

Health Connections Annual Report

January 2023 – December 2023





Our Services

Talking Cafes

Meet new people, make new friends and chat to a Community Connector about activities, support and services in the community in local cafes which assist the Talking Cafes.

Email: communityconnectors@hsc.nhs.uk



Health Connect Directory

A one-stop directory of community activities and services which enable people to live healthily, happily and more fulfilling lives. To join the directory email us at:

Email: directory@healthconnect.org

Voluntary Community Transport Service

If you require transport for appointments, activities and leisure your health and well-being we provide a safe and secure service.



Executive summary.....	4
About us.....	6
Notes from the Chair.....	7
Our mission and values.....	8
How we aim to work collaboratively.....	9
The people we serve.....	10
Outcome based accountability.....	11
The key outcomes of our work.....	12
Community Directory.....	13
Community Connector Training.....	15
Talking Cafes.....	17
Health Connector: on island support.....	19
Health Connector off-island support.....	20
Voluntary community transport service.....	21
Our shops.....	23
Smith Street.....	24
Market Square.....	25
Feedback from our customers.....	26
Our partners.....	27
Support us.....	28

Executive Summary

We work hard to provide support which helps create a connected community in the Bailiwick of Guernsey. Our innovative Directory to Doorstep model enables people to easily access the support that matters to them.

Our strategic objectives are reviewed annually, and we have a business plan to achieve our objectives, which include:

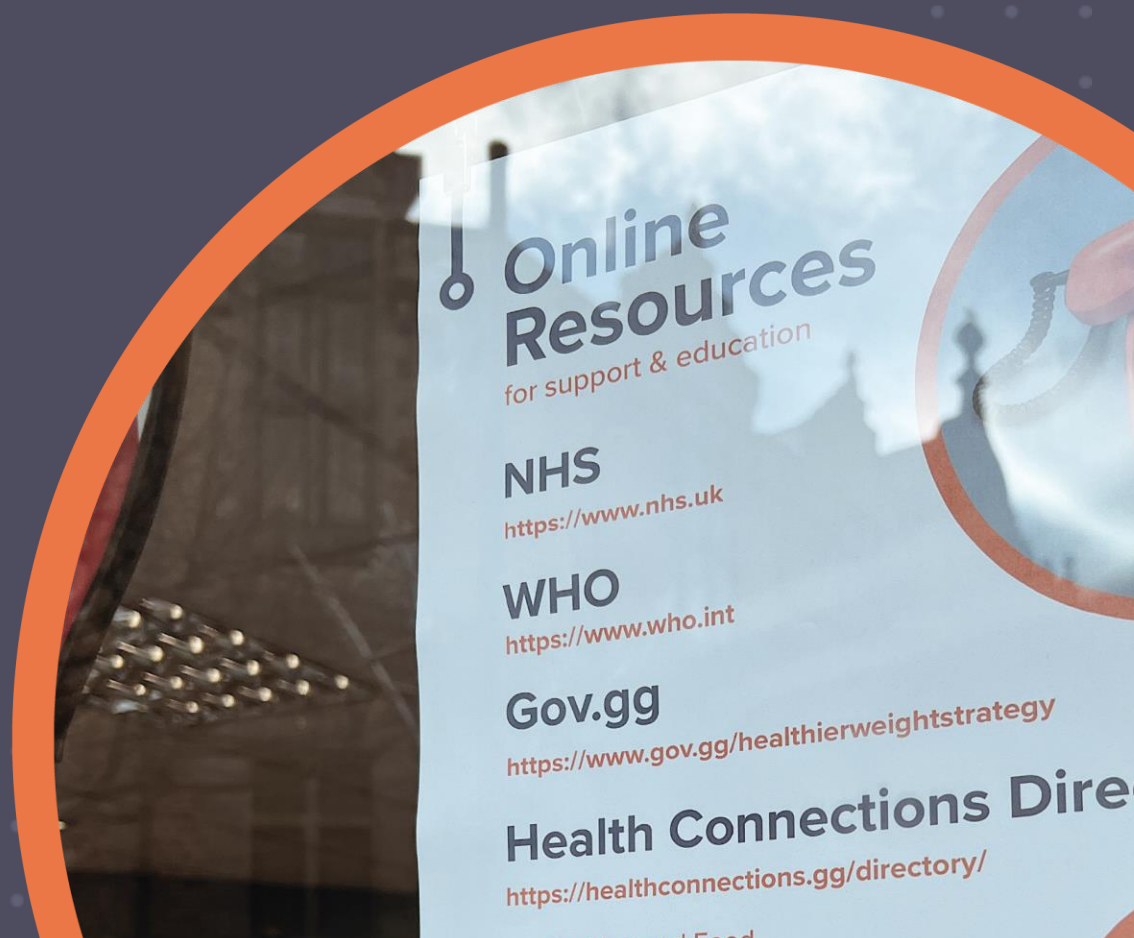
- Maintaining an up to date and trusted online directory of support and activities which enables people in the Bailiwick to live happier, healthier and more fulfilling lives and to easily find the support that matters to them.
- Providing a one-to-one, face-to-face, email and telephone Health Connector Service which connects people to this support, listed on the Health Connections Directory.
- Providing information and one-to-one support (including off-island hospital packs) for those receiving treatment and care off-island.
- Delivering a Voluntary Community Transport Service to increase access to opportunities for social connection and health and wellbeing support in the community e.g. doctors & Health and Social Care appointments, social welfare, social prescribing and community centre activities.
- Providing Community Connector training which enables active citizens to become more familiar with the 5 ways to wellbeing, the social model of care and the support listed on the Health Connections Directory and skills to increase their confidence to connect other people to this support.
- Raising awareness of the directory and our services in the community through:
 - Talking Cafe Host Volunteers in our Talking Cafe project
 - Hosting the Meet the Directory monthly network events
 - Offering our shop floor and windows to our Charity partners to promote their work /cause and campaigns.
- We continue to strive for financial sustainability through our charity shops' income operating from Smith Street and Market Square in St Peter Port.

