



Impact Initiatives Annual Report 2007 – 2008



Impact Initiatives

Set up in 1978, Impact has grown to become one of the largest charities operating in Sussex with a financial turnover of approximately £2 million per annum. The energy and commitment of our staff and volunteers has been essential to the development and success of a diverse and forward-thinking charity.

Employing over 120 staff and deploying 100 volunteers, Impact provides services for young people, adults and children to support health, independence and learning.

Our key service areas are children and young people's services, older people's services and adults of working age service.

Working with a range of strategic partners, Impact has a major role in local social and economic regeneration.

Our key priorities are to continue to develop and manage specialist services that support health, independence and learning, to offer quality services and to promote user involvement and voluntary activity within the organisation.

All services are evaluated using the themes of health, independence and learning.

During 2007 – 2008 Impact Initiatives began offering the following services to other charitable organisations

Community Accountancy, Human Resources, CRB Services

Impact is an umbrella body registered with the Criminal Records Bureau (CRB) which means we can countersign and process CRB applications for your organisation.

Full details can be found on our website: www.impact-initiatives.org.uk or call 01273 821914 to find out more.

Fees

Impact Initiatives is a Charity and Company Limited by Guarantee. Our fees are kept as low as possible and are dependent upon the scale and complexity of work to be undertaken

“The service Impact provides is invaluable in supporting Brighton Oasis to deliver the services it does to clients. It's services support us to run our organisation efficiently, whilst focusing on our core business.” **Jo-Anne Welsh, Project Director Brighton Oasis Project**

“The Federation of Disabled People has benefited from the advice, expertise and service of Impact Initiatives” **Geraldine Des Moulins, Chief Officer**

IMPACT INITIATIVES

CHILDREN AND YOUNG PEOPLE'S SERVICES

Young People's Centre, Brighton (YPC)
Open Door, Eastbourne
Whitehawk After School Project, Brighton (WASP)
Stopover 1 and 2 Supported Housing for Young Women, Brighton and Hove
Stopover Outreach, Brighton & Hove
Stopover Young Mothers' Peer Mentoring, Brighton and Hove

This Appendix summarises the activities and achievements of the Services in relation to the organisation's detailed objectives.

INDEPENDENCE

Encourage individuals of working age to progress to formal education, training, employment or volunteering opportunities by providing vocational guidance, one-to-one support, information and advice specifically for young people, 13-25, adults 50 plus, and those with mental health issues or other disabilities

Young People's Centre:

A generic drop-in was held three times per week providing information, support and advice.

A total of 875 young people were supported at the YPC during the year which comprised:

- 2807 visits, of which 344 were new and 531 repeat
- 50 young people were supported into education, training or employment
- 100 young people used the IT facilities and utilised UK online
- 60 young people were supported on e2e courses

Open Door Eastbourne:

Generic drop-in held 5 times per week supporting a total of 305 young people, via 965 contacts and 179 at South Downs College Outreach Service. Of these:

- 278 counselling appointments
- 217 supported with housing issues
- 158 with welfare benefits
- 106 education
- 18 with training
- 99 with employment

Stopover Services

Stopover 1 and 2 services provided support to 17 young women at any one time with education, employment and training advice and information.

Stopover Outreach supported 40 pregnant teenagers/teenage parents at any one time including:

- 10 intensively supported young mothers
- 50 young mothers who were referred for education, employment or training opportunities
- 50 who were referred to the Careers Connexions PA for support

Whitehawk After School Project

WASP provided the following work placement opportunities for local young people during the year:

- 3 local young people were recruited for volunteer work placements of which one completed the Time to Play Playwork Induction level 1 qualification. One completed a level 2 playwork qualification as well as attending other short courses including gaining a Paediatric First Aid Certificate

- 3 local young residents were employed by the project. All accessed both internal and external vocational training opportunities
- 50% of the after school club and youth club staff teams are local young people from the Whitehawk Estate

To provide supported housing for vulnerable young women and young parents 16-21, outreach support and peer mentoring in order that they can progress to independent living

Stopover 1 and 2:

Supported housing is available to 17 young women at any time and 43 young women were provided with supported accommodation during the year.

Planned move-on's include:

- 17 to lower support accommodation
- 6 to the private rented sector
- 1 to university
- 1 returned to the family home
- 1 moved in with a friend

Stopover Outreach

30 pregnant young women/young mothers received housing related support and advice.

28 young mothers were provided with floating housing support.

To provide affordable and accessible child care in deprived neighbourhoods that facilitates respite, child development and learning, and enables parents to access education and employment

Whitehawk After School Project School and Holiday Clubs

- A total of 124 children accessed these services throughout the year
- 195 After School Club sessions were held for up to 24 children per session
- 2-week Easter holiday club for 32 children
- 4-week Summer holiday club for 32 children
- 85 families were supported
- 39% of children had additional needs
- 68% of families supported were single parent households
- 44 parents were supported to sustain employment or training opportunities as a direct result of the project, including:
 - 7 new parents supported to access employment
 - 2 to access training opportunities
- 78% of parents stated WASP had helped their child to improve their creative, physical and/or social skills
- 56% of parents stated that their child was more confident since attending WASP

To provide a safe non-judgemental environment for young people 13-25 in Eastbourne and Brighton & Hove where they can access one-to-one support, advice and information to enable them to make informed choices about their lives

YPC drop-ins are held three times per week providing information, support and advice. A total of 875 young people were supported at YPC during the year of which:

- 128 young people have used the Centre four times or more
- 52 young people have used the Centre 10 times or more

Young people accessing the centre present with the following:

- Mental health issues

- Learning difficulties/disabilities
- Sexual health issues
- Poor communication skills
- Homelessness/sofa surfing
- Problems with alcohol and substance misuse
- Anger management
- Depression, anxiety
- Low self-esteem or confidence
- Poor educational achievement
- Currently not in education, employment or training or are unemployed
- Offending behaviour
- Distrustful of authority/authority figures

Open Door Eastbourne provides a safe, professional and confidential service to assist young people aged 13-25 years in managing and resolving issues. It is a free service that is aimed at supporting the most excluded young people who often present with multiple and complex problems such as unemployment, education, housing, benefits, physical, mental and sexual health and relationship difficulties. Sadly the drop-in service needed to close in January 2008 due to lack of funding, which we hope is a temporary measure. Open Door continues to offer open-ended counselling and outreach services that are also delivered at the Sussex Downs College sites in Eastbourne.

LEARNING

Provide a range of client-focussed personal and social development opportunities that are tailored to meet our service user needs and encourage personal growth, confidence and self-esteem, so that they achieve their personal goals in learning and training

Young People's Centre:

- 30 personal development/positive activities workshops were developed and delivered engaging 100 young people
- 16 young people were engaged in producing a film on their experiences at YPC

Stopover Young Mothers' Peer Mentoring

- A minimum of two 6-week peer mentoring training programmes are run per year
- A minimum of 10 mentors complete the accredited training per year
- A minimum of 10 matches are made to mentees per year

As a result of this project:

- 75% reported a better knowledge of City services and how to access these
- 80% reported an increase in confidence
- 75% felt less isolated through the peer mentoring relationship

WASP Youth Club

WASP opened a new open access youth club in November 2007 for 8 – 13 year olds:

- 23 sessions were delivered
- 107 children/young people registered to attend
- Up to 40 children attended per session

Local police, youth organisations, parents and children confirmed that the club is filling a gap in the provision of free activities particularly for the under-11 age range and that it is giving children/young people the opportunity to engage in meaningful activities.

Provide accredited volunteer training across all our services to ensure quality opportunities are provided which enable volunteers to learn new skills, move into training or employment, or maintain active lives according to the individual's aspirations

Young People's Centre

- 12 week volunteer programme developed and delivered to 40 volunteers
- Seven young people participated in their community in four activities
- 3 work placements for Social Work Students

Whitehawk After School Project

- 13 volunteers were recruited who contributed 410 hours to the project. 85% of volunteers were very satisfied with their induction
- 100% volunteers stated they had learnt new skills through the experience

HEALTH

Provide professional counselling services to young people 13-25 to help them address traumatic events in their lives such as suicide, self-harm, domestic violence, physical and sexual abuse and other mental health issue

Young People's Centre and Open Door:

Free counselling services provided to young people who are most at risk and vulnerable as a result of social exclusion, homelessness, relationship/family breakdown and other issues that promote, protect and appropriately respond to the mental and emotional health of young people provided:

- 1078 counselling sessions.
- 125 young people accessed counselling services.

To develop our counselling services so that they are available to all our service users to enable them deal with mental health, bereavement, other family, personal and emotional issues

Both projects made contacts with GPs with a view to developing wider services. This area of work is still under development.

Support healthy living by providing exercise activities that are tailored to meet the needs of our service users

Whitehawk After School Project

252 children and young people aged 4 to 16 took part in physical activity sessions either at WASP After School Club, holiday club, youth club or during outreach sessions at the Whitehawk Pitches/Children's Playground.

Provide access to a range of social activities that address social isolation, and encourage peer support and community engagement specifically for our young people and older people service users

Young People's Centre

A Youth Forum was developed and set up, where young people can participate in community engagement and achieve enjoyment through positive activities and six young people are involved in the Youth Forum. It provides a social space for peer support through informal, safe, and welcoming drop-in facilities. Three sessions are held per week.

It also provides social activities through healthy food and healthy eating.

WASP Outreach Activities

23 outreach sessions were delivered at the Whitehawk Pitches/Children's Playground.

90 children engaged with these activities over the year. An average of 26 children/young people engaged in each session.

Positive outcomes from the outreach activities included safe adults supervising the areas:

- to facilitate and encourage play. For example, children/young people got to try different and new group games such as 'cubb' and playworkers also had equipment to 'loan' to children for the session
- reduced both the level of aggression between children/young people

- reduction in children and young people's involvement in anti-social behaviour such as vandalism

WASP Family Activity Workshops at Whitehawk Library

Three sets of six two-hour half-term workshops were held during the year.

- 78 children attended the workshops during May
- 72 children attended the workshops during October
- 78 children accessed the workshops during February
- 186 children have attended in total with an average of 30 children attending each session
- These sessions were also well attended by parents

Feedback from the library shows how successful the programme has been at encouraging more people into the building. The 'people counter' results show that on the days when the workshops took place more than double the number of people accessed the library facilities.

WASP Service Users Group

12 children and young people recruited through the outreach programme formed a steering group and successfully applied for funding to make a film about growing up in Whitehawk.

To provide one-to-one support to individuals that help them identify their personal goals in relation to health, make informed choices and builds their confidence and self-esteem and improve health and well-being

Young People's Centre

Young people were supported with an average of 67 one-to-one sessions per week.

525 visits were paid to the YPC weekly sexual health clinic and 116 to the one at Open Door.

Stopover Services

98 young women were provided with support to develop an independent living plan/work plan to enable them to identify personal goals and reach their potential.

80 young women attended one-to-one meetings with their Stopover support worker to discuss and move through their plans.

100% of young women were offered regular reviews around the progress of their action plan.

APPENDIX B

IMPACT INITIATIVES

SERVICES FOR ADULTS OF WORKING AGE:

Advocacy Services for Adults with Learning Disabilities, West Sussex
Workability Vocational Services for Adults with Mental Health Issues and Physical/Sensory Impairment, and/or Acquired Brain Injury, West Sussex
Workability Vocational Services for Adults with Mental Health Issues, East Sussex and Brighton and Hove

This Appendix summarises the activities and achievements of the Services in relation to the organisation's detailed objectives.

INDEPENDENCE

To provide professional advocacy services to adults with learning difficulties, through one-to-one partnering, self-advocacy groups and special advocacy projects

Advocacy Services

The Advocacy service has no upper age limit and works with people 18 and over.

3 Self Advocacy Groups

- Speakabout, Voice and Speakup supported a total of 85 people
- 11 committee meetings and 11 whole group meetings were supported over a 12-month period
- 15 service users attended training courses in campaigning, the Mental Capacity Act, fundraising, "Work is Our Right", Photovoice, mobile phones, looking after eyesight, personal safety, disability equality duty and moving house
- 24 service users volunteered on committees and other groups
- £17,000 of grant income was obtained for self-advocacy groups to further their work

Partnership Board

- 10 members of the Partnership Board were supported. 6–10 self-advocates were co-ordinated to attend six weekly Board meetings and Board workshops
- Two presentations were delivered to Impact board meetings

Crisis Advocacy

- 189 people were supported by providing one-to-one support and guidance through support at meetings. They were helped with writing letters, making a complaint or referrals, access to information, access to support services, to speak up about their choices and to understand their rights
- 75% attendance at committees and involved in agreeing 'Group Plan' for following years activities
- 98% reported that they were satisfied with responsive advocacy
- 70% attendance at Partnership Board Meetings and 80% at workshops
- 100% of referrals received one to one needs assessment within 6 weeks of referral

Workability West Sussex

- Vocational guidance, one-to-one support, information and advice for people with mental health issues and other disabilities was provided to more than 550 people

Workability East Sussex

- Vocational guidance and one-to-one support, information and advice were offered to unemployed adults aged over 18 with mental health needs and/or disabilities
- 416 clients signed up from April 2007 to April 2008 in East Sussex

- Brighton and Hove also jointly delivered the DAF contract which was available for all unemployed people over 16 in the deprived wards in Hastings and East Brighton
- 122 clients accessed our drop-in information services in outreach locations in Hastings for one-to-one sessions and group work

Encourage individuals of working age to progress to formal education, training, employment or volunteering opportunities by providing vocational guidance, one-to-one support, information and advice specifically for young people, 13-25, adults 50 plus, and those with mental health issues or other disabilities

Workability West Sussex

Vocational guidance, one-to-one support, information and advice for people with mental health issues and other disabilities was provided to more than 550 people.

- 245 people with physical and/or mental needs received vocational guidance, one-to-one support, information and/or advice
- 63% of leavers from the Physical Health Project were undertaking employment, training or educational activities
- 255 people with mental health needs left the Impact Workability service in 2007, with 155 (61%) achieving more than 259 hard outcomes (accessing employment, training and education opportunities)
- 65% of respondents stated they were maintaining work, training or educational activities three months after leaving the service
- 87% of respondents stated they received the kind of help, support and information they needed
- 82% of respondents stated they had made progress as a result of using the service

Workability East Sussex

Vocational guidance and one-to-one support, information and advice were offered to unemployed adults aged over 18 with mental health needs and/or disabilities.

- 416 clients signed up from April 2007 to April 2008 in East Sussex
- Brighton and Hove also jointly delivered the DAF contract which was available for all unemployed people over 16 in the deprived wards in Hastings and East Brighton. There were 57 clients in the age range 16-25 at the start of the DAF contracts
- 122 clients accessed our drop-in information services in outreach locations in Hastings for one-to-one sessions and group work

More than 416 people received focussed practical support and training by our team working in partnership with employers, training and educational providers: the total numbers of clients who exited the service between April 2007 and April 2008 were 301.

- 35% of clients achieved hard outcomes and progressed into paid employment, self-employed, voluntary work, work experience placements, further education and training
- 53% of clients accessed OCN- City & Guilds-accredited courses
- 86% of clients completed the programme and their objectives

Workability Brighton & Hove

- 200 people with mental health difficulties and other needs received individual vocational advice, guidance, support or information and training
- 200 people had an action plan which was achievable, realistic and time-bound
- 126 people accessed funding to help them achieve their work, education and training goals
- 88 people accessed external training courses
- 50 people accessed in-house training courses such as IT, Toolkit for Living and Work It Out

To provide a safe non-judgemental environment for young people 13-25 in Eastbourne and Brighton & Hove where they can access one-to-one support, advice and information to enable them to make informed choices about their lives

- Workability worked with working-aged adults (16+) in deprived wards within Brighton and Hove and Hastings working with individuals on a one-to-one basis and through group work to support them to make informed choices
- Workability East Sussex and Open Door Eastbourne have begun to work closely together to support young people as it was recognised that there is a gap in provision available to support them in the transition from young people's services to adult services

LEARNING

Provide accredited volunteer training across all our services to ensure quality opportunities are provided which enable volunteers to learn new skills, move into training or employment, or maintain active lives according to the individual's aspirations

Advocacy Services

Five accredited volunteer training courses were run during the year:

- 'Accredited Advocacy & Empowerment'
- 'Non-directed Advocacy'
- 'Safeguarding Vulnerable Adults'
- 'Supporting Communication'
- 'Lone Worker Safety'

Each course was attended by approximately 10 volunteers.

Provide a range of accredited and non-accredited training in accessible community-based venues in small groups, which specifically support our vocational services for adults of working age

Workability West Sussex

- 19 accredited Personal Development Courses were facilitated by the team throughout West Sussex, in a wide range of venues including village halls, day centres, community mental health centres and community resource centres
- More than 130 people were supported to access accredited educational courses in colleges, adult educational centres and the venues listed above throughout West Sussex
- 211 people undertook some form of practical training, through work experience and supported voluntary work

In partnership with Pathways to Work (Sussex Careers) more than 19 accredited personal development courses were delivered in a range of community venues with 95 learners achieving OCN qualifications. In partnership with the Learning in the Community project, 100% of the agreed contract number were referred to Skills for Life courses.

- 85% of personal development course respondents found the courses helpful
- 100% of respondents who had attended personal development felt the courses were well-organised and interesting

Workability East Sussex

- 16 in-house OCN-accredited courses taught by Workability staff in Eastbourne, Hastings and Uckfield
- IT and English and Maths courses were arranged and held by Workability Eastbourne, facilitated by college tutors during term-time in 2007
- A total of 162 clients accessed these accredited courses
- Four motivational workshops were organised for clients during 2007 in Eastbourne, Hastings and Uckfield, facilitated by an external provider Mark Beauchamp. 38 clients benefited from this opportunity
- Drop-in jobs clubs are held every week in both Hastings and Eastbourne, supported by Workability staff
- Outreach services were developed at a wide range of community-based venues such as JobCentre Plus at various locations, community mental health teams, day centres, Seaview (a

community centre for ex-offenders, homeless and other vulnerable groups), Hollington Community Centre, Bridge Community Centre, the Salvation Army, Horizons Community Learning (with crèche provision) and Addaction

- A total of 162 clients accessed OCN- and City & Guilds-accredited courses

Workability Brighton & Hove

- Two courses were developed and delivered: 'Make it Work' and 'Tools for Life', which were delivered in a deprived outreach location, the Whitehawk Inn
- We also delivered four 'Toolkit for Living' courses and four 'Work It Out' courses. Toolkit for Living received OCN-accreditation to level 2 and Work It Out to level 1
- The training co-ordinator provided support to trainers in East Sussex to deliver the Toolkit for Living and Work It Out courses
- We delivered 15 IT courses during this period. These were 'Totally Terrified of Computers', 'Internet and Email' plus an OCN-accredited 'Introduction to Computers'
- Toolkit for Living, Make It Work and Work It Out training courses were also run in the deprived council ward of East Brighton
- We delivered information, advice and/or training sessions to individuals at the Whitehawk Youth Centre, the Whitehawk Inn, Whitehawk Primary School, the Richmond Fellowship and the Valley Social Centre.

Provide presentations and formal training to external agencies to raise awareness and share our knowledge of working with our specific client groups as well as generating income to support our long-term sustainability

Workability West Sussex

- Impact Workability West Sussex facilitated two workshops for occupational therapists, social workers and other health and social care workers: 'Making Employment a Reality' and 'Is Employment on Your Agenda?'
- The team also provided informal presentations to teams of referrers and stakeholders throughout the year. The mental health team established a 'vocational' slot on their health teams' agenda to ensure that awareness about employment, training and education issues was raised
- Contact was made with more than 160 employers
- Workability West Sussex delivered workshops for West Sussex County Council staff on 'Making Employment a Reality for People With Physical Health Needs' in May 2007, and at a Sussex-wide OT Conference 'Is Employment on Your Agenda?' in November 2007
- Additionally, we have provided more than 25 service presentations and contributed to monthly clinical and adult service meetings in a variety of locations.
- 68 referrers returned surveys in November 2007
- 59 stated that Workability's involvement had made a positive impact on their clients
- 46% asked for quicker access/reduction in waiting times to the service

Workability East Sussex

- Project presentations were given to CMHTs, Mental Health in Primary Care Teams, Action for Change, the Crime Reduction Initiative and Tomorrow's People. The project also had a publicity stand for two days at a shopping centre and took part in a Jobs and Training Fair organised by Working Links. Workability also participated in Let's Do Business, a local inter-trading exhibition. This resulted in getting new clients and making contacts with local employers
- Invaluable links were made with key workers in the Crime Reduction Initiative, Seaview, Horizons Community Learning, JobCentre Plus, Links BME Group, occupational therapy services, the Salvation Army, Lone Parent Advisers, Hastings Council Skills Match Partnership, Bridgebuilder Support Networking, Hastings Trust, Tomorrow's People, counselling services, Hastings Advocacy Service, Activ8, BizzFizz, Hastings College and Hastings Voluntary Action. This enabled collaborative working practices such as working with other key workers to support

- clients, holding courses with on-site childcare facilities, finding work placements, holding outreach sessions and putting clients' CVs on websites, thus providing a seamless service
- Workability continues to support paid or voluntary employment, self-employment and starting a business or enterprise across East Sussex. Discussion topics are chosen by the forum members and cover subjects relevant to them, such as paid and voluntary employment, application forms and interview techniques, running successful forums and self-employment. The forums are focussed, confidential and encourage open discussion with forum members to share experiences, knowledge, insights and solutions. Workability vocational workers respond and support clients' suggestions and feedback by facilitating, researching and preparing for future chosen subject areas and arranging, for example, newsletters and guest speakers. 87 clients accessed these forums.

Workability Brighton and Hove

- Workability Brighton and Hove, as part of the Equal Mental Health Partnership, organised training and information events to raise awareness about mental health and employment
- They also provided information and advice sessions to mental health professionals during outreach sessions and at our main office
- In addition, they provide informal training sessions to Connexions staff

To provide specialist practical training and support to enable individuals of working age to have a better chance in gaining employment through improving IT skills, customer service, social and welfare support, as well as other labour market skill gaps

Workability West Sussex

- More than 550 people received focussed practical support and training by our team working in partnership with employers, training and educational providers

Workability East Sussex

- The IT and English course supported clients in improving their IT skills; clients also accessed external providers to take part in IT courses that delivered the ECDL course. Clients also accessed an in-house pre-vocational course 'Work It Out', which focussed on improving their employability skills. Staff also ran short CV courses for clients to ensure they all had an up-to-date CV
- More than 416 people received one-to-one vocational support and staff worked closely with local agencies, employers, training and educational providers to support clients' progression

Workability Brighton & Hove

- Workability Brighton & Hove provided three different IT courses on five separate occasions. These were 'Totally Terrified of Computers', 'Internet and Email' and an OCN-accredited 'Introduction to Computers' course. Courses were provided to 30 learners
- We provided individual support to 200 people designed to overcome individual barriers to work

HEALTH

To develop our counselling services so that they are available to all our service users to enable them deal with mental health, bereavement, other family, personal and emotional issues

- Contacts were made with GPs with a view to developing wider services. This area of work is still under development

To provide one-to-one support to individuals that help them identify their personal goals in relation to health, make informed choices and build their confidence and self-esteem and improve health and well-being

Advocacy Service

- 398 individuals were supported throughout the year through our range of Advocacy Services

- 30% report an increase in levels of self-esteem, 80% an increase in confidence, 90% in speaking up skills, an 80% increase in feeling more independent and 75% in involvement/inclusion in key personal decisions

Workability West Sussex

- Our staff team of just under 11 full-time equivalents supported and/or worked with more than 550 service users
- Through the wide range of individually-tailored support, all service users have developed an action plan. Guidance tools, including orientation software, were used on 217 occasions, resulting in people making informed choices
- *'Before going to Workability I lacked confidence and had low self-esteem – I'm now doing voluntary work, an English course and looking for a job, now I am more confident. I feel like I can do anything thanks to the support of my Vocational Specialist and Workability.'*

Workability East Sussex

- Our team of 3 full-time and 4 part-time workers signed up 416 clients, supporting them to increase their self-esteem and confidence and achieve their goals. We also engaged with a further 122 clients who required a one-off information session
- In consequence, a total of 538 people accessed our service

Feedback from clients:

- *'Jo and Marie were well aware of how mental illness could impair a person from gaining employment and how to implement our negative experience in a positive way during an interview situation. They were successful and I am the living proof of it. I practised being interviewed for a vacancy for a Project Co-ordinator that arose at the place where I was doing voluntary work, and I got the job!'*
- *'Impact Workability provides a superb and unique service to mental health sufferers. Also it gives them hope and encouragement to pursue gainful employment.'*
'It was a great relief to have someone to set things up (especially to talk on the phone) and to be there as support at interviews. It was very important for me to know that everyone involved knew the circumstances.'
In conclusion, Workability has given me opportunities to work on my confidence with tasks and people. The advisors have done things for me and never pressured or put me onto something I couldn't handle. And without the service I would never have been in a position to have considered applying to university.'

Workability Brighton & Hove

- Our staff team of one full-time training co-ordinator, two part-time vocational workers and one team leader/vocational worker provided support to 200 service users. Individual action plans, which were smart, realistic, achievable and measurable and time-bound, were made and compared against progress
- Individual support was offered to 200 people in a variety of locations and for a variety of needs. All support was centred on helping people achieve their work, education and training goals. Each person had an action plan, which they could then use to measure their progress.

APPENDIX C

IMPACT INITIATIVES

OLDER PEOPLE'S SERVICES:

Dingemans Centre, Steyning, West Sussex
St John's Centre, Hove
50 Plus Training for Work project, Brighton
Tarnar Community Development, Brighton
Help at Home, Adur and West Sussex
Adur Learning Exchange

This Appendix summarises the activities and achievements of the Services in relation to the organisation's detailed objectives.

INDEPENDENCE

Provide social, community and educational activities for people age 60 years plus that support them to lead active, stimulating and independent lives

Dingemans Day Centre in Steyning and St.John's Centre in Hove provided 675 activities throughout 2007/8. These included talks and presentations, craft and art, reminiscence, quizzes and sports. Other services included:

- 173 chiropody appointments
- 40 hairdressing appointments
- 73 complimentary appointments including osteopathy, massage and Indian head massage.

Community-based services delivered 897 activities for people over the age of 60 in Adur and Hove in venues throughout the community.

98 people living in the Horsham District received support in their own home with cleaning and shopping by the Help at Home project. Each client had an annual safety check of their home and 45 referrals to other services were made.

Community Development in Tarnar supported 12 older people to become active members of local steering groups and forums and assisted in setting up IT classes, reminiscence groups and food workshops within the area.

- 100% of older people reported that they felt less isolated and confident and 90% that they had learned something new from taking part in activities and trips
- 95% of people attending exercise classes felt fitter and healthier since attending
- 100% felt less isolated due to attending a service
- 95% felt more confident
- 98% said they were able to stay living in their own home and 100% said they noticed an improvement to the quality of their lives because of the Help at Home project
- 100% felt they had a better link with the outside world due to their involvement with local groups and forums

LEARNING

Provide a range of client-focussed personal and social development opportunities that are tailored to meet our service user needs and encourage personal growth, confidence and self-esteem, so that they achieve their personal goals in learning and training

Trips are provided through our Community based services in Hove and Adur, St.John's Centre, Dingemans Centre and the Out and About scheme. In 2007/8:

- 297 trips to venues including The Buddhist Centre, an orchid farm and a synagogue were provided
- 92 trips had tutors on board providing commentary about places of interest
- 28 activities with a cultural focus were provided at Dingemans Centre, St.John's and with people living in the Tarner area. These included celebrating Chinese New Year, and a visit from members of the London Philharmonic Orchestra
- 16 informative/advisory talks were given to members of the day centres. These included fuel poverty, pension and benefits advice and falls prevention
- 193 people throughout the year attended 18 peer support group sessions
- 90% of older people reported that they had learned something new from taking part in activities and trips
- 85% of service users felt they had visited places otherwise inaccessible to them due to trips through centres and community based services
- 100% felt less isolated and more confident

Provide a range of accredited and non-accredited training in accessible community-based venues in small groups, which specifically support our vocational services for adults of working age

Impact 50 Plus Project Brighton & Hove

- *Train to Work* delivered 12 Job search courses to 97 people and 5 OCN-accredited courses
- *'Principals of Working with Older People'* to 42 people
- 198 people were supported through one-to-one sessions with interview techniques and finding a job online
- Workshops for people aged 50+ were designed and delivered with specific focus on applying for work online
- 87% of beneficiaries felt better prepared to apply for jobs
- 90% felt they had improved their IT skills
- 100% felt more confident as a result of using the 50+ project

HEALTH

To develop our counselling services so that they are available to all our service users to enable them deal with mental health, bereavement, other family, personal and emotional issues

Contacts were made with GPs with a view to developing wider services. This area of work is still under development.

Support healthy living by providing exercise activities that are tailored to meet the needs of our service users

- 1203 supported exercise classes were provided by St.John's Centre, Dingemans Centre and community-based services in Adur and Hove, including t'ai chi, yoga, line dancing, gentle exercise and movement to music
- Other activities include skittles, boccia and new age curling
- 87% of people attending the exercise activities felt a general improvement in their health as a result
- 100% felt that being part of a regular class gave them something to look forward to