



Photography Beccy Strong

Pandemic Response

Updated February 2021

**Building resilience in the community in
response to the COVID 19 pandemic**

Ageing Well Torbay Learning Series



A BIG THANK YOU!



Giant sand sculpture acknowledging the work of volunteers in Torbay, created by 'The Sandman' Geoffrey Ward on the beach on May 28th 2020 for Volunteer's Week. Sent as a postcard to pandemic response volunteers.

We couldn't let Volunteers Week (June 1st to 7th) pass without saying a big thank you to each and everyone of you for the fantastic work you have been doing during the current crisis. We knew our communities in the Bay were strong and resilient, but even we have been taken aback by the many selfless acts of kindness that were done and continue to be done. We commissioned Geoff Ward, better known as the 'Sandman' to put on record our thanks and we like to think that the extra 'l' in volunteers represents all the love that has been shown. You are amazing, you are #TorbayKind

On behalf of the Torbay Community Coronavirus Helpline



Resilience, collaboration and 'ability-to-respond'

'Ageing Well Torbay (AWT) is a collaborative network of delivery partners that together provide a complimentary social prescribing ecosystem, built on strengths/asset based neighbourhood development, connecting people, time and skills, supported by a range of VCSE support services that has proven its ability to transform lives, shifting people out of isolation into valued contributors. With the pressing need to adapt to support people through the pandemic, we shifted our partnership into a coronavirus community support system, with a helpline and a series of tier two supports based on the needs identified through our helpline, which has received over 17,000 calls since 16th March. The appetite for partnership working has been unparalleled, with partners from NHS, Council and VCSE contributing to the system, not to forget only made possible by the hundreds of residents who have offered and given support to their neighbours.

The feedback from the community to our immediate response in assisting vulnerable elderly people in Torbay clearly demonstrates the levels of resilience, collaboration and 'ability-to-respond' that have been built up in the community through the Lottery funded Ageing Well Torbay Programme. Some of the delivery options and partnerships were already in place – others came together quickly through relationships that had been growing. Our records show 76% people listed on helpline are over 50 years yet only 7%, based on CRM data records, of people using the helpline are people we have worked with through AWT Programme. We believe this indicates that the people we have worked with through the Ageing Well programme have been able to maintain their support networks as all known isolated people have been contacted and supported through the crisis by their primary delivery partners - Community Builders, Age UK Torbay Wellbeing Coordinators, FAIR and Staying Put.

Torbay Council and colleagues in the NHS have an unparalleled appetite to work differently, having seen the power of community and have set up a series of transformation groups to foster a new way of working with the people, which presents a significant opportunity for Ageing Well Torbay to support these partners to become engagement led and strengths based over the coming months and years. There really is a once in a lifetime opportunity to harness this goodwill and appetite to really put older people in Torbay in the lead.

As above we have over 2000 new older people to work with who we hadn't reached before and our collective challenge is to support people to re-engage in their communities through recovery and beyond, which will take time and presents new challenges to overcome anxiety, particularly for those with underlying health conditions.

To take advantage of these opportunities and support the most vulnerable to re-engage will take time. There is new learning and approaches starting to be developed, using creative ways to encourage re connection. Our continuing aims are to adapt our ecosystem approach to recovery and beyond, harnessing the goodwill of individuals and organisations to really create a place where everyone over 50 feels valued, purposeful and connected.'



The beginning...

We organised quickly and by March 16th – one week before lockdown – we had already set up the Torbay Community Coronavirus Helpline and had began reaching out to all known local isolated people across all our delivery partners with virtual ongoing support. This was the Communications Manager's report just three days later:

The story so far...

Our only priority for the foreseeable is the Coronavirus Crisis.

A team of managers conference call each day to discuss progress.

As well as all our own teams we are working with Healthwatch Torbay, Age UK Torbay, Brixham Does Care and Citizens Advice Torbay and we will continue to meet with them (virtually) for the duration.

We are also working closely with the new Torbay Help Hub on Facebook which attracted more than **25,000** likes in its first few days of operating. The idea is they will become the rapidly updated news source – who is open, which businesses are offering delivery etc. We will maintain the volunteers and help needed database.

We have set up helplines – 01803 446022 which runs from 8 am to 8 pm seven days a week, and one staffed by Brixham Does Care 01803 857727 (Mon-Fri 9 am to 4.30 pm).

The calls are already coming in, and we will be asking you to take your turn on the phone line.

We also have an online form for people needing help and offers of help which can be accessed: bit.ly/torbayhelpline

Security is an issue and whilst there has to be an element of trust we are taking references for volunteers, and we have a postcard for them to use to tell neighbours they have signed up with us.

Furthermore, for those communities wishing to self organise we have a flier for neighbours to distribute which is available via: bit.ly/goodneighbourtorbay

We are working closely with Torbay Council who will next week produce a 16-page newspaper all about coronavirus, what to do, who can help and in addition to the above, we will also have a double-page spread featuring our community builders.

Thus far our efforts have been publicised via all the usual social media/websites as well as Brixham News, Herald Express, Devon Live, The Breeze FM and Heart FM.

We are also seeking out good news stories and celebrating good deeds with the hashtag #TorbayKind. The first is Paul O'Brien from Paignton who has now been on BBC Devon, is pending a spot on BBC Spotlight and Heart FM.

Imagine This have been talking to children's services and are poised for when the schools close after tomorrow. Tanny Stobart and Jo Morrell are leading on this and connecting with voluntary partners and Children's Services who are in the process of setting up an early help phone line.

We have a policy that will circulate shortly about home working and how to keep sane through it all.

An amazing team effort!



Ten months later...

The statistics:

8am-8pm, seven days a week. Since 25th May these hours have reduced. Now 01803 446022 just six days a week 10 am to 6pm Mon to Fri and 9.30am to 12.30pm Sat.

Staffed with people from partner agencies across VCSE, NHS and Torbay Council.

Daily updates as new offers and intelligence emerges.

Received more than 17468 calls.

Now have 5428 new contacts on database 76% of which are over 50 years old.

There are currently 3544 requests and 1023 volunteers.

Currently 1943 matches where people are being supported with the services listed below.

Daily triage

Tier 1 is where people can be said to be in the mainstream with no or low risk to people. Tier 2 is where people have a higher risk which if not addressed would lead to more severe needs. At Tiers 3 or 4 people are using hospital, social care or police services.

Rapid Response team

Rapid Response Referrals Team are collected twice per day.

The Rapid Response team have dealt with **thousands** of requests.

Seven days a week.

More than **1240** people have been helped with this service, plus another **448** from Brixham Does Care.

Serviced by our own Community Builders, Age UK Torbay Well Being Co-ordinators, Church supporters and Volunteers

Mostly prescriptions and shopping.

Referencing Team

More than **1023** volunteers had their references checked thus allowing us to invite them to help.

Because of the need to act quickly we chose not to use the DBS scheme.

Matching Team

Groups of staff and volunteers, drawn from varied agencies used the system to find the closest match of people's needs and people's offers of support and skills.

Generally, this started with matching people geographically. Thus we connected neighbour with neighbour and often this meant we could help to establish supportive connections which can last much longer than the pandemic.

We published guides for the volunteers and neighbours with advice to support them in their role. We also issued PPE and provided virtual support.

More than **1900** matches have been made.

Good Neighbours Network

Micro neighbourliness schemes almost immediately sprung up across Torbay.

Sixty eight such schemes were issued with a short guide to help them help each other safely. Each will be further supported by Community Builders where they need such help.

