



A year with a difference

Inspiring Communities Together

Annual report

April 2020 – March 2021

Our Vision

A place where everyone has the opportunity to achieve their full potential and participate in making a positive difference to their neighbourhood.

Mission

We will achieve positive outcomes for local people based on the knowledge, understanding and information that the community have about their area, through empowering individuals and groups to release their potential to develop their own solutions.

Values

- We will be accountable to and representative of the local community
- We will be innovative and provide value for money in our approach to deliver of everything we do
- We will value all volunteers, staff and members of the organisation

Charitable objectives of Inspiring Communities Together

- To develop the capacity and skills of those who are socially and economically disadvantaged by working with individuals and groups who live or work within the neighbourhood of Charlestown, Lower Kersal, Seedley and Langworthy and neighbouring districts.
- To work with individuals and groups within these neighbourhoods to help them to make a difference locally.

The difference we want to make

PEOPLE



IMPROVING
PEOPLES LIVES

PLACE



CREATING BETTER
PLACES TO LIVE

VOICE



STRENGTHENING
LOCAL VOICES

Message from the Chair

Welcome to our latest annual report in which we share and celebrate the achievements we have made during a very difficult year for many people including members of our own staff and trustee team.

The priority as always is to embed the programme of work in CHALK funded through the Annuity whilst continuing to seek and secure resource opportunities which provide added benefit to individuals or the neighbourhood of CHALK.

Following our merger with Seedley and Langworthy Trust (SALT) we have been able to secure an Annuity to support work in Seedley and Langworthy based on income from two shops which were purchased during the regeneration in the area. During 2020 we were also able to legally transfer the five houses owned by SALT to our newly established Inspiring Housing Community Land Trust. This will now form a big part of our aspirations to develop a housing model alongside our service delivery work. Providing affordable homes to rent for local people.

Our staff team have continued to deliver a programme of work during the pandemic with our childcare and holiday programme being offered throughout the periods of lockdown. A special thanks to Salford Community Leisure who enabled this to happen by permitting us to hold the keys to the Sports Village whilst their own staff were on furlough.

We recognised early into the pandemic that we would need to explore new ways of working to ensure we offered the best support possible to local people and quickly established a telephone support provision. Our stay in touch service was expanded during 2020 and we now support a city-wide offer taking referrals from the Spirit of Salford – a recognition of the value of that first contact conversation using our tried and trusted wellbeing conversation model.

We have like so many recognised the value of our green and blue spaces during this past year and have been carrying out work to ensure we make better use of what is on offer in our own neighbourhoods.

Thank you to all of you who helped with our park questionnaire, the feedback was amazing and has enabled us to secure funding to carry out a refurbishment of Riverbank Park. During 2021 we will also see the refurbishment of the Whit Lane park and we are in the process of securing planning to enable us to create an outside classroom at the sports village. Alongside the Wetlands this will ensure we have good quality accessible green and blue public spaces for all.

The staff team have demonstrated considerable resilience during this time adapting to home working and the greater use of technology – both learning themselves and teaching others at the same time. A big thank you to all our staff who particularly this year have continued to provide valuable support for the community whilst working in very complex times.

To end I would just like to take this opportunity in my capacity as Chair to thank all of you who have continued to support our programme of activity during the past year, our funders who without them would not have enabled us to deliver the programme of work we have, and last but not least the continued commitment of our Trustees who have given their time to provide the strategic direction for the organisation.

I hope you can take some time to read our report and we look forward to welcoming you back to one of our many activities during 2022.

Yours faithfully

Mike Duddy – Chair

Our annual report looks a little different this year as we look back over what has been achieved during the Covid-19 pandemic but also because we are also celebrating what has been achieved over the past ten years. In 2021, we celebrate ten years since the end of the New Deal for Communities Regeneration programme and the start of our succession journey (see centre spread).

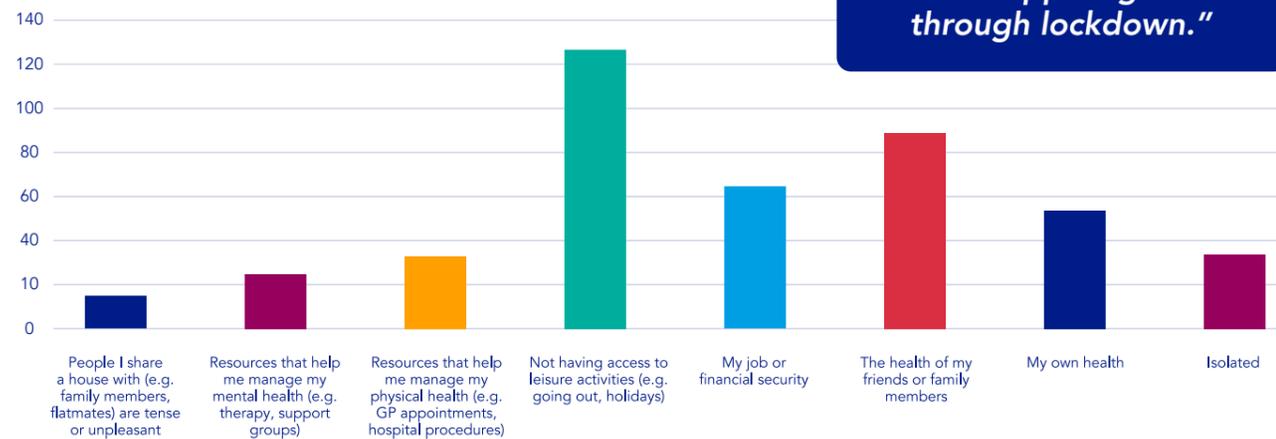
How we supported you through Covid

Impact of Coronavirus/Covid-19

Six months into the pandemic (in October 2020), we carried out a community consultation to understand how the COVID-19 pandemic had affected individuals mental-health and wellbeing to date. The results are shown below:

Only a very small percentage, (7%) of respondents, said that the pandemic had not impacted on their health and wellbeing. More than a quarter (28%) said they felt socially isolated. This helped us to develop our own programme of work.

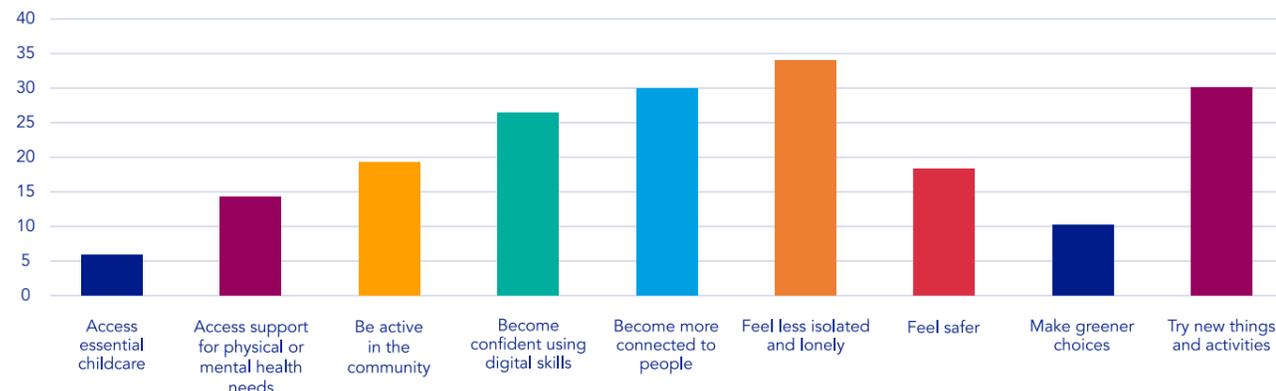
"Your support got me through lockdown."



What we did to support local people in managing the practical, physical and emotional impacts of Covid on health and wellbeing over the last year..

In April 2021, we carried out a second community consultation and asked people to think back over the past year and reflect on how we had supported them. As can be seen the majority of those asked were now feeling less lonely, had tried something new and become more connected with others.

The support provided by Inspiring Communities Together over the last year has helped me or someone I know..



People

Supporting families to give their children the best start in life

Despite the many challenges presented by the pandemic, we were committed to keeping our childcare open throughout the year (using the Annuity funding to fill the funding gap) which meant that we were one of the few childcare provisions providing services for key worker parents at this time when many other nurseries closed for some or all of the year.

