

the
westway

The Westway Community and Wellbeing Centre
Community Impact Statement

Our First Year

October 2019 to September 2020



The Westway Board

Trustees



Jeremy Webster
Chair



June Hopkins
Safeguarding



Chris Botten
Community



John Orrick
Community



Connie Lewis
Health



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Lynne Martin
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Dial a Ride



What the Westway Charity has set out to do (its Charitable Objects)

- To support and work together with people who live in our local area.
- To link up and work with partners, charities and businesses from health, education, leisure and social care.
- To be active in our community, running a community centre and an outreach programme so we can develop services that are needed locally – offering people:
 - Somewhere to meet others and learn new skills.
 - Somewhere to chat, dine and feel part of the community – combating social isolation and loneliness.
 - Somewhere to enjoy music, leisure activities, gardening, arts and crafts.
 - Somewhere to volunteer and make a difference.
 - Somewhere that is safe to ask for help, find out information or access more specialist support.

We are inclusive and aim to support anyone in need whatever their age or background, whether they are unwell or have a disability, whether they are struggling financially or something else.

Our location and our Community

Tandridge is a rural district covering approximately 110 square miles. It borders the Borough of Reigate and Banstead in the west, London Borough of Croydon in the north, Kent in the east and West Sussex to the south. Approximately 94% of the area is Green Belt land with only 12% of Tandridge developed. It is a district of contrast with busy commuter towns and leafy villages.

There are approximately 4100 businesses. The proportion of the workforce who are either self-employed or work for small employers is higher than in Surrey as a whole as is the number of residents (58%) who commute outside the District to work.



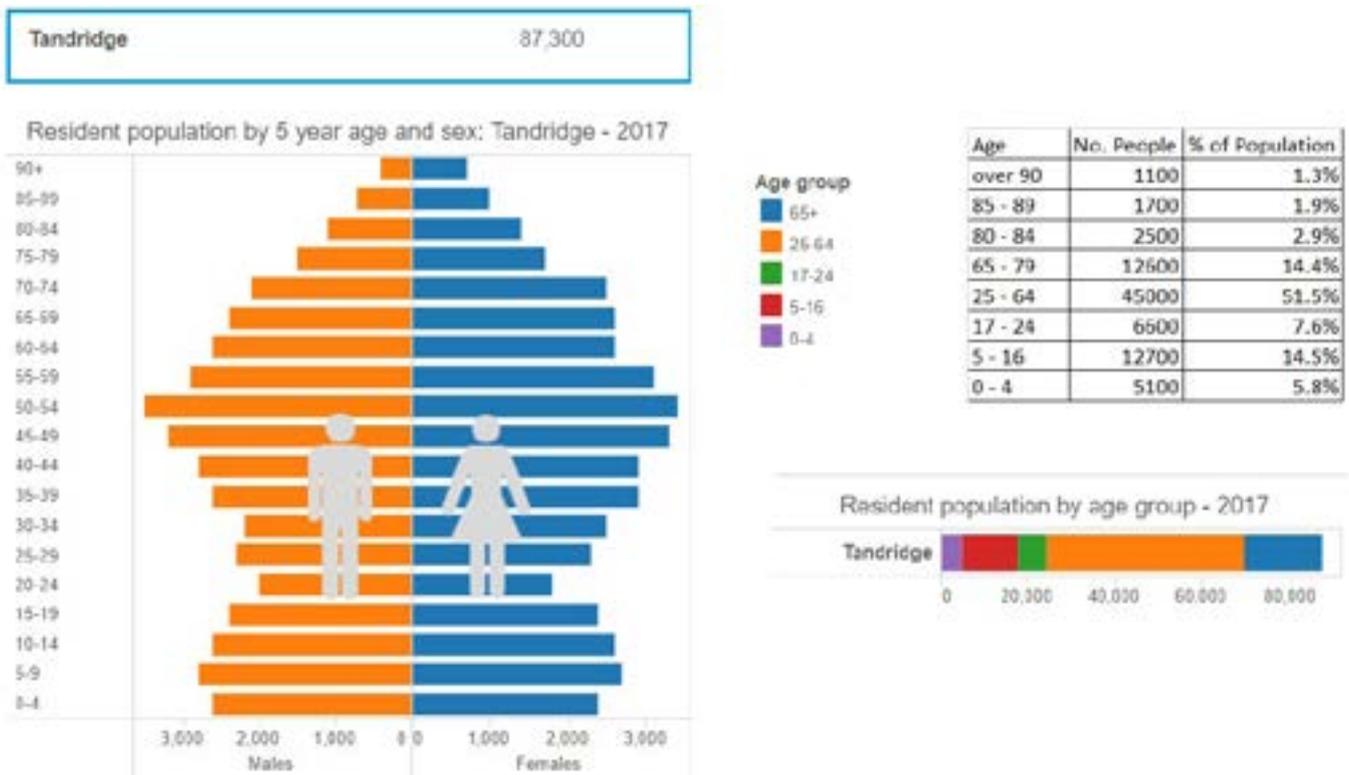
Demographic Information

The district has a population of about 87,300, the third smallest in Surrey. Tandridge has a low population density with 3.4 persons per hectare, far below the county average of 6.99. Approximately 70% of the population live in the main northern residential areas of Caterham, Oxted, Warlingham and Whyteleafe, which cover about 9% of the district’s geographical area and is the area in which The Westway is located.

The population Surrey wide is projected to increase by 11% over the next 25 years.

However, the proportion of the population aged under 5 is projected to fall from 6.1% in 2016 to 5.4% in 2021 - and population groups aged 5-64 are also set to fall.

The proportion of the population aged over 65 however is projected to increase from 18.6% in 2016 to 25.4% in 2021, with the proportion of over 85s projected to increase from 2.9% to 5.2% over the same period. The trend in Tandridge is likely to be higher as 20.5% of the population are already 65 or older.



Challenges faced by Tandridge residents

The Indices of Deprivation compares data across several domains (income, employment, education skills and training, health, crime, barriers to housing and living environment) and gives a score, ranking areas across the country. Tandridge falls within the 40% least deprived areas, confirming the district as being affluent. However, the predominately rural geography of the district presents particular challenges for some residents, for example: the limited availability of low paid, low skilled work in the district, the unemployment of young people, the high cost of housing and fuel poverty.

Access to health services is another pressure; as are poor rural public transport links, while the poor broadband and mobile phone networks in rural areas make it harder to access online services such as health, banking, benefits, employment support and shopping. These factors can make it difficult, even for those who are not materially disadvantaged, to connect with others thereby creating the risk of social isolation, particularly for older people.

Impact of Social Isolation and Loneliness

Health risks associated with isolation are comparable to the dangers of smoking and obesity, increasing risk of death by up to 26%. It has negative effects on mental health, worsening depression, anxiety, mood disorders and dementia, and on physical health, leading to higher rates of heart disease, stroke, pain, and fatigue – there is a marked increase in incidence of depression, substance abuse, and suicide. 1 in 3 people experience loneliness.

Risk factors include:

- Challenging life circumstances / poverty.
- Bereavement.
- Illnesses or Disabilities.

Those at particular risk:

- Adolescents & young adults.
- Older adults.



The Westway Timeline

October – The start of the new Westway adventure.

- October 1st, 2019 take over the building from Tandridge.
- Staff and volunteer recruitment and induction.
- The start of our monthly Community Lunches with 65 diners and 20 volunteers coming together to enjoy a roast and entertainment – transport and subsidised meals provided.
- On-going work on the building – repairs to toilets, developing the clinic and sensory rooms, repairing shed roofs etc.

November - Partnership working starts - developing community connections.

- St Catherine's Hospice – Living Well @ The Westway – using space on-site.
- First Community Health – Children & Family Services – running baby weigh-ins.
- Lions – Message in a Bottle (and other local services) – organising materials for distribution.
- Adult Social Care – joining the Dementia Friendly Caterham initiative.
- Tandridge Wellbeing Prescription Service – inviting prescribers to get to know us and meet patients on site (also identifying their perception of local need).
- Surrey County Council Blue Badge Assessment Services – on-site assessments to avoid local people with disabilities needing to travel to Guildford.
- Tandridge Voluntary Action and Befriending Scheme – working together to recruit a larger and more diverse Westway Team.
- Hillcroft School – exploring joint working and resilience opportunities.
- Salvation Army – joint working to ensure emergency food and toiletries available at The Westway and planning for Christmas and School Holiday support activities.
- Duke of Edinburgh volunteering programme ensures The Westway benefits from young people helping out in the evenings at weekends.
- Parish Council Resilience Team.
- Veterans Covenant Activities.
- Their Voice – anti slavery charity.
- Surrey Choices.



December – The start of new initiatives, developing ideas from our members.

- Members Meeting – reporting back and looking forward, co-designing.
- Everybody Dance – the start of intergenerational dance sessions.
- Strictly Westway – a pilot of inclusive dance classes targeting people with learning disabilities.
- Hosting the Christmas Day Churches Together Christmas lunch, Salvation Army and Rotary Club carol services.

January – Establishing our regular weekly programme and introduction of Pay as You Go membership fees.

	Morning	Afternoon	Evening
Monday	Age UK Tea and Chat * Hairdressing Podiatry St Catherine's Drop In Men in Sheds Carnival Craft Reflexology	Knitting Club St Catherine's Drop In Fitness	Reynolds School of Dance (Children and young adult dance)
Tuesday	Chair based exercise St Catherine's Day Care Hairdressing Beauty Therapy Men in Sheds	Cinema Club* Flower Arranging * St Catherine's Day Care	Weight Watchers
Wednesday	Intergenerational Dance* Men in Sheds Blue Badge Assessment \$	Short Mat Bowls Club	Strictly Westway** Veterans events \$
Thursday	Fitness Reading Aloud Group * Baby Weighing Hairdressing Men in Sheds	Live Music Art Club	Body Fit (adult exercise)
Friday	Paracise Fitness Child Welfare * Men in Sheds Hairdressing	Bingo Computers \$	
Saturday	Community Hire (birthday parties etc)	Community Hire (birthday parties etc)	
Sunday	Salvation Army	Community Lunch**	

* every other week ** monthly \$ Adhoc



February – establishing The Westway in the community and identifying local need

- Working with the Salvation Army to bring the fully adapted bathroom into use for those needing accessible facilities due to changed mobility, hardship or temporary housing.
- Regular visits start from young people at Clifton Hill special school.
- A switch to VOIP phone system indicates a move towards independence from Tandridge DC.
- Launch of the Veterans Hub initiative with Cllr Bob Milton, Action 4 Carers, the Caterham Sea Cadets, SSAFA etc.

March – developing a full summer programme of new activities

- Planning was under way for joint VE day events with Hillcroft School, Kenley Historians, Dementia Swing Dances, Horticultural Shows, and fundraising events for Dial-a-Ride, Bletchingley Skills Centre, participation in the Caterham Carnival, the building of a 'beach' in the garden, the developing of an on-site apprenticeship programme



16th March – Government announces “people will be asked to self-isolate within days”

17th March – The Westway closes after its St Patricks Day Lunch.

18th March – Four Parish Response Group forms.

19th March – Westway’s Trustees meet to approve the resilience plan.

20th March – Westway self-isolating volunteers start to ring everyone on the Westway data base.

21st March – The first request for a food parcel drop is received.

March to October 2020 and ongoing

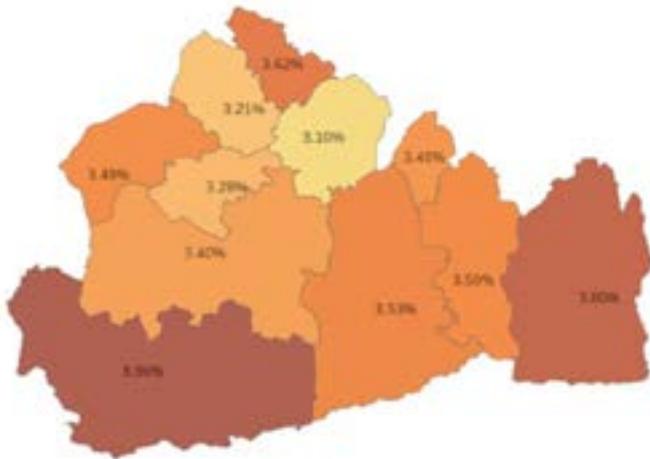
The Four Parish Response were / are a group of staff, councillors and volunteers who came together at the start of the pandemic to support local people in Caterham on the Hill, Caterham Valley, Chaldon and Whyteleafe.

Supported by the Parish and District Councils, local funders, volunteer groups and partners we have worked collaboratively to deliver on-going and ad hoc support to over 380 people – at the height of the pandemic we delivered services and responded to requests for help 7 days a week.



Covid impact

Surrey had 42,314 people shielding (3.5% of the population).



People shielding in Tandridge were also statistically more vulnerable than residents in almost all other areas of Surrey:

Risk factors included

- Access to essential supplies.
- Access to basic care.
- Over 75.
- Safeguarding/social care involvement.
- Deprivation.

There was greater need identified in Tandridge with 3.8% shielding



Activity included:

- A volunteer induction video that, anecdotally, we understand was used by numerous Covid response groups across the country.
- A Welfare / Hardship fund – making awards to those in need up to the value of £200.
- Shopping and Prescription collection – including delivering on behalf of local chemists.
- Support with essential transport utilising Dial-a-Ride resources.
- Safeguarding alerts to Adult Social Care.
- The provision of free face coverings and other PPE to residents in need – with support from the North Surrey Primary Care Network (PCN) and First Community Health Care.
- Phone befriending on a significant scale.
- Support for shielding people without bank cards or internet banking to access cash.
- Delivery of emergency food and hygiene packs to those in need – supported, in part, by the collection and redistribution of government food parcels and generous donations from local people.
- Providing IT access and the setting up of Zoom calls for residents – including the use of free Westway WiFi and loan IT equipment.



- A four week 'Summer Holiday Breakfast Club' in partnership with the Salvation Army, Morrison's and Tesco - providing free breakfast for families whilst the usual school provision wasn't available.
- Welfare visits to check on those at risk or shielding.
- Practical support – including supporting people deal with plumbing emergencies, light bulb changing, organising newspapers and puzzle books, the clearance of rubbish, support to arrange services, liaising with statutory services on behalf of people shielding, essential gardening, the provision of phones, clothing and other essentials.
- Information provision – developing and printing signposting information for those without internet access, linking people to additional services etc.
- Interviews on BBC radio and news articles.

As lockdown eased, we:

- Provided a free Shopping Shuttle to enable anxious people or those who had not driven for months to start the process of shopping again.
- Supported a Parish Council survey to identify emerging needs – particularly for older people.
- Became a Covid Secure building and re-opened The Westway at the earliest opportunity (in an effort to combat the impact of isolation on the mental wellbeing of our members) – initially offering small group activities and much needed hairdressing and podiatry services.
- Starting a Meals on Wheels Service for those still shielding, with financial support from the local Primary Care Network.
- Provided researched / tested information about alternate methods of shopping without the need to have internet access.
- Increased computer club activities.
- Offered 'reflection' sessions with the support of the Salvation Army whilst churches were closed – for those with a faith and none.
- Re opened our dining room for fresh cooked meals and companionship.

April

- The Westway Charity achieves Charitable status – Charity No. 1188850.
- Three Westway Volunteers are nominated for and win categories in the Tandridge Voluntary Action Local Heroes Awards.

May, June, July - Four Parish Response activities

August – The Westway re-opens.

- Meals on wheels service starts using East Surrey Dial-a-Ride.
- The kitchen reopens and lunches restart.
- Adjustments to the building layout allow lettings and activities to take place without



contravening government regulations on distancing. Evening hirers return – risk assessments change to reflect changes in legislation and the R number locally.

- The Men in Sheds return.
- New hirers use the building and garden to re-open services whilst other venues are closed – this includes a doubling of the children’s services offer, space provided to the local U3A and Paracise groups, space for community nurses to meet face to face with clients and peers.
- Recruitment of a larger and more diverse Trustee group to better reflect the community we serve and the ambitious Westway plans – and the increasing workload generated.

September – Rebuilding and thinking about the future.

- Participation in the St John’s Flower Festival.
- Support to Surrey Choices service users with learning disabilities and a restart of partnership / inclusion work.
- The receipt of funding for a pilot out-reach programme and associated planning.
- Work starts on flood mitigation planters – working with Surrey County Council and the parish resilience team to showcase ideas that, if adopted by the community, will reduce the impact of flash flooding.
- Working with local volunteers to develop ideas ready to ‘go live’ when safe to do so including: language classes for residents new to the area, community cooking sessions, inclusive music activities and dementia services.

Who have we been reaching?

(Data at end of February 2020)

- Membership has grown from 50 to 158 paid up annual members plus many people contributing via the Pay as You Go option.
- Activities have grown from:

Activity	Starting Participation	Participation pre-lockdown	New or pre Westway activity
Paracise	3	24	Pre Westway
Everybody Dance	5	35	New
Strictly Westway	6	45	New
Craft	2	14	New
Lunches	15 to 20	Average of 30 per day	Pre Westway
Community Lunches	New	65 to 70 per meal	New



- In 5 months, specialist services (hairdressing, podiatry, beauty and reflexology) were active on-site seeing local people for 95 days - they provided £7,500 worth of treatments.
- Lettings have grown from 3 hirers using the centre regularly 8.5 hours per week to 6 regular hirers using the centre 23.5 hours per week and a number of ad hoc bookings. Pre Covid a number of regular hirers had been identified and booked including: Employability Job Club, Dementia Café, Caterham Horticultural Society and Action 4 Carers.
- Post Covid we have offered space to 4 new hirers on a temporary basis at low cost to reflect reduced group size and the difficult economic climate these self-employed local business people are working in.

Estimated attendance at the Westway pre Covid was as follows:

Weekly	People
Westway Weekly Programme	259
Day Time Hire	51
Evening Hire	150
Average attendance per day	92

Monthly	People
Monthly Westway Offer	150
Monthly Events	75
Ad hoc Hire	15

We could not deliver Westway and Covid related services without a huge amount of help from a hard-working band of volunteers!

In addition to the number of people visiting the Westway listed above, there are approximately 14 Westway volunteers on site every day throughout the week and 20 or so supporting monthly community lunches.

- Total volunteers during the year were as follows:

Volunteers	People
Westway Operational (weekday)	60
Westway Special Events	20
Westway Specialist (IT, Social Media, photography, admin etc)	12
Younger Volunteers - aged under 25	8
Westway Partner Support (PAT dogs, Age Uk, Salvation Army etc)	15
Trustees and co-opted members	10
Four Parish Response NB. some were part of the existing Westway team	252



Financial Performance

- Year on Year we are doing more with substantially less.
- Running costs are down 40%.
- But we have had to compensate for not being able to trade since March 2020.
- We have therefore been active in raising funds to support our work.
- What money have we raised? (excluding set up and ongoing grants from TDC)
 - Government/Local Authority: £5000
 - Donations from Parishes: £4500
 - Grants from other bodies: £39,220
 - Donations from individuals: £2405

Partnerships - who is helping us?



What difference are we making?

The Westway Centre Social Impact Report

1. Background

The Westway Centre achieved Charitable Status in April 2020.

The objects of the Charity approved by the Charity Commission can be summarised as follows: to benefit residents in Caterham and surrounding areas by working with local organisations in a common effort to improve the conditions of life for residents by allowing them:

1. A space to meet and network in order to combat isolation.
2. Opportunities to volunteer and make a difference.
3. To feel safe and have opportunities for help (practical or informational).
4. To access more specialist support, if in need by reason of age, ill health, disability, financial hardship or other disadvantage.
5. Access to an effective multi agency approach for support with various health related and wellbeing issues, either through referral or signposting.
6. Support during a localised or national crisis and crisis recovery period, by providing emotional and practical help and being a focal point and link organisation within the community.

This report should be read in conjunction with the Impact Report issued to Tandridge District Council in October 2020. This was updated in December 2020 with

- information from the Social Value Impact Survey and
- an assessment of the Financial Value that The Westway has created in its first year. This report is available on The Westway website: www.thewestway.org

The Impact Report details the Westway Centre's Business Situation, pre, during and post Covid. The Centre remained open throughout, shifting its business model from Inreach, i.e., the provision of Centre based Services, to Outreach Services, namely:

- Shopping and Prescriptions
- Phone
- Finance
- Welfare Checks
- Food
- Befriending
- Practical Help

2. Methodology behind The Social Impact Report

2.1 This report describes the social impact of the services described in the Impact Report, in terms of what are considered to be the key areas for which we have been funded, among which are:

- Enabling people to remain independent.
- Reducing Social Isolation.
- Sustaining Safe and Healthy living at home.
- Supporting carers and families.



In addition to:

- The constructive use of Volunteers
- Building connections with Partners

2.2 Social Impact is: “the effect of an activity on the social fabric of our community and the wellbeing of individuals and families” in that community. Measuring the social impact helps validate the effort the Westway Centre has made and demonstrates improvements we are making to people’s lives; our growing connections with the community and how we have the buy-in of residents. Positive Impact in each area proves a positive return on investment.

2.2 The Methodology for measuring impact in this situation took the form of 57 interviews carried out in person, by phone and messages received by E Mail, with:

- Centre Staff and Volunteers.
- Service Users.
- Partners/Stakeholders.

The interviews were not free form but based on six specific questions for staff/volunteers and service users and three for partners and stakeholders. They were asked to give evidence for their responses and examples of frequently given answers are listed below the main areas of impact. The % figure quoted is the % of responders who stated this was a factor in the impact of the Centre on their mental/ physical/ social well being or that of the Local Community- “Social Cohesion”.

NOTE: Responders often cited more than one impact, therefore the %s stated will not add up to 100%.

Finally, in order to assist policy making, the age ranges of the Service Users are given.

2.3 Partners/Stakeholders

Social Value ascribed to the Westway	
No Comparable Facility	87%
Good Facilities/Resources/Team	62%
Therapeutic Impact	62%
Social Reach/Networking Possibilities	62%
Personal Impact	100%

No Comparable Facility

- Nowhere else to go. Limited facilities in the area.
- Not possible to run the business elsewhere.
- Nowhere else like it.
- Absence would be a major blow to our health plan.
- The well-being of the vulnerable would be compromised.
- Without this venue we would struggle to deliver the 0-19 service as per the service specification in Tandridge.

Good Facilities/Resources/Team

- Good Location. Links to complementary services. Wwy offers “the full package”
- Good Facilities. Good Team. Available Resources. Access to a Network.



Therapeutic Impact

- We can promote physical well-being.
- We do more than provide a service.
- I am my customer's friend.
- I enjoy training them and keeping them ticking along.
- Security of Westway essential as hub for health promotion, social prescribing and care navigation.
- We have to care for the people in our community.
- It (our work at the Centre) reduces the impact of isolation in the community, which is often felt by people with new babies in the family.

Social Reach/Networking Possibilities

- Able to reach more customers. Service is affordable.
- Exemplar of how volunteering and community work can be made to happen together.
- The use of the Westway Centre has strengthened FCHC's partnership working in the community in Tandridge.

Personal Impact

- Mutual Support-Access to a growing Network.
- People contact is so important. Their joy affects me.
- It's the other people in the building-part of me as a person would go (if I could not be doing business here).
- It has inspired me.
- I am delighted we have come so far in such a short space of time.
- I am incredibly reassured there is a place. I have a feeling of absolute joy to see it happening.
- This is exactly the sort of community asset that is needed. I need a Westway in every PCN... you should franchise.

2.4 Volunteers

Mental /Physical Health	% Of Sample Reporting Positive Impact
Emotional Well Being	48%
Family Relationships	14%
Confidence/Self Esteem	38%
Physical Condition	10%

Social Skills	% Reporting Positive Impact
Playing to existing strengths	43%
Interaction with others	24%
Time Management	5%
Influencing Skills	10%
Improving my knowledge	10%



Contribution To Social Cohesion	% Reporting Positive Impact On Wider Community
By Understanding Social Need	10%
Through Personal Contribution	71%
Through Organisational Contribution	24%

Comments Indicating Change

Mental/Physical Health Impact

Emotional Well Being

- I came to keep the brain cells working.
- I am less stressed and calmer.
- I engage with people more.

Family Relationships

- My Mum said (because of what you do there) I have my son back-I thought we lost you.

Confidence/Self Esteem

- Volunteering gives me a sense of purpose.
- I would have become very lonely and miserable.
- I have a purpose and I have a role. I want to be here.
- When my husband died, I thought "what am I going to do now?" (Volunteering) saved my life.
- I was depressed, my life had been closed down.
- This is helping me-I enjoy being with the people and helping them.
- In the past I couldn't make things happen. Now I can and I feel important.
- I feel what I do is appreciated.

Physical Condition

- Finding something that gets you up and doesn't give you pressure is good for my health.
- The less I do, the less I can do.

Social Skills

Playing to existing strengths

- My family would like to say I put everything to rights.

Interaction with others

- I thought I ought to do something -otherwise I would have stayed at home.
- I have not retired.
- If I didn't come here, I would do nothing.
- This is the only social life I have.
- I absolutely love doing this. They are not customers they are friends.



Improving my knowledge

- They (the service users) and we (the volunteers) need to learn from each other.

Contribution to Social Cohesion

Understanding Social Need

- It's the comradeship and support-different age levels can help and support each other.
- It puts me in the Community where I can get to know people.

Personal Contribution

- I felt I built up relationships with people who needed our help.
- People need a friendly person to talk to.
- I have a feeling I am doing something worthwhile. I feel good that I am valued.

Organisational Contribution

- When anyone helps someone else goodwill is created. I am happy to be a foot soldier.
- They are happy someone has called round and broken the monotony of their life.
- I am amazed and humbled about how volunteering has restored my faith in the community
- I volunteer at XXXX as well.
- We need to support older people to be safer.
- Its not in your immediate family-you can help the rest of the Community.

2.5 Service Users

Mental /Physical Health	% Of Sample Reporting Positive Change
Emotional Well Being	69%
Family Relationships	8%
Confidence/Self Esteem	28%
Physical Condition	8%

Social Skills	% Reporting Positive Change
Interaction with others	80%

Social Cohesion	% Reporting Positive Impact
Encouraging community feeling in self and others	16%

Mental Health

Comments Indicating Change

Emotional Well Being

- I am not normally a pessimistic person, but I felt so alone (after my wife died). I am now less likely to be depressed. I began to feel wanted again.
- I was upset about something and could not carry on.



- If I couldn't come, I would commit suicide. Coming to the Centre helps me forget.
- I defeated the demons-(going to the Centre) gets me out and stops me dying.
- I am less prone to depression.
- Her health is worse if she doesn't come here-she is more upset and confused.
- Dad is happier. His whole demeanour.
- The biggest relief! (The shopping and phone buddying) took a big worry away from me.
- Given me a purpose to get up for.
- You won't believe how painfully shy I am.

Family Relationships

- If I gave up, she (my partner) would have to go into a home.
- The family say now I don't worry so much.

Confidence/Self Esteem

- I am housebound. When he (my husband) was ill and the Westway did my shopping, I had a stronger sense of security.
- You have got to pull yourself together and get on with it. You can't give away your independence.
- I have gained an insight into the skills I have.

Physical Condition

- I live alone. I have no health problems but limited mobility due to arthritis, asthma and bone issues.
- I come to the Centre. You have to keep active.
- I have underlying health problems and have to keep active.
- I drive up to the Centre (with partner disabled by vascular dementia). When we are there a light goes on in her.
- The short walk is good for my health-otherwise I would stay in bed.

Social Interaction

Comments Indicating Change

- I was recommended (to go to the centre) as I had been alone for so long.
- I usually come and have my hair done and a dinner. It makes you feel good.
- I was recommended to come here, and I enjoy it. I live with a disabled partner, so I have generally had to be at home.
- It is hard to make new friends.
- I left all my friends. (At the Westway) I have a good chat and have good trips.
- Getting out and meeting new friends and you've got the activities. I am involved and more happy.
- Caterham Valley Medical Practice (recommended the Centre). I am very grateful meeting other people. Even though I am home (during lockdown) I am interacting with the Centre.



- My life would not be the same if I couldn't have lunch, do things and meet people.
- I have been locked in (with a disabled partner) with nowhere to go-nowhere!
- I am retired and alone. A long time on my own now. I like to be in the Company of others. I need an outlet.
- I live alone and wanted to get out and meet friends. I talk to everyone, that's my problem!
- Mum has had problems (during lockdown) because she can't go out. She still likes to get out and about.
- (If I wasn't here) I would be sitting at home doing nothing.
- It's about enjoying yourself. I love the art classes. I look forward to the people.
- (If I didn't go to the Centre) I would not speak to anyone all day.

Community Cohesion

Comments Indicating Recognition Of Westway's Social Role

- I couldn't rely on the neighbours (for the shopping the Westway did), they are nice, but we don't speak.
- The Centre Offered me a lifeline. You shopped for my prescriptions. What would I have done if you had not?
- I was down to £5 to pay for everything. Asking you for help felt like poncing but the system was not working for me.
- I won't be at the Christmas Lunch, but I will come here and take one home for me and my wife (who cannot go out).
- I miss the Sunday Lunches immensely (cancelled due to COVID).
- (Coming to the Westway) is the best thing that has ever happened.
- There's nowhere else to go at Mum's age (99) and be cared for where people understand old age. I am happy in the knowledge she is safe.
- I have always been a keen supporter.

Age profile of user responders

Age Ranges	
80-90	44%
70-80	31%
60-70	12%
50-60	6%
40-50	6%

3. Conclusions

3.1 Stakeholders/Partners were unanimous in their assessment of the social value of the Westway and its potential contribution to areas such as Health Improvement via Social Prescribing. It is also clear they value its potential, as a base for their activity and a networking hub.

3.2 Volunteers value the Westway as a place to contribute to for reasons of altruism, the value they perceive in their contribution and to maintain their own life skills.



3.3 Service Users reported a very high level of the value they place on social interaction and the contribution of the Centre to their mental well-being. Both of which would seem to indicate a strong correlation with the contribution of loneliness to mental and personal ill health among older people. The responders were, in general, very articulate about how their independence has been affected by the deterioration of personal and family relationships due to age related infirmity and other circumstances-e.g., bereavement and the ill health of partners.

3.4 The Service Users were also very articulate about the wider role of The Westway on evidencing or promoting Social Cohesion.

3.5 The Social Impact Survey would seem to underline the importance of The Westway and comparable organisations in sustaining health in older populations.

4. recommendations

As the Full Westway Impact Report (See reference to the Impact Report above) describes, the Westway has appropriately responded to the COVID 19 emergency by developing its services which, as well as running the Day Centre, now encompass:

- Outreach into the Community
- Hosting intergenerational activities
- Partnering with local Health Organisations

The Trustees are concerned to offer partners and funders the confidence in our sustainability that a longer lease on the 25 Chaldon Road, Caterham Building would give. The Trustees would also welcome wider discussions and the firming up of plans to develop and improve the facilities at the property between Tandridge District, Surrey County Council and the Health Authorities.

Jeremy Webster

Chair of Trustees
The Westway Community and Wellbeing Centre



What difference are we making? Case Studies

Jill joined the volunteering team to rebuild her confidence. She enjoyed learning new skills in the kitchen and coffee bar – particularly how to use the espresso machine. Jill made friends and liked bringing her daughter in to the Westway to see just how much she'd achieved. With a reference from the Westway it was no surprise to anyone when she secured a full time job at the local café.



Roy was new to the area and was told by his neighbour he should visit The Westway for a hot lunch. Roy wasn't sure about the idea but came anyway. He chatted to one of the team and happened to mention he hadn't signed up with a GP and was worried about some official looking letters that had arrived in the post. Roy was supported to get organised and became a regular visitor to the centre. As he got to know people he started to drop in more often and other members encouraged him to join in with music and exercise classes enabling him to express his love of rhythm and dance.



It is often surprising how in the centre of a busy town like Caterham just how lonely people can feel. Peter came to the first Sunday lunch organised at The Westway. His community nurse had told him about it but he didn't think he'd be able to make it as he didn't drive. On the day Dial-a-Ride picked him up, he arrived at the centre and the team of volunteers (many of whom, like Peter, have continued to come to lunch every month) got him a coffee and introduced him to others on his table. Over a couple of glasses of wine and some roast beef he got to know people and in a relaxed and informal setting he was able to talk about his late wife, his hobbies and interests.

Peter said the lunches had come at just the right time. He said he was feeling lonely, missing his wife and knew he was getting low and slowly cutting himself off from the people around him. The lunches provided something to put in his diary - something to look forward to. They also linked him up with the Churches Together team who were able to include him in their Christmas day lunch and celebrations – a time of year he admitted he had been dreading spending alone.



What goes on at the Westway

- Flower Arranging
- Knit and Natter
- Men in Sheds
- Volunteering
- Seated Exercise
- Short Mat Bowls
- Live Music
- Bingo
- Sunday Lunch
- Beauty Therapist
- Computers
- Reflexology
- Podiatry
- Paracise



A new Paracise class started soon after the transition to The Westway occurred – and no one turned up! Not to be deterred service users from Surrey Choices (people with a learning disability) were ‘encouraged’ to join in. With lots of laughter the Paracise teacher got her small group of three recruits exercising away to music in the main hall. Before long three or four older members who had initially been reluctant to participate drifted across to see what was going on and soon the group swelled to seven. Before lockdown this Paracise class, still in the same time slot, was our largest exercise class with over 25 regular attenders.



This way of working, starting small and letting activities grow by word of mouth, has become a theme of many of the new initiatives we have tried. Our intergenerational dance group, toddlers with their mums, dads, child minders, grandparents etc, plus Westway members, started with just 5 children; by the third running of the session led by a local professional dance teacher, we were dashing around trying to find extra chairs and cake as 40 odd people had turned up.

The Four Parish Response has aimed to take a holistic approach to supporting families and individuals during lockdown. The team received a call from social services – could we arrange a microwave for a local couple? As we organised the cooker, we discovered that Mary’s husband had been rushed into hospital and she was finding it difficult to cope alone. The couple, both in their 90s, supported one another – James doing the cooking and Mary arranging the flat.

The 4PR took on regular shopping for Mary, she was allocated a phone buddy who called her every few days, the team liaised (with Mary’s agreement) with the hospital and Adult Social Care - a welfare application was made that funded a new freezer. The team also supported Mary clear some space so that James could come home from hospital and started delivering Meals on Wheels.

James did get home for a few days but sadly he was re-admitted and died soon after. Mary understandably was devastated. Her phone buddy is helping make arrangements and Dial-a-Ride will provide transport for Mary’s friends so they can support her at her husband’s funeral.



Experience gained during lockdown led The Westway to successfully apply to the Surrey Community Foundation for a grant to pilot a scheme to enable us to continue providing this type of low level but essential support to people - whatever their age.





The Building

The Westway has spent time repurposing a number of rooms at the centre and looking for creative and flexible ways to use the space.

Existing office space has been turned into a pleasant lounge area and a meeting room. Working with Surrey Choices we have created a sensory room for relaxation and somewhere comfortable for 1 to 1 meetings. Storage cupboards have been removed and an office created. The clinic room has received a lick of paint and some new cupboards to give it a more organised and professional feel.

The Westway is a designated rest centre and at the start of the pandemic the main halls transformed into the operational hub for the Four Parish Response team and with the help of a gazebo the car park doubled as a WIFI hot spot and Share Breakfast servery. We also made space for people to make donations to the British Heart Foundation and Lions Club.

As we start returning to normal the single storey building lends itself to being Covid safe with multiple exits enabling one-way systems and increased ventilation to be achieved.

Next steps include:

- Working with Surrey Choices and community partners to create an inclusive arts space.
- Applying for Change of Use planning consent to enable St Catherine Hospice to offer acupuncture to their service users.
- Exploring options for the kitchen that would enable community cooking sessions – hopefully with a community fridge on-site.
- Developing the garden with raised beds, making it somewhere people are happy to drop in and potter.
- Working with local GPs in November to turn the site in to a community Flu Jab Centre to cope with the thousands of additional people being encouraged to get protected.

Key to the future of The Westway as a community resource will be securing a long-term lease on the building from Tandridge District Council. The current lease runs to September 2023 and its short length dramatically restricts funding grants that the Charity are able to apply for – this alone could potentially result in the failure of the Westway project, however much we are able to achieve in the next two years.



Future Projects

The Westway has ambitious future plans and believe we are ideally placed to develop activities, services and opportunities that are relevant to people in our area – for example:

- A high need support services – enabling people with additional needs to access the centre and its activities.
- An East Surrey Dial a Ride and Westway collaboration – to ensure the future of a brilliant community transport service - to expand services offered and the area covered
- Enhancing our role as a Community Hub – offering ‘in-reach’ and ‘outreach’ services, teaming up with partners and together addressing identified local needs rather than replicate services already available.

Future Challenges

- Riding the Covid Wave and sustaining our development as a community resource the other side
- Securing Leasehold/Building arrangements allowing maximum flexibility and longevity.
- Volunteer sustainability- recruitment/ training/ flexibility to meet new service challenges

What goes on at the Westway

- Art
- Cinema
- Lunches & Snacks
- Discussion Group
- Reading Group
- Hair Dressing



Our People

Centre Staff



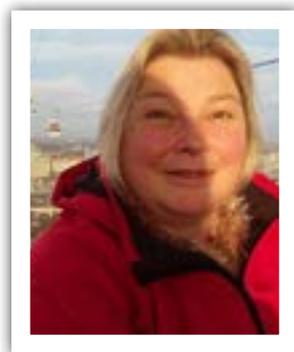
Claire



Angela



Jackie



Maria

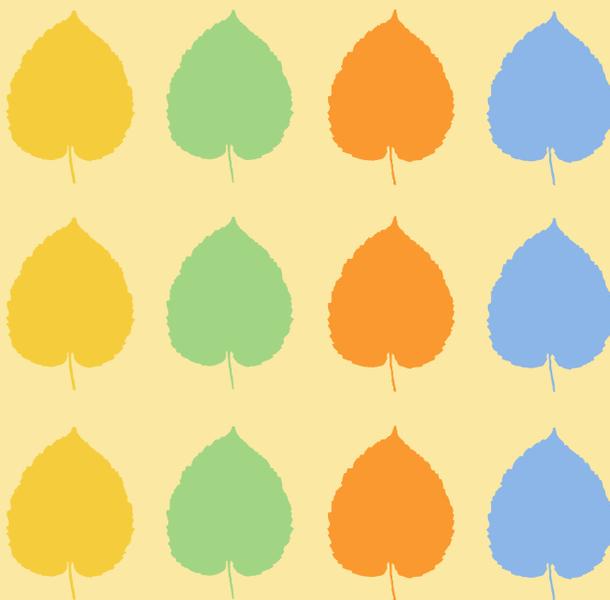


Jo

Westway Trustees

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