SupportActionNet Awards 2007 – All entries.

Introduction

The SupportActionNet Awards were designed to recognise innovation and excellence in supporting vulnerable people to achieve their social and emotional aspirations. The judges looked for ways in which each organisation improved their service users’ quality of life in two specific ways: increasing the choices and freedom enjoyed by service users and giving service users a sense of optimism. This year 109 organisations entered for the Awards, which were kindly supported by the Ashden Trust.

The winner in the large providers category was Open Doors Creative Drop (City and Hackney PCT), a sexual health outreach and clinical service that provides an array of health and social welfare services for women who sell sex from the streets of Hackney, London. A team of outreach workers make contact with the women until the early hours of the morning, encouraging them to use the crisis drop-in that addresses their housing, drugs counselling, legal support and sexual health care needs.

In the small providers category the winner was Storybook Dad. The project operates from Dartmoor Prison – their simple but powerful idea is enabling prisoners to record stories on a CD to be sent to their children. The judges deemed this entry to be the winner because it has recognised the adverse
impact of an absent parent on a vulnerable child and used a straightforward technology to help show that their father still cares for them.

Our congratulations also to those who were highly commended:

Large organisations:

  Stonham Supported Lodgings Project

  Brinsford Prison and Youth Offenders Institute Safeguarding Department

Small organisations:

  Cardboard Citizens

  Sing Your Heart Out

Our thanks go to all those who entered the awards. We are pleased to recognise the work of all the entries in this document.

Gerard Lemos, Lemos&Crane

December 2007
999 Club

The 999 Club works with vulnerable people – homeless people, mentally ill, addicted, ex-offenders, prisoners, elderly and neglected children. The Club operates in three drop-in centres and provides information, advice, advocacy and referrals.

The staff’s drop-in centres are local people from similar background and culture than the service-users, which enable to gain trust and confidence from the clients.

The drop-in centres offers immediate help and support in times of crisis, as well as food. It also offers long-term support such as applying for benefits, jobs research, housing help, medical help treatment, etc.

The Club runs a literacy project several afternoons every week to help users with reading and writing difficulties.

Other projects include ‘Second Chance’ – a prisoner resettlement project – which gives prisoners nearing the end of their term work experience.

Contact details

999 Club

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**Access to Industry > Passport project**

Access to Industry provides access to education and employment opportunities in partnership with communities and further and higher education across the South East of Scotland.

The Passport project is a programme of personal support for those moving out of care, prison, drug use or homelessness. It offers a range of courses and manages the transition to support recovering substance users into education and employment.

Passport employs a team of case workers across Edinburgh. Each worker has a caseload of clients to support, challenge and motivate to move on into training, education and employment. They do this by meeting clients and providing weekly one-to-one personal support to develop personal effectiveness and to remove the barriers to client progression. This process involves:

- self assessment
- goal setting
- action Planning
- advocacy and problem solving
- placement into programmes.
Contact Details

Access to Industry

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Addaction Luton

Addaction is a service working with local people to reduce the use and the harm caused by drugs and alcohol. The service runs two programmes: Open Access and Drug Intervention (designed specifically to support offenders).

Service-users are assigned a key worker – on a one-to-one basis – to provide advice, information and emotional support. An action plan is drafted laying out the objectives to meet toward the reduction in use or abstinence.

The service-users attend activities such as cookery lessons, budgeting skills, sport, job clubs and creative arts classes. These lessons help the clients to fill the void left by the withdrawal of the drug use. Complementary therapies are also available to reduce the cravings. Other services available include a needle exchange and free condom project promoting harm reduction and safer injecting and personal and public health issues. There is also a weekly
group for female sex workers, which provides health and children custody advices.

**Contact details**

Addaction Luton

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**Alone in London Services**

Alone in London’s Family Mediation Service supports youth homeless people and family conflict through mediation provision and related preventative work.

The service in partnership with Mediation UK produced national accreditation criteria and standards for family mediation. A Good Practice Guide and the Alone In London Mediation Model were published in 2006.
The service informs and educates young people in schools about the realities of youth homelessness, causes of family conflicts, conflict resolutions skills, and managing the stress of exams. The service’s main roles are:

- reducing youth homelessness resulting from family conflicts
- assisting vulnerable parents and families via parent support work and parenting training
- personal counselling and family therapy
- working in family conflict situations where youth mental health is a major factor in family disharmony
- dissemination and support to colleague organisations engaged in similar work.

The service focuses on a person-centred approach giving service users the adequate support needed (e.g practice ahead meetings, telephone skills, handling anxieties and tempers). The service also offers a 12-month post-conflict support to all those involved to encourage progress and future hopes.

**Contact details**

Alone in London Services

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The Alzheimer’s Society in Bristol offers support, advice and information for people affected by all forms of dementia. One of its day centres is for younger people with dementia, offering them activities to avoid social isolation. The centre has created a supper group, which offers younger people and their carers the chance to go out for a meal in the evening once a month. The aim of the group is to enable carers and young people to go out and enjoy a meal with friends in similar situation. It aims to reduce social isolation for this group, by supporting them to build friendships again and give them the confidence to get out. Long-term friendships and relationships can be built and carers can talk to people in similar situation.

