

End of year 3 reporting One Voice Immingham District 0010319999

Our project started April 2018 and we felt it had been a great success so far. We had a launch day event where we went out into the community, sharing information and consulting with people. We had a character, balloons and sweets to attract those with children, and found this to be a useful event. The Grimsby Telegraph printed an article about our project. We held celebrations within each of our sessions to recognise the end of our first year and intended to do this again at the end of year 2 but due to the current situation with COVID-19 we have not been able to despite this change We remained excited about Year 3 of our project and had high hopes to build on the success of the first 2 years of the project but as things didn't return to normal we needed to continue doing things differently. Now as restrictions are lifting we have hope that the next year will be more positive as we start to resume activities. In some ways it feels like we are starting from the beginning again though.

Because of everything coming to a halt, we considered different ways we could engage with the community and there was many barriers in relation to this. We wanted to try and reduce social isolation during this difficult time. We utilised the app and email and other social media platforms to send out positive messages and updates about support available. We knew online events were the only way to engage in a fun way at this time we used a local business 100% entertainment to host online events via our face book page we held Bingo, family fortunes, prediction, horse racing initially prizes were purchased from local businesses and then we purchased items from local shops to provide the prizes ourselves. We engaged with local businesses and groups to prepare the prediction game which involved people taking part in a challenge which was pre-recorded. And also did a Christmas special in this way. Each week between 30 to 75 people engaged in each event these figures are gained by face book page statistics these events which last approx. 1 hr to 1 hr 30 min depending on how many people are playing, People can interact with each other via the comments and the host also engages with people via telephone call which is live to the audience. There is lots of banter and fun which people seem to enjoy, we allowed the type of game to be chosen by the community by taking part in an online poll.. We asked the community which game they preferred and it was clear that Bingo was the favourite so we continued with this weekly, this also allowed us to look at levels of engagement more effectively please see chart for these figures. Feedback from these events has been great and people say they really looked forward to them and it has lifted their spirits during lockdown and it was good for them to have something to look forward to as a family

Date	Event No	game type	Players
08/06/2020	1	bingo	72
14/06/2020	2	family fortunes	26
20/06/2020	3	catchphrase	21
27/06/2020	4	prediction	89
05/07/2020	5	bingo	42
12/07/2020	6	family fortunes	14
19/07/2020	7	bingo	35
26/07/2020	8	catchphrase	36
12/11/2020	9	bingo	68
19/11/2020	10	family fortunes	77
26/11/2020	11	bingo	89

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02/12/2020	12	bingo	97
12/12/2020	13	bingo	111
18/12/2020	14	prediction	103
28/12/2020	15	bingo	97
07/01/2021	16	bingo	114
14/01/2021	17	bingo	92
21/01/2021	18	bingo	103
28/01/2021	19	bingo	109
04/02/2021	20	bingo	96
11/02/2021	21	bingo	102
18/02/2021	22	bingo	87
25/02/2021	23	bingo	102
04/03/2021	24	bingo	105
11/03/2021	25	bingo	103
18/03/2021	26	bingo	115
25/03/2021	27	bingo	107
01/04/2021	28	bingo	103
08/04/2021	29	bingo	95
15/04/2021	30	bingo	97
22/04/2021	31	bingo	103
29/04/2021	32	bingo	96
06/05/2021	33	bingo	107
13/05/2021	34	bingo	104

We also hosted a Scare crow festival in conjunction with Immingham town Council August bank holiday weekend, This idea was brought to us by a resident and we then asked the community via face book which raised a lot of interest following discussions to explore the necessary steps to arrange this we were told this was something the town council had wanted to do in conjunction with the Pilgrim Celebrations but plans had come to a holt, We did this as a joint initiative with the resident leading on it there will be three categories Pilgrim fathers, Key workers and just for fun. We received 84 entries and a great display of scarecrows was seen throughout the town for people to enjoy visiting. The entries were judged by One Voice the resident and Immingham town council. We used our contingency budget from our grant to fund prizes and resources needed for the trail. This event was fantastic for the moral of the

community and we have been asked to make this a yearly event streets came together to support those less able to make the displays and it was good to break down barriers and encourage neighbours to talk more. The trail was visited by many over the weekend and the atmosphere in the town was amazing full of examples of a community coming together

(Pre- Covid 19)

- We believe we were continuing to work with the people we intended to, including diverse groups. All activities had been offered inclusively to anyone within the area. Previously delivery was flexible and adapted to suit those with disabilities and everyone has been welcomed and if anyone has had any specific needs these have been accommodated within the session. We have exceeded the number of beneficiaries we expected to reach. Over 1300 people have benefited from our project. So far we have over 1300 participant registrations completed, also we have approx. 800 names on our registers across the weekly sessions who have attended but not completed the registration form. The ages of participants range from a few months old to over 75 years. 20 Volunteers have been involved in delivering the project. We have looked at our data to show how many people have not continued to attend specific activities in the second year of the project and spoken with some people to try and identify why this is feedback has been mainly due to change in interest and other commitments. Please see data collected at the end of this report to look at this in more detail.
- We connected with other organisations to promote our activities and also to promote theirs. We continue to use a range of different community venues and maintain positive working partnerships with the organisations that run these venues. We have maintained links with a local community group COMMA after setting up the BoxFit session - we are hiring their building and they are providing us with a member of staff and a coach to manage the welfare aspect. We have maintained links with Humber Taiko to deliver the Taiko session and also supported their work in the community by taking part in the Humber taiko festival. We maintained positive links with Oasis Academy to deliver the soft play sessions at an affordable cost. We hire the space and they have gifted the play equipment to us for free and they continue to provide storage for this equipment. They have also continue to give us free storage space for the taiko drums within the room we hire for this activity. We have linked with North Bank Sector Support to gain training for our capacity building work as well as utilising a local provider for other aspects of it. We have linked with Netball England to develop a netball session and arranged friendly games with other netball groups to build their confidence in relation to participating in league matches. We have linked with the local children centre to provide an activity that was requested by community members they provide us with use of a room and resources and we provide staff and facilitate the session.
- Our overall aim with this project was to offer a range of activities that would reduce social isolation and encourage different age groups to come together within the community through shared interests to promote community cohesion and empowerment.

We have previously offered the following activities on a weekly basis.

Photography group

Taiko drumming sessions

Soft play sessions

Games night

Netball

Box fit sessions

Hueristic/messy play sessions

*Multi sports sessions

*Performing arts group

These activities were planned following consultation with the local community and a mapping exercise to look at the gaps in relation to what that the local community members had told us they wanted to see offered in relation to what was already on offer. We were already aware of some needs at the start of this project so initially we planned photography, Soft play, multi sports, Taiko and games night. The other groups were added in response to the community requesting further activities. (Please note the ones marked with * no longer being held) all other groups continue to run successfully with positive engagement and involvement from participants to shape the sessions.

- Some examples of how local people have been involved in developing and delivering our activities and how we have built on people's strengths

The way local people have been involved in developing and delivering our activities and how we have built on peoples strengths varies across the different groups depending on the type of activity, for example the soft play sessions are fairly straightforward - people asked for them and so we arranged them - the parents come along and the children play on the equipment - but parents requested the types of refreshment offered at this session and asked if they could have something more for the younger babies as they are limited in what they can do. This resulted in a local charity donating a number of toys that could be used safely within the environment. This session is very useful for community engagement and the One Voice Volunteers run this on a rota basis alongside a regular sessional worker.

AS previously reported the Taiko session despite being limited in how the people can be involved in how it is shaped and developed still had changes made to reflect what people said to us. We started off with a small charge but became aware this was a barrier for people so introduced a sibling reduction and then went on to remove the charge and offer the session for free. The tutors recommended a minimum age limit of 8 on this however we had a few families turn up with children younger than the minimum age group. Due to childcare issues we didn't want to exclude them so we made adaptations so they could join in and we now allow younger siblings to participate if accompanied by an adult. One week the tutor suggested allowing the participants to lead the warm up activities by shouting the colours out for the movement and now they have asked for this to continue weekly. All of these changes continue to be successful the group has grown and we use the storage bags as drum spots if more attending than drums and purchased more sticks. This was a suggestion from a member and we use a snake technique to rotate so everyone gets equal opportunity on a drum. We have linked local events to showcase the taiko routines and also invite a local schools taiko drummers to get involved in these events so we could celebrate the skills developed within the community as whole. A local venue supported this with free use of the space and it was open to the community to attend. We were asked by NELC music hub to perform an opening piece at the mayflower illuminate parade in Immingham and invited by Humber Taiko to perform at Grimsby Auditorium for the Humber Taiko festival. It was participant's choice to participate in this some opted not to but 80% were very excited at this opportunity. Some faced barriers in relation to transport so we put provision in to overcome this. The group continues to develop and a strong team bond is very evident the age range on this is 8 to 59.

The photography club is completely developed and delivered by local people. As previously reported it started with a tutor delivering a six week course and from this a number of the participants were identified as interested in taking this group forward as a peer support group. It is completely shaped by them and the needs and interests within the group. There is an age range of 13-75, and skills are shared between the participants to learn and develop their skills as individuals. They request extra tuition if they need to extend their skills and knowledge above their level; they take turns to plan presentations for the sessions; and arrange visits to explore different areas and extend their experiences with photography in different environments. They requested a change in the day it was held from a Wednesday to a Monday and then at a later date they requested the time was changed to suit them better. It is now

held 7-8.30 instead of 6.30-8pm. We have built on the strengths and skills of this group to enable it to move forward in a way they have chosen themselves. We also did a feedback workshop with them to ask what they had gained from the group and explore the different skills and interests within the group to enable the development of individuals and the group as a whole. We evaluate regular and they have a face book group for them to feedback ideas and share thoughts on this is run by the participants. There is not much change to this group it has developed and runs very well.

Games night was initially set up in response to Grandparents and parents saying they had nowhere to go with their children or nothing to do with them, due to the changes in society as young people are focussed on IT games rather than traditional board games and how this is believed to be impacting on the social and emotional skills they develop. However there is no longer many grandparents attend we have a few single people a few family and young people attend this group is our most problematic with the varied needs and engagement levels from young people age range 5 to 59

Both the Netball and the Box-fit are ideas that have been shaped by community members who have a passion for the sport and an awareness of the interest. They are volunteering on the sessions along with paid workers or coaches they have been involved in and their planning of these sessions helped us to source equipment, coaches, venues etc. The volunteers and participants continue to shape these groups suggested extra resources that are needed to advance the groups and changes to times. The boxfit coach was unable to work for a period of four weeks so we arranged cover with a different coach participants said they preferred this man he was also more cost effective so we continued with him facilitating the session.

Netball was running on a Saturday and it was requested it changed to a Friday since this change number of attendees has increased an extra hour was added to the session as some people were frightened to play with the younger ones in case of injury so an over 16's hour was added 8-9pm this is very popular

Our Heuristic/messy play session started following Local families identifying that there is a gap in provision of activities for preschool children, we were exploring options for messy play or Heuristic play sessions targeting a wide variety of age groups across parents and carers whilst offering opportunity for interaction and emotional social development for the children. The local Family Hub offered us free use of their facility and resources and we were able to source staff with the relevant skills. We consulted with the community to identify the most appropriate day to hold the session and time and run this session with 1 trained facilitator 1 staff member and 1 volunteer. The parents share ideas for activities to do and these are included into the session plan it is a very popular session with approx. 20-30 participants weekly, we consulted with them regarding sessions continuing in the school holidays and ensured their needs could be accommodated.

The community requested extra soft play sessions in the school holidays so these were added and well attended

We are still considering also exploring options for a youth session on a Friday evening - we have a large group of young people who hang around the games evening but do not engage effectively. They simply want a place to hang out, listen to music and chat. They have been disruptive and do not wish to play games and we are very much aware of there being nowhere else they can go. We do not want this to affect the families that attend the games night regularly and are currently exploring the potential ways we can offer something of interest to them without excluding or isolating others. We have tried to work with partner agencies and venues to address this however we are continuing to face a number of barriers and haven't been able to proceed with this.

Here are a few specific examples/case studies of where we have built on other individual's strengths, and some of the successes we are most proud of:

CJ had participated in the photography group from the beginning and it was observed that her confidence had grown as she got to know people. At an evaluation session she stated she would be interested in taking an active role in leading the group and co-ordinating the different subjects within the sessions. She has now been doing this for over a year and has grown in her confidence.

LB attended the games night with her children. She then started to volunteer on this evening and her husband attended with the children. Her skills were observed to be great with the young people who were challenging within the group and we recognised her as a key team member, she advised us she needed to look for paid work due to her husband being unwell and unable to work and we were able to offer her a paid role on games night. Her involvement with this project then led to her gaining employment.

AN started volunteering on soft play she was quite shy but very hardworking, she had just left school and was attending college due to her low confidence. Through the different interactions with people as she signed them in on the register her confidence grew and she developed her interaction skills and she has now gained an apprenticeship.

ST and RD both attend the taiko drumming session they are very capable players and we are giving them both an opportunity within the sessions to take a lead role alongside the tutor. There are only 3 taiko instructors in the Humber area and this creates barriers if people want delivery. Although ST is only 13 and RD is 14 they have both played throughout primary school and now they are at secondary school she is only able to continue with this because of this session. Building on their skills we are encouraging them both to develop leadership skills with the long term aim of being able to teach taiko. They are both becoming very determined within this and their confidence is growing and as they gain new skills each week also enabling the group as a whole to do this. The way they both work with the tutor is encouraging a positive learning environment and a good team attitude.

BD had been attending the soft play session and games night and expressed an interest for volunteering she is a very creative lady so we felt her skills would be suited to the heuristic/messy play session, she independently liaises with participants to gain and seek ideas for creative activities to include she really enjoys this and has suggested that as part of our long term sustainability she could run the group with other volunteers as her confidence has grown and continues to do so.

Update on HG who attended the soft play session and spoke to us about not knowing anyone in the area. She was looking for some voluntary work that could be planned around her sons hospital appointments, her interests were admin. At that point we were struggling with the workload in this area due to the high number of registration forms and registers that needed inputting. She is still volunteering 3 mornings a week as admin support for One Voice, she has increased confidence and has met new people in the area and is accessing new things in the Town. As her skills have developed she has also signed up to do some training courses

Challenges we have faced

Year two was a year that we felt hadn't given us many challenges the project was settled and progressing well but as we reflected on that year we did have a few challenges.

Our biggest challenge for year two has been the games night with a high percentage of participants being teenagers it has put some families off coming, to overcome these challenges we have changed our advertising put extra staff and volunteers on polite notice signs are displayed in the room and boundaries and expectations of behaviour is reinforced

regularly we have not overcome this challenge however we are managing it the best we can we have linked with the local PSCO's and NELC youth team and YMCA for additional support however the support and engagement from them is very inconsistent therefore not effective so this continues to be a working progress. In addition to those attending there is challenges managing young people who hang around the games night but don't engage in the sessions.

We learnt a lot from the situation that occurred with the performing arts group last year and held training sessions with our volunteers and sessional workers to ensure a more effective approach moving forward. This has proven to be effective the session overview sheet we introduced has been useful in relation to increase our communications this was a challenge at times. Managing this paperwork was initially a challenge but has now been overcome.

Sometimes we face challenges as we receive unrealistic requests to set up new groups however if a community member comes to us with an idea and we agree to explore it we now agree timelines and have regular reviews for how it is developing. However we have found if we are open and transparent about what we can and can do and why this is people are very accepting and understanding.

Challenges in relation to different learning paces and ensuring things are delivered in a way that meets everyone where there at

We continue to face challenges with the organisations who told us they could offer support with staff to help facilitate the sessions – some have not been able to fulfil what they said they could offer. We had to find self-employed workers to support delivery of the sessions instead, this has proven to be successful and we have built up a good team across the different sessions.

We have had difficulties in finding coaches / facilitators for some activities we wanted to plan.

Not having enough time to fit in our training needs

Developing individual's new skills to enable us to collect the data and analyse it has been difficult at times and we have needed support with this.

Participants under the age of consent not returning registration forms and a large number of attendees not wanting to complete registration forms

Children turning up un-accompanied

Issues regarding people out of area attending we need to monitor this in the smaller groups as we do not want people out of area to be more than in area.

We have faced challenges in relation to excel and the ability of our volunteers in relation to using the formulas etc to ensure all data is collected appropriately we have done training but as we aren't using these skills regular we have found this challenging and have faced a few problems so we needed to buy in a service to sort this out for us we used a local Immingham self-employed lady who did our training for us to do what we were unable to do ourselves.

At the beginning of year 3 April 2020 Covid-19 caused us a huge challenge as it brought everything to a standstill, there was inconsistencies with information regarding venues closing and facilitators/volunteers not wanting to work due to risk in relation to those sessions that were running at that point. until all venues closed. Where possible we tried to utilise social media to keep the momentum with some of the groups for example photography are setting challenges and giving each other feedback on photos taken etc, a group has been set up for the Taiko members and the facilitator is sharing tuition videos and challenges to keep people's interest. The only group that continued engagement online was the photography group. All workers were on a sessional basis so payment wasn't an issue and thankfully all of our workers are not financially dependent on the income from us. But we have now found many of our workers have other jobs or commitments so won't be continuing when sessions return. We

had a few issues with room hire that was paid in advance needing to be refunded or carried over to when sessions restart and the company has now gone into liquidations so a claim has been made to School lettings solutions creditors for this amount owing. We are also aware this will increase the underspend we have further. We are still awaiting being able to return the activities and are currently working on the changes that will be required once this is possible so we can ensure a safe environment. We are fearful of the impact of this and feel it may be like building the groups from scratch again. We have also come across issues with trustees not having the time to do tasks because of the additional pressure from family and work in relation to the Covid 19

Promotion of our project

We continue to utilise social media to promote our activities but during our initial consultations we realised that there was a lack of awareness of what was actually on offer in the community. We mapped the different activities and groups that were already existing in our community. We saw that there were many activities but very limited opportunities for missed age groups. Through this mapping exercise it enabled us to make sure we didn't duplicate activities or run anything in competition with existing provision. We wanted to use different ways to communicate within the area so using our contingency budget we have had an App designed which is free to download on Android and Apple. This shows a daily What's On Guide - we update this regularly and send out push notifications regarding new activities and community news. We have developed an email communication list through the registration forms so we can share information about our project. We also share information regarding community matters and encourage participation if consultations are taking place that will impact on our community so the community members can have their voice heard. We have linked with local venues, events and groups to promote our activities and consult with others to identify further needs within the community. All of our promotion remains the same as in year one as we feel it is very successful and we receive feedback to confirm this from the community.

Budget variations

We continually find ourselves with budget underspends. This was due to community members volunteering their skills and us not needing to pay for staff or facilitators for delivery. We did not have as many activities offered initially as we expected, as we needed to establish the groups effectively. We felt if we introduced too much too quickly it would not be realistic for us to manage, and the quality of delivery may be affected. It was also important to us to find out more about what the community wanted to ensure what we delivered met their needs. We used some of this underspend with approval from the lottery to rent an office space to ensure we could comply with the new GDPR legislations in relation to the paperwork aspect of the project and provide a workspace that would maintain confidentiality. We also used some to purchase our own set of Taiko drums. We were hiring these and when we looked at the long term cost of hiring it was more cost effective to purchase our own drums. We also intend to use some of this for first aid training for our volunteers. We did not expect there to be an underspend in year 2 as we are now delivering more sessions with facilitators and staff as well as the ones run by volunteers and we also intend to introduce further activities. We feel we need to put both our young people worker and senior [people workers budgets together as there isn't a clear definition between workers as they engage with all ages. We do still have an underspend a request was put in to use this to extend our project by a year as we felt this would be the best use of the funds and offer best value for money. This request was approved. The Covid-19 has increased our underspend amount also please see budget sheet for further information and I have discussed an extension of the time lost due to the situation regarding Covid 19

What difference has our project made?

We believe our project continues to make a big difference to our local community. The activities offered opportunities for people of all ages to come together and share life experience. We feel that people were taking a more active role in their community, different groups are now engaging with each other and there has been a change in judgemental and preconceived views of different age groups. Opportunities have been given to those who were previously restricted by financial and geographical barriers when wanting to engage in activities. We believe that because people are engaging in social activities their emotional and physical wellbeing has been improved. Particularly for those who are engaging on a regular basis when they were previously isolated and lonely. We have found the activities have provided lots of opportunities for people to raise awareness of services and once positive relationships are developed people share with each other and can be given information about different services and groups that are relevant to their needs. Many of our participants have spoken about feeling more confident and have increased levels of self-esteem through their participation - both as a volunteer involved in delivering a group or as an attendee enjoying the activity. As people have become more confident they become more involved in the community. We are seeing cohesion across different age groups and geographical locations within the town as they become empowered to have a say in their community and on matters that are of interest to them.

We feel our work has contributed to the key goals of early action by simply encouraging people to engage with people, building relationships with them and supporting them through encouragement and support. For those who have different situations or circumstances they are dealing with, this project and our work has been effective as we have been able to signpost people to other services appropriate for their needs and it has enabled an increased awareness of what is on offer within our community. By utilising a range of different community venues we have contributed to the key goal of shared and sustainable spaces and places, the room hire income has supported the different groups that are running venues and will contribute towards their sustainability. Using a range of venues has also proven useful in increasing engagement for the other activities or services already offered in the venues as people are more aware and familiar with them. We have used local coaches and providers for our sessions to ensure we are supporting the local groups who are in a position to support our work as well as develop community cohesion. Stronger relationships have developed and are developing continually throughout the community as people are coming together more and more through shared experiences and peer support as well as stronger relationships with the community - they are working in partnership with us to share their needs and ideas with the hope of them becoming a reality. There is a great sense of partnership working continuing to develop throughout the community.

Building capability work

We previously worked with North bank forum and have already done some of the work we had identified as a need for our project there are still further needs and training to be done. We In year we completed a workshop to look at our governance and ways of working looking at focussing on different skills within the group and how we could build on our strengths and develop our weaknesses. We have completed children and adult safeguarding training this was offered to all volunteers and we also opened this up to other volunteers within the community as there was space at no further cost to us. We completed GDPR and excel training and also had some 1-1 support in relation to this so we can collect data and store information appropriately. Year two we completed the following training all training is completed now we also have 3 new trustees following the training being done.

First Aid Training

Monitoring, outcomes and case studies: Understand the relationship between funding and monitoring, understanding outcomes, practical monitoring techniques; social interviewing skills and building case studies. A great workshop for volunteers and trustees to build their skills and knowledge.

Policies and Volunteer Boundaries: Part 1 - An informal session to roll out One Voices policies and procedures and Part 2 - a short workshop to help develop volunteers- their roles and boundaries

Trustee Roles and Responsibilities: Tailored for One Voice trustees, those interested in becoming a trustee in the future, and volunteers that support One Voice:

- Legal roles and responsibilities – compliance, prudence and duty of care
- Charity accounting – SORP and the SOFA
- Developing strong and diverse boards
- Meetings and sub-committees
- Conflicts of interest and reporting concerns

Making Every Contact Count: Making every contact count (MECC) is an approach to changing behaviour. It is about making the most of the everyday contact that organisations and people have with other people to encourage changes in behaviour that have a positive effect on the health and wellbeing of individuals, communities and populations. This workshop will give you the confidence to help and encourage people to change their behaviour and to make use of local services that can support them – it may help you to improve your own lifestyle too!

Despite the challenges of Covid we feel we have still been able to make a positive difference to reduce isolation even though we have needed to do this in an unexpected unplanned way and we looking forward to restarting activities asap some groups will need to change because of circumstances out of our control for example issues with venue letting systems venues closing and new staff and facilitors needing to be sourced. We are currently working hard to get everything going again Photography is already running as they chose a location and meet in small groups outdoors this continues to be led by the participants. We expect to be able to restart Boxfit, Taiko and heuristic play very soon

Below are a few case studies and some feedback received? _

SH age 52 in her own words

The Scarecrow festival event encourage us all to come together as a community in our street alone all safe and in line with government guidelines we all got involved and helped and supported each other to make our street look amazing with lots of displays, some of our neighbours are older and this broke down a barrier and got people who had lived near each other for years talking who hadn't really spoken much before some great friendships have grown out of this taking place. It really boosted moral for everyone and encourage a fantastic level of community spirit that made us all proud to live in this community.

SB age 37 in her own words

The online events have encouraged us to have a family night my children were struggling with everything because of covid and always on their games consoles we struggled to get them to do anything with us but they really enjoyed the online bingo and we had so much fun as a family it became our weekly thing, we noticed this was good for us and we all felt better within ourselves.

ES age 31 in her own words

I moved to Immingham 10 months ago with my two children I am not someone who finds it easy to meet new people and I hadn't met anyone new since moving because of Covid I saw an advert for the online events and joined the one voice page and contacted Elaine I explained I was new to the area she gave me lots of information about all types of things in Immingham usually, I was happy to hear there was a variety of things I'd didn't know was offered in Immingham and I felt hopeful this would be good after covid to meet new people, I got chatting online to a few people after engaging in the online events and even met up with a lady with children the same age as mine at the park. The scarecrow festive was amazing and I spoke to so many new people everyone was so friendly, my confidence is growing now and I'm beginning to feel connected and have a sense of belonging growing now. I'm looking forward to everything restarting

LB (written in her words updated from previous report): My involvement with one voice initially started in May 2019, when a charity I volunteer for made me aware of the One Voices volunteer celebration event. After attending this event, I started to go along to a couple of the regularly held sessions with my children. As a mother of 2, I was already looking for things for my children to do that would get them out of the house and away from their screens, this was when I found out about the One Voice community project.

The first session we attended as a family was Taiko Drumming. Nearly a year later my daughter and myself still attend every week and have been involved in a number of public performances. My son lost interest but moved on to another music project run by One Voice which he loves.

My daughter who has a very shy personality has developed a passion for Taiko and looks forward to it every Thursday. The chance to perform in public has given her so much more confidence than she ever had before and she is so proud of the new skill she has learnt.

I am really grateful that I was given the chance to be actively involved in Taiko with her, although I was a little unsure about joining in at first, encouragement to get involved from Elaine Norton soon persuaded me to have a go. And I'm really glad she did! As most activities I have found for my children are only aimed at a certain age bracket but having something we can do together has really brought us together and strengthened our bond. I asked my daughter to tell me what Taiko meant to her and this is what she wrote

My favourite thing about Taiko is learning new song that I didn't know how to play. Performing is scary but lots of fun and very exciting. I feel happy after performing.

Its good exercise and a fun activity that I can do with my mum. I'm proud that I know how to play Taiko and get excited for it every Thursday.

My favourite song to play is Stepping Stones because it's a bit more advanced and tricky but it fun because you get to jump around and you don't stay in the same position the whole time.

I've made new friends at Taiko that I would have never met before. I hope one day I will be the best Taiko player ever.

I'm very proud I can play Taiko, I took a picture of me performing that was in a newsletter to show my teacher and Friends.

I miss taiko but me and my mum still practise at home I can't wait for it to start again

- Lucy Aged 8

The next session I attended regularly was the Family Games Night. Here it was lovely to see both my children interacting with people they would have never normally interacted with, bonding over a game of pool or a board game. It became the place my son would meet up with a friend and spend time with them in person, rather than over a head set on his Xbox.

After attending for several months Elaine approached me and asked if I would like to volunteer on the Games Night session held on a Friday night. Full training was provided and the team already in place at games night made me feel very welcome.

After quite some time and many months of volunteering, I ran into some financial difficulty as my partner was left unable to work due to developing a rare form of kidney disease. I approached Elaine and explained I may not be able to volunteer for much longer as I may need to start looking for a job to boost my income. Elaine explained they were considering adding a paid worker on two of the sessions as the volunteers were struggling to cover some weeks so there may be an opportunity for some paid hours, I was very happy and grateful when Elaine and the other Trustees agreed for me to become a paid member of staff.

It soon became apparent that my partner wouldn't be able to go back to work and I would have to look for a job so he could concentrate on getting better. Thankfully, this didn't take long. I now have a job working 20 hours a week as a receptionist at a community Hub. I was told after my interview that the reason I was offered this job was due to my experience and knowledge of community hubs / outreach which I have only been able to gain while working with One Voice. This job together with the hours I do with One Voice provides me the financial ability and flexibility to be able to care for my partner and children.

I thoroughly love working for One Voice and recently decided that due to my gained employment I would give up the paid work for One Voice and become a trustee and carry on voluntary so I could give something back. The knowledge and experience I have gained through training courses such as basic life support training and the fun I have had along the way (dressing up as an Elf for the community Christmas party!) have not only boosted my knowledge, but my self-esteem and confidence too.

.....
.....

The following data gives information about the people we have engaged with across all activities and the different groups which we have continued to run up to the end of year two as activities have been delivered differently we have not been able to collect the data as we could before due to Covid restrictions,

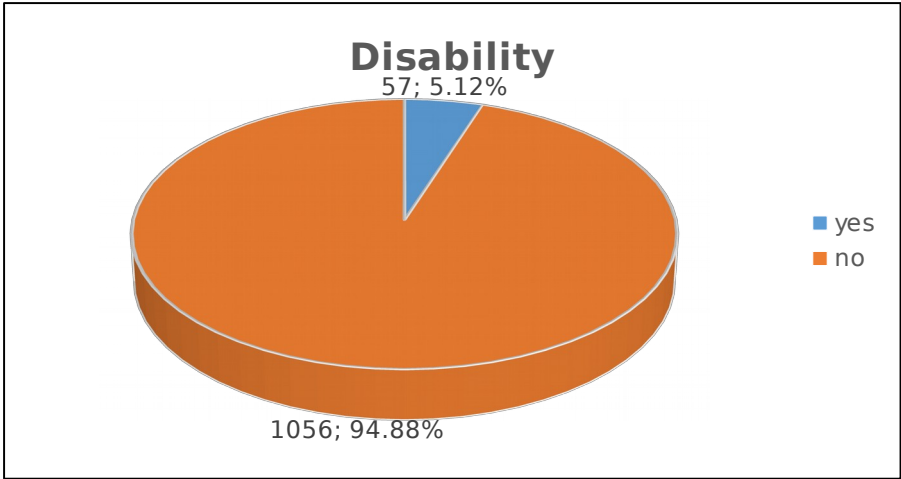
Please note there is some variation on total numbers this is because the information is taken from the registration forms and some people have chosen to withhold their some of their personal details. We have collected information regarding equal opportunities and analysed the percentage of attendance and the age ranges within the sessions as we aimed to offer intergenerational activities to encourage different age groups to come together.

We monitor the number of activities a person attends and how many sessions they attend. This information helps to consider how we are reducing social isolation as this may not be the case for someone who has only attended once but obviously will be the case for multiple attendances especially those that have attended a higher number of activities.

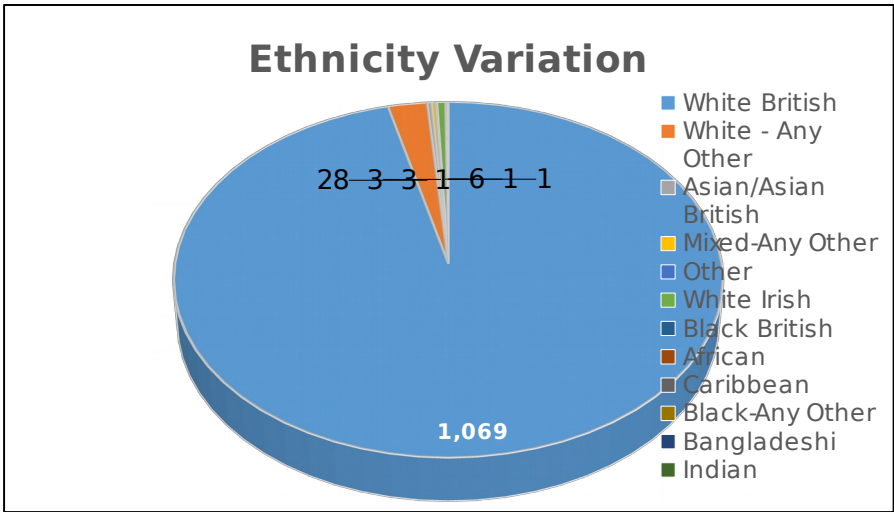
We have a high number of people who have not completed a registration form so for year two we have looked the attendance with a breakdown of those who have completed the form and those attending who haven't. The system we use to monitor how many activities a person attends can only be collated if they have completed a registration form. So we felt it was important to display the figures of attendance as whole.

If any further information or questions arise regarding the data presented we will be happy to give further information and answer any questions.

Equal Opportunities Data



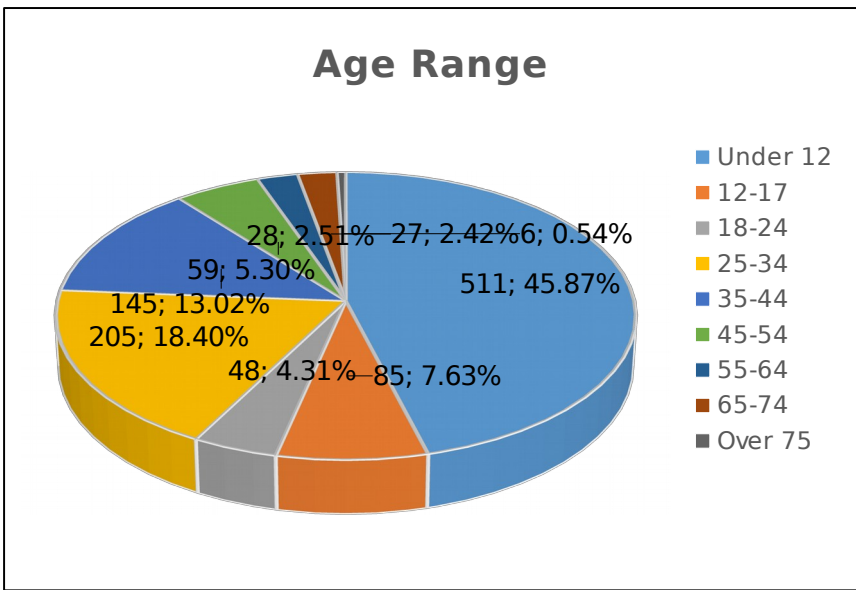
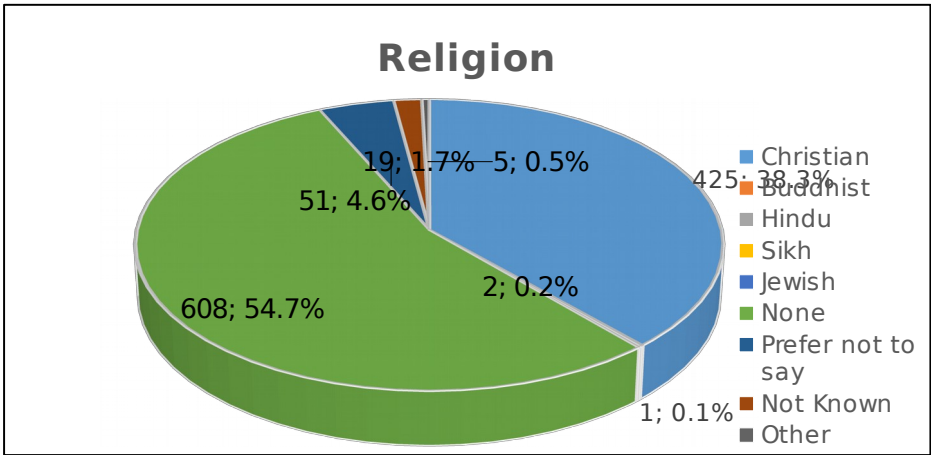
Disability	Number
yes	57
no	1056
total	1113



Ethnicity	Number
White British	1069
White - Any Other	28
Asian/Asian British	3
Mixed-Any Other	3
Other	1
White Irish	6
Black British	0
African	0
Caribbean	0
Black-Any Other	0
Bangladeshi	0
Indian	0
Pakistan	0
Asian-Any Other	1
Mixed	0
White/Asian	0
White/Black	0
African	0
White/Black	1
Caribbean	0
Chinese	0
Arab	0
Total	1112

Religion	Number
Christian	425
Buddhist	1
Hindu	0
Sikh	2
Jewish	0
None	608
Prefer not to say	51
Not Known	19
Other	5
total	1111

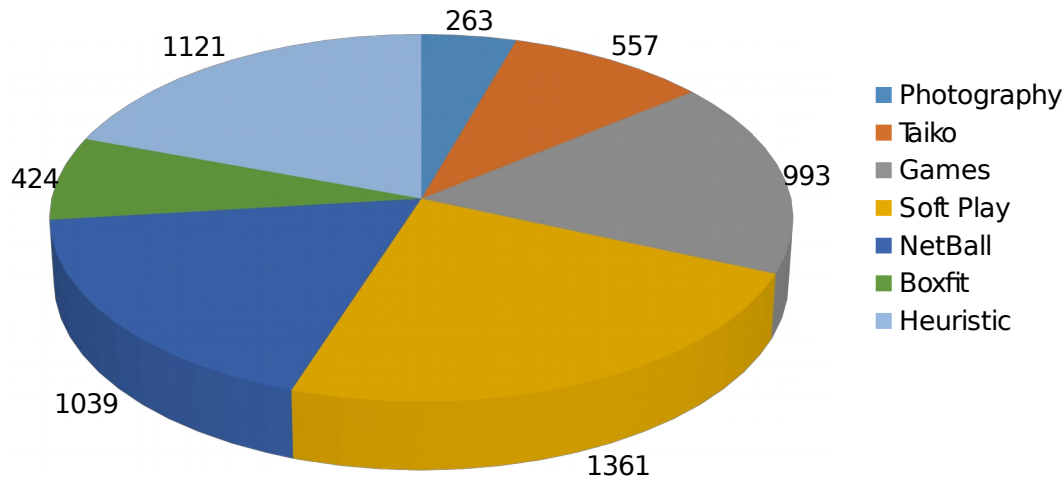
Age	Number
Under 12	511
12-17	85
18-24	48
25-34	205
35-44	145
45-54	59
55-64	28
65-74	27
Over 75	6
total	1114



Attendance overview

The following data gives an overview of the attendance across all of our activities and how many registration forms have been completed.

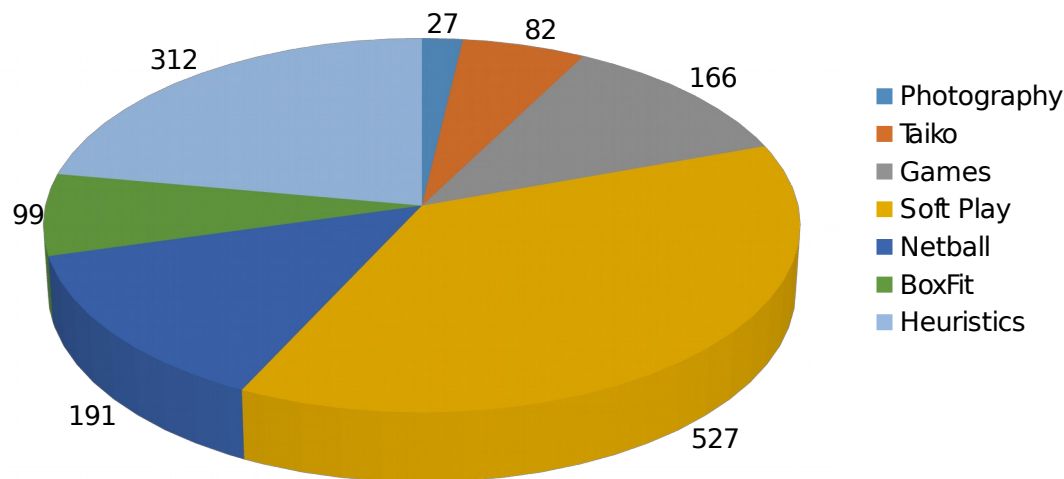
Total Attendances - 2019 - 2020



Total Attendances

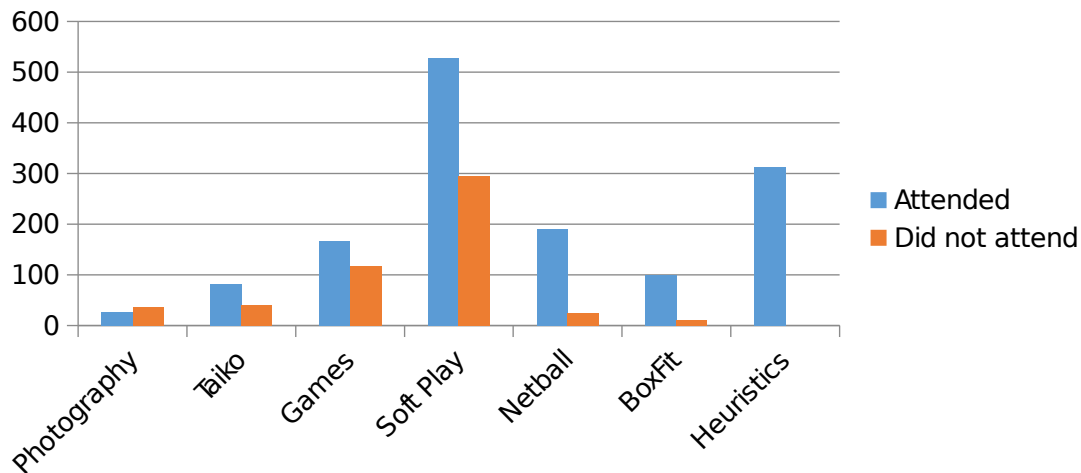
Photogra phy	Taiko	Game s	Soft Play	NetB all	Boxfit	Heuris tic	Total
263	557	993	1361	1039	424	1121	5758

Number Individuals Attended - 2019 - 2020



	Photogra phy	Taiko	Game s	Soft Play	Netb all	BoxFi t	Heuris tics	Total
Total Names	64	123	283	822	216	109	312	1929
Attended	27	82	166	527	191	99	312	1404
Did not attend	37	41	117	295	25	10	0	525
% Did not attend	57.8%	33.3%	41.3%	35.9%	11.6%	9.2%	0.0%	27.2%

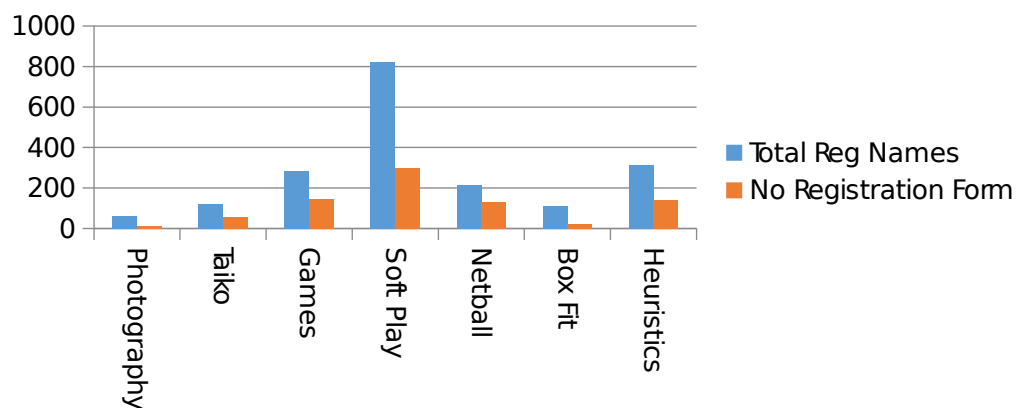
Attendance v Non Attendance



Registration forms completed or not within activities

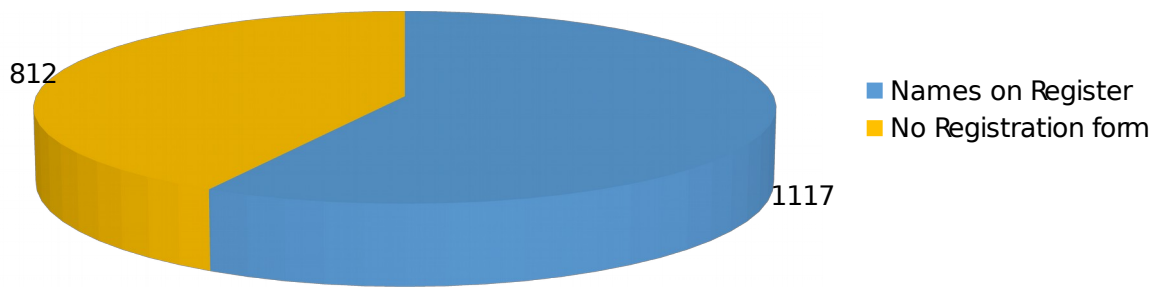
	Photogra phy	Taiko	Game s	Soft Play	Netb all	Box Fit	Heuris tics	
Total Reg Names	64	123	283	822	216	109	312	1929
No Registration Form	15	57	144	297	130	24	139	806
% No Reg Form	23.4%	46.3%	50.9%	36.1%	60.2%	22.0%	44.6%	41.8%

Registration Forms



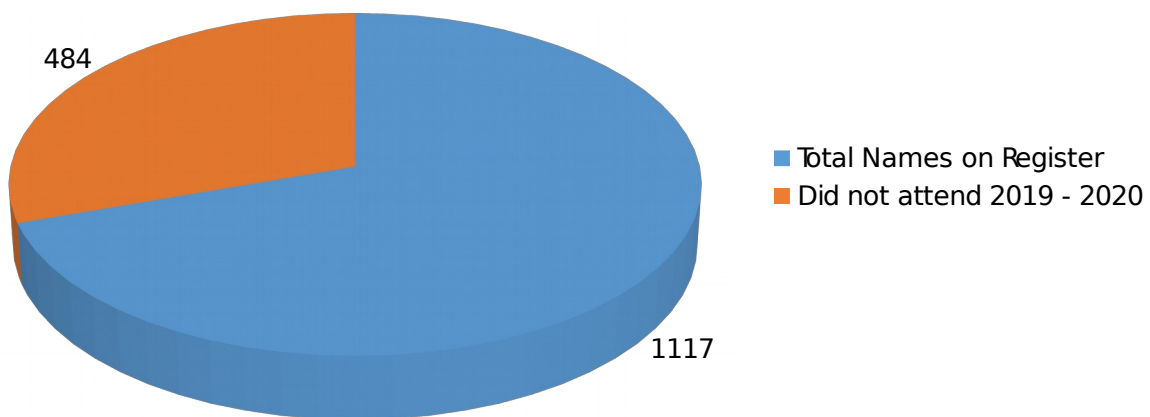
Total Names	1929
Names on Register	1117
No Registration form	812

Total Registration Form v No registration Form



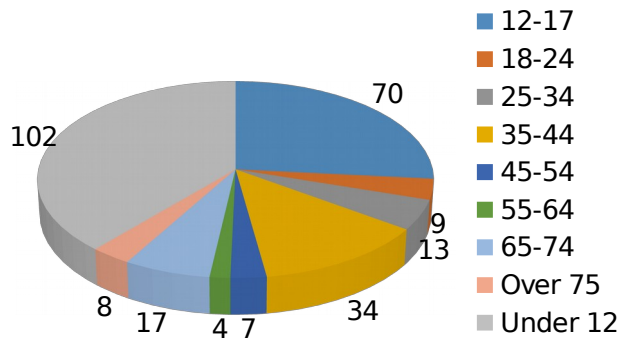
Total Names on Register	1117
Did not attend 2019 - 2020	484

Total Registered v Non Attendance 2019 - 2020

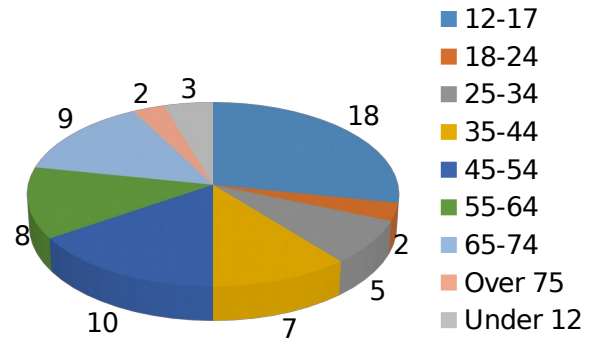


Age ranges within each group attendees

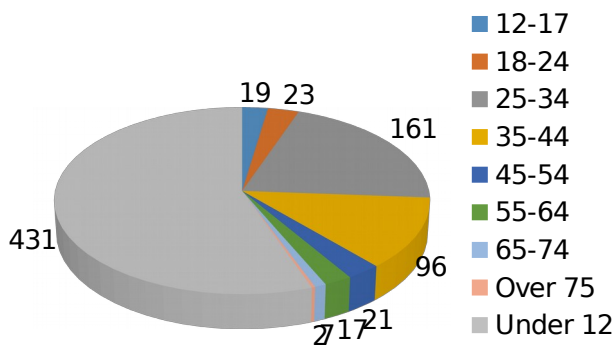
Games Age Range



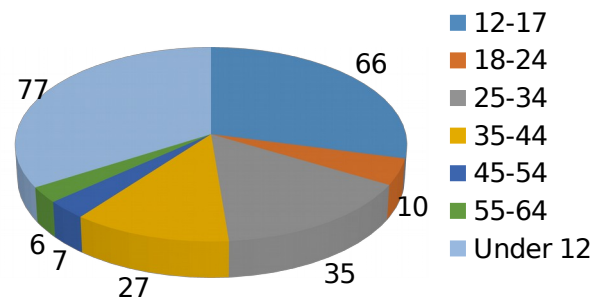
Photography Age Range



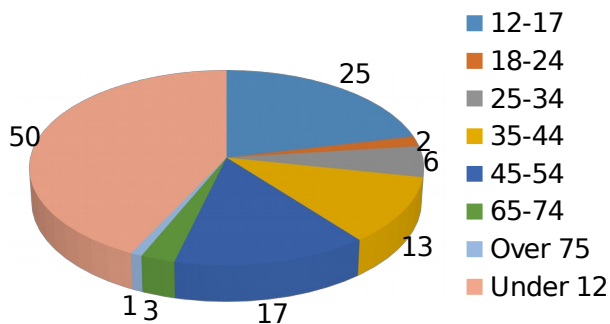
Soft Play Age Range



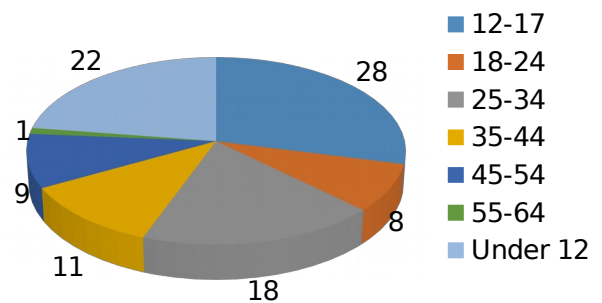
Netball Age Range



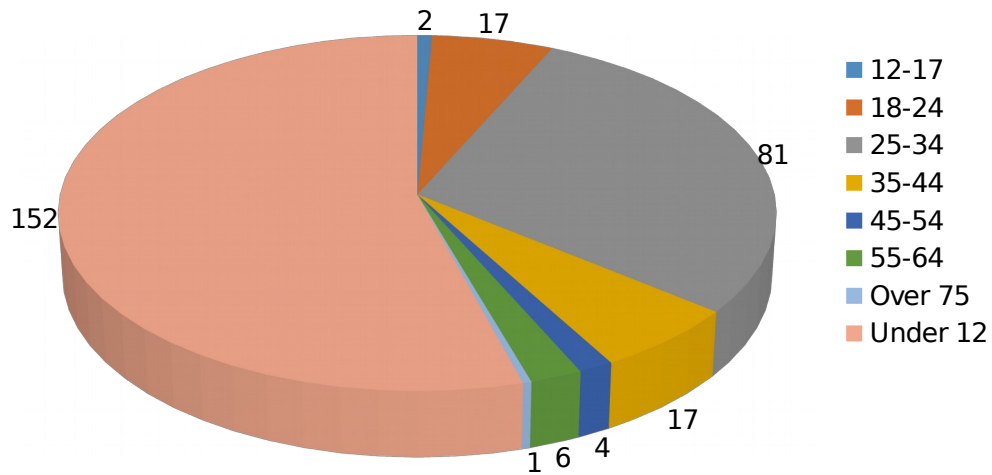
Taiko Age Range



Boxfit Age Range

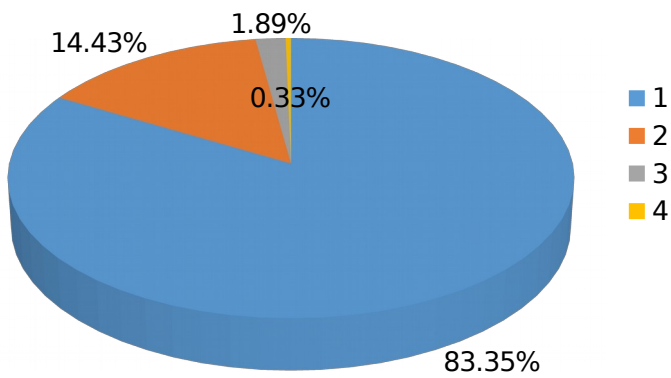


Heuristic Age Range



This shows the number of different activities attended by Individuals some participants attend more than one of the different activities on a regular weekly basis

No of Different Activities Attended



Row Labels	Count of total group attendeds
1	83.35%
2	14.43%
3	1.89%
4	0.33%
Grand Total	100.00%

ONE VOICE (IMMINGHAM

	10/19	11/19	12/19	01/20	02/20	03/20
	£	£	£	£	£	£
Income						
The Big Lottery Fund	23614.50					
B&M Charity Boxes		25.09				100.00
Activities Income	292.01		300.05		234.56	
Total turnover	23906.51	25.09	300.05	0.00	234.56	100.00
Expenses						
phone/internet/insurance						
staff youth	424.85	999.70	1947.77	366.54	1199.63	2004.41
room hire	1878.50	560.00	2787.40	885.00	996.20	675.00
facilitators	200.00	1517.00	925.00	250.00	360.00	1210.00
staff senior						
resources	587.78	380.44	52.53	144.00		142.49
marketing/advertising	12.57					35.64
refreshments	131.64	25.49	63.59		2.65	9.85
miscellaneous	35.00	96.50				
building capabilities			240.00		5702.00	
contingency/ volunteer training expenses			75.00		400.00	
Total expenses	3270.34	3579.13	6091.29	1645.54	8660.48	4077.39
Net profit/(loss)	£ 20,636.17	-£ 3,554.04	-£ 5,791.24	-£ 1,645.54	-£ 8,425.92	-£ 3,977.39

DISTRICT) LTD

04/20	05/20	06/20	07/20	08/20	09/20	YTD
£	£	£	£	£	£	
23,711.00						47325.50
						125.09
229.15						1055.77
23711.00	0.00	0.00	229.15	0.00	0.00	48506.36
259.00						259.00
633.13						7576.03
281.20						8063.30
100.00		400.00	400.00			5362.00
						0.00
				185.00	50.33	1542.57
						48.21
						233.22
			25.00	700.00	13.00	869.50
						5942.00
		684.00				1159.00
1273.33	0.00	1084.00	425.00	885.00	63.33	31054.83
£ 22,437.67	£	- -£ 1,084.00	-£ 195.85	-£ 885.00	-£ 63.33	£ 17,451.53



Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
ONE VOICE (IMMINGHAM DISTRICT) LTD

On accounts for the year
ended

30/09/2020

Charity no
(if any)

1150999

Set out on pages

1-2

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 30/09/2020.

Responsibilities and
basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed:

Date:

11/08/2021

Name:

Clare Tuck

Relevant professional
qualification(s) or body
(if any):

AAT Professional Diploma in Accounting

Address:

1, Dawson Court

Habrough, IMMINGHAM

DN40 3FB

Section B**Disclosure**

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.