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 2023. 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 have set the strategic direction of the charity Health Connections LBG, approve the business plan and have oversight of all areas of service provision to ensure good governance, agreed target outcomes and financial sustainability.

Dame Mary Perkins - Patron

Dr Louise Misselke - Director/ Chair

Pierre Herve - Director/ Health and Social Care

Bella Farrell - Director/ CEO

Stephen Rea – Board Advisor / Risk

Mimi Madell – Director / Digital and Communications

Catherine Griggs – Director / Finance

Alison Rimington – 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

As our whole community recovers from the impact of the pandemic; our emphasis on enabling people to seek improvements in their health and wellbeing with the support that matters to them has been critical for our community.

Our primary goal is to ensure we provide easier access to the full range of support and information across our community.

I must give credit to our team who support and supervise our many dedicated volunteers and work hard to improve and provide our service to others throughout the year. The team continuously respond proactively with professional dedication and wholehearted compassion when serving the community through our directory to doorstep services, whether that be our directory, 1:1 signposting support, our voluntary transport service, our health travel support and information, in Talking Cafés and of course, our community shops which have gone from strength to strength.

I am proud that this annual report identifies our continued progress. Our work continues to enable people in the Bailiwick to be connected to the support and information that allows them to live healthier, happier and more fulfilling lives. I am incredibly grateful to all our Patrons, Sponsors and Partners for their ongoing support.

Louise Misselke
Chairman



Our Vision and Mission

Our VISION is: 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 is : To build and encourage a connected community where people are empowered and equipped to actively improve their own and others health, social care and wellbeing.

Our Core Values

To enable us to achieve our mission we uphold a set of core values that are based on a model of service to others.

People

We believe that people are at the heart of our community. We constantly strive to shape our support / services around their needs in a way that enables every member of the community to thrive.

Collaboration

We believe that social connection and active collaboration is key in a successful community. We are committed to connecting individuals to the support that matters to them through collaborating with community assets and signposting (guiding) individuals to their services /support.

Dedication

We are dedicated to providing information and support to those in our community that need it most. We are dedicated to building stronger community networks, support services and assets.