**Contact details**

Alzheimer’s Society

Bristol and South Gloucestershire branch

International House, Bank Road

Bristol BS15 8LX

T: 0117 961 0693
Amber Foundation

Amber residential centres help homeless unemployed young people rebuild their lives away from negative, influential peer pressure and help develop the confidence, self-esteem, skills and qualification needed to independent lives. Amber focuses on practical teaching, responsibility, respect, dreams and desires, setting goals and working to achieve them.

Each residential centre is equipped to support the young people. The young people are helped to identify particular skills and interests upon which to concentrate as well as gaining experience. Work experience can be gained at Amber’s social enterprise, Amber Dextrous consisting of a second hand goods, furniture for home and office, a reclamation yard, eBay sales and car valeting service. Service users gain experience in a variety of tasks including self-employment.

Contact Details

Amber Foundation

Shurnhold Trading Estate, Melksham

Wiltshire SN12 8DE
Aquila Way > Elizabeth House

Elizabeth House provide supported accommodation to young mothers in Gateshead. The project aim for young mother to develop their life and parenting skills to enable them to live independently in sustained tenancies. The project promotes the increase of confidence of young mothers by role modelling and accessing activities that contribute to reducing their risk of isolation and repeated homelessness.

The services include support in setting up and maintaining a tenancy, in managing finances and claiming benefits, helping develop domestic life and skills, accessing other services, and developing parenting skills.

The project works in partnership with local drug and alcohol teams, victim support, probation and Sure Start to provide sign posted support.

Contact details

Aquila Way

Kings Court, Kings Way

Gateshead NE11 0SH
Alcohol Recovery Project > Family Alcohol Service

Alcohol Recovery Project (ARP) manages residential, floating support and day services across London for people with alcohol and substance use problems. The Family Alcohol Service (FAS) project is a partnership developed with The National Society for the Prevention of Cruelty to Children (NSPCC), bringing the expertise of NSPCC work with children, family support and therapy together with ARP alcohol awareness and treatment. FAS works in Camden, north London with families affected by alcohol abuse.

FAS objectives are to:

- intervene early before alcohol use causes break down of family life
- help the family to identify and build on strengths and values
- work with families to minimise the harmful impact of alcohol use
- help families to remove their names from the Child Protection Register and prevent care proceedings
- equip the families to make choices about their future together
- improve relationships and communication within the family
- improve parenting abilities of parents and carers
• extend social and community support for the family
• help children to develop confidence and resilience
• educate family members and professionals about alcohol and drug misuse.

The intervention includes initial meetings, alcohol assessment, information gathering and helping the family to identify its strengths and values. This leads to an agreement meeting when goals and plans are determined.

FAS works with families for up to a year, this enables a resettlement period.

The University of Bath has carried an external evaluation of the pilot: *Parental Alcohol Misuse in Complex Families: the Implications for Engagement* in British Journal of Social Work.

**Contact details**

Family Alcohol Service

88-91 Troutbeck

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E: showard@arp-uk.org
Ashram Housing Association > Breaking Silence

Breaking Silence project was created to raise awareness of mental ill health in Birmingham among South Asian communities by using visual aids to disseminate information and target those cases that are often hidden and neglected. The project helps to breakdown some of the stereotypes and taboos attached to mental illness.

Breaking Silence takes aspects of a typical service user’s life experiences and through a fictional character portrays the barriers that some second generation South Asian women face with regards to mental illness. The DVD is part of a campaign to raise awareness within South Asian communities. The film is also used as part of a training toolkit for professionals (mental health services, housing associations, schools, faith organisation, and primary care teams).

Contact details

Ashram Housing Association

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W: www.ashramha.org.uk
Ashram Housing Association > Reducing Domestic Violence Project

Reducing Domestic Violence Project (RDVP) is a domestic abuse service provider in Birmingham. The project – initially funded by the Home Office under its Crime Reduction Programme to boost the report of domestic incidents to the police – saw an increase by over 200 per cent of the reporting of domestic violence.

RDVP aims to empower women to make informed choices about their lives. The support is delivered in a person-centred model to each individual and includes practical support such as interpretation and translation, advocacy, welfare benefits, parenting skills, finance, legal matters, immigration, health, education and employment, social inclusion, emotional support and counselling, protection from risk, housing and tenancy rights.

The project also undertakes work with children in schools as part of its preventative work to inform and raise awareness of domestic violence.

Contact details

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E: rdvp@ashramha.org.uk
Augment > Angus Community Enterprise

Augment is a mental health service user-led voluntary organisation in Scotland. It aims to facilitate and develop mental health service user involvement.

The Angus Community Enterprise (ACE) project aim to support and enable its members, whether they have mental health issues, dual diagnosis or homelessness problems back into education, training or employment.