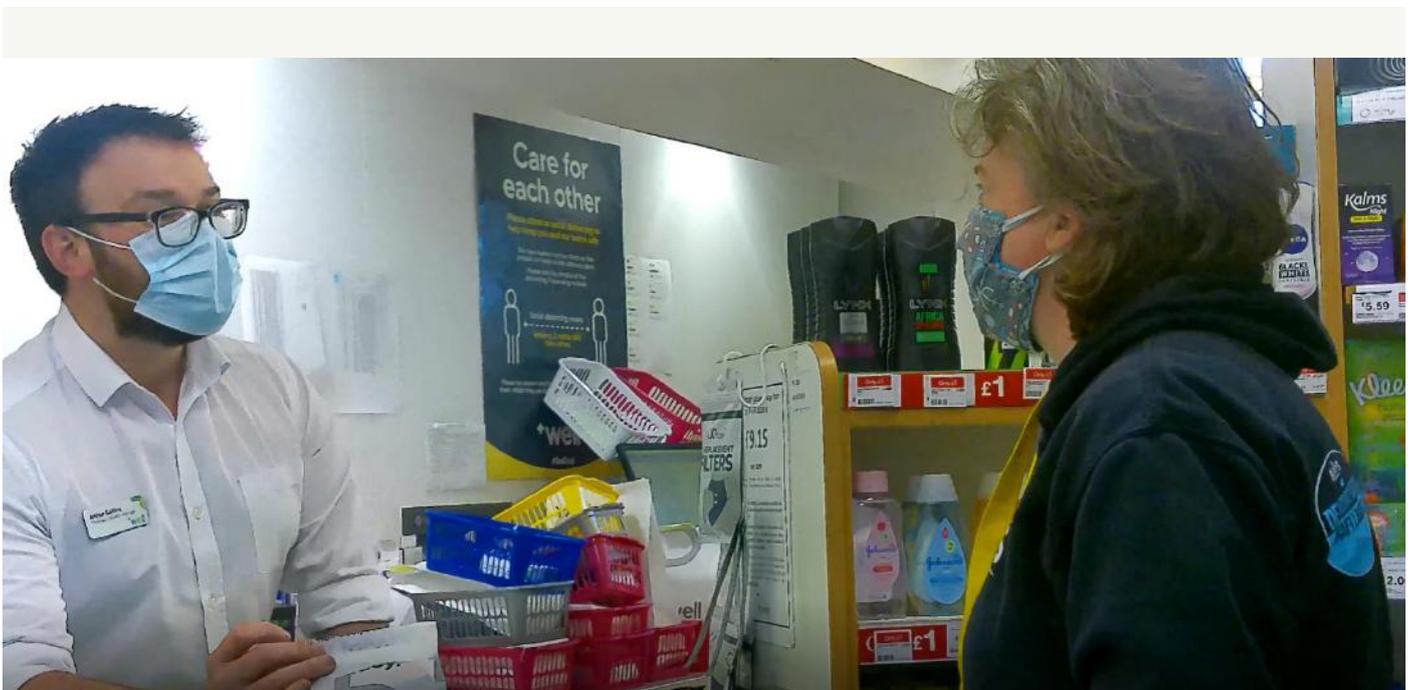
This is street level self-help.

Now being developed as Good Neighbour Networks: <https://bit.ly/goodneighbourtorbay>



TORBAY COMMUNITY HELPLINE

Voluntary Sector Led



A Rapid Responder volunteer collecting prescription medication for a helpline caller

Tier 2 referrals...

In addition we have given support to the development of the following activities:

Food bank support

In the first month the local food banks saw their numbers quadruple. **350,000** meals and now running at a rate of **10,000** per week.

A unique food alliance was set up to ensure food was distributed equitably to all those facing food poverty. Twelve organisations working together with Torbay and South Devon NHS Foundation Trust, Torbay Council and TCDT.

Food became scarce and a collaboration with one of the larger hotel chains helped to secure large orders of food, funded via a Crowdfunder appeal.

We encouraged Bristol based FareShare to launch into Devon early.

Advice

Very quickly the advice offers broadened from experience gained through the Ageing Well Project.

Now we work with more than 15 local VCSE advice agencies with advice for money, debt, benefits and

housing to name but a few. Daily triage of referrals.

Finance

As the crisis has continued more people have been contacting us with financial issues. **282** have been triaged through the Helpline with new case being added at the rate of 10 per week.

Mental health

Four levels of support were identified.

People's needs are triaged daily.

A network of mental health VCSE organisations are providing assistance.

Just over **600** mental health referrals have been made with an increase in complexity of needs and also people presenting who don't trust statutory services. Gaps between Adult Social Care and helpline referrals.

Children and family support

Daily triage.

Building activity packs.

Supporting food distribution.



Photography Beccy Strong



Learning and challenges

Our top piece of learning was how well we all communicate across all sectors, when we really have to. We have developed excellent communications with cross sector colleagues. We are nurturing these deeper relationships to improve our collective effort in the future.

Activities which previously may have taken much longer to enact brought services together really quickly. Senior staff in statutory services are telling us we cannot go back to how we were and the positive changes must now be embedded.

Local vs national - we had to find our own response and focus on the reality of the issues locally. We learnt yet again that local connections can sometimes be the best solution. For example, when trying to manage the speed of work with pharmacies we went to the top via senior health channels before realising our locally known staff talking directly with each pharmacist worked faster.

Creating dependency vs activation - we have maintained our focus enabling people to help themselves and to avoid dependency where at all possible.

Maintaining partnership response. We have achieved a single point of access for people in need. We will work with others to try and keep it in a form which is effective and sustainable.

Rapid Response

Initially staffed mainly by our Community Builders with a shift leader, we soon had volunteers helping with this daily service of shopping and delivering food and prescriptions. We defined 'essential' as what people told us they needed most. These services have slowly reduced as we move back to our asset-based approach and people are matched with someone local for a more sustainable solution. The face to face interaction has been as important in most cases as the physical support. We have transformed the 50+ micro volunteer schemes into the Good Neighbour Network schemes we had always aspired to.

Along the way our policies have reflected government policy. While social distancing is adhered to the team are also exposed more than others. We had to move beyond the given advice in later March early April as concerns grew over viral loading. We learnt to manage these concerns with clearer guidance, changes to shift patterns and the distribution of PPE beyond hand-sanitizers.

Referencing

We made the decision not to wait for DBS checks for the volunteers who were coming to us in their droves via the helpline. However, we did need to make sure they were of good character so the referencing team was established.

This has worked well and we see no reason to change this. Ours is an early intervention system where vulnerable people are quickly identified and moved into a higher protected method of support.

Matching

At the beginning the matching was done using Google Docs but as soon as we could we were all using an adapted Customer Relationship Management system making the whole system much smoother. We had the daily matching teams led by two shift leaders from two agencies, both live locally and know the geography and neighbourhoods well.

Dashboard and IT

We were able to use and adapt our Apricot CRM to handle all the issues thrown and it has been developed exclusively to meet those needs from day one.

Initially, we had to use the software available. Within a fortnight our call handlers were using our existing CRM, where all our AWT people were already recorded, followed pretty soon by our Matching teams and then partners.

Our intention now is to use these records to help us stay connected with the people we knew before the pandemic and all the people that we have found since.



Creating community capacity

We have supported 438 groups and individuals working in the community on community action during the COVID 19 crisis. Most of these groups work with people over 50. Of these 90 groups have had additional one-to-one support from us to make sure they are in a position to support people made vulnerable by the crisis.

We administered the Torbay Community Grants Scheme during the lockdown. All applicants have made submissions which support our most vulnerable older people in one way or another. Equally we have secured modest sums to help us pay for staff overtime costs on the strength of our whole staff and volunteer team response at TCDT and that of our partners in the AWT Programme.

