

**Annual Report:** The Neighbourhood Renewal Fund (NRF) is about improving public services to meet the government's 'Floor Targets', community involvement is an important factor in NRF. You will see from the summaries below some of what NRF projects have achieved in 2004—2005.

*Funding figures represent the amount allocated to a project, not all projects spent their full allocation, some capital projects were able to move unspent funding into 2005/06*

**Community Development Workers** £100425  
 NRF funds three Community Development Workers (CDW) employed through Community Connections who support and engage local people. Including:

- ⇒ Helping local groups develop projects and apply for community grants. These groups may be involved in a range of activity, for example, arts, sports and festivals. Between January and March the team helped groups bid for grants worth £95,696.
- ⇒ Recruiting local people into a wide range of learning programmes including their own community work training.
- ⇒ Supporting Community Partnerships, which are means of involving local people in deci-

sion making processes through consultation by organisations such as GY Sports Partnership, Sure Start and Norfolk Police, to name but a few. The Community Partnerships have a direct route into the Local Strategic Partnership through representation on the Social Forum.

**Community Connections Core Costs** £23437  
 Core Funding has enabled Community Connections to develop, co-ordinate and manage its sixteen-strong team and the community empowerment activity it delivers, including training, CLIPs and Community Development Workers.

**CCTV in Middlegate** £37,260  
 Six CCTV cameras were installed in the Middlegate Estate to help deal with anti-social behaviour. Anecdotal evidence suggests residents are feeling safer and problems in the area have reduced. A survey of residents and other agencies

**CLIPs** £9,270.00

Community Connections CLIPs provide drop-in points at which local people can access a range of information through leaflets and the internet - in 2004/05 they provided over eighteen thousand leaflets. Various organisations use CLIPs to deliver their services or obtain feedback from the community, for example the NRF funded 'Deep Clean Team'. The workers train voluntary staff and co-ordinate the production of local newsletters, of which more than thirty two thousand were delivered. They also update the five community websites.



will take place in the coming months to measure results.

**Police Community Support Officers** £108,000  
PCSO's provide high visibility foot patrols focusing on reducing crime, the fear of crime and improving public accessibility to the police. They carry out follow-up visits to crime victims, manage anti-social behaviour orders (ASBO's), distribute crime prevention information and give advice on home and vehicle security, including a property marking scheme. The number of PCSO's is expected to increase due to its success.

**Town Centre Street Wardens** £12,250  
The wardens aim to make the town centre a cleaner, safer and friendlier place to live, work and shop. They are linked into the town centre's security radio scheme/CCTV and have become the first port of call for incidences of minor crime and anti-social behaviour, as well as a key point of contact for the general public. They work with police and shop security staff to reduce theft and disorder and help to resolve environmental issues in liaison with GYBC. Employed by the Town Centre Partnership,

the wardens were "Highly Commended" in the first Town Centre Management Awards for the East of England.

**Targeted CCTV** £24,000  
NRF funded the purchase and installation of a mobile CCTV camera and associated hardware to link up with the CCTV control room to reduce vehicle crime, violent crime and burglary in 'hotspot' areas. The effects will be monitored and compared with recorded crime levels before the camera came into use.

**Alleygates** £13,000  
Residents in communities with high levels of burglary and anti-social behaviour were given the opportunity to join this scheme which fits self-locking steel gates to alleyways. The gates are also instrumental in reducing instances of fly-tipping, drug and alcohol misuse, dog fouling and providing safer child play areas and improved community spirit. In all, 28 Alleygates have been installed and anecdotal evidence suggests residents feel much safer.

**Safer Community Team** £72,000  
The continuation and expansion of a former Priority Policing Area in order to reduce crime and improve the local environment. A series of initiatives have been introduced including Environmental Actions Days, 'Nightsafe', weekly neighbourhood community meetings and a property marking scheme. Domestic burglary in the area reduced by 33.9%, theft from a vehicle by 64.2%, theft of a vehicle by 20%. In line with national trends violent crime has risen (up 12.6%) but 'Nightsafe' should help address this and an ambitious target of a 10% reduction in violent crime in 05/06 has been set. The project, run by Norfolk Constabulary, focuses on working with other agencies and the community to bring about change.

The team's achievements were recognised with the Bill Nelson Memorial Cup from Norfolk Police and in July the team were cited by the Office for the Deputy Prime Minister as an example of best practice.

*Nightsafe aims to make evenings out in Great Yarmouth safer and more enjoyable, pictured are nightclub staff who are involved in the scheme.*



As one resident said

**"before they were installed there were there were bottles, cans and even people sleeping in the alley...now it's wonderful".**

**Crime and Disorder Reduction** £79,200

This project employed a Crime Reduction Officer and Support Officer who have worked as facilitators to the Crime and Reduction Partnership and Responsible Authorities Group. Initiatives such as the Prolific and Priority Offenders Scheme and multi-agency Anti-Social Behaviour Action Group have been established, and the Car Clear Partnership has seen 964 vehicles taken away and destroyed within 7 days of their removal. In addition a crime audit of the borough has been produced. A Crime and Disorder Reduction post is now funded by the Borough Council.

**Community Economic Regeneration Co-ordination** £25425

The post-holder, Paul Griffin is based at Norfolk and Waveney Enterprise Services and aims to encourage and develop Social Enterprise. He

has supported in a number of potential social enterprises and produced an information pack.

Paul worked with four people wishing to set up a childcare facility. They were advised that as a Social Enterprise they would be able to access start-up funds. Paul then rewrote 'Best Start', an accredited NVQ course in business skills, so that it could be delivered to them in the evenings. They opened a childcare business in the Cobholm and Lichfield Centre – 18 months after opening they have a workforce of eight.

**Acorn (Global) Grants Programme** £12,582

Acorn provides grants of up to £10,000 to projects centred around employment, skills and training. Just a few of the projects Acorn has contributed to include First Move who give advice and support to the unemployed or low waged; Open Door which opened a learning centre to provide basic training skills in I.T., First Aid etc for people who are socially excluded; and Indigo Dyslexia which gives employment support to adults with dyslexia and provides advice to employers on specialist software.

**Nurture at Northgate St Andrews** £58,000

Funding provided purpose-built accommodation for the activities of this First School's Nurture Group. The children wrote to the builders and discussed the room and the result is a bright, homely and spacious setting for the nurture activity. The building, which includes a community room, kitchen and toilet facilities, is also to be used for family learning, the Parents Teacher Association and a parent and toddler group; it is hoped that the community room will also be used for 'wrap-around care'.

**Refurbishment of Family Learning Room** £8,500

The Family Learning Room in St Georges First & Nursery School needed to be separated from a corridor and equipped and decorated. The room, which is nearing completion, is to be used by the school and for courses and activities for community organisations such as Family Learning. Some events have already been run such as a family reading meeting for which a crèche was provided by the school.



The Nurture building under construction



The Family Room being refurbished

**Resource Centre Feasibility Study** £15,000

This feasibility study for a resource centre in Claydon/ Magdalen West has been delayed until this year - when completed, it will provide a basis for future applications for funding.

**Share** £55,000

Share aims to give parents the skills to become more involved in their children's education. Parents have influenced the ongoing delivery of the programme and positive relationships have been developed between parents and schools. In 04/05, 550 places were filled on workshops, 170 on activity days and 30 on a parenting programme (some parents attended more than one event)

**Out of School Hours Learning** £60,000

Fifty-one out-of-hours clubs were funded including gardening, dance, social skills, writing, and revision. Anecdotal evidence indicates reduced discipline problems with those attending lunch-time classes, leading to improved behaviour in afternoon lessons.

**Nurture Groups** £100,000

Nurture Groups aim to enable children to overcome difficulties that are preventing them from learning in the classroom, for example to gain confidence, or learn basic skills such as being able to sit still and raise their hands. Generally children spend the morning in a Nurture Group

and the afternoon within their class; they normally stay with the group for eight weeks. One hundred and sixty middle school children participated, attendance for these children has gone up 6% and exclusions in schools running nurture groups dropped by 35% .

**P3** £40,000

P3 is aimed at 14/16 yr olds who may be low academic achievers or at risk of disaffection. This package is unique to Great Yarmouth. Pupils study 5 subjects at GCSE level and a vocational subject, such as hairdressing or mechanics, at Great Yarmouth College. They also spend one day per week with 'Skills Force' undertaking activities such as the Duke of Edinburgh Awards and one day per week in work experience in their second year.

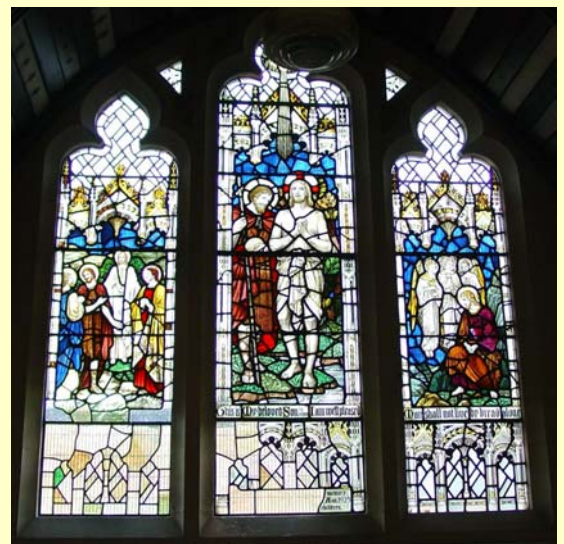
Our most recent data (03/04) shows that whilst 48% of participants were on the special educational needs code of practice, 44% achieved a point score equivalent of 5 GCSE's grades A-C. 63% of pupils improved their attendance, 91% of pupils transferred to further training and 9% secured full-time employment. One hundred and six pupils attended in 04/05.

**Combined Assessment Team** £255,750

This is a multi-agency approach to provide support to pupils who have been identified as underachieving, having poor attendance or behaviour problems. The scheme involves the whole

**Health and Resource Centres** £20,000

In previous years NRF contributed towards the costs of constructing the Cobholm and Lichfield Centre and the refurbishment of St James, some further funding has been allocated for staff costs. The Cobholm and Litchfield Centre has a popular childcare provision and CLIP office. Many organisations use the centre to deliver services such as speech therapy, family planning and smoking cessation. St James will open in September and will incorporate a health clinic, community room, café, CLIP office, crèche and IT suite. The main structure of the building and many original features are maintained including the stained glass windows which have been reinstated.



family and agencies such as health, psychological services and social services. Sixty new families were referred and 200 children were being supported by the scheme at the end of the financial year. One parent of a child with behavioural problems said

**“I can’t believe the difference. Everyone is trying to help him and involve me in the process. He’s changed”**

**Playcare Centre** £40,000

NRF provided funding to help establish a play-care centre at Greenacre First and Middle School constituting an after school club and holiday play schemes. Attendance at the after-school club averaged thirty-five and the Summer play scheme forty-seven. Children in the after-school club take part in a variety of activities and sessions include a healthy snack and exercise periods taken by qualified sports instructors. It was hoped that the scheme would become self-sufficient through fees, however the high number of special needs children mean there is a lower number of parents able to work and claim working tax credit which would help

fund childcare.

**Rights and Responsibilities** £6,975

Two workers run a range of rights awareness courses such as six-week basic rights courses, training for New Deal clients, seminars on workers rights and benefits training. The CAB, who run this project, is able to charge for some of its courses to local businesses and will soon be providing Professional Development Training for solicitors, which, it is hoped, will help secure long term funding.

**Commercial Wheeled Bin Store** £46,300

Commercial Wheeled Bins are located in a purpose-built compound and have helped overcome the problem of rubbish being blown about the area from sacks left outside. A recycling element will be introduced once the wheeled bin system, which is being introduced across the Borough, is available in Middlegate. In light of the lessons learnt from this project the council is considering these arrangements elsewhere in the Borough.

**Deep Clean Team - GYB Services**

£50,000

The team spends several weeks in each of the NRF ‘Priority Neighbourhoods’ carrying out in-depth cleaning that wouldn’t be tackled by routine services, for example clearing private land, alleyways and communal areas. The team’s supervisor, Terry Bensley, has worked hard to consult with key players in the community and work with other agencies



*Before and after*



*A member of the team at work*

such as the Safer Community Team, Wardens, Housing Services and CLIPs.

The Runham Vauxhall CLIP highlighted problems in the subway access to ASDA, where the team dug out drains, cut back grass and removed graffiti; Atlas Wharf was cleared with Port and Haven commitment to erect webbing to prevent movement of litter. The team also worked with local businesses, for example, Tesco staff involvement in the cleaning of a dyke.

**Play Area** £35,000

The Magdalen Community Partnership identified a need for a modern play area and NRF funding was agreed, although equipment was installed in a slightly different location (on the south side of the field rather than the north) since this was close to the car park allowing easier access for disabled people and more suitable for parents supervising young children. This also allowed the play area to be tied into an existing basketball facility. The north area of the park will also benefit from a new multi-play this year following a successful capital play bid.

**Disability Resource Centre** £120,000

The resource centre is to provide guidance and support to disabled people including assessments, therapy and daily living advice. One of the aims of the centre was to provide training to both disabled and non-disabled, disadvantaged groups, however, this facility is now to be added at a later date or provided externally depending on research. Although the funding issues have caused delays, work is to start shortly.

**Young People's Health Centre** £85,150

This town-centre facility will serve as a shop-front, drop-in advice service offering family planning, a Sexual Health Clinic, Norfolk Youth & Community 'Sorted' Counselling Service and

services from Connexions; it will also provide the base for the Young Men's Project. It is still in the preparatory stage due to delays in negotiating a lease, work should start soon.

**Outreach Family Planning Nurse** £12,350

Two part-time family planning trained nurses undertake outreach work at Great Yarmouth High School, East Norfolk Sixth Form College, Great Yarmouth Further Education College, Caister High School and the Cobholm and Litchfield Centre. The service has been publicised with posters that have been sent out to colleges, nightclubs and retail outlets such as Dorothy Perkins. In a three month period, 126 pupils were seen in the four schools/colleges, the split was fairly even between girls and boys. As well as contraception, pregnancy testing and sexual health advice, general health advice was also given in many cases.

**Mental Health Promotion for Asylum Seekers, Refugees and Migrant Workers** £16,500

These groups very seldom seek help for mental health problems until they become acute, requiring secondary services, for example hospitalisation. The focus of this project has been to look at the reasons for this by conducting in-depth interviews with people from the community and relevant organisations. Running alongside this has been the role of awareness raising

**Recycling and Re-use Project** £47,000

First Move Furnishaid Ltd collect goods and re-sell them at an affordable price to people on low incomes. NRF funding has allowed First Move to employ a recycling co-ordinator and buy an additional van, as a result, in the final quarter of the year the number of items available for resale increased by 15%. NRF has also enabled the development of training in the repair and reuse of damaged goods, five people have participated and produced 50 items from damaged furniture; First Move have now secured extra space in which to expand this activity. NRF Funding has also



been used to develop a business plan in order to explore ways of increasing the amount of white goods recycled/reused although it seems unlikely, at this stage, that a large white goods recycling facility will be set up – other ideas are being explored.

and networking, resulting in a multi-agency conference in March with 50 people attending. A group has been developed to take forward some of the ideas generated by the conference and look at organising training. Leaflets giving information about health services in a range of appropriate languages are being developed and it is hoped to have a presence at outreach services and community information bus.

### **HomeStart Outreach Worker** £10,987

NRF funds a part-time outreach worker to support families with very severe and complex needs. The eventual aim is to enable families to work better with mainstream services such as Health and Social Services. In the first twelve months of this project 8 families with 23 children from birth to 16 years were supported. The HomeStart worker is able to work flexibly and holistically with the families, offering a mixture of emotional support and practical help – above all the worker is able to offer time.

### **Cobholm Rangers** £33,059

The two Neighbourhood Rangers, employed by Wherry Housing, have worked to improve the environment and reduce anti-social behaviour in Cobholm. One of the Rangers' first tasks was to survey 300 residents which revealed that there was a fairly high level of dissatisfaction, espe-

cially regarding littering – a follow-up survey will be done this year. The rangers organised a local 'Environmental Action Day' in February, about 35 staff from local agencies were involved in clearing up the area on the Friday, the following day it was the turn of 25 local residents who helped clean up green spaces and grassed areas despite terrible weather!

The Rangers service is guaranteed until November and further funding is being sought. There has been much support from the Cobholm Island Residents Association and local people and with an increased interest in participating in litter picks, an improvement in the reporting of repairs and a reduction in neighbour disputes; there is also anecdotal evidence of a reduction of complaints to the police and of people feeling safer. A housing officer for Wherry in this area has described Cobholm as having had its **"physical appearance dramatically improved thanks to the rangers"**.

### **Two Domestic Violence Workers** £59,553

NRF funds Leeway to deliver a Domestic Violence outreach provision face-to-face and over the phone. Drop-in services are available at various locations, however, many people are referred to the service by other organisations.

### **Supported Activities Centre** £28,720

The original premises for this drop-in centre for people with mental health problems were inadequate and restricted the development of the service which is run by Rethink, a national charity. NRF funded the refurbishment of new premises on Greyfriars Way to create a tailor-



made centre with, for example, a well-being room with aromatherapy and a light box and a new kitchen where subsidised meals are provided and which is used to cook Sunday lunches. The centre provides activities for individuals who do not currently access support, for example, in partnership with Adult Education.

Ongoing support in 04/05 was provided to eighteen women, only two of whom experienced repeat victimisation and this was early on in the process. For the first time Leeway have used monitoring information to assess the emotional health of clients using the service and, in this period, 71% showed improvements in emotional well-being. It has taken time for Leeway to raise awareness of the service, but as it has increased so has demand.

#### **High Efficiency Central Heating** £150,000

Central heating has been installed in thirty-seven Council properties in the Magdalen area, enabling these properties to meet the 'decency standard' set by government. High efficiency central heating combats 'fuel poverty' by reducing annual fuel bills (by an estimated amount of £271 for heating and £59 hot water per property), reduces emissions and has been shown to have a positive impact on health.

#### **Housing Advice Specialist** £26,100

This new post for a Housing Solicitor based in Shelter's Great Yarmouth Office enables a seamless service for clients. Legal representation has been a barrier in the past due to the lack of housing solicitors in the county. One of the aims of the Solicitor is to pursue cases through the civil courts seeking compensation in the form of damages and providing a deterrent to landlords who break the law. In practice, however, it has been found that many clients are not in a position to go through the legal process although cases have been resolved prior to court action. A tenant who was being

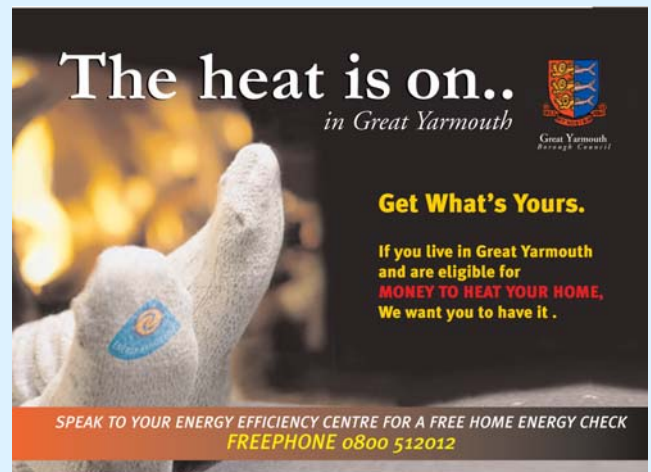
evicted without the correct procedures being followed, came to an out-of-court settlement whereby he was given two months to seek further accommodation and a small settlement.

#### **Homelessness Prevention Scheme** £53,000

The Project employs two homelessness prevention caseworkers to work within the Advice & Homelessness Section at Great Yarmouth Borough Council. The caseworkers provide advice to potentially homeless applicants via drop-in sessions and appointments. They also manage a homelessness prevention fund that enables loans to be made to pay for deposits and/or rent in advance. In 2004/05 this new approach to the delivery of a mainstream service contributed to a 25% drop in the number of statutory homeless.

#### **Home Energy Efficiency Promotion** £2,500

Funding to the Council for a campaign to increase the uptake of energy efficiency grants to help reduce fuel poverty and emissions. Anecdotal feedback suggests there has been a marked increase in the take up of the grants as a result, figures will be available later the year.



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**To find out more go to the LSP website at [www.gylsp.org.uk](http://www.gylsp.org.uk)**