The ACE benefits service users by:

- enabling its members to update their skills and abilities and offering them the chance to learn new ones
- boosting their confidence and self esteem
- having direct input about what direction the project will take as it is user led
- giving them the opportunity to express their opinions about mental health services, and once trained, attend meetings on the design of current and future mental health services.

Contact details

Augment (Scotland) Ltd
Barnados > Time for Me

Time for Me support children and young people affected by parental substance misuse at home. The support offered tackles issues of low self esteem, lack of confidence, self awareness, trust, communications, education, health and safety, peer pressure and relationships. The support encourages involvement in activities such as outdoor pursuits, arts, cooking and games.

The objectives of the project are to:

- support the members through one to one work or group work with others who are experiencing similar issues
- keep all members safe and aware of the risks involved with substance misuse and what do to in an emergency
- promote the work of the project to local agencies
- recruit and train staff and volunteers
- offer opportunities to the members to become involved with new activities in order to encourage participation.
Contact details

Barnados

Blantyre House, 4 Barrack Lane

Halesowen B63 2UX

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E: ava.Williams@barnados.org.uk

beat > Young Ambassador programme

beat is the UK's leading eating disorder charity. Its Young Ambassador programme aims to give young people a voice in developing services, improving healthcare policy and challenge the stereotypes attached to eating disorders.

beat’s objectives are to:

- change the way everyone thinks and talks about eating disorders
- improve the way services and treatments are provided
- help people believe that their eating disorder can be beaten.

The Young Ambassadors have drafted a Young People’s Health Charter, which has been sent to every specialist healthcare and CAMHS in the UK. It sets out principles to ensure that young people provide the best possible treatment and care.
They take part in national events and conferences for healthcare professionals. The key objective of these activities is to help professionals understand young people’s experiences.

They have written a Recovery Toolkit and a special recovery section on the website.

**Contact details**

beat

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**Bedfordshire County Council > Adult Learning**

**Disability Service: Diversity Forum**

Bedfordshire Adult Learning Disability Direct Service (LDS) created the Diversity Forum – forum that looks at new policies and practices and focuses on how improvement can be made for service-users.
The objectives of the Diversity Forum are for the LDS to take action on recommendations identified through an Equality Impact Assessment and through feedback from the Commission for Social Care Inspection. The areas covered are cultural sensitivity, spiritual and religious needs, stereotypes and gender expectations.

Since its launch the Diversity Forum has initiated new activities for service-users:

**Culture Club** is a forum led by service users to explore, discuss and train people with a learning disability in diversity, equality and cultural issues.

A **website** publicising services available for service-users

A **mapping tool** enabling collection of service user information about diversity in a person centred way, valuing the person and their family, encouraging a sense of identity.

**Diversity training package for staff** developed by the Forum and the Learning and Development Team

**Service-User Research** is a film project on a service-user live care plan. The DVD can be used for staff training.

**Contact details**

Bedfordshire County Council

Adult Learning Disability Services

County hall, Cauldwell Street
Biomation is a youth arts project which aims to engage young people from the York District hospital to explore the social, emotional and scientific aspects of their medical conditions through animation, film, digital media and creative writing.

The project aims to provide opportunities for young people in hospitals to participate in the arts.

By using animation, sound and creative writing young people have a greater understanding of their medical conditions. They have also produced animations, which inform other young people, families and friends.

The Wellcome Trust in partnership with the York District Hospital’s Art and Environment group fund the project. The funding enabled the hiring of professional artists and project coordinator.

**Contact Details**

City of York Council

Biomation, Arts and Action York
Birkenhead Young Men’s Christian Association >

Royal Yachting Association Power Boat Training

Birkenhead Young Men’s Christian Association (BMYCA) is a supported hostel for vulnerable homeless people. It provides access to treatment programmes, counselling services, information advice and casework liaison delivered in collaboration with a variety of local agencies. These services include pre-vocational education, life skills programmes, specific employment skills, employment experiences and employment opportunities.

BMYCA delivers Royal Yachting Association (RYA) Power Boat Training NVQ Level 2 to its service users. The course is delivered in a pre-vocational context ensuring the learning process meet individual needs.

The course has been funded through Local Authority initiative funding (community chest) and from the support of Glaciere (Liverpool) Ltd.

Contact Details

Birkenhead Young Men’s Christian Association

Hope Prospect, 56 Whetstone Lane
Braintree Women’s Aid

Braintree Women’s Aid (BWA) aim to provide safe accommodation and ongoing refuge as well as community based support services for women affected by domestic violence.

BWA’s objectives are to:

- provide a safe, comfortable, calm and stimulating environment for women and their children escaping domestic violence
- support women and their children through the consequent trauma caused by living with violent relationships
- inform and advise of the options available, and support the life choices women make
- work in partnership with other appropriate agencies in order to access the best range of services
- work in the community towards education and enlightenment regarding domestic violence issues
• work non-judgementally with women and children to encourage them to take control and responsibility of their futures

• provide and facilitate training and awareness opportunities to allow women to raise their self esteem, self confidence and self image

• provide a floating support/outreach service for women and children living with a violent relationship within the community.

Contact details

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Bridge project > Gym facilities

Bridge is a Bradford based drug treatment charity. One of Bridge’s services is a gym. All service users have access to the gym which enables them to
improve their eating habits, help their social skills, gives structure and meaning to chaotic and damaged lives.

Bridge’s objectives are to:

• encourage all Bridge’s clients to use the gym in some way
• have a friendly, safe, nurturing, motivating and informative environment
• provide people with the opportunity to use physical activity as a tool to enable them to manage lifestyle changes and increase feelings of well being
• assist people get fitter, healthier and reduce the future risk to their health
• increase self esteem and confidence
• reduce street drug use and its associated criminal activity by providing a positive alternative
• to improve social skills both one to one and as part of a group.

Contact details

Bridge project

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T: 0127 472 3863
The Safeguarding Department at Brinsford Prison and Young Offenders Institution is a multi-agency team that provides support and assistance to up to 470 prisoners between the ages of 15-21. The team comprises prison and police officer together with probation and social services. The team areas of responsibility are anti-bullying, violence reduction, suicide prevention, child protection, and public protection. The Youth Justice Board has selected the team to run a pilot restorative justice project.

**The anti-bullying project** (BABS) provides a forum for young people and adults to report bullying without fear of retribution. Victims receive on-going support and reported perpetrators are dealt by sanctions, on-going monitoring and through interventions that address their bullying behaviour.

**Suicide prevention** ensures all vulnerable people in crisis, at risk of self-harm or suicide are appropriately cared for and supported. The agencies at Brinsford consider how individuals can have their needs addressed and how to reintegrate them so they feel safe among their peers. Families are also supported and kept informed.

Historical and current disclosures of **abuse from adults and young people** are managed through the Safeguarding team. The team acts to protect the young people/adults from further harm and provides assistance to police and
social services. Everything is recorded in order to assess the situation and prevent a reoccurrence.

**The restorative justice project** undertakes mediation between young people and their families. Through mediation, the Safeguarding team facilitates communication between young offenders and their families and helps to be reunited on release.

A **peer support group** (Brinsford Crew) has been set up to befriend vulnerable under 18s to help them settle into life at Brinsford.

Once a month, the Safeguarding team organise a **Safeguarding Day**. Members of internal staff along with representatives of external agencies (e.g. Samaritans, Social services, etc) meet to discuss and share information relating to safeguarding young offenders.

**Contact Details**

HMP & YOI Brinsford, Safeguarding Department

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Buckinghamshire County Council > Creative Solutions

Creative Solutions is a short-term service for adults with a physical and/or sensory disability. It provides information about activities and liaises with activity providers on behalf of clients.

Among the reasons for setting up Creative Solutions was a lack of support for the traditional model day care and the need to provide an equitable service across the country for Physical and Sensory Disability clients. Its objectives are to:

- work in a creative, supportive and realistic way with clients to respond to their requests for purposeful activities
- establish and maintain effective partnerships with relevant agencies
- work with carers and take account of their views
- be flexible and able to meet needs as they arise
- engage with hard to reach groups
- be responsive to the needs of black and ethnic minority group
- develop and manage the Creative Solutions Information Service.

The outcomes include: empowering people, encouraging volunteering, acquiring new skills and involvement in social activities.
Contact details

Buckinghamshire County Council, Physical and Sensory Disability Service, 
Adult Social Care 
Creative Solutions 
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Aylesbury HP20 1EE 
T: 01296 488156 
E: creativesolutions@buckscc.gov.uk 

Calderdale SmartMove

Calderdale SmartMove is a homelessness project working with homeless and potentially homeless people in West Yorkshire. The services provided include:

- befriending – support to service users by listening and responding to their individual needs, empowering them to live independently, make decisions and take responsibility and control of their lives
- ‘SmartMove+’ – a health improvement and community involvement project encouraging healthy life-styles and promoting the mental and physical well being of both volunteers and service users through social and sporting activities.
As part of ‘SmartMove+’, the project operates a scheme developed with the Local Authority and local traders. Vouchers are being given to service users who can exchange them for bus and train fares, fruit and vegetables, haircuts, swimming and gym, laundry, cinema and massage.

Calderdale SmartMove also runs the Harvest project, which visit local school and present assemblies around homelessness. Current and ex-service users participate in these assemblies and school workshops.

**Contact details**

Calderdale SmartMove

9 Portland Place

Halifax HX1 2JQ

T: 0142 236 1515

E: jill@calderdalesmartmove.org.uk

**Cambridge Housing Society > Russell Street**

Cambridge Housing Society (CHS) is a provider of housing and support services in Cambridgeshire.

Russell Street provides shared housing with support for people with mild to moderate learning disabilities and enables them to spend a settled period of time to achieve independent living skills.
In order to achieve this, Russell Street organises a number of project reflecting service user needs, issues and interests.

