



## Annual Report 1<sup>st</sup> April 2020- 31<sup>st</sup> March 2021

Register Charity No: 1165254

### Vision

Trowbridge Future will transform the life of the communities of Trowbridge, by giving a voice to those most vulnerable, to see the change they want to see in their town.

### Charitable Objectives

Trowbridge Future aims to develop the skills and capacities of the residents of the disadvantaged communities of Trowbridge and surrounding areas (as outlined in our charitable objectives). This will be achieved by providing local people with the opportunities to come together, build stronger relationships, help local people feel better about where they live and support them to improve their community and the things that matter to them.

Trowbridge Future has three core programmes areas:

#### Youth

To provide a sustainable, regular, constructive and professional youth provision in Longfield, Seymour and Studley Green neighbourhoods to enable the young people growing up within them to reach their full potential and develop the activities and facilities that they would like to see.

#### Community

To create stronger, vibrant communities in Trowbridge where residents have pride in their communities and the confidence to identify issues they face and come together to address them.

#### Neighbourhoods

To support local residents in Longfield, Seymour and Studley Green neighbourhoods to come together and respond to issues of concern to improve the environment where they live.

### Annual Update

The past year has been the most challenging in Trowbridge Future's history due to the impact of the COVID pandemic. Trowbridge Future were able to be agile to community needs and

changing Government guidelines through the hard work of our responsive team. As an organisation, Trowbridge Future can be proud that we were able to continue to operate through this time and leverage COVID specific funding to meet the needs of the most vulnerable residents in Trowbridge. We continued to make connections with our regular attendees, deliver essential response work to those most at need whilst working hard to navigate the COVID rules and ensure that Trowbridge Future deliver its activities safely.

Following our hard work delivering COVID response work, we had the exciting news that we had received [3-yr National Lottery Funding](#). This enabled us to move all of our staff on to permanent contracts, become a real living wage employer and increase our staff team to extend the range of activities we are able to deliver.

### Key Successes

- Launched a [new dedicated youth and community space](#) on Studley Green (the most deprived area of Trowbridge)
- Taken over the running of [Seymour Community Hub](#), our second Community Hub which also provides an office space for our core staff team
- Started a [new community fridge](#) on Seymour Estate and created a template to be replicated in Studley Green and Longfield.
- Undertaken the preparation to re-launch [five youth sessions](#) across Trowbridge in Longfield, Seymour and Studley Green
- Implemented our [Kindness card](#), a scheme by which young people earn credits for the number of acts of kindness that they have undertaken within the community.

### Youth Programme

During the past year, the youth team continued to support young people remotely through individual online contact and individual mentoring of four young people who had been identified as having significant safeguarding concerns. The youth team delivered 108 activity packs that supported individual mental health wellbeing as well as an Easter themed pack with activities to complete over the Easter holidays. The delivery of packs enabled staff to be able to offer doorstep wellbeing check ins with both parents and young people. The team were able to offer 16 weeks of online zoom sessions, over two sessions per week. In the late summer/autumn the youth team were able to offer a series of outdoor activities using sports and play equipment we had fundraised for through the Magic Little Grant scheme. In March 2021, the youth team sent out Trowbridge Future positive postcards to children and young people to keep up emotional morale as lockdown continued in some form. In preparation for re-opening activities in April 2021 the team had prepared both the Studley Green and Seymour Cabin in readiness for delivering five youth sessions each week, using Longfield Community Centre as a third venue.





The creation of a dedicated youth space on Studley Green was a key achievement of the year. Working with Silcoa DIY SOS team (part of Selwood Housing) we were able to transform the portacabin shell into a working youth and community space. Local artist Tom Miller worked with young people to graffiti the front of the building and enable further youth ownership of the space.

Building on the community spirit that has developed across Trowbridge during COVID, Trowbridge Future have established a kindness card. Young people from our groups who complete three random acts of kindness can now be rewarded with a voucher to spend in local independent businesses as a way of building greater connections across the town.

We recognise

coming out of lockdown that there is an increased need for social and emotional support we are working with the local secondary schools, local Child Wellbeing Partnership to explore ways of addressing this. We are also looking at developing a dedicated youth and community space on Longfield to ensure there is appropriate youth-led provision within all three of the most deprived areas of Trowbridge. Our youth team are committed to advocating for young people and will look to launch our youth ambassador programme to facilitate this process.



### Community Programme

Throughout lockdown the community team worked hard to connect with our core Hub visitors through phone calls and doorstep visits, ensuring to help them with their immediate needs such as help with shopping and collecting prescriptions. The team were also able to deliver wellbeing packs and gardening packs to vulnerable people who ordinarily participated in Hub groups such as our BeYoutiful Ladies Group. In partnership with Trowbridge Town Council the team were able to deliver and source essential food items to many further vulnerable members of the community.



In September 2020 we were able to re-open the Hub in The Shires offering support and signposting in areas

such as mental health, housing, benefit advice, health needs and caring for the elderly. We saw an increase in anxiety and isolation, with much of our work supporting loneliness, unemployment, food and energy poverty, many people having to choose to either buy food or pay their gas and electricity bills. We were able to support referrals to the food bank, signposting to energy vouchers, debt advice and where appropriate PIP applications. In November 2020 we



were able to re-establish a Community Fridge for our Seymour Hub reaching around 50 individuals each week with unsold food items from Marks and Spencer, Lidl and Greggs. We were fortunate to run our BeYoutiful Ladies Group for several weeks to help boost self-confidence, self-esteem, and support stress management.

We were also able to support several organisations in Chippenham and Warminster looking to establish similar Community Hubs as ourselves.

## Neighbourhoods Programme

We chose to pause the Neighbourhood and Safer Communities Partnership Meetings during this time, referring people to our Community Team to gain support during lockdown. This led to positive conversations with the Seymour Community Association and the decision to take over the running of the Community Hub on their behalf. This will be used as an opportunity to springboard our Neighbourhoods Programme in February 2022 in line with our Lottery application and Strategic Plan 2020-2023.

## Governance

Through National Lottery support we have been able to recruit an additional Finance and Admin Officer that will continue the development of the charity in the following areas:

- *Robust financial policy and procedures.*
- *Streamlining our HR and Policies and Procedures*
- *Creating online accounting and payroll system.*
- *Put in place sound financial management so that Trustees receive a regular financial statement and a budget projection.*

A Strategic Planning Day is planned with senior staff and trustees to revisit our Strategic Business Plan for 2021 to 2023 to review our current vision, aims, objectives and outcomes and future direction of the charity.

## Impact and Evaluation

Bath University will be working with Trowbridge Future as an External Evaluators to enable us to track the impact of our work and the positive journey of change that people who engage in our services move into.

## Finance

Our accounts have been externally examined and submitted to the Charity Commission within the deadline. Trowbridge Future secured £149,791 in funding (restricted and unrestricted) and made £155,037 in payments.

We secured several gifts in kind; consumables, furniture, ICT equipment, training for staff and volunteers, jackets for youth and community staff.

Trowbridge Future carried a small deficit of £5,246 in 2020-21, this is due to designated project costs that were carried forward from the previous financial year, as project activities were delayed due to the impact of COVID-19.

## Staff Training

All staff and volunteers undertake a wide portfolio of training including Safeguarding, GDPR, Health and Safety, Fire Marshall, First Aid, Drugs and Alcohol awareness, The Prevent Duty,

Child Protection, Moving and Handling.

All staff and volunteers completed Mental Health First Aid training in July 2021. The senior managers have all started completing their Level 3 ILM in Management Training.

### Community Partners

Trowbridge Future staff have worked hard to develop strong, active local partnerships to co-deliver services and provide effective signposting for our most vulnerable clients. These partnerships include: John of Gaunt School, Alzheimer's Support, Centre for Independent Living, Breakthrough Homeless Charity, Storehouse food bank, Julian House, Amber Housing, Love Sounds, Selwood Housing, Rough Sleepers Team, Sarah Bec: Helping the Homeless in the South West, Trowbridge Town Hall, TUGS: mental health users group, Ruksak4218 project that offers free clothes and essential items to local children in need, Social Services, Youth Offending Team, Trowbridge Lions, Trowbridge Sensory Garden, Wiltshire Youth for Christ, National Citizenship Service and the Stronger Families Team. Corporate partner: Banner.

Trowbridge Future are currently members of NVCO, Youth Action Wiltshire, UK Youth, Educare and Neighbourly. We actively work with the National Youth Agency to access information, resources, and training.

### **Finance Review**

#### - Reserves Policy

The reserves policy is to make sure there is enough money for the charity to continue to keep working in the community for at least the next 3 months and look to grow this to up to 6 months running costs.

Principal sources of funding:

- Grant and support in-kind from Trowbridge Town Council.
- Grant applications to National Lottery, Trowbridge Local Youth Network, Wiltshire Community Foundation, WII Fund and a range of charitable trusts
- General fundraising.
- Donations from ASDA, Banner, Lidl and TESCOs.

Expenditure this year has been deployed to support the key objective of the youth and community programmes through wages of the Chief Executive, Youth Manager, Community Manager, youth and community support staff, training, equipment and consumables.

There is no investment policy.

#### - Trustees

Jo Trigg, Chair  
Margaret Howard, Vice Chair  
Colin Kay  
Stewart Palmen  
Alison Jones  
Tracy Sullivan  
Pat Baker  
Bob Brice (stood down May 2021)  
Hayley Bell (stood down May 2021)  
Verena Buchanan

Independent Examiner: Peter Charles Mason Smith

**Declaration**

The trustees declare that they have approved the trustees report above.

Signed on behalf of the charity's trustees

Signature

Full name: Joanne Trigg

Position:

Date: