

Health Connections Annual Report

January 2024 - December 2024

#WithoutUs

#CreatingConnectedCommunities



The highlight of the year

“This year we were so thrilled when our transport team won The Guernsey Press Community Hero Pride of Guernsey Award”.

Fiona Creed
Transport co-ordinator



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Support Us



Executive Summary

We work to build a connected community in the Bailiwick of Guernsey by helping people easily access the support they need.

Key Objectives:

- Maintain a trusted, up-to-date online directory of support and activities to help people live happier, healthier lives.
- Provide one-to-one Health Connector services via face-to-face, email, and telephone, linking people to resources on our directory.
- Support those receiving off-island treatment with information and hospital packs.
- Offer a Voluntary Community Transport Service for health appointments, social activities, and wellbeing support.
- Deliver Community Connector training to empower citizens to connect others to local resources using the social model of care and the Five Ways to Wellbeing.
- Raise awareness through Talking Cafés, Meet the Directory events, and partnerships with charity shops.

Our work empowers people to manage their health and wellbeing, encouraging independence, early intervention, and effective care at key life stages.

We thank our partners, funders, and community for their support, which enables us to continue making a positive impact in 2024.

At the heart of our service, we align our work with the principles of The Partnership of Purpose and the Government work plan for sustainable health and care services. We recognise and promote the value of community, public, private and third sector collaborations. Through our collaborative approach, we aim to co-produce outcomes that contribute to a healthier, happier Bailiwick where people feel supported and connected to the support that matters to them.

Our approach supports people to actively participate in managing their own and others' (if they are a carer) health and wellbeing by enabling independence, self-care, prevention of ill health, early intervention, effective care when unwell, speedier and more sustainable recovery and personalised timely support at points of transition in peoples' lives or in end-of-life care.

We hope this report informs our partners, funders and the community we serve of the impact achieved by the charity in 2024. They can be assured of our gratitude for their support ; helping us to support others.



Bella Farrell
Director/ CEO



About Us

Our experienced Board of Directors sets the strategic direction for Health Connections LBG, approves the business plan, and oversees all aspects of service delivery to ensure strong governance, achievement of target outcomes, and financial sustainability.

Dame Mary Perkins - **Patron**

Dr Louise Misselke - **Director/ Chairperson**

Bella Farrell - **Director/ CEO**

Stephen Rea – **Board Apprentice / Risk**

Mimi Madell – **Director / Digital and Communications**

Catherine Griggs – **Director / Finance**

Alison Rimgington– **Director/ Vice Chair / Human Resources**

Srabani Sen – **Director / Marketing**

Kirsty Le Pelley – **Company Secretary**

An organisational structure and profiles of all of our team can be found on our website: www.healthconnections.gg/who-we-are/our-team



Note from the chair

“I want to express my heartfelt gratitude to our diligent directors and paid staff who provide steadfast support and supervision to our many dedicated volunteers and those we serve. Their hard work and commitment ensure that we continue to improve and deliver essential services to the community throughout the year.

The team's professional dedication, and wholehearted compassion are at the heart of our efforts, whether they are supporting individuals through our directory, one-to-one signposting support, voluntary transport service, health travel support or engaging with the community in Talking Cafés and our thriving community shops.

I am immensely proud that this annual report reflects our continued progress. Our work enables people across the Bailiwick to access the support and information they need to live healthier, happier, and more fulfilling lives.

Finally, I extend my deepest gratitude to our Patrons, Sponsors, and Partners for their unwavering support. Your contributions are invaluable to the success of our mission”.

Dr Louise Misselke
Chairman



Our vision, mission and values

Our VISION:

To connect people to support and information that enables them to live happier, healthier and more fulfilling lives in the Bailiwick of Guernsey.

Our MISSION:

To build and encourage a connected community where people are empowered and equipped to actively improve their own and others' health, social care and well-being.

Our Core Values

To achieve our mission, we uphold core values focused on serving others:

People:

We place people at the heart of our community, shaping our services to help everyone thrive.

Collaboration:

We believe in the power of social connection and collaboration, guiding individuals to the support that matters most.

