

Health Connections Annual Report

January 2020 - December 2020



**health
connections**
creating connected
communities



Contents

Executive Summary	4
About Us	6
Note from the Chairman	8
Our Mission	9
Our Core Values	9
The people we serve	10
The key outcomes of our work	19
Our shops which support our work	20
The Bridge Shop	20
Smith Street Shop	20
Detailed Profit and Loss Account	22
Balance sheet as at 30 June 2019	23
Our Commitments 2020-2021	24
Our Partners	25
Appendix 1	26
Appendix 2	27

Executive Summary

At Health Connections we work hard to provide the services which help create a connected community in the Bailiwick. Our innovative “Directory to Doorstep” model enables people to easily access the support that matters to them.

Our services were needed more than ever during the Covid 19 pandemic . During lockdown almost everybody experienced what it was like to be isolated and our services were promoted during the daily media briefings by the President of Health And Social Care .

At Health Connections the impact of our service over 2020 and I hope this report demonstrates the enormous contribution we made.

We have published our 3 year business plan to ensure the community and our partners are clear of our objectives and despite the pandemic we are working at pace to realise this plan www.healthconnections.gg/wp-content/uploads/2018/08/business-plan-21-September-for-web.pdf.

Our policies and processes, have been updated to adjust to the pandemic which has ensured a trusted, safe, reliable and efficient delivery across all of our services.

We continue to measure our impact to demonstrate to the community how our work makes a difference.

At the heart of our service we encourage the principles of The Partnership of Purpose by recognising and promoting the value of community, public, private and third sector collaborations. Where we can, we co-produce across the whole ecosystem in service of a healthier, happier bailiwick where people feel supported and connected within a compassionate community.

To achieve this we continue to map local support groups, activities and services that support people’s health, care and wellbeing. Our online directory now has over 500 published “community assets” that offer this support. Our growing network of Community Connectors signpost their family, friends, neighbours and colleagues to this support.

In 2020, using our directory, we provided one to one signposting support and advocacy to 1275 people, continuing during the pandemic. This approach supported people to actively participate in managing their own and others’ (if they are Carers) health and wellbeing. It encourages 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.

Despite many elderly and frail people shielding due to the pandemic our Voluntary Community

Transport Service delivered 5639 journeys this year. This ensured that the most frail and isolated in our community when they were not shielding could stay active, connected, included and independent from their own homes by easily accessing opportunities for social connection. This service adapted to transport people to essential medical appointments during lockdown and delivered essential supplies to our most isolated people.

We hope this report informs our many partners, funders and the community we serve of the essential support proved by Health Connections LBG during the pandemic. They can be assured of our gratitude for their support to us in helping us support others.

Bella Farrell
CEO



About Us

Our experienced Board of Directors has oversight of Health Connections' strategic direction and all areas of service provision to ensure good governance, agreed outcomes and financial sustainability.

- Dame Mary Perkins - Patron
- Lady Corder - Patron
- Louise Misselke - Director/ Chairperson
- Pierre Herve - Director/ Health and Social care
- Bella Farrell - Director/ CEO
- Steve Langlois -Director/ Vice Chair/ Risk
- Ben Jones- Director Digital and Communications
- Catherine Griggs – Finance Director/ Finance
- Alison Rimington - Human Resources Director

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

KEEP
A
GREEN
TREE
IN
YOUR
HEART
AND
PERHAPS
A
SINGING
BIRD
WILL COME.



Note from the Chairman

During the pandemic, our emphasis on enabling people to seek improvements in their health and wellbeing with the support that matters to them is 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 professional team who worked without interruption and when required remotely during the pandemic. Our many dedicated volunteers who work hard to improve and provide our service to others in an extremely challenging 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, our voluntary transport service, our health travel information; our community connectors and of course, our community shops.

I am proud that this annual report identifies our 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 Mission

Health Connections' mission is to enable all people in the Bailiwick of Guernsey to be connected to information and support that enables them to live happier, healthier and more fulfilling lives.

To enable us to do this we operate on a set of core values that are based on a social model of service to others.

Our Core Values

People

We live by the ethos that health, wellbeing and respect for people comes first. We strive to provide the right connections for our service users and support our staff in their well-being and development to provide the best people focused service we can.