‘Let’s talk about sex’ project gives service users an opportunity to discuss sexuality in a safe and uncritical way; builds self-esteem, assertiveness and confidence; reduces the number of incidents of sexual harassment and inappropriate behaviour between service users.

‘Art attack and music project’ encourages an understanding of individuality and difference, equality and diversity.

‘Breakfast club’ helps service users have a positive and healthy start, increases motivation to attend training and employment, and reduces isolation.

‘Digital inclusion’ project gives service users access to information about training, employment, local leisure and social facilities. It also provides computer training.

‘Let’s play it safe’ involves service users in conducting health and safety checks of the building to increase their knowledge and sense of responsibility as well as reduce risk when they move to their own accommodation.

Contact details

Cambridge Housing Society
82 Russell Street Projec
Cambridge CB2 1HU
T: 01223 578604
Cardboard Citizens

Cardboard Citizens is the UK’s only homeless people’s professional theatre company whose programmes engage homeless Londoners through:

- performing arts workshops at hostels and day centres,
- performances with, by, and for homeless people and the public,
- information, advice and guidance.

Cardboard Citizen’s work is a collaborative effort, which affirms homeless people as valuable members of the community. In order to empower the homeless participants, Cardboard Citizens engage them in all aspect of the company:

- Hiring former participants as staff
- Collecting participant’s feedback
- Holding an annual company member’s meeting.

More than 30,000 homeless people have been involved so far.

The group’s mission is to use the performing arts to:

- Improve the self-esteem of homeless
• Act as a catalyst for them to make positive changes in their lives

• Improve public understanding and awareness about the experiences of homeless people.

The workshops progress in difficulty, therefore requiring concentration and commitment from the homeless participants, which in return improve their social and practical skills. Participants are then more receptive to make positive changes in their lives. The participation in the creative workshops and public performances strengthens self-esteem and increases emotional wellbeing.

Personal experiences are often shared in the workshops, which bonds participants.

Of the 2,000 homeless and socially excluded people Cardboard Citizens engage each year, the primary benefits are to inspire and motivate them to do something positive in their lives, and to give them a voice with which they can improve the public's perceptions of homelessness.

Funding comes from the Arts Council England and grants from trusts, foundations, and statutory sources. These pay for:

• Staff and professional freelance artists who facilitate participants’ work, advise and support their progress

• Materials and equipment

• Support for participants in reimbursement of travel costs, hiring interpreters and childcare costs.
Contact details

Cardboard Citizens
26 Hanbury Street,
London E1 6RQ
T: 020 7247 7747
E: mail@cardboardcitizens.org.uk
W: www.cardboardcitizens.org.uk

Care UK > Activity Based Care

Activity Based Care (ABC) is a service to increase dependency of care home residents affected by mental health problems. Each resident is supported with extra help in daily tasks often reflecting their own life history or work experience.

ABC focuses on achievements based on a step-by-step approach in simple daily tasks.

ABC’s objectives are to:

- improve communication between residents and staff from different cultural and social backgrounds
- build better understanding and more positive relationships between staff and residents
• reach individuals with special needs (e.g. dementia or nursing need)
• give residents more frequent opportunities to enjoy using their skills
• encourage creativity and creative thinking
• communicate a positive message about care in the community.

**Contact details**

Care UK
Connaught House, 850 The Crescent,
Colchester Business Park,
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E: enquiries@careuk.com
W: www.careuk.com

**Centrepoint > LifeWise**

Centrepoint LifeWise is a structured Assessment and Qualification Alliance (AQA) accredited package of work designed to prepare young people for both
living in and sustaining independent tenancies and allows young people to make informed choices. The aim of the project is to improve the long-term outcomes for young people by helping them to sustain their independence and prevent repeated homelessness.

Centrepoint LifeWise is made up of different services: Money Wise (working with young people to sort out their finances), Life Wise (preparing young people for independent living), Work Wise (preparing young people for work), and Other Wise (extra-services to meet young people needs).

The workshops – a series of 20 modules – teach skills such as CV writing, managing a home, sexual health, living on a budget and healthy living.

The outcomes from the Life Wise programme are that young people have gained:

- skills for independent living
- confidence and motivation to live independently
- confidence to engage with mainstream education and training
- awareness that they can achieve and succeed in education and training
- choices about where and how they live
- employability and ability to find and keep a job
- confidence to be a successful member of society
- awareness of themselves and the benefit of a strong and positive network of family and/or friends.
Contact details

Centrepoint Derwentside

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W: www.centrepoint.org.uk

Chance UK

Chance UK provides mentoring to children at risk of developing anti-social or criminal offending behaviour.

Chance UK identify children aged 5 to 11 years with behavioural difficulties who are at risk of developing anti-social or criminal offending in the future by using the Goodman's Strengths and Difficulties Questionnaire. This is a behavioural screening tool that looks at hyperactivity, conduct problems, peer relationship problems, emotional symptoms and pro-social behaviour.

