

TALK COMMUNITY SCRUTINY COMMITTEE



INTRODUCTION

**TALK COMMUNITY IS BRINGING HEREFORDSHIRE TOGETHER.
WE WANT OUR RESIDENTS, BUSINESSES, COMMUNITY LEADERS
AND OUR COUNCIL TO PLAY THEIR PART IN MAKING HEREFORDSHIRE
A BETTER PLACE TO LIVE AND WORK.**

**FROM LITTLE ACTS OF KINDNESS LIKE LOOKING OUT FOR
YOUR NEIGHBOURS, VOLUNTEER-RUN COMMUNITY HUBS
ACROSS THE COUNTY OFFERING INFORMATION AND ADVICE,
AND PARTNERSHIPS WITH THE POLICE AND THE NHS –
OUR COMMUNITIES TRULY ARE THE BEATING
HEART OF HEREFORDSHIRE.**



Aims of Talk Community

- Right support, in the right place at the right time
- Place based community power and empowerment
- It is a growing movement – with communities across the county, and the country, working together to improve places, public services and each other's lives.
- Coordinated community based support that:
 - Promotes and facilitates independence and wellbeing inevitable for all across all ages
 - Puts wellbeing, social value & strengths bases approaches in all practice, policy & decision making
 - Ensures that prevention & early intervention are prioritised by connecting people into communities
 - Applies a whole population approach that targets & reduces health & social inequalities
 - Help to bridge the gaps in health & wellbeing; care & quality; funding & finance
 - Robustly connects formal services & community support

1 HOW CAN I HELP MYSELF?

2 HOW CAN I HELP MY COMMUNITY?

3 HOW CAN MY COMMUNITY HELP ME?



IMPACT

68

TALK COMMUNITY
HUBS LAUNCHED

11,000

CLINICALLY EXTREMELY
VULNERABLE PEOPLE
CONTACTED DURING
COVID

2,700 FREE
GYM MEMBERSHIP
FOR YR 11, 12, 13

£1.3M

INVESTED IN VCS TO
BOUNCE BACK FROM
COVID

2,700

CHILDREN IN
HOLIDAY ACTIVITY
SCHEMES
[IN 2021]

300

RESIDENTS
REGISTERED TO
VOLUNTEER

200

VOLUNTEERS
RECEIVING MENTAL
HEALTH TRAINING

SUPPORTED
PEOPLE WITH
£800K
OF DEBT

10,000

FREE SWIMMING
SESSIONS OR
LESSONS

550

BENEFICIARIES OF
DEBT & FINANCIAL
SUPPORT

200% INCREASE
HITS & VISITORS
TO TC WEBSITE



TALK COMMUNITY OPERATIONAL DELIVERY

- Health and wellbeing behavioural offer, linking clients into the community and supporting to reduce health inequalities through Healthy Lifestyle Trainer Service
- Information, advice and signposting to whole population through TC website
- Community Development/Funding
- Working with local parishes/members/town councils
- Council Front door/customer services
- Supporting and developing the third sector/HVOSS
- Information, advice and signposting
- Covid and cost of living TC response



TALK COMMUNITY DEVELOPMENT



Integrated Care Board

Allocate £1.5bn of NHS resources Implement NHS Long Term plan
Deliver the Outcomes Framework Implement Covid Recovery

One Herefordshire Partnership

Oversee Integration projects & priorities

Herefordshire & Worcestershire (System)

Herefordshire (Place)

Health & Wellbeing Board

Develop Joint Strategic Needs Assessment Priorities

Herefordshire Community Partnership
Enabling Collaboration

TALK COMMUNITY

Local Action Networks

5 Primary Care Networks - Locality

Deliver Local Priorities

Leaders responsible for delivering the integrated care strategy for Herefordshire



Integrated Care Partnership
Oversee Delivery & Performance

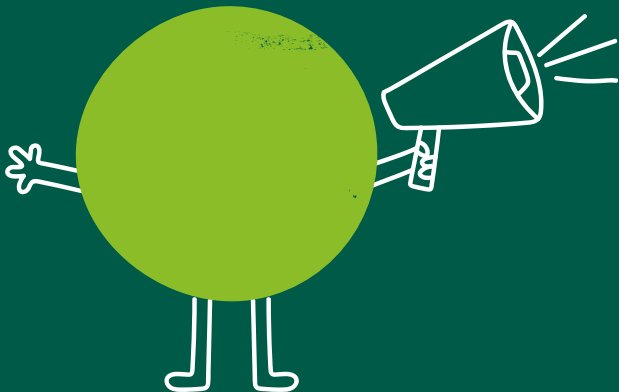
Integrated Care Partnership
Approve the Integrated Care Strategy

Reducing Health Inequalities

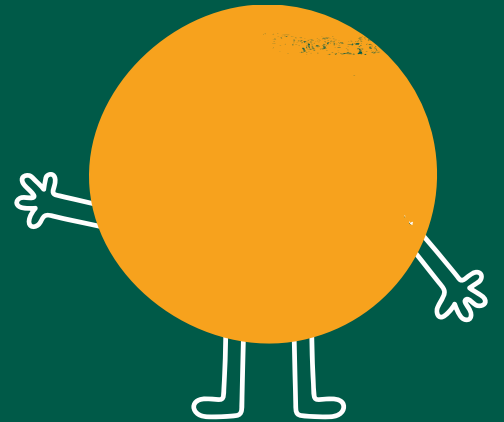
TALK COMMUNITY NETWORK MEETINGS

Bringing together community, third sector and statutory services to connect with peers and share ideas and experiences within the local PCN area

- Helping communities to support each other
- Identifying and addressing local issues
- Really listening to our residents and community groups
- Sharing information on funding opportunities, local priorities and networking opportunities

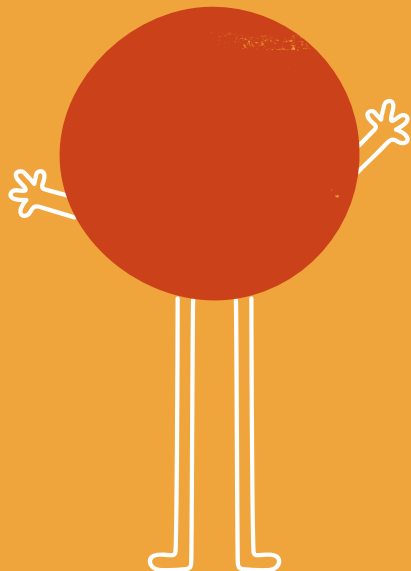


TRANSFORMATION



TALK COMMUNITY HUBS

67



Live Hubs

City	South West	East	North West
Belmont Community Centre Challenge Church Close House EF Bulmer Flip Out Hereford County Hospital Hereford FC Hereford Leisure Centre Hereford Leisure Pool Hereford Veteran Support Centre Hinton Community Centre Holme Lacy Village Hall LwB Well-being Café Putson Baptist Church Revive Community Cafe St John's Methodist Church St Martin's Foodshare St Paul's School St Peter's St Thomas Cantilupe School The Courtyard The Life & Soul Kitchen The Living Room The Pavilion, of Castle Green The Space Whitehouse Community Hub	Black Hill Communities Network Bridstow Village Hall C.A.R.E Dinedor Parish Council Dorstone Front Room HALO Ross Lea Llangarron Community Association Llanwarne Wellbeing Hub Ross Community Garden Ross Good Neighbours The hub at St Peters Walford Community Support Scheme	Bromyard Food Bank Bishops Frome Village Centre Colwall TCH Hub HALO Bromyard HALO Ledbury Hope Bromyard Ledbury Parent Hub Ledbury Foodbank Ledbury Methodist Church Ledbury Poetry Festival Ledbury Rugby Club Stoke Lacy Heritage Group The Bromyard Centre Barons Cross Community Support Surgery Burghill Eardisley ECHO Herefordshire Leintwardine Community Library HALO Leominster Leominster Community Centre Leominster Food Bank Marden Links Staunton on Wye The Lion Creative community café Wellington Wigmore - Huddle Hub Yarpole	

HUB IMPACT

67

TALK COMMUNITY
HUBS

300

PEOPLE A WEEK VISITING
HUBS

972

ACTIVITIES TAKING
PLACE EACH
QUARTER

83

ACTIVITIES FOR 0-17
YEAR OLDS

25

DIFFERENT TYPES OF
SUPPORT PROVIDED

95

OTHER AGENCIES
WORKING WITH
HUBS

30

HUBS OFFERING
WARM SPACES

617

HUB VOLUNTEERS



HUB SHOWCASE

Revive Community Café

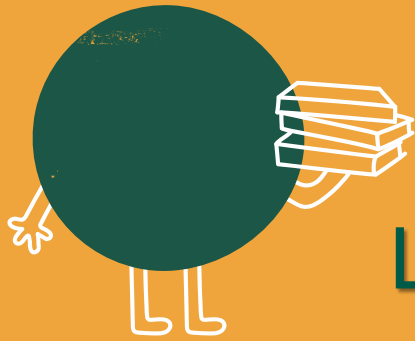
133 Edgar Street, Hereford, HR4 9TL

Onsite parking available

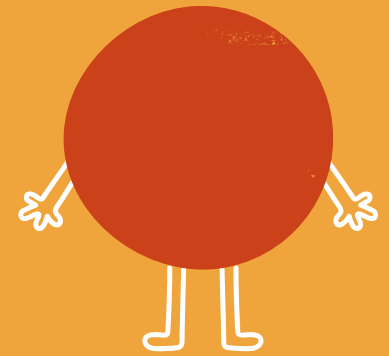
Tuesday to Friday 10:00am until 2:00pm

Offering a brand newly refurbished community room available for hire, various arts activities provided, will be providing cooking classes for families and have a most rewarding PAY FORWARD scheme so that a customer can pay a little extra or sponsor a coffee or a meal for someone who is less able to pay and all done very discretely. This is a very popular scheme.





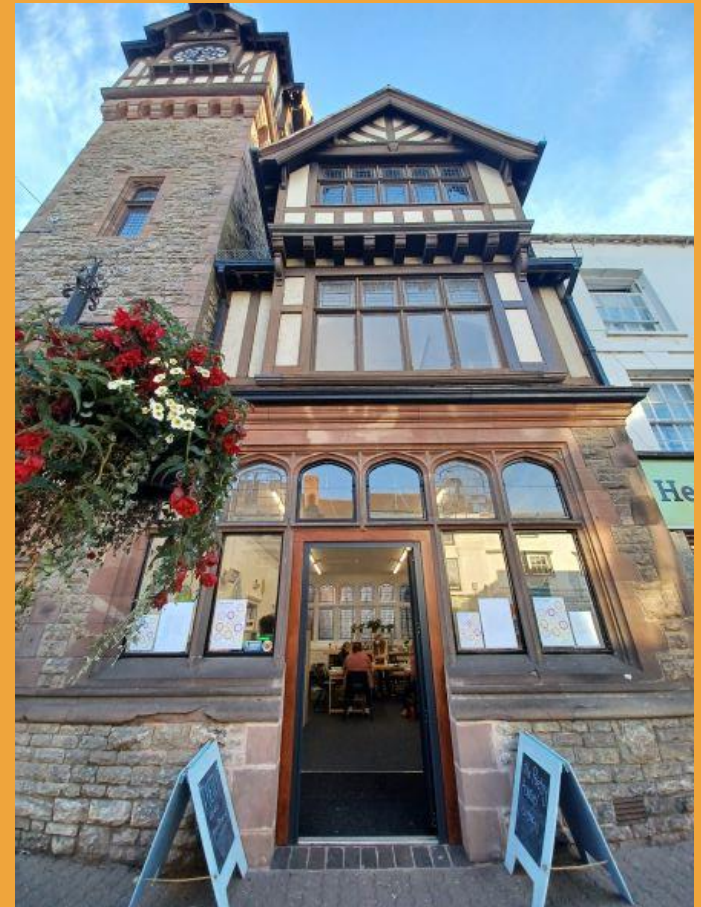
HUB SHOWCASE



Ledbury Poetry House Hub

**Ledbury Poetry House, Barrett Browning
Institute, The Homend, Ledbury
Open every Thursday from 5pm to 7pm**

Ledbury Poetry Hub is a safe place for people to use creativity and expression as a tool for wellbeing. As well as offering casual drop-in opportunities (with an excellent cup of tea!), Ledbury Poetry Hub offers free 'Poetry Flowers' workshops using all kinds of arts, crafts and media to create something beautiful and make you feel like you've been given a big bunch of blooms.



HUB SHOWCASE

Ross Community Gardens

Old Gloucester Road, Ross On Wye,
HR9 5AA

Talk Community Information stall
open Weds-Fri 1030-1200
Haygrove Community Gardens is a
charity that creates social and
therapeutic gardening projects, to
support anyone with a learning
disability, mental health illness, or
dementia and anyone who is long
term unemployed.

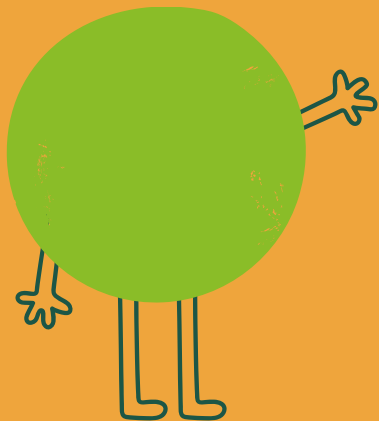


TALK COMMUNITY HUB VOICES

Fiona, 27 mother of 2 young children. Found lockdown a struggle with no social support and worried about their lack of interaction. Didn't have the money or confidence to join clubs but found Ledbury Poetry Society TC Hub and spending time there has given her the confidence to give other things a go

John, 81 is his wife Joan's carer. Joan has dementia. The hub provides Joan with activities and interests whilst giving John break and helping him connect with others. The hub has also helped with home safety advice

Hannah and Ben recently moved to Herefordshire and felt very isolated in a rural village, struggling to make friends. They joined a litter pick organised by their hub and began to feel connected to their new community and continue to volunteer.

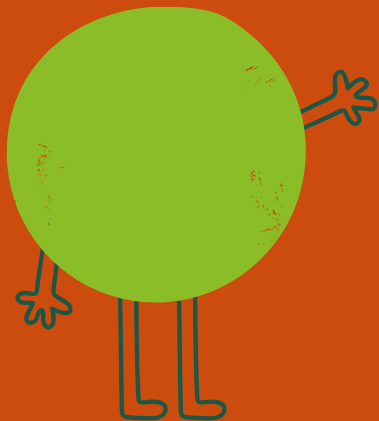


TALK COMMUNITY HUB VOICES

Gerald, 92 was very vulnerable having been targeted by fraudsters. He was concerned for the safety of his home and having no children didn't know where to get help. A volunteer in the hub was able to support and arrange a meeting with the right professional

Diane, 79 had recently lost her son and was struggling with grief and loneliness. Unable to drive she didn't know how to access support. Through the hub she has made friends and the volunteers created an information booklet of other support and activities she could walk to

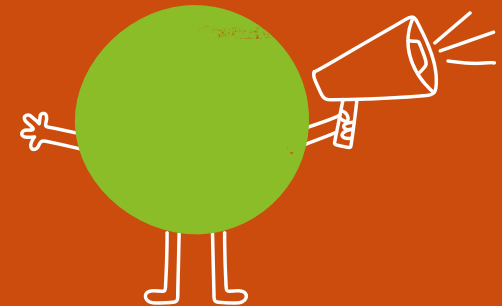
Molly had become so isolated that although lonely was too scared to visit any groups. One of the volunteers collected her from her home to help her take the first step. She now goes to lunchclub every week with the friends she has made.



WARM SPACES

A group of places where Herefordshire residents who are feeling the cold can go to get warm, enjoy a little company and perhaps some hot refreshments and a biscuit.

- A welcome space for all ages
 - A safe space
 - Everyone treated equally
 - Non-judgemental
- Making Every Contact Count
 - Signposting to help people access food, financial and wellbeing advice and support through the Talk Community directory



WARM SPACE CASE STUDY

- Amanda* visited a Warm Space after seeing a Talk Community Poster promoting them on a local noticeboard
- She had been homeless for 2 months and went along to charge her phone, for a hot lunch and to get warm for the afternoon
- After disclosing her circumstances she was connected to the food bank, who provided a food parcel, and a Housing Officer who supported her with access temporary accommodation
- Through the Warm Spaces and Talk Community Hub network Amanda has also been provided with warm clothes that have been donated, and has had expert help to claim Universal Credit, which she didn't know she was entitled to
- Amanda has been able to have the appropriate support, delivered by the most appropriate people wrapped around her to help her get her life back on track.
- When Amanda's situation is more stable, her Talk Community Hub will support her to consider volunteering and training opportunities to find work and make connections with her community so that she feels safe and supported.

* Some details have been changed to protect her identity





Co-ordinate DfE funded initiative to ensure that children on benefit related Free School Meals (FSM) have an opportunity to access free enriching activities and a healthy meal throughout the school holidays.

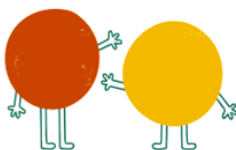
**12,763
SESSIONS
BOOKED**

**39 APPROVED
PROVIDERS**

**1100+
CHILDREN
EACH
PROGRAMME**



MONEY ON YOUR MIND



If you're finding it difficult to cope with money or debt problems, perhaps you've lost your job or your hours have been reduced, it can leave you feeling stressed and anxious. It's important to remember you're not alone, as there's lots of local and national support available.

If you've got money on your mind, this handy section will help you quickly and easily find what you need, when you need it.

I CAN'T PAY MY BILLS

MY MONEY DOESN'T GO FAR
ENOUGH

I'VE SUDDENLY LOST MY JOB

I'M IN DEBT AND DON'T KNOW
WHERE TO TURN

I'M NOT COPING

I HAVE TO MANAGE SOMEONE
ELSE'S MONEY

I NEED HELP WITH MY BUSINESS

I'M NOT ABLE TO WORK DUE TO
COVID

7 voluntary
organisations
funded by TC

150
trained
volunteers

£800k
debt

550
beneficiaries

100 adults
supported in
fuel poverty
(Severn Wye Energy)



TALK COMMUNITY MENTAL HEALTH

Joint
campaigns



Qwell
online
support

MH first
aid
training
50 people

MH
awareness
training
150 people

MIND peer
to peer
support



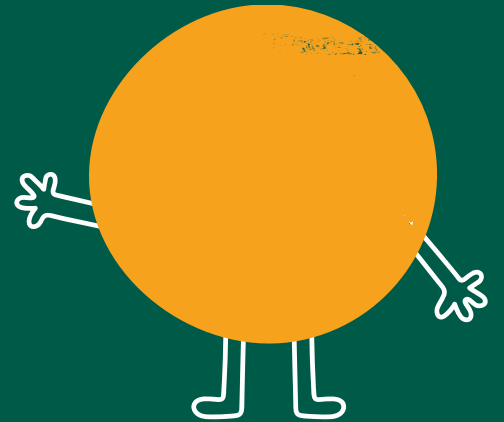
COVID RECOVERY

Covid Recovery Funding

- £2m funding from Herefordshire Council to support covid recovery for wellbeing across Herefordshire.
- 2,700 yr 11, 12 and 13 youths provided with free gym membership for a year
- Over 10,000 free swimming lessons and over 5,500 children enjoyed a free swimming session
- 100 community grants worth over £600k
- Community position statement

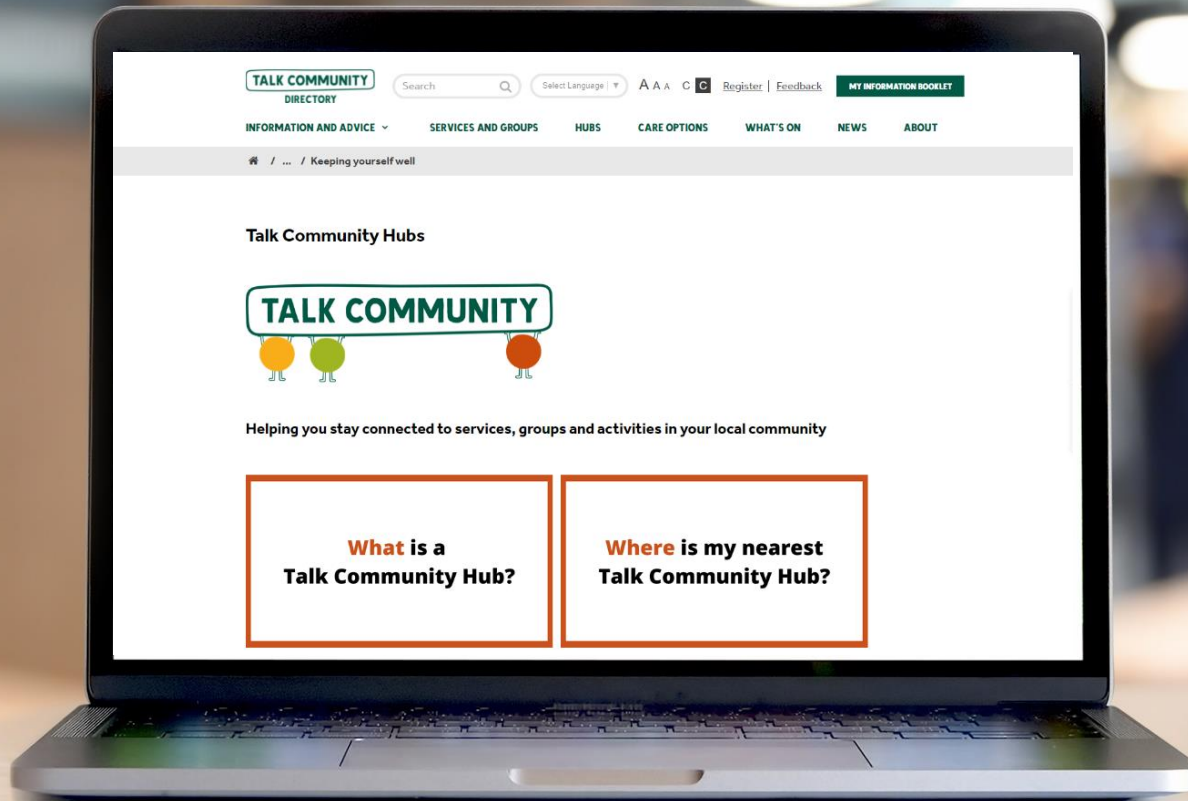


ENGAGEMENT



TALK COMMUNITY WEBSITE

200% INCREASE
ON HITS AND
VISITORS TO
WEBSITE IN 12
MONTHS



SOCIAL MEDIA AND WEB

Monthly website hits have increased by

218%

Monthly Twitter engagement has increased by

280%

Likes on Instagram have increased by

224%

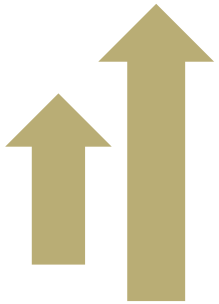
Monthly link clicks on Facebook have **increased**
by

369%

Facebook post reach has increased by **more than**

1350%

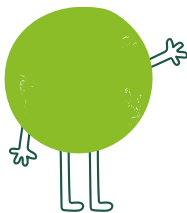
Comparing the month of July 2021 to July 2022



TALK COMMUNITY DIRECTORY/WEBSITE TOP HITS

JULY 21 – NOVEMBER 22

Page	Hits
Search/home pages	33,076
Holiday activities	17,723
Talk Community Hubs	9,671
Money on your mind pages	7,952
Where is my nearest hub	6,909
Services	3,253



TALK COMMUNITY HELPLINE



TALK COMMUNITY THANK YOU EVENTS



Aims

- Opportunity to say thank you to the communities
- Inspire people to get active
- Promote local activity and wellbeing providers
- Have a fun **free** day out with family and friends

7 Events in
Hereford &
the Market
Towns



4.13 out 5 star rating

Over 2k
people
attended

“a great atmosphere at the event yesterday and lots of people and families had a really great time, this will go such a long way to strengthening the relationship between services and local people”



TALK COMMUNITY

TALK PARISH

Four Talk Parish Summits
undertaken this year

Over 100 attendees

90% find the meeting beneficial for
information sharing, joint working
and networking

TALK BUSINESS AND CHARITIES

Three Networking events this year in
partnership with High Sheriff 2021

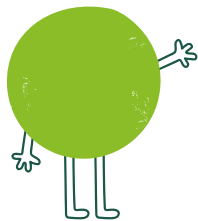
Over 280 attendees

80% found the event of benefit

80% made useful connections

90% would attend another session

Linkedin Page (Kelly can you add
please?)



APPENDIX



TALK COMMUNITY DEVELOPMENT TEAM

CITY

Philippa Lydford & Elaine Edwards
(Philippa.Lydford@herefordshire.gov.uk
Elaine.Edwards@herefordshire.gov.uk)

EAST

Aimee Williams
(aimee.williams3@herefordshire.gov.uk)

South West

Toby Green
(Toby.Green@herefordshire.gov.uk)

North West

Lorna Williamson
(Lorna.Williamson@herefordshire.gov.uk)

ACCESS THE RIGHT SERVICES FOR YOU

SELF CARE	Make sure your medicine cupboard is stocked up with over the counter remedies for coughs, colds, cuts, tummy troubles. For self care tips and more, visit Talk Community's free online wellbeing information and signposting directory for Herefordshire, providing details on local services, groups, community hubs, and events. Visit: www.talkcommunitydirectory.org or call our helpline on: 01432 260 027
GP SURGERY	GP surgeries can treat many conditions and give health advice. They can also refer you to other NHS services. Find your nearest GP surgery: www.nhs.uk/service-search/find-a-gp
NHS 111	For urgent but non-emergency medical help ring 111 or visit: 111.nhs.uk The service is available 24/7 and staffed by trained advisors and experienced clinicians.
PHARMACY	For advice and treatment for minor ailments such as coughs, colds, sore throats, tummy trouble and aches and pains, visit a local pharmacy.
URGENT DENTAL	Use the NHS 111 online services (111.nhs.uk) if you cannot contact your dentist or do not have one.
SEXUAL HEALTH	For sexual health testing and treatment in Herefordshire visit: www.sexualhealthservices4herefordshire.co.uk
MENTAL HEALTH	If you are experiencing a mental health crisis, the Herefordshire and Worcestershire Mental Health Helpline can help. Call 0808 196 9127. If you are experiencing anxiety, depression or low mood, and it isn't urgent, please visit the Now We're Talking website: www.nowweretalking.nhs.uk
DRUGS AND ALCOHOL	Turning Point Herefordshire Recovery Service is a confidential and free service for anyone experiencing alcohol or drugs issues. Visit www.turning-point.co.uk/herefordshire to complete an online referral form. For more information: 0300 555 0747 or email: Herefordshire@turning-point.co.uk
EYE PROBLEMS	For advice on eye or sight problems, including urgent NHS care, contact an optician. For a list of opticians in your area visit: www.nhs.uk/service-search/find-an-optician

TALK COMMUNITY

KEEPING WELL THIS WINTER

Advice, support and self-care tips for Herefordshire



FOR FURTHER INFORMATION:
VISIT WWW.TALKCOMMUNITY.ORG
OR CALL OUR HELPLINE ON 01432 260 027



MENTAL HEALTH SUPPORT

There are a number of local organisations which can help support your mental health and wellbeing.

LOCAL NHS URGENT MENTAL HEALTH HELPLINE

Tel: 0808 196 9127
Open 24 hours a day, 365 days of the year

HEREFORDSHIRE MIND

A local mental health charity providing a range of different support services, groups and activities for adults with mental health problems.

Web: <https://herefordshire-mind.org.uk>
Tel: 01432 271643

Herefordshire Mind also offers a Safe Haven every evening from 5pm to 10pm, where people suffering a mental health crisis or in need of urgent support can visit. safehaven@herefordshire-mind.org.uk or 01432 372407

NOW WE'RE TALKING

The Now We're Talking website provides a range of support for people experiencing mental health challenges, including online resources, talking therapy services, and help for people experiencing a mental health crisis.
Web: www.nowweretalking.nhs.uk

QWELL

Free mental wellbeing support including online chat and forums.
Web: www.qwell.io

MORE HELP AT
TALKCOMMUNITY.ORG



Support during the Winter

ISOLATION & LONELINESS

Winter time can be hard on lots of people and the dark nights and bad weather can be very isolating.

TALK COMMUNITY HUBS

Places where people can find friendship, positive things to do, acquire new skills and get help and advice on food, housing, finances, and health and wellbeing.
Find your nearest Talk Community Hub:
www.talkcommunitydirectory.org/hubs

WARM SPACES

For many people, energy bills are becoming unaffordable. Herefordshire has a network of warm spaces that are opening their doors to anyone who needs them. Find your nearest warm space:
www.talkcommunitydirectory.org/warmspaces

HOMELESSNESS SUPPORT

If you need emergency assistance outside of normal office hours, you can contact the Out of Hours Service, provided by the Housing Solutions Team.
Web: www.talkcommunitydirectory.org/homeless
Tel: 01432 261600

WINTER WELLBEING

EAT A
BALANCED
DIET AND STAY
HYDRATED

WRAP UP
WARM AND
KEEP ACTIVE

GET YOUR FLU
JAB - Speak to
a GP or visit a
pharmacist

DON'T FORGET!
Get the covid
jab if you are
eligible

MONEY, DEBT & BUDGETING

If you've got money on your mind and you're finding it difficult to cope with money or debt problems, or perhaps you're struggling to pay your bills, our website can help you quickly and easily find what you need.
Visit: www.talkcommunity.org/moym

FOOD BANKS

There is a food bank or community larder in each of the county's market towns and city.

You may need to be referred by a qualifying organisation or have a voucher to access the service, but if you contact your nearest food bank directly, they'll be able to advise on the process. Find your nearest food bank:
www.talkcommunitydirectory.org/foodbanks

MORE TOP TIPS AT
TALKCOMMUNITY.ORG



WARM SPACES PROMOTION

TALK COMMUNITY
DIRECTORY

Search

Actual Language

A A x

Register

Feedback

MY INFORMATION HOBBIES

INFORMATION AND ADVICE SERVICES AND GROUPS HUBS CARE OPTIONS WHAT'S ON NEWS ABOUT

#

Warm spaces in Herefordshire

As we move towards winter, many people across the UK are under immense pressure as the cost of living crisis grows.

Unfortunately, even with [help from the Government](#), people already in poverty will have to make difficult choices - such as whether they can afford to heat their homes or eat a meal.

That's why, working with our [Talk Community hubs](#) and local partners, we want to create a number of Warm Spaces across Herefordshire. These will be safe spaces available to anyone in Herefordshire, where they can go to warm up, see a friendly face and get support.

Could your organisation offer a warm space to people who need it?

There are already many fantastic facilities providing warm spaces in Herefordshire and if this is you, we'd love to hear from you!

We want to create a list of places offering warm spaces so we can begin to let people know how they access these services near them, when they need them.

If you've got a warm space already, please [tell us about your facilities and services in this simple form](#). It should only take a few minutes to fill out.

LET US KNOW IF YOU WANT TO OFFER A WARM SPACE

If you are a voluntary or community sector organisation that needs financial support to enhance your existing offer, check out the information below. Our small grants scheme may be able to help improve your facilities so you can provide a warm space to residents.

Small grants for organisations

Organisations wishing to become a warm space can apply for a small grant from £50 to £500 to boost their offer.

MAKE AN APPLICATION NOW

What you can expect if you offer a warm space

If you are interested in offering a warm space, you'll be asked to read and sign the warm space promise. This is a promise set up to let everyone know what they can expect when they walk through the doors of any warm space in Herefordshire.

You'll receive a social media toolkit with branded assets so you can create materials to advertise your Warm Space.

Our warm spaces promise

Warm spaces with a warm welcome

You'll be guaranteed a friendly, warm welcome into every Warm Space.

Warm spaces are for everyone

No matter why you need it, all warm spaces in Herefordshire are non-judgemental environments where anyone is welcome and will be treated with utmost dignity and respect.

Warm spaces are confidential

There will always be a listening ear if want to share the reasons you need a Warm Space, but they won't tell anyone else unless you give permission or they must do because of their safeguarding policies.

Warm spaces are safe spaces

Every warm space is safe and adheres to its organisational safeguarding policies.

TALK COMMUNITY

WARM SPACES IN
HEREFORDSHIRE

(with a warm welcome)

COME ON IN

GET NICE & TOASTIE

HAVE A CHAT

Herefordshire Council

TALK COMMUNITY

WE ARE A
WARM SPACE

(with a warm welcome)

COME ON IN

GET NICE & TOASTIE

HAVE A CHAT

Opening hours:

Find out more at
talkcommunity.org/warmspace

Herefordshire Council

BRINGING
HEREFORDSHIRE
TOGETHER

WE ARE
A WARM
SPACE

(with a warm welcome)

COME ON IN

WE'RE TALK COMMUNITY

Herefordshire Council