



A Year Of Reflection and Innovation

Inspiring Communities Together

Annual report

April 2021 – March 2022

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



**IMPROVING
PEOPLES LIVES**



**CREATING BETTER
PLACES TO LIVE**



**STRENGTHENING
LOCAL VOICES**

Message from the Chair

As with our last annual report this report is written at a time in history which we never expected to experience and one where innovation and testing new approaches has never been more real. As always at this time of year when we reflect on what has been achieved I am amazed at the resilience and commitment of our staff team, many of who are also local residents.

This year we heard the sad news that our Treasurer, James Eagle had died of Covid. James was a founding member of the Charity and had been an active member of the Board of the Regeneration Programme prior to this. James provided excellent financial support to the Charity ensuring we invested in planning for the future as well as being able to deliver an extensive programme of work, ensuring we could bring positive change to the neighbourhood and ensure the Charity was in a strong financial position. James will be very much missed by all the Trustees and staff team.

Each year the Board approve our Annual Delivery Plan and this year we set out to move from the full impact of the pandemic to embedding new ways of working to support both our workforce and those we connect with through our programme of activity.

The Board invested time in reviewing existing strategies or developing new strategic documents to drive the work. Alongside this a staffing structure review took place and new posts were created and recruited to.

Our learning from the Pandemic has highlighted that people want choice and so we have established a blended approach to our delivery. For some people going out is either not an option or they are still not ready to do so, for others they choose to do both community activity whilst having the flexibility to log onto a virtual activity from their own home.

As Covid-19 restrictions started to be lifted we recognised the value of green spaces and therefore invested resources in making sure we could provide access to good quality green spaces:

- Our outside classroom at the nursery despite a number of delays was finally completed in early 2022.
- A bid to refurbish Riverbank Park was successful and this work was completed and the park reopened as part of the AGM in September.
- The development of a weekly Walk & Talk programme has brought people from all ages together to share public greens spaces and spend time talking to each other again.
- We re-established our Green & Grow intergenerational project at Sports Village. It is lovely to see the nursery children enjoying time with the older volunteers at the group.

My Chair message can only give a flavour of what has been achieved so please take some time to read about the work we have delivered on the past year, check out our website, become a member or link with us through social media – we would love to hear from you.

Finally I would like to offer my thanks to all our funders, partners and Trustees who without their support the staff team would not be able to achieve the positive outcomes we share with you in this report.

Yours faithfully,



Mike Duddy, Chair

Health and Wellbeing

Through the changing world of the Pandemic we:

RECOGNISED

the value and support needs for our own workforce who have had to adapt to new ways of working, new roles and working from home.

REDESIGNED

our approaches to connecting with local people through social media and online along with telephone and face to face work.

REFRAMED

our working practice to focus on health and wellbeing of both individuals and the neighbourhoods in which we work.

Improving Individual Health and Wellbeing in the Community

The neighbourhood consultation showed some improvements on last year's results:

- People were feeling slightly more connected to others in their community.
- More people said they were making healthier and greener choices.
- There was a significant reduction in the number of people continuing to feel socially isolated.

Following the easing of Covid restrictions, we restarted Walk & Talk and our Green & Grow group and in the community Tech & Tea courses and wellbeing brew and chats groups. People told us how beneficial it has been to meet with other people both virtually and in person.

"Just chatting to other people makes it easier to cope with what's going on as you are not on your own."

"I just wanted to phone you to let you know I have my PIP back. Thank you so much for your help. I can sleep easier now."

