



Developing Local Communities Fund – Final Report July 2014

1. Introduction

Wellingborough Homes managed the first DLCF programme between July 2012-August 2013 with an investment of £35,000 and the second programme September 2013 –July 2014 with an investment of £23,333. The following report is a combination of the two programmes.

This programme had wide-ranging vision and aims:

1. Vision

To work together as partners with local communities to achieve greater community cohesion and active citizenship for people in Wellingborough

2. Aims

- Work in target local areas of **Hemmingwell, Queensway and Croylund**
- Work to deliver services to African Asian Caribbean communities, Eastern European communities and people who are affected by honour based violence, with the aim to build active citizenship
- To empower communities that come together to address local issues
- To improve community relations
- To reduce isolation, poverty and disadvantage that lead to social breakdown
- To increase delivery of local community services

3. Projects, Value Added and Lessons Learnt

The report covers the activities and key outcomes per project, value added work and lessons learnt from the DLCF programme

1. Local action research and measuring community resilience
2. Targeted work in Queensway to reduce isolation, poverty and disadvantage
3. Specific Support to African Caribbean Community focusing on Civic Engagement, Community Safety and young people
4. Developing a BME Partnership for Wellingborough
5. Eastern European Community Engagement in Wellingborough
6. Building active citizenship by delivering services to people who are affected by Honour Based Violence (HBV)
7. Value Added Programme
8. Lessons Learnt

9. Appendix – 2 case studies

Project 1 - Local action research and measuring community resilience

We commissioned local action programmes to test levels of resilience and key issues impacting on local communities in priority areas. This was to build on the work that Wellingborough Homes had commissioned in Hemmingwell ward.

The following reports have been completed:

- Hemmingwell Ward Pilot Community Planning Project Hemmingwell Ward – Feb 2013
- Queensway Ward Research Project December 2013
- Croyland Ward Research Project 2014 and compilation of the three ward reports.
- Health Inequalities in Wellingborough - Health and Wellbeing Institute University of Northampton July 2014 – awaiting final report

Key activities:

- 3 action research reports commissioned – matched funded by Wellingborough Homes
- 1 health inequalities report commissioned with the Health and Wellbeing Institute University of Northampton.
- Local community, councillors and agencies engaged in this process
- Key local community-led intelligence that defines real local need

Key outcomes

- ✓ The above reports informing future service design and service planning in Wellingborough
- ✓ Community intelligence adding value to existing official statistics on health and wellbeing.
- ✓ Remarkable Queensway Newsletter – funded by Community First – what this offers
- ✓ DCF secured placements for 6 Community Organisers contract with Locality who have made a huge impact to the community development capacity in Wellingborough and have come as a breath of fresh air with their approach, openness to collaboration and commitment to communities
- ✓ Explored options for informal community resilience building networks on Queensway Estate
- ✓ Created community links on Queensway Estate
- ✓ Evidence of partnership working with Community Organisers allowing them to make valuable links in the community
- ✓ Focus group held in households on estate to discuss resilience projects
- ✓ Liaising with Support Wellingborough new Lottery project to discuss project sustainability

- ✓ £123,000 secured to deliver and host Community Organisers from Locality
- ✓ £7,250 from Community First funding (in 3 grants) for Remarkable Queensway Newsletter and imminent work to boost credit union uptake
- ✓ Aug 2012 – March 2013 90 hours volunteering time approx. £1000

A recent report from a resident in Queensway dated the 30/5/2014 praised the Community Organisers programme with which she had become a registered volunteer:

“I was just emailing to let you know that the changes that you are intending for the community are working; I have seen some positive improvements in the community since being a part of this project team.

“On a personal level, I have become more outgoing, more confident in my approach with adults and generally in talking to people. It has encouraged me to make a difference in where I live as I would always look to volunteer outside of Wellingborough. It has inspired me to take bigger steps to make a difference and helped me find a passion within myself - so thank you for that opportunity.

