

True Connection NE CIC Board Meeting

Date: 15/10/2025

Time: 12.30am

Location: 18 Westoe Village, South Shields, Tyne & Wear, NE33 3EB

Attendees:

Susan Jarman, Director

Shirley Murray, Director

Apologies:

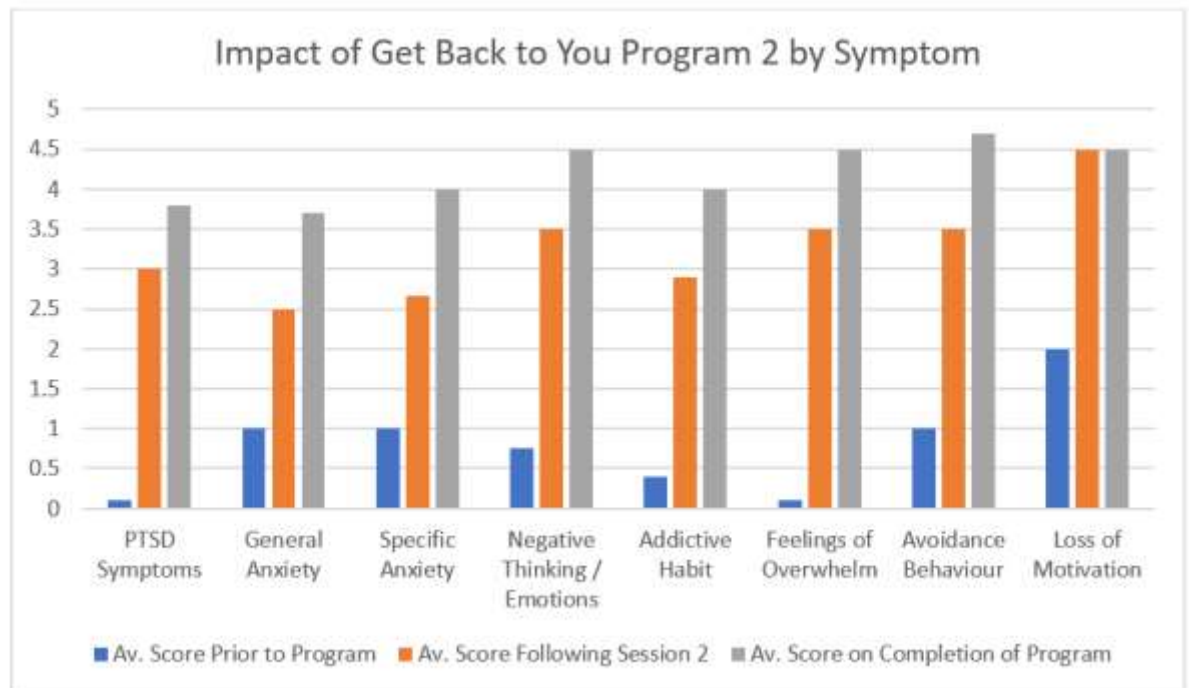
Carol Whalen-Griffiths

Agenda:

1. Thankyou to Samantha Surtees for her advice and encouragement in setting up this CIC, without which the CIC would not exist. Samantha has decided to step down from her role as director whilst she undergoes some life changes at present and we wish her all the best for the future.
2. Funding received – Social Enterprise Growth Fund through First Port
 - £2500 early October 24
 - £2500 mid December 24
 - All funding now deployed over the various programs, pilots and events and receipts signed off.
3. Funding received – Barbour Foundation
 - £1500 mid October 25
 - This funding to be deployed to run a 4th “Get Back to You” community program
4. Activities carried out since September 2024

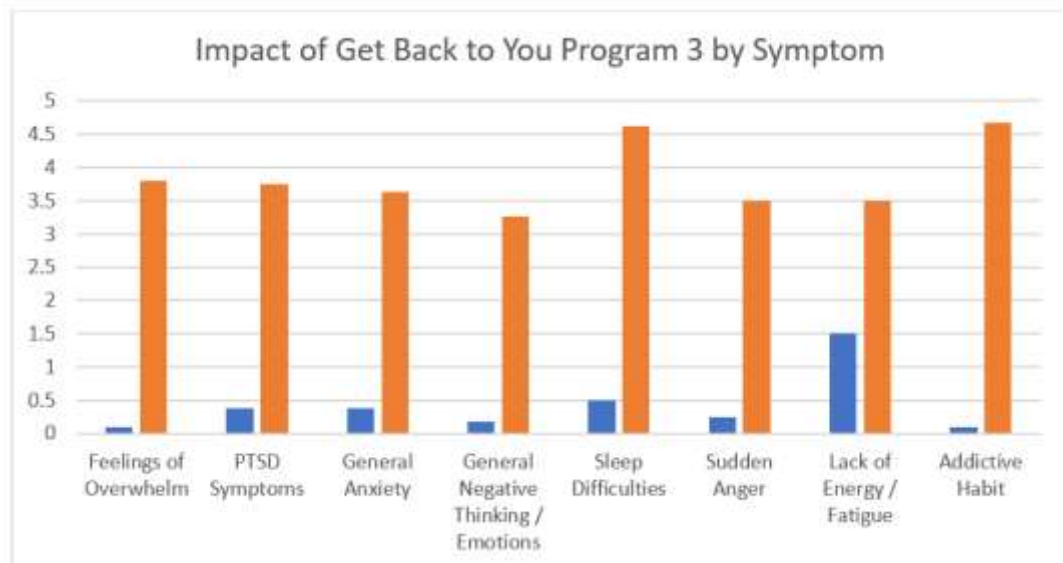
Get Back to You Program 2 & 3 (completed)