Collaboration

We believe in taking a collaborative approach, benefiting the whole community, making connections that add value and are useful. Our collaborative approach means that we can maximise the outcomes for our service users.

Dedication

The Health Connections team approach to service delivery will be that of a dedicated desire to inform and support those in need. In so doing, the charity will demonstrate a genuine wish to assist individuals in a professional way. Good and effective governance will be a central and underpinning feature of the charity's work.

Passion

We are passionate about what we do leading to creative and innovative solutions that are tailored to individual needs.

The people we serve

- Every person in the Bailiwick who wants to be signposted to and attend services and support that prevents ill-health, maintains good health and wellbeing, prevents early onset disease and improves their quality of life.
- Those individuals living with long term conditions (including support for mental health) who want to have one to one support and advocacy.
- We will work in partnership with others to support their priorities and to implement and measure an accessible, equitable and quality social prescribing offer and we are partners of the Bailiwick Social Prescribing project.
- Those individuals and their families who are going off island for treatment and care.
- Those who would benefit from having emotional and practical support while living with complex social needs which affect their wellbeing.
- Those who would like to be more socially connected, reducing their risk of loneliness and isolation.
- Those who are shielding or isolating during the pandemic.



Our work and services



Health Connections Directory

“Connecting you and your loved ones to support that matters to them”.

People in the community were unsure where to go to get the support, information or activities that they required to support their health and wellbeing - see Appendix 1. We have created an online directory of services, support and activities which our partners’ organisations, their members, beneficiaries and people in the community actively engage with.

This is valuable to both professionals and people enabling them to connect and engage fully in their communities and live a happier, healthier and more fulfilling life. Without our directory, a one stop signposting service for all people in the Bailiwick does not exist. It continue to be kept up to date and trusted and to support professional and self referral for social prescribing across the bailiwick.

www.healthconnections.gg/directory/

Testimonials

“I think it’s a wonderful idea – philosophically I think it’s one of the best provisions on island, so well done you!”

- *Helen Banks, Teacher Grammer School*

“ESS are using the directory to find contacts at support organisations to share the new Housing Law consultation information with.”

“Well congratulations, the directory is a revelation and proved to be extremely useful in that I was able to print off the page with all the Taxi cabs that offer wheel chair facility.

I was able to access the directory page very easily and the page itself is very clear and easy to read.”

550+

**Community Assets
Published**

Community Connectors

“Making Connections that support you”.

We recruit, train and manage a network of Community Connectors (illustration- orange T shirt, badges) to ensure all people are connected to the support that matters to them.

Community Connectors also identify and unearth often “hidden assets” in the community and help ensure that our directory remains a current and trusted resource. 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.

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

Testimonial

I just wanted to say thank you again for yesterday’s training session; I’ve had really positive feedback from all the attendees who I’ve spoken to which is great. Hopefully all of us who attended will now have the knowledge and confidence to point customers, family, friends etc in the right direction if they need any information or support at any time. 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 starting point for any of us who are looking for information on anything to do with health and wellbeing!

The atmosphere was welcoming and friendly and informal which meant that we could all contribute.

Knowing where to go to find the knowledge that might be needed. Was wonderful, excited to start!

150+

**Community Connectors
trained**

On-island support

“Supporting you to support yourself”

We provide information and support to people, enabling them to decide what support in the community matters to them.

We also support Social Prescribing (see Appendix 2) by signposting people to the vast number of community assets on 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.

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

Testimonial

“Thanks again for making that meeting possible at short notice, it is much appreciated. I have since spoken to xxx and they have renewed confidence that the suggestions/ activities discussed during that meeting will assist in enabling xxxx to live a better life and I hope this is the first step to a positive change”

1275

People signposted to
support

Off-island support

Despite fewer people going off island during the pandemic our off-island team provides up to date off-island hospital information packs and one to one support with care and compassion. Without this 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/

Testimonial

“I received the pack which was really useful when I had my hip operation and Kerry also helped me with travel details and lots of other practical information and support before I went for my operation which I could not have done myself”

“An excellent service, well implemented and gives one confidence when travelling away and takes some of the stress off ones shoulders at a difficult time.”

“I had to go away with my child at short notice and was advised to go to HC. They gave me a pack and explained the travel details which I was worried about. Kerry made a couple of phone calls on my behalf and I came away feeling reassured we would make the appointment on time.”



182

Hospital Packs
distributed

Voluntary Community Transport Service

“Enabling access to opportunities for social connection, health and wellbeing”

There is a segment of our community who need to use the Voluntary Community Transport Service because they are unable to use public transport, may not be able to afford taxis and may not have friends or family available to transport them.

Currently we have 30+ volunteer drivers who are trained to provide a safe, reliable and caring service. Currently serving 203 people delivering between 120-150 journeys per week. Without this service, these people would not remain independent in the community, access appointments and opportunities for social connection, health and wellbeing.

www.healthconnections.gg/transport/

Testimonial

“This service is just perfect. You have never let me down: always reliable”

“I can not believe you would do this for me. I feel like a VIP. Thank you so much. It is unbelievable”

“Speech and language therapy have used this service over the past few years to allow patients with communication difficulties to attend group sessions. The patients have felt completely safe and secure with the drivers and have felt confident in using their varied communication styles with them. This service has allowed patients, who can no longer drive, to access services at the hospital that they would otherwise not have access to. The benefits for service users has been immense. Our service and users would struggle immensely without the voluntary car service. Thank you everyone .”

5639

journeys provided



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.
- Highlights of our Year
- We have kept the only online directory of ALL community support, activities and services which support health and wellbeing in the Bailiwick up to date and trusted during the pandemic and published over 515 community assets. We are particularly proud of our category “support during isolation” in which we published over 70 local community support groups/services.
- We continued to develop our innovative program to train and develop a network of Community Connectors to improve signposting and connect people to support that matters to them on our Directory. 100 Community Connectors trained per year.
- In 2020, our service continued to operate remotely and signposted 1275 people to support that mattered to them.
- Despite very few people travelling off-island for treatment and care, our 1:1 support service distributed 182 hospital packs.
- Many of our vulnerable passengers were shielding and community activities being closed. However, our Voluntary Community Transport Service provided 5639 journeys taking the most isolated to their essential medical appointments and collecting essential supplies

Our shops which support our work

As well as being an important source of revenue; our shops offer us the opportunity to tell people about our work. Customers can pick up a directory card and will feel more connected to support after visiting our shops.

We are grateful to our pool of shop volunteers who help us run the shops and being Community Connectors offer a friendly supportive chat to our customers whilst helping them find the practical things they need to live happier, healthier lives.

Our shops support a sustainable environment for a happier, healthier Bailiwick by following our shop mantra 'Preloved-Reloved'. They also offer a comfortable place for people to rest and connect to others when coming to town to support our wonderful town.

The Bridge Shop

Our shop on the Bridge offered a wide range of clothing, books, toys, outdoor activity kits and essential household items. It was an important source of revenue for the charity as well as being a lively community hub. However due to the landlords plans for redevelopment of the site the charity closed the shop in September. We are immensely grateful to the co op for enabling us to use this site for the past 10 years.

Smith Street Shop

Our town shop 'PreLoved' which opened in June 2019 continues to offer great quality secondhand clothing, shoes, accessories and home furnishings to brighten people's days at an affordable price.

This shop also offers a community space which enables makers, creators, musicians, crafters to come together to co-produce and make new connections while bringing what they enjoy to others in our community. We are proud to host The Repair Café in Preloved which is organised by The Clean Earth Trust.

Finance Report

Health Connections is pleased to report that it has had a very satisfactory year financially, with the balance sheet as at 30 June 2020 strengthening by £58,946 as a result of the reported profit of £29,469 for the year ended 30 June 2020 (versus a reported loss of £ 29,477 for the year ended 30 Jun 2019).

We have seen a 233% increase in turnover over the 12 months due to many donations and grant funding being received to support the increased number of staff, who have been employed to deliver the various services and in particular the initial phase of the Bailiwick Social Prescribing project. We remain eternally grateful to the various corporates, trusts, foundations and individuals who continue to support us.

The Lloyds Bank current account balances as at 31 December 2020 amounted to £43,213. Of these reserves, £17,087 was already allocated towards a specific salary and for a project relating to extending the Voluntary Community Transport Service offered by Health Connections.

During the year, the shops have seen an exceptional increase in turnover. Since opening the Smith Street Shop in June 2020 and the re-opening The Bridge Shop after lockdown until its closure in August 2020, the average monthly turnover amounted to £12,042 per month. This compares to pre-Covid when for the period January 2019 to March 2020, the average monthly shop turnover amounted to only £3,012. We are delighted with the success of the shops and are very grateful to all our staff and volunteers who have created an attractive, affordable retail experience. We hope that the success of the shops continues to be an important source of revenue and eventually, the means to Health Connections becoming fully self-sustainable.



Detailed Profit and Loss Account

For the year ended 30 June 2020

Income	2020	2019
Corporate/Trust donations	100,231	83,830
Other donations	172,640	3,528
HSC contract	23,538	23,538
Shop takings	41,813	34,511
	<u>338,222</u>	<u>145,407</u>
Administration Expenses		
Salaries and wages	<u>219,984</u>	<u>121,107</u>
Total wages and salaries	219,984	121,107
Audit and accountancy fees	2,275	800
Design & brochure production	17,212	11,098
Events	1,321	1,186
Insurance	719	925
IT costs	11,418	6,972
Media expenses	3,580	2,150
Minibus	1,000	-
Professional fees	924	7,490
Shop costs	4,819	6,500
Signage	-	3,149
Social prescribing costs	7,554	-
Staff costs and training	3,723	5,959
Stationery and office supplies	1,547	1,327
Telephone and internet	2,979	1,904
Website expenses	<u>222</u>	<u>4,323</u>
	<u>(279,277)</u>	<u>174,890</u>
OPERATING (LOSS)/PROFIT	58,945	(29,483)
Bank interest and service charges	<u>8</u>	<u>-</u>
	<u>(8)</u>	<u>-</u>
	<u>58,937</u>	<u>(29,483)</u>
Interest receivable and similar income	<u>9</u>	<u>6</u>
(Loss)/Profit on ordinary activities before taxation	<u>58,946</u>	<u>(29,477)</u>

Balance sheet as at 30 June 2019

	2020	2019
Current assets		
Debtors	2,374	609
Cash at bank and in hand	99,845	33,727
	<u>102,219</u>	<u>34,336</u>
Creditors		
Amounts falling due within one year	(21,408)	(12,471)
Net current assets	<u>80,811</u>	<u>21,865</u>
Net assets	<u><u>80,811</u></u>	<u><u>21,858</u></u>
Capital and reserves		
Called-up share capital	7	7
Gift received from Health Information Guernsey	51,335	51,335
Profit and loss account	<u>29,469</u>	<u>(29,477)</u>
Total Equity	<u><u>80,811</u></u>	<u><u>21,858</u></u>

Our Commitments 2020-2021

- We will continue to develop our on-line Directory of support ensuring it is up to date with trusted information.
- We will expand our network of Community Connectors enabling more people to signpost friends, family, colleagues and neighbours to support that matters to them.
- We aim to expand the Talking Cafe Network enabling people to make new connections and chat to a Community Connector about activities, support and services in the community that matters to them.
- We developed a Link Worker service to support the Bailiwick Social Prescribing project in partnership with HSC and The Guernsey Community Foundation and will continue to support the project as it moves to The Health Improvement Commission.
- We will work in partnership with our directory partners to enhance the volunteering pool to increase practical support in the community.
- We will provide information and support to those going off-island for treatment and care.
- We will continue to provide and develop our Voluntary Community Transport Service to deliver 6000+ journeys, enabling more access for all to opportunities for social connection, health and wellbeing.
- We will continue to explore the opportunities that our CONNECT community space can offer in helping people lead a happier, healthier, more .

Our Partners

“Working together to create a connected community”

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 those the private, public and third sector for their collaboration and support for our work. If you would like to support us to support others, please do....

Engage with us to explore how Health Connections can consistently add value, fill gaps, increase collaboration and align with your priorities, purpose and projects. Keep our team informed of best practice and current research and developments in the Health, Wellbeing and Social care setting. Increase our understanding of how we can continually provide support that reflects the current and future trends and needs of everyone in the Bailiwick and visitors to the islands. Join our Network of Community Connectors. Join our team of Voluntary Community Transport Drivers.

Support us to develop new income streams through Social Enterprise, fundraising and donations or work in one of our shops.

Partner with us as part of your CSR, providing volunteers for one of our projects.

Explore other innovative ways to partner with us!

www.healthconnections.gg/how-you-can-help/

Appendix 1

Local Health and Social Context for Health Connections.

Health Connections' mission is a result of a strategic review carried out in 2018 by local charity Health Information Guernsey (HIG).

HIG transformed into Health Connections in line with the new 2017 Health and Social Care (HSC) policy paper The Partnership of Purpose, The Disability and Inclusion Strategy and The HSC Transformation Academy.

Health Connections' goals and priorities fill a gap in our community, identified in the HSC 2019 Joint Strategic Needs Analysis, which is to:

Improve signposting, provide support and encourage activities that matters to people.

Provide one to one support based on individual needs and provide advocacy at points of transition and where it may be beneficial.

Provide a centralised voluntary community transport service to enable access for opportunities for social connection health and wellbeing.

Aligned to The Partnership of Purpose policy, we will also:

- Provide practical support via our Timebank to transform lives.
- Support social prescribing and community based care that improves health and wellbeing.

We support the development of an asset based social model of health and well-being in the community where people are connected to the support that matters to them and can remain independent in their homes for longer.

We reference our work to be aligned to States Strategies and Plans i.e.

- Supported Living and Ageing Well (SLAWS)
- Carers' Action plan
- Disability and Inclusion Strategy
- Partnership of Purpose Policy Paper
- Future Guernsey

Appendix 2

What is social prescribing?

Social prescribing is a means of enabling a person to be referred by a link worker to a range of local, non-clinical services which may positively impact their health and wellbeing. Acknowledging that health is determined primarily by a range of social, economic and environmental factors, social prescribing seeks to address people's needs in a holistic way. It also aims to support individuals to take greater control of their own health.

Social prescribing schemes can involve a variety of activities which are typically provided by voluntary and community sector organisations. Examples include volunteering, arts activities, group learning, gardening, befriending, cookery, healthy eating and a range of sports.

Social Prescribing aligns with the HSC "Partnership of Purpose" principles of a partnership approach, prevention and user-centred care. Social Prescribing also aligns with the following States of Guernsey Strategies: Mental Health and Wellbeing, 2020 Vision, Disability and inclusion, Living Well and Ageing Well.

Evidence Base for Effectiveness:

- Reduced Loneliness/Improved Social Connection
- Improved Mental Wellbeing/Mood
- Improved Self-Care
- Reduced Loneliness/Improved Social Connection
- Improved Memory and Brain Health
- Falls Prevention
- Improved Physical Health
- Improved Mental Wellbeing/Mood
- Healthy Food Choices
- Improved Sleep
- Improved Self-Care
- Reduced reliance on drugs and alcohol
- Reduced need for prescription medication

Within the community outcomes can include:

- Increase in health professionals referring to link workers
- Increase in people being signposted to an effective initiative that addresses underlying determinants of health
- Increase in the success rate of Public Health strategies, for example healthy weight, substance misuse reduction, increased physical activity
- Genuine engagement with health and wellbeing initiatives
- Peer-led support networks
- Improved community resilience
- Learning of new skills
- Sustained change
- Improved motivation
- Increase in volunteering
- Enhanced social infrastructure and networks
- Building of trust
- Educational opportunities for young people wanting to work within the HSC, health and wellbeing areas.
- Sustained change
- Improved motivation
- Increase in volunteering
- Enhanced social infrastructure and networks
- Building of trust
- Educational opportunities for young people wanting to work within the HSC, health and wellbeing areas.



Health Connections
Ron Short Centre
Amherst
St Peter Port
Guernsey
GY1 2DH

01481 707470
www.healthconnections.gg
hello@healthconnections.gg