

# Wolseley Trust

## REVIEW 2016-17



# WOLSELEY TRUST IN A NUTSHELL

Wolseley Trust is a Community Economic Development Trust dedicated to improving life for the people of North Prospect, Stoke, Ham, Keyham and Ford in Plymouth.

The grass-roots organisations we support and work closely with help the local people we serve overcome deprivation, social exclusion and mental-health issues to give them a chance of reaching their full potential.

Thanks to our major partner and supporter, Plymouth City Council, we have an 11-year track record of developing and managing business parks and community facilities worth more than £10 million, and we use the trading surplus that generates to give grants and further our work in the community.

Our aim is to help bring genuine lifestyle improvements to everyone in the community, in the form of jobs, health, wealth and business opportunities.

And we couldn't do any of that without you.

## HOW TO CONTACT US

FOR MORE information about any of the activities run or supported by the Wolseley Trust, please contact the Trust offices on 01752 607449 (Wolseley site) or 01752 203670 (Scott site).

More information on the tenants of our business parks is on our website at [www.wolseley-trust.org](http://www.wolseley-trust.org)

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Wolseley Close  
Plymouth  
PL2 3BY

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[admin@wolseley-trust.org](mailto:admin@wolseley-trust.org)

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WELCOME!

# Doing things differently to make a difference

**T**HIS REVIEW comes at the end of another highly significant year for Wolseley Trust. I'm immensely proud to be part of this organisation and hope that, on reading this report, you take away a sense of the passion, energy and inspirational nature of our incredible sector.

Wolseley Trust was created to bring about social and economic change, creating projects and programmes specifically designed to help address the social and health

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We're surrounded by the homes of the people we're here to serve, we're visible and approachable, and the relationships and trust we've built up give us a clear advantage in helping those who might otherwise be difficult to reach

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inequalities that continue to affect the lives of so many in our community.

Despite significant cuts to funding, 2016-2017 has seen us drive and develop our programmes forward, working with new partners, embracing creativity and resourcefulness to deliver low-cost high-impact projects which strive to make that difference.

Our sites and facilities are surrounded by the homes of the people we're here to serve, we're visible and approachable, and the relationships and trust we've built up within our community give us a clear advantage in helping those who might otherwise be difficult to reach.

Our experience and that of our partners means that as a Trust we can offer truly holistic support, involving local people in the solutions to their problems whether that's through creating jobs and opportunities, encouraging them to get involved in community activities, or providing health and wellbeing specialist support.

Organisations that support and work with us only have to spend a short time in our area to see the results in action.

Peek through the doors at our weekly bingo sessions or lunch clubs and you'll see happy people talking, interacting and sharing their experiences, people whose lives in some cases might otherwise be devastated by loneliness.

At our community gym, local people who might never



have had the means or the self-confidence to go to a commercial health club are learning how to look after themselves and have fun in an atmosphere they find friendly and unthreatening.

And witness the child, beaming from ear to ear, as she learns to sail on her first trip out of the area – just one of

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the many horizon-broadening treats we and our partners arrange to improve the lives of local children and families.

None of this would be possible without the network of partners, supporters and volunteers who help us achieve our aim of offering an all-encompassing environment for wrap-around support, accessible to all in our community.

**SARAH TAYLOR**

CEO, Wolseley Community Economic Development Trust

## WHO'S WHO AT WOLSELEY TRUST



**Gemma Gowan**  
Health & Wellbeing Projects Manager



**Joanne Pickles**  
Finance Manager



**Louise Billing**  
Office Co-ordinator



**Catherine Boxall**  
Receptionist



**Julie Dawson**  
Health & Wellbeing Projects Adviser



**Sharon Wood**  
Business Development Manager



**Joanne Bower**  
Health & Wellbeing Projects Co-ordinator



**Marie Gallagher**  
Health & Wellbeing Projects Fitness Instructor



**Janet Taylor**  
Receptionist

### Our Security And Cleaning Team



**Shane Buckingham**  
Security & Maintenance Team Leader



**Back row (L-R):** Shane Buckingham, Martyn Walsh, Tim Wallbridge, Mike Bond, Geoff Fairman, Keith Jasper.  
**Front row:** Marie Reynolds, Karen Benwell, Teresa Walsh.  
**Not Pictured (but valued members of the team!):** Allan Joyce, Jackie Miller, Mark Hobbs, Ashley Hobbs, Doreen Hobbs.

## FOREWORD

# Proud to be achieving more in a challenging environment

**I**N MY SECOND year as Chair of the Board of Directors, it's a great pleasure to be congratulating our CEO and staff on their continued dedication and hard work throughout the year. The feelgood factor is alive and well among Wolseley Trust's staff – and that's something you can't buy, because it has to be earned.

My thanks also go to the Board of Directors who give up their time to work closely with Sarah and the management

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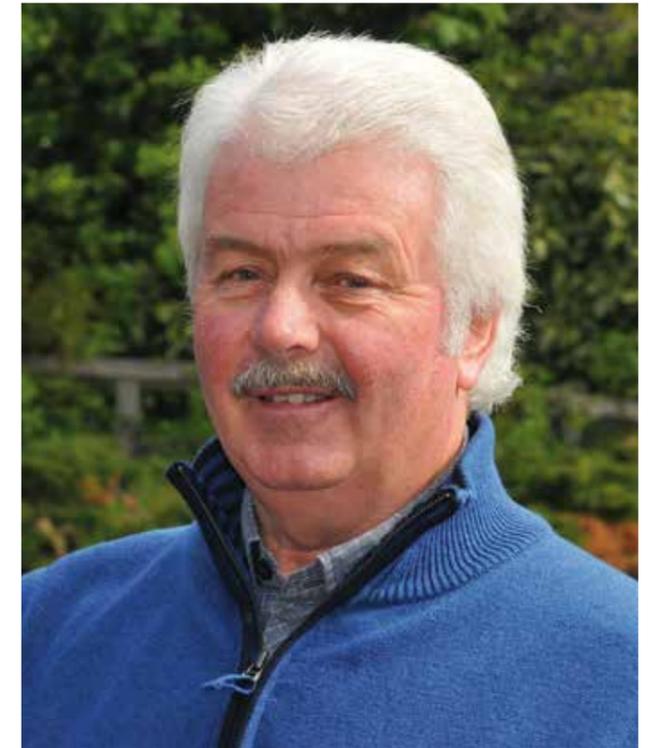
team, often doing homework to prepare for the next meeting.

It's a true partnership that questions and supports the strategic goals set by the CEO while we move the business forward in a challenging environment.

The business world seems to get ever more complicated, with external funding such as grants either being withdrawn altogether or increasingly squeezed, often with the expectation that we'll deliver more for less.

Last year I talked a little about restructuring how the Board worked with the Senior Management Team by streamlining the committee structure to bring sharper focus to our work.

I'm delighted to report that the restructuring has paid dividends with a number of key achievements this year such as updating and developing a robust set of finance

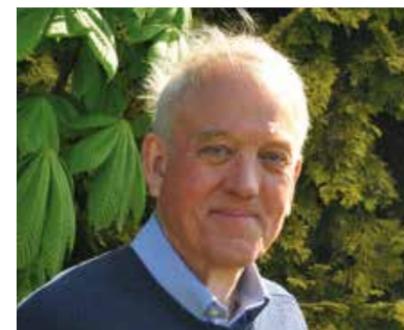


procedures, a health and safety review, and recruitment and selection policies, while benchmarking the Trust against best practice from the world of business.

This work has also resulted in a greater all-round understanding of roles and responsibilities of not just staff members but also your Board of Directors.

Best wishes to all of our partners and to you, the members.

**RICHARD WILLIAMS**  
Chair of the Wolseley Trust Board



## Thank you, Veryan Barneby

**V**ERYAN Barneby, Wolseley Trust's Health & Wellbeing Projects Manager, has retired after seven years in which he's made a significant and valuable contribution to the work we do, writes Trust CEO Sarah Taylor.

"We bid Veryan a very fond farewell

after his seven years of dedicated and highly valued service here at Wolseley Trust and wish him well for a long and happy retirement."

Veryan's vital and demanding role as Health & Wellbeing Projects Manager has been taken on by Gemma Gowan.

# Social prescribing, right where it matters

**T**HANKS to our pioneering professional partnership with Plymouth City Council Public Health, social prescribing is at the heart of the vast range of health and wellbeing services we offer to the local people we serve.

Originally intended to reduce the burden on primary care services by allowing GPs to refer patients to other support services – prescribing social interventions and support rather than conventional prescriptions for medicine – we at Wolseley Trust also accept referrals from Devon & Cornwall Police and JobCentre Plus among numerous other agencies.

As Public Health and the agencies that refer clients to us as part of their social prescribing appreciate, we're in a perfect position to help deliver on the initiative's aim to "provide a holistic package of local support, linking those in need to services within the community to promote mental and physical wellbeing, to reduce social isolation, empowering individuals to take greater control of their health, strengthening both individual and community resilience".

A lot of our interventions are low cost but high impact and can range from legal, housing or benefits advocacy to counselling, peer support, befriending, exercise and social activities.

We offer many of those services in-house, and our

experience predates social prescribing by a long way as we've been taking an holistic approach at a grass-roots level ever since the Jan Cutting healthy Living Centre opened 15 years ago with the backing of Plymouth City Council and the Big Lottery Fund.

We're able to do so thanks to an ever-evolving network of partners who ensure those referred under social prescribing benefit from access to services which look at the wider determinants of health and wellbeing.

Our endeavours to change the social and healthcare culture include the Healthy Futures project, based at the Healthy Living Centre.

It acts as a physical hub for health and wellbeing and an orientation point for in-house services – not least the café, which a lot of clients use regularly for social interaction and see it as a "safe" place to just be.

Sean Harris, Sector Inspector Devonport And West, says: "My local policing teams often meet people who just need a little bit of support.

"It's really valuable to have a service like Healthy Futures that they can signpost them to."

Sarah Lees, a Consultant with Public Health Plymouth, said: "The support offered by Healthy Futures is very valuable because providing early support to vulnerable people does much to prevent the need for more intensive interventions at a later stage."



## Supporting the support workers

**WE PROVIDE** six-month placements for second-year social work students to work with the Healthy Futures team – and this year we've been very pleased to have Nicola Bingham with us.

She joined the team in October 2016 and soon became established as an excellent support worker.



"It's been an absolute pleasure to work at Wolseley Trust where I've helped support vulnerable people who have been referred in to the Healthy Futures Programme," says Nicola. "Working with the Healthy Futures team, I've learnt valuable skills from some

very experienced and knowledgeable people who are working hard to promote social justice within the local community by working one-to-one with service users and organising events to bring the community together."

## Plymouth Healthy Futures does what it says on the tin

**P**LYMOUTH Healthy Futures is a key element of the support we offer to help people address issues in their lives that may be affecting both their physical and their mental health.

Although most people access the service following a GP referral, we take referrals from other health professionals and agencies including police and housing officers – and an increasing number of local people self-refer to the service, which has now supported almost 500 people.

Our support workers, all trained to deliver Mental Health First Aid, help users address issues including debt, housing, welfare benefits, employment and training.

Many users also experience anxiety and depression, for which we're able to provide initial support and, where appropriate, signpost them to specialist services.

This year, our Healthy Futures team members have been trained to become Wellbeing Champions – meaning that, as well as helping people address particular issues, they can undertake a wider health-promotion role by offering information on smoking cessation, managing alcohol consumption, healthy eating and getting enough exercise.

**J**AMES (not his real name) was referred to Plymouth Healthy Futures by his GP for help in applying for Personal Independence Payments (PIP), a benefit which is replacing Disability Living Allowance.

When James was assessed by the Healthy Futures adviser, it became apparent that he needed support with other problems he was experiencing due to the decline in his health and mobility.

Healthy Futures supported James in applying for PIP by helping him complete the paper application form and attend a health assessment.

James was awarded the maximum amount of PIP which meant he could plan and manage his finances much more effectively, reducing the stress of financial burdens which were contributing to his poor mental health.

We also provided James with information about other benefits he would become entitled to, such as the Motability Scheme which would promote his

independence by providing him with his own suitable transport.

We referred James to Occupational Therapy and Social Services who will assess his mobility and care needs in the home. Due to his living accommodation impacting negatively on his physical and mental health, we worked with him to get him registered with Devon Home Choice

### SERVICE-USER CASE STUDY

to consider the option of social housing which is more suitable for his health and mobility needs.

We're continuing to work with James to support him with his housing needs and to improve his wellbeing by ensuring he's aware of the services available to him, through the local council as well as charities.

This means he's in a position in which he can make informed choices about his future health and care needs, impacting positively on his overall wellbeing.



### THE VOLUNTEER'S STORY

**“I’VE FINISHED** a three-month volunteering placement in Wolseley Trust’s Plymouth Healthy Futures team and can say, without doubt, that I’ve never worked with a more driven, open-minded and friendly team,” says Rebecca Harris.

“I worked closely with Nicola Bingham, Joanne Bower (Healthy Futures Administrator), Veryan Barneby (former Health And Wellbeing Projects Manager) and the wider team to develop and implement new and improved health promotion strategies.

“This included redesigning the Healthy Futures current assessment process and questionnaire, suggesting how other health promotion strategies could be incorporated to build upon the work Wolseley Trust does, and assisting with the development of outcome monitoring of health promotion and service-user health and wellbeing.

“It was a great opportunity to develop my skills and work with a forward-thinking team, who were open to new ideas and ways of doing things differently.

“I consistently felt supported and able to express my ideas in an encouraging environment. It was of great value working with Nicola, whose ideas were shaped by her social work background, whereas mine were coming from a more traditional health promotion background.

“We were able to have many in-depth and thought-provoking discussions and debates, which was great for both of our learning.

“Joanne was exceptional at implementing the outcome monitoring strategy and helped to translate ideas into practical data collection algorithms, seamlessly. The implementations wouldn’t have been possible without her skills and enthusiasm.

“I would say to anyone who’d like to further their skill set and make a difference within the context of health and wellbeing improvement and health promotion that Wolseley Trust is a fantastic place to do so.”

### PHYSICAL ACTIVITY

**“IF EXERCISE** could be purchased in a pill, it would be the single most widely prescribed and beneficial medicine in the nation.” So said American doctor Robert Butler, and we agree with him.

Wolseley Trust continues to support a number of opportunities for members of our local community to engage in physical activity.

We work in partnership with Ford Community Gym to support the provision of a low-cost gym based right in the heart of the community which also provides additional support to disadvantaged young people and to older people who may need support to exercise because of limiting health conditions.

We have a long-standing partnership with the Elder Tree Support and Befriending Service for the provision of low-impact exercise classes for older people at the Jan Cutting Healthy Living Centre. There are weekly classes for Exercise To Music, Tai Chi and Pilates.

Our own exercise worker, Marie Gallagher, has delivered additional exercise to music and kettlebell classes, some of which have taken place at the KGP Centre, as well as providing support to Ford Community Gym.

“The Exercise To Music sessions enabled locals to engage in keep fit,” says Christine Blackaller of the KGP Centre.

“The timing of the activity meant local residents could attend, with some having dropped off their children at school.

“The sessions were a key part in helping residents to improve their fitness, self-esteem and meet new friends in a relaxed environment.”

### WOLSELEY LUNCH CLUB

**L**ONELINESS and social isolation are recognised widely as being among the most significant and entrenched issues facing our ageing society – so, in June 2016, working in partnership with North Prospect Community Learning, we launched a lunch club for over-50s.

The monthly sessions are an opportunity to pass on lots of useful information to those who attend, so each session starts with a guest speaker followed by a hot lunch cooked by Sylvia and her team at Sylvia’s Café, and some entertainment.

We’re most grateful to Lorraine Steer of North Prospect Community Learning who does an excellent job organising and facilitating the Lunch Club.

“It has 16-18 members who attend from all over Plymouth,” says Lorraine.

“They enjoy a two-course lunch as well as getting involved in fun activities and listening to talks from pertinent organisations.

“Guest speakers have included the local PCSO, the Fire Service, St John’s Ambulance, One Stop Advocacy, Access Plymouth and Plymouth Energy Community.”



# Miranda the mermaid draws the crowds

### ARTS CELEBRATION EVENT

**D**URING Mental Health Awareness Week in 2016, a mini arts festival at the Jan Cutting Healthy Living Centre was organised by Livewell Southwest in partnership with other organisations.

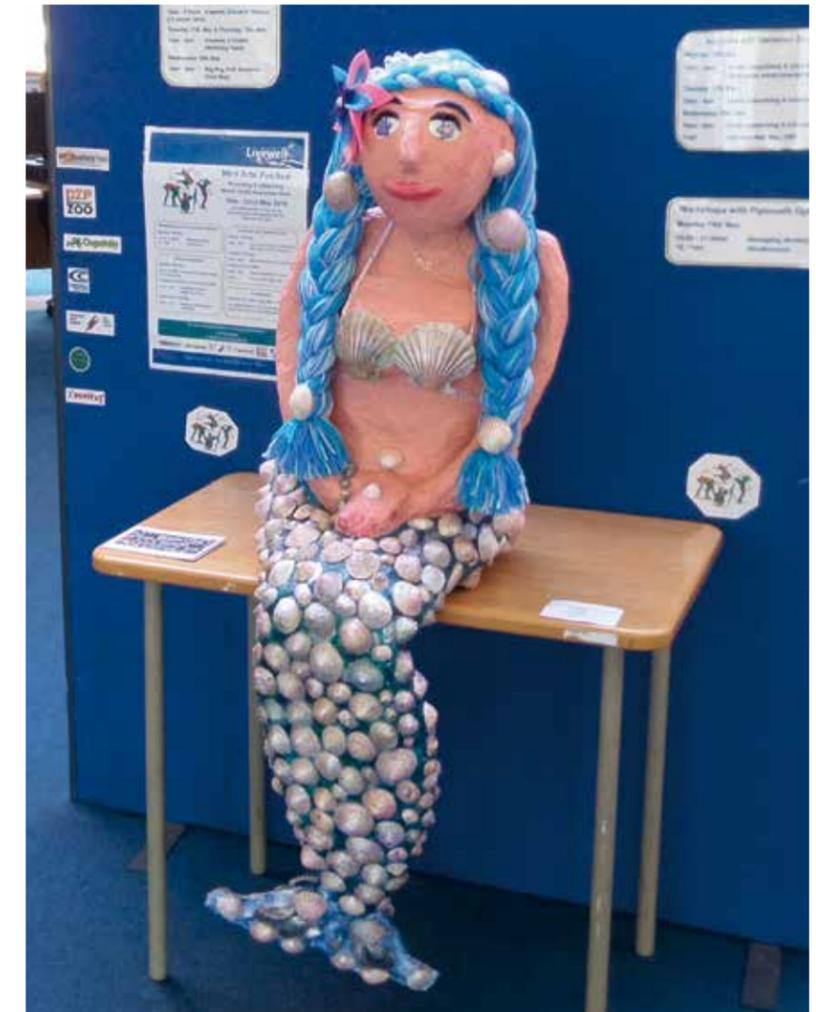
Livewell Southwest, Yourway Support Services and Make Learning Work 4U from Cornwall College provided creativity-and-chatter drop-in sessions which combined the opportunity to discuss mental health issues with fun activities such as making wool fabric flowers, rag rug making and blow painting.

There was a large exhibition of artwork produced by people with personal experience of mental ill health who are supported through Cognivity and Yourway Support Services.

The quality of the artwork displayed was very exciting with lots of variety including large papier mache figures such as Miranda The Mermaid alongside some very attractive and thought-provoking pictures.

Plymouth Options provided mindfulness and anxiety workshops which offered an opportunity to discover more about the mental health support services available in the city.

A highlight of the week was a visit by staff from Dartmoor Zoo who brought along a display of snakes, tropical snails and small insects that caused great interest among some people and sent others running!



# Partnership cooks up benefits all round

## Wolseley Community Catering Company

**I**F EVER there were a recipe for success, the partnership between Wolseley Catering and Eat That Frog has all the right ingredients. Brokered by Wolseley Trust, the liaison has proven greater than the sum of its parts, with tangible benefits not only for our resident catering business but for Eat That Frog and the people it serves.

By bringing the two together, the Trust gave Eat That Frog a home and delivery space for its trainees (the Meet & Eat Cafe in the Jan Cutting Healthy Living Centre), but also gave Wolseley catering a major development opportunity.

Eat That Frog has been helping the café with general business support, menu development, stock control, and marketing which has also generated an increase in income.

Along with Sylvia's Café in Wolseley Business Park, the Meet And Eat Café is a key part of our service to the local community. As well as offering a quality and affordable catering service to the whole community, they also act as safe and welcoming locations that support community and social development.

They cater for residents and local businesses and support all the membership meetings of our Trust, helping to bring the entire community together.

Owned and run by local people as a not-for-profit social enterprise co-operative, they employ local people and provide volunteering and developmental opportunities for people of all abilities.

"We're proud to be a Community Business Partner of the Trust," says a spokeswoman for the company, which promotes healthy diets at the HLC and encourages people to acquire cooking and learning skills.

Newly refurbished in 2015, the business also offers placements to rehabilitate offenders and job-seekers.

## Eat That Frog

**E**AT THAT Frog has been working from Scott Business Park since September 2016, supporting 12 young learners who have educational healthcare plans and need qualifications and support to transition into the world of work, writes Jo Deacon.

We work to each learner's strengths and needs, focusing on who they are and how we can support them as an individual. We tailor their studies to suit them, including Media, IT, Computer Games, Sport and Independent Living Skills, and we give them invaluable real work experiences.

Some learners have been working in the café, providing a delicious healthy options menu, and we've seen a massive improvement in their skills, knowledge and confidence, with three young people deciding they'd like to progress and work in the catering industry.

Scott Business Park is a good venue for our learners as it's very different to schools and colleges and offers a real work / industrial environment.

This means our young learners are more open to engaging with us, as they see it as something new and more grown-up.

We've quickly become part of the local community, gaining support from nearby businesses, giving our learners vital insights into how different companies work and how to get employment.

The Wolseley Trust staff in the Jan Cutting Centre are always very supportive and have helped us in a variety of ways.

We work with Job Centre Plus to provide information,



advice and guidance to people to help them get paid work or to progress their careers.

Running workshops and holistic support sessions from the Jan Cutting Centre, we've been able to assist local people in a variety of ways including business support for self-employment, helping them understand changes in the benefits system, and then signposting them on to further training or advice with health or money issues.

We're planning further qualifications, traineeships and apprenticeships for learners at Wolseley Trust, enabling them to succeed in getting sustainable paid work.

We're pleased to give the young adults an opportunity to work in such a wonderful environment with such friendly people to help them gain confidence and life skills.

And Eat That Frog student Charlotte adds: "Working at Eat That Frog has really helped me and my confidence. I really enjoy working and serving the customers."

## COMMUNITY BUSINESS AND SUPPORT FUNDING

**GET UP & GO Community Nursery** is an independent community business, providing childcare and education to local children aged two to four as well as offering employment and work experience.

Nearing its 20th year of operating in the Wolseley Trust Community Resource Building, it has supported many children and families in the community with care, respect, inclusion and equality at the forefront of our practice.

Get Up & Go Community Nursery is led by three home-



### Get Up & Go Community Nursery

grown graduates and the team hold Level 3 qualifications underpinned by a sound wealth of experience.

The majority of our childcare practitioners live or have previously lived in the local area, which strengthens the depth of understanding of the needs of this community.

Children's assessments and progress trackers provide evidence-based confirmation that they are making clear progress in all areas of their learning and development.

Local schools and parents often informally feed back how well the children have progressed, associating this with the time spent at the nursery.

The nursery has much to be grateful for in terms of support the Trust has provided – the most recent occasion being in 2016 when a successful small grants panel request provided fee payment support for four children in need during the Summer holiday period.

The children had identified additional needs, involving specialist services, and their attendance (which was 100%) provided continuity of care and routine which eased their transition into school the following September.

This type of support has proved invaluable over the years in terms of keeping children safe, supporting their development and helping families in need or indeed crisis.

**FORD GYM** continues to support those in most need in our local community through a gym fitness and healthy wellbeing programme that aims to raise self-esteem and confidence.

In 2016 we engaged with 280 individuals from our local community, with support from our partners Wolseley Trust, Plymouth Community Homes, The Ballard Trust and Devon Community Foundation.

We were able to offer youths aged 11 to 17 free access

### Ford Youth & Community Centre

to the gym two evenings a week – and, in addition to our youth work, we supported 41 unemployed adults and single parents with free gym membership for up to 10 weeks to help get them started.

Our Young Martial Arts School continues to flourish at the Healthy Living Centre run by our two volunteer instructors who provide free access to it.



## COMMUNITY BUSINESS AND SUPPORT FUNDING



# Elder Tree's outreach is touching 1,000 lives

**ELDER TREE** Befriending supports more than 1,000 people over the age of 50 who live in Plymouth, writes Robbie Nairn. We deliver 55 separate activities in 30 locations across Plymouth and are supported by 70 outstanding volunteers.

More than 100 of our beneficiaries have mild cognitive impairment or a dementia-related illness, and 600 of our service users take part in at least an hour of exercise a week.

Most importantly, we do not see older people or their circumstances as a business opportunity, and we deliver our activities close to where they live.

Community cohesion and community building is at the heart of everything we do, and over the last 12 months

### Elder Tree

we have worked closely with Wolseley Trust to develop and improve the extremely effective partnership and the activities that we jointly deliver at the Jan Cutting Centre.

The two Pilates groups on a Monday that we started last May have really taken off and there are now 40 beneficiaries who benefit from this low-impact exercise class.

Tuesday's Tai Chi and Wednesday's Active Steps activities are also extremely popular with more than 30 beneficiaries attending each.

The charity also supports 10 socially-isolated older people in their homes with a one-to-one befriender.

Plymouth Heartbeat is a huge success in our community, with 200 people a week using its facilities every week and 2,000 members from all walks of life.

As a cardiac rehabilitation centre helping cardiac patients on their road to recovery, it's open six days a week and supports people in reaching their fitness goals.

### Heartbeat Gym

Through fundraising and a small grant, it has equipped its gym with a new treadmill and rowing machine, while the Trust has helped it keep its head above water by giving it a grant towards the rent of the unit.



# And they had fun, fun, fun in the holiday sun

**O**UR YOUTH And Community Activities programme is designed to support local families during school holiday periods by providing fun opportunities for children – and sometimes their parents as well.

A key objective is to widen horizons and raise the aspirations of children and families by giving them the chance to gain new skills and experience activities they might not normally feel able to access and, hopefully, giving them increased confidence and inspiring them to take up new interests in the future.

Delivery of the programme was only made possible because of the support provided by a strong team of partner organisations which included Keyham Green Places Community Centre, North Prospect Community Learning, Action Group For Halcyon, Free Spirit Youth Group, Ford Community Gym, Horizons Children's Sailing Charity and Timebank South West.

In the past, the programme covered the school Summer holiday only, but this year, for the first time and in response to requests from our partners, we programmed activities to take place during school holiday and half-term periods throughout the year.

### Crafts, treasure hunts, and a bug hunt

Keyham Green Places Community Centre ran craft and activities sessions for children under 10.

When the weather was good, they were able to be outside, making use of the lovely grounds at the centre to play games and have a treasure hunt.

The centre also partnered with Timebank South West for a wildlife hunt to discover some of the bug species that inhabit the gardens at Keyham Green Places.

"During 2016, Wolseley Trust funded 10 sessions for our junior group," says Christine Blackaller. "Keyham is an area of deprivation and this was most welcome.

"Local youngsters had the opportunity to engage in a variety of activities improving self-esteem, team-working, creative arts skills, and access to the centre's grounds.

"Many of these activities are key stepping stones for young people. We're grateful to Wolseley Trust for its support and for helping us to engage with local youngsters, ensuring they're in a secure environment."

### Cookery, jam-making and bath bombs

North Prospect Community Learning provided a series of taster sessions, introducing participants to new skills

in areas such as jam-making, bath bomb-making, family cookery and making lavender sachets.

"Family cookery was by far the most successful activity this year, and the ideas from the students were amazing," says an NPCL spokesman. "We were blown away when one of our students, originally from Portugal, made a homemade dish for the group. It was scrumptious.

"Another of our students who attended the holiday

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A 15-year-old stood on the platform at the train station and we noticed she was very quiet. When we asked what was up, she said she'd never been on a train before. These are memories, made possible by Wolseley Trust funding, that will be with this young person for ever.

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activity sessions is now volunteering with us at NPCL and helping us to set up a new Live Well Be Well group.

"This year we supported KGP in Renown Street and set up a juniors' club for people age seven to 11.

"Without the funding from Wolseley Trust many of the activities offered wouldn't have taken place and in this climate where funding is so hard to come by, it's important to get involved."

### A life on the ocean wave

Horizons Children's Sailing Charity, in partnership with North Prospect Community Learning, Keyham Green Places and Action Group For Halcyon, provided two family sailing and picnicking trips.

They allow children and family members of any age to experience sailing or to get out on the water in their disability-friendly motorboat Friendship Of Plymouth.

The children thoroughly enjoyed themselves and several were able to participate in five after-school sailing sessions during the Autumn.

## YOUTH AND COMMUNITY ACTIVITIES

"The sailing sessions would not have been possible without the funding from Wolseley Trust," says Annette Molloy of Horizons.

"Eleven young people registered, and the sessions were well attended with the majority attending four or more."

### Gym starts rush for health

Ford Community Gym's programme of activities for adults and young people resulted in a considerable increase in the use of the gym with 45 new members joining.

The women's cardio fitness and kettlebell classes were particularly popular, while an innovative scheme, sponsored by Wolseley Trust and Plymouth Youth Service, saw eight young people gain an AQA Multi-Gym Fitness qualification.

"Gym membership over the period increased by 45 and while we cannot conclusively say this is solely due to the Youth And Communities programme, it's clear that the increased number of sessions offered and publicity have been a major factor," says Richard Williams of Ford Community Gym.

### Growing herbs to cook with

Time Bank South West encouraged local families to grow herbs over the Summer, culminating in a highly successful barbecue at the Beacon Centre in which they cooked, using the herbs they'd grown.

"We took cuttings, sowed seeds and shared plants," says Barbara Hampson of Timebank South West.

"In August, we enjoyed a barbeque at the Beacon where herb butters, rosemary biscuits, and herbal teas were added to the menu.

"And in the Autumn we collected seeds, then made scented wreathes and decorations in time for Christmas."

### Rare days out

Action Group For Halcyon and Free Spirit were able to take part in our Activities programme despite an extremely difficult year for both organisations – and the opportunities they were able to offer local children and families were only possible partly due to support from Wolseley Trust.

The groups have suffered from the closure of the Halcyon Centre and the lack of payroll support and future funding for their youth workers.

Wolseley Trust offered free room hire in a vain attempt to prevent the cessation of the weekly Future Kidz Youth Group meetings, but the two groups now form the bulk of the 2PLY Time Bank group in North Prospect and continue to plan and help organise events as volunteers.

However, funding from Wolseley Trust, public liability insurance provided by the Methodist Church, and the voluntary support of youth workers and parents has enabled both groups to provide opportunities in the school holidays for young people aged five to 16.

The activities included craft sessions, nature trails, sailing, swimming, beach trips, bike rides, picnic days and train rides – all of them extremely well supported.

"So many memories are made on these activities and so many firsts are achieved," say Wendy and Kim of AGFHa and Freespirit. "A few of those firsts include going to the beach, swimming in the sea, sailing, playing crazy golf, and ascending the lighthouse.

"One 15-year-old stood on a platform at the train station and we noticed she was very quiet. When we asked what was up, she said she'd never been on a train before. These



are memories, made possible by Wolseley Trust funding, that will be with this young person for ever."

AGFHa has continued to receive funding from Wolseley Trust to organise and lead community trips for families and young people to local beaches and beauty spots.

This year, there were trips to BROADSANDS, Oddicombe, Looe, Seaton, Paignton, Torquay and Digger Land.

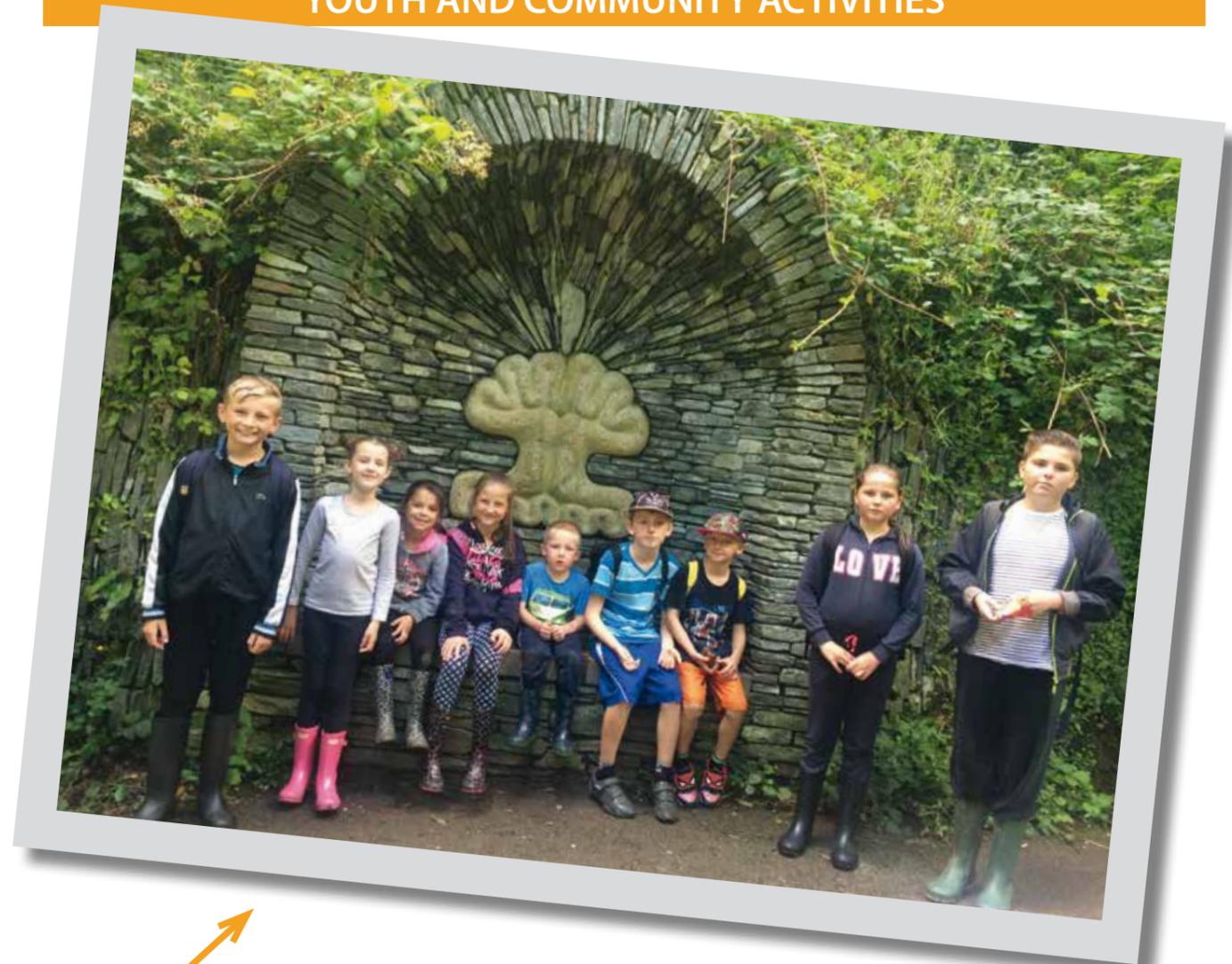
A programme of short train trips let families go off for the day using railcards that allow children to travel for £1.



"Without the funding provided by Wolseley Trust the respite provided to families wouldn't have been there.

"The support of the Wolseley Trust staff has been incredible during times of uncertainty and, no doubt, the encouragement from the team has kept the volunteers from these two groups going."

## YOUTH AND COMMUNITY ACTIVITIES



Just loving our day out!

Getting physical

Making our own fun





## SMALL GRANTS

# Small grant, big difference

**A** S A TRUST dedicated to making a difference to people's lives, residents and community organisations with an urgent or significant need can apply to us for grants of up to £300.

The difference those modest grants can make can be truly life-changing, so we make it as easy as possible to apply for them.

We intend them to be enabling or to act as catalysts, so we give them mostly to groups or businesses wanting to offer new activities or sessions that touch people's lives.

Among the many small grants we have given in 2016-17 are those to:

- ◆ Mayflower Community Academy FTPA
- ◆ Keyham Green Places
- ◆ Pelican Children's Centre
- ◆ Eat That Frog CIC
- ◆ Ford Primary School
- ◆ Sunshine Marina

### Lighting The Blue Touchpaper

"Wolsey Trust contributed towards the food for Fireworks Night, where about 40 people and their children attended a great event," says Christine Blackaller of Keyham Green Places Centre.

### Light Relief

"I wish to thank the Trust for its very kind donation of £200 towards our Christmas Fayre last year," says Melanie Cook of Mayflower FTPA. "It helped to fund our floodlights for the outside event."

### Once Upon A Time...

We were delighted to hear from Naomi Bridges of the Mayflower Academy about how its Story Telling event with the Friends Of Ham Woods was so successful.

They were able to raise extra money which has enabled some of our original grant money to help with a trip to Dartmoor.

"The new project aims to provide parents and the local community with an information leaflet that gives parents tips and ideas on how to keep their children busy in the holidays with cheap, fun and engaging activities that are all on our doorstep – eg, on Dartmoor," says Naomi.

"The leaflet will be made by the children and will include all the information parents need to enjoy nature/outdoor activities around the city, including public transport"

Her words are echoed by a Mayflower Academy student, who says: "Thank you so much to the Friends Of Ham Woods and Earthjump for running the workshops, and to Wolsey Trust for awarding us a grant that allowed us to have the event.

"We had a brilliant day trying a range of activities,



including wild garlic picking and outdoor storytelling with experts.

"We told our friends and parents stories that we had written and learnt, made monster masks, cooked garlic bread and toasted marshmallows over the campfire.

"We also got the opportunity to try log cutting and sawing."

### Hatching A Great Idea

"In June, as part of our Summer Time Thread, we will be bringing chickens' eggs into the centre to hatch," says Marita Pidgeon of the Pelican Children's Centre.

"This will be wonderful for our children's development as they will build upon their social interaction and nurturing skills as well as learning about growth and development.

"In 2015, we were lucky enough to have this experience and it proved to be a huge success.

"All the children loved waiting and watching every day to see them hatch and did such a fantastic job caring for them once they had.

"We are also introducing a Worm World which will help children learn about their fascinating lifestyle and their valuable contribution to the world we live in.

"Many thanks for supporting this valuable learning opportunity which we otherwise wouldn't be able to provide."



# Help, hope and happiness at the HLC

**R**IGHT IN the heart of the community we serve, the Jan Cutting Healthy Living Centre is vital to our mission – not just as the base of our Healthy Futures programme but as a hub that local people turn to for so many types of support.

Apart from being right on their doorstep, local people can access services discreetly, as the much-loved cafe is such a social magnet that no-one knows whether they're visiting the centre to sort out their mental health or merely for a hot chocolate and a chat.

The people we serve can enjoy community activities there as well as accessing legal, health, financial and other advice and support services – all made possible by a million-pound grant from the Big Lottery Fund in 2003.

With resident and drop-in services, local people have taken this grass-roots centre to their hearts and are using it to make changes to their lives.

## RESIDENT ORGANISATIONS

### One Stop Advocacy

"People come to me with their problems, whatever they may be, and quite often they're to do with benefits so I help them complete their forms, attend assessments, do mandatory reconsiderations, lodge appeals and attend tribunals," says Sally Hamilton of One Stop Advocacy.

"I also help people open their post, make telephone calls, lodge complaints and write letters.

"I've had many successes for my clients with benefit applications. It's very difficult for some claimants to do their own applications as they will have coping mechanisms and it needs someone on the outside to see these and make sure nothing is missed out of the application form. The Healthy Living Centre is a lovely place to come to and I now have my own office, so confidentiality can be guaranteed.

"Dealing with problems and applying for benefits can be very stressful but my clients are always sure of a friendly welcome from all the staff. There's an excellent café for clients to use as well as other services in the same building that I can signpost my clients to, which is very helpful.

"The Healthy Living Centre is a marvellous organisation for the people of Plymouth to be able to access for help with anything at all, and I look forward to helping many more people throughout the coming year."



### Family Nurse Partnership

"Having the Jan Cutting Healthy Living Centre as our team base is highly beneficial to the Family Nurse Partnership and facilitates the smooth day-to-day running of our service," says Fay Walker.

"The Family Nurse Partnership, part of Livewell Southwest, is an intensive, strength-based, home visiting programme offered to vulnerable first-time expectant mothers aged 19 or under.

"It's a structured programme the women enter into on a voluntary basis and it offers support during the pregnancy and until the child becomes two years old.

"The overall aims are to improve pregnancy outcomes, improve child health and development and improve maternal life course development.

"The environment here is welcoming and accessible and well maintained, and the offices provide us with enough space for storage and to be able to have team meetings regularly and comfortably.

"The centre is a great base for us to be able to hold multi-agency meetings and deliver training, the staff are always friendly, professional and efficient, and there's the added bonus of having the cafeteria on site – a Godsend for busy, hungry family nurses!"

Her enthusiasm is echoed by a client, who says: "The length of the programme offers the support I need. I've struggled a little, and needed support.

"There's always someone to talk with about problems with the baby or with me."

### PIAS

"We have to be based in a non-council building, which is why Scott Business Park is an ideal location for us," says a spokesman for PIAS, Plymouth Information Advice and Support for special education needs and disabilities.

"We're an arm's-length service of the Plymouth Local Authority and support parents, children and young people from birth to 25 years of age with regard to special education needs and disabilities.

"A number of our clients will have visited the Child Development Centre and the Westbourne building as well as Pluss before being signposted to us.

"We enjoy being located within the community and the added attraction of the quality of food provided by the cafe in partnership with Eat That Frog."

### Healthwatch Plymouth / Heads Count

"We're super excited to have just taken up residence in the Jan Cutting Healthy Living Centre," says Allyson Hood of



Healthwatch Plymouth. "Commissioned by Plymouth City Council, Healthwatch Plymouth is a feedback service for local publicly funded health and social care services.

"Heads Count is commissioned by Northern Eastern And Western Devon Clinical Commissioning Group and is a user-led network for mental health service users, carers and everyone with experience of or who is affected by mental health matters.

"Having just spent 12 months in a small office at the Mount Gould Hospital site, we're loving our new office space here at the Jan Cutting Healthy Living Centre, which has enabled our whole team to work together in the same office.

"What we really like about where we are now is being part of the community, both the working community on site and the wider community of North Prospect and Beacon Park.

"Both Healthwatch Plymouth and Heads Count are about people, listening to their experiences of services, and each service has an extensive engagement programme that takes us out and about in a variety of venues across Plymouth.

"In addition to our regular Healthwatch engagement programme, we also attend events, deliver talks about our service and run focus groups."

## DROP-IN FACILITIES

### Stop Smoking Service

"Providing a Stop Smoking Clinic at the Healthy Living Centre is of great importance to Livewell Southwest's Wellbeing Team as it enables us to reach our target population and support people who are motivated to quit smoking," says Health Improvement Practitioner Rachel Gould. "It also helps remove potential barriers in accessing our Health Improvement Services by providing a weekly service for local residents and wider communities to book an appointment to see a qualified stop smoking adviser within walking distance of their homes.

"We're also able to raise local people's awareness of the other health and wellbeing programmes we deliver which include supporting people to eat well and become more active. We can also signpost clients to other services based at the Centre including the Healthy Futures Service."

### Credit Union

"The Credit Union is a democratic, non-profit-making financial co-operative," says Betty Gray. "It's owned and controlled by its members and every member, no matter how much they save, has an equal vote in the running of it."

## OUR FACILITIES



"It can offer benefits including savings, low-cost loans, and free insurance."

The drop-in service in the foyer area of the Health Living Centre is on Thursdays between 10am and Noon.

### Devon and Cornwall Counselling Hub

"Our first Level 4 diploma course in therapeutic counselling began in September 2016 and is still running," says Mark Hartshorn of Devon and Cornwall Counselling Hub.

"The multi-purpose hall is a perfect space for our courses as it provides such a huge area for small group work and creativity, giving us the freedom to design exercises and learning experiences that are often not possible in traditional classroom settings.

"The links the Jan Cutting Centre has with the community is of particular benefit to our students, as we aim to support third-sector organisations.

"We're setting up a counselling service using our student counsellors which will run from the Centre and serve the needs of the local community – a unique opportunity for our students.

"I've been so happy with the support offered by everyone at Jan Cutting that I've arranged for another

course to start at the site in September 2017, meaning we will have two full-day courses a week running on the site."

### JP Independent Therapy Services

"The rooms at HLC provide a calm space for reflection, with the added flexibility of evening availability," says Chartered Clinical Psychologist Dr Joanne Porter of JP Independent Therapy Services. "The presence of a staff member at all times of the day is reassuring, and they're helpful and understanding. This is especially helpful with the challenge of organising multiple session dates."

### Cornwall Mobility

"Cornwall Mobility is an independent charity offering advice, information and support to individuals with independent living or mobility challenges, especially around driving," says driving consultant Ron Spence.

"The Jan Cutting Centre is ideally placed for us to use as a satellite centre from Truro, the staff at the centre are always friendly and welcoming to our clients, and the cafe and waiting area are very useful for family, friends and carers who accompany our clients to their appointments."



## WOLSELEY COMMUNITY BUILDING FACILITIES

# A building the community has taken to its very heart

**O**UR COMMUNITY Building and Conference Room means so many things to so many local people, whether it's the place they play Bingo, the cafe where they leave their loneliness aside for the length of a meal, or the venue for their mutual support group.

From being the weekly home of the Stroke Association group, better known as Chatterbox, to the setting for our Christmas Day Lunch, it's a building at the very heart of the community it serves.

"The Bingo Group, for instance, can be accessed by everybody in the community as well as members of Wolseley Trust," says Sylvia Wooldridge.

"Everyone can come together and enjoy a relaxing and fun game of Bingo, and we can get up to 50 community members every Tuesday of the month.

"The Wolseley Community Building is easy to get to, convenient and accessible by many bus routes, which benefits our group."

It's also the home of the Plymouth Pensioners And 50+ Group which has about 60 members and dedicates itself to fighting social isolation.

Other regular users of this thriving and newly-refurbished Community Building include:

- ◆ Toddler Group,
- ◆ Slimming World
- ◆ Plymouth Camera Club
- ◆ Alcoholics Anonymous
- ◆ North Prospect Family Church
- ◆ The Stroke Association.

**OUR COMMUNITY Minibus** is frequently used for outings, opening up new horizons to people who might not otherwise have a chance to leave the locality. Users include:

- ◆ The Befriending Group, giving access to lunch clubs
- ◆ Thorn Park Residential Home for trips to garden centres



- ◆ The 27th Scout Group, for Ten Tors, trips and camping
- ◆ Manor Court Residential Home, for taking residents out to lunches
- ◆ Affinity Sutton, for day trips
- ◆ Camellia House, for trips to Jennycliff and other places.

### Stroke Association (Chatterbox)

**CHATTERBOX is a group of people who have had strokes," says Linda Lewis. "We've all been left with various speech problems.**

"The group meets once a week to discuss many different topics, designed to help us regain the use of our speech.

"We also have visiting speakers to talk with us and help us with different projects.

"Parking, access and toilet facilities here are very good, the room and surrounding area is very quiet and suitable for our needs, and we feel very settled here as no-one interferes with our meetings.

"Last but not least, the staff are very helpful and friendly."

### Christmas Day Lunch

and drop them home, serve drinks, organise games and provide everything needed for the day to run smoothly, or the many kind donors who give money, food and gifts – but especially Sylvia and her team who produce the most amazing food and do all the washing-up.

"If it weren't for all of them, at least 50 people would have a very quiet Christmas.

"Wolseley Trust makes it happen."

**"WE HOSTED our fourth Christmas Day meal at Sylvia's Cafe – and what a success it was," says Phillipa Davey.**

"More than 50 people enjoyed Sylvia's amazing cooking and had a Christmas lunch with all the trimmings, as well as afternoon tea.

"Carols were sung, games were played, bingo was called and everyone enjoyed a Christmas Day together.

"None of this would happen without Wolseley Trust providing the premises, the minibus and invaluable admin support, or the volunteers who pick people up

# Thriving business parks make our work possible

**W**OLSELEY Business Park and Scott Business Park are crucial to the development of the community we serve at Wolseley Trust – and without the income they generate, we couldn't do our vital work for the people who need it.



It's a tribute to the vision and grass-roots realism of our partner, Plymouth City Council, that the two business parks we created together in 1997 have transformed previously derelict sites into thriving business hubs that have generated more than 1,500 local jobs.

Anyone who has lived through the economic ups and downs of the past 20 years – especially anyone who lives in the community that Wolseley Trust serves – will appreciate that every job created or maintained in the local area makes a difference to an individual, a family, and the prosperity of the entire community.

We're not called the Wolseley Community Economic Development Trust for nothing, and the continuing support of Plymouth City Council ensures we can continue our work to improve the prospects of all the local people who depend on our help.

We don't just recycle the rents from the business units; we upcycle them, putting them to use where they're needed the most: on our own doorstep.

## Personal touch appeals to Hillier Maintenance

"We're a building and maintenance company, offering everything from painting and decorating to complete renovations – and we pride ourselves on completing all jobs to the high standard and finish that clients require and expect from us," says Glenn Hillier. "As we grew, we needed bigger premises and decided to move to Wolseley Business Park.

"The service they offer is very flexible, especially as you're not tied into a long contract and they work on an easy in and out option. The Wolseley Trust team have always been at the end of the phone, and even visit the unit on occasions to ensure we're happy with everything.

"It's this personal touch that makes renting a unit from them a positive experience. If we have a problem it's resolved quickly with no fuss. The premises are very secure, with a security guard always on site, which also gives us peace of mind. As a customer, we can highly recommend renting a unit from the Wolseley Trust team."

**CHARLOTTE Tozer, a student at Plymouth Studio School, has spent her Fridays on a year-long administration placement at Wolseley Trust during which time her confidence has grown and she's demonstrated a great work ethic.**

She has been a real asset to us and has also taught the office staff how to keep up to date with computer software.

"I've really enjoyed my placement at the Trust," she says. "I feel I've developed as a person and become a lot more confident.

"The office staff have helped me gaining skills that will benefit me in future studies and jobs."



### OUR CURRENT TENANTS

B & R Heating Ltd  
 Celebration Balloons  
 DMI International Distribution Ltd  
 Ford Youth And Community Gym  
 Get Up & Go Nursery  
 Hillier Maintenance South West Ltd  
 Knight Scientific  
 Leisure Pursuits  
 Mi-Space  
 Mount Tamar School  
 Orchard Dental Practice  
 Quality Components Engineering  
 Signs Express  
 Sylvia's Café  
 Total Re-Build Fitness and Strength



## Location, location, location...

"We decided to operate our business from Scott Business Park because it has reasonable rates and is near the Dockyard," says Richard Neno of Marlin Environmental Services. "We've moved from one unit into a larger premises and also taken on an additional unit. It's been a very good experience so far with all our expectations being met.

"The size, layout and location of the units is perfect for my business and has enabled me to provide my main customer, Babcock, with a quick and cost-effective service.

"All in all, it's a nice little site with very friendly and approachable staff – and any problems I've had have always been resolved in a timely, professional manner."



### OUR CURRENT TENANTS

Alphabet Signs South West Ltd  
 Barnes Plumbing & Heating Ltd  
 Bolton Gate Services Ltd  
 County Chiropractic  
 D & R Removals  
 Devon Electric Bikes  
 Dragon Products  
 Eat That Frog  
 Fire Doors Rite Ltd  
 GMC Projects  
 Lantech Communications Ltd  
 Marlin Environmental Services Ltd  
 New Wave Marine Ltd  
 Oakley Builders & Groundworks  
 P C Towbars  
 Penny's Domestic Cleaning  
 Plymouth Heartbeat  
 PLUSS Organisation  
 Purple Telecommunications Ltd  
 RSF MTB Mountain Bike Suspension Specialists  
 South West Wall Coatings Ltd  
 S P Maintenance  
 Whiz Kidz

# Why Pluss's gardeners have grounds for pride and satisfaction



**P**LUSS, the social enterprise and community interest company, has been maintaining the grounds of both of Wolseley Trust's business parks for many years.

The organisation's Plymouth grounds maintenance team is based at Scott Business Park and works with people with learning disabilities to prepare them for entering the world of work.

"The team really enjoy doing the grounds maintenance," says Pluss Manager Sally Carr.

"Both sites are really attractive with lots of varied gardening tasks to do, including mowing, strimming, hedge cutting and weeding.

"The Wolseley Trust site managers are very supportive

of our team, as are the other tenants on the site. We take great pride in the work we do and aim for the business parks to look their best throughout the year."

This year the teams have tried to improve the sites by planting Spring bulbs, replanting the planters in the café outdoor seating area, undertaking general clearance of overgrown shrubs, and building a compost bin to promote recycling of the sites' waste.

Following the first-class training and invaluable experience they gained working on the Wolseley Trust gardens, a number of the team have gone on to get paid employment doing gardening and grounds maintenance for companies in Plymouth.

“

I like working on the Wolseley sites as I know you're looking after an area for the local community

”

– Peter G, a member of the Pluss gardening team



# Adding fun to the serious task of improving local prospects

## Members' Meetings

**A**S THE HUB of the community we serve, we're proud of the way our members engage with our initiatives and continue to involve themselves in the area's social and economic development.

An average of 100 members attend each of our quarterly meetings at which we report on our activities, listen to feedback, and consult them directly about our plans.

This gives the individuals and community groups who make up our membership a real opportunity to shape the future of the Trust and the area itself.

Far from being dry-as-dust occasions, we combine our quarterly meetings with food, games and activities to make them as sociable and attractive to members as possible.

Here are just a few highlights from our 2016-17 Social Calendar.



## Family Fun Day

Held in August 2016, our Family Fun Day was one of the social highlights of the year for many local people and offered a plethora of free events including a circus workshop, balloon modelling, a mini Olympics competition with prizes, face painting, live music, a fancy dress parade, a fire engine, a police car, a Dartmoor Rescue display, a raffle, and craft stalls, as well as a free barbecue for Trust members.

## Christmas Family Festive Fayre

Santa had his work cut out on 21 December when no fewer than 80 local children visited him in his grotto and received a gift.

The magic continued with entertainment by Mr Wishy Washy, craft sales, and free mince pies and drinks for members.

We're very grateful to Palladium Building Supplies, who kindly donated some wood which was made into a sleigh for the Grotto.



## Members' Christmas Meal

Seen by many local people as one of the highlights of their year, our Members' Christmas Meal was attended by 180 of them.

They enjoyed a free Christmas lunch with all the trimmings, prepared by Wolseley Community Catering, while entertainment was provided by North Prospect Choir and children from the Get Up And Go nursery.

The celebrations included a festive quiz and bingo.



**LIFE-CHANGING MOTIVATING**  
**GRANT-GIVING GALVANISING**  
**EDUCATING DOOR-OPENING**  
**SOCIALISING CARE-GIVING**  
**CATALYSING FUNDRAISING**  
**UNDERSTANDING PARTNERING**  
**HAND-HOLDING ORGANISING**  
**UNSTINTING FUN-PROVIDING**  
**ENABLING GAME-CHANGING**  
**MENTORING ENCOURAGING...**  
**...WOLSELEY TRUST.**