

# ANNUAL REPORT 2022



*Trowbridge*  
*Future*

*Trowbridge Future will transform  
the life of the community of  
Trowbridge, by giving a voice to  
those most vulnerable, to see  
the change they want  
to see in their town.*

**VISION**

Over the past year Trowbridge Future staff and volunteers have worked incredibly hard to respond to the changing needs of the community as the world navigates the ongoing impact of COVID. The energy and commitment of staff and volunteers has enabled the organisation to build trusted relationships with young people and residents. This has ensured our committed team has been able to successfully respond to specific needs, interests, and concerns within the community. It has led to further growth in the number and type of activities we have been able to deliver, reaching more of the local community.

All our work is relational. Young people and local residents value the time and space that we provide to enable them to feel heard and valued. This directly leads to improved confidence and self-esteem. COVID has provided an opportunity to galvanise an increased sense of community and a need for people to feel connected. As a team it has been really rewarding to see people we support moving on positive journeys of change.

As an organisation we effectively realise our values. Trowbridge Future's values of inclusiveness and impartiality are a key reason for its success. All our activities and support services are free and fully inclusive, enabling our team to connect with people in a non-threatening way. Trowbridge Future is playing an important 'holistic' role to support individuals and their wider families ensuring that we offer a long-term commitment to supporting people's positive journey of change. Through our activities we have been able to develop wider peer support within the community, build a strong sense of place and provide community spaces that local people feel real ownership of.

At the time of writing our Annual Report the cost of living crisis is looming large for the communities we work with and we will engage with various partners to do all we can to support the most affected. We are very excited about the next chapter of Trowbridge Future's work and how we can build on our current success.

**MEG AUBREY**//Chief Executive  
**JO TRIGG**// Chair of Board of Trustees

# MISSION

Trowbridge Future aims to develop the skills and capacities of the residents of the disadvantaged communities of Trowbridge and surrounding areas. This will be achieved by providing local people with the opportunities to come together, build stronger relationships, help local people feel better about where they live and support them to improve their community and the things that matter to them.

Trowbridge Future has three core programmes areas:

## YOUTH

To provide a sustainable, regular, constructive and professional youth provision in Longfield, Seymour and Studley Green neighbourhoods to enable the young people growing up within them to reach their full potential and develop the activities and facilities that they would like to see.



## COMMUNITY

To create stronger, vibrant communities in Trowbridge where residents have pride in their communities and the confidence to identify issues they face and come together to address them.



## NEIGHBOURHOODS

To support local residents in Longfield, Seymour and Studley Green neighbourhoods to come together and respond to issues of concern to improve the environment where they live.



INCLUSIVE



IMPARTIAL



ENGAGING

# VALUES



## CURRENT SERVICE DELIVERY

Trowbridge Future is a small, independent charity, based in Trowbridge, Wiltshire, supporting the most vulnerable people in our community. It has become an essential service to those most in need.

The Charity runs free weekly, structured youth sessions in the Longfield, Seymour and Studley Green engaging children and young people aged 8 to 18 years old, based on the ideas of the young people themselves. These sessions enable young people to reach their full potential and develop activities that they would like to see. The youth team also deliver a one-to-one mentoring programme at John of Gaunt School, be-friending support and detached youth work at the Stallards Skate Park and across the town.

Recent activities include the pioneering kindness project that encourages young people to complete acts of kindness in the community. Once three acts have been completed young people receive a £5 voucher to spend in identified local independent shops. The youth team have celebrated Chinese New Year, Pancake Day and Emotional Health Awareness Day. They have invited other specialist sessional staff such as

Jersey Devil the drag queen, Mighty Girls a local girls empowerment project and Wiltshire Rural Music, to attend weekly youth sessions. Young people love pamper sessions, creative activities, and the opportunity to have a safe space to relax and be themselves and talk with the youth staff.

At the end of 2021 Trowbridge Future hosted its first ever youth award ceremony with eighteen awards celebrating young people's achievements, including creativity, kindness, bravery and friendship. This was also an opportunity to launch and celebrate Trowbridge Future's new youth ambassador scheme, a key part of the charities ongoing development.

Trowbridge Future run two community hubs offering a 'public living room'. For many, a visit to the Hub is their only social interaction each day. The Community Hubs support a wide range of people including rough sleepers, those in temporary housing, the elderly, disabled, veterans suffering PTSD, people experiencing severe mental health concerns, those recovering from strokes and those suffering from isolation. The Hubs offer a friendly place to come and sit and have a cup of tea, access signposting, general advice, assistance in making phone calls and writing letters, for the most vulnerable residents. Trowbridge Future has the opportunity to directly signpost individuals on to other support services through the wide range of partnerships our team have developed. Staff encourage people to attend our kindness cafés - weekly cafés that helps develop peer support amongst the community. The Hubs also host a successful BeYOUTiful women's group and a crafts café.