“On a community level, I have never seen so much happen in the community; there are so many people coming together. By being involved with the project I have met such lovely people and speaking on behalf of all the volunteers we all would agree that the work is a real credit to Wellingborough as a whole, and especially the Queensway community. We now have a knitting club that takes place on a regular basis, which is such a good way to get people out of their homes, with more events coming, including regular Sega dancing classes. The togetherness that this is breeding is contagious and it’s just what is needed. Events like the welcome event where a number of different activities were organised for all ages was a brilliant way to introduce ourselves to the community. The activities included mask designing, cupcake decorations, smoothie making, nail painting, hand massaging, colouring, and inflatable bowling. It is beautiful to see the old tradition of community togetherness being revived in such a manner.”

Project 2: Targeted work in Queensway to reduce isolation, poverty and disadvantage

As part of the evaluation of the first programmes we identified work in Queensway to develop targeted work to reduce isolation, poverty and disadvantage that lead to social breakdown & to empower communities that come together to address local issues

The specific projects highlighted in this report fall within the programme outcome above delivered by Daylight Centre Fellowship DCF. Daylight Centre has focused on 2 specific projects to address these issues. It was acknowledged at the outset, that the objective is to develop pilots for these 2 projects by engaging with very local groups of residents, so that the projects sit within the wider agenda of developing a sense of community. It is also to note, that the project was time limited by the nature of the timeline for concluding the programme, and also the level of funding available.

Community engagement was assisted by working closely with the 2 Community Organisers for the area, utilising their networks to introduce the project ideas. Additionally, this was supported through local contacts made by the project worker.

Key activities

- Street Bank programme
- Address the issue of supporting households to have the best/affordable utilities supply/charges.

Key outcomes:

- Awareness raised about streetbanking and affordable utilities
- Recognising that valuable links and partnership work on new initiatives at a local and embedding new and innovative resilience projects takes time and relies on finding people with passions in their local community.
- The new Good Neighbour and Affordable Warmth 'Connecting Communities' Lottery Project Manager has been briefed with the results and will use the results and links made with the community organisers to assist and inform future work carried out in this area of Wellingborough

Project 3: Specific Support to African Caribbean Community focusing on Civic Engagement, Community Safety and young people

- a) Two Focus groups were undertaken in March 2014 with young African-Caribbean people. 38 Surveys completed to find concerns and needs of people from Afro Caribbean backgrounds in Wellingborough

Key results from surveys

- - Lack of opportunities
- - Support needed through community centres and social activities / clubs
- - 23 out of 38 would not know who to approach for help or support
- - 23 out of 38 would consider doing an apprenticeship
- - 31 out of 38 believe there is a need for community centres
- - 32 out of 38 would like to get involved to address issues facing their community
- - 30 out of 38 had experienced a hate crime in the last 12 months but only 5 reported it.

Key Outcomes

- ✓ WACA – Youth Engagement Project (YES) – 38 YP engaged to set up youth council

Project 4: Developing a BME Partnership for Wellingborough

A key gap identified as part of the evaluation of the first programme was that BME organisations needed to collaborate on key developments that were impacting on their

communities and organisations. NREC was commissioned to bring together BME Partnership. The organisations engaged or involved were: Gharana, Azuka, WACA, Victoria Centre, Wellingborough IAG, Pravasi Mandal, Step by Step, Sickle Cell Support Group, Wellingborough District Hindu Association, Voice for change England, Northamptonshire Police, Stopwatch, Northamptonshire Community Foundation, Association of Supplementary Schools.

Key Activities

- Bringing together BME organisations in Wellingborough
- Awareness of key local and national developments
- Agreement to set up a BME partnership in Wellingborough

Key Outcomes

- ✓ BME Partnership established and formed – already constituted as a result of previous Black Consortium work
- ✓ NREC seeking funding to support partnership.