Children that qualify for the programme are then matched with a screened, trained and closely supervised volunteer mentor. The mentor meets with the child for 2 to 4 hours per week for a period of 12 months. The mentoring sessions are child led; the mentor enables the child to make decisions about what s/he would like to do. The sessions are also solution focused, so the
mentor will listen to the child and help her/him build on the positive qualities that s/he already possesses and look at how the future could be.

Once the child and mentor have built a trusting relationship, at around the 3-month stage, some specific goals, that the child and mentor can work on together, will be set. One usually focuses on behaviour, as the main focus of the programme, one may have a link to educational targets, such as encouraging the child to write or read but in a fun way, and often there will be a goal around learning a new skill or perhaps an active target, such as swimming. The goals are child led, but facilitated by the mentor and Chance UK staff to ensure that they are challenging yet achievable.

At the end of the 12-month period each child and mentor that finishes the mentoring attends a graduation ceremony. This is an opportunity to celebrate everything that they have achieved during the mentoring year.

**Contact details**

Chance UK

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Chissock Woodcraft Social Enterprise

Chissock Woodcraft is a furniture restoration and recycling business that offers employment and training to people who have recovered from drug and alcohol addiction. They provide the training required for employment including basic telephone and computer skills, customer relations, etc. They also provide in-depth training in woodcraft skills for furniture repair and restoration.

The objectives of Chissock Woodcraft is to supply an opportunity for recovering addicts to achieve self-worth in a safe and loving environment where they can learn job and life skills whilst helping others like themselves.

Contact details

Chissock Woodcraft Social Enterprise

The Coach House

Yeldall Manor, Bear Lane

Hare Hatch RG10 9XR

T: 0118 940 4499

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Colebrook Housing Society > ‘Move on’ worker post

Colebrook Housing Society provides housing and support to people with mental health needs and learning disabilities. The project aims to improve
people’s abilities, confidence and skills in relation to promoting recovery, identifying and tackling the key obstacles faced by vulnerable people.

Colebrook has created a ‘move on’ worker post to:

- establish new links with private landlords, housing providers and strategic groups
- train vulnerable people to access and maintain their accommodation
- offer one-to-one support
- target long standing service users to reduce their dependency to supported housing
- create accessible information and resources for service users.

**Contact details**

Colebrook Housing Society

3 Woodland terrace, Greenbank

Plymouth PL4 8NL

T: 0175 220 5210

E: cheny@colebrookhousing.co.uk
CRI > Peer mentoring project

CRI is a national charity that delivers services to overcome barriers into education, accredited training, volunteer work placements, further education by local providers and into employment for service users with backgrounds of alcohol and/or substance misuse, homelessness, offending behaviour and social exclusion.

The peer-mentoring project helps service users overcome negative self-images, low self-esteem and lack of confidence. Peer mentors follow a 12-week training programme. Participants are supported through the accreditation and learn about the learning process, their own learning styles and barriers to learning and employment.

Following placements peer mentors can progress into a volunteer position with wider responsibilities gaining additional experience. The preparation and expectation is towards further training at a local college.

To date: 153 peer mentors have entered onto programmes, 44 achieved OCN accreditation level three in mentoring skills, 29 have gone onto/completed further education courses, and 14 have gained employment.

Contact Details

CRI
Tower Point, 44 North Road
Brighton BN1 1YR
Optua > Disability Sport Academy

Optua, a disability charity in Suffolk, developed a project to engage and enable disabled people to access paralympic sporting opportunities.

The Disability Sport Academy is a partnership between Optua and sports clubs, schools, development agencies and governing bodies.

The Academy’s objectives are to:

- encourage disabled people to take an active part in sport within their local communities improving their physical fitness and mental well-being
- reduce obesity, heart disease, diabetes and stroke
- encourage disabled people to have fun in sport and develop skills and abilities at a range of levels
- work with sports clubs to give disabled people the opportunity to try out a range of different paralympic sports
- improve sporting facilities and address issues such as accessibility and safety
- raise awareness of health living and healthier lifestyles
- encourage positive thinking around paralympic sport and develop potential future paralympians.

**Contact details**

Disability Sport Academy

Optua House, Hill view Business Park, Claydon

Ipswich IP6 0AJ

T: 0147 383 6778

E: enquiries@optua.org.uk

W: www.optua.org.uk

**Diverse Pathways**

Diverse Pathways provides services for people with a diagnosis of personality disorder or problems consistent with this diagnosis. Diverse Pathways uses democratic therapeutic community principles, which help to create peer support, empowerment and responsibility.

Service user consultants are people who have had similar problems to people in the group. They work as part of the staff team delivering the service. They bring their experience of living with a personality disorder and of having reached a point where they manage their difficulties better to the service. They act as role models, promote hope of recovery, ensure the culture of the
service is maintained, encourage service users and bring a different perspective into the staff team.

