

Appendix 1. Balsam Centre Outcomes 2020

Activity	Description		Numbers of users 2020	Outcomes
Health Walks	Inclusive, accessible walks designed to increase fitness, aerobic activity and access to the countryside. Long walk 3-5 miles x 1 weekly Buggy walk at Stourhead x fortnightly for post natal peer support group	Volunteer co-ordinator and 14 trained volunteer walk leaders	20 + people each week prior to Covid. Walks ceased during lock down, but have now resumed with a maximum of 10 people at a time and appropriate safety measures in place.	Improves physical activity and physical health, social networks, peer support
Short Health Walks	Twice weekly walks for people with physical conditions that cause limited mobility; people with learning difficulties or those new to walking for health. One walk leaves from Balsam Centre, one leaves from the Health Centre.	As above.	20 + people each week prior to lockdown. Walks have now resumed with a maximum of 8 people on each walk and safety measures in place.	Promoting physical activity, social benefits, and led by committed volunteers. In combination with other lifestyle changes, some walkers reduce their BMI significantly
Conkers Nursery	Day Care and Early Education for 0-5's providing high quality wraparound, all year round provision with Forest School ethos.	Nursery Manager and two senior staff, administrator and ten Nursery Nurses	64 children registered and attending	Children have best start in life. Working parents have childcare options. Children are ready for and are eager learners at school
Job Club	Support for people experiencing difficulties gaining and maintaining employment.	Trained Volunteers	2 – 5 people supported weekly prior to Covid. Has not re-started since lock down due to vulnerability of volunteers, but discussions are currently taking place with Jo Gale SSDC re supporting people into employment through the wider Balsam project work.	Building personal confidence and skills, volunteering and work experience opportunities & improved employability
Volunteering Project	Recruitment, placement and management of volunteers and provision of a range of volunteering roles/opportunities that support the activities of the Centre and the community.	Volunteer Co-ordinator	138 active volunteers. Volunteer numbers increased during lock down when more vols came forward to support people shielding, vulnerable and isolated in the community. Now most of those volunteers have returned to work.	Volunteers bring and/or gain skills, confidence and experience which can lead to employment. Projects increase capacity and run more effectively with volunteers. Skilled volunteers support individuals and groups through difficult times e.g. Covid.

Family Support, Young Carers, Wincanton for the Future, OPEN Mental Health	<p>New projects just starting in September 20. Generating social and peer support networks, development of life/employment skills and opportunities to improve mental and physical health through local accessible activity and support.</p>	<p>Project staff, Recovery and Wellbeing Workers and skilled/trained volunteers.</p>	<p>These are all new projects. Numbers and capacity will be affected by Covid restrictions and people's ability to engage virtually or in person.</p>	<p>Improved mental and physical health, social opportunities and networks for young people and families struggling to cope socially, emotionally and financially. Improved personal and family resilience, community support and engagement.</p>
Like Minds	<p>Support for people with low to moderate mental health conditions, primarily depression and anxiety, using a range of interventions, including counselling, social, therapeutic and creative group activities. Target groups are young people in difficulties, especially those who are self-harming and people of any age who are isolated or lonely.</p>	<p>Three Wellbeing Workers, two Project Workers</p>	<p>328 people supported in last 12 months. During March to September people of all ages were supported through phone, skype, zoom, email and some face to face where safe to do so. Group activity and social networks have been maintained wherever possible using government guidelines and risk management measures.</p>	<p>People with a range of mental health support needs have improved mental health, reduced dependence on medication/NHS and are better able to cope with life. People have improved diet and physical health, greater confidence, improved personal and family relationships, increased independence and hope for the future.</p>
Maternal Mental Health	<p>Family support, specialist counselling and peer support for parents experiencing peri/post natal difficulties/depression.</p>	<p>Counsellor and Family Support Worker</p>	<p>68 families supported in last year. Support through Covid has been virtual and face to face when guidance has allowed, now in small groups meeting inside and out of doors. A closed social media group has operated 24/7 and new referrals have been taken throughout.</p>	<p>Improved family relationships and family dynamics. Parental understanding of importance of bonding, attachment and baby and child development. Mums form friendships and peer support groups.</p>
Loose Ends Café	<p>Weekly café aimed at older and isolated people. Volunteers of all ages, some with learning difficulties prepare, cook,</p>	<p>Volunteer Co-ordinator and volunteers</p>	<p>Average 22 people attended each week until Centre closed due to Covid. New project</p>	<p>Healthy, affordable lunch for older people. Connection with the 'outside world' during</p>

	serve, wash up and socialise with diners.		starting in October to cook and deliver meals to former café goers and vulnerable/isolated adults.	continuation of Covid restrictions. Volunteering opportunities.
Men's Shed	Creative social project for isolated and older men based on woodworking and activities using natural materials.	Volunteer Co-ordinator	Runs twice weekly with 6 + people per session. Post Covid numbers have of necessity reduced slightly, but a third day of opening is planned to accommodate more men. Current plans are for the third day to be for men living with dementia	Improved mental health and wellbeing of men who are isolated or alone or who have long term limiting or degenerative condition.
Wellbeing groups	Social and therapeutic groups and activities including outreach to villages. Woolcraft, Dementia support, Drop-In groups, Textiles, Older people's peer support etc.	Project worker/Volunteer and/or peer led	100 + people attended groups weekly until March, most have been able to continue virtually through lock down, now all resuming face to face with limited numbers.	Improved socialisation and social networks, increased confidence, skills and resilience
CAB	One day a week	Reception and trained volunteers	161 people September to March 19/20. CAB has been by phone or on line appointment since March and numbers accessing are not currently available to us.	Free advice and support from trained advisors for people needing specialist support and advice
Flexercise	Two groups of chair based exercise, Wincanton and Milborne Port meet each week.	Project worker	20 + people per week, prior to Covid. Most have been able to continue weekly sessions through Zoom through lock down. Now back to face to face sessions with reduced numbers, around 16 weekly.	Increased physical activity, improved mobility, social networks
Community groups	Pilates, Yoga, Tai Chi, Textiles, Painting and Drawing, Breastfeeding support, Balsam Choir, Games Club, talks and events, Life drawing, W.I., Lip reading and Sign Language	Reception, Volunteer Co-ordinator, Volunteers	200 people each week prior to lock down, some groups with older and vulnerable adults have chosen not to return at this time. The situation is fluid,	Physical activity opportunities, creative, learning, cultural, social and community activities.

			but currently (September) around 80 people a week.	
Partners	Growing Space, Health Visitors, CAT Bus, Midwife team, CAB, Social Services, Child Contact Centre	Reception	250 + people each week prior to Covid. Numbers have reduced very significantly as most partner organisations have not yet returned to the Centre (September)	Accessible health and social services.
Young People	Nurture Café, Life Skills and Young People's group – The Hive. Opportunities for young people, especially those who are vulnerable or experiencing difficulties in the home/school to engage in a supportive, creative and nurturing environment.	Project worker, counsellor and trained volunteers	50 + young people each week prior to Covid. Contact has been maintained with all young people during lock down, with virtual youth club sessions, a Pen Pal project with older, isolated people and cooking for neighbours. Face to face activity has resumed in collaboration with King Arthur's school to ensure safety measures in place.	Improved personal resilience, social and life skills, social networks. Improved school attendance, exam results, better family relationships and engagement in the community.
Growing Space	Independent 'sister' charity providing social and therapeutic horticulture	Project Manager	20 regular users prior to lock down. Face to face work has resumed with limited numbers.	Supported mental health work, peer support, focus on additional needs and learning difficulties. Horticultural skills.
Building use/hire	Developing health, social and community use of the centre	Centre Admin, Receptionist, Finance Officer and Centre Manager.	Weekly 'uses' of Centre 1000 + prior to Covid. Since closure of Centre April – August inclusive with no uses, now increasing.	Income generation. Development of community hub. Base for multi-agency working.
Tenants	CAT Bus, Health Visitor Team, Heart of Wessex.	Centre Admin, Finance Officer	12 + staff active in the Centre	Income generation. Operational partners in building increase multi-agency working.