Dedication:

We are committed to providing essential support, strengthening community networks, and building valuable services.

Sustainability:

We strive for a sustainable future, aiming for self-sufficiency and delivering services efficiently to meet community needs.

The people we serve

The people we serve include those who:

- Seek support to prevent ill-health, maintain well-being, and improve quality of life.
- Live with long-term physical or mental conditions and need one-to-one support and advocacy.
- Are receiving off-island treatment or awaiting interventions.
- Require practical support due to complex social needs affecting their well-being.
- Want to reduce loneliness and increase social connections.

Additionally, we support individuals facing barriers to accessing care or experiencing transitions in their health journey.





Outcome-based accountability

We focus on measuring and improving the impact of our work by prioritising desired outcomes and using data to guide decision-making and resource allocation.

All services are measured against clear Key Performance Indicators (KPIs) on a monthly basis, with results reported to our Board of Directors, donors, and key stakeholders.

- We collect both qualitative and quantitative data to evaluate service effectiveness.
- A safeguarding and training register is maintained for staff, volunteers, and directors, along with an ongoing risk register for all services.
- Each service has a monthly-reviewed improvement action plan to ensure continuous progress.



The key outcomes of our work

Key Outcomes:

- **Enhanced Health and Wellbeing:** Residents experience improved health and resilience by focusing on self-care and being connected to the support that matters to them.
- **Better Health Outcomes:** Increased awareness of community resources for early intervention and prevention, leading to improved health and reduced demand on acute healthcare services.
- **Stronger Community:** Greater access to community resources addressing the wider determinants of health, fostering a more informed and supportive environment.
- **Increased Equality and Inclusion:** Improved access to support and social connections, promoting greater equality, reducing isolation, and combating loneliness in the community.

The Health Connections Directory

Our community support directory strengthens connections by improving awareness and access to statutory, private, third-sector, and community resources that address health determinants and promote happier, healthier, and more fulfilling lives. **In 2024, there were 8,599 online directory views.**

What do we offer?

A trusted, up-to-date online directory featuring over 700 community assets in 83 categories.

What difference does it make?

Our directory helps individuals discover vital resources, improving access to support that addresses health and wellbeing, enabling happier, healthier lives.

Without the directory many people would struggle to find the support they need.

Visit: www.healthconnections.gg/directory

701
community assets
listed

"The directory is an up-to-date and trusted resource which enables referrals by professionals and self-referrals for social prescribing and other health and social care support and interventions across the bailiwick"

Practising GP

Community Connector Training

Community Connectors are individuals trained to help others access support, services, and activities in their community, fostering social connections and improving wellbeing.

Our FREE Community Connector training empowers active citizens to raise awareness of the Five Ways to Wellbeing, the social model of care, and our directory of local support. It equips participants to connect others to the support they need, ensuring more people in our community can access vital resources.

Community Connectors can specifically enable people to:

- Feel less lonely by connecting them to support in the community.
- Find activities they enjoy that supports their health and wellbeing
- Find reliable information and advice to remain as independent as possible.

"Community Connectors unearth hidden assets in the community and help ensure that our directory remains a current and trusted resource".

www.healthconnections.gg/supporting-you/on-island-support/community-connector

419

**community connectors
trained to date**

Testimonial

“We were so delighted that you came to our island of Alderney to offer this training. We are also pleased that you will now have an Alderney category on your directory. This will ensure we are an even stronger community”



Talking Cafés

The Talking Café project helps people connect, make friends, and learn about activities and support from a Health Connections host.

In 2024, there were 4 Talking Cafes per week:

- M&S (St Peter Port)
- Waitrose (Rohais)
- Le Friquet Garden Centre
- Earlswood Garden Centre

The impact is that another 1,000+ extra people were signposted to support.

www.healthconnections.gg/talking-cafe

300

**hours of face-to-face
signposting support**

Testimonials

"Its nice to see you here again, we noticed you helped a lady sitting on her own last week"

"I am new to the island and your cafes help me feel I belong."

"This is amazing, we could do with something like this back home".