542

Chat & Check
phone calls made

103

hours of telephone
support provided

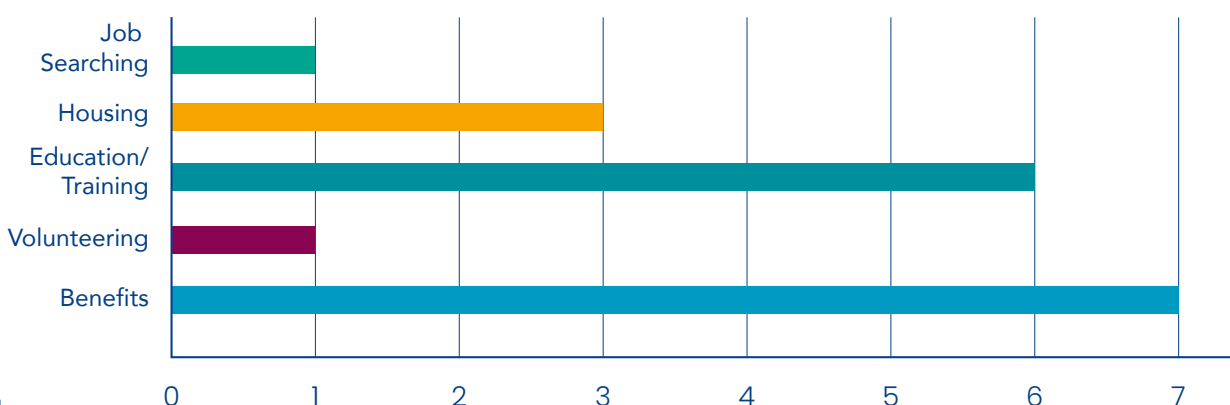
63

people attended a
wellbeing Brew & Chat

20

people helped
with IAG advice

IAG Cases (April 2021 – March 2022)



Wellbeing Case Study

Mr A was referred to the wellbeing group via the Stay in Touch service when he was isolating because of Covid and he was feeling very vulnerable as he lived alone with his dog and told us he didn't have many friends. Mr A was a heavy smoker and he admitted that he also smoked cannabis.

In one of the sessions, we talked about how making small changes to your life can help you feel better. Inspired by the take notice and be active sessions, he started to take his dog on walks to different areas. *"I'm really enjoying spending time outside with my dog, we both enjoy the fresh air!"*

After a few weeks, Mr A told us he has quit smoking cigarettes and cannabis and that he was feeling much better in himself, he even treated himself to a haircut with the some of the money he had saved. The group members were all incredibly supportive and proud of him for quitting these habits, Mr A said *"thank you everyone for your support and encouragement."*

Mr A told us *"I am going to save the money I used to spend on cigarettes and cannabis and use it to visit my mum and dad who live overseas, once the Covid travel restrictions end. I haven't seen them in ages. I wouldn't have been able to afford it before but thanks to this group I am healthier and wealthier!"*

Improving Individual Health and Wellbeing for staff

- Launched a new free employee assistance telephone counselling service.
- Facilitated weekly (Wednesday) Wellbeing team meetings based on the 5 ways to wellbeing.
- Offered a blend of work based, community and home working and ensured staff were supported through regular face to face and telephone contact.

Investing in our staff

- All staff were provided with new business standard laptops.
- The organisation migrated to Microsoft Office 365.
- Provided staff with additional personal development opportunities, including:

1 place on Leadership and development training

7 staff completed basic first aid and fire safety qualifications

2 places on Common Purpose Leadership programme

4 staff completed paediatric first aid courses

4 Kickstart trainees completed the GM 100 leadership programme

1 staff completed Understanding Data Protection and Security level 2 qualification

Start Well Children & Families

We will work to ensure all children in Charlestown and Lower Kersal have access to the best possible start in life, with support to meet their developmental and educational milestones and become confident and capable learners ready to start school.

We recognise that for many of our families, everyday life can be a struggle. We want our parents/carers to feel able to seek information, advice and guidance from us to support them to help meet their child's needs and aspirations as they grow and develop.

We have provided affordable, quality childcare:

1,859

Childcare
places

2,553

Afterschool club places

15

children assessed
as "school-ready"
at the end of the
academic year

586

Holiday club
places

"We would like you to think about your experience of Yogurt Pots childcare. How likely are you to recommend us to friends and family if they needed childcare (nursery, after school club, holiday care)?"

Extremely likely = 78%
Likely = 22%

"Lovely environment great staff and my child loves it."

"Really took the time and patience to help our child settle in."

"Nursery staff is amazing, very friendly. My daughter looks forward to go there every time. She always comes home with a new song or new activity she learnt."

Our Outside classroom was completed in March 2022

Over 200 children and their carers attended our Family Friendly activities delivered in our amazing green spaces in the neighbourhood during the school holidays.

"It's great to be outside enjoying the fresh air. We have missed these activities. Can't wait for the summer ones!" – Parent

"I've loved having a nice walk round the wetlands with my son's friends." – Parent



Live Well Environment & Learning

Support the delivery of resilient neighbourhoods where individuals value both where they live and their neighbourhoods' public spaces.

Support people within communities to develop and engage in learning programmes that work for them.



89 environmental engagement activities delivered

135 environmental volunteering hours recorded

216 bags of litter collected and removed

Riverbank Park refurbished and reopened on 22nd September 2021

535 formal learning hours delivered

25 Green & Grow group meetings bringing **137** adults and children together

5 Green champions recruited

Junior Green Champions programme co-created with primary school children attending our after school club at Yogurt Pots

6 Kickstart placements created

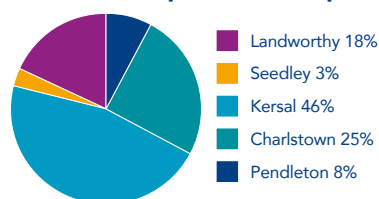
5 qualifications achieved

2 young people secured employment

993 hours of learning for student nurses on placement with us

28 Grot Spots reported and cleared

Location of reported Grot Spots



"I have had a taste of what the true meaning of why community action is vital for our mental health and wellbeing. For me, a great example of this was hearing all the stories and the positive feedback about the walk to talk and how what has helped people in the community not just on a physical level, but also having a massive contribution to the mental and wellbeing status of the Individuals".

– Student nurse

Age Well Age Friendly Salford



Salford is an Age Friendly City and is committed to supporting older people to stay healthy and well. We are commissioned to deliver the Age Friendly Salford programme across Salford in partnership with Age UK Salford and Salford CVS.

In partnership we have:

- Delivered a daily programme of virtual and community based engagement activities for older people.
"This has been great to meet new people and find out what else is available."
- Created the Age Friendly Standards.
- Delivered training – wellbeing conversations, falls prevention, eating well.
- Delivered Tech & Tea, both at home and in the community.
"I can't believe I've been so scared about using Google. In the past, I've never found exactly what I was looking for and I was worried that I might press the wrong thing. With this week's session on how to do a good Google search I feel much more confident I can find what I want."

Spotlight on **Walk & Talk**

(Kersal Wetlands, History Walk, Peel Park and Albert Park)



Why we started Walk & Talk

- ? Response to Covid-19.
- ? Realising how fearful some people had become about getting out again.
- ? Recognised a shift in many people's health and wellbeing both physically and mentally.

Why people came

- 👤 Struggling to get out of their homes under their own steam and so this gave them a push to leave the house.
- 👤 Become isolated, so this gave them a nice opportunity to meet other people and make new friends.
- 👤 Seeing people in the flesh made a real difference to their lives as they hadn't seen many people.

Why people stay

- "Walking with this group makes me feel invigorated and energised!"*
- "The group is important as it's the highlight of the week."*
- "Something to look forward to."*
- "The friendships have become important."*
- "I've started to get off the bus a few stops earlier so that I can walk through the park. If I didn't keep coming I wouldn't feel motivated to do that."*



"The group is important as it's the highlight of the week."

Case Studies



Start Well

Vanessa is one of our longest attending children, having joined Yogurt Pots when she was only nine months old. She has been with us for over three years, attending 9am – 3pm Monday to Friday during term time even through the lockdowns (as her mum is a key worker). We have been there for all of her early life achievements such as learning to crawl, walk and talk, and most recently, assisting her with her toilet training. We have worked well with Vanessa and her mum to ensure she is “school ready” for her transition to primary school. Vanessa met all her milestones while with us and is an independent, sociable and confident child,

interested in learning and we believe she has had a great start to her life

Despite mum finishing work at 3pm, she has enrolled Vanessa into our after-school club so she can continue to see her friends and develop her social and interpersonal skills with us.

“I would like to thank you all from the bottom of my heart, you have all been such an amazing support for me and my children, and with all my family living aboard it has been lovely knowing I have you ladies to rely on. Thank you so much.”

Live Well

We started working with SB in August, he told us he had qualifications in media and how he would like to try and access some work or further training in this area. As he confirmed he was in receipt of universal credit our IAG worker explained to him about the Kickstart placement scheme. SB was thrilled that he might be able to engage with this scheme so he followed her advice and contacted his work coach about a possible placement opportunity. His work coach secured him an interview for a media placement at one of the companies based in Media City.

He called us a few days later, “You’ll not believe what happened. After the interview, the company called me and offered me a full time permanent role instead! They said I really impressed them. Thank you for all your help and support.” SB was delighted and has taken up the job offer. He asked if we could continue to check in with him on a weekly basis whilst he settles into his new role. He said he finds our calls so reassuring and it’s a constant for him whilst he copes with all the new changes.

Age Well

Roy first came into contact with us in August 2020 via the Stay in Touch service. Roy lives alone and having recently lost his partner, he finds he is quite isolated at times. Roy was invited to attend the engagement programme Zoom calls and regularly attended on his very old laptop. He then joined the Walk & Talks on Wednesdays. On a local Walk & Talk in October 2021, Roy mentioned that although he was often on the Zoom sessions, he was just getting more confused as his technology was outdated. He wasn’t confident with using his smartphone. Roy said, “I was using Zoom regularly before but there were a lot of things that I didn’t really know. Like a lot of people, I would be scared to do something wrong

and break my piece of technology. I’m on my own and I really rely on Zoom to stay in touch with others, but my skills were pretty basic.”

We told Roy about Tech & Tea, inviting him to join the course to help his confidence. As Roy is very concerned about Covid-19, due to one of his daughters experiencing Long Covid, he decided he would like to join an “at-home” course, starting in November 2021. Roy completed the course and said, “I’ve thoroughly enjoyed the course, I’ve used the workbook and made so many notes in it. I’ve been practicing outside of the sessions – practice, notes, practice, notes. Morag was so patient with me and now I’ve got this tablet it’s really wonderful.”

Who have we engaged with?

People

This year we started to move back to more community-based work meeting people in the neighbourhood, while keeping our telephone and virtual delivery approach as well. We had over 7,800 engagements with local people either through Yogurt Pots, people attending events and activities via Zoom and in the community, or accessing support over the telephone.

Our equality monitoring tells us:

63% were female, **27%** were male

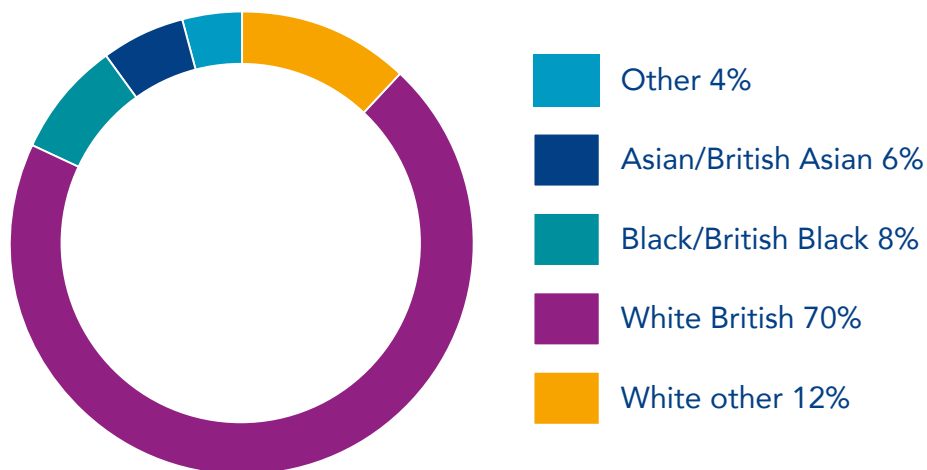
16% told us they had a disability

1.6% identified as LGBT

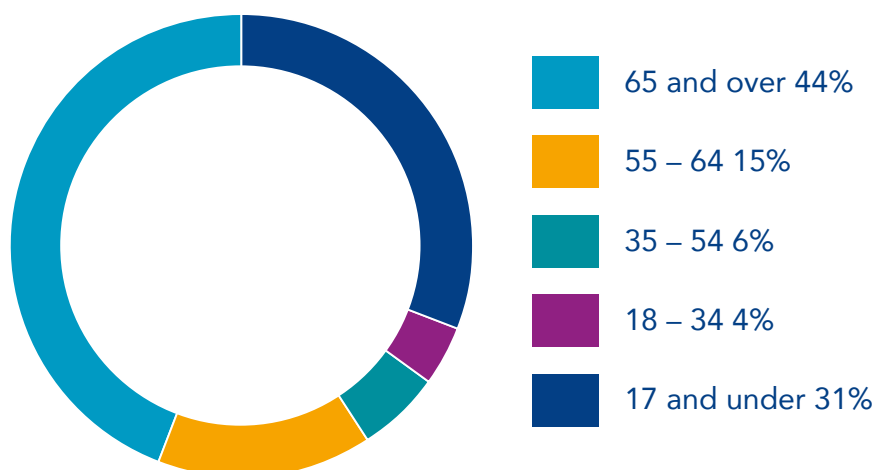
70% identified as White British



Ethnicity



Age Range



What our stakeholders¹ told us

"You **always deliver** an excellent array of engaging and inclusive activities that are valuable to the community."

"I continue to see and read about new partnerships ICT are part of and initiatives delivered which **enrich our community.**"

"I think the team at ICT are **focused on the local area** and how to best achieve positive outcomes for the local community members."

"I have seen real life examples of **older people benefitting from increased independence** and confidence, taking control of their own lives and enjoying later life to the full after engaging with ICT and Age Friendly Salford."

95% said we were focusing on the right areas (last year 96%).

68% said we are accountable to and representative of the local community (last year 80%).

70% said we were innovative and provide value for money (last year 84%).

80% said we value staff, volunteers and members (last year 86%).

People were feeling slightly **more connected** to others in their community (63%, up from 61% last year).



¹ 153 local people responded to our neighbourhood questionnaire, 25 stakeholders (individuals and organisations) responded to our stakeholder survey.

What we have spent and earned

INCOME	
Unrestricted Income	£473,444.53
Restricted Income (Annuity £90,000)	£135,134.36
Total income	£608,578.89
EXPENDITURE	
Salaries	£372,002.90
Project costs	£145,031.74
Rent (Innovation Forum/Sports Village)	£19,000.00
Organisational costs	£54,986.74
Total expenditure	£591,021.38
Net operating income	£17,557.51

This year we secured:

£20,000

from **The People's Postcode Lottery** to support our environmental programme of work

£1,000

from **Ambition for Ageing** for new gardening equipment, outside seating and planters

£5,000

from **Salford City Council** to carry out their #matters to me engagement exercise

£6,583

from the **Neighbourhood Management Team** to paint the railings at Riverbank Park

£14,995

from **Salford Clinical Commission Group** to develop and deliver Breath well messages

£5,000

from **Ambition for Ageing** to test a place based age friendly model in Swinton

£20,000

from **Salford CVS** wellbeing fund to support the delivery of our stay in touch telephone provision during the Pandemic

£24,000

from **Salford City Council** to extend the stay in touch telephone provision

Inspiring Housing



Last year we reported that a new Community Led Housing model was being established and had been registered as a community Land Trust.

Whilst Inspiring Communities Together and Inspiring Housing are now governed independently of each other there is a recognition that the values and principles of both are aligned and where possible the services they deliver complement each other.

	INSPIRING HOUSING	INSPIRING COMMUNITIES TOGETHER
OUR VISIONS	Providing housing to create a place where everyone feels they belong.	A place where everyone has the opportunity to achieve their full potential and participate in making a positive difference to their neighbourhood.
OUR MISSIONS	Providing and managing housing (including social housing) and providing assistance to help house people and associated facilities, amenities and services.	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.
SHARED VALUES	<ul style="list-style-type: none"> 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. 	

During this delivery period Inspiring Housing:

- Secured stage one status from the Social Housing Regulator This means we can now progress our plans to become a Registered Social Landlord and manage our own homes for local people.
- Invested in the properties we already own with a programme of refurbishment work.
- Continued our work with Salford City Council to develop new homes. A grant has been secured from Homes England via Salford City Council and work has started on site with an expected hand over of August 2023.

What we have spent and earned:

INCOME	
Unrestricted Income	£29,183.81
Repairs and maintenance	–£8,411.75
Organisational costs	–£2988.19
Total operating income	£17,783.87

Special thanks to Board of Trustees, staff and volunteers

Board of Trustees during 2021 – 2022

Mike Duddy

Chair re-elected Sept 2020 – present

Lynne Marsland

Vice Chair re-elected July 2019 – present

James Eagle

Treasurer May 2018 – November 2021 (deceased)

Ruth Potts

Secretary reappointed February 2017 – present

Ann-Marie Pickup MBE

Re-elected July 2019 – present

James Kariuki

Elected May 2018 – present

Orina Hall

Elected September 2020

Staff Team as of March 2022

Operational and governance

Bernadette Elder

CEO (35 hours)

Lesley Connor

Operations Director (35 hours) Aug 2021 – Jan 2022

Antonia Dunn

Operations manager (21 Hours)

Gerry Stone

Operations manager (21 hours) retired Sept 2021

Carol Hyde

Operations manager (25 hours) from Sept 2021

Eduardo Gonzalez-Morera

Finance manager (21 hours)

Imojen Freeman

Kickstart placement (Sept 2021 – March 2022)
Comms and social media assistant (25 hours)

John Gee

Kickstart placement (Sept 2021 – March 2022)
Finance assistant (25 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)

Courtney Flynn**Reesha Scott**

Kickstart placements (Sept 2021 – Mar 2022)
Childcare assistants x 2 (25 hours)

Live Well

Danielle Wright

Live Well Coordinator (35 hours) from August 2021

Lynn Holden

Development worker (21 hours)

Abi Collier

Development worker (35 hours) from August 2021

Ellie Painter**Abee Howe**

Kickstart placements (Sept 2021 – Mar 2022)
Environmental assistants x 2 (25 hours)

Lisa Berry

Project assistant (20 hours), resigned Sept 2021

Age Well

Andrea Whelan

Development worker (32.5 hours)

Joanne Inglis

Development worker (25 hours)

Freya Pigott

Development worker (35 hours) from October 2021

Be Well

Guy Thompson

Community Connector (Swinton)
(35 hours) from October 2021

Nicola O'Neill




Wellbeing Coordinator (35 hours) resigned March 2022

Tina Tudor

IAG Development Worker (20 hours) term time only

What we plan to do in 2022 – 2023

Overarching: Wellbeing

	TARGET	ACTIVITY	
PEOPLE – WHO WILL BE THE BENEFICIARIES OF OUR WORK	Children & families (CHALK)	<p>Provide excellent quality childcare provision in CHALK: Early years, afterschool clubs and holiday provision.</p> <p>Programme of family activities based on the 5 ways to wellbeing themes.</p> <p>Support families to manage their own health and wellbeing by providing access to parenting advice supporting by advice and guidance on money/debt/benefit advice.</p>	 IMPROVING PEOPLES LIVES
	Working age adults (CHALK/S&L)	<p>Support individuals to engage in our learning for life/ work programme.</p> <p>Provide access to short placements for student nurses and other allied professions.</p>	
	Older people (city wide)	<p>Programme of learning and engagement activity to help reduce loneliness and social isolation.</p>	
PLACE – WHERE WE DELIVER OUR WORK	Children & families (CHALK)	<p>Increased use of outside space for learning and development (connecting with nature and improving physical activity).</p> <p>Support the development of a Green Champions programme.</p>	 CREATING BETTER PLACES TO LIVE
	Working age adults (CHALK/S&L)	<p>Engage in street-based work to increase recycling and reduce fly tipping including programme of environmental activity.</p> <p>Support all members of the community to be able to access and love neighbourhood green and blue spaces including maintaining and refurbish where necessary.</p> <p>Develop a network of Green Champions across all ages.</p>	
	Older people (city wide)	<p>Accessing outside green spaces to improve health and wellbeing linked to all ages (Walk & Talk).</p>	
VOICE – SUPPORTING LOCAL ENGAGEMENT	Children & families (CHALK)	<p>Ensure we listen to and value the voice of children in developing our programme of activity.</p> <p>Enable families to take an active role in the development and delivery of all our family and children work.</p>	 STRENGTHENING LOCAL VOICES
	Working age adults (CHALK/S&L)	<p>Listen to and working with local people to influence priorities with local neighbourhoods (love your neighbourhood plan).</p>	
	Older people (city wide)	<p>Delivery of voice and influence activity working with partners to ensure voice of older people in setting city wide priorities.</p>	



Contact details

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