



WORKING NEIGHBOURHOODS FUND (WNF) PROVIDERS' PROFILES

WNF funding has been awarded to the following organisations, some of which lead a consortium. You can find out what each of these providers

Statement: The information in this document has been provided by the organisations named below and the WNF Team are not responsible for its contents. Any questions arising should be directed at the organisations involved.

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BUSINESS IN THE COMMUNITY (BITC)

Project WNF 01 Business Action on Employability & Skills – Ready for Work

PO Box 211, Lowestoft, Suffolk NR32 9AY

Project Manager: Jayne Barnard
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Business in the Community is an independent charity with 28 years experience of promoting responsible business practice. We are one of The Princes Charities. Our purpose is to mobilise business for good taking action now for people and planet. We inspire companies to take action and help them to improve their business effectiveness by having a positive impact on the community, a reduced impact on the environment, to operate with integrity in their marketplace and encourage talent, flexibility and diversity in the workplace. By sharing knowledge and experience and developing innovative solutions, we are a catalyst for change and a demonstration of the positive impact business can have in society.

Members include 70 of the FTSE 100 and a developing range of locally based companies.

Our power is the unique platform this creates for collaborative action. Membership of Business in the Community is an active commitment to recognise the relationship between responsible business practice and the role this plays in creating wealth, building confidence and addressing social and environmental need. Our top campaigning priorities are tackling climate change and developing the talent and skills of the existing and future workforce.

We have a range of programmes to support businesses and one such programme is Business Action on Employability and Skills (BAOES) in Great Yarmouth which is an extension of our successful Homelessness (BAOH) campaign of Business in the Community (BITC). It uses business support to help equip those who have been homeless & are now vulnerably housed or in danger of becoming homeless with the necessary skills to gain employment and move towards independent living. Some of the clients referred to the BAOES programme have barriers which are making re-employment extremely difficult. A large percentage of the clients are ex offenders or those recovering from alcohol or drug problems. Some are homeless through no fault of their own and need support to guide them back into employment and eventually to independent living; usually these clients also come to us with many barriers. We are also working closely with Great Yarmouth Police to give individuals on their Prolific Priority Offenders Programme an opportunity to participate and individuals from the Norfolk Youth Offending Team, it is important to recognise that without employment re-offending is very likely to occur.

How BAOES works

- Pre-placement - Agencies put forward clients who fit the criteria.
- Business Buddies attend a training session where needed.
- Clients will be assessed by the project manager.
- Clients attend a 2 day pre-employment 'Ready To Go' training.
- Clients undertake a two-week work placement with Buddy support! "Ready for Work".
- Clients attend refresher training at an Action Day Planning meeting and are allocated a job coach where appropriate.

We work with a range of Partners in Great Yarmouth and these are listed below:-
Herring House Trust – Bauleah House and all outreach Housing, St Matthews Housing (Genesis), St Johns Housing, Stonham Housing, NORCAS, Youth Offenders, VSP Norfolk, PPO's, Norfolk Constabulary, Criminal Justice Bureau, Probation, Norfolk Children's Services, GFS Platform, YMCA, HMP, Jobcentre Plus, Move-on-East, Connexions, Bretts / Benjamin Foundation, Gt Yarmouth Borough Council, Housing, Social Cohesion, Community, Voluntary Norfolk, Target Opportunities, Comeunity, Enterprise GY, Blue Cat Initiative, Gt Yarmouth College- Adult Education, The Priory / Gt Yarmouth Community Trust, Jobcentre Plus, Indigo Dyslexia Norwich, GYROS, GY and Waveney Supported Housing Forum, CAB, Community Connections, DAAT, TADS, Norfolk Probation Service, Move on East, Norfolk Police /PPO's, The Shaw Trust, MIND/ Work to Grow / GY Woodstock, DIAL, Gt Yarmouth Library /Community Garden Project.

ST MARY MAGDALENE CHURCH

Project WNF 02 The Bridge Project

St. Mary Magdalene Church Hall, Magdalen Square, Gorleston, NR31 7BZ

Project Development Worker: Louise Bullen
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The Bridge is a community drop-in based at St. Mary Magdalene church hall. We open on a Tuesday from 11.30am – 2.30pm. Clients can access a delicious hot meal, a safe place to be, advice and information and training. The hot meal is prepared and served by a group of volunteers. We currently average approx 30 clients plus volunteers for the meal. DIAL visit The Bridge on a monthly basis to offer benefit advice with other agencies planning to offer drop-in sessions. After Easter we will also be opening on a Wednesday for training and a light lunch.

We provide a range of training and are currently running Look Ahead, a volunteer training course, which includes a First Aid and Food Hygiene certificate.

We have two training days with Norcas which are fully booked, looking at the myths and facts around drugs and alcohol.

After Easter we will be starting IT training and a Preparation for Work course. We have a Basic Food Hygiene booked for April. We are very much client led and are looking to meet the needs of the community and surrounding area.

Our other project is the community allotment, which is on Edinburgh Avenue. We are working with various agencies to get this up and running as soon as possible. We will provide basic instruction on horticulture and running an allotment. We also plan to use the fruit and vegetables grown at the allotment in the meals cooked at the drop-in.

The Bridge works closely with various local agencies including The Priory, Adult Education, DIAL, Norcas, Mind, Voluntary Norfolk, Julian Housing and Seachange Arts and is always looking to work with new partners.

NORFOLK LIBRARY & INFORMATION SERVICES (NLIS) led Consortium

Project WNF 07 Community Garden Project (Great Yarmouth Community Library)

The Norfolk & Norwich Millennium Library, The Forum Millennium Plain
Norwich NR2 1AW

Community Development Worker: Caroline Fernandez
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Great Yarmouth Community Library's new facilities open in October 2009 offering more PCs, books, DVDs and console games. There is a colourful children's area, arts and crafts workshop, studios, open plan exhibition space and a new community café run by The Priory Centre.