A visitor to the island





Health Connectors: On-island support

A FREE one-to-one support and information service that connects people to assistance that matters to them [and will make a difference in their lives].

What difference does this make?

Enhances the health and wellbeing of Bailiwick residents by promoting self-help and building resilience.


Facilitates access to early intervention, prevention, and support during life transitions, improving outcomes and reducing healthcare costs.

Empowers individuals to take charge of their health, leading to healthier, more fulfilling lives.

Helps people remain independent, reducing reliance on statutory services.

Without Health Connectors fewer people in the community would find the support they need, impacting their wellbeing and independence.

www.healthconnections.gg/supporting-you/on-island-support



In 2024, the charity's Health Connectors provided light touch signposting support to 1917 people and a further 328 people received ongoing one-to-one support.

Health Connectors: Off-island support

We provided FREE one-to-one support and information for 395 people and their families receiving off-island treatment.

We also offer printed and digital hospital information packs to guide them through their experience. 356 paper packs were posted, 596 packs were downloaded whilst 1497 people viewed them online.

Our Feedback:

98% told us the packs arrived very promptly

97% told us the information was clear, relevant and easy to understand

100% felt very supported

What difference does this make?

It ensures people feel supported and informed during their off-island treatment journey.

Without this support people may feel more vulnerable and less prepared for their off-island treatment experience.

www.healthconnections.gg/supporting-you/off-island-support

2,488

people received
information when going
off-island for
treatment

Voluntary community transport service

This service is the largest Voluntary Community Transport Service on the island. It provides increased access to medical, social, care and wellbeing support across our community.

We are delighted to have 39 volunteer drivers who provide a safe, reliable and caring service.

In 2024, we booked 9125 journeys for 478 passengers.

Of these bookings, 7342 were delivered, as some of our passengers are frail and do occasionally cancel appointments.

“Without this service, these people would not remain independent in the community or be able to access appointments and opportunities for social connection and improved health and wellbeing”. GP

www.healthconnections.gg/supporting-you/on-island-support/health-connectors

9125

journeys booked

Transport Service	2024
Total journeys booked	9125
Total journeys delivered	7342
Total journeys cancelled	1785
Miles driven	37717
Average Registered Passengers	393
Average Volunteer Drivers	38

Trip Purpose	2024
Social welfare	3554
Medical	2961
Personal care	273
Mental health	254
Health/Fitness	188

Testimonials

What health and social care providers tell us:

"As a community learning disability nurse, the service is a vital part of promoting people with learning disability and/or autism to become more independent; developing confidence in their own abilities to access services that are not specific to the learning disabilities and/or autism".

" Our service users are able to engage actively in society and be socially included".

"The people that run the service and the drivers go above and beyond each day for the people I support; they have got to know many of our service users and have an established positive relationship with them"

"When I request transport via email, I get a timely response, a clear idea if transport is going to be available, who will be the driver, and a genuinely friendly response each and every time from the person on the other end of the email. "

"I cannot begin to thank the voluntary transport service enough for everything they do, they really are a fantastic service, and the people are so friendly and approachable. Thank you all so much. "

Our favourite passenger feedback

"Last week, one of our voluntary community transport passengers was traveling to the monthly Macular meeting with one of our amazing drivers. During the journey, the passenger shared how much she wished she had a Christmas jumper.

"Without hesitation, the driver took it upon themselves to visit one of the Health Connections shops, where they explained the story to the shop adviser. Together, they selected the perfect Christmas jumper, which was gifted to the passenger at no cost.

When the driver delivered the jumper, the passenger was absolutely over the moon and incredibly grateful. Later that week, the driver spotted her at a Christmas party at the Jubilee Center, proudly wearing her new jumper and radiating happiness."

Transport Co ordinator.



Our shops

Our charity shops are a lifeline, supporting our drive for sustainability while benefiting both our services and community.

What difference does this make?

The shops help fund our services, reduce waste, and inspire creativity in the community.

Without our shops

We would struggle to meet the growing demand for our services, and people would have less access to affordable essentials.

What support do we need to keep going?