- The alterations in the program from 2 sessions to 3, in response to client feedback, had a very positive impact. The second instalment of the “Get Back to You” program was run in 2 halves, from July to October 2024. The first intake ran throughout July and early August, with the second intake commencing early September through late October. A 3rd session was added, with the program structure as 2 appointments 7-10 days apart, with a follow-up 3 – 4 weeks later, following careful monitoring and feedback of symptoms / improvement.



Graph 1, showing scores prior, during and upon completion of program 2

- For a full analysis of results and discussion, please refer to the True_Connection_NE_CIC_Evaluation_Report_24_v3 available for download from www.trueconnectionne.co.uk
- Program 3 ran Jan – April 2025 and, following a presentation at HealthNet in December '24, 71% of participants were referred from local organisations, including Northern Rights, DePaul UK and Turn a New Leaf CIC, with 29% self-referred.
- There was, however, a substantial increase in participants not fully engaging in the program during this round which did result in a significant delay to the gathering and presentation of this feedback as new participants were sought to replace non-attendees
 - 21% cancelled prior to attending their first session
 - 25% dropped out of the program having attended 1 or 2 sessions and of these 8% were “no shows” for their appointments without cancellation more than once
- This resulted in 54% of all participants (who had been interviewed for suitability and had booked at least 1 appointment) completing the program plus feedback evaluations, which is a significantly lower percentage compared to programs 1 & 2.
- Despite this, the results and subjective feedback was extremely positive (for full analysis and results please refer to GBTY3_eval_report from www.trueconnectionne.co.uk).



Graph 2 showing scores prior to and upon completion of program 3, by symptom.

- A very positive outcome of program 3 has been the development of an ongoing positive relationship with Northern Rights who now fund referred clients.

Blossoming Cooks

- Funded or subsidised classes were run 28th October, 30th October, 9th March.
- 28th October at West Boldon Lodge. Subsidised session in conjunction with charity "The Sensory Place" catering for children with disabilities and their carers.
- 30th October at West Boldon lodge. Fully funded session for local families.
- 9th March at Bilton Hall Community Trust. Fully funded session in conjunction with Trimmed Toned Toddlers for local families, including an exercise segment.



- Feedback was excellent across the board
- Plans were forming to hold regular classes at West Boldon Lodge, but unfortunately the primary contact (who had offered to help at each class) was made redundant and plans are now on hold.

Presentations & charity work

- 26th March – presentation on trauma and trauma management techniques given to Women's Alopecia Supports group in Ryhope.
- Healthnet presentation given December '24 to introduce True Connection NE CIC (plus several Healthnet's attended subsequently).
- 13th June attended the Health and Wellbeing Drop In provided by "**A better u**" at Cleadon Park Library as part of Carers Week. Connected with various local organisations and introduced Havening Technique.
- A number of gift vouchers were donated to local charities to support their fundraising, including the Cancer Research fundraiser at North Lizard Riding School.

Free, Supported & Affiliated regular sessions

- Following the completion of GBTY Program 3, a number of clients were offered "affiliation rates", heavily discounted or free, regular ongoing support:
 - o 28 free appointments were attended
 - o 77 "supported" appointments which are heavily subsidised (typically 50% or greater discount)
 - o Affiliation rates are 20% discounted and available to various affiliated local organisations, including WHIST, Trimmed Toned Toddlers, Witness the Fitness.

Safeguarding

- 4th April 2025 directors Susan Jarman and Samantha Surtees completed a safeguarding course with Highfield Qualifications

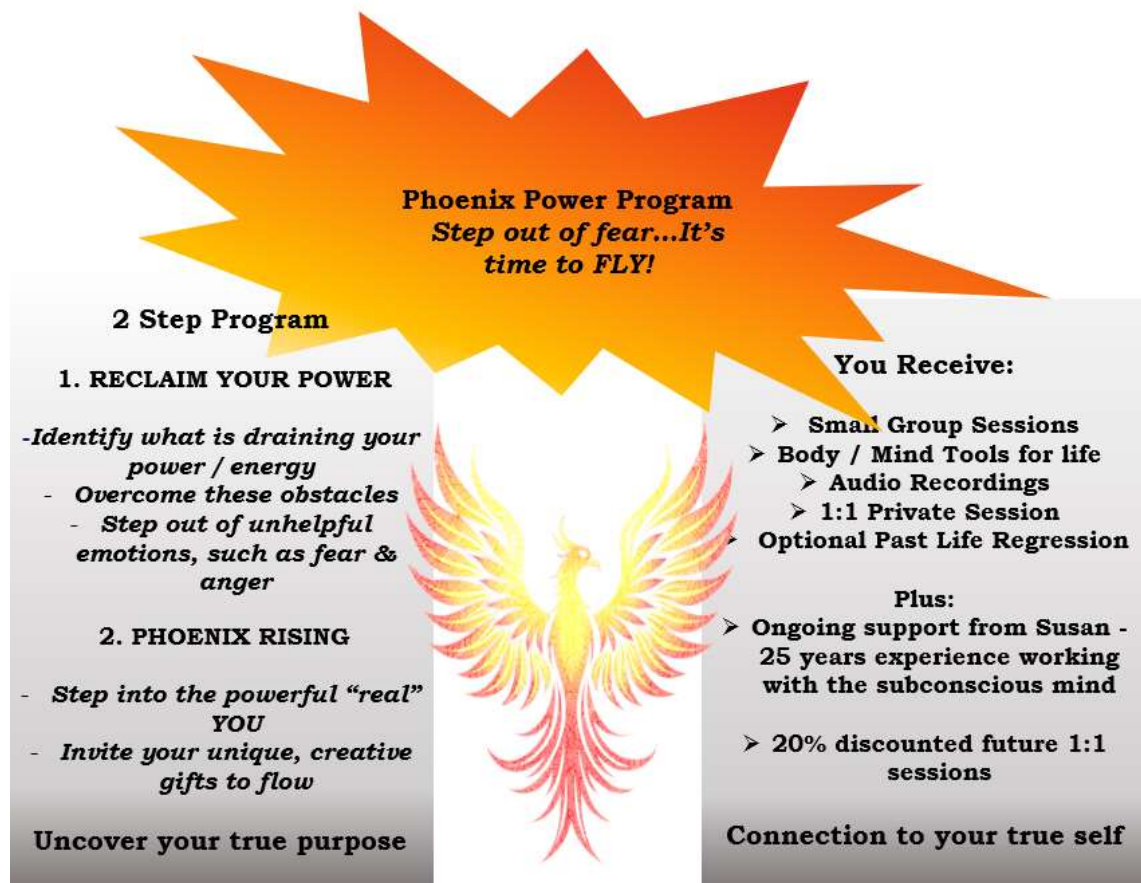
CPD

- Ongoing CPD includes regular havening supervision (both groups & 1:1) & attending regular presentations by the British Society for Clinical Hypnotherapy.
- 27th – 30th September Susan attended "Transform Trauma Oxford", a 3-day trauma conference billed the "largest trauma conference in the world". A number of sessions were attended in person, plus online access to all presentations are available and will be watched over the next few weeks. This has led to a new series of workshops, to which a number of subsidised places will be offered via the CIC.

Future Activities

- Get Back to You Program 4 will be run Nov – Dec '25 thanks to funding from the Barbour Foundation.
- Spaces available for 10 participants. TBD: nature of referrals / completely free vs heavily subsidised (e.g. £20pp).

- “Phoenix Power Program” is the “next level” program which is suitable for people who are generally “ok”, but who may be asking the “big” questions / searching for their purpose in life and/or looking to make changes in their life or job. The format will be 2 private sessions plus a full day retreat with a view to making this program also available in an online format going forward.



- The future of Blossoming Cooks. TBD: packaged as a white label product and/or a book, or series of books published.

Recap of Previous “Future Activities”

- Website relaunch plus Instagram page which will provide a single platform for all True Connection NE CIC activities / services and which will coincide with 20th year anniversary of therapy work. (Oct / Nov 24)
✓
- Create a schedule of social media posts each week (Oct 24)
✓
- Meet with Inspire and attend (and present at) Healthnet monthly networking event to connect with more local organisations and to access PLINTH (Mid / end Sept 24)
✓

- Apply for the second part of the Social Enterprise Boost Fund through Project Northeast and FirstPort. (End Sept 24)

✓ (funding bid successful)

- Deliver small pilot Study Skills workshops from current premises with the vision of scaling up to larger workshops. (Jan / Feb 25)

✗ (this area of work is currently on hold although the website has now been integrated with www.trueconnectionne.co.uk)

- Investigate new funding opportunities if Boost Fund application unsuccessful.

✓ Barbour Foundation successful bid

5. Matters Arising:

6. AOB: