

Annual Report 2025



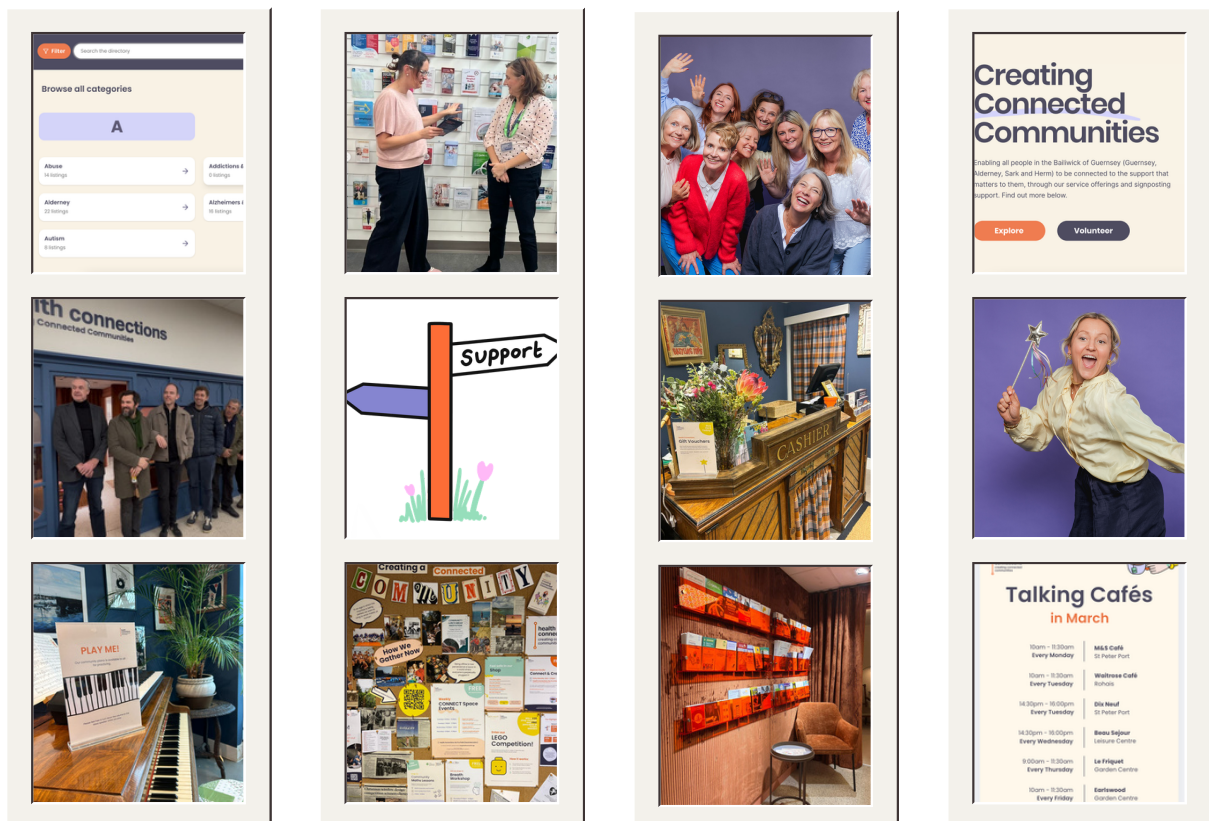
2025

Contents

2 – Contents
3 – Highlights of the year
4 – Executive Summary
6 – About Us
7 – Our Structure / Health Connections Board
8 – Note from the Chair / Our Vision, Mission and Values
9 – Our Mission, Vision and Values
10 – The People We Serve
11 – Outcome-Based Accountability
12 – The Key Outcomes of Our Work
13 – The Community Directory
14 – Talking Cafés
16 – Signposting Support
18 – Off-Island Support
20 – Voluntary Community Transport
22 – Our Charity Shops(s)
23 – Our Shop Initiatives
24 – Feedback from our Customers
25 – Our Finances
26 – Our Partners & Volunteers
27 – Gratitude for our Volunteers
28 – Support Us