The service is provided by a partnership between Leeds Partnerships Foundation NHS Trust, Leeds Adult Social Care, Touchstone Services and Therapeutic Community Services North.

**Contact details**

Diverse Pathways

Tuke House, 60 Sholebroke Avenue

Leeds LS7 3HB

T: 0113 295 2790

E: diverse.pathways@leedspft.nhs.uk

**Doncaster Alcohol Services**

Doncaster Alcohol Services (DAS) provides a number of services for those who are concerned about their own or another persons drinking. These services include:

- one to one counselling

- a social group which meets 5 days per week and which provides support from peers as well as staff
• complementary therapies such as Reiki, Indian head massage and reflexology

• auricular acupuncture to assist with alcohol withdrawal, detox and relaxation

• group work/training aimed at boosting the skills that enables changes in drinking to be maintained

• a residential dry house project for those wishing to achieve and maintain an abstinent lifestyle

• floating support to assist service users with the practical aspects of living independently in their own accommodation.

Through those services, DAS provide assistance and support to service users experiencing alcohol related problems as well as to their family and friends. The services offered at DAS contribute to tackling the wider strategic objective of groups in Doncaster, in tackling deprivation, providing safer, stronger and sustainable communities and ensuring the health of vulnerable people.

Contact details

Doncaster Alcohol Services

19 Hallgate

Doncaster DN1 3NA

T: 0130 236 8705

E: robwatts@doncasteralcohol.co.uk
English Churches Housing Group > Reflections

In 2006, Wellington Street hostel set up a project called Reflections. The project – for single homeless people – aims to raise self-esteem in order to live independently in the community.

The clients built up individual portfolios to showcase their achievement during their stay at the hostel. The portfolio encourages clients to set individual goals and targets. By achieving these goals and seeing the positive outcomes clients become more positive and proactive and therefore feel empower.

Through completion of the project, clients gain skills to access jobs, training or employment. It also ensure clients have the necessary basic living skills to sustain a tenancy.

The project has been evaluated by Supporting People scoring Bs in the Quality Assessment Framework.

Contact Details

English Churches Housing Group

10 Wellington Street, Middlesbrough

Cleveland TS2 1BN

T: 01642 242534

E: joconnor@echg.org.uk

W: www.echg.org.uk
English Churches Housing Group > Powerhouse Foyer

Powerhouse Foyer is a sheltered accommodation for young socially excluded people in Liverpool. The project concentrates on education and resettlement. The project has a warning system as well as a reward scheme, both aiming to give residents personal responsibilities for their own lives.

Residents are allocated a housing worker; together they work through an action plan, setting out the goals to be achieved during the stay. Residents have access to life skills activities, which include film nights, arts and crafts sessions, cookery sessions, health and fitness programmes, etc.

There is ongoing support for residents after resettlement including home visits and access to Powerhouse facilities to help maintain the relationships created during their stay.

**Contact details**

Powerhouse Foyer

300 Upper Parliament Street

Liverpool L8 7JU

T: 0151 2888100

E: rob_Elliott@riverside.org.uk
Edinburgh Cyrenians > Amber Project

Amber is a mediation and support service for young people (14 to 24) and their families who may be having trouble getting along and at risk of homelessness. The project enables young people to resolve disputes and conflict with family members thus enabling the young person to:

- stay at home in a supportive and constructive environment
- move out in a planned way, whilst maintaining the support of their family
- return home, having moved out, to a supportive and constructive environment
- stay out of the family home but re-establish support from the family.

Amber also organise Conflict Resolution Workshops with young people. The workshops raise awareness of different ways of dealing with conflict.

Contact details

Edinburgh Cyrenians

Norton Park, 57 Albion Road

Edinburgh EH7 5QY

T: 0131 475 2493

E: amber@cyrenians.org.uk
Friends, Families and Travellers

Friends, Families and Travellers (FFT) is a small national charity that works on behalf of all Gypsies and Travellers.

- at national level, they provide casework services dealing with a wide range of issues and problems as well as campaigning and lobbying.
- at regional level, they run a capacity building project in the South East to assist mainstream organisations to provide appropriate services to Gypsies and Travellers.
- at local level, they run an outreach service that helps access Gypsies and Travellers into mainstream healthcare and social care services.

The benefits and outcomes for Gypsies and Travellers are:

- empowering local communities by facilitating self-support groups and securing small pots of funding to enable Gypsies and Travellers to access training and education
- through the health and social projects, Gypsies and Travellers have received services from professionals
- through the Teach the Teachers project, young Gypsies and Travellers have been able to access education.
FFT’s local health project has been recognised by the Department of Health as a model of good practice.

**Contact details**

Friends, Families and Travellers

Community Base, 113 Queens Road

Brighton BN1 3XG

T: 01273 234 777

E: chris@gypsy-traveller.org

W: www.gypsy-traveller.org

**Grampian Racial Equality Council > Counselling Service**

Grampian Racial Equality Council (GREC) is the lead organisation for race equality matters in the North of Scotland.