Trowbridge Future now host three weekly community fridges in Longfield, Seymour and Studley Green, redistributing un-sold food items from supermarkets and Greggs; offering a significant source of food for those living on no or low income.

Trowbridge Future is currently extending their neighbourhood work in its priority areas. This is starting with the development of an allotment project supporting local people to grow their own vegetables that can be distributed through the community fridge network.



# KEY SUCCESSES

- Growth of a core staff team including our first ever Finance and Admin Officer & our second Youth Apprentice.
- Installed a new youth and community portacabin in Studley Green.
- Establishment of a second Community Hub in Seymour including a dedicated Trowbridge Future office space.
- Continued to remain open and deliver activities during COVID.
- Launched an increased number of youth sessions with both junior and senior groups.
- Delivered our first Youth Awards Ceremony.
- Established a Youth Ambassador Programme.
- Established three Community Fridges in each of our priority areas.
- Recruitment of new trustees.
- Re-launched our website.
- Met our funding target for launching our Neighbourhoods Programme



# CONTEXT OVERVIEW

Despite Wiltshire's reputation for rural affluence, the country town of Trowbridge is a struggling post-industrial town. It has remained a low skilled, low-wage economy, so although the rate of unemployment is low the number of families living in poverty is high. It has significantly higher levels of crime and anti-social behaviour than the rest of the county, with significant health related issues such as obesity and drug misuse. Trowbridge has felt the impact of the diminishment of the youth service at county level and continues to have a struggling voluntary sector and largely in-active residents associations. Currently there are limited spaces available for young people and local resident groups to meet. This results in limited available activities for young people and residents, particularly those living on no or low income.

In 2015 Trowbridge Future commissioned a Wellbeing Report, carried out in collaboration with Community First. The Wellbeing Report identified three high-priority deprived areas that needed vital support: Studley Green, Seymour and Longfield.

These continue to be the most deprived neighbourhoods of Trowbridge as identified in 2019 Government Multiple Indices of Deprivation - Studley Green is in the top 10% of wards nationally for deprivation, Longfield the top 20% and Seymour the top 30%. The problems facing these communities are;

- High proportion of young people (0-15) many of whom are growing up in child poverty;
- High level of working age benefit dependency and limiting long term illness;
- High level of older people in poverty;
- Low education attainment- both in existing adults and the current cohort of young people living in these areas.

Throughout COVID and the various lockdowns, Trowbridge Future has continued to support and connect with the communities of Trowbridge to ensure that they have been able to respond to local needs and concerns. The organisation took a conscious decision to continue operating throughout the pandemic, which has strengthened the organisations position in the town, through its commitment to always supporting young people and local residents.

Trowbridge Future's values of inclusiveness and impartiality are a key reason for its success. It's position as a free, support and signposting organisation, helps to connect with people in a non-threatening way. Trowbridge Future is playing an important 'holistic' role to support families and individuals that are feeling the long-term effects significant life traumas such as or the impact of living on low/no income and/or the death of a close family member. Staff are able to support both those experiencing particular difficulties as well as other family members and friends.

There is a real need to strengthen the local voluntary sector but currently Trowbridge Future is being seen as filling the ever increasing number of gaps by a growing number of partners.

Trowbridge Future has continued to see growth in their income and service delivery in the past year. The charity has seen a steady increase in our youth involvement owing to the limited opportunities for young people in Trowbridge and the value young people place on accessing a safe environment, the constructive activities we offer and the relationships they are able to form with our staff.

We find that the young people and local residents we support do not feel comfortable seeking statutory support. Trowbridge Future offers something different that enables them to form positive relationships with our strong team, building resilience and community connections to take them on a positive journey to support a brighter future for themselves and Trowbridge as a whole.

2022 is an exciting time for the town with a period of significant investment with the Future High Street Fund, Doric Park sports development and the commitment from Wiltshire Council for a new leisure facility and swimming pool. There is a growing interest within the local voluntary sector and statutory services to support a shared vision for the town, in particular the work of the local Child Wellbeing Partnership.

Trowbridge Future staff have worked hard to develop strong, active local partnerships to co-deliver services and provide effective signposting for our most vulnerable clients.

