

# Pioneering Care Partnership Annual Report 2022-23



The Queen's Award for Voluntary Service

**PCP** 

Health, wellbeing  
and learning for all





Team



Supportive



Making a  
Difference



Friendly



Positivity





# In this year's report

Chair's welcome	1 - 2
Message from Carol	3 - 4
Missions, aims and objectives	5
This year's headlines	6
Quality overview	7 - 8
Volunteering	9
Senior leadership team	10
Celebrating 25 years of making a difference	11 - 12
Making a difference stories	13 - 14
Pioneering Care Centre	15 - 17
Befriending Group	17
Community Garden	18
Events, classes & courses	19 - 20
Warm spaces	21
Hydrotherapy pool	22
Options & Social Club	23
Together 21	24
Centre renovations	25 - 26
Cancer Awareness Team	28
Community Connect	29
Community Research Team	30
County Durham COVID-19 Resilience Team	31
Happiness Hubs	32
Healthwatch County Durham	33
Healthwatch South Tees (Middlesbrough &, Redcar & Cleveland)	34
Healthwatch Stockton-on-Tees	35
Healthwatch Sunderland	36
Macmillan Joining the Dots	37
Pop Up! Community Hub	38
Primrose Lodge	39
Reaching Out Across Durham (ROAD)	40
Stockton-on-Tees Community Wellbeing Champions	41
Wellbeing for Life	42
Workplace Health County Durham	43
What's new for 2023-24	45
Thank you	46
Income and expenditure	47



## Chair's welcome

As PCP's incoming Chair of Trustees, it is my pleasure to share with you PCP's annual report for 2022-23. It's been a busy year again, with lots of change; here at PCP nothing ever stands still! We continually strive for best practice in governance, and during the year the Charity Commission approved our suggested changes to PCP's governing documents. Trustees and leaders spent time considering what we do, who we aim to support and what PCP's future looks like.

PCP was originally set up to work across County Durham and Darlington, we concluded we needed to change the area covered to the 'North East of England and beyond'. This recognises where we currently deliver, but also enables activity outside of the North East. Also, we unanimously agreed our emphasis on striving to equip the people we support with the skills and knowledge to help themselves was important. Therefore, we've added 'building capacity' into our charity objects. In the coming months, Voting Members will consider these changes and we will seek to pass a special resolution to adopt the changes.

We've also held joint sessions with staff to look at the 'Good Governance Code' to review how we fare against each section, and what more we can do to improve and develop. An action plan has been developed, and along with PCP's multiple externally assessed quality standards, this will drive improvements across PCP.





Carol, PCP's Chief Executive, talks about the multiple achievements from the year in her message, but I wanted to take the opportunity to thank our dedicated, highly-skilled and passionate team of staff and volunteers. PCP continues to go from strength to strength. We receive excellent feedback from partners, commissioners and those we support, and this is down to each person who works tirelessly to provide first class services. One of my favourite parts of being a trustee is when I hear about the projects and services and see the impact we have. Trustees are incredibly grateful to the whole team, thank you for always going the extra mile.

PCP has been supporting people for a quarter of a century! In January 2023, PCP was officially 25 and we kicked off celebrations with flowers for PCP's founding Chief Executive, Jane Hartley, and founding trustee, Carol Briggs. Both Jane and Carol were thrilled we acknowledged their contribution, and during 2023-24 we'll continue to mark this momentous anniversary. Finally, I would like to thank fellow trustees who supported PCP during 2022-23:

- 🌿 Carol Briggs
- 🌿 David Cockburn
- 🌿 Brenda Davidson
- 🌿 Barry Knevitt
- 🌿 Vijaya Kotur
- 🌿 Dame Dela Smith DL



Particular thanks are extended to Barry Knevitt. Barry was the Chair of Trustees until November 2022. During his tenure, he provided guidance to the Board of Trustees and support to the Chief Executive and wider staff team. We wish Barry all the best as he pursues new interests and dedicates more time to his travels.

I hope you enjoy reading this year's annual report.




Heather Brewster, Chair of Trustees





## Message from Carol

2022-23 has been another year of outstanding achievements for PCP. Our 49 projects and services across the North East have supported over 81,000 individuals with health, wellbeing or learning initiatives, an increase of over 36% from the previous year. The need for our projects and services in local communities continues to grow and of those who we support:

-  **90%** report improved lifestyle
-  **79%** have increased knowledge or skills
-  **86%** tell us their confidence or self-esteem has grown

We've developed new projects, extended our partnerships and assisted to drive forward system-wide improvements to mental health and prevention services. We continue to be recognised for leading the way in developing new relationships across the voluntary and community sector and play a key role in bringing people together.

Quality and continuous improvement is the backbone of ensuring we excel at what we do, and the golden thread that runs through the organisation is skilled, passionate and experienced staff and volunteer teams. Whether they are directly working with those we support, or working behind the scenes, each and everyone shares a dedication for our mission and an aim to be the best they can - thank you to each and every member of the team.

We've had a very busy year, lots of recruitment (thank you HR), new projects to mobilise and staff have returned to some office working too. Bringing teams together has been welcomed across the organisation. PCP prides itself on making a difference through our approach to positive and supportive teamwork; during the pandemic teams were connected, but there is nothing quite like having good conversations to plan, develop and seek solutions in person.

PCP is governed by volunteers and many of the projects we provide rely on volunteers and I extend my personal thanks to them for their dedication to the charity and people they work with. Our volunteer numbers remain consistent at around 350, and during 2022-23 volunteers gave 8,024 hours of their time. This equates to over £87,000 of support to the charity and is an increase of over 49% from the previous year, returning us to pre-pandemic levels of support.

People make our organisation brilliant and during the year the charity was recognised for its achievements on through externally assessed quality standards. We were



## Pioneering Care Partnership Annual Report 2022-23

delighted to maintain 'Ambassador' status of the regional Better Health at Work Award, we continue with our commitment to be a Disability Confident and Carer Friendly employer. Having recently been reassessed against Investors in People standards the Assessor noted, "Your people clearly are advocates of the work PCP does and state PCP is a great place to work – with many seeking out PCP as a preferred employer. PCP inspires people to be on their 'A' game and work at their best. People are motivated by active involvement in supporting communities, their work is delivered with pride, and they want to do the right thing for the environment and the future." I couldn't have said it better myself!

Every year I talk about the pride I have in leading our wonderful charity and as I enter into my 20th year with PCP I am excited for the future. As we grow, PCP has enhanced the senior team to sustain and develop our offer even further (see page 10). Recognising internal talent and recruiting those with new and different skills we've created a strong and focused Senior Leadership Team; this will add a new dimension will bring fresh ideas and new ways of working.