Sustainability

We will always strive for a sustainable future. Our communities are facing increasing challenges, limited government funding and man-made climate change. We aspire to be as self-sufficient as possible, constantly challenging ourselves to do more with less and strategically deliver our services to best serve the community.

How we aim to work collaboratively

Health Connections is committed to working collaboratively and in partnership with others. We routinely signpost to other projects and organisations listed on our directory of community assets, through our Health Connector service and our transport service takes people to these organisations.

We continue to develop partnerships with allied Health and Social Care professionals including statutory services at Health and Social Care, Employment and Social Security, Environment and Infrastructure as well as private practice i.e. Medical Specialist Group and Primary Health Care practitioners and other local charities and initiatives which support health, social care and wellbeing e.g. the Bailiwick Social Prescribing project (BSP), St John's Non-Emergency Patient Transport, Guernsey Voluntary Service and Citizens Advice Bureau (CAB).

Where partners' organizations are closely aligned to our mission, we work hard to avoid duplication and align ourselves to their priorities, adding value to fill gaps and increasing impact across all our core services. We often cross-refer: e.g. a person with complex needs will be referred to the GP / BSP project; a passenger will be referred to St John's Non-Emergency Patient Transport service when they become too frail for our transport service; an enquiry with complex financial / housing needs will be referred to Citizens Advice Bureau.

Our Directory requires that we partner with providers across the community from all sectors, with 550+ community assets actively engaging in the signposting project and helping to maintain an up to date and trusted online directory for everyone in the community.

We host a monthly Meet the Directory, a networking event, which aims to provide a platform for our directory partners to showcase their support, share up-to-date information and collaborate with others to improve their outreach and impact.

Our charity shops have enabled us to offer other charities another platform to promote their services /support in the community.

In 2024, we aim to work alongside other transport providers to support the development of an island wide Integrated Community Transport Service.

The people we serve:

- want to be connected/signposted to and attend services and support which prevents ill-health, maintains good health and wellbeing, prevents early onset disease and improves their quality of life.
- are living with long term conditions (including support for mental health) who want to have one-to-one signposting support and advocacy.
- are going off-island for treatment and care or who are on waiting lists for an intervention or treatment.
- benefit from having practical support while living with complex social needs which affect their wellbeing.
- like to be more socially connected, reducing their risk of loneliness and isolation.



Outcome Based Accountability

We continuously review the quality, identify risks and measure the impact of our work:

- All our services are measured for impact against clearly defined Key Performance Indicators, on a monthly basis, and reported to the charity's Board of Directors, donors and key stakeholders.
- We maintain ongoing evaluation of qualitative and quantitative data across all our services.
- We maintain a safeguarding and training register of our staff, volunteers and directors, as well as an ongoing risk register across all our services.
- All services have an ongoing improvement action plan which is reviewed monthly and aims to continuously improve what we do.



We want

your

feedback

The key outcomes of our work

- Improvement in health and wellbeing of Bailiwick residents by promoting an emphasis on “what I can do to help myself” and signposting people to support that matters to them, improving individual resilience.
- Increased awareness of the support in the community for early intervention and prevention of ill health resulting in better health outcomes and a reduction of costs of acute healthcare.
- Strengthened community by improved knowledge of and access to asset-based community resources that help address the wider determinants of health.
- Improved access for all to community support and opportunities for social connection leading to increased equality and inclusion and a reduction in isolation and loneliness.



Testimonial

“I’m a big admirer of the Health Connections model and evolving impact! I truly believe this approach is reaching people authentically and is a sustainable, accessible and creative way to change the perception of health in the community. I love the inspiration I get every time I step into your stores and see your community impact on social media”.

Health Connections Directory

Throughout the year, the charity continuously adds to its online directory of support and activities available in our community.

The directory is reviewed four times per annum to ensure it remains reliable and relevant .

"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"
Practicing GP.

We had 36,000+ online users.

Meet The Directory events

In 2023, we hosted 8 of these events for 24 of our directory partners to:

1. Provide a platform to showcase the support they offer and to share up-to-date information.
2. Increase awareness of the impact of this support.
3. Improve understanding of who might benefit from this support and how this support is accessed.
4. Promote Community Connector Training.
5. Strengthen their community networks between other providers of support from third sector, private sector and statutory services in the health and wellbeing space.



Visit: healthconnections.gg/directory

Employment and Work
 Equality
 Faith and Churches
 Fibromyalgia, ME and CFS
 General Advice
 GPs and Pharmacies
 Green Living
 Growing and Gardening
 Health Information
 Healthcare in Guernsey
 Hearing & Sight
 Heart & Lungs
 Home from Hospital/Help at Home
 Housing/Homelessness
 Inflammatory Bowel Disease
 Learning and Skills
 Learning Disabilities
 Neurological Conditions
 Off Island Treatment and
 Older People
 Pain Management
 Palliative Care
 Pets
 Physical Activity
 Poverty and Finance
 Relaxation
 Relocating
 Safeguarding and Public
 Sexual Health
 Sexuality/Gender S
 Signposting / So
 Sleep
 Smoking
 Stave

Testimonials

"Wonderful concept!"

- Joanne Thorpe, Essex

"The directory is an absolutely brilliant resource, there's so much in it and it's laid out in such a simple, sensible way; it's a great start point for any of us who are looking for information on anything to do with health and wellbeing!"

**"Connecting you and your loved ones
 easily to support that matters
 to you / them"**

Community Connector Training

We provide training to people who wish to be more active citizens in the community. They become familiar with the 5 ways to wellbeing, the social model of care and the island-wide support and services listed on our directory.

This training equips them to raise awareness about what assistance is available and connects members of the community to support that matters to them.

"Without Community Connectors, more and more people risk being lonely and isolated, feel less supported and can become more dependent on statutory services at points of crisis".

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".

342

Community
Connectors
trained to date

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



Testimonials

"I just wanted to say thank you again for yesterday's training session; I've had really positive feedback from all of the attendees that I've spoken to, which is great. Hopefully all of us who attended will have the knowledge and confidence to point family, friends etc in the right direction if they need any information of support at any time".

Our shop volunteers who have attended Community Connector Training have signposted a further 5,000+ customers to our directory.

**"Making connections
that support you"**



Talking Cafes

The charity's Talking Café project enables people to meet new people, make new friends and chat to a Health Connections Talking Café Host about activities, support and services listed on the Health Connections Directory.

Weekly Talking Cafés are hosted by our safely recruited volunteers, across the island, to provide physical connection and support to those who need it most.

"Talking Cafes provide direct access to the Directory connecting attendees to support that matters to them or their loved ones."

The Talking Cafés also provide us with valuable feedback from the community about new support that can be added to our Directory and often identifies gaps in services that Health Connections can advocate the need for.

In 2023, there were 192 Talking Cafés in 4 per week locations including:

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

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

288

Hours of face-to-face signposting support

www.healthconnections.gg/talking-cafe



Testimonials

“Thank you for talking to us- we didn’t think a talking cafe was for people like us.”

“I’ve used the Health Connections community transport three times since you told me about it - it has opened up my world.”

“I came here all depressed and stressed but after our chat and hearing you talk to all the people all around me I feel much calmer. It is so comforting”.



Health Connectors: On-island support

Our Health Connectors provide a FREE one-to-one, face-to-face, email and phone support and information service that connects people to assistance that matters to them, which is listed in our Directory.

"This service is valuable to people as it supports them in their choices about what matters to them to stay well, recover, flourish, receive better care or take better care of themselves or their loved ones"

Without this service the people we work with will feel less supported and in control of their own health and wellbeing.

In 2023, the charity's Health Connectors provided light touch signposting support to **1,066** people and a further **276** people received ongoing one-to-one support.

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

Health Connectors: Off-island support

Our Health Connectors provide a FREE one-to-one support and information service for people and their families going for treatment and care off- island.

Offering both printed and digital hospital packs to help guide people through their experience.

Testimonials

“Without this compassionate one-to-one support, people going off-island would feel much more vulnerable at an exceptionally stressful time in their lives”.

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

1-to-1 support
given to

141

people going off-island
for treatment
and care

Voluntary Community Transport Service

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

We are delighted to have 35 volunteer drivers who provide a safe, reliable and caring service.

In 2023, we booked 8,775 journeys and delivered 7,168.