During the first national lockdown:

- 112 childcare places provided for key workers
- 33 Virtual Nursery sessions delivered for children at home

In total over the year, **2,582** childcare places were provided.

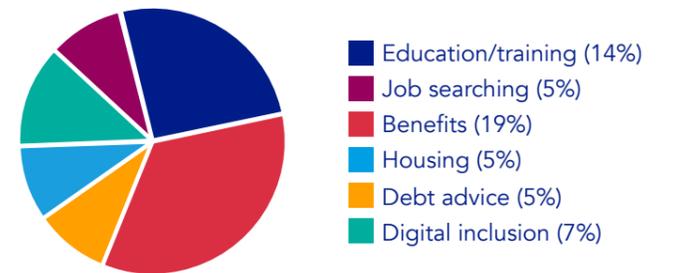
In October 2020, funding secured to develop our outside classroom.

In February 2021, planning application submitted.

Improving access to free advice and guidance

47 people helped with information, advice and guidance

IAG Case Types



Improving Individual Health and Wellbeing in the Community

- 20 school holiday family engagement activities delivered via Zoom – over 30 families took part
- September – Wellbeing Group launched – 31 people supported
- Green and Grow Group – met when lockdown restrictions have allowed
- Over 1,200 welfare phone calls made to older and vulnerable adults

“The kids’ dad tested positive for Covid-19 so we are stuck in the house, self-isolating. Having these Zooms has been a life-saver.”

“I feel so much better now doing these Wellbeing Groups, seeing such friendly faces as we’re all in the same boat.”

Virtual community events:

10

families attended the VE Day celebrations

13

older people attended the Big Lunch 2020

56

people attended the Festive Singalong

“I just wanted to say a big thank you for putting on the party this morning. R really enjoyed seeing you and all her friends, she misses them so much.”

Improving Individual Health and Wellbeing for staff

- “Home-working” and “return to work” risk assessments and plans for all staff
- Daily check-ins in the first 3 months
- Offered Furlough for staff with long-term health conditions and/or complex family circumstances
- Held 2 virtual team away days – November 2020 and February 2021
- Staff surveys
- Weekly wellbeing Wednesday team meeting (Zoom) and wellbeing e-newsletter
- Programme of online learning
- Revised flexible working policy
- Introduced wellness action plans
- Annual appraisals with a wellbeing focus



Place and Voice

Access to good quality green space

Successful bid for funds to refurbish **Riverbank Park** - £43,884 from Veolia

- 101 local people completed the online survey
- Focus groups with children attending Lower Kersal, St Sebastian’s and St Paul’s primary schools
- Short film created by our children at Yogurt Pots to support the bid: <https://youtu.be/-kyPG9xz6X8>

Worked with Salford City Council and Keepmoat Homes to address concerns over the condition of **Whit Lane park** – development promised by the end of 2021.

Walk and Talk project – using our green spaces to improve physical and mental wellbeing.

Annual Neighbourhood Questionnaire

Making green choices – how green are you at the present?	64% are making green choices
Building healthy lifestyles – how healthy is your lifestyle?	54% stated said their lifestyle is healthy or they try to make healthy choices most of the time
Getting to know people – how much contact do you have with people locally?	61% stated they had regular contact with different people in the local area
Learning new activities – do you feel you are learning and doing interesting things in the community?	63% are trying new activities or learning
Feeling safe in the community – how safe do you feel living in the local community?	60% stated they felt safe or mostly safe in their neighbourhood

Improving neighbourhoods through street-based work

- Developed the Love Your neighbourhood Action Plan – working with residents living on Strawberry Road, Suffolk Street, Gore Street, Upper Gloucester Street and Hersey Street
- **125** bags of litter collected
- **129** grot spots reported and cleared
- **295** environmental volunteering hours recorded

Community Led Housing

Legal transfer of five properties from SALT completed.

Memorandum of Understanding signed with:

- Salford City Council and Broughton Trust to identify and develop sites
- Salix Homes to secure five homes on Kara Street

Established legal entity Inspiring Housing Community Land Trust.

