



**Turning Heads Community Impact
Report
2023**



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Our Mission

Turning Heads is a community interest company, established in 2018 with a mission of creating a community which values and empowers togetherness. We work with vulnerable people such as children, adults with learning disabilities and anyone who may be isolated from the community.

One of our main aims is providing adults with disabilities with the skills and opportunities for employment. Turning Head not only helps people gain employment opportunities, but we actively employ adults with disabilities.

“I feel as a team we try to cater for everyone’s needs. While making sure there are a lot of activities for everyone to join in with. But we also try to engage and support everyone and their needs.”

When Turning Heads started in 2018, we ran small scale projects with family groups and adults living in supported living. Today we now run two main community projects including our:

- Day service.
- Community kitchen.
- Social supermarket.
- Social group



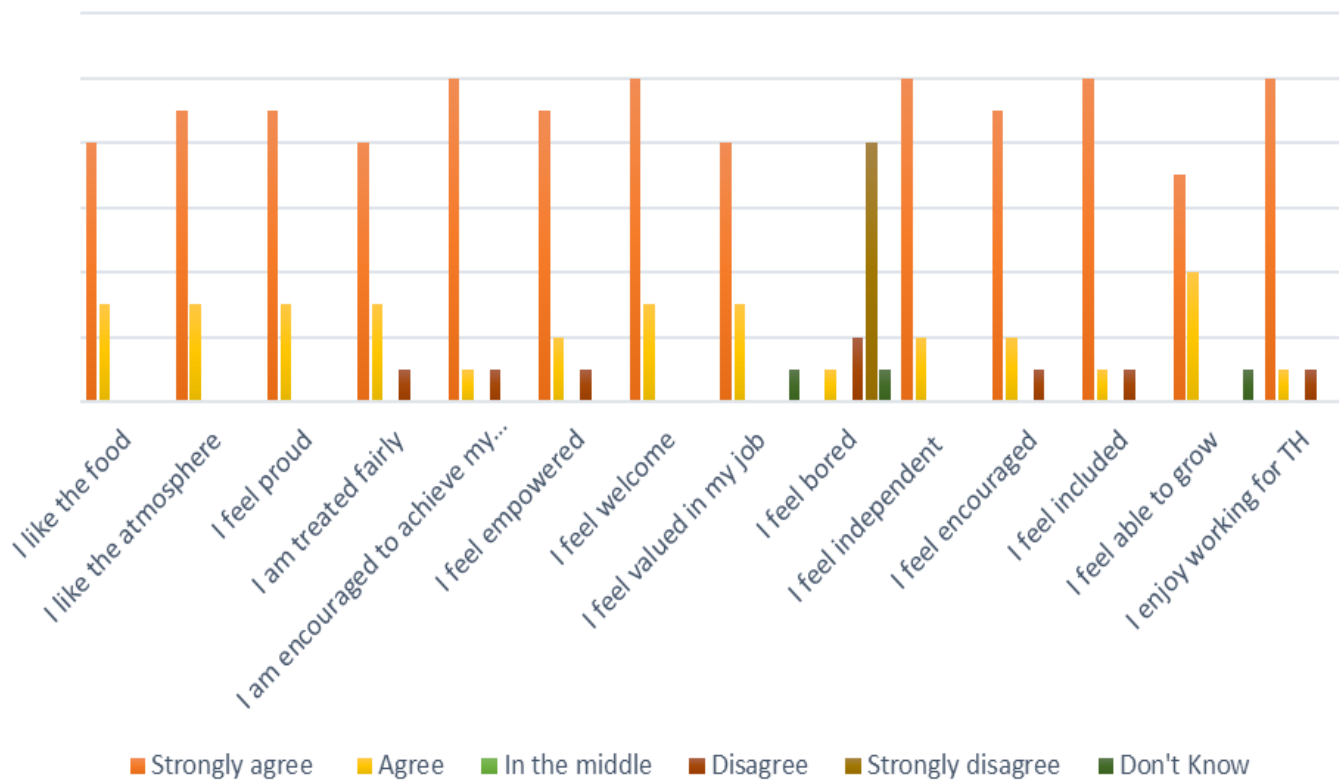
Our Staff

“I was in a bad situation and then I met Alan in January. Now I’m in a better place. Turning Heads has helped with my confidence and being more positive.”

In line with our mission of helping adults with disabilities gain employment, we employ a series of adults with disabilities in our team. Within our team, 9 of our paid staff have a disability.

We also provide a series of short-term opportunities and volunteer roles, working in partnership with the DWP. Through some of these opportunities, our volunteers can undertake 8 weeks of training to then move on into permitted work.

Survey of Turning Heads Staff and Volunteers



Our Staff

“I have only been with Turning Heads for a short time, but I am thoroughly enjoying my time with them.”

Turning Heads is proudly part of the Disability Confident Employer scheme and have disabled staff and volunteers across all of our projects. When working across our organisation, disabled employees are given access to training courses such as food hygiene and safeguarding. This is a requirement for all our employees but also provides our employees with valuable knowledge and skills that will further their future employment prospects.

“This is the best paid employment I have ever had.”

We also create future plans for Turning Heads with disability employment in mind, for example establishing the social supermarket allowed us to create a series of roles in the supermarket. The social supermarket has allowed some of our employees to gain vital skills for shop work such as stock management, working the till and helping customers.



The Windmill Centre - Turning Heads Day Service

“After I lost my partner, I became very withdrawn. Turning Heads has helped me come back out of my shell.”

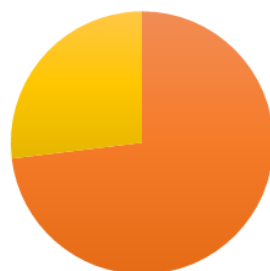
Since September 2021, Turning Heads has operated a day service three times a week from the Windmill Community Centre in Hele. Open from 9 am until 4:30 pm, the day service provides a welcoming space for adults with disabilities to socialize and participate in a wide range of activities; over 65 people attend our regular sessions in cooking, art, gardening, and wellbeing at the Windmill Centre.

The Windmill Centre has given Turning Heads use of its outdoor space where we have established a large garden full of flowers and vegetables and an adjoining allotment. The vegetables grown in the garden are maintained by our staff and service users through gardening sessions provided at the day service.

“It’s so chill and there is a really nice vibe.”

One of the most popular activities is cooking and baking. Each day, a team of staff, volunteers, and service users make and serve lunch from the community café. Since opening the day service at the Windmill Centre, we have served over 5,700 meals from the community café and run 216 cooking sessions.

The Windmill Centre is open at convenient times



Strongly agree Agree In the middle
Disagree Strongly disagree Don't Know

100% of the service users asked agreed or strongly agreed that the Windmill Centre is open at convenient times for them

The Windmill Centre - Turning Heads Day Service

“The staff are always friendly and make an effort to come over and say hi and ask me how I am.”

One of the most popular activities is cooking and baking. Each day, a team of staff, volunteers, and service users make and serve lunch from the community café.



“My favourite thing is the company.”



Turning Heads provides a social group every Friday at the Windmill Centre.

Since establishing the social group there have been over 72 social group sessions, welcoming 2,880 people, 100 of which have been unique users.

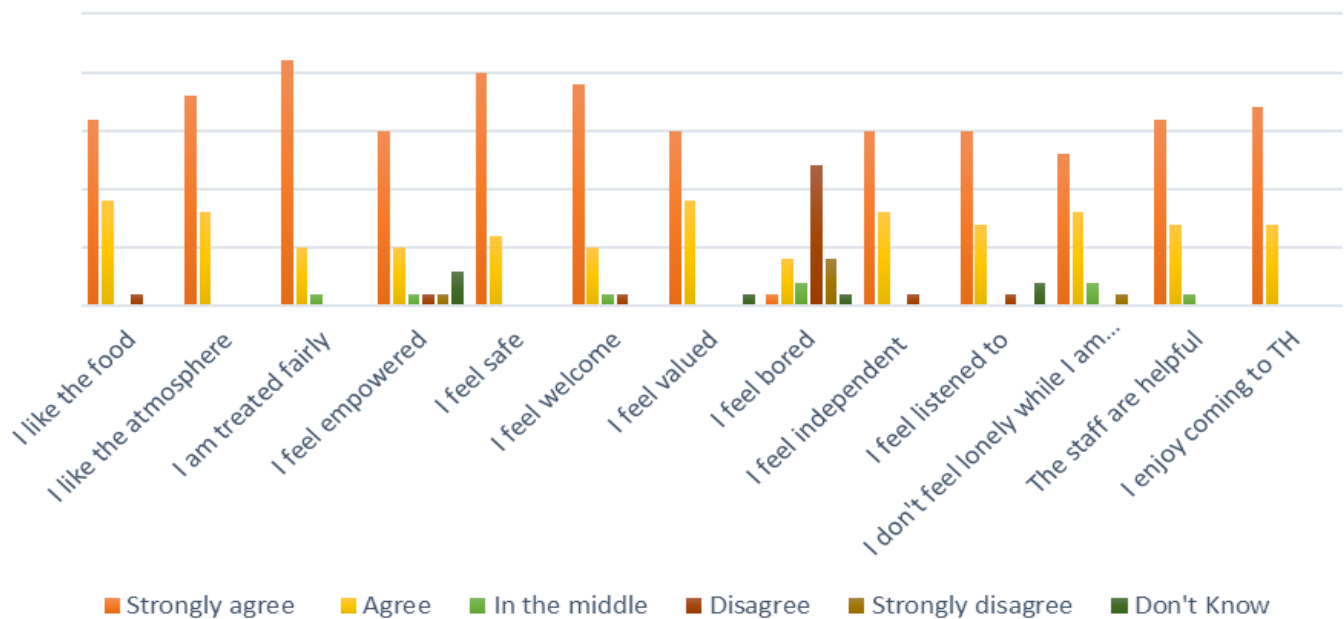
Alongside the day service provisions, Turning Heads also provides other short-term services from the Windmill Centre, including:

- Coronation events, Jubilee parties, Green Day's. Community events.
- Offering school work experience placements and being part of the DoE Award scheme.

The Windmill Centre - Turning Heads Day Service

“Turning Heads is helpful and coming here has made me feel more confident.”

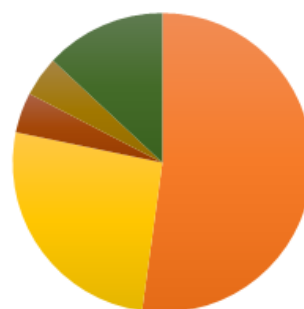
Survey of day centre users



“I feel proud when I come here.”

I am able to raise concerns

When asked, 78% of our day centre users felt that they were able to raise any concerns, 13% answered “I don’t know” and only 8% disagreed.



Strongly agree Agree In the middle
Disagree Strongly disagree Don't Know

“I feel very happy when I am here.”

Victoria Park Methodist Church - Social Supermarket and Community Kitchen

In July 2022 Turning Heads took over the rear of Victoria Park Methodist Church with a view of running it as a community kitchen. Working on a rotating schedule of recipes, we prepare and deliver parcels of ingredients across Torquay. With these parcels, families can cook healthy meals from scratch by following along the recipes and step-by-step videos provided. The choice of recipes includes mains and dessert and they are all suitable for vegetarians. There is always something for the whole family to enjoy!

Additionally, we provide family cooking sessions in our kitchens at the church on Wednesdays and Thursdays. Through these two programs, we hope to show families that it is possible to cook healthy, satisfying meals on a budget and that cooking can be a great activity for the family to do together.

“The cooking group was absolutely brilliant. Really beneficial.”

In February 2023 we opened the upstairs of the church site for our social supermarket, community café and warm space which we run 3 days a week alongside our partners in the Food Alliance.

The Torbay Food Alliance is a collective of community organisations aiming to create a coordinated system to support those who are struggling to afford food. Working alongside this wide-reaching alliance allows us to receive referrals from all over the Torbay region.

To date, through direct access and referral, we now support 75 families each week.



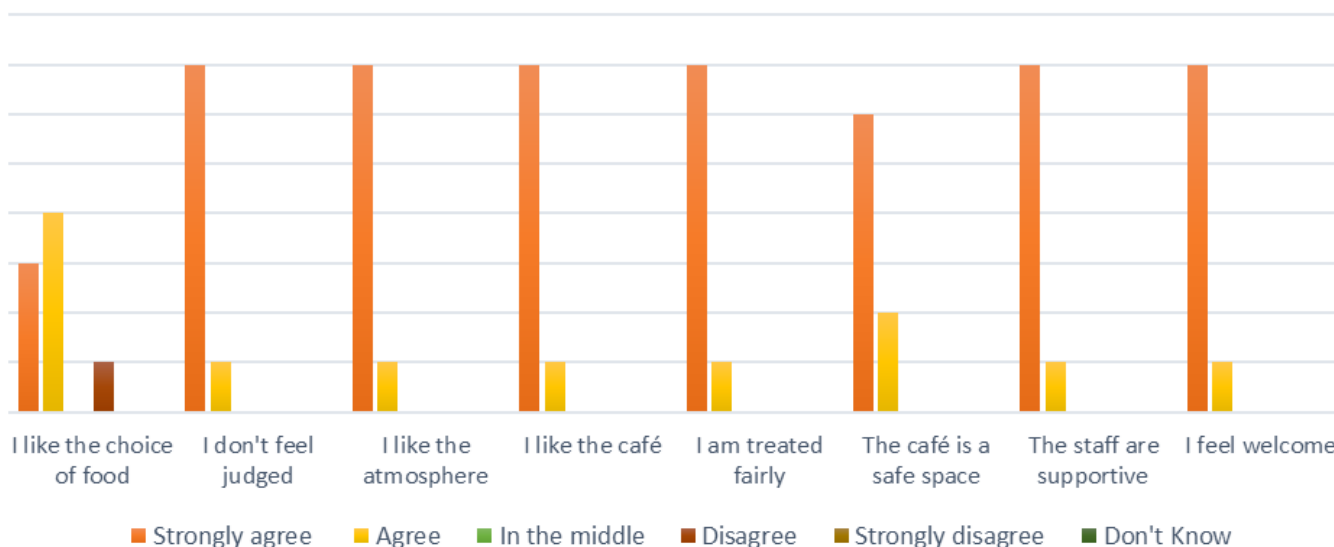
Victoria Park Methodist Church - Social Supermarket and Community Kitchen

A fundamental element of the social supermarket is the independence and normality felt by the supermarket users. Relying on free food or food banks is often surrounded by stigma. By using the social supermarket model, we aim to reduce this stigma and when asked, 100% of our users said that they didn't feel judged when coming to our social supermarket.