Highlights of the year

- New Website and brand identity to appeal to a wider audience including young people
- New Directory with listings map, search filters and easy editing
- New accessible head office in Waitrose, Rohais
- New Shop in the Pollet, St Peter Port called Beatrice House meaning 'Bringer of Joy'
- New Staff Emy and Kim (Transport)
- New Directors (including a Risk Director) and new volunteers (now total 93)
- Pride of Guernsey Customer Service Awards Finalists
- Guernsey Retail Group shop window display winners
- Shortlisted for the Pride of Guernsey Sustainability Hero Award 2025



Executive Summary

This year our charity worked hard in service of creating a more connected community in the Bailiwick of Guernsey.

Our key priorities were:

- Maintaining a trusted, up-to-date online directory of support and activities to help people live happier, healthier lives. This year we upgraded our directory ensuring that we continue to improve its accessibility and outreach.
- Providing one-to-one signposting support from our hospital office (at the hospital Vauquiedor entrance), new office in Waitrose, our shops (Market Sq and Smith Street) and Talking Cafés, ensuring people are connected to support that matters to them.
- We continued to support those receiving off-island treatment and care with information and hospital packs. We are pleased how well our new generic hospital pack has been received.
- Our Voluntary Community Transport Service for health appointments, social activities and wellbeing support secured further funding from The Social Investment Fund and volunteer drivers' mileage claims were again paid for by the States of Guernsey Committee for Health and Social Care (HSC).
- Our Talking Cafes expanded to six locations, partnering with HSC Family Support Services in 2 cafes.
- Work towards financial sustainability through our shop/s and Friends of Health Connections was greatly strengthened by the purchase of our own shop in Beatrice House in the Pollet, St Peter Port.

Our work this year empowered people to manage their health and wellbeing, encouraging independence, early intervention, and effective care at key life stages.

At the heart of our service, we align our work with the principles of The SOG policy paper Partnership of Purpose, the social model of care, the principles of social prescribing and the Government Work Plan for sustainable wellbeing.

We recognise and promote the value of community, public, private and third sector collaborations. Through our collaborative approach, we aim to co-produce outcomes that contribute to a healthier, happier Bailiwick.

We hope this report informs our partners, funders and the community we serve of the impact achieved by the Charity in 2025. They can be assured of our gratitude for their support in helping us to support others.



Bella Farrell
Director/ CEO

About Us

Our experienced Board of Directors sets the strategic direction for Health Connections LBG, approves the business plan, and oversees all aspects of service delivery to ensure strong governance, achievement of target outcomes, and financial sustainability.

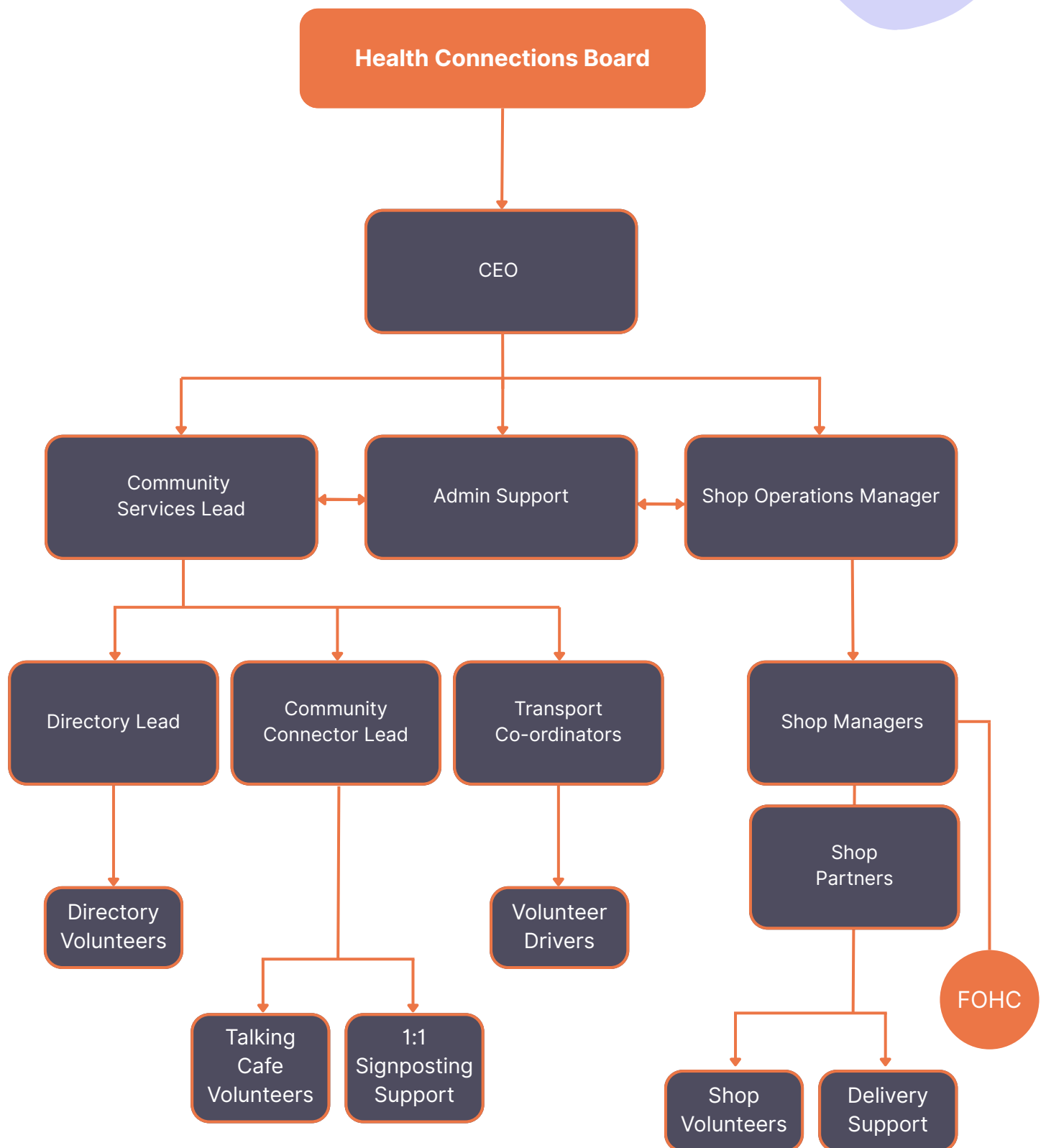
- Dame Mary Perkins - Patron
- Dr Louise Misselke - Director / Chairperson
- Bella Farrell - Director / CEO
- Nathan Silk - Board Member / Risk
- Catherine Griggs – Director / Finance
- Karen Martin – Board Member / Human Resources
- Srabani Sen – Director / Communications
- Vicky Groulef - Board Member
- Liam Doherty - Board Member
- Kirsty Le Pelley – Company Secretary

An organisational structure and profiles of all of our team can be found on our website: www.healthconnections.gg/who-we-are/our-team

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We ensure compassionate, proportionate governance, enabling connection and impact.

Board Member



Note from the Chair



I would like to express my sincere gratitude to our dedicated Directors and professional staff whose leadership, oversight and unwavering support enable our volunteers to make such a meaningful difference. Their commitment, diligence and care ensure that we continue not only to sustain but to strengthen the essential services we provide to our community.

The professionalism and compassion of our team sit at the very heart of Health Connections. Whether guiding someone through our online directory, offering personalised one-to-one signposting, coordinating voluntary transport to medical appointments, supporting off-island health travel, welcoming individuals into our Talking Cafés, or serving customers in our thriving community shops, every interaction is grounded in kindness, respect and purpose.

I am immensely proud that this year's report reflects tangible progress and growing impact. Across the Bailiwick, our work helps individuals access the support, information and human connection they need to live healthier, more confident and more fulfilling lives.

Finally, I extend my heartfelt thanks to our Patron, Sponsors and Partners. Your continued trust and generosity make this work possible, and we are deeply grateful for your steadfast support of our mission.

Dr Louise Misselke
Chairman

Our Vision, Mission and Values

Vision:

A Bailiwick where everyone can find and connect to the support they need for their health and wellbeing.

Mission:

Our Charity's mission is Creating a Connected Community.

Our Aim (main purpose)

We aim to improve access to health and wellbeing support and create opportunities for social connection, reducing inequality, isolation, and loneliness across the Bailiwick.

Our Support for you

We maintain an online directory of local services, provide free one-to-one signposting support, run the Bailiwick's largest voluntary community transport service, and host weekly Talking Cafés offering in-person support and connection.

Our exciting new charity shop, Beatrice House, underpins our financial sustainability while providing affordable goods and promoting the aims of the Charity as well as those of our directory partners.

Our Values:

- Connectedness – Actively bringing people together to reduce loneliness and build meaningful relationships.
- Inclusion – Ensuring that no one feels excluded or isolated, regardless of background or circumstance.
- Participation – Encouraging individuals to take an active role in their health and social wellbeing by engaging in support that matters to them.
- Collaboration – Partnering with local organisations to create a strong, connected community.
- Compassion – Responding with kindness and care to those experiencing loneliness and isolation.

The People We Serve

The people we serve include those who:

- Seek support to prevent ill-health, maintain wellbeing, and improve quality of life.
- Live with long-term physical or mental conditions and need one-to-one support and advocacy.
- Are receiving off-island treatment or awaiting interventions.
- Require practical support due to complex social needs affecting their wellbeing.
- Want to reduce loneliness and increase social connections.

Additionally, we support individuals facing barriers to accessing care or experiencing transitions in their health journey.



Outcome-Based Accountability

We focus on measuring and improving the impact of our work by prioritising desired outcomes and using data to guide decision-making and resource allocation.

All services are measured against clear Key Performance Indicators (KPIs) on a monthly basis, with results reported to our Board of Directors, donors, and key stakeholders.

- We collect both qualitative and quantitative data to evaluate service effectiveness.
- A safeguarding and training register is maintained for staff, volunteers, and directors, along with an ongoing risk register for all services.
- Each service has a monthly-reviewed improvement action plan to ensure continuous progress.



**Measuring impact
keeps the people we
serve at the heart of
what we do.**



**Impact tells us whether
our work is making a real
difference.**



**We measure impact to
make sure our support
truly changes lives.**

The Key Outcomes of Our Work

- **Improved access to support** – Faster, easier connection to support that matters to people.
- **Greater independence** – People feel empowered, informed and confident to manage their health and wellbeing.
- **Stronger community connections and engagement** – Increased social engagement and reduced isolation.
- **Earlier intervention** – Preventing issues from escalating resulting in better health outcomes.
- **Reduced pressure on statutory services** – Strengthened social model of health, helps reduce need for intervention from government services or acute care.
- **Increased equity of access** – Improved reach to vulnerable, isolated, non-digital and disadvantaged groups.
- **Improved wellbeing** – People we serve report feeling more supported, heard and less alone.
- **Better coordination of services** – Clearer pathways and stronger collaboration between voluntary and statutory sectors.

People find help sooner.
Directory Volunteer

**There is less isolation and
more connection -**
Volunteer Driver

**People feel seen and heard
and find belonging again**
Talking Café Volunteer



The Community Directory

Our community support directory strengthens connections by improving awareness and access to statutory, private, third-sector, and community resources that address health determinants and promote happier, healthier, and more fulfilling lives.

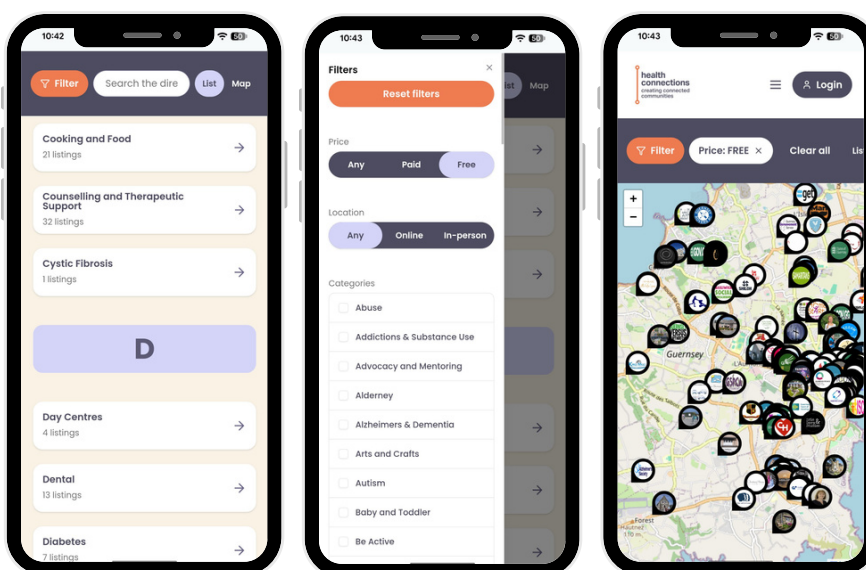
What do we offer?

A trusted, up-to-date online directory featuring 655 community assets, which can be filtered by cost, format, an interactive map function and the ability to easily add your own resources as a new listing.

What difference does it make?

Our directory helps individuals discover vital resources, improving access to support that addresses health and wellbeing, enabling happier, healthier lives.

Without the directory many people would struggle to find the support they need. Visit: directory.healthconnections.gg



“

**I never knew there
were so many things
in our community
which could help me
find meaning and
purpose.**

Directory user



Talking Cafés

Weekly Talking Cafés offer in-person connection and signposting support. Attendees also meet new people, make new friends and gain direct access to our Community Directory.

In 2025, there were five Talking Cafes per week:

- M&S, St Peter Port
- Waitrose Rohais
- Beau Sejour Leisure Centre
- Le Friquet Garden Centre
- Earlswood Garden Centre

The impact is that another 1,000+ extra people were signposted to support.

Visit: www.healthconnections.gg/talking-cafes

“

I have made new friends, something I did not believe could happen again.

Talking Café Visitor

220

Talking Cafés
(2025)

960

People
signposted to
support (2025)



Dix Neuf starting in Jan '26

Case Study: Talking Café

The Situation

After the loss of her husband, one local resident found her days becoming increasingly quiet and lonely. Living alone, she had gradually stopped attending community activities and was finding it difficult to meet new people. A neighbour suggested she try one of the Health Connections Talking Cafés.

How Health Connections Helped

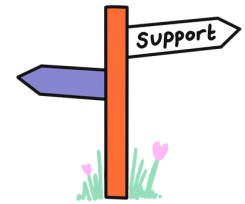
She decided to attend a local Talking Café, where volunteers welcomed her and introduced her to others around the table. The relaxed, informal setting made it easy to start conversations, share experiences, and connect with people who understood the challenges of feeling isolated.

The Outcome

What began as a hesitant first visit soon became a regular part of her week. She now attends the Talking Café regularly, has formed new friendships, and feels much more connected to her community.

Why It Matters

Talking Cafés provide a safe and welcoming space where people can meet others, build friendships, and reduce feelings of loneliness, helping to strengthen wellbeing and community connections across the island.



Signposting Support

A FREE one-to-one support and information service that connects people to assistance that matters to them and will make a difference in their lives.

What difference does this make?

- Enhances the health and wellbeing of Bailiwick residents by promoting self-help and building resilience.
- Facilitates access to early intervention, prevention, and support during life transitions, improving outcomes and reducing healthcare costs.
- Empowers individuals to take charge of their health, leading to healthier, more fulfilling lives.
- Helps people remain independent, reducing reliance on statutory services.

Without us

Without Health Connectors, fewer people in the community would find the support they need, impacting their wellbeing and independence.

3526

People
connected
to support.

655

Directory
listings of
support

“

I really felt heard and also they were able to connect my lonely mother to the most fabulous choir and now she feels she belongs again.

Support Recipient

Case Study: Signposting Support

The Situation

A local resident contacted Health Connections feeling overwhelmed while trying to find support for an ongoing health concern. They were unsure which services were available and found it difficult to navigate the different organisations that might be able to help.

How Health Connections Helped

Through the Health Connections signposting service, the lead community connector took the time to listen and understand the person's situation. They were then guided towards relevant local services that could provide practical advice and support, including organisations specialising in their particular health needs.

The Outcome

With clearer information and the right contacts, the resident was able to access the support they needed and felt more confident managing their situation.

Why It Matters

Health and community services can sometimes be difficult to navigate. Health Connections helps people find the right support more quickly, ensuring they do not have to face challenges alone.



Off-Island Support

We provided FREE one-to-one support for 73 people and their families receiving off-island treatment and care.

We also provided 571 off-island hospital information packs.

Our Feedback:

- 99% told us the packs arrived very promptly
- 98% told us the information was clear, relevant and easy to understand
- 100% felt very supported

What difference does this make?

This ensures that people feel supported and informed during their off-island treatment journey. Without this assistance, people may feel more vulnerable and less prepared for their off-island treatment experience.

Visit: www.healthconnections.gg/off-island-support

Download
a pack

Off-Island Travel Information

Download

Southampton General Hospital

Download

"I have no idea how I would have managed if I did not have so much information and support when I realised I had to go off-island for my treatment."

Case Study: Off-Island Support

The Situation

During a Talking Café in town, one of our volunteers met a man who stopped at the table to chat after receiving a Health Connections leaflet. During their conversation, he shared that his daughter was unwell and needed to travel to the UK for treatment. The situation felt uncertain and overwhelming for the family, and they were unsure what support might be available to help them prepare.

How Health Connections Helped

The volunteer spoke with him about the HC off island service, including the hospital information pack, and the one-to-one support service. A copy of the hospital pack was later sent to the family, and his daughter also had several one-to-one conversations with the HC off island team.

The Outcome

When the man returned to the Talking Café several weeks later, he shared that the information and support had made a real difference. His daughter felt much more comfortable about travelling off island for treatment and had been signposted to additional support services on the HC directory. The family had now joined a support group they discovered through the Health Connections directory.

Why It Matters

Sometimes a simple conversation can open the door to the right support. The charity's off-island team provide an opportunity for people to learn about the help available and connect with support, information and services that can make the challenging situation of going off island for treatment and care feel more manageable.



Voluntary Community Transport

This service is the largest Voluntary Community Transport Service on the island. It provides increased access to medical, social, care and wellbeing support across our community.

We are delighted to currently have 39 volunteer drivers who provide a safe, reliable and caring service.

Some of the places we go:

- Princess Elizabeth Hospital
- GP Practices
- Medical Specialist Group
- Community Centres
- Mental Health Support
- Social Welfare Support

**"These drivers have
enabled my world to
open up again."**

Transport user

344

Registered
passengers (2025)

6712

Journeys delivered
(2025)



Case Study: Transport Service

The Situation

A passenger who regularly used the Voluntary Community Transport Service to attend a local community group had begun to feel increasingly isolated. Living alone, the weekly journey had become an important opportunity to spend time with others. During one trip, the passenger mentioned to the volunteer driver that they had been struggling to keep enough food at home.

How Health Connections Helped

Concerned about the situation, the driver shared this information with the Health Connections coordinators. With the passenger's permission, Health Connections worked with Guernsey Welfare Service to arrange additional weekly food support.

The Outcome

The passenger now receives practical help with food while continuing to attend their community group through the Voluntary Community Transport Service. The organisations involved remain in contact to ensure the support continues.

Why It Matters

This example shows how a simple conversation during a journey can help identify when someone needs extra help, enabling community organisations to work together to reduce isolation and improve wellbeing.



Our Charity Shop(s)

Our shop(s) are a lifeline, supporting our drive for sustainability while benefitting both our services and community. Whilst we were so sad to say goodbye to our amazing pop-up shops in Market Square and Smith Street this year, we were delighted to move to our now permanent location at Beatrice House in Le Pollet.

What difference does this make?

Our shop(s) help fund our services, reduce waste, and inspire wellbeing, creativity and belonging in the community.

Without our shops

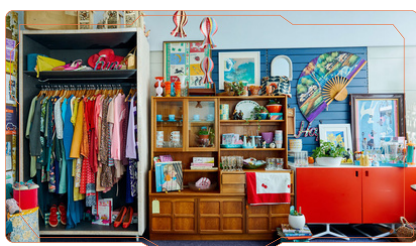
We would struggle to meet the growing demand for our services, and people would have less access to affordable essentials and inviting high street community spaces where they can relax and connect with others.

What support do we need to keep going?

We rely on quality donations, encouraging generosity and thoughtfulness to ensure our products can be re-loved and reused.



**This place is the
beating heart of town.
My happy, happy place.**



Our Shop Initiatives

Gift it Forward

In the spirit of kindness, we offer toys, books and games for free.

Kindness Rail

Our Kindness Rail, rotates throughout the year, offering coats, school uniforms, sportswear, and beachwear for free to those in need or for gifting. This scheme has resonated deeply with the public, and we will continue to theme it with the seasons and in response to local requests.

Haberdashery

Our haberdashery department has become a go-to spot for local creatives seeking inspiration and vintage crafting supplies. The Clean Earth Trust also continue to offer a repair service from our shop.

Shop windows

We offer our windows to other charities, allowing them to promote their support in prime town centre locations.

Local artists and makers

We are delighted to support the arts community by displaying and selling their art, craft, textiles, and books. In return, they donate 20% of their sales income to the Charity, helping us promote the health and wellbeing benefits of creativity.

CONNECT Space(s)

Our CONNECT space(s) offer a relaxing space where children can play, people can read, craft, learn, play the piano, do our community puzzle and lots more!

Feedback from our Customers

Feedback from customers in both shops is consistently excellent and customer service levels, quality of stock and merchandising are all regularly praised. This, in turn, encourages high quality donations and a positive, improved awareness of second-hand shopping.

**"What a
magical place."**

**"The beating
heart of town."**

**"True vintage
vibes."**

**"Full of
treasures. A real
escape."**

Our Finances

Our income

We are deeply grateful to our supporters and customers. Thanks to their generosity, in 2025 we received income of £170,190 from the two shops in town. In addition, we benefitted from some very generous donations from private individuals and corporates to whom we are most appreciative.

We are grateful to the States Investment Fund for their ongoing support and contributions which amounted to £49,471. This was used to fund the salaries of our Voluntary Community Transport Services' co-ordinators and our transport management system.

We are also grateful to The States of Guernsey for their continued funding of our off-island travel service which amounts to £23,538 per annum and mileage claims for our volunteer drivers which came to £35,000.

Our Expenditure

Our expenditure is strictly controlled and our overheads are kept to a minimum.

The largest portion of our annual expenditure is employing our extremely valued members of staff who manage our services and provide support to our volunteers.

We strive to be self-sustainable and are pleased to report that 46% of our annual expenditure in 2025 was funded by the income from our shops, even though we closed our largest shop in Market Square at the end of August and our Smith Street shop mid-December to reopen our new shop in Beatrice House.

Our accounts are externally verified and are available on request.

Our Partners & Volunteers

We are deeply grateful to our volunteers, sponsors and partners for making our work possible. Without them, we would not be able to make such an impact.

Finally, thank you to all our directory partners across the private, public, and third sectors for their invaluable support to our community.

www.healthconnections.gg/who-we-are/our-partners



Gratitude for our Volunteers

At our Christmas lunch, we celebrated and expressed our heartfelt appreciation for the dedicated service of our volunteers over the years.



Support Us

Financial Donations

To support our work, donations can be made through our website
<https://healthconnections.gg/how-you-can-help/donate/>

or by using the QR code below or by sending a cheque payable to Health Connections LBG, Waitrose Rohais, St Peter Port, GY1 1FE.

Shop Donations

Email shop@healthconnections.gg with any enquiries about donating clothing, furniture, homewares, shoes, music, books or toys.

Support our mission by volunteering with us
Visit <https://healthconnections.gg/volunteer/> or email admin@healthconnections.gg

To find out more about our work:
Visit www.healthconnections.gg.

Scan Me!