GREC’s Counselling Service is a free, confidential service for anyone who has been subjected to racist incidents/harassment or discrimination. The service utilises a person centred approach, which is effective in supporting and empowering people, achieving solutions, and tackling the effects of racism. It is available for both children and adults, with a specialist Counselling Service for children and young people affected by racist bullying.
Contact details

Grampian Racial Equality Council
Counselling Service
168 Market Street
Aberdeen AB11 5PP
T: 0122 459 5505
E: jfelsinger@grec.co.uk
W: www.grec.co.uk

Harvest Housing Group > Equality and Diversity

Handbook

Harvest Housing Group has launched in 2005 an Equality and Diversity Handbook (E&D handbook) in conjunction with the Centre for Local Economic Strategies (CLES).

The E&D handbooks act as a guide to help provide tailored advice towards hard to reach groups. It helps staff and stakeholders to assess needs, and plans to meet the needs of customers.

The objectives of the handbook are to attract and retain hard to reach customers by:

- developing products, services and communication mechanisms to enable the access of services; and
• minimising barriers in order to establish a successful relationship between the service provider and customer.

The E&D handbook creates a single point of reference and helps staff to identify the key partner agencies that they need to work with.

Download here the handbook relevant to your area.

Contact Details

Harvest Housing Group

Apex House, Moseley Road, Levenshulme

Manchester M19 2LH

T: 0161 248 2321

E: Vicki.heyes@harvesthousing.org.uk

W: www.harvesthousing.org.uk

Havering College > Realistic Opportunities for Supported Employment

Realistic Opportunities for Supported Employment (ROSE) is a project, which aims to give choices and improve the quality of life for people with learning disabilities by offering them employment opportunities within the local community.
ROSE supports client, parent or guardian and employer throughout the process of gaining and sustaining paid employment. A Job Coach is assigned who supports the client at every step of the way until they are able to independently sustain their role.

ROSE’s objectives are to:

- place as many clients as possible into paid employment
- give career and financial advice to clients
- provide transition opportunities from colleges and day care centres
- share good practice with other colleges and agencies
- raise disability awareness
- sustain and build collaboration with government, employers and agencies.

Contact details

Havering College F.E.H.E
Tring Gardens, Harold Hill
Romford RM3 9ES
T: 01708 455011
E: rose@havering-college.ac.uk
W: www.rose@havering-college.org.uk
Help the Aged > First Connect Service

The First Connect Service supports older people to live independent lives in their own home. The service enables older people to remain in their own homes by identifying and addressing their needs.

The First Connects objectives are to

- improve the quality of life of disadvantaged older people,
- enable older people to live independently in their home and communities, and
- increase the presence and voice of older people in the community.

An Assessor visits each client at home to discuss their needs and provides them with information on the services available. The Assessor then signpost the client to the service chosen. A review is placed at six weeks and three months.

The main services available are HandyVan (home safety and security), SeniorLine (advocacy, information and advice), and SeniorLink (immediate telephone response service). Other services include retrieving extra benefits, accessing transport, providing daily living aids, personal care, counselling, involvement in the community and reunions with family members.

Contact Details

Help The Aged
Hestia Housing and Support > Better Lives Forum

Hestia’s Better Lives Forum (BLF) is a user led forum, which acts as the independent voice for Hestia’s service users. It has its own constitution and elected office group.

The BLF provides a consultative setting for people who use any of Hestia’s services, with dynamic links to the organisation. It also provides a framework for users to participate in decision making within the organisation and so influence the service they receive.

The BLF had the following objectives:

- Increasing choices by providing an independent voice for his service users
- Providing a consultative forum, which effects change in Hestia
- A mechanism of change through which services users can re-employ and learn skills and build a positive sense of identity
• A forum, which builds social networks and engagement with community activities.

The BLF publishes a quarterly newsletter to all services users, holds diverse type of meetings through his policy group, officers meeting and champions meetings, and designs as well as delivers a service user involvement training.

Here is a link to the Charter for Service User Involvement and the Constitution of the Better Lives Forum. Both of these documents have been formed from and developed by user feedback and input.

**Contact Details**

Hestia Housing and Support

64-66 The Mall, Ealing

London W5 5LS

T: 020 8566 4566

E: evis.Langley@hestia.org

W: www.hestia.org

**The Home Farm Trust Ltd**

The Home Farm Trust (HFT) runs a project promoting the use of multimedia as a tool to communicate with and understand needs of people with very limited communication means.
The 2-year project aims to train as many staff as possible and to promote the use of multimedia methods in planning.

HFT raises staff and service user’s skills and awareness around the use of multimedia in order to facilitate the process and implementation of person centred planning. People are supported to develop multimedia projects to express their histories, dreams, hobbies, etc.

The project funded by the HFT and the Big Lottery appoints eight fulltime staff as well as the purchase of equipment.

HFT is introducing a new computer based goal recording system. The staff will be able to record evidence of their work and the progress of service-users.

**Contact Details**

HFT

Unit 3 Calder Close, