



THRIVE PROJECT

Annual Report 2020/2021

A Registered Charity No 1184415

Operational Address & Contact Details: The Thrive Project, 44 Totnes Road, Paignton, Devon, TQ4 5LD. Email thriveprojectuk@gmail.com Tel 07787 716089

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1. Forward by Trustees



Dawn & Dave – awarded ‘Freedom of the Borough’ in recognition of fostering over 70 children over 44 years – Dave is a Thrive trustee, this is what makes them such a great driving force!

We are delighted to have been entrusted to write the forward to the Thrive Project’s first formal annual report for the financial year ending January 2021.

Very few could have imagined how drastically the entire world was set to change our lives with the outbreak of the pandemic, it has certainly made for challenging times, but it has also enabled us to focus on our values and makes us more determined than ever to build on our success to date so we can secure sustainability for the difficult times ahead. If ever you can find a positive in an extremely challenging environment, what most impresses us most is how Thrive can find it!

We are completely indebted to the dynamic duo, that is Mark & Rachel Shephard for their sheer hard work, determination, and unrivalled passion which has firmly set Thrive on its feet for the betterment of those who have come to rely on Thrive for support and real practical help provided to all those who have been assisted by this wonderful community - based hub. As trustees we never fail to be impressed by Mark & Rachel’s sheer resilience and unique ability to provide way more than food parcels, a warming cup of tea or coffee, or some excellent chocolate and cake when we have been able to provide that level of interaction with our clients. Thrive gives a whole lot more!

It has been an absolute honour to serve on the board of Thrive trustees and we hope you enjoy reading our Rachel’s account of our first full inaugural year, together with Mark firmly putting his stamp on our all - important vision & mission. It is down to Mark’s admirable and exceptionally rigid financial stewardship that we end our first full operational year in the very advantageous position of being in budget surplus as set out in our financial report at section 8 of our report. We are confident that this provides us with an exciting opportunity for the year ahead, importantly we have made the brave decision to go for a 3 year forward plan based on doing all we can to secure sustainable funding for the future.

Finally, and most importantly, I would like to acknowledge the work of our volunteers, all of whom give so much in order to help Thrive survive and thus always be here for those who need us most to help them through difficult times.

The Trustees

2. Manager's Report – our 'inaugural year' - Rachel Shephard



The Thrive Project, or Thrive as it is now affectionately referred to, has embedded itself within the community, just like the tree it bears as its organisational logo.

We have garnered strong and energetic links with local people, schools, groups, businesses and organisations. In essence we have made friends and continue to do so.

When we sourced the venue, "H ", client, volunteer and friend was instrumental in decorating, fixing and generally making it fit to open. His loss hit us hard, followed tragically this year by the loss of "Eric the Legend ". Sadly, helping people to the end is all too often part of the Thrive mission.

While we grieve everyone lost, we are held steadfast in the knowledge that Thrive always goes "over and above", integrating people into a loving community and holding them in our hearts, always. Thrive has remained a constant, the pandemic saw us reflect and adapt provision, mindful of the exponential explosion of addiction, mental health challenges and poverty. Thrive has delivered hundreds of home-made meals, welfare checks, supported hospital appointments, assisted new and old clients, replenished the community chest daily without fail and bridged the gaps left by statutory services not offering face to face help. We are glad to welcome 2 new trustees, Nick and Mandie, who bring extensive knowledge of the locale and its struggles, alongside numerous personal and professional skills.

We have been bolstered by so many acts of kindness, from anonymous envelopes of pennies though the letterbox, to cakes, streams of donations and words of gratitude.

Why do we do it ? It sounds cliched but simply put ...LOVE . In essence, for us there is no greater gift than seeing someone feel valued and loved, the corner stones needed for people to thrive and being privileged to be trusted to play a part in that. Our exciting, but challenging, inaugural year has firmly reminded me that so long as you love what you are doing, people will respect you for your values and ethics, if there is one thing the last year must teach us, it's an inherent need for us all to be fuelled by a little more compassion and humanity. I am hugely indebted to all who have helped us along the way and especially to my husband Mark for his unstinting loyalty and support.

3. Our 'vision & mission' - Mark Shephard



I started to help Rachel when she was running the Haven in Paignton, another homeless drop-in centre, at the time we ran a hotel in Torquay and despite working long and arduous hours, I could see the real passion Rachel has for helping others. Her cause soon became a joint one where we made the decision to set up Thrive and, in all honesty, I could not be prouder of all that we have achieved.