Over the last three months, we have distributed 106 emails of advice and information from local and national sources to these groups since 12th March with everything from funding advice how to support volunteers, from news of scams to laughter workshops. We have conducted a sector wide research piece on how the VCSE is managing to continue to support isolated older and vulnerable people. We are using this with the local authority to help us co-produce appropriate response and support to the sector during the pandemic.

Learning rationale

Why is evaluation/learning is so important and how can it lead to actual system change?

We have been continually inspired by the depth of understanding that has come through all the AB partners – through learning documents, reports and in meetings – which cover topics that are relevant to immediate needs and challenges. We circulate widely to Ageing Well partners and beyond – with feedback coming back that they are of real value to projects. For example, the recent document on digital inclusion was very timely as we have a new group in the Bay aiming to improve digital access for older people – the timing couldn't have been better and the main findings were very relevant to our discussions.

Feedback on our asset based findings from Martin Simon is that there are lessons learned through Neighbourhoods which are totally new to people in the ABCD sector.

What we notice locally is that planning discussions recently all feature – strength based, place based, social prescribing, co-design and collaborative partnership solutions. Respect for the VCSE sector based on our responsiveness to COVID has also featured with clear discussions on ways that VCSE and statutory sectors can work together better. It looks likely that we now have the platform to start to create a single access point for people needing assistance in Torbay. It is hard to imagine this degree of collaboration without the Ageing Better Programme. It also has to be said that the resourcing from Lottery across a six year period has given us the opportunity to grow a new culture in the Bay where people are open to working together and it has created a new respect and trust in the work of Community Builders. The training and development of the team has created a network that reaches into each neighbourhood, and also spans Torbay.



Photography Beccy Strong



Our journey

Our communications team of two have been prolific, keeping people informed not just across the Bay but internally.

They hit the ground running with a poster and publicity to advertise the Helpline which was delivered to every house across the Bay and appeared on noticeboards and in shop windows within days.

They also organised minuted daily manger's meetings to plan the response. Additionally they produced the COVID Daily, a virtual newspaper, which went out to all staff, trustees, programme board members and delivery partners, containing information, news, snippets and feedback from the public.

A weekly 750 word column has appeared in our local newspaper and numerous press releases have appeared in media across the region including BBC Spotlight, Heart FM, Breeze FM, Devon Live The Torbay Weekly, The Herald Express and niche publications including the Beach Hut. A week has not passed with at least one interview on both BBC Radio Devon and the Torbay community radio station, Riviera FM.

At the height of the crisis one of the newspapers nominated the whole Helpline Team for their Heroes of the Week award

Doreen Dyer an 88-year-old who appealed for more wool to allow her to keep knitting for the premature babies unit at Torbay Hospital. We appealed for help and delivered.



Went on my volunteering errands today, finally got my PPE (after a month of being out-n-about)! What a pretty mask it is too! 😊 did a surprise visit with flowers and a choc cake to my little lady as it was her 80th today! Bless her she brought all her flowers out to show me! So cute 😊🙌🙏🙏

Volunteer, Demi Keenan



Bob - A day in the life of a volunteer

Until a few weeks ago 67-year-old Bob Ward was enjoying delivering Mercedes vehicles all over the UK. Then when he was furloughed, he was determined to help others. Here is his story.

The alarm goes off around 6 am, which is late compared to when I ran my butchers shop, Save on Meats in Redden Hill Road, Babbacombe. Then it was 4 am six days a week come rain or shine, but I sold that in March 2019 and went into phase one of my retirement

Today, like every day, starts with a good walk with my two little dogs Dolly the Shihitsu and Bonny, the Pommy-Pug cross, which I like to get in before the distractions begin. A quick stroll from home in Torwood Gardens Road, into the park and then back home for a shave, shower and a bit of breakfast.

By 7.30 am I am outside Morrisons in Paignton picking up yet another delivery provided today by the staff themselves. Amazing. I fill up the Beemer, slide back the roof and head back to Torquay, heading for Eat that Frog.



As soon as I was stepped down from my job for Snows in Exeter, I found that for the first time in my life I had time on my hands and I just knew I had to do something and I began filling in forms to volunteer. The first was on day one of the nationwide appeal for volunteers, but that led to nothing and I was losing time. I was itching to get started.

More form filling and phone calls followed, and the first volunteering opportunity came through the Torbay Community Coronavirus Helpline – a young lady called Tara Acton called to ask me to walk a dog for an older lady in lockdown. I jumped at the chance, but unfortunately the dog was ill, so it didn't work out.

Days passed and I was champing the bit when I received a call from a young friend of the family who works for Colgate and was offering some of her samples to anyone who could make use of them. I was in the car like a shot and over to Teignmouth to pick up thousands of tubes which I offered to the Crafty Fox Food hub in Foxhole for their food parcels with the balance going to Eat that Frog.

It seemed like a small thing, but the smiles on the faces of the people that were putting together the food parcels said it all, and I knew I wanted to do more, so I began pestering Tara for more.

I also saw that Eat that Frog were in need of help preparing meals to be delivered to vulnerable people and I jumped at the chance, but there was a problem – they

needed help peeling potatoes and I must admit I have never ever peeled a spud in my life and needed an urgent lesson from my wife, Sue before starting.

Three bags of spuds and three hours later, I had rough freezing-cold hands and a determination to source an automated potato peeler* for them and when I got home that night, I put a fundraiser up on Facebook to pay for it. As far as I was concerned it could not come too soon – my hands hurt.

In addition to the spuds I helped make bread and butter pudding (which I don't even like), but they are a great team, and we all get along really well (socially distanced of course), and we get the job done.

I have also hooked up with a lovely lady called Rita – doing a bit of shopping here and there picking up prescriptions from Croft Road – I was there before it opened one morning and joined a queue to get in and the only person I spoke to was to acknowledge the person coming out under the only two in the shop rule. It was all very subdued.

But Rita soon put a smile back on my face, she is so grateful for all the smallest of things being done for her, but it is the least any of us can do. I am now working my way through her front and back gardens, tidying up, a bit of weeding, a bit of grass cutting.

I have seen people speechless at the kindnesses they are experiencing and I have seen tears and smiles. A lot of

smiles. It is lovely to see the community coming together, and the people who are organising it all are doing a fantastic job on the logistics.

When I am not heading out for individuals who urgently need things, I am driving one of the vans and moving food around from the supermarkets to the food banks, whatever is needed.

Then it is home to lockdown with my wife Susan. We always go for a walk early evening, just us and the dogs before settling down to a game of backgammon or the latest boxset on Netflix. Then it is off to bed by 10 pm where I quickly fall asleep and dream quite often. About what? That would be telling.

I am loving doing the variety of jobs and being of some use to the community at this difficult time. One thing is for sure spare time is not a problem anymore. I haven't got any. And it has made me realise, that even then I get back to work and things begin to return to whatever normal is, I will continue to volunteer, I will always find time for that.

**The potato rumbler/peeler has now been installed at Eat that Frog having been collected from Exmouth for a knockdown price, once the seller knew where it was going and it has been serviced by Bob's son Elliot.*



Who you've helped - Rita's story

There is never a good time, but Rita Thomson's neck injury could not have come at a worse time as lockdown took hold.

The injury meant that she was no longer able to carry bags to go shopping, and gardening was out of the question at her home in Lymington Road, Upton, Torquay.

Under normal circumstances, she would have been able to rely on the kindness of friends and family to get through, but they too were locked down.

At the beginning of April, she reluctantly she turned to the Torbay Community Coronavirus Helpline for help with her shopping and medications.

Community Builder Tara Acton was on hand at first, but then she put Rita in touch with volunteer, Bob Ward who lives not far away in Torwood Gardens Road and he started shopping for her.