Trowbridge Future are currently members of Educare, Neighbourly, NCVO, Wiltshire and Swindon Youth Network, Wiltshire Money, Youth Action Wiltshire and UK Youth.



## TRUSTEES AND GOVERNANCE

Trowbridge Future have been able to consolidate a strong team of trustees to lead the organisation. We currently have 11 trustees covering a broad range of experience from Finance to Equality, Diversity and Inclusion, Communications to Youth Work, Local Government to Social Housing. With the significant growth of the organisation, due to our successful Lottery application, the trustees have been able to provide essential expert advice and guidance to support ongoing development and activities of the charity. The trustees meet 6 times a year. Over the coming year we will see the youth ambassadors building a strong relationship with the trustees and will have the opportunity to attend meetings.



## STAFF AND VOLUNTEER TRAINING AND DEVELOPMENT



As Trowbridge Future grows and develops, we recognise the importance of supporting ongoing staff and volunteer training and development. We have provided all staff and volunteers with Mental Health First Aid and EDI training, as well as our large portfolio of training available through Educare and mandatory training such as First Aid and Safeguarding. Youth staff have been able to access nationally recognised youth work qualifications and our managers have completed an ILM Management Course. We want to create a positive supportive environment, using our Appraisal system to help us nurture and support staff to develop and grow their practice. We extend these same principles to our volunteers and see that Trowbridge Future can offer a good stepping-stone into further education and employment. As well as providing an environment for people with additional needs who may find it difficult to move into paid employment but can be part of a valued team at Trowbridge Future. We are committed to engaging all our staff, volunteers and participants in building succession planning for the future.



# SUSTAINABLE BUSINESS MODEL

There is huge potential to develop and grow our community, neighbourhood and youth activities, however it is important that this happens in a sustainable way. As Trowbridge Future continues to develop, we need to ensure our staff and volunteer team meet the demands within the community and that local people are able to reach their potential and make the changes they want to see in their community.

We have developed a sustainable business model that will ensure we have sufficient staff to meet our strategic objectives, whilst taking appropriate risk management and safeguarding consideration.

We recognise that to ensure we run a sustainable youth service we need to have an effective bank of youth support workers to enable us to have at least three staff available to cover each session. As the Community Hubs become increasingly popular we need a similar bank of staff alongside a team of volunteers to be able to extend our services in response to the needs and interests of local people. We currently have the core staff costs to launch our Neighbourhoods Programme. Moving forward, we will need to secure further investment in our all programmes to ensure our core programmes can flourish and develop.

# YOUTH PROGRAMME

Young People engaged: 228

Youth Sessions delivered: 213

Detached youth sessions: 40

Mentoring Sessions: 41

No of youth session places provided: 1617

Despite the impact of COVID the youth team have been able to continue to deliver regular face to face and online youth activities, as well as hand delivering education packs. As the rules relaxed, the team now deliver popular junior and senior sessions from the Seymour and Studley Green youth cabins, with plans in place for a new portaKabin on Longfield Estate.

The past year has seen the youth programme significantly strengthen with the successful continuation of the kindness card project, the development of the first youth awards and the youth ambassador programme. The youth team have built positive relationships with partner organisations such as Mighty Girls, Trowbridge Town Hall and Wig in a Box, to offer further opportunities for young people based around their needs, interests and issues affecting them.

The team have worked hard to build a stronger youth team with the recruitment of additional sessional youth workers. There is a need to further consolidate the team with additional sessional youth workers ensuring that there is enough capacity to support further extension of services and to cover staff holidays and sickness.

The youth team have continued to offer mentoring support primarily through a relationship with John of Gaunt School and some additional be-friending support for children and families. There is a growing need for additional activity and support for those struggling with long-term mental health concerns while recognising our own expertise limitations in this area. There is also an identified need to support young people with further life skills such as cooking, cleaning and independent living skills. The Seymour Hub has been identified as a good place to deliver these with physical improvements made to the current kitchen facilities to facilitate this.

Our current Youth Ambassadors, Poppy, Max and Riley.



# COMMUNITY PROGRAMME



As we moved out of lockdown Trowbridge Future's Community Programme has seen significant demand for face-to-face support for those facing/near crisis point in their lives. In the post-COVID environment we have seen a need for support with rising utility bills, benefit advice, tackling loneliness and those with significant mental health needs. For many of our Hub users, the opportunity to come to the Hub and meet and interact with other people has an incredible impact on their lives and stops them from entering high-cost medical and social care interventions.

There are a core group of regularly supported individuals, as well as those who come in for one-off support.

