

Health Connections Annual Report

June 2018 - December 2019



health
connections

Voluntary
Community
Transport Service

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Executive Summary

I have a personal passion for connecting people to others who will help them feel better about life. Therefore, it is with joy that I have developed Health Connections' innovative "Directory to Doorstep" model, with others who also care about building supportive communities where people can easily be connected to support that matters to them.

At Health Connections we have demonstrated a meaningful commitment to understanding the impact of our service over 2019 and I hope this report demonstrates the enormous progress we have made.

We have collaborated with others to understand the local context and need for improved connections to support that matters to people and we have demonstrated a commitment to making a difference to this need by transforming our organisation to respond.

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

We have had an independent audit of all our policies and processes, which has resulted in them being updated to ensure a trusted, safe, reliable and efficient delivery across all of our services.

We have revised our tools for measuring 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 have mapped the local community assets which support people's health, care and wellbeing and created a one stop online directory with over 500 published community assets that offer this support. Our growing network of Community Connectors then signpost their family, friends, neighbours and colleagues to this support.

Our Directory also enables self and cross referral (by healthcare professionals) to all Health, Care and Wellbeing support and quality assured social prescribing opportunities (see Appendix 2).

In 2019, we provided signposting and one to one support and advocacy at points of transition in people's lives. A total of 2,649 people were signposted to support, a 32.4% increase from the previous year.

This approach supports people to actively participate in managing their own and others' (if they are Carers) health and wellbeing and encourages independence, self-care, prevention of ill health, early intervention, effective care when unwell, speedier and more sustainable recovery and personalised timely support in end of life care.

Our Voluntary Community Transport Service which delivered 4,636 journeys to 217 people in 2019, ensures that the most frail and isolated in our community can stay active, connected, included and independent for longer from their own homes by easily accessing opportunities for social connection, health and wellbeing.

We hope this report informs our many partners, funders and the community we serve of the distance travelled by Health Connections LBG since it transformed from registered charity Health Information Guernsey in June 2018 (see Appendix 1). 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/ Vice-Chairperson/ Volunteer
- Bella Farrell - Director/ CEO
- Steve Langlois -Director/ Risk
- Ben Jones - Director/ Digital and Communications
- Simon Howitt - Director/ Legal
- Catherine Griggs - Director/ Finance
- Alison Rimington - Human Resources Advisor.
- George Coffey - Young people's voice

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



Note from the Chairman

It has been my pleasure to work on the Board of Health Information Guernsey, an award winning charity, for the best part of twenty years and I am delighted that we have now completed its transformation into Health Connections LBG.

In an ever-changing world, our emphasis on enabling people to support their own health and wellbeing, with support that matters is critical for our community. We continue to work to provide easier access to a full range of support in the community.

I must give credit to our professional team and many dedicated volunteers who provide and consistently work hard to improve our service to others. They respond proactively with professional dedication and wholehearted compassion when serving the community through our new 'Directory to Doorstep' service.

I am proud that this annual report clearly identifies our progress and that our work continues to enable people in the Bailiwick to be connected to the support and information that enables them to live healthier, happier and more fulfilling lives. I am extremely 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 and volunteers 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 the people we serve.

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 sign-posted 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 in The Bailiwick.
- 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.

Our work

Our team are dedicated to delivering our innovative 'Directory to Doorstep' services and we are grateful to them all for placing people in our community at the heart of all their work.

We are particularly proud of our teams of volunteers, who enable us to make such a large impact.



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 designed and 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 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 will continue to be developed to support the provision of services for social prescribing.

www.healthconnections.gg/directory/

Testimonials

We use it as a signposting/reference tool
- Guernsey Employment Trust

The directory is not only useful for signposting community members towards us but also allows us to find and connect to other organisations doing complimentary work
- Arts for Impact

It provides a useful information source to help us support families
- Kindred Children’s Centre

Clear easy to navigate site, gives a wide range of different choices they may not have been aware of previously
- Guernsey Blind Association

Through Health Connections our therapy dogs can be of more benefit to more people in a variety of situations
- Wellbeing Animals Guernsey

By including this information on your website, it gives a central resource for those needing advice
- Dementia Friendly Guernsey

I think It’s one of the best provisions on island
- Dementia Friendly Guernsey

500+

**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!”

100+

**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 supports 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 <name withheld> and they have renewed confidence that the suggestions/ activities discussed during that meeting will assist in enabling <name withheld> to live a better life and I hope this is the first step to a positive change”

2649

People signposted to support

Off-island support

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

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

“I came to HC for advice as I had been referred to go away for treatment, I was given a hospital pack which I found useful but also, I popped in to speak to the staff on a number of occasions who assisted me and put my mind at ease. This was a great help especially as I have no family here.”



547

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 23 volunteer drivers who are trained to provide a safe, reliable and caring service. Currently serving 217 people, delivering between 90-115 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

“It’s been a lifeline for me. Always helpful, very supportive always. I am so impressed. When you don’t get out much it makes such a difference that the drivers are so nice”
- passenger

‘Most of our members are unable to drive following their serious brain injury, but desperately need to access services to prevent isolation. 3 members regularly use volunteer drivers during the week, which means they no longer have to pay for taxis and more importantly, they find that the drivers are polite, friendly and patient. Some describe them as becoming a new friend, someone who understands their issues and makes them feel comfortable and relaxed. From a charity point of view, we see how much happier our members are for being picked up by people they know and have formed a friendship with. They are an amazing group of people and we love them!’
- Headway Guernsey

4636

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 improving individual resilience.
- Increased early intervention and prevention of ill health with less intervention by Health and Social Care services, resulting in a reduction of costs of acute Healthcare.
- Strengthened community by improved asset based community development that help address the wider determinants of health.
- Improved access for all to community support leading to increased equality and inclusion.
- Highlights of our Year
- We have created the first one stop online directory of all the support, activities and services which support health and wellbeing in the Bailiwick and published over 500 community assets.
- We developed an 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 2019 our service provided one to one support and advocacy at points of transition in people’s lives. 2,649 people signposted to support, 32.4% increase in previous year).
- We developed our off-island support service to increase one to one support for those people traveling off island for treatment and care. We produced 11 new hospital packs and put them online for easy downloading and distributed 457 hospital packs for off-island treatment and care in 2019.
- In 2019, Our Voluntary Community Transport Service, provided 4,636 journeys (15.9% increase from previous year) to 217 isolated people; enabling them to have access to opportunities for social connection and services to support their health and wellbeing.
- Reports demonstrating our impact will be published annually.

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.

Both shops will support a sustainable environment for a happier, healthier Bailiwick by following our shop mantra 'Preloved-Reloved'. This space also offers 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 offers a wide range of clothing, books, toys, outdoor activity kits and essential household items. We have a no price policy which enables everyone to have access to these essentials for a fair donation to the charity.

Smith Street Shop

'Pre-Loved' clothing shop will pop up in town offering great quality clothing, shoes and accessories to brighten people's days.

In town, we will also offer some community space called CONNECT. This will enable makers, creators, musicians, crafters to come together to co-produce. It will also host our Talking Cafe project enabling people to make new connections while bringing what they enjoy to others in our community.



Finance Report

During the 18 months from when Health Connections LBG was established, we have been very grateful to receive an annual grant from HSC and several donations from private trusts, corporates and private individuals as well as from the Guernsey Community Foundation, Lloyds Bank Foundation and the AGC Christmas Lottery. We have generated our own revenue from our charity shop and plan to open another shop in 2020 in our aim to becoming fully self-sustainable.

The Lloyds Bank current account balances as at 31 December 2019 amounted to £159,502. All these reserves are already allocated for specific salaries and projects relating to the broader services offered by Health Connections and ongoing working capital is generated from shop revenue.



Detailed Profit and Loss Account

For the year ended 30 June 2019

Income

Bank Interest		6
Corporate / Trust Donations		83,830
Other Donations		3,528
HSC Contract		23,538
Shop Takings		34,511
		<hr/>
		145,413

Expenditure

Professional Fees	7,490	
Accountancy	800	
Media	2,150	
Events	1,186	
Design and Brochure Production	11,098	
IT costs	6,971	
Website expenses	4,323	
Signage	3,149	
Stationery and office expenses	1,327	
Telephone and broadband	1,904	
Shop costs	7,126	
Salaries	121,107	
Staff costs and Training	5,959	
		<hr/>
		174,890
(Loss) on ordinary activities before tax		<hr/> <hr/> (29,477)

Balance sheet as at 30 June 2019

Current assets

Cash at bank	33,727
Debtors	602
	<hr/>
	34,329

Creditors

Amounts falling due within one year

Creditors and Accruals	(12,471)
	<hr/>

Net current assets

21,858

Total assets less current liabilities

21,858

Net assets

21,858

Share capital and reserves

Gift received from Health Information Guernsey 51,335

Share Capital -

Reserves

(29,477)

Total Equity

21,858

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 from Bright Beginnings Nursery to Waitrose cafes and the Beau Sejour cafe 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 will continue to support the Link Work Service, and work with our partners to ensure this project is successfully implemented.
- 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 fulfilling lives.

Our Partners

“Together We Achieve More”

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 Car 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/

Appleby

Bellerive Trust

Canaccord Genuity

Guernsey Chamber
of Commerce

Cherry Godfrey

Copper

The Channel Islands
Co-operative Society

Coppolo & Coyde

Galaxy

Giving.gg

Guernsey College of
Further Education

Guernsey Community
Foundation

John Ramplin

Charitable Trust

Les Cotils

Lloyds Bank Foundation
Channel Islands

Martel Maides Auctions

Network

Pargiter Trust

Paul Chambers

Photography

Raw Lowe Decor

The Repair Cafe

Refresh

Resolution IT

Sigma

Specsavers

States of Guernsey

Stenham Asset
Management

Sure Community
Foundation

Swansoft

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.



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