Ten Year Anniversary – Key highlights

In 2010 the Development Framework Group was established to deliver the New Deal for Communities succession plan.



2011

Annuity Agreement of £90,000 per year secured with Salford City Council until 2046

2011

One part-time Co-ordinator appointed to work with the community to deliver on the succession plan

2012

Second worker appointed to develop our community reporter model - Essence newsletter distributed to households across Charlestown and Lower Kersal



2014

Organisation became a Charity Inspiring Communities Together was born and we created our first strategic plan

2013

First contract awarded to deliver the community asset element of Integrated Care programme



2015

Secured the contract to deliver Ambition for Ageing Salford programme, including Tech and Tea



2019

Merger with Seedley and Langworthy Trust (secured Annuity funding from SCC for Langley Road Shop)



2018

Wetlands opens and we secure funding for development worker post

2017

Merger with the Lower Kersal Centre to sustain the neighbourhood nursery – Yogurt Pots



2016

Developed partnership with Keepmoat Homes as they start construction on Irwell Riverside Site



2021

Working with Salford City Council and Salix Homes to develop 29 homes for social rent

2020

Secured funding to refurbish Riverbank Park



2019

Established a Community Led Housing Vehicle Inspiring Housing



Over the last ten years

- In addition to the Annuity, £2.27 million secured for neighbourhood activity through contracts and grants
- We now employ 16 members of staff delivering a variety of programmes of work (14 from local area)

Case studies

START WELL

Ruby and her mum had been spending a lot of time watching films and playing board games over lockdown. When the weather had been nice, they had had picnics in the garden, but after months at home they were getting a bit bored and wanted to try some new things, so when the virtual holiday programme leaflet came through the door they jumped at the chance and registered straightaway. As Ruby was going to high school in September, her mum was keen to help her develop her confidence to do things independently.

By the end of the five weeks, Ruby was engaging fully in the sessions by herself, following the recipes, doing the chopping and mixing in the cooking sessions and following all the instructions in the nature-based activities. She asked for help from her mum, or the development workers delivering the sessions only when she got a bit stuck.

Since the sessions ended, Ruby is helping in the kitchen more, even making the tea for the family by herself on a regular basis.

“We can’t wait for the October programme. We’re very grateful to Inspiring Communities Together for putting on these activities over the summer. We have really enjoyed them and watching Ruby grow into herself has been wonderful.”

“You are the only people I have contact with. I have received a daily phone call from Andrea or Lynn without fail, without these phone calls I worry that I would have relapsed and become ill again.”

AGE WELL

Betty is in her 80s and was very poorly last year, spending time in hospital after she developed anxiety and an eating disorder. She was discharged and allowed home and with support she had started on her road to recovery.

Unfortunately, once the pandemic hit and the lockdown came into place, all the support she had been receiving stopped and she was left on her own. Betty had been feeling very vulnerable and is incredibly grateful for her phone calls with Andrea and Lynn.

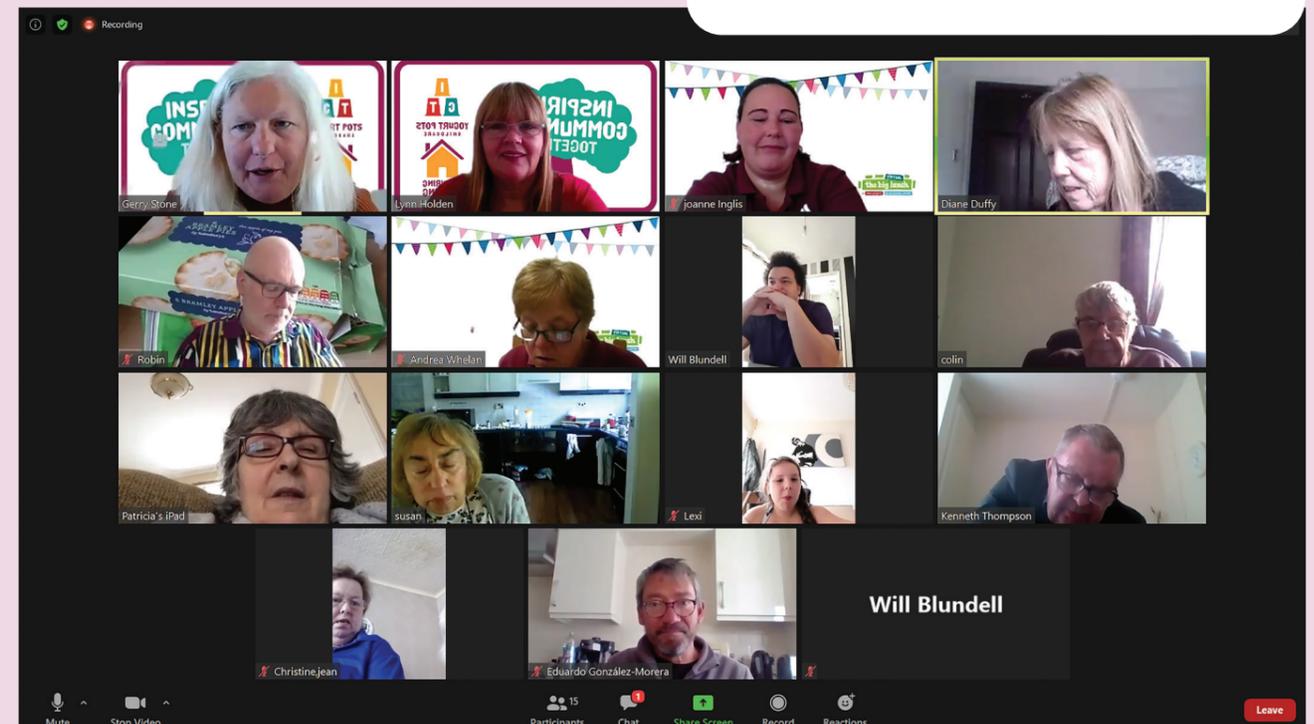
LIVE WELL

Client A was struggling to pay her bills so came to see us for money management advice. Our IAG worker went through all her outgoings and noticed an anomaly. As the client was on full benefits, our worker queried why she was paying £17.37 per week for her rent and she explained that her daughter used to live with her and that was the reason for the rent payment. She also told us that she had submitted an online change of circumstances form when her daughter moved out. Our worker contacted the rent team and explained the situation but they said that they hadn’t received her form. Luckily the client had kept

the text message acknowledging the receipt of the form with the code which we forwarded to the rent team. This enabled them to find the form and accept that an error had been made. As a result, the overpayment in rent of **£486.36** was returned to her.

Our worker discovered that the client hadn’t applied for the single person discount for the council tax after her daughter moved out so had been paying more than she should for this. Unfortunately, this couldn’t be backdated, but we supported her to complete the form and she will receive a 25% discount on her future bills.

“Thank you for your help, I feel like I can manage my money and bills a bit better now.”



Who have we engaged with?

People

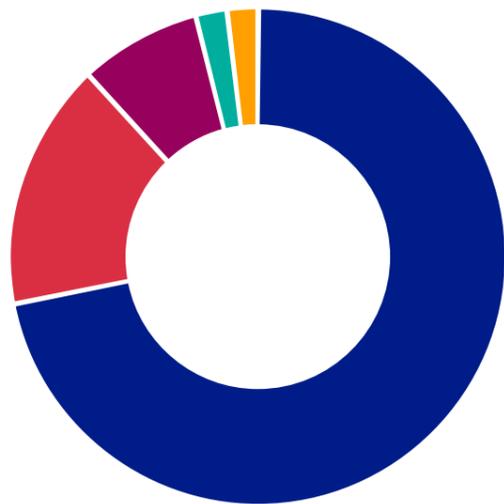
Throughout the pandemic we adapted our ways of working using more telephone and virtual delivery methods. Despite the restrictions on meeting in person we had over 4,700 engagements with local people either through Yogurt Pots, people attending events and courses via Zoom, or accessing support over the telephone.

