



the care forum

The Care Forum

2020 Calendar

**2018-19 Annual Report
and Summary Accounts**

Chairperson's Report

There is a Chinese curse; “May you live in interesting times”.

In today's charity sector, I think this has become very relevant. With austerity biting deeper, the funding for some projects has become increasingly tighter. However, challenges only serve to highlight that our work – whilst often being difficult to deliver – is ever more important! This year, the Board recognised these challenges and has embarked on a review process, creating strategies which will enable TCF to move on from strength to strength.

Vicki, our well-respected CEO, moved onto an entirely new calling this year, and whilst we were sad to see her leave, we recognise that sometimes change can be necessary and productive. Part of our strategy has been to rearrange our Executive team, which should free up time to concentrate on securing our present business and identifying new sources of funding for the future too. We are proud of our approach to new business, which is often developed in partnership with other charities.

I and all the Board value and appreciate all that is done by all the volunteers and staff at The Care Forum. The need for our work has never been more important. We are determined that this incredible organisation shall continue to thrive for many years to come. Thank you to all our volunteers, stakeholders, partners, staff and clients for your commitment and support this year.

CEO Report - Morgan Daly

During a recent health and care conference on social prescribing, I was posed a difficult question by a colleague who asked, “How can health and care organisations still meaningfully talk about working together when it feels as though there just isn’t enough money to go around?”.

For me, this is a vital question for many charities and social enterprises at the moment. The way we respond to this challenge really tests whether the ‘values’, ‘aims’, ‘vision’ or any number of other artefacts published on our websites actually translate into real life, and into the actions of our volunteers and staff. One of the reasons I have worked at The Care Forum for so many years comes down to the way that the values of our organisation can be seen to filter down throughout everything we do – particularly around how we espouse accountability and empowering approaches in our work. I am proud that we host projects at The Care Forum which empower other community groups, and local people whose views can and do matter. I am particularly proud of the way in which our volunteers give time, expertise and effort to support health and care at a time when many services around us are under pressure – thank you for the (often unseen) work you do. I would also like to commend all of my colleagues at TCF for the integrity, hard work and innovation you have shown yet again this year – you are brilliant, and a credit to our sector!

I believe that the South West can and should be a national leader for excellence and innovation when it comes to health and care. The coming year poses many opportunities for us, and I am excited to be working with volunteers, colleagues, stakeholders and partners to make this aspiration a reality. If this calendar grabs your attention, and you would like to find out more about The Care Forum and our vision, then please don’t hesitate to link up with us to get involved – we call ourselves a forum for that exact reason, and so we’d love to hear from you!



The Care Forum

The Care Forum believes that health and care services always work best when they listen and serve the people who use them.

To achieve this, **we listen** to people and other organisations, and **we amplify their views**. We use our expertise to help to come up with **solutions** to some of the challenging problems that affect our local services. We help to create **effective, modern services** to meet the needs of people today, and for **future generations**.

The Care Forum, Vassall Centre, Gill Ave, Fishponds, Bristol. BS16 2QQ

Tel: 0117 965 4444 Website: www.thecareforum.org.uk

Email: admin@thecareforum.org.uk

January 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
30	31	1 New Year's Day	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2



Well Aware



Well Aware can be contacted
Bristol: 0808 8085252
South Gloucestershire: 0808 8020014
www.wellaware.org.uk

In the last 12 months 134,152 people used Well Aware to find information about services and activities.

In Bristol our team have visited libraries, job centres and GP surgeries as well as helping to inform and support health and adult social care strategies across the city. Many varied activities are on offer and encourage people to stay active.

In South Gloucestershire we have connected with community mental health teams, innovation teams and wellbeing services as well as GP surgeries and nurses.

February 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	1

**New 2020 membership
1 April 20 - 31 March 21**

Become a TCF member

We will send you a membership pack which, based on one of three tiers, includes:

- Introductory pack from the CEO
- Monthly in-depth discussion points (state of the sector)
- Discount job adverts to 1000s of job seekers
- Access to free annual peer support events solely for members

Membership



- Your logo on our membership page along with a self-developed one page profile of your organisation
- Branded pens, pencils and membership stickers
- VSS info for VCSE/ corporate memberships
- Free specialist support to advertise your events (including focused promotion to target audiences as required, and a 'plain English' service)

If you need any further information please contact: admin@thecareforum.org.uk

March 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
24	25	26	27	28	29	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23 30	24 31	25	26	27	28	29



Community Champions



Greater Fishponds Community Champions is a local action project working with older people in Hillfields, Frome Vale and Eastville.

We support new groups to **advise** what's on locally and to **introduce** new activities to the community.

Regular groups we organise include:

Monday Over 50s club
Pakistani over 50 **Wellbeing** Group
Gather and Grow
FAB Catch Up Cafe

Contact Fishponds Greater Community Champions via
[Facebook.com/GreaterFishpondsCommunityChampions/](https://www.facebook.com/GreaterFishpondsCommunityChampions/)

April 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
30	31	1	2	3	4	5
6	7	8	9	10 Good Friday	11	12
13 Easter Monday	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3



The Voice and Influence Partnership (VIP) membership is growing

In the last year our work has meant that more people from **communities who are not always well represented in local decision making processes** – those who are older, from minority ethnic communities, from different faiths, identify as LGBTQ+ or identify as disabled – have been able to have their say about the big issues in Bristol. This has included transport, the Council budget, homelessness, air pollution and changes to the library service.

We are working with delivery partners **Bristol Older People's Forum, OTR Freedom (LGBTQ+), WECIL (disability), Centre for the Deaf and Hard of Hearing, MAG Consulting (BME), Bristol Multi Faith Forum** and advisory partners **SARI and Bristol BME Voice**, to increase the voice and influence our members have on Bristol City Council consultations.



Find out more and become a member at www.voiceandinfluence.org.uk



May 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
27	28	29	30	1	2	3
4	5	6	7	8 Early May Bank Holiday	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25 Spring Bank Holiday	26	27	28	29	30	31



Advocacy

Advocacy is **taking action** to help people say what they want, secure their rights, represent their interests and obtain services they need.

Advocates and advocacy schemes **work in partnership** with the people they support and take their side.

Advocacy promotes social inclusion, **equality** and social justice.

To make an advocacy referral contact 0808 808 5252

June 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

Ways to Wellbeing

Social Prescribing Service

Social prescribing is a form of social support within the Community, led by our volunteers and service users.

Providing a free and confidential social prescribing service to anyone over the age of 18 living in and around the greater Fishponds area of Bristol.

Working in partnership



the care forum



Contact Ways to Wellbeing Email: waystowellbeing@thecareforum.org.uk

July 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2



First Contact



Since funding from the Bristol Ageing Better project started First Contact Bristol, a total of **355 referrals to services** have been made. These referrals were for people over the age of 50 who might not have accessed services through any other means.

We thank all of our partners who deliver these services across the City and we are **delighted to have new partners joining** to offer even more support.



Well Aware can be contacted on Bristol: 0808 8085252 South Gloucestershire: 0808 8020014
www.wellaware.org.uk

August 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24 31 Summer Bank Holiday	25	26	27	28	29	30



Enter and View from Lived Experience

Healthwatch partnered with Swindon Advocacy Movement (SAM) to carry out Enter and View. We did this to ensure mainstream and specialist services are **meeting the needs of people** with learning disabilities or autism in Swindon.

Visits took place at six GP surgeries and two dental practices. The recommendations were made by quality checkers with '**lived**' **experience** of having a learning disability or autism and were produced in 'Easy Read.'

Thanks to our Healthwatch volunteer quality checkers, the services we visited have taken steps to become more accessible.

The Quality Checkers volunteers

Contact Healthwatch Swindon Email: info@healthwatchswindon.org.uk

Telephone: 01793 497777

September 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

Dialogue

The Dialogue team have been involved in a range of projects to **improve inclusion**, understanding and collaboration across the health and wellbeing system in Bristol, North Somerset and South Gloucestershire (BNSSG).

Across BNSSG we've supported a **review of existing mental health services** and helped lead a **pioneering NHS England-funded project** to strengthen co-working between the Voluntary, Community and Social Enterprise (VCSE) sector and **Healthier Together**, our regional Sustainability and Transformation Partnership (STP).

Most recently we've been chosen by the **West of England Academic Health Science Network (WEAHSN)** to deploy a web platform called **HYVR ('Have Your Vision Realised')** for professionals, service users and members of the public to co-create new solutions in the field of health and social care health and social care

We're involved with **Better Care Stronger Communities**, reviewing **existing mental health services, the frailty strategy and Healthier together**. We are also working alongside **West of England Academic Health Science Network (WEAHSN)** on a web programme which aims to bring solutions to some of the challenges in our sector through professionals, service users and members of the public **working together**.

Supporting organisations and people to understand and be involved with changes to health and care services

We help services plan and update existing services

Conduit for planners of health and care services and organisations that support people to use them

October 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1



On a day with high winds and rain Healthwatch Swindon braved the weather to attend Swindon and Wiltshire Pride.

Sam and Carol partnered with Threshold Housing and took part in the parade. We then manned our stall gathering feedback from over 50 people! A day well spent!

November 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23 30	24	25	26	27	28	29

healthwatch

Healthwatch S.G.



South Gloucestershire

We were incredibly proud that our work was recognised at the national Healthwatch Awards in 2018. We were awarded 'runners up' for the work we have done with The Hive (Avon), a local charity for people with a learning disability.

Through this project, funded by the South Gloucestershire's Learning Difficulties Partnership Board, we recruited and trained six people with learning disabilities to carry out enter and view visits to a Minor injuries Unit, two GP surgeries, a Day Centre and an Accident and Emergency Department.

The volunteers' unique insight and recommendations for change have led to improvements to services that will be of benefit for all patients.

To learn more about their work visit: www.healthwatchsouthglos.co.uk/LDenter-and-view-video

December 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25 Christmas Day	26	27
28 Boxing Day	29	30	31	1	2	3

**STATEMENT OF FINANCIAL ACTIVITIES
INCORPORATING INCOME AND EXPENDI-
TURE**

**ACCOUNT FOR THE YEAR ENDED
31 MARCH 2019**

	Restricted funds 2019	Unrestricted funds 2019	Total funds 2019	Total funds 2018
	£	£	£	£
INCOME FROM:				
Charitable activities:				
Grants receivable	1,175,069	-	1,175,069	1,213,960
Service level agreements	238,056	10,669	248,725	208,419
Membership subscriptions	-	3,340	3,340	3,255
Additional commissioned services	28,361	46,783	75,144	52,998
Other trading activities	-	1,744	1,744	1,764
Investments	-	3,120	3,120	2,468
TOTAL INCOME	1,441,486	65,656	1,507,142	1,482,864
EXPENDITURE ON:				
Charitable activities	(1,378,498)	(30,799)	(1,409,297)	(1,431,574)
TOTAL EXPENDITURE	(1,378,498)	(30,799)	(1,409,297)	(1,431,574)
NET INCOME / (EXPENDITURE) BEFORE TRANS- FERS	62,988	34,857	97,845	51,290
Transfers between funds	(11,405)	11,405	-	-
NET INCOME / (EXPENDITURE) AND NET MOVE- MENT IN FUNDS	51,583	46,262	97,845	51,290
Total funds brought forward	26,180	449,059	475,239	423,949
TOTAL FUNDS CARRIED FORWARD	77,763	495,321	573,084	475,239

BALANCE SHEET AS AT 31 MARCH 2019

	£	2019 £	£	2018 £
CURRENT ASSETS				
Debtors		103,822	45,302	
Cash at bank and in hand		544,918	520,323	
		<u>648,740</u>	<u>565,625</u>	
CREDITORS				
Amounts falling due within one year		<u>(75,656)</u>	<u>(90,386)</u>	
NET CURRENT ASSETS		573,084		475,239
NET ASSETS		<u>573,084</u>		<u>475,239</u>
Unrestricted funds		495,321		449,059
Restricted funds		77,763		26,180
TOTAL FUNDS		<u>573,084</u>		<u>475,239</u>

TRUSTEES' STATEMENT

This summarised financial statement is only a summary of information extracted from the charity's statutory financial statements and does not contain sufficient information for a full understanding of the financial affairs of the charity.

The auditor has issued an unqualified report on the statutory financial statements and on the consistency of the Trustees' Report with those financial statements. Their report on the statutory financial statements contains no statement under sections 498(2)(a), 498(2)(b) or 498(3) of the Companies Act 2006.

The statutory financial statements were approved by the Trustees on 23 July 2019.

Our Trustees and Staff Team April 2018 – March 2019

Trustees

Rod Mayall
Therese Gillespie

Robin Butcher
Steve Barnes

David Cottam
Gordon Podmore

Martin Dear
Jenny Allen

Staff Team

Bruce Mulcahy
Jim Hogg
Jo Osorio
Genise Hilton
Jo Davidson
Alex Francis
Nick Dean
Alex Hodgson
Jason Ferris
Sandeep Sapari

Lea Memon
Mary-Jane Jones
Ronnie Wright
Helen Young
James Picardo
Pat Foster
Dan Hull
Josh Connor
Claire Littlejohn
Beccy Wardle

Hannah Seaman
Pete Clasby
Vanessa Scott
Olivia Plenty
Angus Claydon
Carol Willis
Stella Judd
Katie Hope
Sarah Dunbar

Vicki Morris
Elena D'Orso
Rimi Hussain
Sarah Ambe
Gemma Martin
Mike Matthews
Morgan Daly
Charlotte Reeves
Roopindera Kaur

Volunteers

With thanks to the many volunteers who give their time and commitment to projects run by The Care Forum. Their work contributes added value to the local economy, providing fresh ideas, creativity and enhanced understanding of the issues and experiences of local people.



The Care Forum
Vassall Centre
Gill Avenue
Fishponds
Bristol
BS16 2QQ

Telephone: 0117 9654444
Email: admin@thecareforum.org.uk
Twitter: @TheCareForum

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Registered office as indicated.**