



INCLUSIVE EXETER CIC

ANNUAL REPORT 2022-23

(Number of Beneficiaries)

DROP-IN SERVICE (300)



REGULAR PHYSICAL ACTIVITIES (220)



CONVERSATION GROUP (20)



COMMUNITY CONNECTOR (50)



COMMUNITY SPORTS EVENT (850)



COMMUNITY EVENTS (800)





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Inclusive Exeter is a Community Interest Company (CIC) working in Exeter and the surrounding areas to run a range of projects for the benefit of ethnically diverse communities. We are a grassroots community-led organisation, holding and facilitating activities and events to improve relationships between diverse communities and mainstream services, also running some projects tailored to the needs of ethnically diverse communities. We aim to foster better integration, reduce isolation, and improve health and wellbeing outcomes for people from diverse backgrounds.

In addition to assisting communities deliver events, Inclusive Exeter has run the following services and activities on a regular basis:

Drop-In Support Service

This year we have continued to run our Drop-In Support Service for people whose first language is not English and who may have difficulty filling in forms or accessing mainstream services.

The Drop-In has run two mornings a week at the Mint Methodist Church and has helped some 300 beneficiaries and their families.

What started during lockdown as a Service mainly helping people to access benefits and apply for social housing, has developed into a Service assisting people with a much wider range of issues, including:

- Assisting people who have fallen foul of the Sponsorship Visa scheme
- Victims of human trafficking
- People with No Recourse to Public Funds and Food Bank referrals
- Divorce paperwork
- Helping to report Hate Crime

Here are a couple of anonymised case studies illustrating how the Service has helped people:

Case Study 1

Karl was living with his parents in a one-bedroomed property and had to sleep in the living area. We assisted the family to complete a Devon Home Choice application, helped them to bid and eventually their bid position was Number 1, very rare given the level of demand in Exeter. We then helped with the tenancy documents and assisted with the process of moving.





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Case Study 2

A restaurant closed down, leaving Jo with no job and also no accommodation as this was tied to his job. Jo and his family were on the brink of being homeless. A Devon Home Choice application would take too long to provide suitable accommodation, and nothing affordable was showing up in the private sector. Jo's partner had No Recourse to Public Funds and their situation was looking dire. However, knowing that the aforementioned Karl was vacating a property meant we could approach Karl's landlord and Jo moved in.

Case Study 3

After changing his name via Deed Poll Matt needed help updating key stakeholders because of his limited English and not knowing how to go about the task. We needed to pass a lot of security with the stakeholders but were able to help Matt with updating his GP, utility suppliers, his bank, council tax support, benefits departments, electoral roll and TV licencing, to name but a few.

Organisational Development

Our Organisational Development project ended in April 2023. This project, funded by The National Lottery Community Fund, enabled us to become a stronger, more robust organisation with better safeguarding, procedures and policies in place to engender our future growth and development. Directors, staff and volunteers have had training relevant to their role and developing their skills; time-saving mechanisms have been put in place with better systems freeing up staff and volunteer time to deliver services to beneficiaries.



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Physical Activities

In partnership with Sport England's Live & Move delivery pilot and with the guidance of Exeter City Council we have run a highly successful programme of physical activities, run by members of diverse communities but open to everyone: Badminton, Women's Yoga, Zumba, Volleyball and Martial Arts attracted people from a wide range of backgrounds who enjoyed the social aspects of exercising together as well as the physical and mental health benefits. In August we held Exeter's first multi-cultural Sportsfest, attended by hundreds of people, the first of many we hope!

English Conversation Group

The English Conversation Group has run every week offering speakers of other languages the opportunity to practise their spoken English with native speakers. The Group has met regularly on Tuesdays in the reception area of the Mint Methodist Church.

Community Connector

Our Community Connector post, funded by NHS Charities Together, and delivered in partnership with Wellbeing Exeter, finished in August 2023. Recognising the health inequalities amongst ethnically diverse communities, which research suggests were exacerbated by the Covid-19 pandemic (Kings Fund, 2021), the role was important in providing help to individuals from ethnically diverse communities to improve their health and wellbeing. Although the role has come to an end, good links were made with a range of agencies and organisations which will benefit our continuing Drop-In Support Service.

We ended 2023 on a high, having received the news that The National Lottery Community Fund was going to fund our three-year 'Better Connections' project - watch this space!