Project 5: Eastern European Community Engagement in Wellingborough

The Victoria Centre was commissioned to provide support and services for Eastern European communities in Wellingborough.

Key activities:

- Raising awareness of volunteering in Eastern European Community 4 Polish volunteers, 1 Polish volunteer Homestart, 1 Bangladeshi woman
- Supported setting up Language Café at Wellingborough Library
- Improvements made to Victoria Centre website & social media offering
- 61 EE families engaging with the Victoria Centre since September 2013 Polish Latvian Somalian Indian Romanian Pakistani Moroccan ranging from single visits to extensive three times a week support.
- Extensive consultation carried out with EE Community on the need for EE focus group to address issues and this was not found to be valid.
- Loaned furniture to Muslim centre (£300)
- Attended 2 events – 58 attended one in Victoria Centre
- Supported set up of Castle Fields Community Group (CFCG) who brought £6000 into local community from 3 separate funders

- Additional £2000 raised through adults LD group for Mates of Castle Fields
- CFCG Fun and information day approx. 500 people attended from a diverse mix of backgrounds
- Mates of Castle Fields evidencing partnership work with Norse and Northants Police to address issues over ASB, Graffiti, litter and alcohol related issues
- Continue to encourage different communities to come together to celebrate diversity
- Ghanaian Group supported to form constituted group

Key Outcomes

- ✓ Over the duration of this project (including extended period) 141 people and their families have benefited from this project. .
- ✓ Through this project:
 - 29 children are now in school
 - 7 New Arrival children in Pre-school accessed a place in Reception Class through cooperation between the Information Centre for New Arrivals and Pre-school staff
 - 60+ parents have claimed benefits for their children (often they were unaware of these)
 - 8 people are now in employment
 - 4 young adults are now enrolled in college courses
 - 130 people are more aware of how to do things online
 - Over 1,000 leaflets promoting the ICNA were distributed targeting points in the community in the three wards which EEs might access; e.g. shops and community centres as well as places exclusively used by EEs; e.g. Saturday School and place of worship.
 - Partnership working with Wellingborough and East Northants Women's Aid: We were successful in securing nearly £3,000 for a 'Stepping Forward' Programme for women recovering from domestic abuse.
- ✓ Increased levels of Community Cohesion
- ✓ Improved levels of volunteering and citizenship
- ✓ Better housing conditions
- ✓ Benefits claimed where eligible
- ✓ Improved IT Skills for new arrivals
- ✓ Secured £20,500 from Lloyds TSB for Information Centre for New Arrivals and development work
- ✓ Benefits and debt advice, maternity advice, Domestic abuse awareness, form filling, relieving social isolation, self-employment
- ✓ More children in school and more settled, parents can also go to work
- ✓ ESOL SUPPORT – 4 ESOL courses held per week at centre Better language skills leading to better jobs better prospects, better understanding and be able to support children's education
- ✓ 97 VOLUNTEERS
- ✓ 330 VOL HOURS
- ✓ £50,743 raised for community groups since April 2012
- ✓ ICNA Customer feedback – 60% Very Good – 40% Good – April 2012 – March 2013
- ✓ Powerful evidence of empowering communities that come together to improve

community relations, delivering local services and bringing communities together to address local issues

Project 6: Building active citizenship by delivering services to people who are affected by Honour Based Violence (HBV)

This work was to raise awareness about HBV and was commissioned with Wellingborough Women's Aid.

Key Activities:

- Delivering training courses at Christopher Hatton School to 530 students / young people
- FGM / Forced marriage research and discussions held in relation to HBV
- HBV information obtained from home office for display boards
- Attended Wellingborough Homes Fun day to raise awareness to around 800 community members
- Community events attended in Queensway and Hemmingwell and volunteer fair at Wellingborough Library
- Stay Free and Expect Respect delivered at Christopher Hatton, Wrenn, Weavers Schools and Tresham College Wellingborough (As a result of this 2 students approached WENWA for support)
- Awareness sessions held at LOTS meetings and Homeless Forums
- Stepping Forward Programme run in partnership with Victoria Centre which is a life skills course exclusively for women in refuge
- Freedom Programme (a Domestic Violence Programme) translated into Urdu and Bengali
- Volunteer recruited to raise awareness of HBV in the Community
- Training given to Wellingborough Homes staff

Key Outcomes

- ✓ Communities in Wellingborough more knowledgeable about HBV
- ✓ HBV programmes delivered to over 500 young people in Wellingborough
- ✓ Hard to reach targeted work carried out with non-English speaking vulnerable women
- ✓ At least 3 victims of HBV supported in WENWA Hostels

7. Value-Added Programme

NVCA and NREC supported the programme and the following two projects added value to the DLCF programme.

NREC

A linked project not funded by DLCF but relevant and reported here is 120 Stop and Search

Surveys conducted by NREC see below for results:

Stop and Search Survey and focus group activity completed June 2014

The 120 respondents of which 67 (56%) had been stopped and searched, and of this group:

- 18 (27%) had been stopped and searched once;
- 31 (46%) had been stopped and searched between two and five times;
- 6 (9%) had been stopped and searched between six and ten times;
- 12 (18%) had been stopped and searched more than 10 times.

In addition:

- 51% stated that the officer who stopped and searched them did not identify themselves.
- 80% said they were not given a written record or advised when and where they could obtain one. We understand such stops and searches would be unlawful other than in very exceptional circumstances
- 94% of did not feel that the police had reasonable grounds to stop and search them.
- 90% did not feel that they were treated with respect by the officer.

Of the whole group of 120 individuals:

- 66 (55%) saw Northamptonshire Police's use of stop and search powers as counterproductive or very counterproductive and 74 (62%) saw it as decreasing confidence in the police.
- 96 (80%) viewed Northamptonshire Police's use of its powers as rarely or never based on reasonable grounds for suspicion.
- 77 (64%) disagreed that Northamptonshire Police's use of "without reasonable grounds" stop and search powers are used in a way that balances public protection with individuals' freedoms.

Key Outcomes:

- ✓ Reported to the PCC Office that funded the research,
- ✓ Application made to Stopwatch for £4,500 to continue activity with young people in Wellingborough on Stop and Search and develop local resources. Also includes support for local young people to participate in this work nationally.
- ✓ Extensive engagement with young black people re stop and search
- ✓ Increased awareness of young people to their rights

NVCA

NVCA supported the programme from its inception and held a Funding fair in Wellingborough

Key outcomes

- ✓ Attracted 76 organisations attended, over 100 individuals
- ✓ Enabled Support Wellingborough to make contact with a key Lottery Officer who supported the £350,000 bid to develop a Good Neighbour Network and affordable warmth programme plus welfare benefits and debt advice support in the priority areas as a result of the needs identified in Hemmingwell and Queensway.

8.Lessons Learnt and Future Plans

The DLCF brought together partners to achieve greater community cohesion and active citizenship for people in Wellingborough. The requirements issued in the NCC tender were a combination of support for people in areas of deprivation and to support specific local community needs especially African-Caribbean and Eastern European.

An overall assessment of the programme:

- The requirements of addressing wide ranging need against an investment of £35k initially was challenging. However, partners showed creativity and drive in meeting some of the key objectives and we have developed some sustainable programmes and also tested some new ground.
- It was important that the DLCF partnership worked collaboratively to achieve joint outcomes required of the programme. Much of the WH's in kind management time has gone into developing a partnership that can deliver well including support for organisations to consider outcomes focussed work and assessing service outcomes from a customer's perspective.
- Given the constraints of the programme related to timescale, funding and establishing a new partnership the above outcomes delivered speak volumes in terms of the potential of what can be achieved when partners collaborate, create a single vision and the significant value added resources of knowledge and skills that emerge from organisations wanting to make a difference in their communities.
- There have been 4 changes to monitoring officers during the course of this programme, 2012-2014. We had asked each officer to call a meeting across the DLCF partnerships in the county so that we could collaborate and learn from each other. This has not taken place and the potential of value added as result has not been realised.

Other Lessons Learnt

- Invest time in partnership building and learning to work in collaboration
- Partners need to share resources, skills, knowledge and experience generously to support communities at a time when resources are limited.
- Collaboration can bring benefits of external funding, confidence to try new things (e.g. Community Organiser's Programme) and getting to know and learn from how other organisations operate and work.
- Individual and community outcomes are difficult to deliver as individual organisations; working in collaboration can achieve more sustainable outcomes and strengthen organisations.
- Joint working is still new for many organisations and levels of trust and confidence need to be built through these types of programmes so that organisations can develop joint programmes with others to deliver key outcomes for communities.

Appendix 1

Developing Local Communities Fund – Case Studies

Victoria Centre Case Study

Organisation Name and Project Title Victoria Centre; Information Centre for New Arrivals

Describe the Project

The central activity of this project was the continuation of our dedicated support to people through an Information Centre for New Arrivals one day a week. Through one-to-one support this project focuses on developing self-help skills; beneficiaries use a laptop with internet access and are supported in learning how to access information themselves. Unfortunately there is a widespread assumption by government and other organisations that everyone has internet access. Because of financial difficulties many of our clients do not have a PC or internet access at home, or because of English language difficulties can find it difficult to do essential tasks online, for example applying for school places / benefits / housing / job applications etc. Clients are referred to the Centre regularly from voluntary and statutory organisations.

Many different types of New Arrival beneficiaries access the project, including; single mothers, families, unemployed, homeless and victims of domestic abuse.

Through this project clients:

- Have a wider knowledge of services that are available, and access these through signposting and support
- Gain confidence through supported learning in how to access services independently
- Find employment opportunities and take up through accessing online job-sites
- Claim appropriate benefits, learning how to do this online
- Enrol children in school places
- Know how to get assistance in emergencies and report crime e.g. domestic abuse, hate crime.
- Have increased awareness of rights and responsibilities when living in the UK

Questionnaires: Through this project and outreach work (see Final Monitoring Form June 2014) we sought the views of mainly Eastern Europeans and promoted the ICNA.

Focus Groups: Setting up Focus Groups for EE did not appear to be of interest to those EEs or people who work with EEs that we came in contact with.

BME Partnership: (please see 'Organisation Learning')

Women affected by domestic violence: Project in partnership with WENWA

What worked well?

Being able to give the client more time than many other agencies, and giving them the opportunity to try to do things for themselves using a laptop.

The fact that Victoria Centre has the facilities (rooms, laptops, internet access, dedicated ICNA Worker) to provide clients with the opportunities for assisted learning and self-help.

Encouraging people to communicate in English, only using google translate when essential.

The ICNA is based at a busy community centre which provides opportunities for integration; e.g. New Arrivals children access Pre-school, women join an all-women group where they get to practise their English skills, New Arrivals musicians perform at a community event organised by a community group based at the Centre – the possibilities are endless.

Having one dedicated day for clients to access the service; less time wasted through people 'dropping in' at times when we cannot help.

What specific outcomes were achieved

Over the duration of this project (including extended period) 141 people and their families have benefited from this project. .

Through this project:

- 29 children are now in school
- 7 New Arrival children in Pre-school accessed a place in Reception Class through cooperation between the Information Centre for New Arrivals and Pre-school staff
- 60+ parents have claimed benefits for their children (often they were unaware of these)
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Over 1,000 leaflets promoting the ICNA were distributed targeting points in the community in the three wards which EEs might access; e.g. shops and community centres as well as places exclusively used by EEs; e.g. Saturday School and place of worship.

Partnership working with Wellingborough and East Northants Women's Aid: We were successful in securing nearly £3,000 for a 'Stepping Forward' Programme for women recovering from domestic abuse.

Community/Customer Views

'What difference did we make?'

Targeted distribution has led to increased enquiries for the ICNA, meaning that more EEs are aware of this service available to them.

We ask the clients how they find the service they have received and any suggestions for improvements. No suggestions have been made for improvements. All clients stated that they found the service 'Good' or 'Very Good'. Many clients volunteer their help for other clients who have basic English skills or other difficulties.

We find that clients often bring little gifts such as chocolates into the centre as a 'Thank You' for the support that they have received.

Organisation Learning

We are of course aware that asking people who are seeking help for their opinion of our service does not necessarily give a true picture. They are in a difficult situation and any help will be accepted with gratitude, so feedback given at the time needs to be taken with caution. The fact that many former clients come in years later to say thank you, or *'without Victoria Centre we couldn't have made it'* speaks for itself but it does not help obtain viable statistical data.

The same applies to setting up focus groups for EEs in the target ward; however - just because we were unable to get any statistical evidence or even a 'feeling' (an important factor in working with communities) that a focus group for EEs was what was needed at this moment in time does not mean that this will be correct in the future if circumstances or information change.

For the purposes of this project we worked with the term 'Eastern Europeans' which very well describes the majority of clients accessing individually our Information Centre for New Arrivals; however as we had already pointed out in our 'Business Case' for this funding *'that there is no such thing as an 'Eastern European' community'* - it is made up of a number of communities where *'despite the changes in the political climate some Migrant Workers still carry with them the old animosities towards Migrant Workers from other countries'*. For this and a variety of other reasons (see Business Case of 2012) *'working with Eastern Europeans is a slow and sensitive process, which will not result in large numbers of 'successful' resolutions to issues.'* This was another obstacle to setting up a focus group for 'Eastern Europeans'.

With each new client we see and with any organisation we work with we learn something new. Whether it is about culture, special needs, employment or benefits or any other wide range of subjects, there is always something new to learn from any given situation.

We use this learning to improve and adapt our services where relevant.

Northamptonshire Rights and Equalities Council - Case Study

Organisation Name and Project Title Northamptonshire Rights and Equality Council

Describe the Project

The Project had two distinct strands:

- 1) Engaging with African and Caribbean young people to identify specific needs in the community**
- 2) Working with Black and minority ethnic organisations in Wellingborough to assist the formation of a partnership**

What worked well

We worked hard to ensure that there was good engagement with stakeholders at an initial meeting to explore partnership working in the black and minority ethnic communities in Wellingborough and to get in principle agreement to establish a partnership. Over 30 people attended the event and in principle agreement was achieved.

We invested in the support of a local ex-youth worker to progress focus group and survey work with African Caribbean young people. This enabled this fact finding to be carried out quickly. We also used investment from the Office of the Police and Crime Commissioners office to supplement this activity.

What specific outcomes were achieved

Contacts were renewed and newer stakeholders were able to make contacts that already existed.

The meeting was the start of the partnership development. Discussion enabled the revival of Wellingborough Black Consortium which had fallen into a state of inoperativeness.

The organisation with its charitable status and position as a company limited by guarantee has been brought back to functioning and is now a positive vehicle to access funds in the future. Applications for funding are nearing completion which should deliver the continuation of work.

From the work with young people's focus groups there is a clear menu of activity that the young people have defined themselves. We have used some of the focus group and survey activity as an evidence base to bid for out of County funds to continue the work.

Community/Customer Views

'What difference did we make?'

More partnership work between organisations is taking place with more organisations working collaboratively.

We believe we have increased awareness of young people involved in their rights whilst being stopped and searched.

"The police did not give me an explanation why they were stopping and searching me, and they did not provide me with any documentation".

"If I got stopped and searched again, I would now ask the Police for some documentation".

Organisation Learning

There has been a clear benefit from accessing national support (Stopwatch, Voice for Change England) with the potential for two additional funding streams to carry on the work.