Looking ahead to next year, we've invested in new operational posts, additional project management for Options and Together 21 so we can't wait to see how these develop. We're at a crucial stage with the Pioneering Care Centre renovation plans, this is a significant investment of charitable funds, but the benefits for people longer-term will be immeasurable, more on this on page 25 and 26.

It is always my pleasure to bring you PCP's Annual Report. This provides a snapshot of what we achieved last year. As always if you'd like to chat about anything in more detail do get in touch. Finally I'd like to officially welcome PCP's new Deputy Chief Executive, Liz Fisher. Liz joins us with extensive experience in the sector and a strong passion for the North East. I know she will be an amazing addition to our team and I'm looking forward to developing future plans together. Enjoy PCP's 2022-23 Annual Report.

Best wishes,  
Carol







## Continuing to promote PCP's mission of, 'Health, Wellbeing and Learning for All'

The Pioneering Care Partnership (PCP) is a multi-award winning health and wellbeing charity, working across the North East.

The organisation's purpose is: "To improve health, wellbeing and quality of life for people disadvantaged by disability, age, ill health and/or caring responsibilities, and reduce inequalities in health overall."

PCP aims to improve health and wellbeing through development and provision of:

- 🌿 Services that build capacity with individuals and communities to improve their own health and wellbeing, and to have greater choice and control
- 🌿 Services that tackle health inequalities
- 🌿 Locally accessible services in community settings

The long term outcomes for PCP are:

- 🌿 To promote independence, choice and control
- 🌿 To improve lifestyle
- 🌿 To increase knowledge and skills
- 🌿 To improve physical health
- 🌿 To improve confidence, self-esteem and wellbeing
- 🌿 To improve economic wellbeing
- 🌿 To build community capacity
- 🌿 To improve access to services for disadvantaged communities and groups
- 🌿 To promote social inclusion



## This year's headlines - a round up of what's happened!

Read all of our news stories and highlights from throughout 2022-23 on our website.

Visit [www.pcp.uk.net/news](http://www.pcp.uk.net/news)



Over 800 people attend Pioneering Care Centre Jubilee celebrations



Options Social Club makes a comeback at the Pioneering Care Centre



PCP shortlisted as Most Inspiring Employer at North East Business Awards



Pioneering Care Centre opens its door as a warm space for communities



PCP Befriender, Jean, nominated in North East Charity Awards



Healthwatch Sunderland successfully appeal for national easy read information



PCP leads on gathering lived experience of mental health in County Durham



Healthwatch host regional event to celebrate ten years of Healthwatch



Together 21 receive £34,000 to support children with Down syndrome



## Quality overview

PCP is an award-winning charity recognised for the difference it makes not only for communities, but also for its offer to staff and volunteers. During 2022-23, PCP achieved:



The Disability Confident Employer status recognises PCP as an employer that has a positive approach to employing people with a disability.



The Volunteer Kitemark from Durham Community Action, awarding PCP for offering a high quality and positive volunteer experience.



Patient  
Experience  
Network

The PCP Cancer Awareness Team were shortlisted with other services at the Patient Experience Network Awards (PENNA) for 'Busting Myths in the Community'.



North East  
**Better Health**  
at Work Award  
Ambassador Status

Maintaining Ambassador status from the Better Health at Work Award showcases PCP as an employer that promotes health and wellbeing in the workplace.



Volunteer 'Befriender', Jean Griffiths, was shortlisted as Charity Champion of the Year in the North East Charity Awards.

Jean goes above and beyond for PCP - she supports our Befriending Services and leads the Befriending Group at the Pioneering Care Centre. Although Jean didn't take home the crown this time, she's still a winner in our eyes!



North East England  
Chamber  
Business  
Awards

Inspiring females awards  
2022 shortlist

Shortlisted as Most Inspiring Employer – Medium Business category from the North East of England Chamber of Commerce.



Royal  
Horticultural  
Society

The Royal Horticultural Society Northumbria in Bloom 'It's Your Neighbourhood Award' awarded the Pioneering Care Centre's Community Garden a Level 5 Outstanding.



Great Aycliffe  
Town Council

The Pioneering Care Centre's Community Garden was awarded 'Best Community Garden 2022'.



Accredited Contractor  
CHAS.co.uk

Accreditation from CHAS highlights PCP as a compliant provider and supplier that mitigates risks and supports efficient supply chain management.



## Volunteering

PCP is proud to be supported by **354** volunteers, who gave up **8,024** hours of their time to help us continue to make a difference. This amount of time equates to an in-kind contribution £87,462 using the Real Living Foundation rate as a benchmark.

✿ **97%** of volunteers reported an increase social interaction

✿ **92%** reported an increase in skills and knowledge

**"All of our volunteers play a crucial role in helping us support people. I'd like to thank our volunteers for going above and beyond to help us make a difference."**

**- Carol Gaskarth, PCP Chief Executive**

Melvyn was previously a teacher and worked with young people that needed support. He is now semi-retired and wanted the opportunity to give something back to his local community.

Melvyn joined PCP as a volunteer in the Community Garden, bringing his knowledge and passion for the environment to support the day-to-day maintenance of the space.

Melvyn said: "I simply want to give something back to fulfill my beliefs and support others to develop a lifestyle in line with the planet."



Healthwatch Sunderland's Youthwatch volunteers

## Senior Leadership Team

PCP's commitment to providing excellence as a charity, and the desire to support more people and communities, led to the development of a new Senior Leadership Team during 2022-23.

Starting with the recruitment of a new Deputy Chief Executive, the organisation also sought to enhance leadership in central/core areas as well as develop oversight across the breadth of projects we support. The new Senior Leadership Team was appointed early in 2023-24 and together they bring a wealth of knowledge, skills and expertise across a range of disciplines at a strategic level.

The wider Senior Leadership Team will work alongside the Chief Executive and Board to help develop the organisation now and for the future. After a hugely successful 25 years we're excited to plan for the coming years. If you'd like to find out more or would like to meet our senior team please get in touch.



**Carol Gaskarth, Chief Executive**

**Liz Fisher, Deputy Chief Executive**



**Melanie Bear, External Partnership Manager**

**Vicky Browning, Operations Manager**



**Jo Davies, Finance Manager**

**Rebecca Morgan, Project Development Manager**



**Gayle Goldsmith, Project Development Manager**

**Sandra Roberts, Governance and Development Manager**



**Bobby Hewitson, Project Development Manager**



## Celebrating 25 years of making a difference

PCP has been at the heart of the community since 1998. It's a milestone occasion, as 2023 marks PCP's 25th anniversary of supporting communities and working towards its mission of 'Health, Wellbeing and Learning for All.'

It all started in Newton Aycliffe, with the construction of the Pioneering Care Centre in 1999. The Centre was built for people to access health and wellbeing support, with a vision to be a one-stop-shop for local services.

**Helped 4,913  
organisations  
and businesses**

**Held 118 events for  
local communities  
with 33,101  
people attending**

**201,653 carer respite  
hours offered through  
our Options service**

**Provided opportunities  
to 2,534 volunteers**

**Enabled 114,002 volunteer hours,  
equating to £1,356,624 in social value**

**Provided employment  
opportunities for  
509 local people**

**454,831 people  
supported through  
projects and services**

**Delivered 86,823  
hydrotherapy pool appointments**

**Employed 499 people**

**Welcomed 4,443,906  
visits to the  
Pioneering Care Centre**





## PCP WINS 2010 NORTH EAST EQUALITY AWARD



## Work Starts on £2.5m Care Centre in Newton Aycliffe



Left to right: Marion Usher, Social Services; John Moran Mayor of Sedgefield Borough; Derek Foster M.P., Chairman of PCP; Mayor of Great Aycliffe Angela Fleming; Jane Hartley PCP Project Manager; Paul Irving, Health Authority.



## PCP TRUSTEE CAROL BRIGGS VICTORIOUS

### Charity's excellence recognised



## 'Dive In' appeal to fund £200k Newton Aycliffe pool revamp

## Queen's Award honouring volunteer efforts handed to Newton Aycliffe-based charity tackling health inequalities across North-East



## PCP Earns Quality Award

The Pioneering Care Partnership (PCP) has been awarded ISO 9001 certification which recognises the quality of the service it delivers to customers. ISO9001 is a rigorous set of quality standards which ensures the highest levels of service and procedures are adhered to in order to provide the best possible customer experience. PCP's Chief Executive Jane Hartley commented on achieving such an important certification "We have always been proud of the excellent level of service we offer our clients, and are



## Tony Returns to Praise Success of Pioneering Care Centre

Tony Blair visited the Pioneering Care Centre during his trip to the area yesterday. His last visit was to lay the foundation Stone for the centre in 1998 so he was more than impressed by the recent expansion of the centre through the addition of an extension due to open in June this year. Tony Blair said: "It's fantastic to come back to the Pioneering Care Centre - a place that I first visited when I laid the foundation stone in 1998. It's then, bringing public and private together in this way, a fairly new concept. But it's just what we need here and the huge number of people the centre brings together to access the essential services it





## Making a difference stories

See behind the scenes of PCP, our projects and services and hear from the people PCP supports and works with to make a difference:

Yvonne lost her mam, sister and auntie, and on top of this, she was on the high risk register and advised to not mix with others to protect herself from COVID-19. Due to this, Yvonne could not see other members of her family or friends for support, and became stressed and isolated.

Following a referral to the County Durham COVID-19 Resilience Team, Yvonne worked with COVID Resilience Coordinator, Donna. Donna supported Yvonne to access bereavement counselling to help her through her grief, connected her to a befriending service to support her feelings of loneliness, and organised support from a local foodbank. Donna helped Yvonne to work towards small and achievable goals to help her build resilience in her life.



**“If you didn’t come in my life when you did, I don’t think I would be here now.”**



The Happiness Hubs distributes funding to organisations or community groups in County Durham and Darlington. PCP allocated Harbour a grant to deliver support sessions in the community.

A client, said: “The face-to-face groups have been a massive support for me as I walk along the road to recovery. It is so comforting to be with other women that just get it. Everyone is there to support one another and never judge. We are all individuals, often with very different circumstances but there is a common thread that links us all. It’s the mutual understanding, caring and respect that makes the group feel special.”

## Autumn booster uptake in Billingham

The Stockton-on-Tees Community Wellbeing Champions (SCWC) found that the uptake of the COVID-19 booster vaccinations was not as high as anticipated in Stockton. The SCWC asked their team of volunteer 'champions' if there were any barriers preventing people from getting the Autumn booster vaccination?

There were a few different reasons for people not getting their boosters however, it became apparent that accessibility was an issue. Autumn booster vaccination pop-up clinics had been placed in Wellington Square as it is an area of high footfall in Stockton. However, there were no available clinics in Billingham, and even scheduled appointments were given to residents of Billingham in Fairfield, Stockton.

This feedback was passed on to Stockton-on-Tees Borough Council's Public Health Team to encourage a pop-up clinic to be set up in Billingham. This was followed up, with four pop-up clinics set up around the Billingham area. From this, 90 people who attended and received their autumn booster vaccination.



**NHS**

A walk-in COVID-19, Autumn Booster Clinic is coming to **BILLINGHAM**

**Friday 16th December**  
Billingham Library  
Billingham Town Centre  
TS23 2LN

**9:30am - 4:30pm**  
No appointment needed just walk in

**Autumn Booster Jobs available for:**

- \* Age 50+
- \* Age 18+ & frontline health and social care workers, high risk groups, pregnant women, people who have, or live with someone who has, a weakened immune system

To find out if you are eligible for the COVID-19 Autumn Booster  
Scan the QR code



**“It's great to get access to up to date health and wellbeing information and to disseminate amongst the people who use our services.”**

**SCWC Champion**

The Cancer Awareness Team attended a community market place event. A man visited the stall and said he had received a test on display, but he had put it away as he thought it was a COVID-19 test. The team explained it was a bowel screening kit. He was confused because he was only 55 so not due for screening. The Cancer Awareness Worker advised the screening age had been lowered. They went on to demonstrate how to complete a sample kit. The man said this support made it easy to understand and he confirmed he did the test when he got home.







# Discover the Pioneering Care Centre





## Pioneering Care Centre

A healthy living centre and the heart of the community located in Newton Aycliffe, the Pioneering Care Centre (PCC) offers diverse services, activities and events to help you feel your best. Home to:

- ✿ Great Aycliffe & Middridge Partnership
- ✿ Garden Kitchen
- ✿ House of Eden Day Nursery
- ✿ Hydrotherapy Pool
- ✿ Jubilee Medical Group

- ✿ NHS Podiatry
- ✿ NHS Speech & Language
- ✿ Room Hire
- ✿ Tees Esk & Wear Valley NHS Foundation Trust
- ✿ The Village Pharmacy

During 2022-23:

- ✿ **92%** of people reported improved lifestyle from visiting the Centre
- ✿ **96%** increased in confidence
- ✿ **88%** made friends and met new people
- ✿ There were **303,375** visits to the Centre

Pam cared for her parents for seven years - she had given up her career to look after her parents and became isolated. Pam saw an advert for volunteering at the PCC and came in for a chat. She had a catering background and joined our Garden Kitchen team as a volunteer to support our community.

Pam said: "Being part of the PCC has given me a lot of friends and confidence to go forward."





## Befriending Group

The befriending group offers support to local people who may be experiencing loneliness or isolation.

Delivered from the Pioneering Care Centre, the befriending group has grown, with two groups currently offered per week.

- ✿ **180** people signposted for support, with **129** clients opting to access the service
- ✿ An average of **15** people attend a befriending group each week
- ✿ **91%** of clients reported improved confidence, self-esteem and wellbeing
- ✿ **62%** improved lifestyle



Up to 2015, Callum worked in the care industry as a support worker for young adults. He then went on to work as a volunteer until 2020, when due to the pandemic he had to stop volunteering. As a result of being absent from volunteering, he lost confidence and felt isolated. Coming to the befriending group and helping to run the group has massively restored his confidence.





## Community Garden

The Pioneering Care Centre's award-winning Community Garden relies upon a team of dedicated and passionate volunteers to maintain and develop the site.

Home to a selection of plants, flowers, fruits trees, raised beds and more - the Community Garden is a great place to relax, 'potter' or meet new people

- ✿ **114** people benefitted from the Community Garden
- ✿ **26** interactive learning and development sessions delivered
- ✿ Volunteers provided **820** hours of support
- ✿ **80%** found the Community Garden promoted independence
- ✿ **100%** improved their lifestyle from using the Community Garden
- ✿ **70%** reported improvements to physical health
- ✿ **90%** reported increase confidence
- ✿ **70%** of people using the Community Garden, made new friends





## Events, Classes & Courses

Throughout the year, the Pioneering Care Centre opens its doors to communities to offer events, classes and courses. Aimed at improving the health, wellbeing and opportunities to local people, during 2022-23:

- ✿ PCP delivered **10** ongoing groups, including a gardening group, a fitness class, a befriending group, a walking group and a cycling group for both beginners and intermediate levels
- ✿ **12** events were delivered, with a snap shot including a Queen's Jubilee Celebration, a Summer Fayre, a Halloween Fun Day, a Christmas Carol Service and a Christmas Fayre
- ✿ **92%** of people attending an event, class or course reported improvements to their lifestyle
- ✿ **96%** of people attending a class or course reported improvements to knowledge and skills
- ✿ **88%** of people attending a fitness class reported improvements to their physical health







Queen's Jubilee Celebrations - May 2022



Options Christmas choir - December 2022



Summer Fayre - August 2022



Christmas Fayre -  
December 2022



Together 21 graduation -  
July 2022



## Warm Spaces

In 2022, PCP applied for a grant of £1,000 from Durham County Council and the County Durham Community Foundation to offer the local community a warm space and a free hot meal.

To support communities with the cost of living crisis, the PCP Board of Trustees agreed to further fund the initiative out of charitable reserves.



280  
visits to  
the warm  
spaces

17  
warm space  
sessions  
delivered

17  
referrals to  
further  
support

“Thoroughly enjoyed attending each week, staff have been welcoming and caring and always kept the children happy and engaged, we will miss coming every week.”





## Hydrotherapy Pool

The Pioneering Care Centre is home to one of the regions only self referral, community hydrotherapy pools. Making a splash in 2024, the hydrotherapy pool is set to be renovated to improve its capacity and features. During 2022-23:

- ✿ There were **180** registered hydrotherapy pool user clients
- ✿ **2,904** individual pool sessions were provided
- ✿ **660** group sessions were provided

The hydrotherapy pool supports people:

- ✿ To relieve pain, muscle tension and inflammation
- ✿ To reduce stress and anxiety
- ✿ To improve muscle and tone
- ✿ To support rehabilitation



“With MS and stiffness, balance makes exercising on dry land difficult and painful. Having regular hydrotherapy exercises makes it possible to exercise. After several sessions, I have found an improvement in my pain levels and coordination due to improved core strength.”

Hydrotherapy pool user

Set to be refurbished in 2023





## Options & Social Club

For adults with physical and learning disabilities, Options supports members to make informed choices, build on life skills and develop independence. The service is delivered from the Pioneering Care Centre and is proud to be celebrating 25 years of making a difference as PCP's longest running service. Last year:

- ✿ **15,043** carer respite hours were provided
- ✿ **245** structured workshops delivered
- ✿ **46** activities to reduce anxiety and promote positive mental health were delivered
- ✿ **5** volunteers provided **770** hours of support



**100% of members reported improved confidence, self-esteem and wellbeing**

### Options Social Club

We were thrilled to welcome back our Options Social Club with an opening ceremony was held to celebrate the return of Options Social Club at the Pioneering Care Centre following the pandemic.

**An average of 22 people attended Options Social Club each week**





## Together 21

Developed with carers and parents, Together 21 helps children and young people with Down syndrome and their families with engaging sessions promoting life skills and learning. During the year:

- ✿ **43** children and young people were supported
- ✿ **123** parents, guardians, carers and siblings benefitted
- ✿ **5** volunteers gave **360** hours to help the group
- ✿ Over **£60,000** received in grants and donations
- ✿ **95%** felt their children's knowledge and skills had increased
- ✿ **91%** of clients accessed other PCP services

# Together 21

To celebrate World Down Syndrome Day, Together 21 launched its Rock Your Socks campaign to raise awareness of Down syndrome.

To support the campaign, staff, children, young people and families got together to perform the Bruno Mars song 'Count on Me' in Makaton. Find the video on PCP's YouTube channel @PioneeringCare Partnership

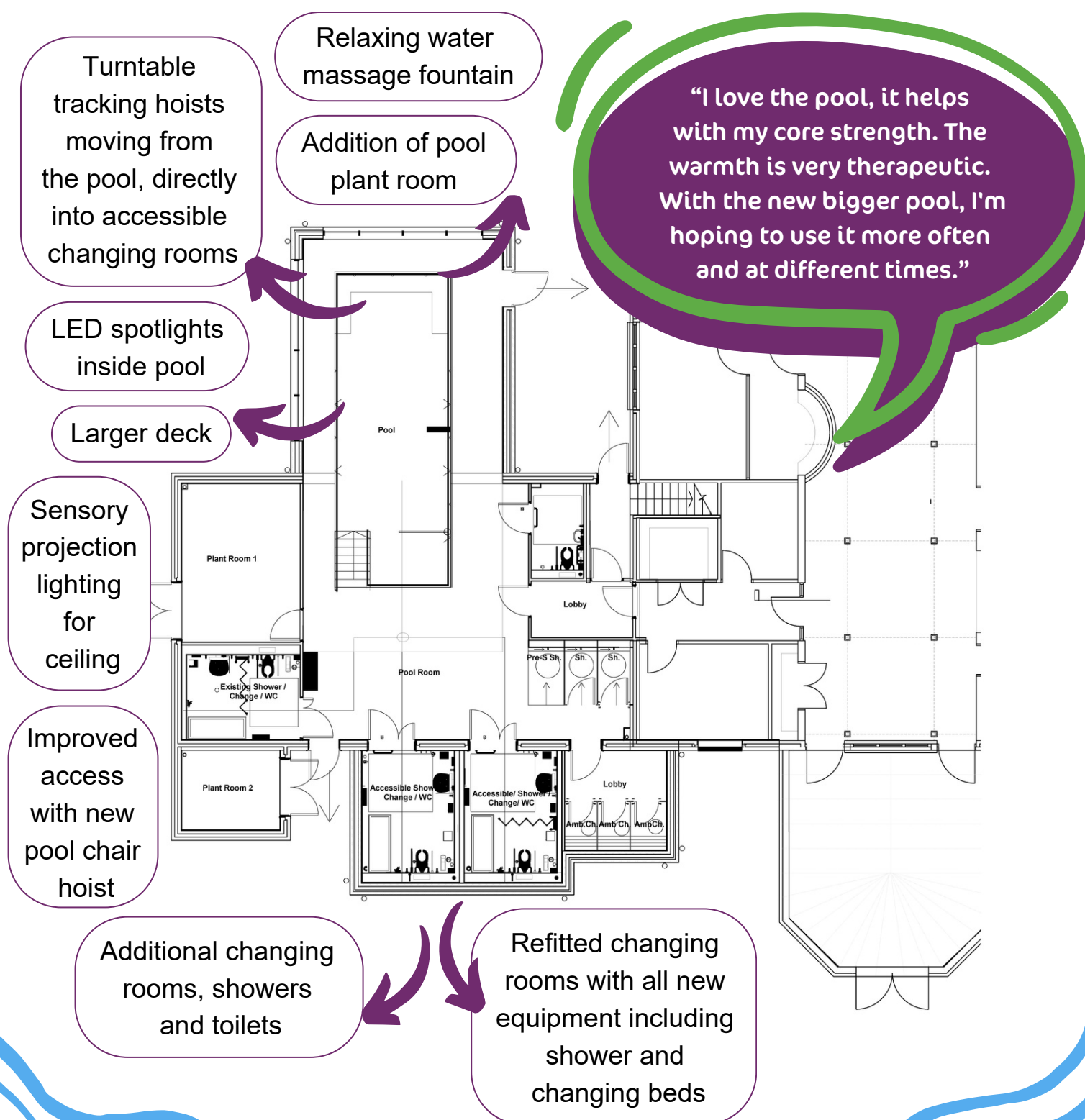




## Centre renovations

There's been lots happening behind the scenes at the Pioneering Care Centre! Making a splash in 2024, a fully refurbished hydrotherapy pool and facilities, and an extension to our Options service's dedicated space.

The new hydrotherapy pool will be **9.6m by 3.5m** and able to offer double capacity of 6 to 12 when completed. The pool will have a depth of **1.2m** throughout. For future updates, visit [www.pcp.uk.net/hydrotherapy-pool-redevelopments](http://www.pcp.uk.net/hydrotherapy-pool-redevelopments)





## Pioneering Care Partnership Annual Report 2022-23

Members from the Options project are excited for the upcoming extension to their room at the Pioneering Care Centre. The extra space will provide more individual space for activities and benefit a wider range of engaging group sessions.

We asked our Options members what they thought about the extension. They said:

FLAPPY  
FACE

fantastic



more space - more  
Accessible



**“The Options extension will enable PCP to support our community further with more space allowing more members to join.”**

**Carol Gaskarth, PCP Chief Executive**





# Discover our projects & services







## Cancer Awareness Team

The Cancer Awareness Team works throughout County Durham to raise awareness of screening, symptoms and aid prevention of common types of cancer. The team visit communities to promote long term healthier lifestyle choices that are linked to the reduction of cancer.

- ✿ **86** conversations had about symptoms of cancer leading to a GP referral or screening service
- ✿ **4,442** cervical, bowel or breast cancer prevention workshops delivered
- ✿ **3,551** leaflets distributed to communities to raise awareness
- ✿ **100%** of people supported reported improved physical health



“From delivering a session on prostate cancer awareness, we were approached at the end of the session by a man who asked a couple of questions. From that, he explained he had some signs and was concerned. We explained that his symptoms could be an infection or enlarged prostate, and not to assume it was cancer. He said he was going to ring the GP as soon as we had finished the training, but said that he probably would have just left it if he hadn’t done the training with us.

We spoke to him a few days later and he was relieved to tell us that he had an infection that was what was causing the symptoms, so he was on a course of antibiotics and on the road to feeling great again.

Great result from the training and just shows the importance of knowing what to look out for.”





## Community Connect Stockton-on-Tees



Community Connect offers one-to-one or group sessions to people over 16 living in Stockton-on-Tees. Designed to help people connect, the service supports people to:

- ✿ Reintegrate into society
- ✿ Develop social skills
- ✿ Access health and wellbeing activities
- ✿ Improve digital skills
- ✿ Make positive lifestyle changes

Supported  
109 clients in  
2022-23

During 2022-23:

- ✿ **100%** of clients found the service accessible
- ✿ **91%** of clients felt their social connections and support networks had improved
- ✿ **93%** of clients completed their support plan



“These digital sessions are so informative, and I have enjoyed meeting new people who want to learn new skills like me.”

Community Connect client





## Community Research Team

In 2022-23, PCP further enhanced its work around community research and engagement, developing our approach to service design, listening to those who access our activities and making ongoing improvements is important to us. Also across the wider system of health, the research team have undertaken three key areas of work over the year:

### ✿ Befriending and Peer Support

Mapping out befriending and peer support services available in County Durham and highlighting any gaps

### ✿ County Durham after COVID: Three Years On

This research started in 2022-23 and will conclude in 2023-24 and help identify potential groups that are at risk of being 'left behind' as communities moved on after the pandemic

### ✿ Learning Disability and Autism

This study aims to support providers to understand the kind of help people living with learning disabilities and/or autism will need in the future

During 2022-23, the research team:

- ✿ Engaged with **2,725** individuals
- ✿ Held **98** focus groups
- ✿ Engaged with **242** organisations



“Taking part in this research makes me realise I need to take some action to get back to some of the things I miss and maybe challenge my anxiety around health.”





## County Durham COVID-19 Resilience Team

The County Durham COVID-19 Resilience Team is a service commissioned by the Mental Health and Learning Disability Partnership in response to the pandemic.

PCP delivers the service alongside East Durham Trust, Home Group, Northern Learning Trust, Tees, Esk & Wear Valley NHS Foundation Trust (TEWV) and Upper Teesdale Agricultural Support Services (UTASS) to offer countywide COVID-19 specific health and wellbeing, psychological and community support.



During 2022-23, the service:

- ✿ Supported **590** people with their health and wellbeing needs
- ✿ **75%** of clients reported improved overall life satisfaction and mental wellbeing
- ✿ **96%** of clients reported improved independence, choice and control
- ✿ **87%** improved lifestyle
- ✿ **83%** improved knowledge and skills
- ✿ **79%** improved their physical health and wellbeing



**90% of  
people supported  
reported a  
reduction in  
social  
isolation**





## Happiness Hubs

Available for community projects in County Durham and Darlington, the Happiness Hubs grant programme funds activities that support mental health and wellbeing.

Last year:

- ✿ **2,887** people supported, an increase of 131% from previous year
- ✿ **28** projects were awarded **£170,042**
- ✿ Additional match funding of **£113,559** was awarded
- ✿ Total investment into communities was **£283,601**
- ✿ The average project award was **£6,073**
- ✿ **59** groups supported, an increase of 25%



88% of groups funded improved access to services for disadvantaged communities



88% of groups funded improved attendee's independence



"I have gained new friends, which has helped with my confidence to meet others. I am now not feeling isolated."

Morrisons Trust Happiness Hub  
Craft & Chat





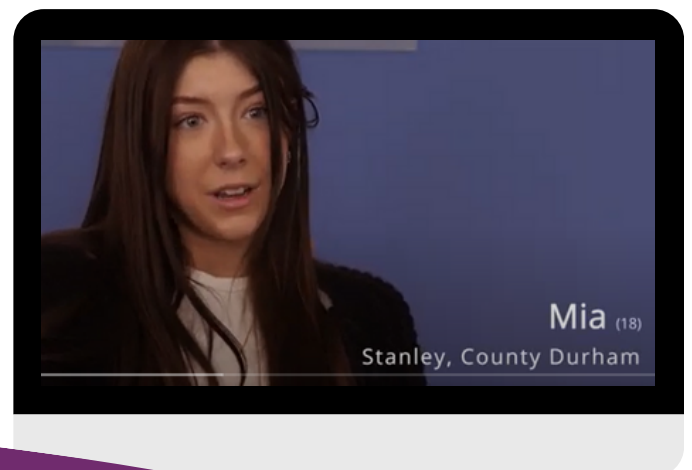
Pioneering Care Partnership Annual Report 2022-23

## Healthwatch County Durham



Healthwatch is the independent champion for people who use health and care services in County Durham. They find out what matters to you and last year, Healthwatch:

- ✿ Listened to **848** people about their experiences of health and social care services
- ✿ Spoke to **14,971** people about clear information and signposting on topics such as dentistry, mental health and GP services
- ✿ Published **4** reports



### 'So here's the thing' - Video Diaries

The public told Healthwatch County Durham that young people's mental health was an important topic in the area. Healthwatch responded by looking at the mental health experiences of people age 13 to 25. The Video Diaries were launched to capture the views of three young people as a way of bringing their stories to life.

You can find the Video Diaries at  
[www.youtube.com/@healthwatchcountydurham7681](https://www.youtube.com/@healthwatchcountydurham7681)





## Healthwatch South Tees

Covering the area of Middlesbrough and Redcar & Cleveland, Healthwatch South Tees find out what matters to people to help make sure views shape health and social care support needed.

**healthwatch**  
Middlesbrough

**healthwatch**  
Redcar and Cleveland

During 2022-23 Healthwatch South Tees:

- ✿ Listened to **4,704** people about their experiences of health and social care services
- ✿ Published **3** reports
- ✿ Informed **1,242,171** people about the role of Healthwatch
- ✿ Gave **198** people clear information and signposting advice on GP access, dentistry and mental health



### Healthwatch Hero - Dean's story

Dean is a Healthwatch South Tees Community Champion and regularly shares valuable community intelligence. He shared his own family's experience of dementia care at James Cook University Hospital, which led Healthwatch to raise awareness of Forget Me Not cards to both staff and families within the Trust to improve the quality of care for those living with dementia.

Forget Me Not cards help people to record what they might need help with. On the back, there is space to write down the details of someone who can be contacted in an emergency.





## Healthwatch Stockton-on-Tees

Healthwatch in Stockton-on-Tees engages with communities to gather views of local people, patients, service users, carers, community groups, service providers and commissioners. Throughout 2022-23, Healthwatch Stockton-on-Tees:

- ✿ Listened to **1,544** people about their experiences of health and social care services
- ✿ Spoke to **14,971** people about clear information and signposting on topics such as NHS dentistry
- ✿ Published **5** reports



## Celebrating ten years of Healthwatch

PCP Healthwatch teams brought together 13 separate Healthwatch organisations from across the North East and Cumbria to celebrate ten years of gathering people's experiences and using them to improve health and care services. The event was a huge success and reflected on achievements made across the region and beyond.







Healthwatch Sunderland shape health and social care services by listening to your views and experiences. They play an important role - ensuring that those running services, put people at the heart of care.

In 2022-23 Healthwatch Sunderland:

- ✿ Listened to **2,944** people about their experiences of health and social care services
- ✿ Spoke to **2,299** people about clear information and signposting on topics such as NHS dentistry
- ✿ Published **4** reports

## Healthwatch Hero - Sharon's story

Sharon raised her experience with Healthwatch Sunderland and supported a campaign for change to access to easy read information for NHS breast services.

It all started when Sharon received her routine mammogram invitation in easy read, but when she was recalled for further tests, the letter was not available in easy read.

Healthwatch Sunderland helped Sharon tell her story to both NHS England and NHS Improvement. As a result, a series of follow up letters have been developed in easy read. This will improve the experience and safety of countless patients undergoing routine breast screening across the country.



## Macmillan Joining the Dots

The Macmillan Joining the Dots (JTD) service supports people age 18 and over who have been diagnosed with cancer. They also provide additional support to the families, friends, carers and relatives of those who use the service.



Brought to you in partnership by the County Durham and Darlington NHS Foundation Trust (CDDFT) and PCP, last year JTD:

- ✿ Supported **662** people with a cancer diagnosis, an increase of 41% from the previous year
- ✿ Supported **208** family, friends, carers and relatives of people with a cancer diagnosis



92% of clients received contact within two weeks of a referral



“

Joining the Dots supported a client with a breast cancer diagnosis and bone metastasis, who lived alone and felt isolated. The client's main concern was chemotherapy treatment. The Joining the Dots Facilitator created a safe space for the client to talk about her fears, and this led to further discussions with the oncology team. With support, the client felt informed and confident in her decision to go ahead with chemotherapy.

The client said: "It's been really helpful talking this through, I'm so grateful for the service."

”



## Pop Up! Community Hub

The Pop Up Community Hub is funded by the Integrated Care Board with the aim to support communities in County Durham and Darlington. The team raise awareness of non-crisis mental health support through signposting, events and community roadshows.



- ✿ 2 roadshow events offering signposting support delivered to communities
- ✿ 34 'pop up' stands delivered at community venues
- ✿ Supported 127 people access support services



"Fantastic idea to promote services and mental health support. We can use this service with our clients and use the information you give us to signpost them to promote their wellbeing."

100% of  
signposted clients  
had improved  
choice and control  
over their  
wellbeing





## Primrose Lodge

At Primrose Lodge and in the community, PCP delivers an Activity Worker and a Physical Activity and Health Worker. These support roles provide a variety of health and wellbeing activities to support the recovery of inpatients with complex mental health needs.

Activities provided include:

- ✿ **41** cooking sessions
- ✿ **54** art therapy activities
- ✿ **81** music therapy activities
- ✿ **130** walking sessions
- ✿ **13** cycling activities

100% of  
people supported  
reported improved  
confidence,  
self-esteem and  
wellbeing

43 people  
supported



When a patient was admitted to Primrose Lodge, they were initially hostile towards staff and peers. They had complex mental health issues, which made it hard for them to trust anyone. Slowly after time, they became relaxed and a PCP Activity Worker spent time building trust and getting to know them. The client loved arts and crafts, baking, animals and music. Together, they spent a lot of time crafting and baking and this encouraged the client to get involved in other group activities and events. The client would often seek out PCP's Activity Worker, asking for advice regarding crafts, which goes to show that they had a good relationship with one another.

After spending over a year in rehab, the client is now due for discharge. Their time at Primrose Lodge hasn't always been easy, but they truly blossomed and came a long way. It has been heartwarming to see how well they have done, with lots of fun and laughs along the way.



## Reaching Across County Durham (ROAD)

ROAD supports residents in County Durham to overcome barriers to employment, such as confidence and aiming to help people move into training and/or employment.



During 2022-23, ROAD:

- ✿ Supported **86** people to get into training or employment
- ✿ Supported **17** people develop digital skills
- ✿ **82%** of clients reported improved lifestyle
- ✿ **79%** of clients increased knowledge and skills
- ✿ **63%** of clients increased in confidence
- ✿ **61%** of clients improved their physical health
- ✿ **100%** of clients were happy with the service provided



Stephanie came to ROAD wanting support with her mental health. Together with Stephanie's Health Trainer, Hannah, she worked on her mental health by completing the 'Positive you' course. This was a three week course that focused on topics such as positive thinking, mindfulness along with food and mood. Having completed the course, Stephanie feels like she has more tools in her toolbox to manage her mental health.



## Stockton-on-Tees Community Wellbeing Champions



PCP delivers the Stockton-on-Tees Community Wellbeing Champions (SCWC) to support Public Health messaging reach communities through volunteer 'champions'.

Formerly known as the Stockton-on-Tees COVID Community Champions, the project transitioned from COVID-19 specific messaging, to focus on promoting wellbeing. During 2022-23:

- ✿ **56** new champions were recruited
- ✿ In total, **131** champions were supported through the year
- ✿ **814** hours of support were given by champions

**100% of  
champions  
improved access to  
services for  
disadvantaged  
communities**



### SCWC Coffee Mornings



Between November 2022 and January 2023 Stockton Community Wellbeing Champions, in partnership with Healthwatch Stockton and Community Connect, hosted a series Coffee Mornings to offer information from local services with a 'one-stop-shop' for health, wellbeing and cost of living support.

Feedback from attendees was positive, with people leaving feeling relieved and supported by the advice they had been given.



## Wellbeing for Life

Inspiring communities to improve their health and wellbeing, Wellbeing for Life (WBFL) is delivered in partnership by the County Durham and Darlington NHS Foundation Trust (CDDFT) and PCP. WBFL promotes people to:

- ✿ Eat healthier, lose weight or gain weight
- ✿ Be more active
- ✿ Stop smoking
- ✿ Raise awareness of the impacts of alcohol and drugs
- ✿ Access services in the local community

In 2022-23, WBFL:

- ✿ Supported **8,316** clients
- ✿ Delivered **249** training sessions to inspire a healthy lifestyle and knowledge
- ✿ **2,439** people attended courses to support their wellbeing
- ✿ **141** local groups supported, with **42** groups to support people with long term health conditions developed



90% of clients developed a personal health plan with WBFL



### Karen's story

Karen worked for 26 years and unfortunately contracted Hodgkin's Lymphoma, which she is now in recovery from. However, when this happened it prompted Karen to re-evaluate her lifestyle. Karen attended a wellbeing session and spoke to a WBFL Practitioner. As a result, Karen decided to join further sessions - she enjoyed them so much, she looked at ways that she could get more involved. Karen enlisted as a volunteer and qualified to deliver health checks and support people. She says: "I have so enjoyed the volunteering experience so far and have learned new skills along the way. I love meeting people and feel a great sense of satisfaction at seeing people improve their own wellbeing and I am just so happy to be a part of the support we give our clients."





## Workplace Health County Durham



PCP delivers the Workplace Health service in County Durham to create opportunities that boost workplace health and wellbeing. The service supports organisations through the Better Health at Work Award providing training, resources and information.

- ✿ Supported **70** businesses receive the Better Health at Work Award, with **12** new businesses recruited in 2022-23
- ✿ Supported **40,776** employees with health and wellbeing information
- ✿ **50** businesses received mental health awareness training
- ✿ **170** health advocates trained
- ✿ **265** line managers trained in mental health first aid
- ✿ **92%** of people improved their lifestyle and/or physical health from support from the Better Health at Work Award
- ✿ **170** health advocates trained
- ✿ **265** line managers trained in mental health first aid
- ✿ **85%** improved confidence and wellbeing



"We recognise the benefits of supporting the wellbeing of our staff and as a charity, it's great to get recognition for what we do. The BHAWA process is strong as it supports us through each step and staff have really engaged - it's a great motivator for staff." - Willow Burn Hospice





Team



Supportive



Making a  
Difference



Friendly



Positivity





## What's new for 2023-24

### **Health Squad**

Working in partnership with County Durham and Darlington NHS Foundation Trust, this team will provide additional wellbeing support to residents in County Durham. The aim is to provide the offer to specific targeted groups in County Durham, this will include substance misusers, those at risk of homelessness, rough sleepers, Gypsy Roma Traveller communities, Veterans, and those in contact with the criminal justice system.

### **Lived Experience Leads**

Funded through NHS England Community Mental Health Transformation Funding (CMHTF) which aims to revolutionise support for people with Serious Mental Illness. PCP will co-ordinate Voluntary & Community Sector (VCS) involvement and support local VCS organisations to employ Local Lived Experience Leads. The local lived experience leads will work with communities and stakeholders to co-create services and aim to improve user voice throughout the development of mental health services.

### **ROAD 2**

Reaching Out Across Durham (ROAD) was a successful European Funded service offering holistic support to people across County Durham helping to build skills, knowledge and confidence in order to progress into learning or work opportunities. During 2023-24 it is envisaged this work will continue through the UK Shared Prosperity Fund and PCP will support people with health, wellbeing, employability skills and coaching, helping them to be better placed to access further support.

### **Workplace Health - Hartlepool**

Following PCP's strong track record in County Durham and Sunderland, and the positive support for businesses provided, PCP is working to develop an offer to support with the Better Health at Work Award in Hartlepool. We will work with local employers to support them to achieve the Better Health At Work Award, provide Health Advocate training and assist to ensure good health and wellbeing working practices and policies are embedded.



## Thank you

The support from clients, donors, funders, partner organisations, staff and volunteers is invaluable to the work we do. PCP would like to thank:

Art Group Dean Bank

Baily Thomas

Busy Bees

Catalyst Stockton

County Durham Community Foundation

County Durham & Darlington NHS Foundation Trust

Cycling UK

Darlington Lions

Durham County Council

Great Aycliffe & Middridge Partnership (GAMP)

Groundwork North East

Healthwatch England

Hermes Parcelnet

Inner Wheel

Investing In Children

Joseph Strong Frazer Trust

Masonic Charitable Foundation

Middlesbrough Council

Music Makers Ladies Choir

North East & North Cumbria ICB

Northern Inclusion Consortium

Omicron

Redcar and Cleveland Council

Riverstone Management

Rothwell Methodist Church

SBMC

Sherburn Primary School

St Edmunds Church

Stockton Borough Council

Sunderland City Council

Tees Esk & Wear Valley NHS Trust

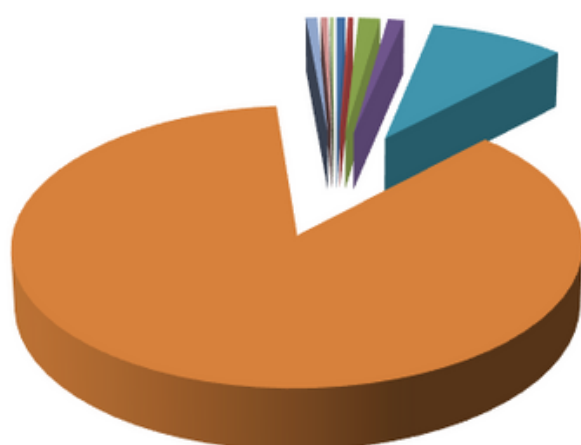




## Income and expenditure breakdown

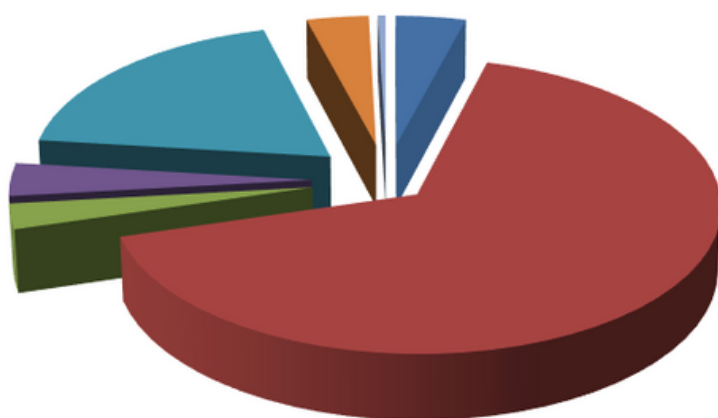
PCP is a registered charity and company limited by guarantee. See an overview below of our total income and expenditure as an organisation from 1 April 2022 to 31 March 2023:

### Total income: £3,366,662



- Voluntary Income Grants - £18,808
- Fundraising Income - £10,949
- Room Hire & Therapists - £47,103
- Hydrotherapy Pool Income - £35,124
- Tenant Rent & Service Charges - £295,978
- Project Income - £2,910,395
- Garden Kitchen - £24,868
- Interest Received - £14,450
- Centre Income - £8,989

### Total expenditure: £3,893,806



- Fundraising & Governance Costs - £160,685
- Salaries & Pensions - £2,582,283
- Utilities Costs & Depreciation - £108,622
- General Administration - £142,286
- Project Costs - £739,368
- Centre Maintenance & Rental Costs - £142,446
- Development Costs - £18,116

Please note: Expenditure is higher than income due to PCP utilising funds from previous years.





Team



Supportive



Making a  
Difference



Friendly



Positivity





The Pioneering Care Partnership (PCP) is a leading health and wellbeing charity.

We're here to support the development of individual and community capacity by creating opportunities to improve the health, wellbeing and life chances of disadvantaged communities. This annual report shows how we work towards our charitable objectives.



Pioneering Care Partnership  
Registered Charity No: 1067888  
Company Limited by Guarantee No: 3491237

Registered Office:  
Pioneering Care Centre  
Carer's Way  
Newton Aycliffe  
DL5 4SF

Tel: 01325 321234  
Email: [enquiries@pcp.uk.net](mailto:enquiries@pcp.uk.net)  
Website: [www.pcp.uk.net](http://www.pcp.uk.net)

© Pioneering Care Partnership 2023



@PCPandCentre



@PioneeringCare



@PioneeringCare



Pioneering Care Partnership



Pioneering Care Partnership

Please contact us for more information regarding PCP or to request this publication in an alternative format.