

Paignton Community Hub Intelligence Report

**Q3: 1st October –
31st December 2025**



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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. You will notice that the number of visits does not correspond exactly to the number of requests, this is because a client may visit us initially with one issue but through discussion may reveal further support in other areas is required.

**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.*

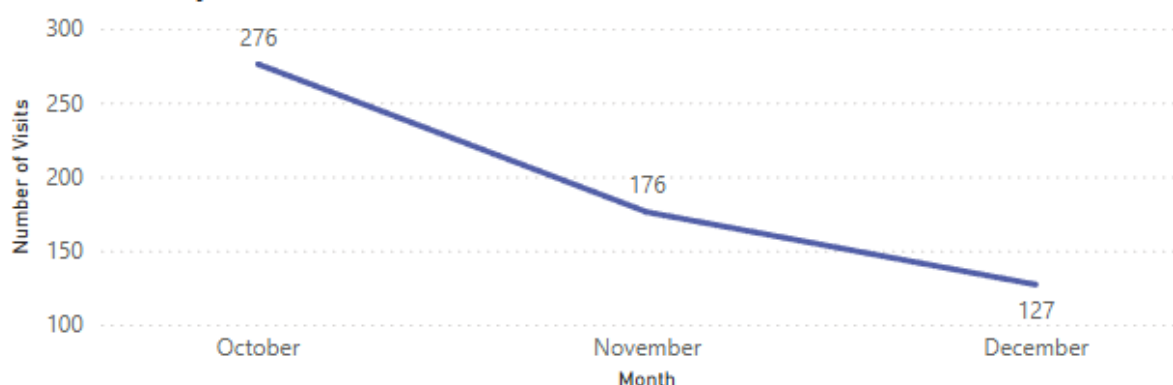


Visits & Enquiries

The chart below shows the overall number of clients who visited Paignton Community Hub between October – December 2025 (Q3) recorded in Apricot. The total number of visits was **579**. Of these visits, **385** 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 **206** of these clients were repeat visitors, meaning that they had previously visited the hub for support.

The overall visits have shown a 4% decrease from Q2 (July – September 2025) which had a total number of **603** visits recorded. The reduction in visits is likely due to increasingly poor weather conditions and Christmas closure of PCH, the PLAIC building and partner organisations. *This is a pattern that is also reflected in 2024 contact numbers – October 117, November 260 and December 97.*

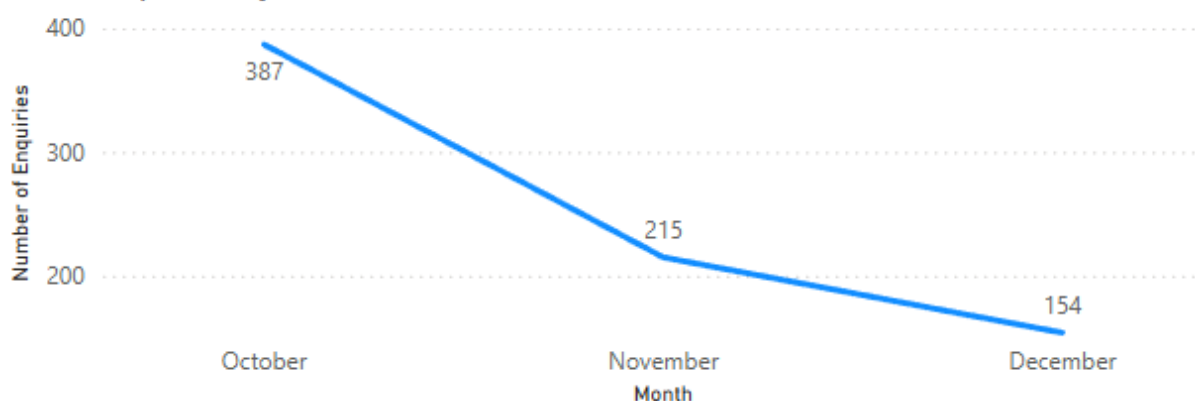
Total Visits by Month in PCH



The chart below highlights the number of enquiries which Paignton Community Hub received as a result of the recorded visits. During Q3 the total number of enquiries was **756** and quick contact enquiries accounted for **484** of these.

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

Total Enquiries by Month in PCH

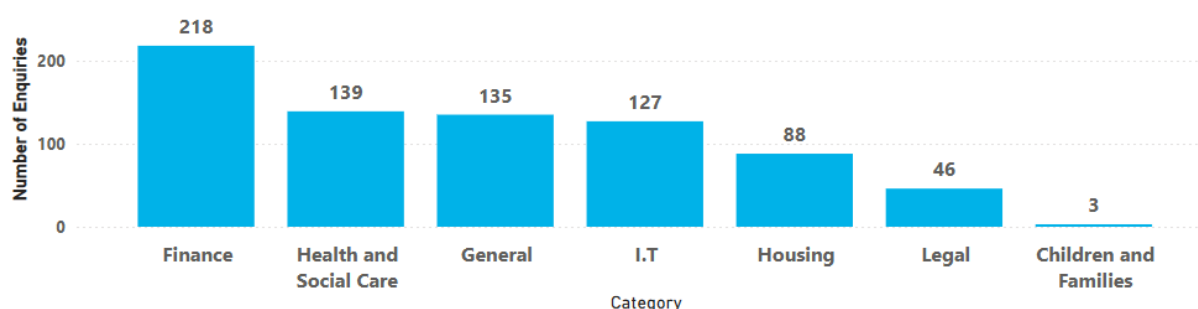


Types of Enquiries

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.

Total Enquiries by Category



Finance is the category with the most support requests throughout Q3 with a total of **218** enquiries whilst Children and Families received the least requests with only **3** enquiries. This follows the same trend as Q2, however despite the decrease in total enquiries this quarter, finance has still stayed significantly high with **218** enquiries compared to Q2 with **237** enquiries.

The below table illustrates how many enquiries were received for each category per month in Q3.

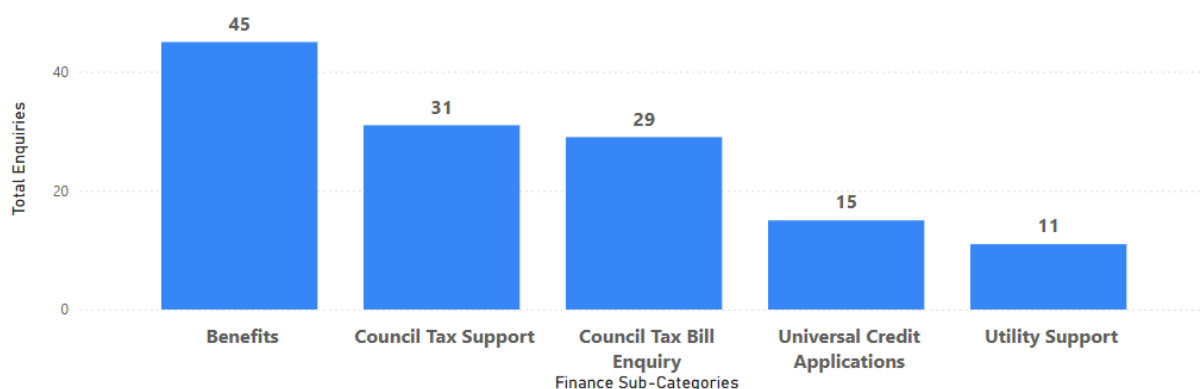
Category/Month	October	November	December
Finance	102	75	41
Health and Social Care	91	29	19
General	72	36	27
I.T	60	38	29
Housing	38	21	29
Legal	24	15	7
Children and Families	0	1	2

Of the 7 identified main categories they are sub-divided into smaller groups/sub-categories.

Below are the top sub-categories within each identified category during Q3. 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 came for support with his WCA forms. I contacted DST to arrange an appointment, however had to leave a VM for them to call him back direct. Whilst he was in, he asked for info on employability, job profiling and info relating to transferable skills, so I showed him how to navigate the NCS website (particularly around job profiling) and told him to return once he was ready to actually start looking for training and employment opportunities, so we could refer him to the right specialists in the field. We also spoke about ATW so he knows that support is available to him due to his disability, to help him retain employment.”

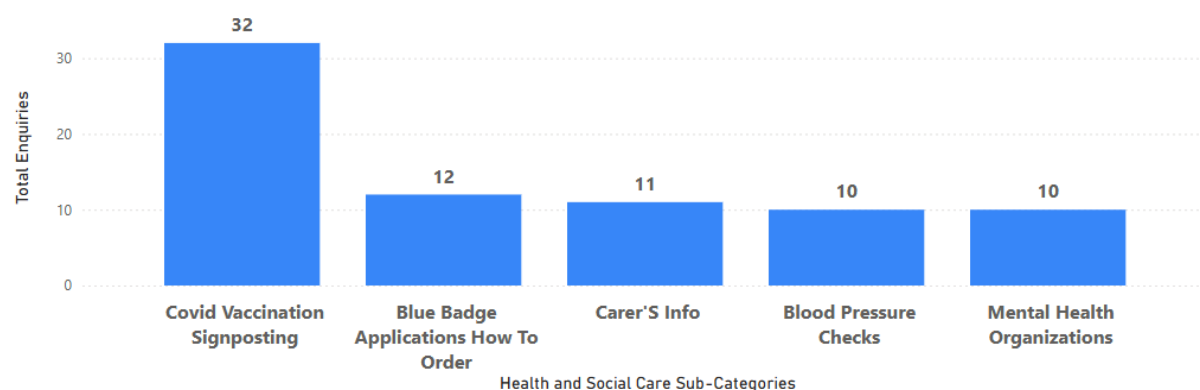
“Client has visited the hub today with a query about a letter that they had received regarding their pension entitlement. The client does not remember having a pension with this company and did phone number to contact them on the letter but then worried that it may be a scam when they asked for their card details. We supported the client to contact the pension regulator ombudsman who confirmed that the letter that was received was legitimate and explained to the client about their options about either withdrawing the lump sum or being played it monthly and was also advised about paying tax on the pension lump sum by the pension ombudsman.”

“Client enquired about council tax bill, supported to contact the council due to hearing impairment, who advised to apply for council tax discount. Gave client form to complete.”

“Client came today for advice over child benefit payments. Client is the primary care giver for his child and is currently staying a relatives. He has applied for DHC for accommodation, however his wife is claiming some of the benefits for their child and he is worried about how this will effect him moving forward financially and with housing. Client would like some advice both around his finances and how to navigate this situation from a legal standpoint.”

Health and Social Care

Top 5 Health and Social Care Sub-Categories by Enquiry



"Enquiry on how to contact diabetic eye screening for an appointment. Eye screening phone number given to client."

"Client wanted information on eligibility and how to apply for a blue badge."

"Client wanted contact details for support groups for anxiety/depression."

"Client wanted to know if "in car vaccines" are available for disabled people from the COVID clinic."

"Client wanted info of peri menopause groups in the bay."

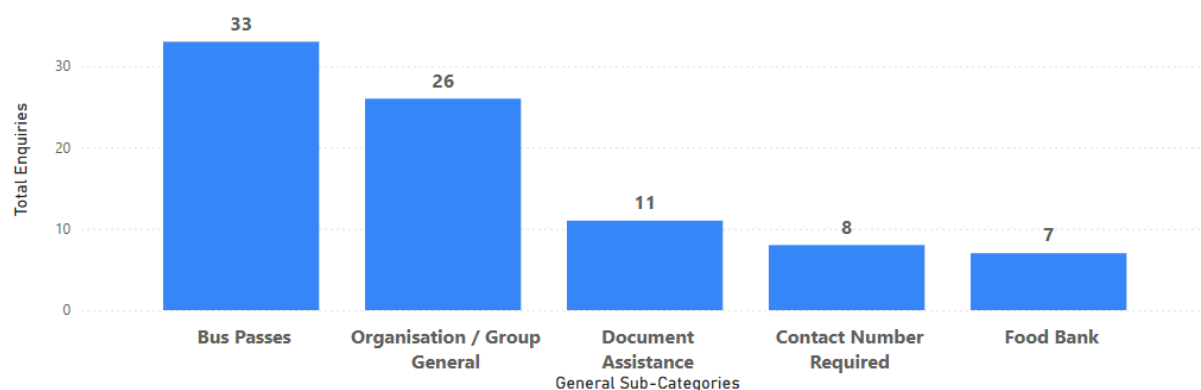
"Client came in today to appeal the decision on her blue badge application. Client did not receive the PIP points needed for a blue badge, but has subsequently obtained a doctors letter detailing physical decline since original PIP application 2 years ago. We have submitted a request for reconsideration together however, client would like more information/support on a PIP change of circumstance detailing the decline in their ability to move around."

"Client came in today as is feeling isolated and wanted to talk. No real support actually wanted but felt better after a little chat."

"Client has visited PCH today as she would like support and advice to lose weight and access support for her wellbeing/mental health with someone in person. Client is pre-menopausal which is affecting her depression. Have given client information on pre-menopausal groups but further information around weight loss and improving wellbeing is needed."

General

Top 5 General Sub-Categories by Enquiry



"Question regarding the requirement for a busking license. Information and the number for the council licensing department given."

"Client wanted to know if text messages they had received were a scam and also requested concessionary bus and rail travel information."

"Client wanted information on local computer skill refresher courses."

"Client needed help with bus pass application form and information on how to complete/evidence needed."

"Client enquired about a food parcel."

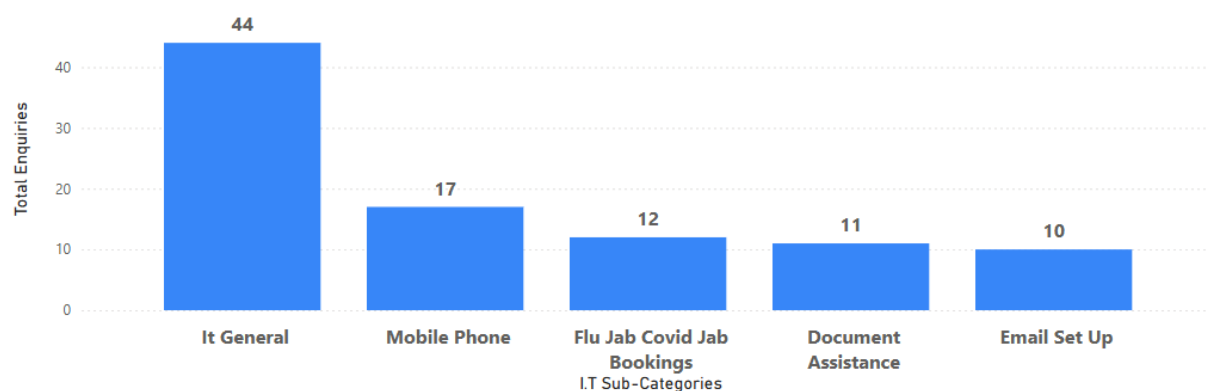
"Client has come today as he would like to look for supported employment."

"Client came in today to get some numbers for a handyman service."

"Information re complaints process and insurance claim following bad construction work under a government scheme."

I.T

Top 5 I.T Sub-Categories by Enquiry



"Client has visited Paignton Community Hub today as he has been having problems with his laptop and it won't connect to public WIFI. Have supported with IT to complete subject to access information request and have supported client to upload copies of ID and proof of address. Client also was supported to send photo ID to housing lead, as he is currently in temporary accommodation."

"Client needed support with IT. Discussed how to utilise their cloud storage and delete files to increase phone memory."

"Council tax bill enquiry. Assisted with providing information from gov website and completing online form."

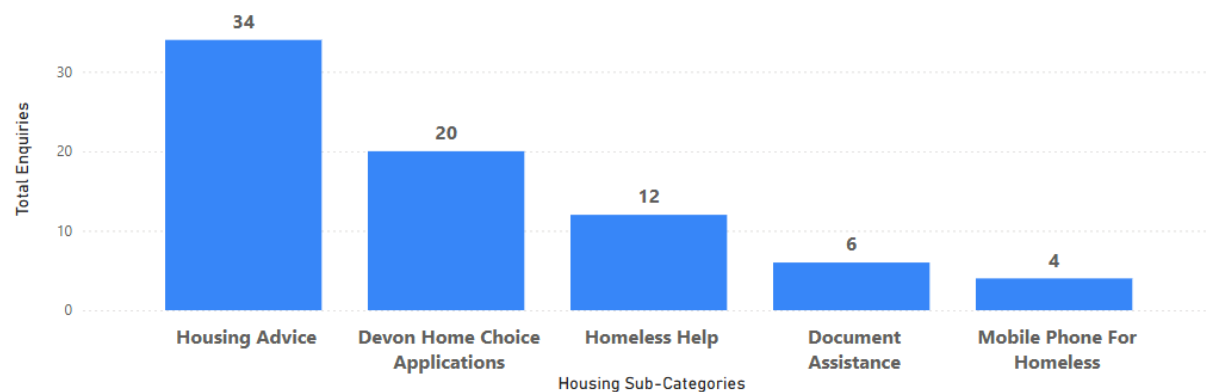
"Client needing IT support to create a driving licence check code for UC."

"IT support to print off emails from police and to support client to complete an anti-social behaviour report to Torbay council."

"Client came to complete an online postal vote form as his deadline was due and he has limited to no IT ability."

Housing

Top 5 Housing Sub-Categories by Enquiry



Client was supported to send photo ID to Teignbridge housing lead, as he is currently in temporary accommodation. Client was really anxious about contacting PIP to change his phone number and bank account details. Have advised that the website says to contact PIP enquiry line. Have also given client a list of estate agents as his housing officer has advised to contact some directly if he wants to stay in Torbay."

"Client needed support with accessing and using Devon Home Choice to bid, also gave client a list of private estate agents."

"Client has come into the hub today as she is currently in temp accommodation but feels unsafe where she is. She has had her phone broken and her belongings stolen. She feels that she is being goaded by the owner and this is effecting her mental health. she would like some support with a change in her accommodation. As her phone has been broken, she is unable to be contacted. I have therefore supported her in contacting the helpline from the community phone in the library."

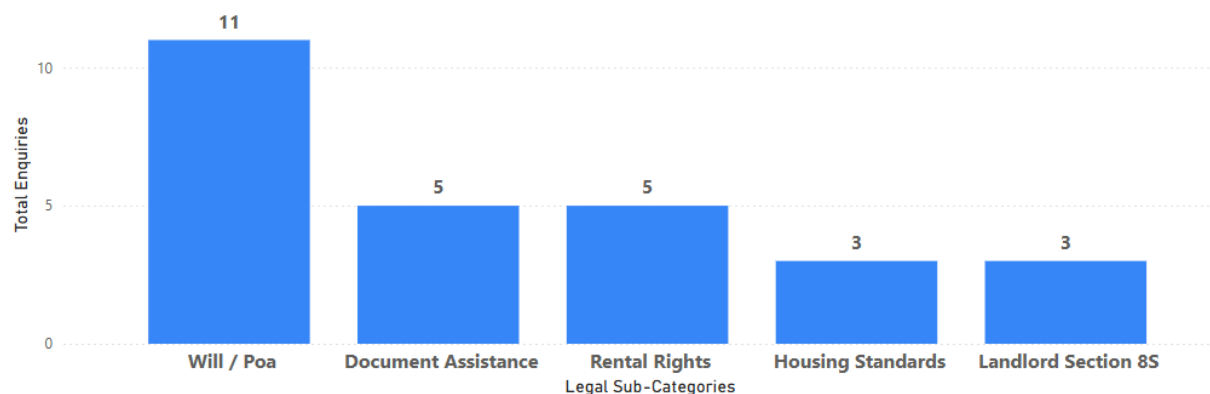
"Client has visited PCH today for support to complete Devon Home Choice Application following letter from Landlord to evict due to selling property. Client is finding it difficult to find new a new home and has been turned down 13 properties. Client is going to contact the housing team at Torbay this afternoon. Client is also needing financial advice due to current bills, have signposted Jordan to Eco Advice and Thrive Project."

"Client has come in today desperate for immediate support. She is moving away to start a new job and is currently with Sanctuary housing, living with her son and daughter. She believed that when she left that her son and daughter would be able to take over the tenancy however, they have been advised by Sanctuary Housing that this is not the case. Client came with her son who has various health issues and is the one at risk of homelessness, however he does not communicate or answer phones, so client needs advice on what to do next to support her son. I have given client the number for Torbay Council's emergency housing helpline number as well, as he is in urgent need of support due to risk of homelessness."

"Client is looking to relocate to Paignton and is in temp accommodation down here. Would like info on home swap & accommodation availability/support in finding a home."

Legal

Top 5 Legal Sub-Categories by Enquiry



"Client wanted support and information on writing a will."

"Client has come in today as she owns a flat in a block with others who are lease hold owners. They all pay service charges for upkeep of communal areas and maintenance is not being done. Most recently the communal laundry facilities are meant to be maintained within the service charge, however this has not been done and residents including client are now developing illness and rashes due to the lack of upkeep. Client would like some legal advice around this issue and how to progress so his maintenance is completed."

"Client came in today as the Solicitor has forwarded a formal copy of the S21 to her, with her official eviction date on it. She came in to chase the status of her advice. I have told her that I will pop an additional note on the system and that she has been referred to Citizens Advice Torbay so will hear back soon."

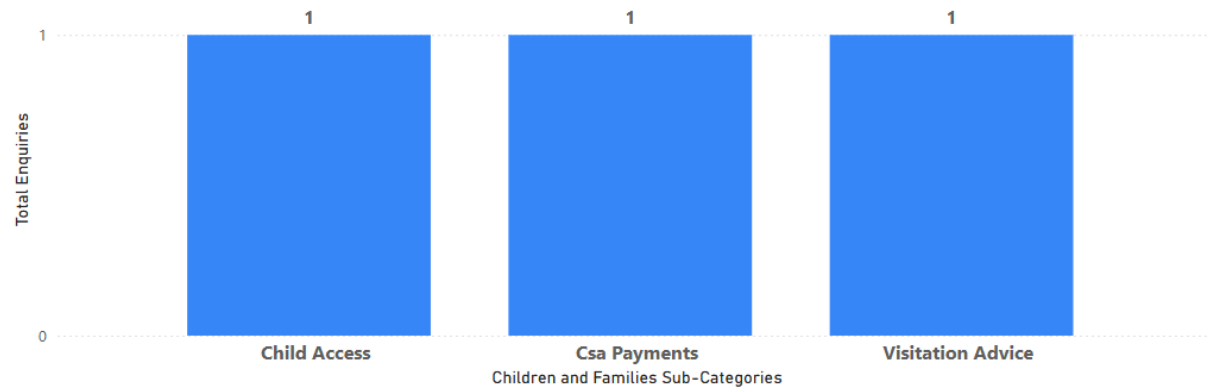
"Client recently received a Section 8 notice and attended a court hearing which his landlord failed to attend. The court therefore set a new and gave him a form to pursue a counter claim. Client is looking for legal advice and support prior to his next hearing."

"Client came in for information on how to apply for a DBS as a self employed person. We looked at the Council website for new drivers and it stated to contact an umbrella company (Anagram people) and arrange through them, as well as pay a subscription for 6 monthly checks through Torbay Council as this is mandatory. I have given client the details of both Anagram people and the subscription payments."

"Client wanted information on how to apply for Power of Attorney."

Children and Families

Top 5 Children and Families Sub-Categories by Enquiry

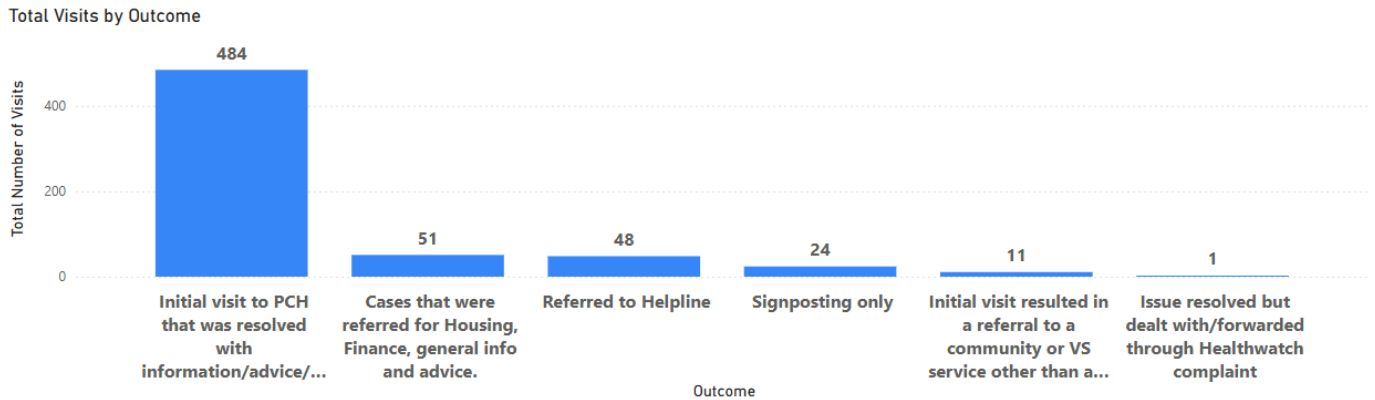


“Client wanted advice on how to arrange visitation access to their children following going to court.”

“Client wanted support with CA payments online.”

Visit Outcomes

The below chart shows the outcomes for the total visits to Paignton Community Hub in Q3.



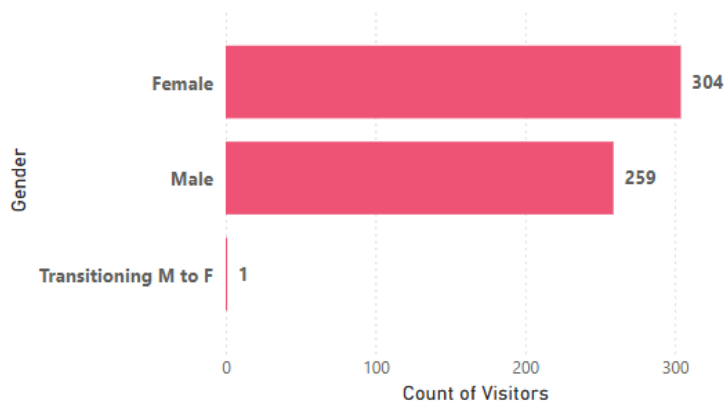
Note: Each visit may have more than one outcome which results in a larger number of outcomes than number of clients.

A significant proportion of clients' enquiries (**83.9%**) are resolved during a visit to Paignton Community Hub with information, advice, and guidance. The remaining **16.1%** of clients required an onward referral through Apricot into the helpline services or signposting to relevant support.

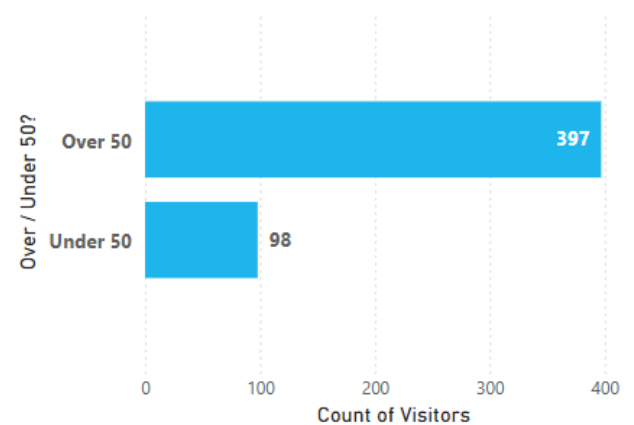
Demographics

The bar charts below evidence the different demographic data for all clients that visited Paignton Community Hub in Q3. 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.

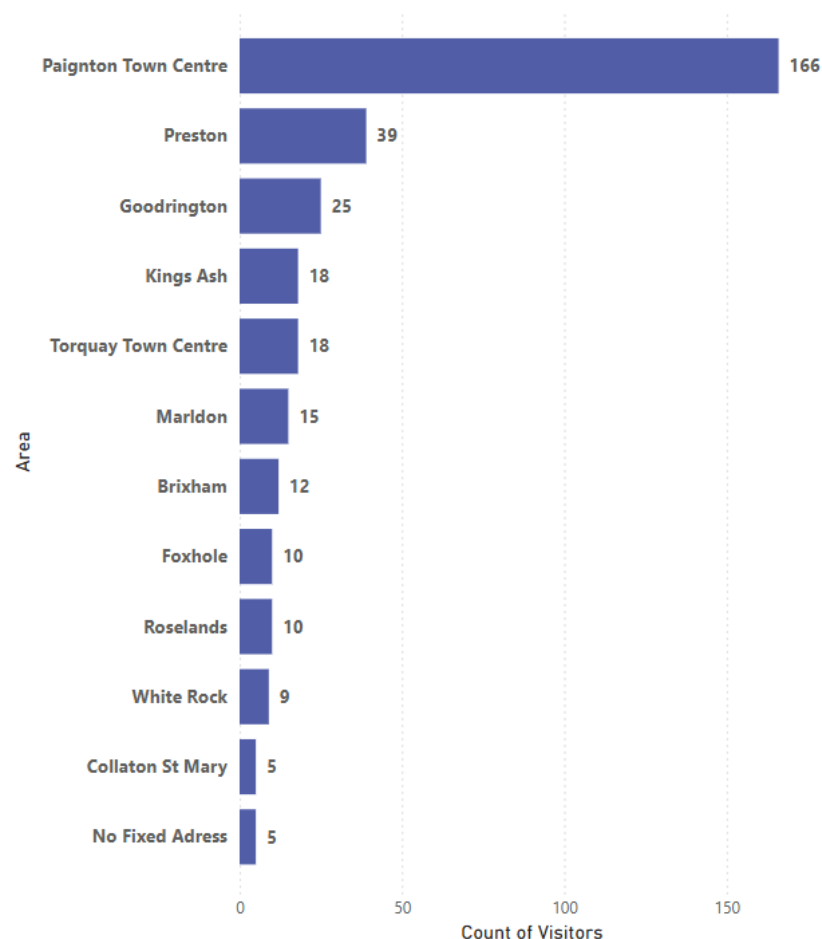
Total Visits by Gender



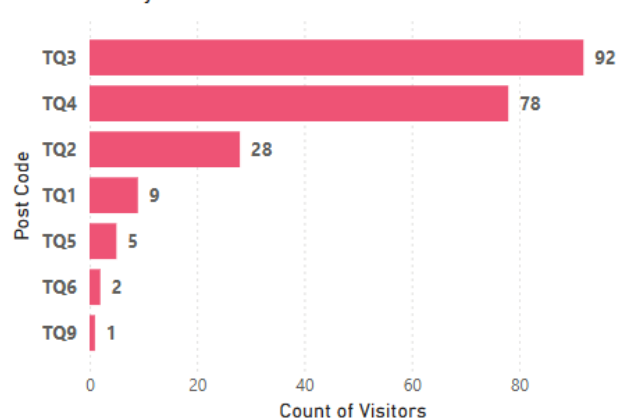
Total Visits by Over / Under 50



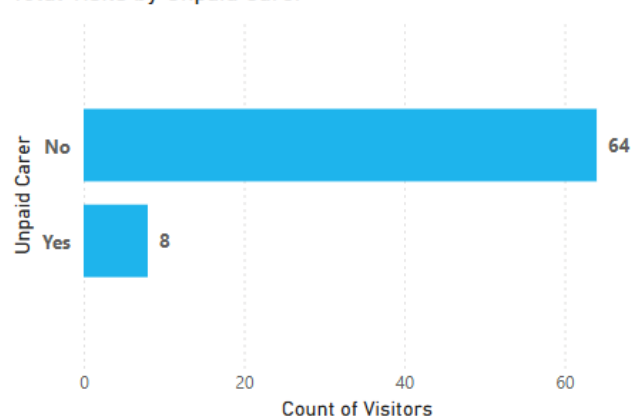
Total Visits by Area - (areas with 5 or more visitors)



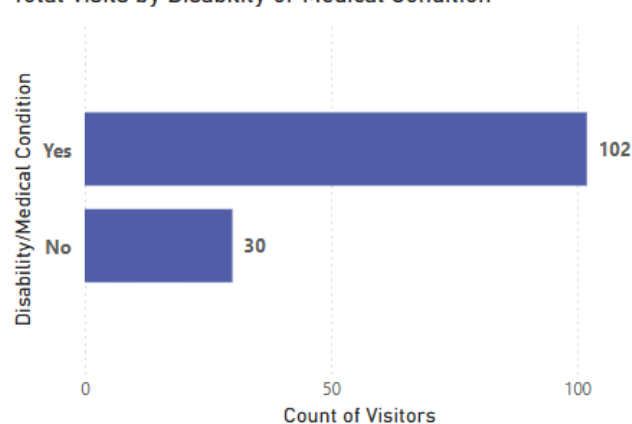
Total Visits by Postcode



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 Q3 are quite evenly split between male and female with **259** male and **304** female.

A significant number of visitors are over the age of 50 (**397** 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.

166 visitors were identified as living in the Paignton Town Centre, close to where the hub is located. The remaining **204** 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 and Goodrington, are where the vast majority of the hub clients live.

8 visitors identified themselves as unpaid carers. Separately, **102** visitors indicated that they have a disability or medical condition.

Case Studies

"I went into the hub because I couldn't access my email account on my phone. It was really stressful, especially because my hospital appointments were being sent to my email and I was worried I'd miss something important.

Thankfully, I was helped to recover my passwords, and once that was done, I was able to get back into my account. I felt so relieved and grateful—now I can keep up with my appointments and any other important messages I'm receiving."

"I can't thank the adviser enough for the help and support I received. I was struggling to live in my flat due to ongoing issues with the water tank, which meant I couldn't use my kitchen or bathroom properly. The property was also cold and damp, yet I was still being charged the full rent. Because of my financial situation, I wasn't able to move, and things became even more stressful when I was served a Section 21 notice to leave, with no offer of help from my landlord.

The adviser took the time to listen to my situation and researched my rights, explaining that landlords must make sure properties are fit to live in and properly maintained. They also told me that if a property is unfit for habitation or in disrepair, tenants may be entitled to a reduction in rent to reflect the loss of use.

With their guidance, I was able to write a clear and confident email to my landlord, explaining the legal position and stating that I was seeking advice. The adviser also referred me for extra support, which helped me explore my housing options.

Within a week, my landlord offered me a £1,200 rebate, describing it as a "goodwill gesture" linked to the Section 21 notice. This money made such a difference — it helped me cover moving costs and finally find a more suitable home.

I'm so grateful for the adviser's knowledge, empathy, and support. Without their help, I wouldn't have known I was entitled to challenge the situation or received the financial assistance I needed to move forward."

A local resident recently visited the Paignton Community Hub after receiving a letter from a pension company offering an unissued lump-sum payment of £900. Unsure whether the letter was genuine, the client approached the hub for support, concerned that she might be the target of a scam.

Our team assisted the client in carefully checking the legitimacy of the correspondence, including contacting the Financial Conduct Authority to confirm the company's registration and authorisation status. Once it was verified that the pension company was indeed legitimate, we supported the client through the process of claiming her outstanding lump sum.

The client was overjoyed to receive the £900 payment just in time for Christmas. She expressed heartfelt thanks to the team for their guidance and reassurance, sharing how relieved she was to discover the offer was genuine and not a scam.

Other Statistics

External Organisations

During Q3 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.

External Agency	Number of Clients
Vaccination Team (COVID/Flu)	4,211
Diabetic Eye Screening	689
A Better Life (Smoking Cessation and weight management support)	149
Eat That Frog (Back to work employment support over 50s)	116
I Can Do That (Employment support, counselling, form filling etc...)	72
Age UK (Counselling over 50s)	10 (October/November data only)
What's Your Problem? (Counselling, legal support, information on welfare rights, and family court proceedings)	9
Social Prescribers	4 (December data only as this started in December)
DWP	18
Torbay Recovery Initiative (Drug and alcohol rehabilitation and support)	79

The overall number of clients visiting external organisations was **5,357** with a large percentage of those being the Vaccination Team (**78.6%**) and Diabetic Eye Screening team (**12.9%**).

Volunteering

South Devon College students have again begun their placements at PCH. From the beginning of October, we have supported placements for three Health and Social Care students, three days a week. This equates to **12** hours a week and **121** volunteer hours during Q3.

This support increases capacity and strengthens links with local education providers.

Events Hosted and Attended

During Quarter 3 the following groups have used the hub facilities to host groups and interventions:

- *Healthy Minds Torbay* – continues to host a book club for clients to meet and chat in a supportive environment
- *Long Covid Group* – a regular monthly meet up
- *Eddystone Trust* – regular support offer
- *Disabled Sailing Association* (Oct – represented ECSW and PCH at boat naming event)
- Developed further links with Torbay Helpline, hosting a team leader for shadowing purposes and collaborative work (Oct)
- *DWP Moving forward Event* (Oct – shared hub information and offer)
- *Cancer Awareness Event* – Newton Abbot Races (Nov - attended with hub, shared hub information and offer and Healthwatch)
- *ECOE launch @ Parkfield* (Nov – shared hub information and offer)
- *Attended The Vulnerable Customer Network* (Nov)
- *Carers Event* (Nov – shared hub information and offer)
- *Self-Care Week* – PCH hosted several Wellbeing activities for the public in the hub space (Nov)
- *16 Days of Action* (Dec – shared Standing Tall information and shared hub information and offer)
- *Connecting Narratives* – Torbay Council (Dec - shared hub information and offer)



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
- Delivery of Trauma Informed training – working with the mental health team to support the delivery of deliver Trauma Clinics
- Development of a Health and Wellbeing Monthly drop-in session with H. Cayliss social prescriber – starting in January 2026
- Fortnightly hub team meetings and weekly attendance at Helpline team meetings.
- Direct Payments Event – collaboration between ECSW/Healthwatch and Torbay Council – event to be hosted in early 2026
- Early Cancer Prevention worker – new to role and attending events and drop ins.
- Collaboration with Public Health and local PCN exploring funding for a designated “Digi Booth”
- “Mug and Mingle Monday” initiating a monthly catch up for different organisations to share what they do with each other and the local community
- Cyber Scam Awareness Event – planned for Jan 2026
- Falls and Frailty Event – aimed end of March
- Exploring podiatry support offer in the hub – early 2026
- Law Works free legal support – ongoing planning
- Torbay Housing Team – offering appointments in the hub twice a month from the end of January 2026

Ongoing Continued Professional Development of PCH Staff

- Ongoing APRICOT updating of skills
- ABL (A Better Life) training – preventative guidance and referrals
- Drug and Alcohol Training – with Standing Tall
- TAN Training Events – What Benefits Can I Claim?
- ASIST Training
- Domestic Abuse Champion Training
- Evaluation in practice (Available via Domestic Champion Website) – using peoples lived experience to develop our approach when supporting others
- Energy Advice – Citizens Advice Torbay

Staffing Update

Our newly recruited hub advisor has successfully completed their probationary period and is working 20 hours a week – 09:30-13:30 Monday to Friday.

Following a successful work placement, we were able to recruit our DWP work placement person on a 6-month temporary contract. This is enabling the hub to continue to offer specific IT support and guidance – a service that is widely used, especially by older members of the community who are unsure of how to use a mobile phone and apps and do not have email addresses set up. The temporary contract runs until March 2026.

Feedback/Commentary on PCH

Below are some comments from visitors to Paignton Community Hub during Q3:

"I just wanted to say thank you for the information you provided. As a result of the info I received, my husband realised he was eligible to apply for Attendance Allowance — and his claim was successful. This has made a huge difference to us and has been a great financial relief for both of us. I really appreciate the support and guidance you offered."
- **Local resident**

"See I told you coming here would be helpful!" - Local resident to partner

"We'd be stuck without you, where would we go without you? There isn't nowhere else like this and all this tech, we are too old for it!" – Local resident

"I didn't know you were here, why don't we have something like this in St. Marychurch? We could really do with support like this that you offer. Most of the people in St. Marychurch are old and don't know where to get support from. Can you come over to us?" (Conversation then continued about a "Hub on the road" and the possibility of arranging a date to go over and see what support people wanting/need.) – Local Resident

"Thank you so much for everything you've done. It means a lot to actually see someone and talk to someone face to face. To actually have someone listen to what I'm struggling with. Fingers crossed for the rest" – Local resident

Feedback from External Organisations

Below are some comments from partnership organisations who have made use of the hub during Q3 to meet with clients:

"Thank you SO much for your involvement at our Carers' Celebration event on Saturday. The feedback received on the day from both Carers, and everyone involved was extremely positive.

Thank you again for your involvement on the day; it truly was a successful event, and this would not have been possible without your support." Torbay Carers Team

"Working alongside the team at the support hub in Paignton Library has been an incredibly rewarding experience for me. Their dedication to creating a welcoming environment makes it easy for members of the public to ask for help. We often see customers return with new issues or bring in friends for assistance. For me sharing a desk space means we are able to share information that helps us to work smarter rather than harder, and between us there is a wealth of knowledge. We also support each other with more challenging cases, especially when customers become annoyed or frustrated. I appreciate how they tackle even the small issues together—issues that may seem trivial but can be overwhelming for some individuals.

Sitting at a spare desk among them, I feel like part of a supportive team that genuinely cares about helping others. It is heartening to witness the positive impact the hub has on people's lives, and I am grateful to be a part of such a lovely and compassionate group."
– J Jones, 'I Can Do That'

"I just wanted to send you a big thank you from all of us for kindly allowing us to use the hub for our Education Recovery programme.

We have now had full feedback from participants, and this has been a huge help to those that completed the programme.

Please do keep in contact and if Operation Emotion can help you in any way, then we would be pleased to do so." – **S Canning, 'Operation Emotion'**

"Just a quick email to say how thankful I am for all your help during the Autumn/Winter Covid/Flu campaign.

As always yourself and your team have been amazing, very welcoming, nothing is ever too much trouble, you always make us feel welcome.

We have such positive feedback from our patients about being able to be vaccinated at the library, many of which have not been to the library in a long time. They are now visiting the library regularly, have met new friends and are accessing other services provided.

Please pass on my thanks to your team, I look forward to working with you again soon."
– K Wilson, Operations Manager for Paignton & Brixham PCN and Baywide PCN Vaccination Programme

Final Summary

The data collected during Q3 continues to reflect 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.

We have noted an increase in members of the public wanting to know how to access mental health support services. In particular those who are struggling with housing situations, have been given notice to leave their homes due to landlords wanting to sell their property, or are struggling to access funds to secure/pay for their accommodation and bills.

We have seen an increase in members of the public presenting themselves as homeless and needing support with housing applications and digital accessibility due to lack of SIM cards and charging up of mobile phones, and then the housing team being unable to make contact with the clients. This has led to client frustration and has supported the initiative to have a member of Torbay Housing team located in the hub to host face to face meetings at least twice a month from January 2026 onwards. A member of Torbay Housing team will be available for pre-arranged appointments on the third Monday of each month, starting January 19th. We will be monitoring the number of clients accessing this service and hopefully moving to support twice a month as soon as possible.

Due to an increase in support needed with online and digital forms, the hub is trialing a triage system from January 2026, where clients can book an appointment with an advisor. Prior to the booked meeting time, the client must share what form/document they are struggling with so they can be informed of the documentation required to complete any applications. Once it has been ascertained why a client is struggling, the advisor will focus on supporting the client to be able to complete and upload any documentation independently, rather than it being done for them. The aim is to support members of the community to feel confident in accessing forms and completing them independently, and a PCH advisor is there to offer technical know-how, not advice or guidance on what should or shouldn't be included.

We have noted that some clients have become more challenging when they do not receive immediate help or the response that they believe they should have. Due to open communication between our partner agencies and the 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 share the same information with clients.

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

Based on growing evidence, PCH continues to respond to the local community's rising and increasingly complex demands and also offers preventative support through statutory and non-statutory organisations.

“An inclusive, innovative and independent champion for the aspirations of local people.”

Contact us

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