55% of participants completed an equality monitoring form:

- 59% were female, 38% were male, 3% identified as other
- 5% considered they had a disability
- 72% identified as White British

Ethnicity

Age range



- White British
- Easern European
- Mixed ethnic background
- Black/Black British
- Prefer not to say

- 0 - 10
- 11 - 17
- 18 - 54
- 55 - 84
- Over 85

What our stakeholders¹ say about us

96% said we were focused on the right areas

I have been participating in the Tech and Tea course for a good couple of years now, and I think it is a really great way to involve all the people who sometimes may feel a bit left out, and I see this as a really strong factor for the future now!
(Communnity member)

Adapting to the changes caused by Covid has seen you come up with clever solutions, both technically (using Zoom for Tech & Tea) and socially (Walk & Talk)
(Community member)

You have always been extremely reliable and there for us even during the toughest times during lockdown. You are the best childcare I could have for my kids.
(Parent)

86% said we value staff, volunteers and members

You and your staff have adapted programmes quickly to provide quality activities and support throughout the pandemic.
(External stakeholder)

80% said we are accountable to and representative of the local community

84% said we were innovative and provide value for money

I've seen with my own eyes, how you take a small-scale pilot of an idea, test it, review it, then embed it into the work you do on a bigger scale whilst constantly exploring what works about it and what could be improved - it's an admirable quality of the organisation.
(External stakeholder)

¹167 local people responded to our neighbourhood questionnaire, 50 stakeholders (individuals and organisations) responded to our stakeholder survey, 14 staff responded to the staff survey.

What we have spent and earned

INCOME	
Annuity	£81,000
Rent	£9,000
Unrestricted income	£108,412
Restricted income	£401,695
Total income	£600,107
EXPENDITURE	
Salaries	£307,987
Project costs	£38,750
Community training	£55,940
Rent	£12,500
Operational costs	£26,581
Total expenditure	£441,758
Net operating income	£158,349

What we plan to do in 2021–2022

Life course	Start well	Live well	Age well
Strategic fit	Children and Families	Environment and learning	Age friendly Salford
Actions	<p>Ensure children in CHALK have access to support which meet their developmental and educational milestones and equips them to be school ready.</p> <p>Provide easy access to information, advice and guidance to help families meet their child's needs and aspirations as they grow and develop.</p>	<p>Deliver a programme of activities which support resilient neighbourhoods where individuals value both where they live and their neighbourhood public green space.</p> <p>Deliver learning opportunities which support individuals to develop and engage in learning that works for them.</p>	<p>Lead on a programme of work which supports the commitment of the city to enable older people to stay healthy and well.</p> <p>Deliver activities which are neighbourhood-based person-centred to reduce feelings of loneliness and social isolation.</p>
Over-arching	Work with partners to recruit and support volunteers to deliver health and wellbeing person centred conversations using the five ways to wellbeing		

Special thanks to Board of Trustees, staff and volunteers

Board of Trustees during 2020-21

Mike Duddy – Chair
February 2017 – present

Lynne Marsland – Vice Chair
Re-elected July 2019 – present

James Eagle – Treasurer
reappointed May 2018

Ruth Potts – Secretary
reappointed February 2017

Ann-Marie Pickup MBE
Re-elected July 2019

Cllr Jane Hamilton
Nominated February 2017

James Kariuki
Elected May 2018

Staff Team as at March 2021

Operational and Governance

Bernadette Elder
CEO (35 hours)

Antonia Dunn
Operations manager (21 hours)

Gerry Stone
Operations manager (21 hours)

Eduardo Gonzalez-Morera
Finance Manager (12 hours)

Start Well

Nadine Murray
Childcare manager (35 hours)

Gillian Green
Deputy childcare manager (35 hours)

Dawn Moore
Janine Wallace
Childcare workers x 2 (35 hours each)

Claire Clayton
Childcare worker (30 hours term time only)

Sophie Murray
Childcare worker (15 hours term time only)

Live Well

Lynn Holden
Development worker (21 hours)

Tina Tudor
Development worker (16 hours term time only)

Joanne Inglis
Development worker (28 hours)

Hanifah Masters
Development worker (25 hours)

Lisa Berry
Project Assistant (20 hours)

Age Well

Andrea Whelan
Development worker (32.5 hours)

Nicola O'Neill
Community Connector - Swinton (35 hours)



Contact details

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