We rely on quality donations, encouraging generosity and thoughtfulness to ensure our products can be re-loved and reused.

“Our CONNECT space in Smith Street provides a comfortable area for people to rest, read, play, relax, and connect with others while visiting town”.

Bella Farrell CEO

Our shop initiatives

Partnering with Martel Maides

The quality of donations is enhanced through our partnership with Martel Maides Auctions, who have held 3 auction viewings upstairs in Market Square, increasing footfall in our charity shop.

Gift it Forward

In the spirit of kindness, we offer all children's clothes, toys, books, and games for free.

Kindness Rail

Our Kindness Rail, offering coats, school uniforms, sportswear, and beachwear for free to those in need or for gifting, has resonated deeply with the public, and we will continue to theme it with the seasons and local requests.

Haberdashery

Our haberdashery department has become a go-to spot for local creatives seeking inspiration and vintage crafting supplies. The Clean Earth Trust's Repair Café also continues to operate weekly and is well supported.

Shop windows

We offer our windows to other charities, allowing them to promote their support in prime town centre locations.

Local artists and makers

We now also sell art, craft, textiles, and books from local creatives in both shops. They donate 20% of their sales income to the charity, helping us promote the health and wellbeing benefits of creativity.

Reading corner

Our reading corner offers a relaxing space with children's, travel, crafting, cookery, growing and health and wellbeing books.



Feedback from our customers

Feedback from customers in both shops is consistently excellent and customer service levels, quality of stock and merchandising are all regularly praised. This, in turn, encourages high quality donations and a positive, improved awareness of second-hand shopping.

"Loveliest, most interesting shop I have come cross in St Peter Port. Most beautiful presentation, made me feel calm and happy!" - Mimi, Bristol

"It is so wonderful to find a place where people are to feel welcome and at home, while it is also a place to help and share. Thank you." - Cam

"Wonderful stuff and great music in store! Had to browse around longer because of the awesome music taking me off my stress." - Wendy, Southampton

"A beautiful shop - full of treasures from the past. An escape from life today." - Jason

"A beautiful shop that makes you feel instantly at home. Fantastic place for lovely clothing, as well as a place that emits warmth and sense of community & connection." - Teri



'What a magical place'

- Andrea

Our Finances

Our income

We are deeply grateful to our supporters and customers. Thanks to their generosity, in 2024 we received income of £208,096 from the two shops in town, which was on a par with 2023 (£208,016). In addition, we benefitted from some very generous cash donations totalling around £57,000 from private individuals and corporates to whom we are most appreciative.

We are grateful to the States Investment Fund for their ongoing support and contributions which amounted to £42,486. This was used to fund the salaries of our Voluntary Community Transport Services' co-ordinators. We are also, grateful to The States of Guernsey for their continued funding of our off-island travel service which amounts to £23,538 per annum and mileage claims for our volunteer drivers.

Our Expenditure

Our expenditure is strictly controlled and our overheads are kept to a minimum.

The largest portion of our annual expenditure is employing our extremely valued members of staff who manage our services and provide support to our volunteers.

We strive to be self-sustainable and are delighted to report that 63% of our annual expenditure in 2024 was funded by the income from our shops.

Our accounts are externally verified and are available on request.

**“We are thrilled to be
63% self-sustainable”**

Catherine Griggs. Finance Director

Our partners and volunteers

We are deeply grateful to our volunteers, sponsors and partners for making our work possible.

We're delighted to collaborate with so many directory partners across the private, public, and third sectors and thank them for their invaluable support.

www.healthconnections.gg/who-we-are/our-partners



Gratitude for our volunteers

At our Christmas lunch, we celebrated and expressed our heartfelt appreciation for the dedicated service of our volunteers over the years "



Support Us

Donations to support our work can be made through our website <https://healthconnections.gg/how-you-can-help/donate/> or by using the QR code below.

Email shop@healthconnections.gg with any enquiries about donating clothing, furniture, homewares, books or toys.

Volunteer at Health Connections

Visit <https://healthconnections.gg/volunteer/> or email recruitment@healthconnections.gg

To find out more about our services
Visit www.healthconnections.gg.

