

Paignton Community Hub Intelligence Report

**Q4: 1st January –
31st March 2026**



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Introduction

Paignton Community Hub (PCH) is an inviting, open space located on the ground floor of Paignton Library and Information Centre. It was launched and funded by Torbay Council as a pilot to test the difference a community-based health and wellbeing hub could make to local people's lives. The hub secured ongoing funding due to its effectiveness and is now an integral part of the Torbay VCSE Health and Wellbeing Network, working closely with the Torbay Community Helpline.

The hub is managed by Engaging Communities South West (ECSW), a charitable independent organisation championing the voices of local people. Our offer is friendly, face-to-face support for anyone needing advice, guidance, or signposting to services. Whether it's help with housing, benefits, digital skills, health checks, or finding local groups, the hub is here to make life easier.

PCH also provides space for community, health, and voluntary organisations to meet with residents, run clinics, and provide specialist support. This collaborative approach has helped tackle issues around social isolation, financial hardship, and digital exclusion whilst promoting healthier and more connected communities. By offering early advice and practical solutions, the hub plays a vital role in preventative support—helping people resolve challenges before they become crises.

The hub has supported thousands of people since it opened its doors and has hosted services as diverse as blood pressure checks, vaccination clinics, fraud awareness sessions, and employment advice. The hub illustrates how underused space in the library can be transformed into a dynamic community resource—one where people find help, feel connected to others, and are supported.

In this report below, we outline the number of client visits and support requests. The number of visits does not exactly match the number of requests, as one client may raise more than one issue during a visit.

**Paignton Community Hub records enquiries using a Customer Relationship Management system called Apricot. This system is used by all partners within the Community Wellbeing contract.*

Context for Quarter 4 Demand

Quarter 4 started for Paignton Community Hub on January 5th 2026, when we re-opened after the Christmas and New Year break.

Throughout Q4 Paignton Community Hub has seen an increase in clients from Q3. There was an increase of 75 clients visiting the hub during Q4. This is significantly more than during the same time period in 2025. The difference in client visits in Q4 2025 and Q4 2026 is 230. These are clients who have specifically seen and spoken to a PCH advisor for support or onward signposting via our partner agencies through APRICOT.

Having had numerous conversations with clients around their reasons for visiting PCH and seeking support and signposting from PCH, clients have shared that they have waited until “after Christmas”, “waited for the New Year, New Year, new start” in order to address concerns and resolve any problems. There have also been updates and changes around

Landlords provision and laws, including the introduction of the new Renters Act 2026 and the abolishment of Section 21 “no fault” evictions and fixed term tenancies – this has resulted in an increase in clients wishing to seek information and guidance through the PCH and the triage system. We have seen a significant number of the community sharing concerns about evictions as landlords have decided to sell their properties – this is a real concern for members of the community who are in rented accommodation across Torbay and they are worried about the impact on their homes and stability of their tenancies.

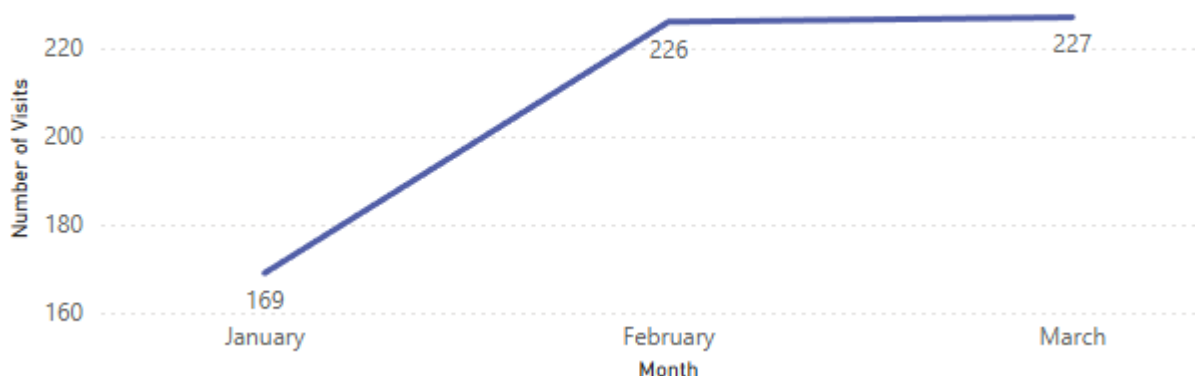
As a follow on from the above, we have had an increased number of clients seeking support with making Devon Home applications – this has involved extra support for the client and often a return visit as not all clients have come into the hub prepared and with the information that is required to submit an application.



Visits & Enquiries

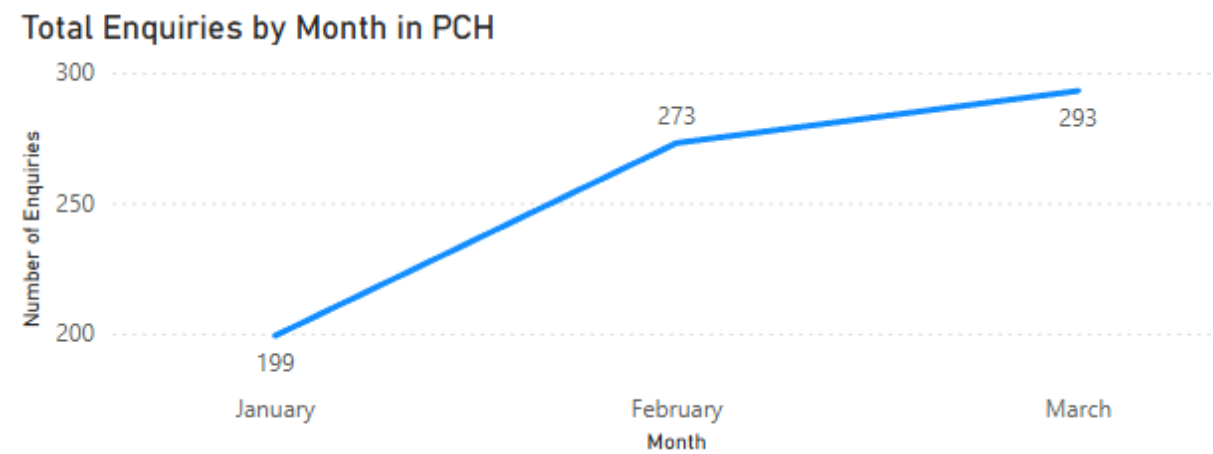
The chart below shows the overall number of clients who visited Paignton Community Hub between January – March 2026 (Q4) recorded in Apricot. The total number of visits was **622**. Of these visits, **209** were quick contacts (a quick contact is typically somebody whose queries were resolved in the hub and did not need to be referred onward.) It is also worth noting that **318** of these clients were repeat visitors, meaning that they had previously visited the hub for support.

Total Visits by Month in PCH



The overall visits have shown a 7.4% increase from Q3 (October – December 2025) which had a total number of **579** visits recorded.

The next chart highlights the number of enquiries which Paignton Community Hub received as a result of the recorded visits. During Q4 the total number of enquiries was **765** and quick contact enquiries accounted for **219** of these.

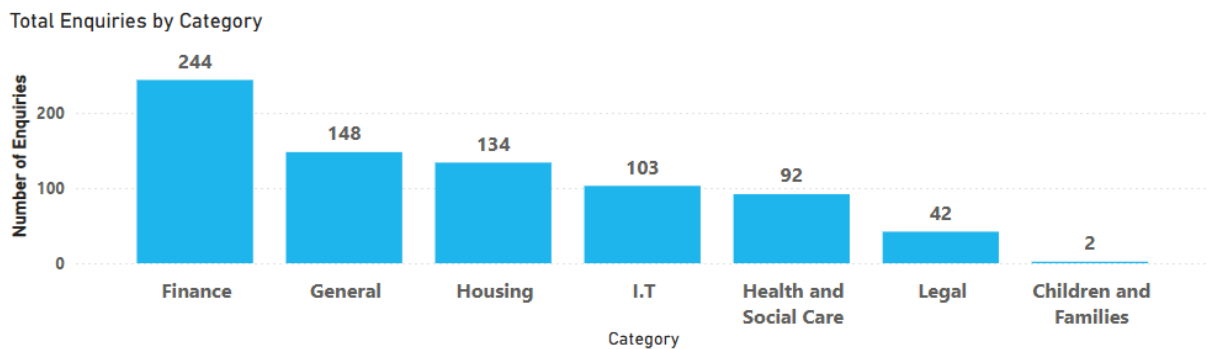


Note: Each visit may have more than one enquiry which results in a larger number of enquiries than number of clients.

Types of Enquiries

The charts and tables below outline the total number of enquiries received based on the frequency and the type of support requested. The categories are preset within the Apricot CRM system. Category titles are used in line with Torbay Community Helpline and partnership organisations in order to ensure clarity across organisations.

Note: Each visit may have more than one enquiry which results in a larger number of enquiries than the number of clients.



Finance is the category with the most support requests throughout Q4 with a total of **244** enquiries whilst Children and Families received the least requests with only **2** enquiries. This follows the same trend as Q3 with Finance being the highest and Children and Families being the lowest, with everything in-between varying slightly in order.

The below table illustrates how many enquiries were received for each category per month in Q4.

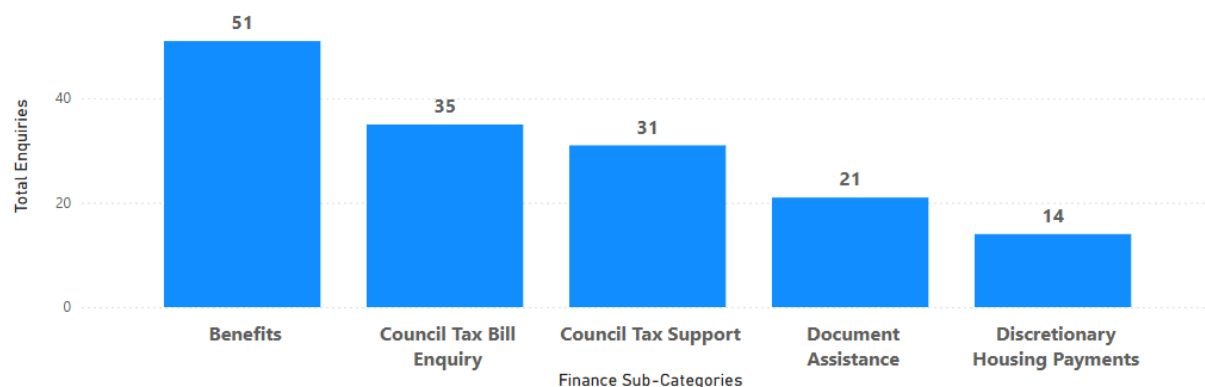
Category/Month	January	February	March
Finance	54	85	105
General	40	46	62
Housing	41	45	48
I.T	30	42	31
Health and Social Care	24	38	30
Legal	8	17	17
Children and Families	2	0	0

The seven main categories are divided into smaller sub-categories.

Below are the top sub-categories within each identified category during Q4. Alongside the charts we have examples of anonymised client notes shared during the initial enquiry visit.

Finance

Top 5 Finance Sub-Categories by Enquiry



“Client is in need of benefit/financial advice as they are currently on Universal Credit and are needing to find a property to live in, they currently do not receive housing element for universal credit as living with parents. They are needing advice on what they could be entitled to if they moved into their own property. The client is also in need of support for applying on Devon Home Choice, and housing support to find a suitable property for themselves and 2 daughters.”

“Client has visited the hub today as they have received a letter from CDER Group regarding debt from the council regarding unpaid tax. Supported the client to contact the council as they were worried it was a scam.”

“Client came in today for support with applying for a disabled persons rail card and photocopying evidence. We also contacted UC for a change in circumstance.”

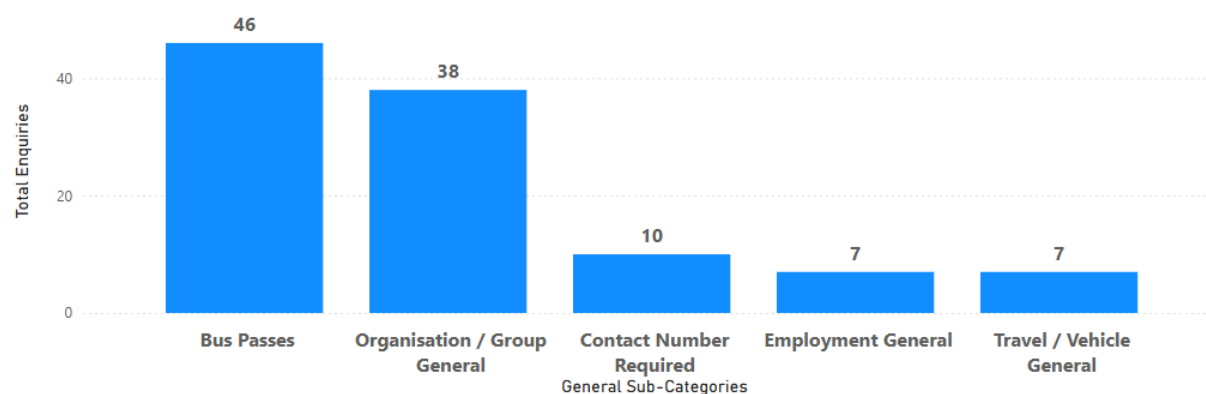
“Client came for support with contacting their employer by email to raise an error with their payslip.”

“Client came in today as she is struggling to heat her house. I have given her the details for the ECOE drop in and their number, however on conversation she is struggling in general financially and would like to know if she would be entitled to any grants, benefits or extra financial support.”

“Client has come today as he has been told by a friend that he may be entitled to additional benefits to the ones he is already on. He is currently in receipt of ESA and PIP. Client would like support in finding out exactly what he may be entitled to in terms of benefits/grants/financial help.”

General

Top 5 General Sub-Categories by Enquiry



"The client came in for support with contacting Torbay Council. Directed to phone at library reception."

"Client came in for help with ordering a partially sighted lanyard."

"Client wanted information & directions to local attractions, nearby cafes/restaurants/pubs and public transport to Brixham and Torquay."

"Client wanted information on countersigning a passport application."

"Client wanted directions to St Pauls church, directions given and map printed for him."

"Client wanted to know about bus pass eligibility criteria and form for completion."

"Client visited the hub for support to complete postal vote registration. Client was unable to do this for themselves due to not having a laptop at home and having a visual impairment making it difficult to see things on a mobile phone screen."

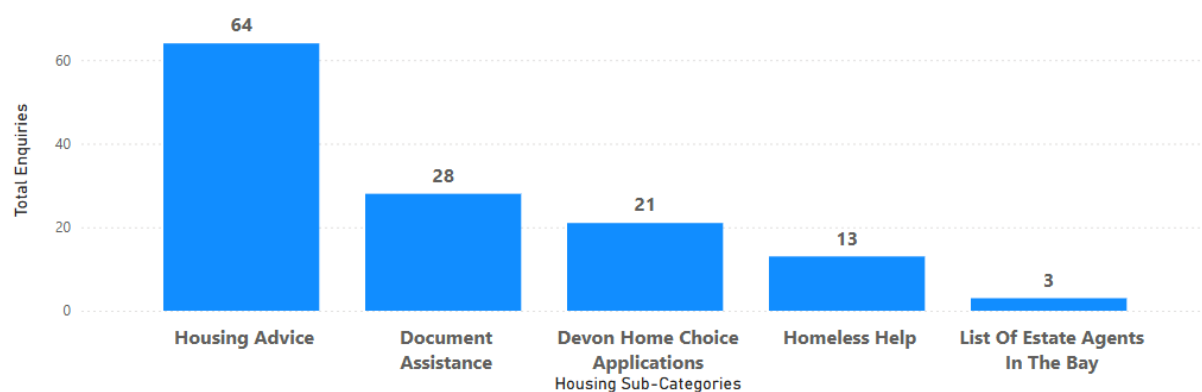
"Client visited the hub for advice over CV. I have given him some pointers and given him the number for the National Careers Service to arrange a CV review if he wishes. Ian is interested in I.T support, Employment support and volunteering."

"Client came in to request a list of local solicitors specializing in Family Law."

"Client visited hub today as needed a number for taxi/man with van to transport luggage to storage unit"

Housing

Top 5 Housing Sub-Categories by Enquiry



"Client visited the hub today as he is currently homeless, have supported to call Torbay Housing Team and is awaiting an urgent call-back from a housing officer. Client began to register for Devon Home Choice but has found this difficult to progress as he is currently homeless and has no fixed abode have suggested he speaks to the housing officer about this for further advice and support."

"Client has visited today as Torbay council has deemed that he has made himself intentionally homeless which client disputes as it was an issue with Sanctuary and housing benefit as they were misinformed that he was living in a 2 bed when he was in a 1 bed bungalow. Which led to debt/rent arrears."

"Client is in need of housing advice as he will be homeless due to being served a section 21. Is currently a Band D on Devon home choice, but feel that his medical notes have not taken into consideration."

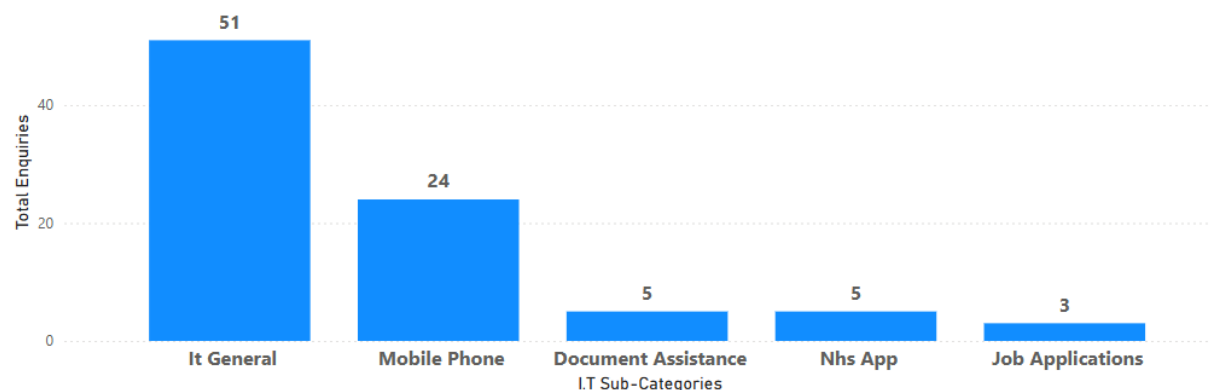
"Client came today as he is trying to survive on his pension which is proving a challenge. He would like to know what financial and housing support could be available to him (Better Off Calculation) so as he and his wife can start to live more comfortably."

"Client came into the Hub for extra support re an ongoing eviction issue. She has been unable to contact her Housing Officer at Torbay Council despite them informing her they will drop her case due to lack of contact. Client is now extremely upset and worried about potential homelessness and requires further support."

"Client popped in today to see what he needs to do next regarding a move to Exeter, he is wanting a move to gain support and company from his daughter who would be more readily able to visit him for support in Exeter. Client has contacted Exeter City Council regarding this, however they have said to contact Torbay Council. I have therefore supported an online enquiry for client to ask them what support is available and what next steps he must make to perhaps progress a move."

I.T

Top 5 I.T Sub-Categories by Enquiry



"Client needed help with contacting insurance company online as the client is not IT literate."

"Supported client with iPhone, and showed them how to put the phone on vibrate, signposted to ee to have sim card fitted in new phone. Client returned and showed them how to connect to the internet and how to change the lock screen."

"Client wanting information about developing IT skills and to learn about analysing data online. Signposted to turning heads as the client did not want to contact south devon college."

"Client needed support with accessing emails on phone and downloading Stagecoach app."

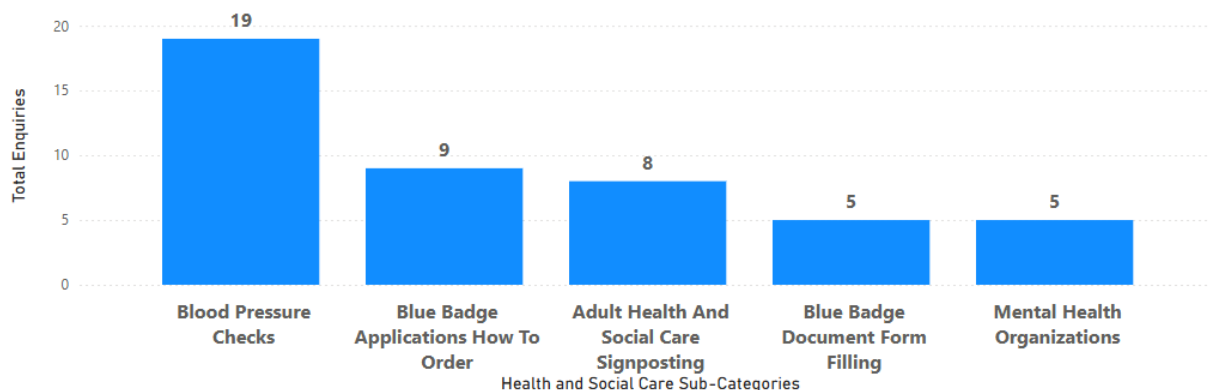
"Client needed help with his internet banking."

"Client came in for support with operating her phone, as she was unable to respond to texts. Obtained authority to access her phone and shown how to do this, and practiced autonomously until she was able to independently."

"Client needed help with being able to read text easier on smartphone, increased font size to help with this."

Health and Social Care

Top 5 Health and Social Care Sub-Categories by Enquiry



"Client came in today to see if he could connect with social groups locally. On discussion it became apparent that he may also want someone to talk to. I have therefore given him the number for the local community builder, informed him of his social prescriber, a weekly social group and given him the details of Project 55 and their drop ins."

"Client needed advice around unpaid caring responsibilities and benefits. I escorted the client to meet with Torbay carers upstairs in the building."

"Client wanted contact details for diabetes support groups."

"Client is visually impaired and required assistance making a Blue Badge application."

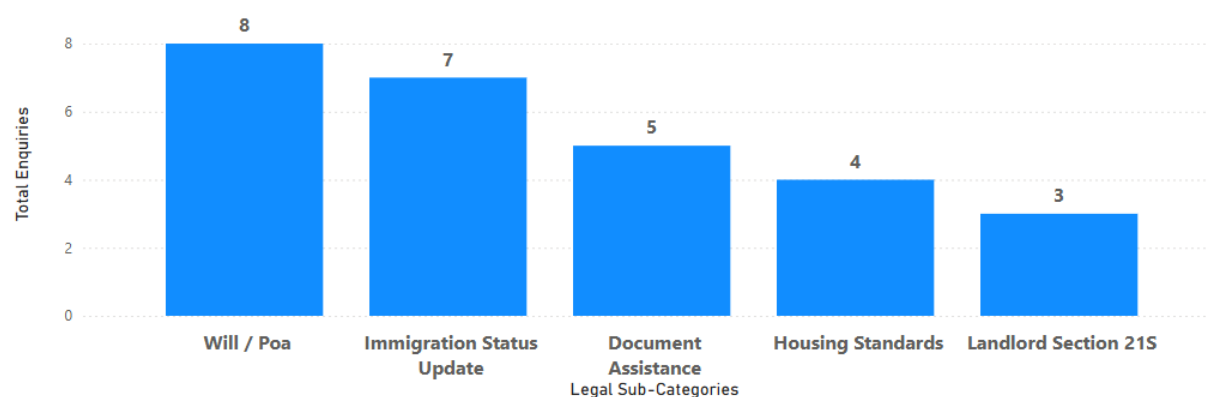
"Client came into the Hub with numerous issues. Council Tax change of circumstances, NHS app setup and NHS number access after receiving an enquiry re their citizenship status and the need to pay for hospital treatment. Also assistance with a DVLA medical assessment form."

"Client came into the hub to check through a letter of complaint to his dental practice."

"Client visited the hub today for support with ordering medication from Chadwell as is about to expire and no current prescription at pharmacy. Supported to phone Chadwell and medication has been prescribed for client to collect from."

Legal

Top 5 Legal Sub-Categories by Enquiry



"Client requested the telephone number for CAB and information on LPA. Have given him the Government web address for LPA."

"Client wanting information about Torbay licensing team, contact number given and council address also given."

"Client wanted info about support with divorce proceedings and completing paperwork. Signposted to solicitors/CAB."

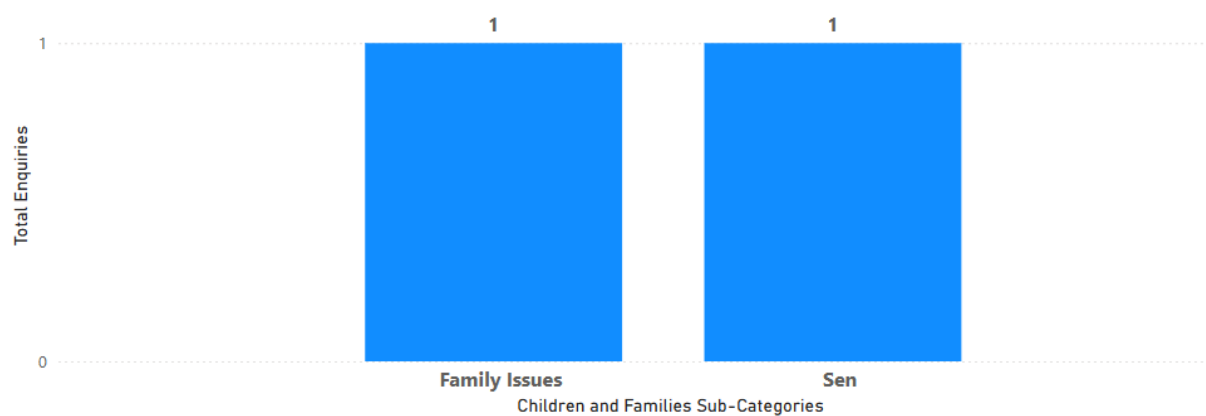
"Client needs support with completing a Power of Attorney form for her brother. She is struggling with the terminology of the form and it is affecting her mental health trying navigate this independently."

"Client requested a list of local solicitors specialising in family law."

"Client came in for information regarding a birth certificate. Registrar details given."

Children and Families

Top 5 Children and Families Sub-Categories by Enquiry

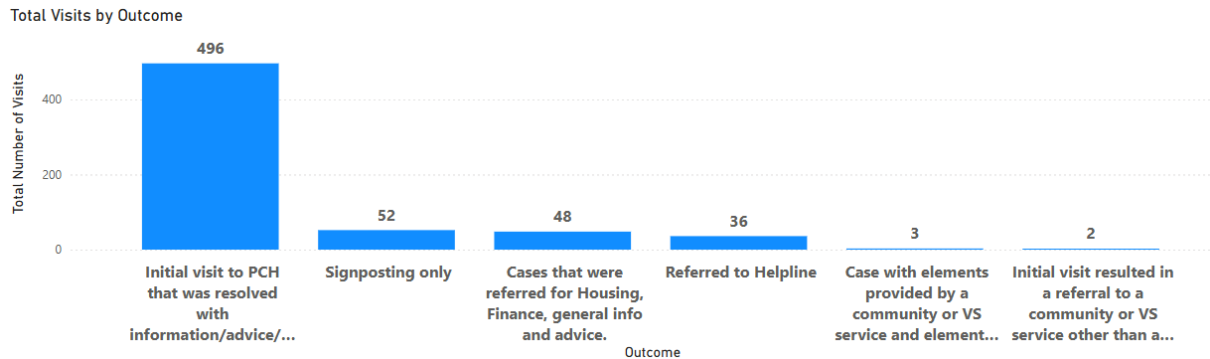


“Client wanted information on grants and benefits available for SEND children.”

“Client lives with their daughter and both are on Universal Credit and experiencing family conflict impacting mental health.”

Visit Outcomes

The chart below shows the outcomes for the total visits to Paignton Community Hub in Q4.



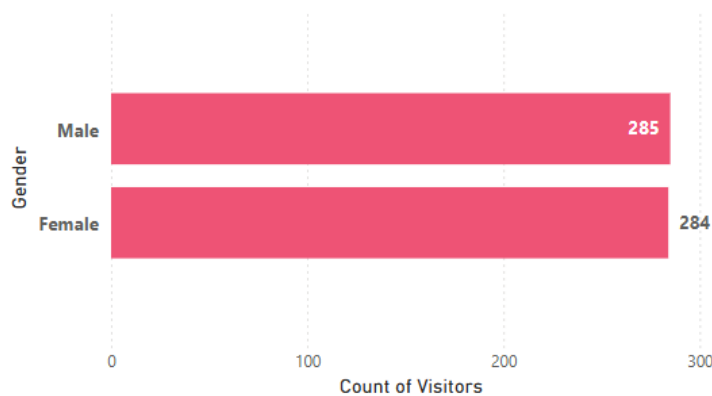
Note: Each visit may have more than one outcome which results in a larger number of outcomes than number of clients.

A significant proportion of clients' enquiries (**77.9%**) are resolved during a visit to Paignton Community Hub with information, advice, and guidance. The remaining **22.1%** of clients required an onward referral through Apricot into the helpline services or signposting to relevant support.

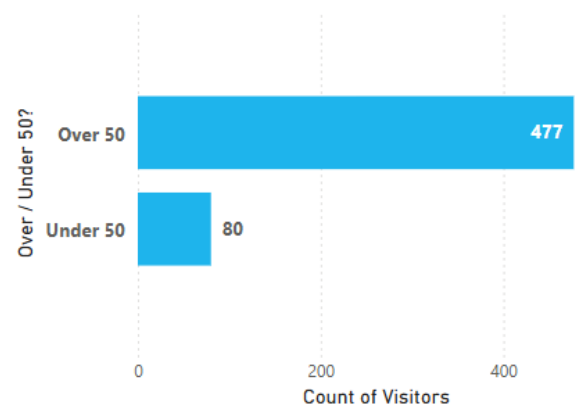
Demographics

The bar charts below evidence the different demographic data for all clients that visited Paignton Community Hub in Q4. These numbers vary quite drastically due to demographic data not always having been collected or recorded. This is due to a number of visitors being classed as quick contacts, as their query did not require their personal details to be collected or when asked for contact information, they may not have been comfortable sharing this data with us.

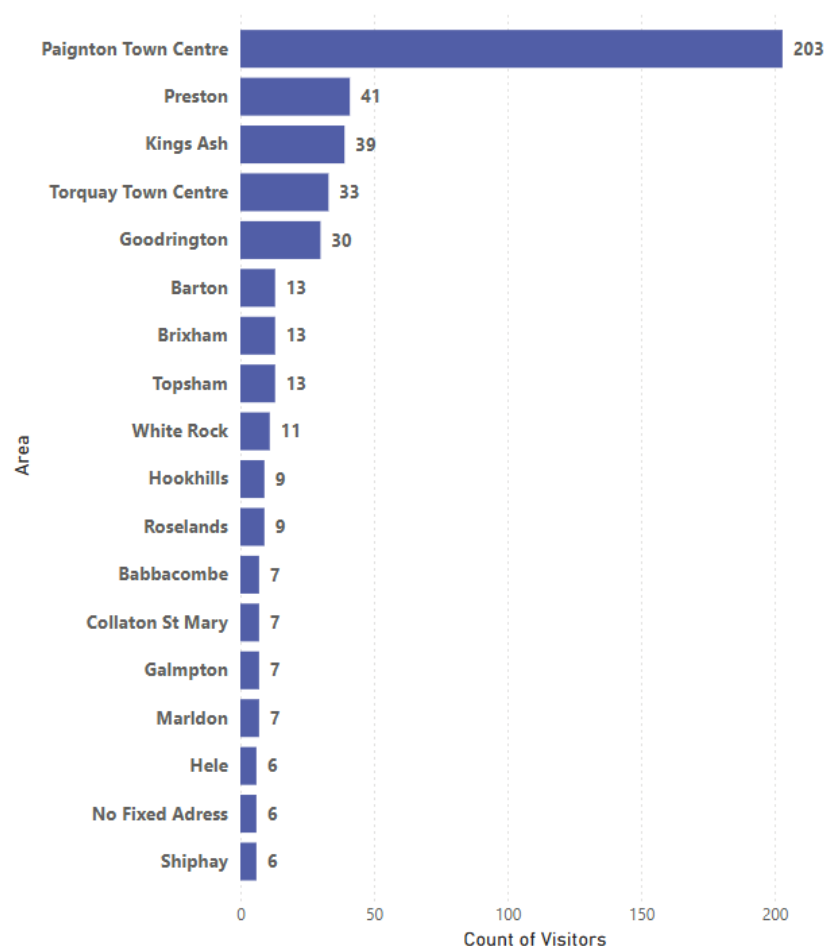
Total Visits by Gender



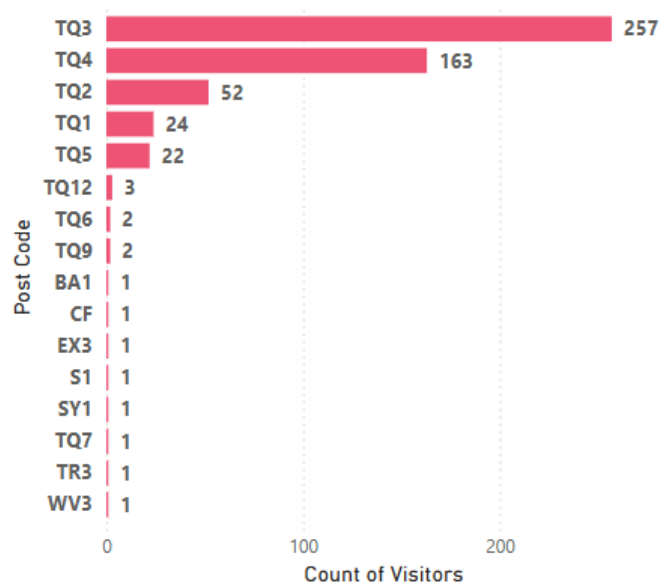
Total Visits by Over / Under 50



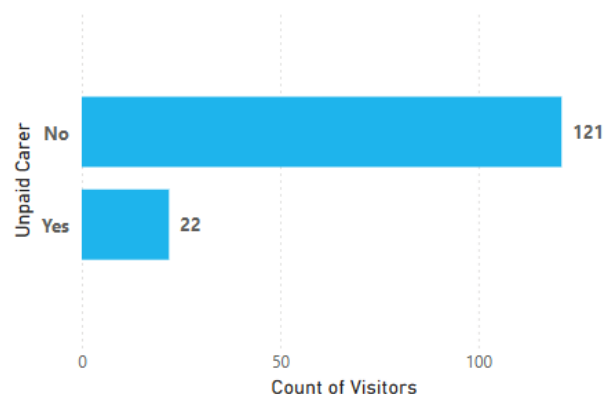
Total Visits by Area - (areas with 5 or more visitors)



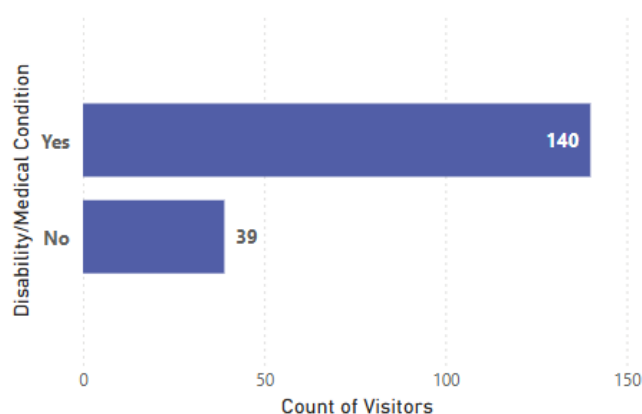
Total Visits by Postcode



Total Visits by Unpaid Carer



Total Visits by Disability or Medical Condition



Note: All information above and below is based only on the demographic information shared by visitors and excludes blank entries. Therefore the demographics can widely range in numbers.

Those visitors that were happy to share demographic information when using Paignton Community Hub during Q4 are quite evenly split between male and female with **285** male and **284** female visitors.

A significant number of visitors are over the age of 50 (**447** visitors), this may be due to a number of factors - the opening hours of the hub being mornings only, when younger people may be in work or education (and therefore unable to attend), under 50s may be more digitally able to access and find support online, or they may be unaware the hub is available to all ages. This is a continuous trend from previous quarters.

203 visitors, nearly half of the total, were identified as living in the Paignton Town Centre, close to where the hub is located. This is followed by Preston with **41**, Kings Ash with **39**, Torquay Town Centre with **33**, and Goodrington with **30**. The remaining **114** visitors who provided their area are split across different parts of Torbay with no specific stand out areas. The postcodes further evidenced that Paignton and the surrounding areas such as nearby Preston, Kings Ash, and Goodrington, are where the vast majority of the hub visitors live.

22 visitors identified themselves as unpaid carers. Separately, **140** visitors indicated that they have a disability or medical condition.

Case Studies

Benefits support leads to council tax reduction

A client recently visited the Hub seeking advice on behalf of a housebound friend who needed support accessing benefits. As the conversation unfolded, our advisor shared information about financial support available to people once they reach pension age. As the advisor explained the benefits that could be claimed, it struck a chord with the client herself. She suddenly realised that she, too, might be eligible for support — specifically, Pension Age Council Tax Reduction. The client submitted an application, and the result was a success. She received a substantial reduction in her council tax, making a real difference to her finances. The client was absolutely overjoyed and later returned to the Hub to personally thank the advisor, exclaiming: *“I can have a Caribbean cruise now! I’m going out with my megaphone and telling everyone to get in here!”* Moments like these remind us just how powerful the right information, at the right time, can be — and how a simple conversation can change lives.

Digital and CV support helps client into work

A client recently visited the Hub while unemployed and waiting for support from an employment advisor to help him find work. He was desperate to start earning and had found two job vacancies he was keen to apply for but faced several barriers. He did not have an email address, had limited IT skills, and did not have an up-to-date CV to support his applications.

Hub advisors stepped in to help. They supported him to set up an email account, reviewed and supported him to update his CV, and provided practical IT support so he could submit his applications online.

During the conversation, the client explained that he had spent time as an unpaid carer for his mum and was interested in applying for roles in the care sector. However, he was unsure whether this experience was relevant because it was not paid employment and therefore had not included it on his CV.

The advisor discussed the importance of transferable skills and shared guidance from reputable online sources, encouraging him to recognise the value of the caring responsibilities he had undertaken. Together, they explored how his experience supporting his mum had helped him develop key skills such as compassion, responsibility, communication, and practical care support.

With this advice, the client added his recent caring experience to his CV and submitted his applications. Shortly afterwards, he was offered an interview for a care role and has since been successful. He is now awaiting references before starting his new position.

The client later returned to thank the advisor, saying:

“You were absolutely right about putting my recent experience on my CV. Without that I wouldn’t have got the job. I’m so glad I listened — thank you.”

This is a fantastic example of how recognising transferable skills and providing practical digital and employment support can help someone overcome barriers and move into meaningful work.

Timely benefits advice eases cost-of-living pressure

A client recently visited Paignton Community Hub after struggling for some time to make ends meet. Rising living costs were placing increasing pressure on their finances, and they were worried about how they would continue to afford their rent and Council Tax.

During their visit, Hub advisors took time to listen and discuss their circumstances. In conversation, it became clear that the client was unaware of several benefits they might be entitled to. Advisors explained the financial support available and supported the client to submit applications for help with housing costs and Council Tax.

The outcome was immediate and significant. The client was successfully awarded additional financial support, which led to a substantial reduction in their monthly outgoings. This had a direct and positive impact on their cost of living, easing financial pressure and providing much-needed reassurance at a difficult time.

Reflecting on their experience, the client shared that they had not realised this help was available and that accessing the right information and support through the Hub had made a “huge reduction” to their cost of living. This story highlights the importance of accessible, local advice services and how timely benefits support can make a meaningful difference to someone’s financial stability and wellbeing.

Other Statistics

External Organisations

During Q4 Paignton Community Hub has had multiple external organisations make use of its three private rooms and open public reception area. Below are the organisations and external organisations that have used the space, alongside the reported number of clients that accessed the external support available. (continued on next page)

External Agency	Number of Clients
Diabetic Eye Screening	878
A Better Life (Smoking Cessation and weight management support)	253
Eat That Frog (Back to work employment support over 50s)	141
I Can Do That (Employment support, counselling, form filling etc...)	23

Age UK (Counselling over 50s)	6
Social Prescribers	33
DWP	18
Torbay Recovery Initiative (Drug and alcohol rehabilitation and support)	105
Torbay Housing Team	17
Autistic After Hours (Community group)	28
Home-Start (Support helping young families and parents)	8
Long Covid (Support group)	12
Children's Services (Drug and substance abuse support)	3
TB Testing	15
Eddystone Trust	Data not available at present
Project 55	Data not available at present

The overall number of clients visiting external organisations was **1,661**.

Housing Appointments – Feedback from Torbay Council Housing Team

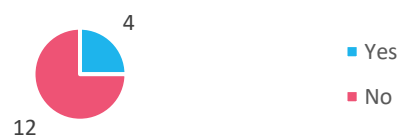
Total Appointments	% with current homeless applications	Main Reason for Appt	Main Outcome of Appts	Total Appt Hours Offered	Number of cancelled/no show Appts
16	25	Housing Advice	Housing Advice	9	3

Reason for Appointment

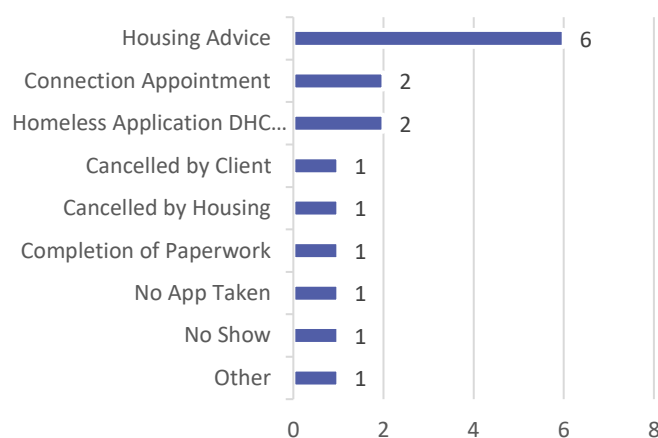


The main reason people booked an appointment with a Housing Officer at the Hub was to access Housing Advice. 100% of the people who sought Housing Advice received a positive outcome (either receiving Housing Advice or making a Homeless Application).

Do they have an open homeless application with us?



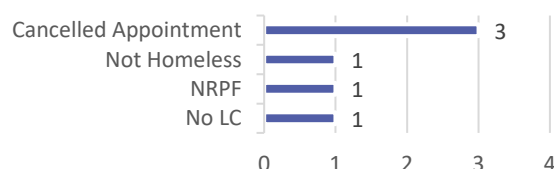
Outcome of Appointment



69% of appointments had a positive outcome where the client received housing advice, a homeless application was later taken, or support was given to progress an individual's homeless application. Other outcomes included cancelled appointments, or being unable to assist the client as the enquiry was not a homelessness related issue.

The most common outcome of the appointments was giving the individual housing advice. This might have included advice around a current application, advice around making a homeless application, or advice around accessing appropriate alternative services if a homeless application could not be taken.

Reasons Support did not Progress beyond Appointment



38% of appointments did not result in support past the appointment. 100% of people who attended their appointments were **signposted to alternative support and services** if it was not appropriate to progress to a homeless application.

CASE STUDY 2: Helping to sustain TA and progress a Homelessness Application.

Rob initially came in to complete his Devon Home Choice paperwork, as he would otherwise struggle to do this on his own. During this appointment he also wanted to check that Housing Options knew he had been in hospital, so he wouldn't lose his Temporary Accommodation due to non use/abandonment. Rob sustained his TA and his Relief Duty was later discharged after private rented accommodation was found for him.

This page presents data and visualisations supplied directly by the Torbay Council Housing Team and has been included in its original format.

Volunteering

South Devon College students have continued their placements at PCH. We have continued to offer supported placements for two Health and Social Care students, three days a week. This equates to 8 hours a week, 72 volunteer hours during quarter 4.

We are looking to increase volunteer hours by encouraging a digital support volunteer to work within the hub and developing the digital offer once the pod arrives. We are exploring volunteer options across South Devon College IT/Digital course students.

This support continues to impact positively on the hubs offer by increasing capacity and strengthening links with local education providers.

Events Hosted and Attended

During Quarter 4 the following groups have used the hub facilities to host groups and interventions:

In January, BBC Spotlight attended and reported on local news and radio our first “Mug and Mingle Event”, where the focus was on Community Health and what is on offer in Paignton Community Hub and from partner VCSE groups. This was an extremely successful event, where many NHS/statutory and voluntary organisations were interviewed and highlighted how the move to community healthcare can work in practice, highlighting areas of the Government’s 10 Year NHS plan.

- *Long Covid Group* – Regular monthly meet up
- *Eddystone Trust* – Regular community support offer
- *Eat that Frog* – Connect to work provision – weekly support, drop in and booked appointments
- *I can do that* – Connect to work provision – as above
- *DWP/DEA* – Weekly drop in and appointments
- *Project 55* – Weekly drop in and appointments
- *Torbay Housing Team* – Monthly booked appointments
- *Diabetic Eye screening* – Twice weekly appointments
- *A Better Life* – Weekly booked appointments
- *Torbay Recovery Initiative* – Weekly appointments and drop in service
- *Age UK* – Weekly counselling appointments
- *Social Prescribers* – Weekly booked meetings
- *Autistic After Hours provision* – Monthly support
- *Criminal Justice Recovery Coordinator* – Appointment only
- *Home-Start* – Pre-booked appointments
- *Social Prescribers Wellbeing Drop in session* - January
- *Operation Emotion* – Saturday training workshop
- *1:1 Diet Event* – January
- *Supporting the National Literacy Trust* – Year of Reading

Below are the events Paignton Community Hub has hosted, alongside the reported number of clients that accessed these events.

Event / Activity	Number of Clients
Mug and Mingle – Jan/Feb	35
1:1 Diets	26
Falls and Frailty	60

Events PCH Supported

- Torbay, Plymouth and Devon VCSE Assembly Networking Morning
- Devon Mental Health Alliance Impact Evaluation and Celebration Event – February
- South Devon and Torbay Healthy Aging Partnership – Falls Mapping Workshop – March
- Torbay Digital Inclusion workshop - March
- Living Well with Sight Loss Event – March.



Service Delivery and Hub Development

PCH Developments and Use of Clinical Space

We are continuing to develop the corner office as a space that can be used by health providers. During Q4 we were approached by Public Health to use the room to offer TB testing to members of the community who specifically work in care homes. This was due to an increase of cases of TB across Torbay Care Homes. TB blood testing was offered on 4 consecutive weeks where the room was opened at 8:30 to coincide with the changeover of care home staff – between day and night shifts, thus offering access to testing on the way to or from work.

We have also purchased a medical-standard couch for the corner office. This will enable other health clinics that require a safe and adjustable clinical seat/bed for a patient to host clinics in the hub. This provision is already being explored with Torbay Podiatry, who would like to offer their service to members of the community through a pre-arranged booked slot.

New and Ongoing Initiatives

- PCH Monthly Newsletter – information and highlighting local services, compiled and shared digitally and paper copy available each month
- 24/7 Neighbourhood Support project
- SWAN Torbay initiative
- Delivery of Trauma Informed training – working with the mental health team to support the delivery of deliver Trauma Clinics
- Fortnightly hub team meetings – attendance at the weekly Helpline team meetings has been postponed whilst the new Helpline Manager settles into post. Following a conversation with the manager, this offer will resume shortly
- “Digital Booth” funding secured and booth awaiting delivery and installation
- Cyber Scam Awareness Event – took place in Jan 2026
- Falls and Frailty Event – took place at the end of March 2026
- Exploring podiatry support offer in the hub – ongoing
- Law Works free legal support – ongoing planning
- Torbay Housing Team – offering appointments in the hub – ongoing
- Brixham Festival of Good Health – ongoing.

Ongoing Continued Professional Development of PCH Staff

- Ongoing APRICOT updating of skills
- Connect 5 Mental Health Training
- The Vulnerable Customer – regular updates
- Malnutrition within the Community Workshop
- Domestic Abuse Friends Network – Train the Trainer training
- ECSW Health and Safety training for all staff
- Police Intelligence Awareness Training.

Staffing Update

One hub staff member’s 6 month contract ended at the end of March, however due to the successful funding bid to purchase a digital pod within the hub space, we were able to offer a reduced hours – 15 hours a week, temporary 3 month extension – with a focus on digital support within the community and supporting access and use of the pod. This contract runs only until the end of June 2026. At the present time and due to ongoing premises discussions, we have been unable to accept delivery of the pod and as such are unable to guarantee any further contract extensions.

As part of the revised 3-month contract, the advisor will be overseeing and supporting members of the VCSE sector to access the upstairs rooms of the library on a Wednesday afternoon when the main library is closed.

Part of the role within the 3- month contract will be to support the management of room bookings and availability on Wednesday afternoons. We have been able to successfully work with the Paignton Library team and Libraries Unlimited, for members of the VCSE sector to be able to “hire” for free a large room/space to host training or meetings that will be of benefit to the local community and/or their organisations. Finding large spaces that are free has and remains a challenge for VCSE organisations, where funding is always a major

concern. By offering spaces for free each Wednesday afternoon, this will hopefully alleviate some of the pressure and help people to be able to provide a greater service to their users and share and support each other through collective training offers to colleagues and service users.

Safeguarding and Staff Safety

Safeguarding and staff safety remain a priority. The PLAIC continues to provide a security person who is available from 8:00 until the closing of the building Monday through to Friday. CCTV and all hub office spaces and front facing advisor desks have panic buttons. The panic alarm system continues to be regularly tested, and new hub users have health and safety and fire safety information shared with them verbally and in writing, to ensure all are aware of their responsibilities when using the space individually or with clients.

This continues to ensure that PCH is a safe and respectful environment for staff and those accessing services via the hub.

Following up re; Health and Safety training via Torbay Council – the newly appointed H&S for Torbay is no longer in post, and any training offer is on hold.

Feedback from Service Users and External Agencies on PCH

Below are some comments from visitors and external agencies about Paignton Community Hub during Q4:

"You guys do a great job!" - Local resident

"Didn't know you were here but bloody glad you are." - Local resident

"Just to say again a big thank you for your help with my TalkTalk phone bill, yes, they had the rebate that they said they would give me." – Local resident

"I think you lot are wonderful. Lucky to have you down the road." – Local Resident

"Lovely lady today "listened" patiently – so much help when they do that and Tony for my BP readings." – Local resident

"Your services and what you are doing here is brilliant." – Local Resident

"I am getting more advice and support than I thought I would get. This is Great!" – Local Resident

"Really useful and helpful service." – Local Resident

"Hope the Hub will always be there." – Local Resident

"Your help is so appreciated - Thank you!" – Local Resident

"Your service is invaluable. The sector of the community you help is; in my experience; a real lifeline." – Torbay Podiatry

Final Summary

The data collected during Quarter 4 continues to reflect and promote that members of the community are finding form accessibility, completing, transfer of and signing up for benefits/support, tenancy and housing/landlord issues and digital access a challenge, plus the increase in numbers asking for housing and rental support reflect the governmental changes that are being implemented whilst also reinforcing that a large proportion of the Torbay population live in rented accommodation.

Mental Health Support and Community Referrals

Clients seeking mental health support continue to be referred via APRICOT, with the added offer of the Monday drop in and/or the option to arrange an appointment slot with Angela from Project 55. Project 55 offers “inclusive, intergenerational support that tackles social challenges and creates lasting impact”.

Housing Support Offer and Appointment Demand

During Q4 we have had three support offers from Torbay Housing Team. They are in facilitating pre-booked appointments on the third Monday of each month. Appointments are, at present, only being made via the hub and referrals from our partner agencies. All appointment slots have been filled with a clear need for more availability having been shared with the housing team.

Review of the Housing Offer and Learning from Delivery

Following a review meeting of the housing offer, Monday 27th April, it was agreed that appointment times should be increased due to the need for follow-up paperwork and to explore the possibility of a second day of housing appointment slots to meet the growing need and demand. We are awaiting confirmation from Torbay Housing, of any changes being made before moving forward.

Added Value of Hub-Based Delivery

One of the areas of discussion we had during the housing offer review, was that by having the meetings in the hub, we had noted that if a client presents as being a little agitated or annoyed due to heightened emotions, the hub staff have been very successfully managing the clients expectations of what they may/may not be told during the meeting.

For example, knowing the expected “call back” times following a meeting or application submission, has meant that the hub team can reiterate this on behalf of the housing team and if necessary, offer to follow up on a client’s behalf. The development of positive relationships with the housing team members who are facilitating the appointments has been a bonus to the hub team as they are able to speak/contact a named member of Torbay Housing. It has also meant that any housing clients that have needed other support or signposting following an appointment, have been signposted back to hub staff.

Triage System and Hub Capacity

The triage system has been in place for three months – feedback from the team has been that it has not been needed as much as we initially believed. We have had an increase in external agencies wanting front desk space to allow greater accessibility to clients, therefore

advisors available at any given time have meant that one advisor has been able to focus on form support whilst the other two have been supporting quick drop in signposting and queries.

Timings of people coming into the hub for support has also made the need for a triage system not as essential as we initially thought. There appears to have been a “natural” flow of clients meaning that there has been minimal waiting time or the need for an extended appointment time to be offered at an alternative date and time.

Digital Inclusion and Workforce Capacity

Staff have been asked to include details of why a client is unable to complete a form or document online for us to be able to use this information to develop a training offer via a team member. Tony’s employment contract was able to be extended by 3 months in order that we support community members with accessing 1:1 digital support and awareness training, in particular covering very basic areas – such as creating an email address or online account and knowing how to access and manage these accounts in light of the growing use of IT when filling in forms to access support via the DWP, housing and health services. A member of the hub teams’ contract was also extended based on the successful funding and purchase of a Digital “Health” Booth, where the aim is to support community members to have pre-booked health consultations with GP’s, nursing staff, physios. The support from the hub would be purely digital accessibility and managing any technical issues if they arose. Due to ongoing premises discussions, delivery of the pod has been paused until these discussions are concluded.

Managing Repeat and Complex Client Journeys

A selection of known clients continue to “bounce” between ourselves and partner agencies, however through our continued effective use of the APRICOT system, we have been able to note which clients have approached different agencies for a repeated request, and we are all able to ensure that we are consistent in reiterating and sharing the same information and signposting.

Client Demographics

Our client demographic continues to consist largely of members of the community who are aged 50 and over, many who are unemployed and require support with accessing services for funding, housing and health.

Overall Impact and Strategic Conclusion

Overall, the Q4 evidence confirms that Paignton Community Hub continues to respond effectively to rising demand and increasingly complex need, while providing critical preventative support. Through strong partnerships, co-location of services and trusted local delivery, the hub remains a key community asset supporting residents to address issues early, maintain independence and improve wellbeing.

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Hub

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