Alongside the supermarket, we have a café where shoppers can stay for a free coffee, cake or lunch. Our supermarket users can stay, chat with our staff, and relax in a safe, welcoming environment. Next door to our café is a small quiet room where our users can sit in a calming environment. For those with children or living in difficult conditions, this can be a rare moment of peace.

“I like that they look at my whole situation instead of just my paycheck. It's a personal touch that you only get with local organisations.”

Survey of Supermarket Users

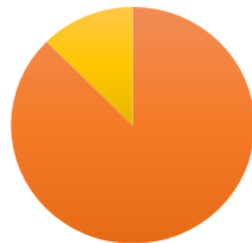


Victoria Park Methodist Church - Social Supermarket and Community Kitchen

At Turning Heads, we recognise that there can be a large cross-section of different issues which can impact someone’s financial status. In response to this we try to provide as much holistic support as possible and have on-site staff who provide help with filling out forms, applications for financial support, signpost to other support providers, and answer any questions, so our supermarket users can access as much assistance as possible. As one of our supermarket users noted: **“The people who help with filling out forms are great.”**

“I like that they look at my whole situation instead of just my paycheck. It’s a personal touch that you only get with local organisations.”

The Supermarket makes a difference to people



Strongly agree Agree In the middle
Disagree Strongly disagree Don't Know

100% of the supermarket users that we asked agreed or strongly agreed that the social supermarket makes a difference to people.

Additionally, 100% of our users that we asked agreed or strongly agreed that the points system for buying food at the supermarket is easy to understand.

The points system is easy to understand



Strongly agree Agree In the middle
Disagree Strongly disagree Don't Know

“Really helpful and relieves stress from worrying about the food shopping.”

Our Other Projects

For the past 2 years, we have run a HAF (Holiday Activities and Food) holiday program during the Easter and Christmas holidays. We provide a wide range of activities to children during the school holidays and also provide support to their parents who may be unable to take time off work. This year we worked with 30 children at Christmas and 26 during the Easter holidays.



“Turning Heads is absolutely fantastic.”

Turning Heads also started an adult social club running every Tuesday evening from the church at the start of February. This is run each week, alternating between the church site and community trips to the cinema, pub, bowling etc. Since starting the

group has grown to 26 members. Most of these members are attendees at our day centre but we have also started to engage other members of the community who previously had no contact with Turning Heads.



Our Impact in Numbers



115 people use the Windmill Centre each week



9 adults with disabilities in employment



14 regular volunteers



75 families helped by the supermarket per week.

I feel that equal opportunities exist within TH



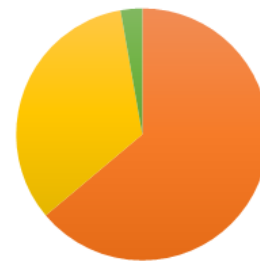
When asked, 100% of the staff agreed that equal opportunities exist within Turning Heads.

- Strongly agree
- Agree
- In the middle
- Disagree
- Strongly disagree
- Don't Know

I am involved in making decisions about my work



Overall, I am happy with the support that I receive at Turning Heads



100% of the Turning Heads staff asked agreed that they are involved in decisions about their work.

97% of both workers and service users agreed that overall they are happy with the support that they receive from Turning Heads

Our Future Plans

We are currently in negotiations with Victoria Park Methodist Church to rent space at the front of the church where we want to run over 55 events and opportunities targeting this demographic in the Plainmoor area and create a memory café every Tuesday. We are especially hoping to use this space to expand our service provisions for elderly people.

Over the summer holidays, we are planning to trial a summer holiday family meal support program, providing food parcels and meals to families who receive free school meals or may need more support during holiday periods. If this program is successful, we will then establish this regularly across all school holidays.

We are also currently in the process of establishing a weaning group for parents in our café space at Victoria Park Methodist Church. By making the most of our existing kitchen and food spaces, we hope to support parents in weaning young children onto solid, healthy, balanced food.

“Coming to Turning Heads has helped ease my anxiety.”

We are always looking at ways to expand and look at how we can best provide services for the community and provide employment opportunities.

We are hoping to expand our organization again into 2024 with some new exciting business opportunities.

