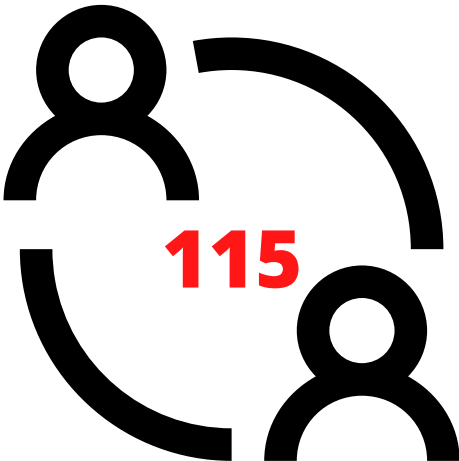




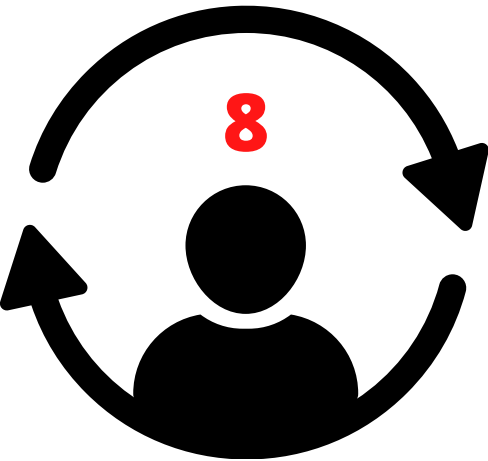
**WBEC Quarter 3
Report
October-December
2024**

DATA

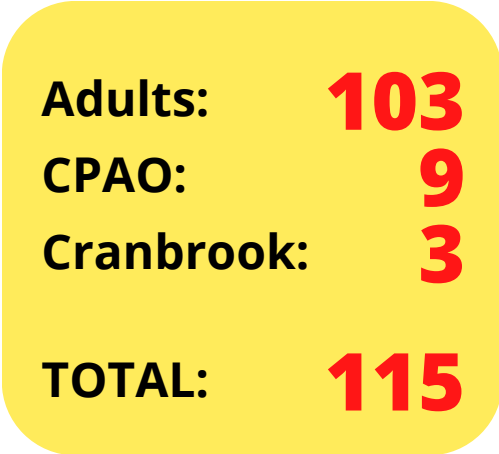
COMMUNITY CONNECTING REFERRAL DATA



No. of Referrals



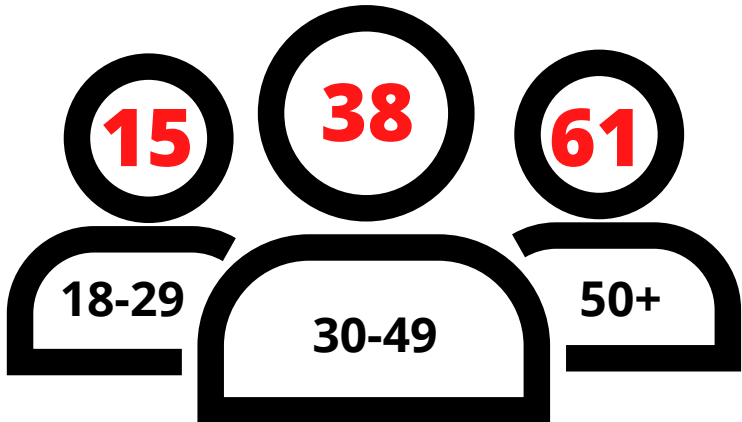
No. of Re-Referrals



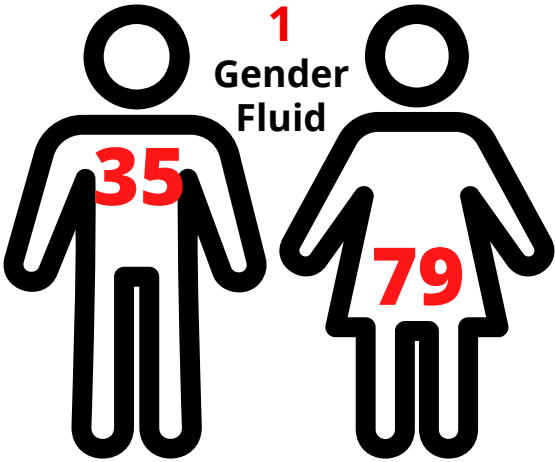
Project Referred To



By Referrer



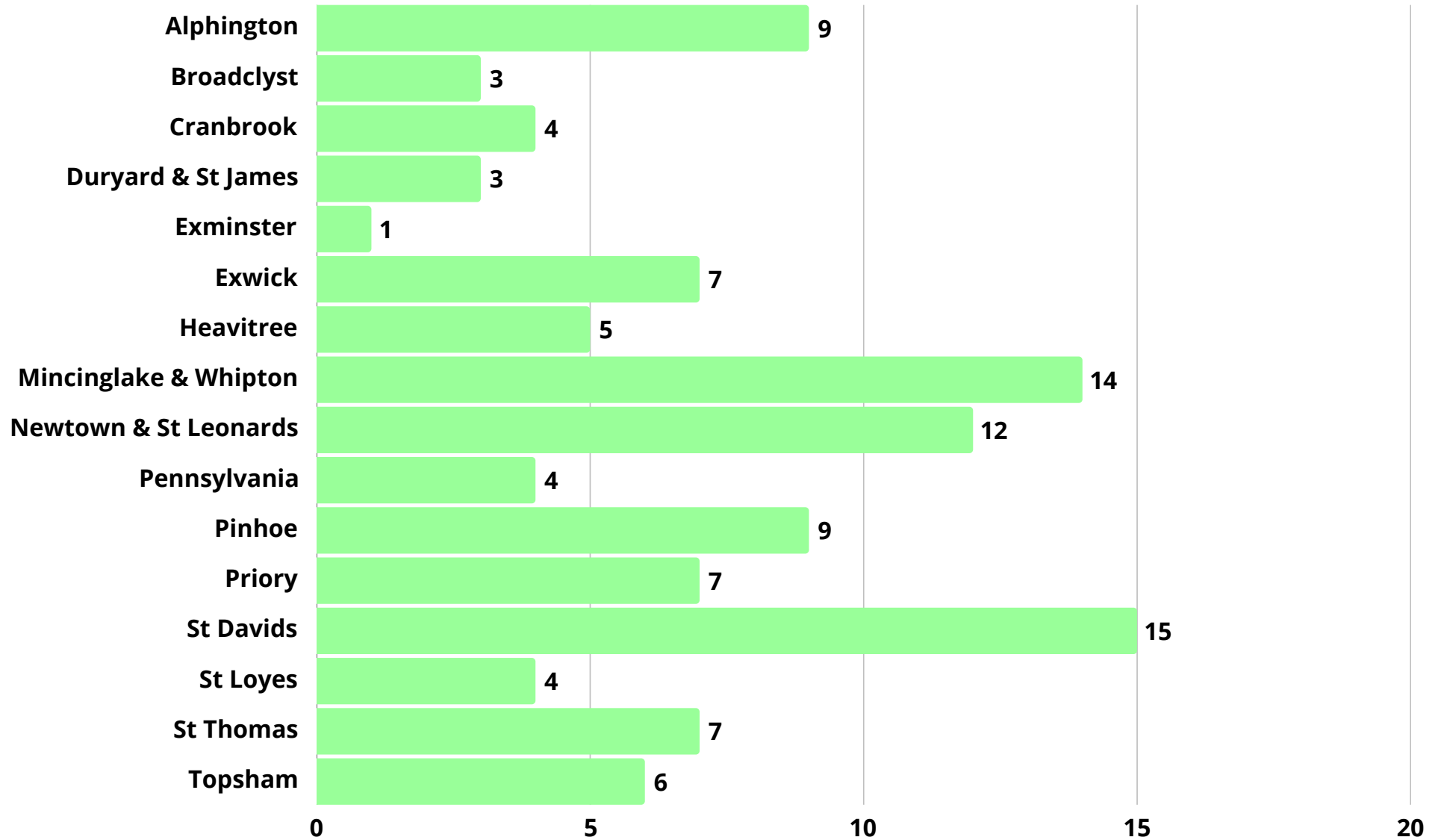
Referrer Age



Referrer Gender

COMMUNITY CONNECTING REFERRAL DATA

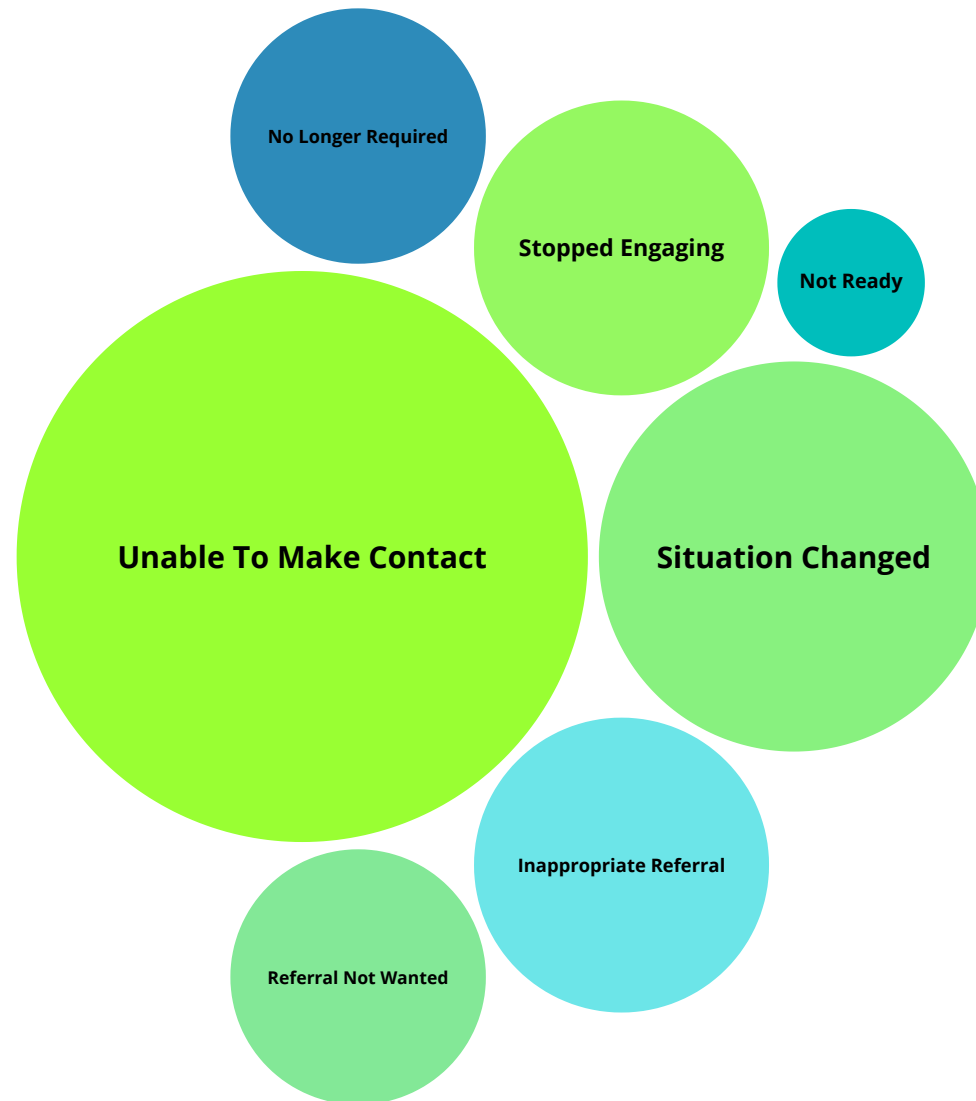
Referrals By Area



COMMUNITY CONNECTING ENGAGEMENT DATA

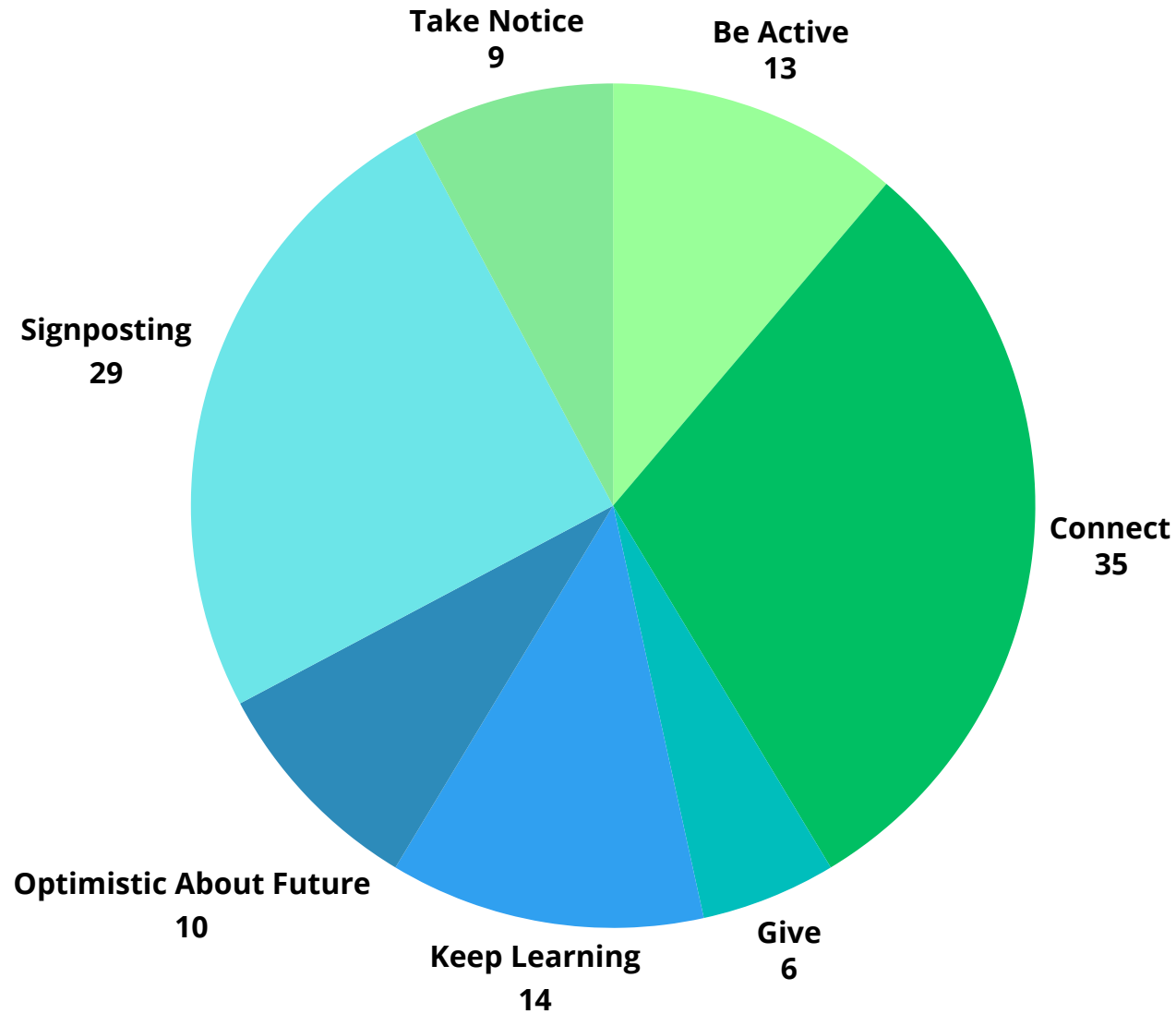
Non-Engagement Reasons

Total: 40



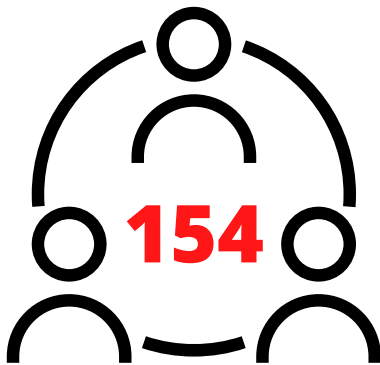
COMMUNITY CONNECTING ENGAGEMENT DATA

Aspects of Wellbeing Positively Influenced



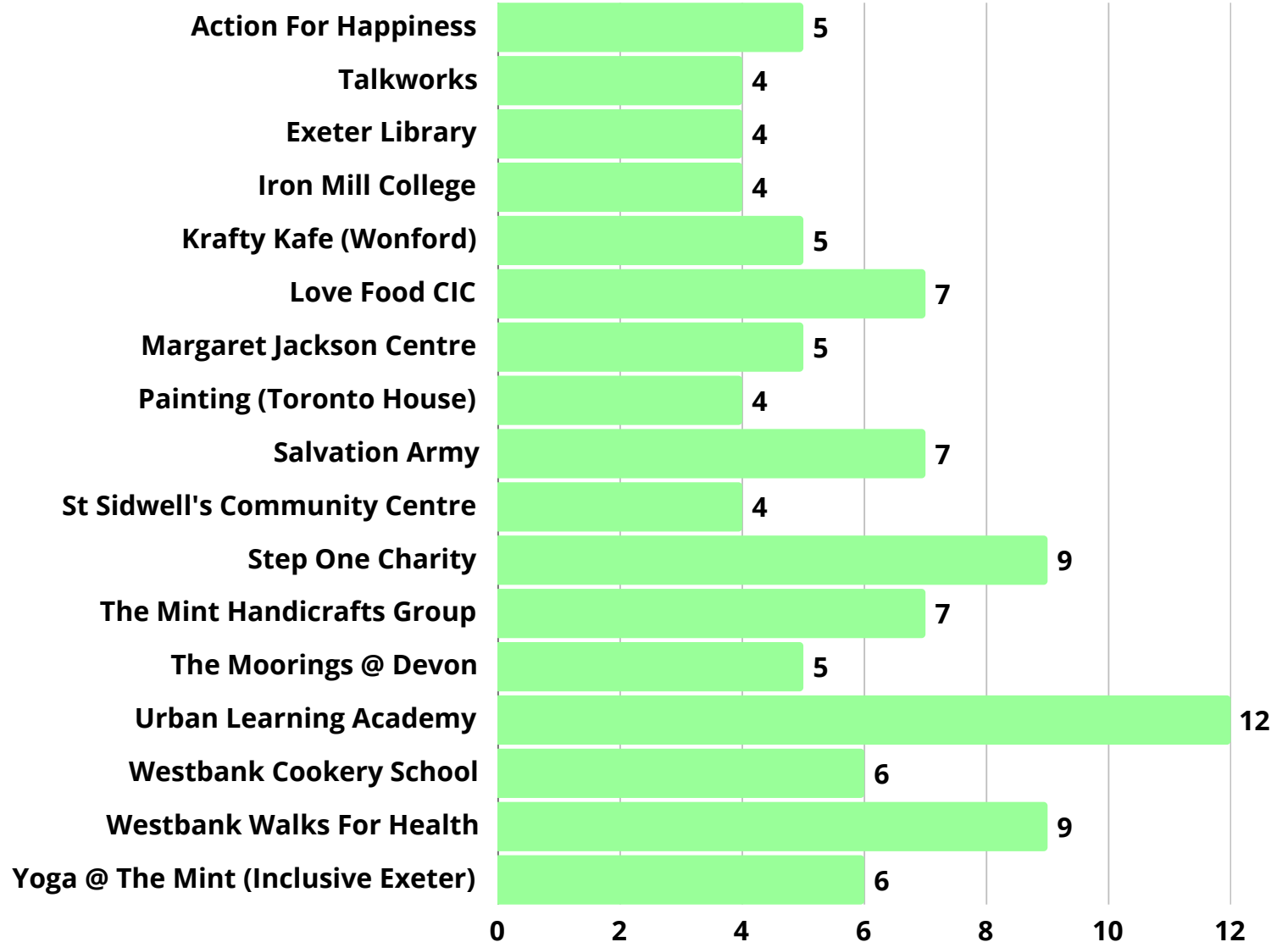
COMMUNITY CONNECTING SIGNPOSTING DATA

Signposting



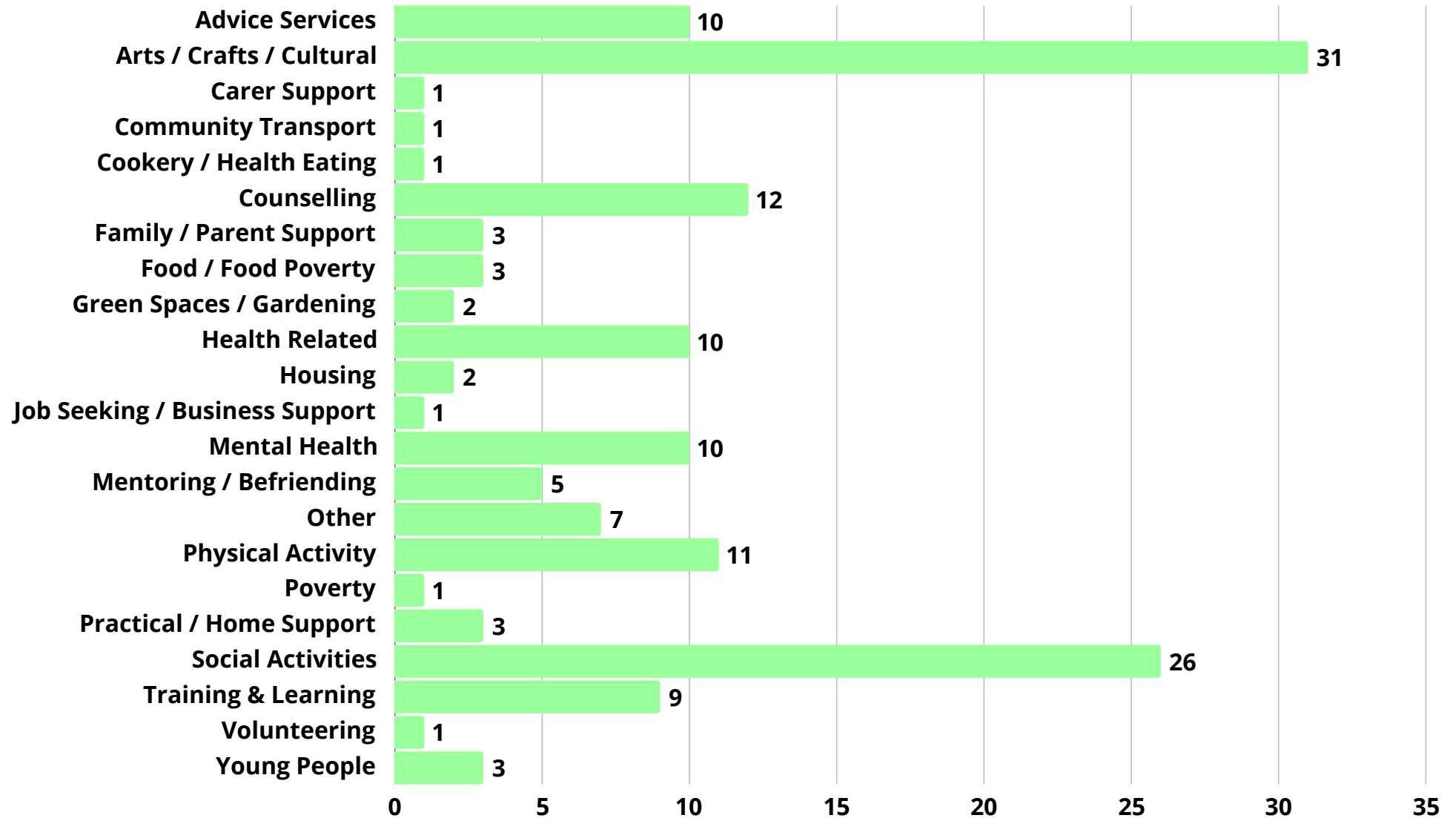
No. of
Organisations
Signposted To

Organisations MOST Signposted To

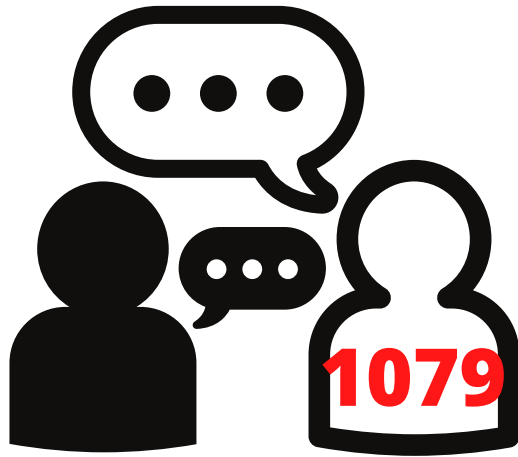


COMMUNITY CONNECTING SIGNPOSTING DATA

Signposting By Category



COMMUNITY BUILDING DATA



New Conversations



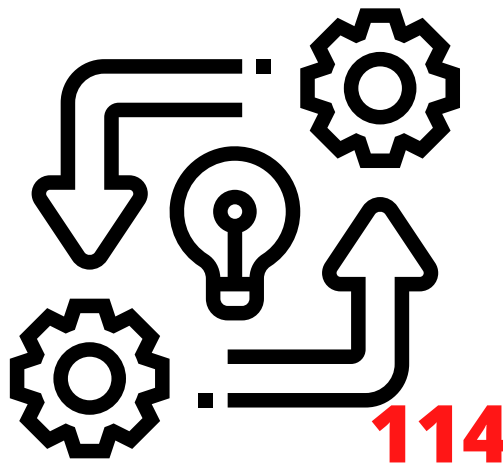
Ongoing Conversations



New Ideas



Ongoing Ideas

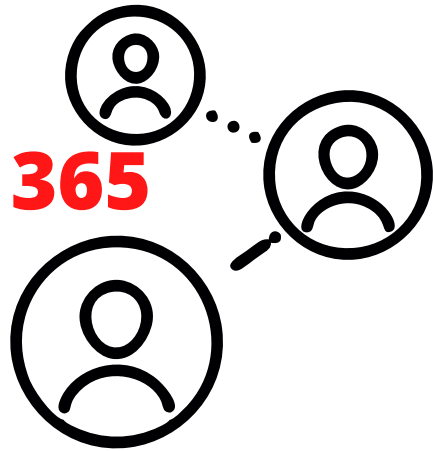


Ideas Into Action

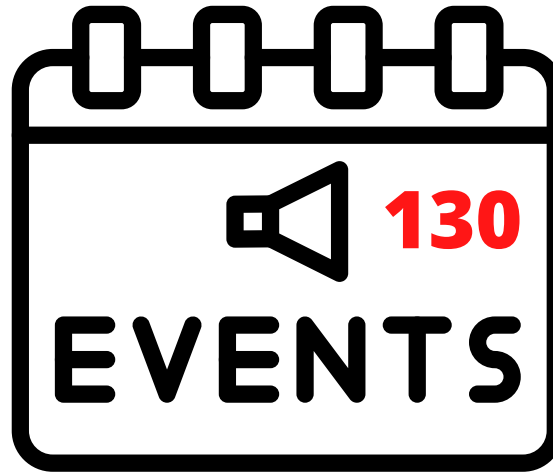


Connections /
Networks Made

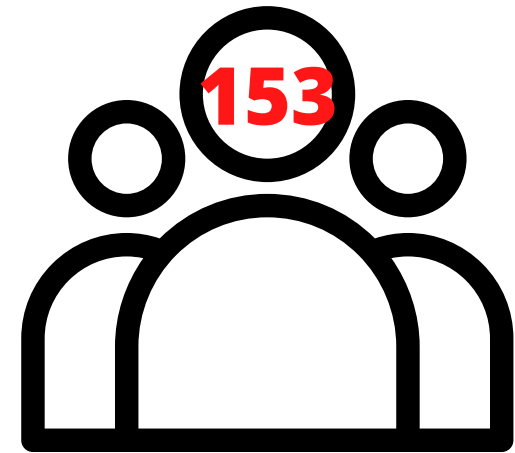
COMMUNITY BUILDING DATA



Residents Linked to New Group/Activity



Events Attended



Groups Attended



Meetings Attended

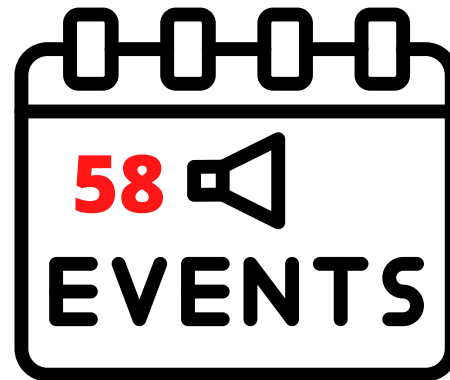


Funding Applications

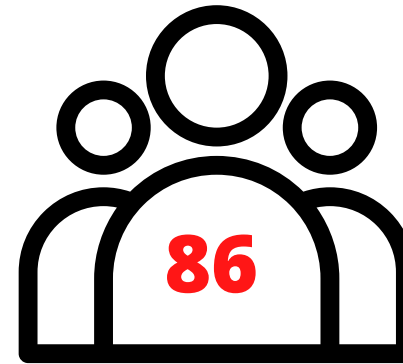
COMMUNITY PHYSICAL ACTIVITY ORGANISERS (CPAOs) DATA



New Ideas



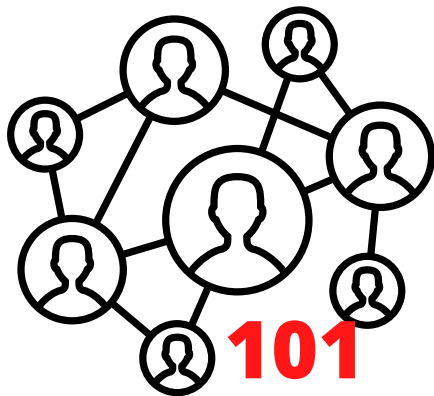
Events Attended



Groups Attended



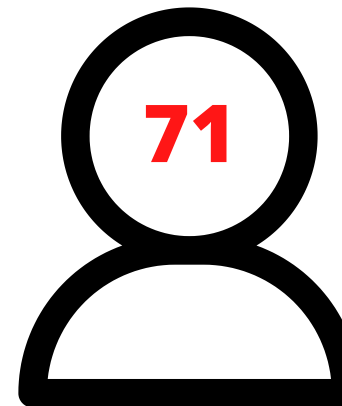
Meetings Attended



Connections /
Networks Made



Funding
Applications



Engagement
(Individual)



Engagement
(Group)

COMMUNITY PHYSICAL ACTIVITY ORGANISERS (CPAOs) DATA



Walk



Indoor Sport



Outdoor Sport



Exercise Class



Activity (CPAO Run)



Activity (Non CPAO Run)



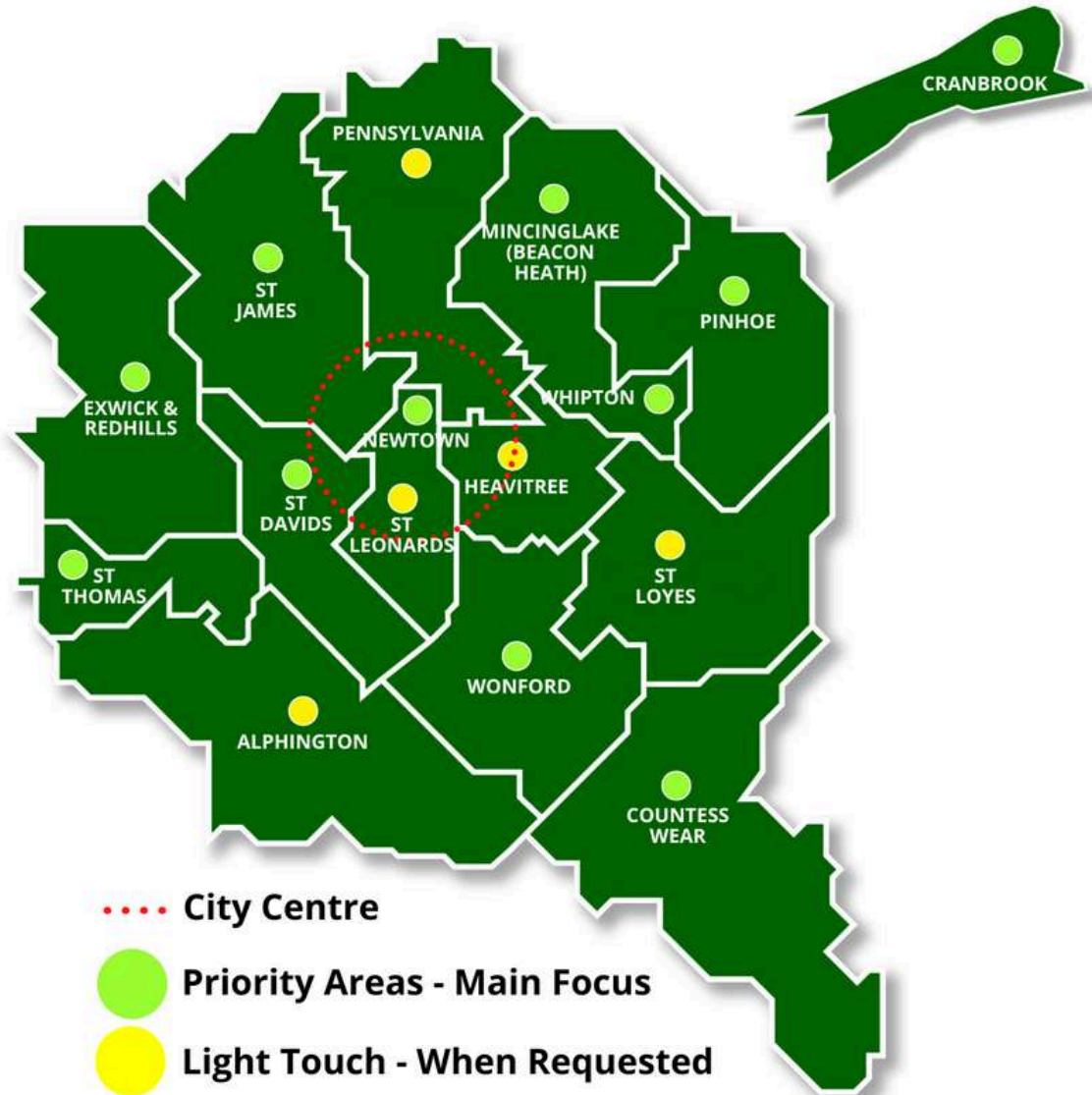
Continue (Independently)



Continue (with CPAO Support)

NEIGHBOURHOODS

EXETER AREAS COVERED

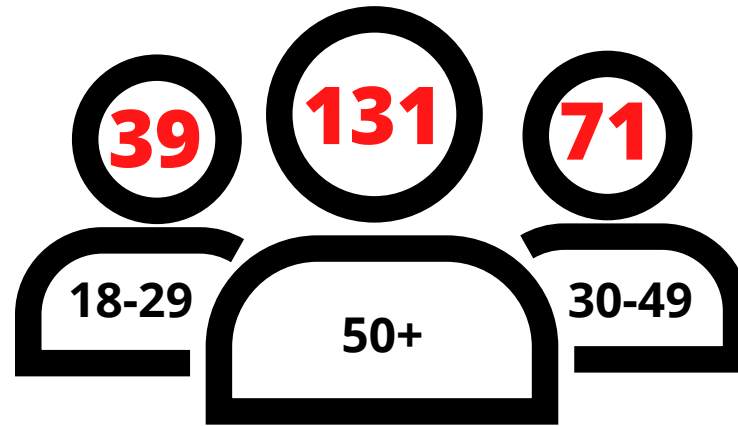


LOWER SUPER OUTPUT AREA (LSOA)

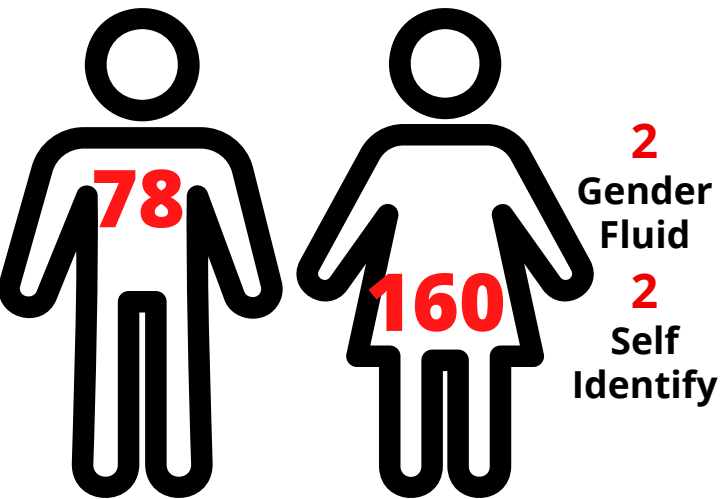
Connecting Referral data for LSOAs from 1 April 2024 to 20 January 2025



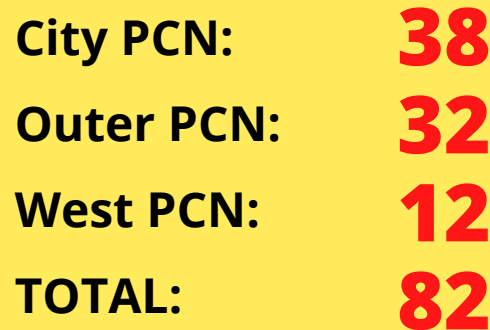
LSOA Referrals



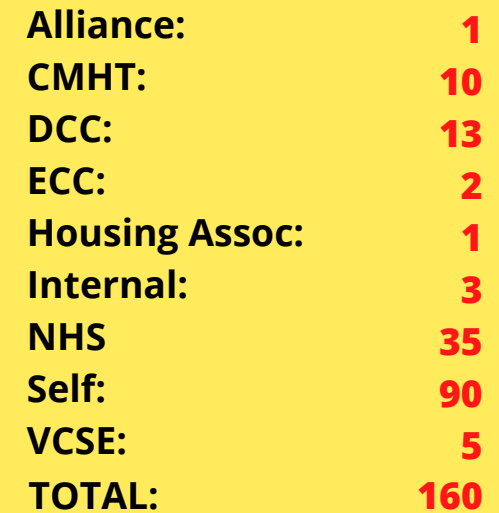
Referrer Age



Referrer Gender



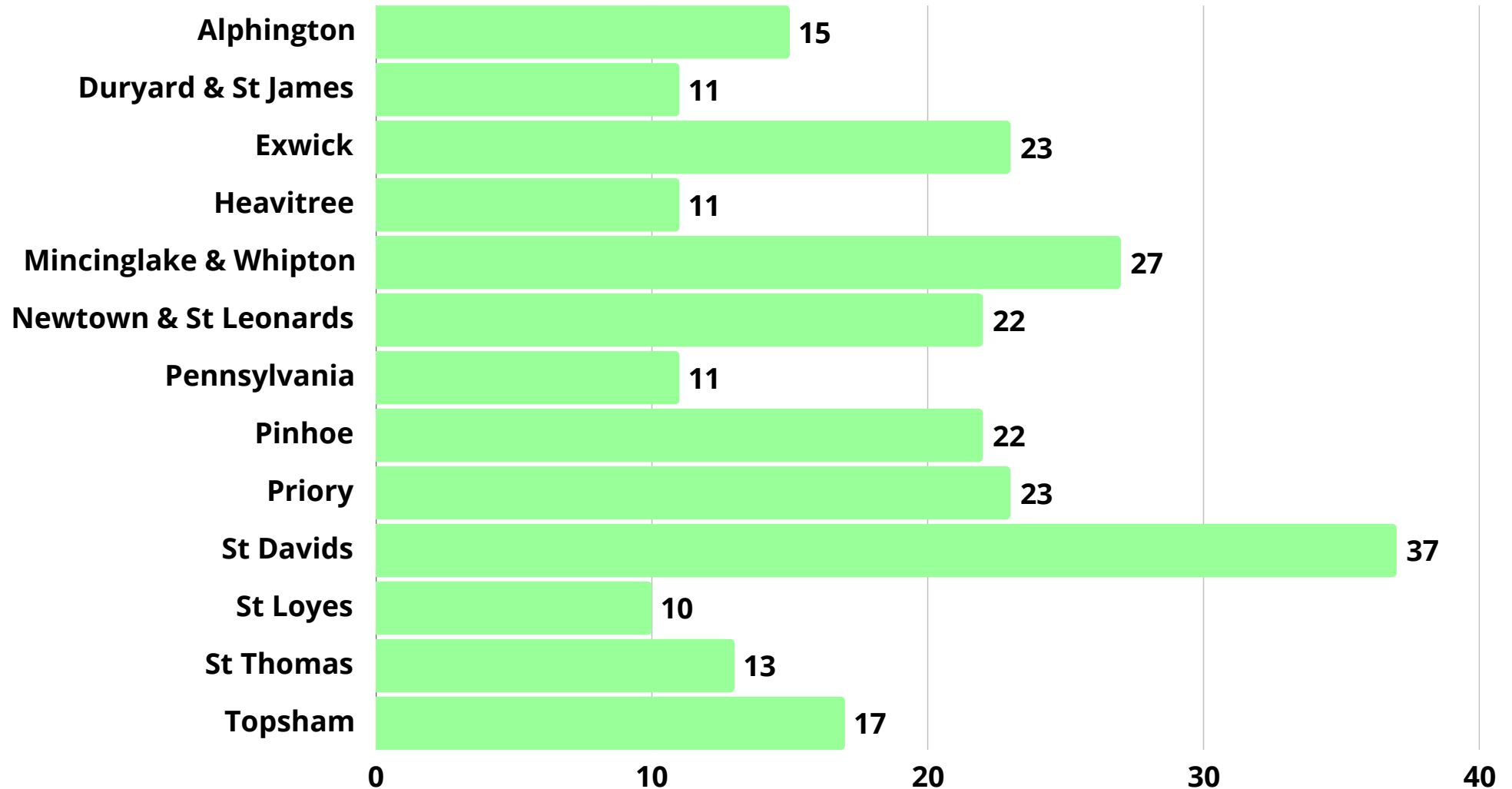
Referrer by PCN



Referrer by Sector

LOWER SUPER OUTPUT AREA (LSOA)

Connecting Referral data for LSOAs by Area



OUR REACH

EDUCATION

Primary Schools
Secondary Schools
PTAs / Support Groups
Exeter University

FAITH BASED

Churches
Mosques
Cultural centres

HOUSING

Housing officers
Supported living
Social housing

YOUNG ADULTS

COMMUNITY OUTREACH

Listenings
Door knocking
Pop ups
Events
Litter picks
Ideas cafes etc

HEALTH RELATED

Health centres
GP surgeries
Other

GREEN & BLUE SPACES

Parks
Nature reserves
Greening projects

COMMUNITY SETTINGS

Youth centres
Older people centres
Neighbourhood groups
Associations
Clubs

STATUTORY ORGANISATIONS

Police
Devon County Council
Live & Move
Exeter City Council

CULTURAL INSTITUTIONS

RAMM
Phoenix
Libraries

STORIES

STORIES

Community Cafes by Debra, Community Connector

When I first met Winnie she had been in hospital and quite unwell, struggling with long term significant physical and mental health problems. She had not been a resident of Exeter for very long and had few friends and acquaintances here in the city.

Getting out was a challenge for her both in terms of mobility and confidence. We spent some time getting to know each other and then she was willing to try out a few options.

We tried getting the bus into the city but there were too many potential problems to continue with that. We then tried a couple of more local community cafes by taxi – I initially went in the taxi with Winnie until she felt more confident about using taxis alone.

Winnie really took a liking to the second community café that we tried. The volunteers and regular users of the café were very welcoming and eventually Winnie started chatting to the members of the model railway club who met there.

Within a few weeks, Winnie had paid to be a member of their club and now has the lanyard to prove it! Winnie said that she was very grateful that I had introduced her to the café as she would never have thought of going on her own.

She has now attended other social events there and says that being connected to the community cafe has made a huge improvement to her quality of life.



STORIES

Fish & Ships Walk by Felix, Community Physical Activity Organiser

I recently came across the Friends of Exeter Ship Canal (FESC). This volunteer-run group has a particular interest in the history and preservation of Exeter's old Ship Canal. I met with one of their volunteers and together we discussed the possibility of organising a collaborative local walk. Over the following months, and with the additional help of the local Community Builder Zoe, we made a plan. On the day of the walk, we had close to 40 people join us on a dry and crisp winter morning. The group was made up of people with varying levels of abilities. One of the walkers later shared that they found "the pace and distance was well thought out, so as a diverse group of ages and abilities we could all enjoy the event."

The route of the circular stroll started in the centre of the Piazza Terracina by the Exeter Canal Basin and looped up to River Meadows flats and back via the Maritime Buoy. Regular stops served to break up the walk and allowed for short rest periods, during which we looked at some of the ships resident over the winter, buildings and pubs, talked about the biggest fish ever caught in the canal and some of the creatures to look out for in the nature reserves further up the route. At the end of our walk back at the Piazza Terracina, some of the group continued to socialise and chat in one of the local cafes.

The event was a fantastic collaborative effort and a great example of building on existing local skills and interests to help bring the wider community together. FESC volunteer Hilary summarised, "the aim of the stroll was to combine some gentle exercise and fresh air with some insights into the ships and wildlife along the canal, a combination that seems to have proved popular with all who took part." One walker, who lives near the Quay, concluded that "the walk was very well planned and inclusive" and "it was lovely to walk and talk with new people".



STORIES

Multicultural Picnic by Maisaa, Community Builder

During a listening session with a resident, she suggested the idea of doing a multicultural family picnic with sharing food and games from our culture. She said it would be very helpful to socialise, meet new people and share ideas.

I invited a Community Physical Activity Organiser (CPAO) to join us so that games such as hula hoop, football and badminton could be offered to the group. I invited the community along through social media.

The picnic was so enjoyable with lots of people attending, sharing delicious food from around the world as well as tips about their language and interesting facts about their cultures. New friendships were made too.



On the day itself, I listened to people and offered signposting to social opportunities. Alongside this, the CPAO encouraged some of the group to play football and other games, whilst talking about their interests and getting to know them. It was a sunny and positive day, full of learning and connections. People told us the event really helped break down barriers and set the scene to develop new connections and feel part of the community.

Some of the residents have plans to meet up as a group again and would love another community meet-up. It was clear that one-to-one friendships were also developing – phone numbers were swapped and there were lots of smiles and laughter. One resident has since told me that they found my signposting helpful and they've had fun trying new things and meeting new people.

STORIES

Edward's Court Christmas Fayre by Ed, Community Physical Activity Organiser

Barbara and Bernice are connected through their role as Community Builder for Wonford with Bernice being in post since July and Barbara having been the previous Community Builder for the area.

Since leaving Wellbeing Exeter in March, Barbara has been working as the Activities Coordinator at Edward's Court extra care housing.

It was lovely for Bernice and I to receive an invite from Barbara to attend the Edward's Court Christmas Fayre to catch up and get to meet and talk to staff, tenants and local residents.

We set up our information board amongst the tables selling Christmas gifts and food and enjoyed chats with the festive guests about their interests which included short walks, art, gardening and pets.

Barbara and the residents have invited us back to have coffee with them in the new year to talk more about what they'd like to see happening at Edward's Court and locally.



COMMUNITY QUOTES

“

Thank you for all the support you have given me. I wouldn't have done it without you.

”

“

Part of my success in engaging with the community has been down to the Community Builder introducing me to Cranbrook and how to engage with residents. (Ranger, Cranbrook Town Council)

”

“

Thank you for all your patience and understanding. I'm definitely in a better position now than before having your support. It will lead to me meeting old friends, going out and making new friends.

”

“

I feel as though having a Connector has given me hope, as I feel heard and not alone.

”

CONNECTING

CONNECTING

Builders and CPAOs receive regular requests for these types of community activities, which are low equipment cost and have universal appeal:

- Sowing and planting bulbs and seeds
- Litterpicks
- Walks and Talks

They also receive requests for initiatives that encourage people to share resources and support each other in their local community, such as:

- Libraries
- Food Larders
- Toy sheds



Community Builders



Bulb Bomb Countess Wear

Fri 15th Nov & Sat 16th November at 10am
Meet us outside of Cafe 24 Glasshouse Ln, Exeter EX2 7BR
Help to plant spring bulbs around the tree bases in Countess Wear.
Please bring any small gardening tools you may have,
bulbs will be provided.
Meet your neighbours & share ideas for improving your local green spaces. We look forward to seeing you!

Contact: 07902 119083 emma.wornaco@ecl.org.uk

148 149 Fore Street, Exeter, EX4 3AN
emma.wornaco@ecl.org.uk
07902 119083
www.ecl.org.uk



Registered Charity Number: 104227
Registered Company Number: 324463 (England)



OPERATIONAL

TEAM REFLECTIONS

Community Builders

Successes

Signposting residents to volunteering opportunities - one lady now helping at local Charity Shop.

Positive about level of engagement at community events.

Successes in finding natural connectors, giving them the correct tools confidence and contacts to move forward with projects.

Seeing the benefits of dual working with colleagues across WBEC - can help with collecting data, capacity to talk to more people and signpost.

Reflecting on benefits of those CB's living in area on community engagement.

Asset mapping continuing in new areas.

Lots of outreach, pop up events, door knocking, raising awareness of our role.

Successful litterpicks, bulb planting.

Newsletters out.

Positive feedback about WBEC.

Challenges

Events and door knocking is weather dependent. Balancing demands on our time and managing expectations.

Learning

Go at the pace of the community, relationship building takes time and limited capacity with part time hours.

Each area needs it's own approach.

Not taking on too much and having boundaries.

Emerging Themes

Support - a need for CBs to have a buddy system to attend activities.

Lack of activities for 18+, 20-30s and 40-50s.

Transport issues - mobility, unreliable transport systems, long term health conditions.

Lack of physical activities for people with long term health conditions.

TEAM REFLECTIONS

Community Connectors

Successes

Increase in referrals has provided opportunity for SPoR to continue to develop positive rapport with referrers.

Creative buddying-up has been successful and enabled Connectees to find what they were looking for.

Challenges

Lack of accessible transport continues to be a significant and frustrating barrier for people who would otherwise be able to engage with activities.

Lack of in-depth knowledge about what young adults might want to get involved with and where such opportunities exist.

Some professional referrals have been inappropriate.

SPoR has provided feedback and relevant signposting where required.

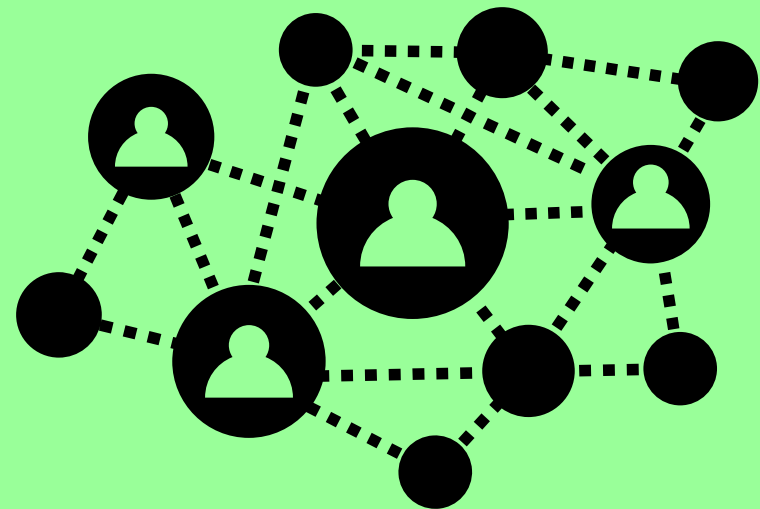
Learning

Supporting young adults - as a team we need to build our knowledge of what's available for this age group.

Emerging Themes

Services may need a reminder about what level of support WBEC can provide.

Accessible transport.



TEAM REFLECTIONS

Community Physical Activity Organisers

Successes

Engagement! Door knocking, pop ups, bulb planting, fish and ships walk, walking football, ideas cafe were all well attended and/or received good response in terms of conversations had and new ideas seeded.

Challenges

Keeping things free. Part of the reason for putting things on for free is to allow residents to discover the "value" of an activity in terms of their wellbeing with the hope that they would then be prepared to pay for the activity in the longer term to make it sustainable. While this does work, we are aware that for some of our residents this is simply not an option and unless the activity can be kept free they will not be able to attend. Costs may not be significant, e.g. a year's weekly community hall hire @ £20 = £1,000 or a years sports hall @ £50 = £2,500. Options: Keep bidding for new funding, attendees pay what they can, something else?

Learning

Clear communication is important, particularly during times of high engagement, so that residents and partner organisations understand our capacity to help and we can agree timeframes.

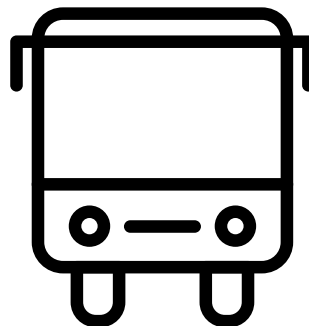
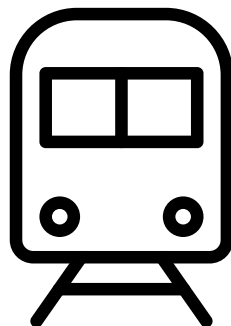
Emerging Themes

Engagement has been high and increasing over the last couple of months. Sustainability of activities vs ability of users to pay is still something we are working to understand.



RECURRING THEMES

- **Adult Social Care (ASC):** We are receiving Inappropriate Referrals. When we decline to work with a person, ASC use this as proof to refer on within their own service.
- **Limited Support for Ageing Population:** Lack of free or affordable services, especially for those with early-onset dementia.
- **Gaps in Eligibility:** Many individuals fall through the cracks as their needs are deemed too high or too low for services.
- **Lack of 18–25 Services:** Insufficient support for young adults
- **Transport Barriers:** Limited affordable, accessible, and regular transport hinders people from travelling around Exeter to access opportunities on offer.
- **Reduced Free/Low-Cost Services:** Shrinking availability of affordable community-based programmes.
- **Long-Term Conditions:** Inadequate, ongoing support for people with chronic health issues.



NEWSLETTERS

[St David's Newsletter](#)

[Cranbrook Newsletter](#)

[Wonford Newsletter](#)

[St Thomas Newsletter](#)

[Countess Wear Newsletter](#)

[Pinhoe Newsletter](#)

[St James Newsletter](#)



Hello from Zoe!

It's also nice to hear about any ideas you have for making St David's an even better place to live. If you want to do something on your street or neighbourhood, be it a community garden or a walking group, but don't know how to start, I can support you to turn it into a reality.

Equally, if you've got a free-run profit event or activity you'd like to feature in this newsletter, or you'd like to get involved in any of the activities highlighted, do get in touch. You'll find my contact details on the last page!

All the best,
Zoe
Zoe Hughes

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• Introduction

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• Listening Post
• Street Art
• Thursday Activity Group

Page 3
• Fish and Chips Walk

Page 4
• Doors & Evergreen Library

Page 5
• Things to do in South

Page 6
• Water Support
• Get Social
• Useful Information

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• Contact Details



Hello from Vicky!

an even better place to live. So if you've got a great idea for your street or neighbourhood, be it a community garden or a walking group, but don't know how to start, I can support you to turn it into a reality. Equally, if you've got an event or activity you'd like to feature in this newsletter, or you'd like to get involved in any of the activities highlighted, do get in touch. You'll find my contact details on the back page!

Best wishes,
Vicky
Vicky Harris

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• Cranbrook Ashart Trail

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Page 4
• Dronching Ideas

Page 5
• Volunteer Page
• Operation Roadblock
• Cranbrook Community Action Group

Page 6
• Cranbrook Christmas Dinner
• Get Social
• Useful Information

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Hello from Bernice!

an even better place to live. So if you've got a great idea for your street or neighbourhood, be it a community garden or a little library, but don't know how to start, I can support you to turn it into a reality. Equally, if you've got an event or activity you'd like to feature in this newsletter, or you'd like to get involved in any of the activities highlighted, do get in touch. You'll find my contact details on the back page!

Best wishes,
Bernice
Bernice

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• Community Events

Page 3
• Volunteer Routes

Page 4
• New Play Equipment
• Weston Community & Learning Centre 100th Party

Page 5
• Community Physical Activity Campaign

Page 6
• Multiple Easter Steps in
• Get Social
• Useful Information

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• Contact Details



Hello from Amy!

an even better place to live. So if you've got a great idea for your street or neighbourhood, be it a community garden, festival or new grass, but don't know how to start, I can support you to turn it into a reality. Equally, if you've got an event or activity you'd like to feature in this newsletter, or you'd like to get involved in any of the activities highlighted, do get in touch. You'll find my contact details on the back page!

Best wishes,
Amy
Amy Jones

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• Pop Up Ideas Cafe

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• Walking Festival & Park Run

Page 4
• Love St Thomas CIC

Page 5
• Youth Provision & Parks
• Green workshops
• Wildlife Survey Dates

Page 6
• St Thomas Winter Festival
• Get Social & Useful Info

Page 7-11
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• Contact Details



Hello from Emma!

an even better place to live. So if you've got a great idea for your street or neighbourhood, be it a community garden or a little library, but don't know how to start, I can support you to turn it into a reality. Equally, if you've got an event or activity you'd like to feature in this newsletter, or you'd like to get involved in any of the activities highlighted, do get in touch. You'll find my contact details on the back page!

Best wishes,
Emma
Emma Viorakouli

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• Reducing food waste

Page 3
• Dull Dinner!

Page 4
• Get the Community Physical Activity Organiser

Page 5
• Adult Games Night

Page 6
• Liter Pickling
• Get Social
• Useful Information

Page 7-10
• What's On

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• Contact Details



Hello from Zoe!

It's also nice to hear about any ideas you have for making Pinhoe an even better place to live. If you want to do something on your street or neighbourhood, be it a community garden or a little library, but don't know how to start, I can support you to turn it into a reality.

Equally, if you've got a free-run profit event or activity you'd like to feature in this newsletter, or you'd like to get involved in any of the activities highlighted, do get in touch. You'll find my contact details on the last page!

All the best,
Zoe
Zoe Hughes

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• Wheel George

Page 4
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Page 5
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• Winter Support

Page 6
• Duff at Pinhoe station
• Get Social
• Useful Information

Page 7-10
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• Contact Details



Hello from Natalie!

If you're wanting my first newsletter, thinking me always wanted to join a local gardening, crafting, cooking group or would just like to get out and about on a community walk, please get in touch for a chat. I'll love to hear your ideas and together, with neighbours, we could turn your ideas into action.

You'll find my contact details on page 9 of this newsletter or my Facebook page.

Best wishes,
Natalie
Natalie Smith

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• Building Up

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• Supporting Suckles

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• Bury Meadow Park
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NEWSLETTERS

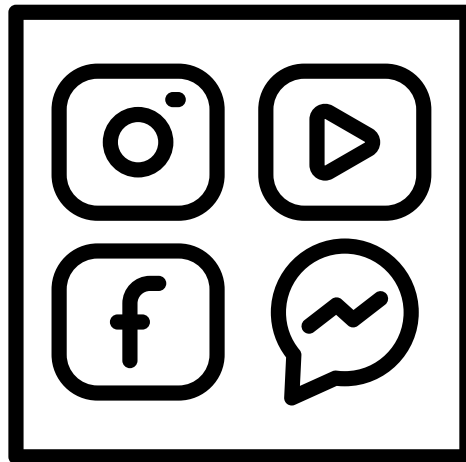
Area	Month Newsletter Due
Wonford	April 2025 September 2025 February 2026
St Thomas	April 2025 September 2025 February 2026
St Davids	May 2025 October 2025 March 2026
Beacon Heath	May 2025 October 2025 March 2026
Newtown	June 2025 November 2025 April 2026

Area	Month Newsletter Due
Exwick	June 2025 November 2025 April 2026
Pinhoe	July 2025 December 2025 April 2026
St James	July 2025 December 2025
Countess Wear	August 2025 January 2026
Whipton	August 2025 January 2026

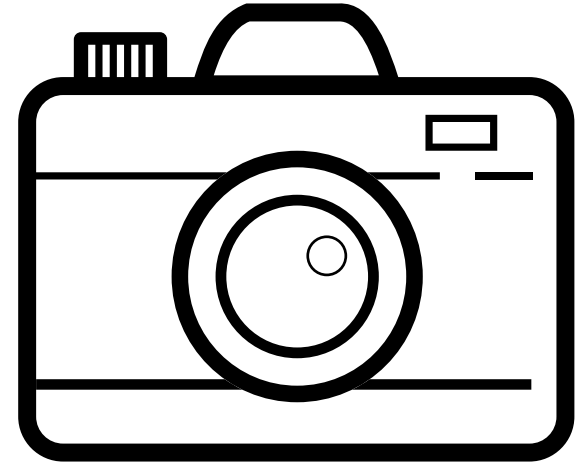
TRAINING & DEVELOPMENT



Reporting Processes



Social Media Training
by Live & Move



Social Media Photo Training
by Live & Move



5 Ways To Wellbeing & Good
Conversations



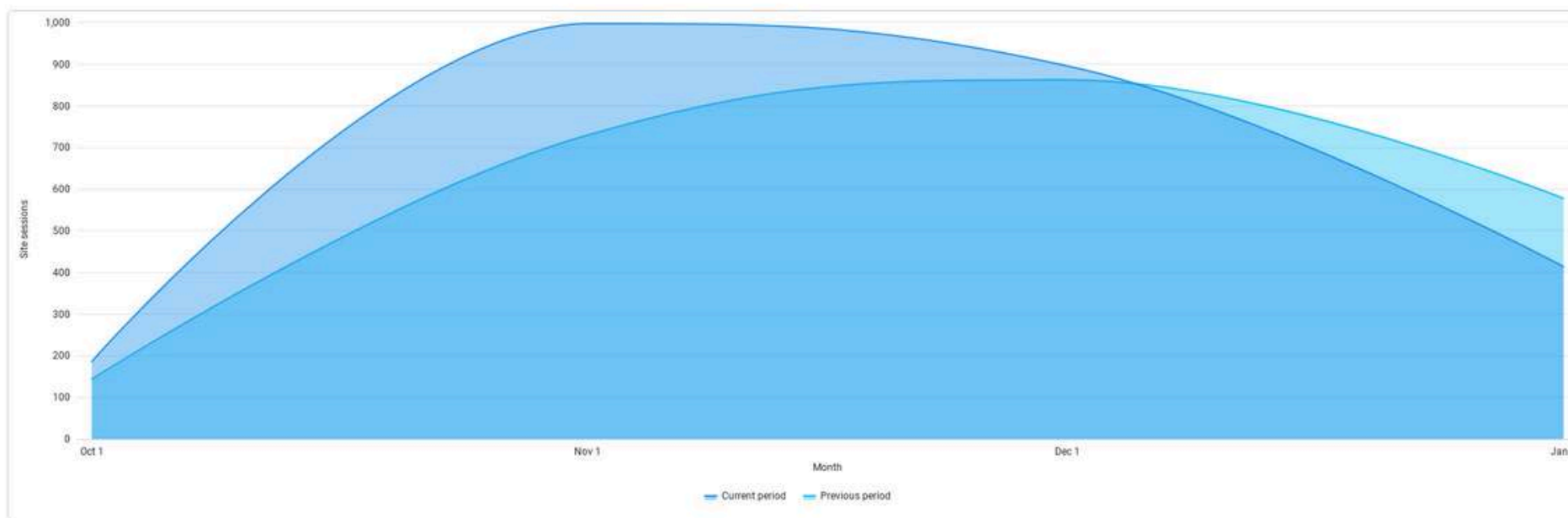
First Aid

COMMUNICATIONS & PUBLICITY

Website Traffic across the two quarters showing an increase

Traffic Over Time

Select a time period is in the last 90 days Compare to is Previous period Group by is Month Select a measure is Site sessions Exclude bots is Yes



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NEXT STEPS - QUARTER 4 JANUARY-MARCH

- Updated Neighbourhood Plans launched on website
- Evaluation process planning
- Annual Report compiled
- Cranbrook withdrawal
- Rebrand planning: Wellbeing Exeter from WBEC
- Recruitment - 2 roles: Community Builder & Community Connector