The improvements have been made possible by £1.4m of BIG Lottery Funding with local people being heavily involved in the design and ongoing running decisions. The various facilities and rooms at the library are available for use by local people and community groups for meetings and activities.

The Community Garden Project is part of Great Yarmouth Community Library and is supported by a dedicated Community Development Worker who will oversee the develop of the land outside the library into an accessible community space which can be enjoyed by the local community and library users. The project is providing a rolling programme of twelve free practical life skills and training courses. The courses cover:

- Introduction to bricklaying
- Researching a Wartime Garden
- How to sow, plant up and grow your own vegetables and plants
- Garden design
- Healthy eating on a budget
- Cookery skills

Project WNF 07 – CONSORTIUM MEMBERS

Norfolk Museum & Archaeology Services

INFORMATION AWAITED

Norfolk Guidance Services (NGS)

INFORMATION AWAITED

NCC Adult Education Service

INFORMATION AWAITED

Middlegate Community Association (MCA)

INFORMATION AWAITED

GREAT YARMOUTH COLLEGE

Project WNF 09 ESOL (English for Speakers of Other Languages)

Southtown, Great Yarmouth, Norfolk NR31 0ED

Team Leader - Skills for Life/Work: Sue Tolladay

01493 655261

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Great Yarmouth College

ESOL (English for Speakers of Other Languages)

Course Code: ESOL **Level:** Entry **Duration:**

Entry Requirements

There are no entry requirements for this course, however learners will be expected to take a short spoken and written assessment, where possible, to establish their correct level.

Course Requirements

The course will be suitable for you if English is not your first language but you have lived in this country or in the EU for at least the past 3 years and you intend to spend some or all of your working life here.

What will I learn?

ESOL courses develop English speaking, listening, reading and writing skills from beginners to advanced level. Many topics are studied including personal information, health, travel, work and citizenship.

* Please be aware that all language classes are subject to a minimum level of student recruitment.

How will I be assessed?

Assessment is by spoken or written assignments at the end of each course, which are marked by your tutor and externally verified by City & Guilds.

What qualification(s) do I get at the end of the course?

City & Guilds Skills for Life ESOL qualifications in Speaking & Listening, Reading and Writing at Entry Level 1, Entry Level 2, Entry Level 3, Level 1 or Level 2,

How long does the course last and how often do I attend?

Courses start in September and February.
Attendance is for 6 hours per week either during the morning or during the evening.

What do students go on to do at the end of the course?

You may progress to a higher level ESOL course or a College course

What are the costs?

Those in receipt of income-based benefits would not normally be required to pay.

Who do I contact for further information?

Please contact the College Information Centre for more details. Telephone 01493 655261
Fax 01493 653423 Email: info@gyc.ac.uk or visit our website: www.gyc.ac.uk

GREAT YARMOUTH & WAVENEY MIND led Consortium

Project WNF 24 Work to Grow

31 Caister Road, Great Yarmouth, Norfolk NR30 4DA

Development Manager: Stuart Bennett
01493 842129
stuart@gywmind.org.uk

GYW Mind is a registered charity supporting people whose lives are affected by mental ill health.

We are the largest voluntary sector mental health service in the area and have received national recognition for our innovative approach to service delivery and the quality of organisation management.

The organisation supports those who are disadvantaged by their disability in an area disadvantaged by social and economic deprivation.

We adopt a holistic approach to service delivery and seek to address the many disadvantages that contribute to delayed recovery and stable well-being.

We promote positive mental health and challenge stigma in everything we do.

Project WNF 24 – CONSORTIUM MEMBERS

The Grow Organisation

The Grow Organisation is an award winning umbrella organisation for accredited training and work experience for individuals disadvantaged in the labour market.

The organisation provides training providers who can tailor courses to suit the needs of hard to reach groups, creating positive outcomes for people at risk of social exclusion.

The Norfolk and Waveney Mental Health Foundation Trust

The trust provides a range of specialist mental health services to nearly 800,000 people from all age ranges across Norfolk and North Suffolk.

GREAT YARMOUTH COMMUNITY TRUST led Consortium

Projects: WNF 55 – Opportunities WNF 56 – Activities WNF 58 – Access Opportunities WNF 60 – Youth Engagement WNF 61 – Next Targets

Priory Plain, Great Yarmouth, Norfolk NR30 1NW

Project Co-ordinator: Tony Rozier
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tony-rozier@gyctrust.co.uk

Great Yarmouth Community Trust (GYCT) is a registered charity and a company limited by guarantee. It was established in 2001 to be the successor body to the trailblazing area Sure Start Partnership in Great Yarmouth. From its home base at the Priory Centre the Trust delivers services to the entire community running a number of social enterprises.

The current portfolio of activities includes:

Two Children's Centres which provide services for the north and south of Great Yarmouth and the Southtown and Cobholm areas.

The Priory Day Nursery and Priory Creche.

A Community Nutrition Service for Great Yarmouth and Waveney.

Adult Learning.

Work with people over 50 – youthful over 50's.

Priory Research Services.

Priory Marketing.

The Priory Café which includes buffet catering services.

The Priory Centre which operates as a community, learning and conference centre.

The Great Yarmouth Community Trust's charitable objectives are to promote general charitable purposes for the benefit of the public within Great Yarmouth, in particular, but not exclusively by:

- The relief of sickness, poverty and distress, in particular, by the provision of regeneration projects in areas of social and economic deprivation.
- The advancement of education and learning, including training in skills, relevant to gaining employment for those without work.

- To provide facilities for public recreation, or other leisure time occupation, in the interest of social welfare with the objective of improving conditions of life.
- To preserve, repair and maintain, for the benefit of the general public, buildings of historical, architectural and constructional interest within Great Yarmouth.

A recent initiative has been the formation of a consortium, led by GYCT, to address issues of worklessness backed by the Working Neighbourhoods Fund (WNF).

The GYCT led WNF Consortium

Background

In 2001 the Government published '*A New Commitment to Neighbourhood Renewal: National Strategy Action Plan*' which set out a vision that within 10 to 20 years no-one should be seriously disadvantaged by where they live. This vision is reflected in two long-term, measurable goals to:

- secure lower worklessness and crime, better health, skills, housing and the physical environment in the most deprived areas; and
- narrow the gap between the most deprived areas and the rest.

Therefore since 2001 Communities and Local Government have allocated funding to 91 Neighbourhood Renewal Fund (NRF) areas and 39 New Deal for Communities (NDC) areas.

As a follow on to this initiative in 2008 the Working Neighbourhoods Fund (WNF) was launched as part of the local government settlement which forms a distinct element of the new Area Based Grant (ABG). This provides resources to local authorities to tackle worklessness and low levels of skills and enterprise in their most deprived areas. The fund provides the basis for a new approach, recognising the need to tackle worklessness on a community wide basis and including those claiming Jobseeker's Allowance and those on Incapacity Benefit.

A total of 66 Local Authorities have been allocated funding until March 2011 with a further 24 receiving transitional funding until March 2010.

The GYCT Consortium

A consortium, comprising of 16 partners and led by The Great Yarmouth Community Trust, has secured funding to utilise their expertise to deliver a range of services in Neighbourhood Management areas and to specific target groups including outreach activities and benefits advice. An additional aim is to give soft skills training and specific support for young people who are NEET (Not in Employment, Education or Training) through support packages built around each individual client.

The project strands that the consortium will work on are:

- WNF 55 – Opportunities
- WNF 56 – Activities
- WNF 58 – Access Opportunities
- WNF 60 – Youth Engagement
- WNF 61 – Next Targets

Projects WNF 55, 56, 58, 60 & 61 – CONSORTIUM MEMBERS

Norfolk County Council Adult Education Services



Norfolk County Council Adult Education Service is a Grade 2 Ofsted inspected organisation which has delivered quality learning within the community over the past 15 years. Our Inspection in January 2009 commended our partnership and community work and its outcomes as well as our focused, caring support for our learners.

We have managed specific projects that have brought additional funding into the local learning environment and delivered quality outcomes to the satisfaction of the Learning and Skills Council, local business and of course our learners. We have the backing of NCC and are committed to continue to serve the people in our region to a high standard.

We have qualified, specialist staff, who are able to deliver high quality programmes to learners from hard to reach backgrounds including family groups and clients with physical disabilities, recovering mental health and learning difficulties.

We offer bespoke learning packages to address specific needs and broader skills based qualifications to enable learners to progress through a diverse programme of learning. We focus upon their needs in balance with those of the community to take learners from basic entry level learning to Level 2 and beyond!

We have a competent and highly motivated local team that includes Family Learning, Additional Learning Support and Skills for Life as well as mainstream delivery. We are located in our local library and have excellent learning facilities (training rooms and teaching resources). We have an organisation structure that supports and mentors learners beyond the learning programme.

We offer outreach learning into the community and provide laptop computers, printers and data projectors for community learning. We source tutors and subject support specialists from our countywide pool as well as our local network. Our Community Development Team, which includes the Learning Facilitators, actively engages with local groups to determine need and requirement. We support our learners throughout their time within the learning environment to the level they require and together with our partnership contacts ensure clients receive the right provision, at the right time in the manner be

st suited to their needs from the most appropriate provider.

Blue Cat Initiative



Blue Cat Initiative is Community Learning Provider developing and delivering engagement learning activities across the county. As an approved Open College Network centre we offer a range of courses aimed at homeless and vulnerable learners. Through the WNF fund we will be delivering Street Life Soccer and Goalz in partnership with Football in the Community. Both courses provide embedded learning within a sports context; encouraging team working, personal development and communication skills. Participants will be supported to achieve OCN qualifications as well as FA Coaching awards.

In 2009 Street Life Soccer received the Opening Doors to Adult Learning national award as part of NIACE's Adult Learners Week; with Michael Douglas receiving the accolade of Outstanding Learner of the Year.

Street Life Soccer and Goalz run for 30 and 20 weeks respectively – with delivery taking place on Fridays 10-12.00 and 13.00-15.00 at the Marina Centre Great Yarmouth.

Blue Cat Initiative will also be delivering Street Media training later this year – with opportunities for local people to explore new skills in music, DJ'ing, film making, street art and photography.

For more information about these or other Blue Cat Initiative projects please contact either:

Mike Smith-Clare

Frances Longman

Bluecat_initiative@yahoo.co.uk





DIAL Great Yarmouth

Summary of service provided under WNF 55 Outreach Project

Free, impartial and confidential information and advice service for WNF beneficiaries within the Borough of Great Yarmouth, specifically but not limited to:

In and out of work benefit entitlement checks to ensure individual is receiving correct level of benefits.

“What If” and “Better Off” calculations should circumstances change: undertaking training, volunteering or returning to work:

Returning to work: Return to Work Credit, In Work Credit and Job Grant
Working Tax Credit
Housing costs
Permitted work rules (working whilst claiming benefits)

Volunteering and Education: Impact on benefits and informing DWP

Advice regarding eligibility and assistance regarding claiming:

- Attendance Allowance
- Carers Allowance
- Child Tax Credits
- Disability Living Allowance
- Housing Benefit
- Incapacity Benefit/ESA
- Income Support
- Job Seekers Allowance
- Pension Credit
- Social Fund (Community Care Grant/Crisis Loan etc)
- Working Tax Credits

Debt Counselling and money management, specifically but not limited to:

- Assistance with household budgeting
- Negotiating with creditors to reduce monthly outgoings or overall liability
- Advice and assistance regarding benefit overpayments
- Formulation of debt management plans
- Advice regarding bank accounts, utility companies, etc

East Anglian Complementary Health (EACH)

Summary of activities that will be delivered through WNF

Outreach

An outreach worker is employed for 2 days per week whose role will be to make contact with hard to reach individuals and give them confidence and encourage them to participate in the WNF programme.

Activities

270 workshop sessions, which will comprise of some single workshops and others that will run for up to 10 weeks at a time. Topics covered will include crafts, exercise, computer skills, facilitation skills, local history, parenting skills and health related subjects including stress, relaxation techniques and anger management.

Mental Health

One to one complementary health sessions, including talking based therapies of cognitive behaviour therapy and neuro-linguistic programming, to support people with mental health problems to be able to be more receptive to guidance, volunteering and training activities that will enable them to become employed.

- **Our organisation**

We run a weekly community archive project at the Shrublands Centre, which is funded by Heritage Lottery Fund.

We provide activities for Looked After Children, which are funded by the Norfolk Community Foundation.

We provide training courses on Brain Gym and Asperger's syndrome for education and healthcare professionals.

We aim to provide independently verified research of the efficacy of complementary health.

Family Action

Family Action is a national charity that has provided support to children and families in need for 140 years. We help over 45,000 children and families a year by providing financial, emotional and practical support, especially to those living in poverty. A further 60,000 benefit from our educational grants advice.

Our services

Family Action provides practical, emotional and financial support to families and individuals through a wide range of services including family support, parental and adult mental health and grant-giving. Family Action helps 45,000 children and families each year through 100 local services and our national grant-making programme. A further 60,000 benefit from our educational grants advice.

Our children and family services are based in a variety of community settings including family centres, schools and primary care. Many of our services offer home-based support where we work intensively with families to bring stability back into their lives.

Family Action's adult mental health services provide support to people with profound mental health difficulties. Our day centre and cafes offer skilled support and activity and training programmes.

The charity works towards its original goal of relieving poverty through direct grants to families in dire need. Money is provided for basic necessities such as children's clothes and bedding or special equipment or adaptations for children with disabilities.

Our national Educational Grants Advisory Service (EGAS) provides information and advice on funding for post-16 education, enabling individuals to gain access to education to improve their employment opportunities and quality of life.

Locally: Family Action delivers two projects (subject to continued funding) One a Well Family Project working with Adults and families helping them holistically to manage their mental health issues, enable understanding and improve relationships and family expectations. This includes supporting adult family members to seek social support, educational opportunities, Volunteering and in some cases supporting individuals towards employment.

Mentoring Service: Family Action works in local schools supporting children and young people through a social and emotional mentoring scheme. Children can refer themselves and we work with them using trained volunteers and staff to improve self esteem, reduce bullying, decrease social isolation and improve friendship opportunities. Improving these areas of a young persons life is shown to enhance their lifelong learning and improve outcomes We deliver lunch clubs and holiday activities for the young people.

Our Volunteering project now funded by the WNF will be employing a Volunteer Project Worker to recruit Volunteers and support them to find suitable opportunities to Volunteer, thus increasing individual self esteem and improving employment opportunities. The

Project will match Volunteers with suitable projects and encourage new organisations to consider volunteering. Where opportunities to volunteer are identified the Worker will support the organisation to understand the role of the volunteer and assist them in doing this. The worker will identify with the Volunteers opportunities for training and signpost individuals to partner agencies for assistance with CV writing / benefit issues etc.

Family Action (formerly FWA) has been a leading provider of services to disadvantaged and socially isolated families for 140 years. We work with over 45,000 families a year by providing practical, emotional and financial support through over 100 services based in communities across England. A further 150,000 people benefit from our educational grants and information service.

Football in the Community

STREET LIFE SOCCER

FITC launched their Street Life Soccer Project in August 2007, securing funding from the Football Foundation, Norfolk Learning Partnership and Blue Cat Initiative.

The project targets 10 socially excluded groups per year including homeless people, vulnerably housed, asylum seekers, refugees and ethnic minority groups. It also provides preventative work to children at risk of becoming homeless.

Street Life Soccer uses football as a tool to engage the target group and provide a coach education and accredited education programme to move their lives on positively. An adult league has been established to provide competitive opportunities and from this the players will be selected to participate in a representative team as part of progress.

Street Life Soccer aims to create new football volunteers through referees, league administration, and coaching and leadership courses. We also aim to progress the groups into local affiliated football creating sustainable FA Charter Standard football clubs in the future.

KICKZ

The "Kickz" project aims to increase the amount of 12-19 year old young people taking part in positive activity. The sessions run 3 nights a week for 48 weeks of the year.

The programme aims to 'build safer, stronger communities through the development of young people's potential'. As well as football coaching and competitions, Kickz offers a range of other positive activities including basketball, street dance, boxing as well as music and arts workshops. Developmental and educational sessions are also run, dealing with issues such as healthy lifestyles and the dangers of getting involved in drugs and carrying weapons. The sessions allow young people, including minority groups, to get involved in their community, break down barriers and make steps towards personal achievements.

Football in the Community are able to run 5 Kickz projects across Norfolk at Bowthorpe, Kings Lynn, Dereham, North Walsham and Cobholm thanks to funding given by the DCSF through the Youth Sector Development Fund and the Football Foundation.

Kickz has a range of local partners who actively support the 5 projects:

Norfolk Constabulary, BlueCat, Norfolk FA Connexions, Norfolk County Council, Wherry Housing, Broadland Housing, Peddars Way, DramActive, The Benjamin Foundation, Freebridge Housing, Job Centre Plus, The Princes Trust, North Walsham Sports Centre, Active Norfolk, Kings Lynn Community Football, YISP, YOT, Norwich City Council, West

Norfolk Council, Breckland Council, Great Yarmouth Borough Council, North Norfolk Council, Norfolk School Sports Partnerships, Youth Service, Fire Service, Great Yarmouth Sports Trust, The Football Foundation, The Discovery Centre.

GOALZ

The Goalz project specifically targets 16-19 year old young people who are "Not in Employment, Education, or Training. (NEET)"

The 'NEET group' consists of individuals who will be NEET for a short time, as well as those who have major and often multiple issues, and are at long term risk of remaining disengaged. Reducing the proportion of young people who are NEET is a priority for the Government. Being NEET between the ages of 16-19 is a major predictor of later unemployment, low income, teenage motherhood, depression and poor physical health.

Goalz uses sport as a tool to engage the target group and provide a coach education and accredited education programme to move their lives on positively. Opportunities and exit routes for the client group will evolve.

Goalz aims to create new sports volunteers through referees, league administration, and coaching and leadership courses. We also aim to progress the groups into local affiliated football creating sustainable FA Charter Standard football clubs in the future.

The project works closely with a number of local and national partner organisations - Department for Children, Schools and Families, BlueCat, Connexions, Norfolk Constabulary, YOT, District Councils, Norfolk County Council, Wherry Housing, Peddars Way, Broadland Housing and The Youth Service.

GFS Platform Great Yarmouth

The Girls' Friendly Society (campaign name GFS Platform) has been helping young women to help themselves since 1875 with the aim of giving girls and young women opportunities to develop their potential, pursue aspirations, grow in confidence and to learn to value themselves and others equally. Thereby breaking cycles of deprivation and improving their quality of life.

GFS Platform Great Yarmouth offer young mothers and young women a unique service that enables them to receive advice and support on a range of issues, meet people in a similar position to themselves, gain support networks, learn new skills and be signposted to more specialist agencies such as Counselling. Young women are encouraged to become involved with programme planning giving them a sense of ownership.

The Learning Support Coordinator as part of the Working Neighbourhood Fund Consortium will be aware of all the training opportunities and positive activities that are being offered. The Learning Support Worker will recruit young women from existing clients that access all the support groups at the Project, and the young women at our Supported Housing Project, St Paul's Lodge to access the services that are being provided by Partner agencies.

The Learning Support Coordinator will assess the young women's training, learning and work needs on an individual basis and assist them in overcoming barriers such as childcare and transport.

The Learning Support Coordinator will be able to provide the support that is required to ensure that the young women attend activities by regularly communicating with them, providing advice and information around benefits and advocating on their behalf when necessary.

GYCT's Ageless Opportunities

- **background**

Ageless Opportunities started from an idea by Great Yarmouth Older People's Network (OPN) in 2006. They received NRF monies to fund the idea and GYCT was asked by OPN to manage the project. A worker was appointed in Sept 2006 and the first Ageless Opportunities Directory of **social** activities for people over 50, in the borough of GY was produced in 2007. Five thousand Directories were published and distributed. Eighty-nine activities were featured.

The 4th Directory has just been published. Ten thousand copies have been produced and 129 groups are featured.

People over 50 have become more active as a result of the Directory. Groups report an increase in numbers.

Our present WNF work is targeted at over 25's who are unemployed. We aim to reach them by "meeting them on the street" so have a weekly presence outside the Job Centre (weather permitting). We have also leafleted B & B's in the town, and left the latest Directory at these too.

We started a "Youth Club for over 50's" last year but due to its popularity with those under 50 it has become a "Youth Club for over 25's". The attendance has been growing as word spreads and last week there were 17 people there.

We are keen to get people "active" and the "Youth Club" provides a good introduction to people and activities for those who come along.

GYCT's The Learning Team

The Learning Team's clients, history and the WNF project

The Learning Team at Great Yarmouth Community Trust (GYCT) is an established focal point for learning in the community within the borough of Gt. Yarmouth. Over the past 7 years the Learning Team has delivered high quality education to some of the most vulnerable people in Gt. Yarmouth. GYCT is a one-stop shop for many, with numerous services offered including an onsite crèche to support learning and a café.

The Learning Team has survived and grown since its inception in 2003, despite the difficulties and anomalies of funding. From its beginnings, as one person working for 16 hours a week, the Team has gradually grown to include 5 staff members and 9 part-time tutors, who deliver an extensive range of educational programmes.

We are located in the heart of the community and we are here to serve the community; we endeavour to deliver appropriate learning in an atmosphere where self-esteem and self confidence will grow. Many of our clients can be described as 'hard to reach'; they generally feel unable or unwilling to approach the statutory sector. They face complex barriers to becoming economically active and are often unaware of the learning and employment opportunities available. Some of the obstacles that have prevented the client group from achieving their potential include: lack of childcare facilities, anxiety caused by having to cope with very little money, lack of confidence, fear of not being 'clever enough' to enter education or apply for work, anxieties regarding their personal lifestyle and general circumstances. Lacking qualifications and work experience they will have had gained little from formal schooling.

Through our WNF funding we are able to offer workshops, which is an excellent way of breaking down initial barriers to learning. All participants are given individual support and guidance, from a qualified guidance worker. This service ensures that the participants have good progression routes and opportunities that can lead to further education or fulfilling employment.

Participants will be given the opportunity to engage in work experience or voluntary work, at the Priory Centre or within the town; they will exit the programme with a clearly identified progression route.

The project targets workless adults who've underachieved at school; with the aim of encouraging them onto further education or mainstream employment and providing them with appropriate skills.

The majority of learners will live in the top 10% of deprived wards in Yarmouth. They are likely to be: (a) unemployed or seasonal workers, (b) socially excluded individuals, (c) adults seeking to (re)enter employment, (d) minority ethnic groups and/or (e) people with learning and physical disabilities.

Julian Housing Support

Julian housing works throughout Norfolk in partnership with Supporting People, Adult Social Services, Norfolk PCT's & all major housing providers, to assist people with mental health problems lead an independent life in their community. Julian Housing Support is an employer of choice with a 2 Star Status in the Best Companies Award.

The Charity aims to:

- Enable people with severe and enduring mental health problems to live within the community in accommodation suited to their needs
- Build on peoples existing strengths and skills in order for them to live as independently as they wish
- Improve the quality of peoples lives by focusing on what they feel are their housing and support needs and by accessing appropriate resources to help meet their needs

The service model includes three distinct areas of delivery:

- Supported Housing Services
- Outreach Support Services
- Inclusion and Health Improvement Services

Annually JHS provides a service to one thousand five hundred people throughout Norfolk, 85 per cent of this service is to individuals within their own homes, accommodation that we help them to find or sustain. JHS works with, but is independent of, statutory services.

“In an arena of mental health that is dominated by the focus on problems, JHS provides a rare insight into a way of working that highlights, celebrates and works with service users’ personal strengths and aspirations. This uniquely engaging focus has been developed through a strong desire within people working for the organisation, and through access to external practice development resources that specifically promote the ‘strengths’ approach. The positive outlook of staff within Julian Housing Support has enabled them to provide increasingly innovative solutions to individual service user needs based on a range of creative collaborations - with service users themselves, and with other organisations.”

Steve Morgan, Practice Based Evidence

Julian Housing Support is funded through WNF to provide an Activities Outreach Worker to the Great Yarmouth Consortium, linking people who experience mental health problems into the activities offered through the Consortium and wider community resources. This post sits within the Inclusion and Health Improvement model of service delivery.

Meridian East



WORKING NEIGHBOURHOODS FUND

Meridian East is a registered charity with a 25 year history in supporting people with mental health issues and pan disabilities, to training and employment. We joined the Broadland Housing Group on 1 October 2008.

Meridian East has a person centred approach and our dedicated staff understand both client and employer needs. We have strong links with both other providers and third sector organisations.

We have built up an extensive network of over 300 employers across the County. Meridian East together with Norfolk County Services won the Business in the Community 2008 award for “Most Innovative New Programme Impacting the East of England” which offers guaranteed work experience placements to our clients and first access to new vacancies. We have also developed strong links with companies like Mears PLC, who can offer our clients work experience placements and the widest choice of ways into employment.

We also work with recruitment agencies and attend HR Forums, in order to link clients with potential employers and to identify further employment opportunities.

During the 18 months of this contract, within this project we propose to offer an individualised and holistic service to people with mental health issues; in terms of building confidence, increasing employability and occupational skills, offering vocational guidance and helping clients to prepare for work.

We will also provide opportunities for participants to experience taster days and supported work experience placements or voluntary work, by utilising our network of employers in the area.

MOVEON east

MOVE ON east is an offender resettlement charity, with 19 years experience of working across Norfolk, supporting individuals aged 16 plus who have an offending history or are at risk of offending. The charity provides holistic support to individuals through the availability of a wide range of projects including: Accommodation Service (Norfolk Probation Area contract), Employment Advice (Norfolk Probation Area, Flexible Routeways, Flexible New Deal and NOMS), Skills for Life tuition (Norfolk Probation Area), Information, Advice & Guidance on careers/training opportunities (Next step).

MOVEON east's experience of engaging and supporting hard to reach individuals will be deployed to advantage in the WNF SOLVE project (Support, Opportunities, learning, volunteering, employment). SOLVE will be operating Tuesdays and Thursdays in The Priory Centre, Great Yarmouth and will engage with hard to reach individuals who are unemployed and have difficulty moving into the labour market. Working alongside the MOVEON east WNF outreach employment adviser, the tutors, Sandy and Lisa, will identify client needs and relevant barriers. The clients will then have the opportunity to raise their skills and confidence levels by engaging in a variety of learning activities which will include, Skills for Life, Assertiveness, Food Hygiene, Driving Theory, Craft, museum and library visits. It is anticipated that activities will be client lead so a degree of flexibility has been built into the programme.

Norfolk Rural Community Council



Helping communities all the way from identifying needs to delivering solutions with friendly support and genuine expertise

- **Norfolk RCC Role**
 - **Community Support-** Helping Communities all the way from identifying needs to delivering solutions with friendly support and genuine expertise.
 - **Rural Advocacy-** To provide a voice to rural communities to ensure that decisions on services, policies and strategies do not discriminate against them and adequately serve and reflect their needs.
 - **Developing Solutions-** To research, consult and develop initiatives to solve the problems faced by our communities.

Norfolk RCC operates countywide in delivering this role supporting approximately 500 community organisations annually through a range of generalist and specialist support services including village halls, social enterprises, environmental groups and community led plans. Norfolk RCC is a key voluntary sector infrastructure organisation engaged in six Local Strategic Partnerships and the County Strategic Partnership as well as a number of other partnership groups. It is a member of the RCAN network of 38 RCC's nationally.

Norfolk RCC and the WNF programme

Great Yarmouth Rural Outreach Officer:

- Employed by Norfolk RCC, Working 17.5 hours per week
- Based at Caister Youth and Community Centre
- Working with economically inactive individuals living in the rural parishes of Great Yarmouth
- Identifying and accessing rural residents who qualify for WNF support
- Providing one to one support to help rural residents access services offered by WNF partners.

Additional Great Yarmouth Area Work

Great Yarmouth Development Worker provides general community development support to a range of community projects including support in the following areas:

- Access to Services
- Affordable Housing
- Community Led Planning
- Community Buildings and Playing Fields
- Community Enterprise
- Funding
- Environment and Sustainable Communities.

Commencing in early 2010 the **Access4life project** will be examining access to key services in the rural parish areas of Great Yarmouth.

Seachange Arts

www.seachangearts.org.uk

SeaChange Arts has been based in Great Yarmouth for over 10 years; we are a registered arts charity and act as the arts development agency for the borough of Great Yarmouth. We are a peripatetic organisation delivering a year round programme of creative activities in a range of settings including schools, community centres, churches and in the street. We work across a wide range of art forms including digital arts, circus, film, visual arts, creative writing, and theatre. We are a registered arts award centre offering the national accreditation at Bronze, Silver and Gold Level. We also offer bespoke volunteering and work placement opportunities and information and guidance on creative careers. We are specialists in working with 13 to 25 year olds and particularly young people at risk of social exclusion and NEETS. We also have considerable experience working with adults, early years, older people and families. Over the last 2 years we have been working with our local international communities and focusing on creative activity which encourages community cohesion. Over the years we have been trying to develop more activity that brings together people from all backgrounds rather than siloed projects targeting narrow groups in isolation.

As well as projects engaging communities, we are also increasing cultural programming in the area including a major annual Internal Orchestral Concert Series at the Hippodrome Circus, the 'Melting Pot' cabaret programme working with diverse local cafes and bars and other events. Great Yarmouth Borough Council and SeaChange are working together to establish a new Cultural Centre and Cultural Quarter in the King Street area to be open from 2011. Our annual International street arts festival: Out There, is managed through a partnership of SeaChange Arts and Great Yarmouth Borough Council's Tourism and Events Team.

About the Out There Festival of Street Arts and Circus

Out There is a free public festival that was launched in October 2008

www.outthrefestival.com. The inaugural 2008 festival combined a mixture of indoor and outdoor work – from 2009 the festival had a stronger emphasis on outdoor performance and spectacle.

Key aims for the festival are:

- To develop an annual celebration of Great Yarmouth bringing together people of all backgrounds and a sense of community involvement and ownership
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- To celebrate our international links and communities and build community cohesion
- To provide a platform for work created throughout the year by artists and communities, residencies and commissions as well as visiting artists and shows

The 2009 festival held in September was incredibly successful with over 50,000 visitors, 30 companies and 90 performances attending from 8 countries.

WNF Activity:

Seachange Arts has been commissioned to provide creative activities which include taster sessions, outreach and initial engagement through short, fun multi media based workshops which help build employment and back to work skills such as team work, presentation and communication skills, independent and critical thinking, commitment and responsibility.

Following the taster activities Seachange will work with individuals who have expressed an interest in taking their involvement in creative activities further. We will work with them to produce a bespoke development plan which will use the Gateway model, or we will work with them to add a creative strand to an existing gateway plan that has wider objectives. The plan will include the individual's goals, barriers, support needs and personal interests and targets. The plans would be developed with Seachange's Creative Learning Officer. This would enable the individual to then be referred onto other activities and provision including accessing volunteering, work placements and training/vocational education. For under 25s we will aim to link the plans to Arts Award to ensure that they can receive accreditation. We would also encourage and empower individuals to help initiate and manage their own creative community events and also access our wider arts and events programme.

Voluntary Norfolk's Target Opportunities Programme

WNF Summary

The Target Opportunities Programme was developed through a range of visioning exercises, local residents living in South and Central Yarmouth expressed the need for some type of support service that would:

'increase access to jobs'

'stop people from being bounced from one service to another'

'help people make sense of what is already available'

'look and feel local'

An opportunities working group comprising of local residents, elected members, voluntary organisations and commissioners was set up to respond to the ideas generated by local residents.

The programme was developed in line with recommendations put forward by the working group. The programme's aim was to support local residents in South and Central Yarmouth to access a range of employment opportunities including; training, volunteering, work placements and paid employment.

In the first year of delivery the project supported 50 people into paid employment.

The Target Opportunities Project success was due to a number of factors, including:

- Putting local residents at the heart of the commissioning process.
- Involving service providers and other commissioning bodies in project working groups.
- The project enhanced existing provision and developed good partnership arrangements.
- It is accountable to local neighbourhoods and their communities.

The project was also one of the first in the region to be evaluated using Social Return on Investment methodology. This showed that every £1 of investment produced an additional £3.45 worth of value.

As part of the evaluation, Voluntary Norfolk demonstrated how much of the contract value had been spent locally. This showed that every £1 of the contract value produced an additional 13.46 pence worth of investment.

The project is now delivering across 3 Neighbourhood Management areas with the working methodology adopted across five specialist organisations. The project continues to embed itself across locality working approaches and promote involvement opportunities for local residents and service providers.

GYROS

GYROS (Great Yarmouth Refugee Outreach and Support), now in its thirteenth year of operation, offers settlement and integration support services for newcomers to the UK. Initially, the organisation was focused upon supporting asylum seekers and refugees who were placed in Great Yarmouth by some of the London boroughs. More recently, as the movement of refugees and asylum seekers to the immediate area declined, the organisation adapted and now focuses upon the needs of migrant workers and others who comprise a part of Great Yarmouth's diverse population base.

The organisation offers help, advice and advocacy across a broad range of potential issues including housing, health, education, childcare, community safety, employment and residence entitlement.

GYROS acquired office space, at 52A Deneside within the Town, in January 2006 and continues to offer its services from this base.

Integration and settlement is very much the main focus of the work GYROS does and this is reflected in the services offered. A successful multi agency forum in the town is hosted by GYROS and open to all who are interested in the issues of newcomers to the UK. GYROS runs monthly children's activities to help newcomer children integrate into the local area. For those newcomers who have initially high support needs GYROS offers home visits to empower them to manage everyday tasks. Many newcomers to the UK have had help from GYROS and as a result settled into the community successfully, contributing to the life of the community and the local economy.

MANCROFT ADVICE PROJECT (MAP)



The Mancroft Advice Project locally known as MAP is an independent third sector youth information, advice and counselling service based in the centre of Norwich for the past eighteen years. MAP works with young people aged 11-25 providing a range of free confidential services including, housing, sexual health, emotional wellbeing, mediation, mental health support, welfare rights and benefit advice.

The majority of young people self refer, relationships are built with workers over a period of time and at the young person's own pace. Advisers are available during the 'Drop in' session between 1.30 to 5.30pm Monday to Friday. Service users have access to free tea and coffee, telephones and PC's. Workers offer advocacy and support when dealing with outside agencies, practical help and guidance in claiming benefits, as well as helping those who are NEET to improve their lives.

MAP is a member of Youth Access and has recently received the Community Legal Services Quality Mark for delivering general help with case work in welfare benefits, housing and young people.

The MAP Housing Team has provided a county wide housing advice and support service for the past six years. It has had a full time presence in the Great Yarmouth Connexions Centre, currently chairs the Great Yarmouth Youth Homelessness Forum and was part of the Steering Group that was instrumental in the development of the 'Aspire Centre'.

Home Truths a 'Route to Independence' was piloted in the Great Yarmouth/Waveney partnership area 2008/09 which led to the homeless prevention programme for schools to achieve its accreditation (National Open College Network).

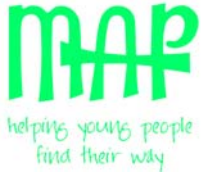
Home Truths WNF – Through the WNF funding MAP will be delivering homelessness prevention sessions in local borough high schools. Home Truths is a youth homelessness and social education programme promoting a positive and proactive way of thinking.

Home Truths aims to:

- Raise awareness of homelessness as a consequence of leaving home prematurely and to embed housing and social education into the school's curriculum on a local and regional level.
- Contribute to a reduction in youth homelessness by means of educating young people, their parents, carers, teachers and other partnership agencies working with young people to make informed choices about their future.
- Raise aspirations and self esteem of the young people of Great Yarmouth and reduce the number of young people becoming homeless and NEET.

WNF Youth Worker 16 to 19 NEET - The youth workers role will be to build and maintain relationships with young people within the set target areas offering help, support and guidance working alongside partner organisations to improve life chances for those most at risk of social exclusion.

To deliver the ethos of Home Truths within community settings, actively seeking to enhance young people's physical and emotional wellbeing. This will lead to young people being involved in the delivery of Home Truths as peer mentors within the community.



First Move

INFORMATION AWAITED

VOLUNTARY SECTOR PARTNERSHIP – VOLUNTARY NORFOLK

WNF Project SMG 01 Small Grants – Management/Administration WNF Project SMG 02 Small Grants - Allocation

The Neighbourhood Centre, 143 King Street, Great Yarmouth NR30 2PQ

Voluntary Sector Development Manager: Simon O'Leary
01493 845924
simon.oleary@gyvsp.org.uk

Voluntary Sector Partnership Voluntary Norfolk



Voluntary Norfolk is the largest local infrastructure organisation in Norfolk as well as being one of the largest organisations of its type in the country. Our work supporting voluntary organisations is enhanced through a range of modern volunteer support programmes.

In Great Yarmouth, we successfully manage and support a range of services, including two small grants funds and the Great Yarmouth Voluntary Sector Partnership. All our services in the area include a participatory approach and are underpinned by a method of working called Engagement Reach. This guarantees that services are accountable to existing participants of voluntary networks and community forums, and also that they actively reach out to presently unengaged groups.

Service Provision

Neighbourhood Management

Supported by our 3 Neighbourhood Development Officers, Neighbourhood Management presents partnership and localised approaches in the delivery of services for people living in the Great Yarmouth Borough. Developed by Neighbourhood Boards comprising of local residents, public and third sector partners and the local authority, the programme supports residents to influence and participate in decision making structures and inform the provision of services in their localities.

Voluntary Sector Development

Via our membership, voluntary sector networks, and bespoke development support, the Voluntary Sector Partnership (VSP) supports a range of programmes and services designed to empower groups and local residents. The VSP provides a voice and representation for the third sector at local and regional level, whilst also providing direct support to organisations around funding, volunteer recruitment and trustee management.

Small Grants Programmes

Voluntary Norfolk supports two small grant programmes on behalf of NHS Great Yarmouth and Waveney and the Working Neighbourhoods Fund Programme. The grants offer small community groups opportunities to deliver services which align to wider strategic priorities, receive support around performance monitoring and develop new initiatives.

Target Opportunities

The Target Opportunities Programme supports local residents to identify and access a range of volunteer, employment and training opportunities in their local areas.

The programme also reaches out to the beneficiaries of third sector organisations such as the providers of housing support to ensure the needs of hard to reach or disengaged communities are catered for.

SEACHANGE ARTS

WNF Project OUT 01 Out There Festival

Maritime House, 25 Marine Parade, Great Yarmouth NR30 2EN

Programme Manager: Sarah James

01493 846191

sara@seachangearts.org.uk

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