Starting from scratch, we now have a really popular venue, we have our committed volunteers who give up so much of their time, our trustees keep us on track but 'get us' for what we strive to achieve. We are proud to have become a real life, grass roots, registered charity and feel justified in earning our good name. We aim to help as many people as possible, the homeless, and those who are highly vulnerable people with mental health issues in a community which is really struggling to reach out to those desperate for help.

Rachel and I have embraced the situation we are in and try to help others when and whenever I can, we are a formidable team, although it's not easy at times, I often have to quell Rachel's unrivalled wish to do all she can, we know we need to be realistic about the promises we are able to make, but between us we can come away from a really flat out day both feeling 'that was really worth it'. We both have a strong worth ethic and mutually support one another through tricky times. Neither of us give up easily and as someone who is slightly competitive, I get massive pleasure from helping those whose lives seem demolished to turning things around and to thrive at doing more than just surviving. It is the Thrive ethos I guess and one which I feel truly proud of.

In Thrive, no two days are the same. You can start the day wondering if anyone is going to walk up to the door, you help everyone just the same, it can be anything from helping people with working their way through a maze of forms to a full-on day helping someone get sorted out from a state of complete desperation to total relief, it simply takes endless hours battling with the authorities. Few have a clue as to how much goes on 'behind the scenes', but we know and for our efforts nothing pleases me more than genuinely helping someone see a new way forward; that's what we are all about and nothing will shift us from our mission.

‘The challenges’ - Nick Dilworth



It pleases me greatly to be able to join the Thrive team, prior to the Pandemic I had already had a great deal of respect for the work Thrive does, now I'm even more impressed at how they've kept going throughout the Pandemic for the sake of the people they most care about, their clients aka 'friends and thrivers'. Thrive has the essential dynamics needed to maintain a much-needed community presence in what are, undoubtedly, really challenging times ahead of us all.

Addressing challenge is nothing new in the advice & social support sector, over the last 25 years I have witnessed the rise & fall of social welfare legal aid, the over commercialisation of much of the mainstream charitable sector at great detriment to service provision, and the continual efforts of so many localities to set up 'innovative' community hubs. In many ways, I regret to say, we are essentially talking about much the same range of topics that were endlessly debated 3 decades ago.

With resources set to reduce even further and amidst some of the most radical welfare reforms we have ever known, and which are now really going to be put to the real 'social security' test, along with an obvious need to address massive gaps in social care, we need to brace ourselves for a rocky road ahead.

Torbay is blighted (see demographics section) not only with high levels of deprivation normally associated with rising unemployment. Recessional times always carry forward 'hidden casualties' with stubbornly high levels of economic inactivity, particularly that which is associated with long term incapacity. It is a residual problem which we have faced since deindustrialisation in the 80's and 90's, which the welfare reforms of 2007 and 2012 did little to address, although it was, on the face of it, a step in the right direction. It becomes a massive concern as we now face, potentially, another decade or more of a further lost generation, all the signs of which are large cohorts of claimants, typically around 48% of caseload, will become stuck in a mental health shockwave as we emerge from long periods of lockdown and a resultant negative effect on the Torbay economy. There are always victims of any economic downturn, and it is smaller mission focussed community set ups which seem better able to fully understand how practical and informed peer to peer support is the best way of encouraging people in need to truly thrive and acquire the motivation to go beyond the need to survive. See our 'way forward' at section 7 and help us take on the tremendous challenges ahead!

4. Achievements & Case Studies



It is not very often at Thrive that we get the time to toast our successes.

But in this annual report we are going to make an exception! Throughout the last year, we have been overwhelmed by many expressions of gratitude. It is very much a Thrive 'thing' to be kind to others in all that we do, in our experience it induces a more compassionate environment and promotes a sense of feeling better about things even when experiencing highly stressful life situations. Here are just a few snapshots of the milk of human kindness expressed in words, smiles, flowers & quite often some delicious home baked cakes!



Those who truly touched us at Thrive – a touch of reality:



Our beloved 'H'

1982? to 2019

'H', as he was affectionately known, became a friend of Thrive after troubled times found him living in a shed, we were able to help him see a purpose and provide him with real help to try and get him back on his feet. We managed to get him housed, clothed, and on his way to what we hoped would be a new life. In typical 'H' style, he expressed his eternal gratitude and was a key player in helping us kit out the centre, he went on to volunteer with us and we remain convinced his support enabled others to learn from his experiences and undoubtedly assisted them in avoiding similar crisis. Tragically, our concern for 'H' grew when we could not make contact as we followed up on a welfare check, with the help of the local Police 'H' was subsequently found to have died far too young an age. His departure had a profound impact upon us all and is one of the compelling reasons we want to do more for people like 'H', his story highlights the real nature of the kind of problems people face; sadly, not always with the outcomes we would hope for.

'Eric the Legend'

1970? To 2020

Eric touched the lives of many, not least everyone at Thrive. We never discourage individuality and Eric was never shy of showing he was never the norm, he had a unique style and regularly popped in to see us. He brightened up our lives and never asked much of life, like so many of our Thrivers, Eric would have never expected so many to mourn his loss and want to help give him a send-off which would have truly overwhelmed him. We are hugely proud to have helped a true legend and his family through really difficult times. We feel hugely privileged to pay warm tribute to such heart-warming and colourful character; it is people like Eric who really inspire us to carry on the Thrive mission, we say this in fitting legacy to such a colourful life.





‘Food is the fuel of life’

Our intrepid Mark & Rachel in the ‘Thrive Mobile’, have, with the generosity of so our generous givers, been able to do what we can to keep many in the bay fed with the distribution of thousands of items of food. Social welfare isn’t what it should be and before we can even begin our holistic approach to helping those in need, we need to firstly focus on delivering on the basics where the system has failed to do so. It’s a point in people’s lives where people are in genuine desperation and where no amount of zoom calls are providing the answers. Thrive is out there in the community and best placed to truly learn more about the obstacles which people are really facing.

Working in collaboration with the NHS on **SMART RECOVERY**

It has been great to learn how the NHS appreciates our collaborative approach. We welcome utilising our premises as a satellite centre, it provides somewhere safe and drives down NHS property costs:

“ Just wanted to give a brief update and a huge thanks for once again allowing SMART recovery to use the THRIVE project as a base for meetings. I cannot begin to tell you what it has meant for attendees to be able to attend an in person face to face meeting whilst observing Covid guidelines.

The venue is safe, comfortable and relaxing and has been and is an absolute lifeline for those trying to overcome addictive behaviours. The nature of the smaller groups has also been beneficial to those who are experiencing low self esteem/ confidence and or mental health problems. I hope that this partnership is able to continue into the future. Thanks again Rachel and Mark from me, the drug and alcohol service and of course most importantly the clients as beneficiaries.”

Josh (pictured right) after going through SMART recovery amazed us all at Thrive by sharing his story on SKY & going on a 1400 cycle from Devon to Scotland to raise money for charity.



SMART guy Josh THRIVES as he reaches for the sky and cycles the length & breadth of Britain for charity



Josh’s fundraising story “It’s time for me to give back”

Stunning Stats!

- On average Thrive saw an average of 60 clients a week throughout the Pandemic; that's **3,120** people a year!



That's an awful lot of people helped by a small charity doing its best for its community!

- Thrive actively pursued **proper** housing for 12 people through 2020. That's 12 people in the warmth and off the streets.



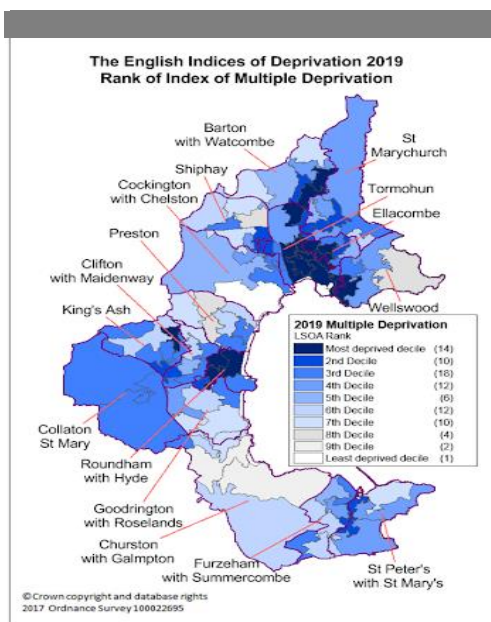
Home is where the heart is, but it's no good without your own front door! Getting 12 people housed is no mean feat and forms a very small part of how many people in our community are desperate to have a home they can call their own. Housing stock in Torbay is desperately hard to find so placing 12 people behind their own front door is incredibly satisfying!

- Thrive distributed 75 meals a week, that's 3,900 a year!



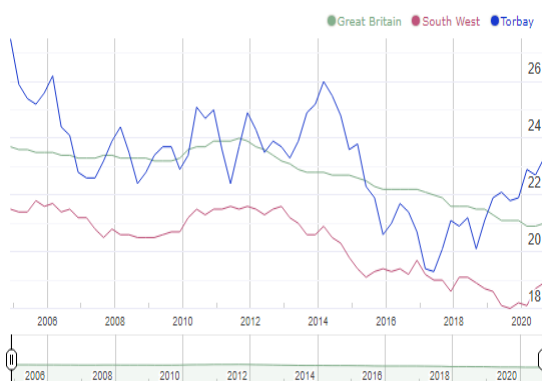
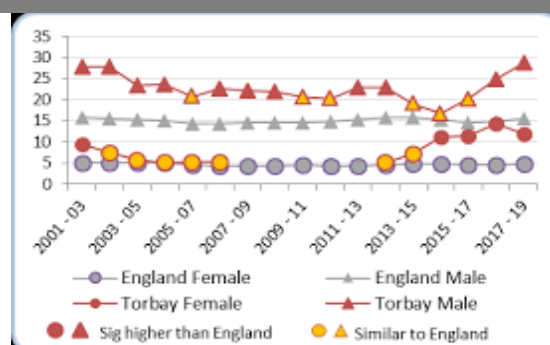
Our Thrivers start young! With thanks to Dylan and mum Stacey for dishing up an incredible 60 meals in once day! That's a "Crackalackin" achievement, nothing is more important than feeding those in need!

5. Demographics - Torbay



Variations in income levels invariably fuel division and promote levels of inequality. The figures on the left are 2019 and thus pre-pandemic, they are set to escalate unless we can bring communities together in a spirit of localised unity. With a population of 136,300, 76.7% were economically active, 4.5% unemployed, and 23.3% economically inactive in 2019/2020. The single largest occupational group in employment in Torbay were Managers, Directors and Senior Officials at 8,000 (13.7%), followed by 7,600 (13%) in Caring, Leisure and other service occupations, with 7,400 (12.7%) in Elementary Occupation. 7,200 (12.4%) in Skilled Trades, and 7,100 (12.1%) classified as Associate Professional & Technical. Demographically lower earners in tourism & elementary groups traditionally take the biggest hit in post recessionary times with incomes well below the Torbay average gross weekly pay figure of £468.90 (against a GB average of £587.10). The watch window will be on post Covid – 19 recovery.

An effective barometer to well-being in any community is a measure of the suicide rate. Torbay is seeing worrying signs amongst male groups which are significantly higher than England and on an upward trajectory. Statistically, this must trigger concern. Thrive has noted in its well being recording that the national evidence base bears comparison to what our clients are telling us. The figures on the right are derived from a Torbay suicide audit. (Public Health)



On the left can be seen the rising levels of economic inactivity in Torbay. The blue line shows an upward trajectory compared with declining levels across Great Britain up to 2020 and a less marked upward incline in the South West generally. The demographic pattern is hard to quantify in economic inactivity due to DWP changes in statical recording in long term sickness & use of experimental data sets for Universal Credit when looking at measures of unemployment rather than economic inactivity.

Working – age client group figures to November 2016 for Torbay show a total of 12,930 (16.8%) claimants in sub-sets: JSA 1,040 (1.4%), ESA & IB 7,410 (9.6%), Lone Parents 1,120 (1.5%), Carers 1,850 (2.4%), Disabled 1,100 (1.4%) and bereaved 170 (0.2%). Total main out of work benefits 9,820 (12.7%).

All data is sourced from NOMIS LMS Profile <https://www.nomisweb.co.uk/reports/lmp/la/1946157356/report.aspx> and <http://www.southdevonandtorbay.info/media/1235/suicide-audit-2page-profile.pdf> for Suicide Data

7. The way ahead

Why just survive when you can go the extra mile and thrive?



If you have read this far, well done! You are exactly the sort of person who is likely to get what truly drives us at Thrive.

We have the passion, we have the drive, we have learnt from our first inaugural year, we have taken on the necessary know how, and now we want to further develop Thrive in such a way that we really are doing all we can to genuinely turn around lives where any number of shallow platitudes and sound bites simply do not cut it.

At Thrive we are far more than dishing out teas and coffees, food parcels and hand me down clothing.

We know the demographic obstacle course which we face; we are all too aware of the mental health pandemic which is looming. No amount of blue sea and palm trees can detract from the harsh realities which await. We have worked above and beyond, not to mention paying ourselves far below the national minimum wage, we have done so to meet the needs of those who turn to us daily because they just cannot cope with the faceless digital revolution, spending endless hours on their phones talking to automated voices rather than human beings.

Our ambitions are firmly set upon rigidly adhering to our aims and principles from which we will not budge, the way ahead is based on accepting the harsh realities, not compromising on our ethical values and through learning from everyone who steps through our doors as we emerge out of a painful and traumatic year of, for far too many, painful social - isolation and desperation. We are making it our mission in 2021/22 to ensure the statutory authorities are kept fully apprised of the bay's real problems via constructive & evidenced based dialogue from all that we learn from the frontline.

6. Financial report

Our annual accounts are available to anyone upon request and full copies will be available at our Annual General Meeting (AGM) for all attendees.

In summary our annual accounts for the year ending the 31st January 2021, prepared by our nominated independent examiner, Accounting 4 Everything SW Limited, 11 Manor Corner, Paignton, Devon TQ3 2JB, were prepared in accordance with section 130 of the Charities Act and duly signed off by the examiner under statement as raising no matter requiring attention on the 10th March 2021.

Total funds for the year ending 2021 are reported as £52,445 (restricted & unrestricted) of which total payments were £14,114 leaving a 'surplus' of £38,331 (net income less expenditure) of which actual NET ASSETS at year-end (2021) were £45,418 inclusive of carried forward amounts from the previous year.

The surplus figure for the year end 2021 is artificially representative of the THRIVE PROJECT'S true running costs as additional income was drawn from COVID-19 support received during the Pandemic year which have not been replicated to date in the year running from 1st February 2021, the accounts also take no account of the project manager working voluntary hours well in excess of those for which remuneration should have been appropriated.

At the AGM a formal motion will be put to approve the Annual Accounts to year end 2021, to accept this Annual Report, and to vote on forward expenditure for the year commencing the 1st February 2021 ending 31st January 2022 with potential realignment to the 31st March 2022 to bring the accounting period up to the normal year end accounting period.

7. Acknowledgement & thanks.

Trustees

Dave Barnett
Gerry Wilton
Keith Wakem
Stephen West
Nick Dilworth
Mandie Giles
Gerry Wilton

Executive (non - voting) Sub Committee

Rachel Shephard
Mark Shephard

Operational Staff

Rachel Shephard
Gerry

Volunteers Past & Present

Amanda D Amanda M Angie D Anita D Ann B Asia T Aylsh S Bethany L Bobbie H Carol A	Caroline W Charlie M Charlotte A Charlotte B Cheryl R David J Dawn B Dawn D Denise P Elaine D	Fiona M Gill S Hannah C Hannah K Hannah S Helen G Jenny G Jenny D Julie G Karen C	Katie B Kelly A Tim T Launa S Mark B Michael H Michelle L Patsy S Pauline C Philomena W	Rick S Rob T Samantha P Sarah C Sarah H Sarah W SjJane Stacey M Taz T Tim L
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Our Funders

Big Lottery
Torbay Council
Interline
Mr Mortgages

In memory of our lost friends

‘H’
Eric
Kev
Doug
‘Potter’
Dwayne

The Thrive Project

Accounts

For the year ended 31 January 2021

The Thrive Project

For the Year Ended 31 January 2021

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The Thrive Project
Report of the Trustees
For the Year Ended 31 January 2021

The trustees present their report with the financial statements of the charity for the year ended 31 January 2021. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' 2015.

Reference and Administrative Details

Registered Charity number

1184415

Principal address

44 Totnes Road
Paignton
Devon
TQ4 5LD

Trustees

D A Barnett
M N Shephard
M Trower
G G Wilton
K M C Wakem
S West

Independent examiner

Accounting 4 Everything SW Limited
11 Manor Corner, Manor Road
Paignton
Devon
TQ3 2JB

**The Thrive Project
Report of the Trustees
For the Year Ended 31 January 2021**

Structure, Governance and Management

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes an unincorporated charity.

Recruitment and appointment of new trustees

The recruitment and appointment of new trustees is done via election.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

Objectives and Activities

Objectives and aims

Community hub for vulnerable & homeless people

Significant activities

Referrals, signposting, reduction of social isolation, equipment and computer use

Financial Review

Reserves policy

Reserves from specific funds are shown separately from general reserves and are to be expended only on the for items which the money was specifically given.

Principal funding sources

Applications in process for national Funders

Funds held as Custodian for Others

During the year ended 31 January 2021 no assets were held by the Society as custodian trustees.

Report Approval

Approved by order of the board of trustees on and signed on its behalf by:

.....
Mr M Shephard

**The Thrive Project
Independent Examiners Report
For the Year Ended 31 January 2021**

I report on the accounts of the charity (number 1184415) for the year ended 31 January 2021, which are set out on the following pages.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charity Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Act;
- to follow procedures laid down in the General Directions given by the Charity Commission;
- to state whether particular matters have come to my attention.

Basis of independent examiners statement

My examination was carried out in accordance with General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiners statement

In connection with my examination, no matter has come to my attention

1) which gives me reasonable cause to believe that in any material respect the requirements:

- a) to keep accounting records in accordance with section 130 of the Charities Act; and
- b) to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act

have not been met. Or

2) to which in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



.....
Date 10/03/2021

Accounting 4 Everything SW Limited
Chartered Accountants

11 Manor Corner
Manor Road
Paignton
Devon
TQ3 2JB

**The Thrive Project
Revenue Account
For the Year Ended 31 January 2021**

	Unrestricted funds £	Restricted funds £	Total funds £	Total fund 2020 £
Income				
Grants	5,216		5,216	4,258
Covid Grants	23,000		23,000	-
Donations, legacies and sponsors	24,229		24,229	13,031
	<u>52,445</u>	<u>-</u>	<u>52,445</u>	<u>17,289</u>
Payments				
Direct costs and consumables	2,221		2,221	778
Wages and salaries	3,233		3,233	-
Travel and accomodation	2,099		2,099	456
Rent and premises expenses	3,422		3,422	5,201
Repairs and renewals	1,452		1,452	1,544
Insurance	394		394	497
Telephone and internet	418		418	405
Printing, postage and stationery	299		299	320
Legal and professional expenses	369		369	900
Sundry expenses	208		208	101
	<u>14,114</u>	<u>-</u>	<u>14,114</u>	<u>10,202</u>
Asset and Investment Purchases				
Equipment			-	
Total Payments	<u>14,114</u>	<u>-</u>	<u>14,114</u>	<u>10,202</u>
Surplus/(Deficit)	38,331	-	38,331	7,087
Transfer between funds			-	-
NET INCOME LESS EXPENDITURE	<u>38,331</u>	<u>-</u>	<u>38,331</u>	<u>7,087</u>

The Thrive Project
Statement of Assets and Liabilities
For the Year Ended 31 January 2021

	Unrestricted funds £	Restricted funds £	Total funds £	Total fund 2020 £
Cash Funds				
Bank & Cash in hand	46,065		46,065	7,387
	<u>46,065</u>	<u>-</u>	<u>46,065</u>	<u>7,387</u>
Liabilities				
Accruals	647		647	300
Deferred grants	-		-	-
	<u>647</u>	<u>-</u>	<u>647</u>	<u>300</u>
Net Assets less Liabilities	<u>45,418</u>	<u>-</u>	<u>45,418</u>	<u>7,087</u>
Capital Account				
Cash and bank balances b/fwd	7,087		7,087	
Excess for the year	38,331	-	38,331	7,087
NET ASSETS	<u>45,418</u>	<u>-</u>	<u>45,418</u>	<u>7,087</u>

Signed
Trustee
Date:

Signed
Trustee
Date:

The Thrive Project
Notes to the Accounts
For the Year Ended 31 January 2021

1) Accounting Policies

The accounts have been prepared on the receipts and payments basis and comply with the accounting requirements of the Charities Act 2011.

The balances of a local group which raise funds in the name of the society on its behalf are not included in these accounts because the group is independently managed. Receipts from the fund raisers are included in income when received and any expenses paid by the fundraisers are also included as both the expense and a donation.