A friendship began to develop as they got to know each other over cups of tea, and Bob offered to find someone to do the garden for her. That someone turned out to be him and he has now been back three times

"He has the strength of Samson," said Rita, "He has cleared out the front and mowed the lawn. He is very friendly and would do anything for you. He is one of those salt-of-the-earth types."

Rita, who was born not far from where she now lives, moved away for more than 34 years to Scotland with her submariner husband John whom she married in 1966.

They had their own shop and her husband, a master horn carver was one of the foremost horn carvers in Scotland. But when he died in 2000 she felt a pull back to the Bay.

Now in her 70's she can't wait for her neck to heal and for things to return enough to normal to meet up with her friends and family – she has two daughters living in Scotland who are in regular contact via WhatsApp.

She also wants to get back to knitting with Torbay Yarn bombers with whom she has knitted with for the past two years.

"I have been able to go out for walks, which is lovely but the neck pain makes things very frustrating. "But I am lucky that I have a garden and to have Bob who I can always rely on" she added.

And that is #TorbayKind

Rita admiring her garden, after it received some TLC from volunteer, Bob Ward.



Lesley - reaching out the hand of friendship

Lesley Bullock had volunteered for most of her life and was wondering what she could do when the coronavirus struck and lockdown began.

She really wanted to help, but her own medical condition meant that she had to shield which ruled out shopping for neighbours, collecting prescriptions or anything that would mean leaving her home in Foxhole Road in Paignton.

Then she spotted some information from the Torbay Helpline about telephone befriending, and the penny dropped: "People say I can talk the hind legs off a donkey, so I signed up with our community builder Nina Cooper."

Not only can 57-year-old Lesley talk, but she is also good at it, so good that at the height of the crisis nine people were looking to forward to hearing from her – often the only other person they spoke to from week to week.

As the lockdown has eased, Lesley is now down to seven, but one of those is three times a week and another four times a week and she spends at least 18 hours every week with the phone clamped to her ear.

"I have one 90 year old who misses her friends and her church and at first the calls were difficult. It took me weeks to get her to laugh, but we got there," said Lesley who does not underestimate the importance of her calls.

"I have one lady who I ring several times a week to give her daughter, who is her carer a bit of a break and if I don't ring within minutes of the time I said I would she is on the phone asking me where I am."

And it is a combination of the calls and her wonderful neighbours, Jacqui and Keri that have given her, in her own words, a reason to get out of bed every morning.

"Without the calls and my neighbours, I honestly do not know how I would have got through this. Some days it is like being in prison when the key has been thrown away, and you have been forgotten."

"A lot of us feel the same, and our conversations give us a lift and help us through, it is a win-win," she added.

In addition to the calls for the helpline – several of which will continue long after the crisis is over because the people have now become firm friends, Lesley keeps in touch with her family of four daughters, a son and five grandchildren

She has had to deal with the worry of having one of her daughters continuing to work as a carer and not know from day to day how she is and of her son who had to move out sixteen weeks ago to allow him to continue working.

Lesley has had COPD for more than ten years, and her world was already shrinking because of mobility issues. But she did manage to keep in touch with her community, and she misses many of the people she saw in the neighbourhood from week to week.

Even now as the shielded restrictions are lifted slightly, she is reluctant to go out and thus far has only managed 20minutes in her garden since the week before lockdown began.

She yearns for the day when she can see her children and grandchildren again and even get to have a cup of tea with some of the people she has come to know so well on her calls.

She also wants to carry on her life of volunteering – she was involved for many years with the St John Ambulance and worked with Nina when the Crafty Fox was being set up – and she wants to work with older people

"I will be looking to volunteer to visit older people," she said "there are a lot of people out there who have nobody, and they are the ones that get left behind.

"So many are too frightened to ask for help, and yet they still have so much to give," said Lesley.

With people like Lesley reaching out the hand of friendship, one thing is for sure - their world won't remain silent for long.



Pandemic response

Rapid response deliveries to people around Torbay.



Photography Beccy Strong

The Crafty Fox Cafe N Hub food bank has been serving the community for 13 weeks during the COVID-19 pandemic. They have supplied food parcels for families, single people shielding and those that were in need and requiring support. They have helped around 60 people a week delivering to their home or people collecting from the food bank. Additionally on a daily basis they have placed a few boxes outside with fresh fruit and vegetables for those who don't like to ask. The food bank will remain but in addition they are now able to offer take away tea and coffee giving volunteers the opportunity to chat with the visitors and help them with moving forward.

We would like to thank everyone who has supported the AWT pandemic response including Age UK Torbay, Healthwatch Torbay, Brixham Does Care, Citizens' Advice Torbay, Torbay Peer Support, statutory services from the Torbay and South Devon NHS Trust and Torbay Council - as well as other partners who have joined to bolster areas of expertise as the service developed.




Office for
Civil Society


Department for
Digital, Culture
Media & Sport


HM Government

In partnership with
**THE NATIONAL LOTTERY
COMMUNITY FUND**



Torbay Community Development Trust
4-6 Temperance Street, Torquay, Devon, UK, TQ2 5PU.
www.torbaycdt.org.uk info@torbaycdt.org.uk

COVID 19

Emergency Response Team
Incessant emails
Sending me here, there, everywhere
Rising panic
So much responsibility
Using PPE
Not for my safety
But for theirs
The woman with cancer
Scared to see me let alone speak

Instructions by rote
Empty the contents
Throw away outer bag
WASH YOUR HANDS THOROUGHLY
Before touching anything

Might I unwittingly take this virus to them
The vulnerable
The scared
The old?

Queue at the pharmacies
One, two, three, four
Maybe more
An hour each time
Trying to cheer others in the queue
Sometimes with success
Sometimes
Utter failure
And you learn of the horror of their life
And realise how good is your own

Speed round the supermarket
Look, don't touch
Watching out for those who,
On automatic pilot,
Brush past you
Not a care in the world
Like it's any other day

Delivering food parcels
Shopping
Prescriptions
Down unknown roads
The sat nav coming into its own

Receiving words of thanks
And friendly waves
From behind glass

Getting home
Beyond tired
From the standing
From the stress
The fear of harming another

In the COVID lock down
I've learned a lot you see
My Japanese improved
and I watched the Sewing Bee
I made ties into a waistcoat
in memory of Tim's Dad
Tim wants to wear it
which makes me very glad
I made four baby dresses
for little Emily
And then I made
a cotton dress just for me!

I learned to use Zoom for meetings
And masterclasses too
So now I make fancy pockets
which Kristina talks me through

I paced myself for the long haul
Every other day I ran
Now I'm not a couch potato
but a 5K champi-an

How has all this happened
when it never did before?
That's easy - during lock down
I had to shut the door
Work hours became more streamlined
and that left time for more!



Do you like what you see?

You can learn more about our kindness asset based approach to engage vulnerable and isolated people. We have a range of learning options, online or in person starting with a chat to find out how best we can meet your needs and that of your community.

Also available in this learning series:
Community Building: Connecting people and place to build community and reduce social isolation - Summary.

Social Prescribing Ecosystems: Building value and purpose to improve health and wellbeing through the development of a social prescribing ecosystem.

To request a copy please email us:
info@torbaycdt.org.uk



Torbay Community Development Trust

Developing stronger communities across Torbay

Encouraging people to do what they do best

Supporting groups to thrive

Making connections and stimulating co-operation

Bringing people together

Established following discussions with more than 100 voluntary sector representatives, Torbay Community Development Trust has the intention of making Torbay a place where all people feel included. The Trust builds on existing strengths where key assets are people in their environment.

Call us on **01803 212638**

Email us on info@torbaycdt.org.uk

Check out our training prospectus at

www.torbaycdt.org.uk

We have so much to share. Call us for a chat. Come visit and see for yourselves or let us train you and your people in the Torbay Way.

