebrook Support During COVID-19



That's around 2,200 people supported!

Quotes



"A big thank you to everyone at Colebrook who had a role to play in my daughter's support."

Service User Next of Kin

"Really friendly, no judgement".

Service User

"My mental health has improved greatly due to their support."

Service User

"Over the year, I have worked with Healthwatch over a wide range of topics, and they have consistently provided the voice of the patient and of the wider public, advocating to ensure that the patient voice is not only heard, but is understood and acted upon when decisions are made. In Plymouth we are particularly passionate about making sure that any of our health, social care or wellbeing services work for the people that need them; reducing barriers in access that we know can exist, and can lead to inequalities in health. We consider Healthwatch a key partner in helping us to achieve this aim."

Ruth Harrell

***Director of Public Health
Plymouth City Council***

"The joint work that is taking place between Livewell and Heads Count continues to be invaluable...
...The past 12 months working with Heads Count has been a fantastic opportunity to really think about creating some pathways and opportunities with colleagues in a really innovative part of the voluntary sector"

Sara Mitchell

***Assistant Director and Strategic Mental Health Lead
Livewell SW***

"Colebrook remain a real asset and important resource for Adult Social Care."

Social Worker

"After feeling anxious and stressed ..., I wanted to praise staff for help. She has a lovely nature and is a positive asset to my situation. It is a good reflection on the support services provided by Colebrook."

Service User



Thanks



Colebrook would like to say a big thank you to everyone involved in our services for their support in 2019-20.

Colebrook couldn't deliver its services without a committed and skilled staff team. A huge welcome to all the new staff and volunteers who have joined us this year.

Thanks to our volunteers who govern our organisation and bring an invaluable contribution to our work and to our partners for their support. Lastly a huge thank you to our clients who choose to receive our services and work with us.






Colebrook (South West) Limited
R/O Engage Southwest
St. Levan Road
Plymouth, PL2 3BG

T: 01752 205210

enquiries@colebrooksw.org

www.colebrooksw.org

@ColebrookSW 
Colebrook SW 
Colebrook SW 

Colebrook (SouthWest) Ltd is a Registered Society under the Co-operative and Community Benefit Societies Act 2014. Registered with the Financial Conduct Authority Number IP24048 R

*Icons made by **Freepik** from www.flaticon.com*