The community team have successfully encouraged Hub visitors to join the craft group, BeYOUTiful group and Kindness Café, which have been established around the needs and interests of local people. We are partnering with other local organisations to deliver further pop-up activities such as planting workshops with the local Eco group. As the local profile of Trowbridge Future grows, we are seeing increasing interest from other organisations to partner with us. We are working closely with TUGS: Trowbridge Service Users Group to offer support groups with those with significant mental health needs and a monthly veteran support group. We are starting an informal language class to reach out to the refugee community and new arrivals to Trowbridge.

The development of a second Community Hub in Seymour has enabled Trowbridge Future to extend its reach into the community and create a space which works well for dedicated activities such as our successful Friday Kindness Café. The cafe has grown organically with the group taking significant ownership themselves with activities such as the monthly Fish and Chip Friday. The development of our Seymour kitchen will give us the capacity to further extend these activities to provide more opportunities to cook and eat together.

Through our successful COVID response work we have been able to build up a core community team, with 3 paid community support workers and a team of dedicated volunteers that are able to support the delivery of activities from our two Community Hubs. We recognise the valuable role Trowbridge Future can provide in offering volunteering opportunities for a range of people, from those who are retired and want to give something back to their community to those with additional needs who value the opportunity to have the work experience and training opportunities provided through the organisation.

Community Hub Drop-In Days: 192

The Shires visitors: 1440

No of activity groups provided: 218

No of Kindness Cafes: 96

# NEIGHBOURHOODS

## PROGRAMME

In 2022 Trowbridge Future successfully fundraised for the role of neighbourhood connector to support the development and administration of its neighbourhood programme in Trowbridge. This role will focus on working with local residents, in each of the identified priority areas, to establish local needs and concerns.

Through this programme, Trowbridge Future will create a clear mechanism by which to respond to these issues and work with groups of new and existing residents who are keen to come together to support change in their communities. The Neighbourhood Connector will bring people together, build strong relationships in and across communities, leading to improving the places and spaces that matter to communities.

As a stepping-stone to the organisation's growth, the roles of Community and Neighbourhood Managers have been merged to incorporate the neighbourhood connector role with the overall management of the Community Hubs. As the programme areas become more established and the organisation have further financial stability, we will look to develop a separate Neighbourhood Manager and Community Manager.

The network of community fridges will be used as a vehicle for developing connections within the community, responding to immediate needs and providing an opportunity to identify and address wider issues and concerns amongst the community. We have already identified the opportunity to re-develop allotments on Longfield and Studley Green, that can support community engagement in growing vegetables that can be distributed through the community fridge network. The community fridges have provided an opportunity to start conversations and undertake consultation with local people to understand the changes they would like to see in their communities.



No of Food Collections: 394

No of Community Fridges: 116

Seymour fridge visitors: 2688

Studley Green fridge visitors: 1344

Longfield fridge visitors: 880

## ACCOUNTS 2021-2022



CHARITY COMMISSION  
FOR ENGLAND AND WALES

Trowbridge Community Area Future

No (if any)  
1165254

### Receipts and payments accounts

CC16a

For the period from	Period start date	To	Period end date
	01/04/2021		31/03/2022

#### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Grants & Donations	12,718	166,331	-	179,049	149,791
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>12,718</b>	<b>166,331</b>	<b>-</b>	<b>179,049</b>	<b>149,791</b>
<b>A2 Asset and investment sales, (see table).</b>					
n/a	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>12,718</b>	<b>166,331</b>	<b>-</b>	<b>179,049</b>	<b>149,791</b>
<b>A3 Payments</b>					
Wages, Salaries & NI	-	137,240	-	137,240	80,747
Admin Costs	8,549	22,445	-	30,994	73,475
	-	-	-	-	-
Insurance	185	835	-	1,020	815
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>8,734</b>	<b>160,520</b>	<b>-</b>	<b>169,254</b>	<b>155,037</b>
<b>A4 Asset and investment purchases, (see table)</b>					
n/a	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>8,734</b>	<b>160,520</b>	<b>-</b>	<b>169,254</b>	<b>155,037</b>
<b>Net of receipts/(payments)</b>	<b>3,984</b>	<b>5,811</b>	<b>-</b>	<b>9,795</b>	<b>- 5,246</b>
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	14,047	25,214	-	39,261	44,506
<b>Cash funds this year end</b>	<b>18,031</b>	<b>31,025</b>	<b>-</b>	<b>49,056</b>	<b>39,261</b>





*With huge thanks  
to all of our supporters.*