°The journeys cancelled were due to either illness of our passengers or cancellations of their 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".

426

Passengers with unmet transport needs

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



Testimonials

"I have never come across a driver who wasn't caring and wouldn't go out of their way for you ."

Passenger

"Thank you for supporting our patients in this way".

Health Care Professional

"I volunteered to drive during my gap year. It has been the most rewarding experience; from meeting new people to feeling the sense of community we have in Guernsey. Whether I drove to a doctor's appointment or a community event, it's incredibly gratifying witnessing the renewed sense of independence you can provide someone which not only benefits them but their wider family too."

Volunteer Driver



Our shops

As we strive for self-sufficiency and look to support everyone's drive for more sustainability, our charity shops are a lifeline for us, many of our customers and ultimately the people we serve.

Our shops not only help fund many of our services but also drive reduced waste and renewed creativity in our island.

They also offer us the opportunity to tell people about our work and the support offered by our directory partners.

**£208,016
raised in
2023!**

Smith Street

Our Smith Street shop focuses on high-end clothing and accessories, smaller items of furniture and local artists' paintings and cards.

The haberdashery department is well established as a go-to place for many local creatives looking for inspiration and vintage crafting goods. Clean Earth Trust's Repair Cafe continues here weekly and is well supported.

A reading corner enables a chill out area predominantly stocked with fiction, travel, crafting, cookery, health and wellbeing books.

Our CONNECT space in Smith Street offers a comfortable space for people to rest, read, play, relax and connect with others whilst visiting town with children or frail relatives.



Market Square

Our Market Square shop stocks clothing, sportswear for all ages, homewares and furniture. The greater floor space allows for selling much larger, higher value pieces of furniture.

Partnering with Martel Maides

The standard of quality of donations is also well supported by our partnership with Martel Maides Auctions. They have held 3 auction viewings upstairs which have increased footfall in our charity shop.

Gift it Forward

In the spirit of kindness, Health Connections shops are offering all children's clothes, toys, books and games FREELY. However, donations are gratefully accepted at the till.

Kindness Rail

Our Kindness Rail, offering coats, school uniforms, sportswear, beachwear free to those in need or for people to take to gift on, struck a real chord with the public and we will continue this, theming the offering with the seasons.

Shop windows

Both shops continue to host window displays from other charities, enabling them to promote their support from prime town centre locations.

Local artists and makers

We now stock creative goods - art, craft, textiles and books - from local creatives in both shops. They are grateful for the opportunity and donate 20% of their sales income to the charity. This enables us to promote the health and wellbeing benefits of creativity.



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.

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

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

"Wonderful shop and staff... can't wait to bring my daughter when she visits from the UK."

"Wow! This is the most beautiful charity shop I have ever been in! It is so well laid out, maintained and so welcoming. I might just come in for a coffee. Thank you so much!"

"I just love your shop! Lovely attention to detail & delightful selection."

"Lovely shop – very calming, love the music, jigsaw and atmosphere."

"I would take the day trip from Poole just to shop here. Thank you."

"Lovely shop, staff amazing, products totally different and all for a good cause. Congratulations".

"What a lovely shop – from the lovely window display quite thought it was a department store".

"We could've spent all day here."

- Louise & Guy, Leeds



Our partners

It is with immense gratitude that our sponsors and partners have made our work possible! We are delighted to have so many directory partners in the community and thank those across the private, public and third sector for their collaboration and support of our work.

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



Finance

Our income

We are deeply grateful to our supporters and customers. Thanks to their generosity, in 2023 we received income of £208,016 from the two shops in town, which was only down 8%, slightly less than what was received in 2022. In addition, we benefitted from some very generous cash donations totaling around £60,000 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 £15,496. 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 milage 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 to provide and manage our volunteers and services.

We strive to be self-sustainable and are delighted to report that 65% of our annual expenditure in 2023 was funded by the income from our shops.



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:



Donate to our shops

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.

#CreatingConnectedCommunities



Health Connections
Unit 4, Cour du Bordier
42 The Bordage
St Peter Port
Guernsey
GY1 1BP



01481 227470
www.healthconnections.gg
Hello@healthconnections.gg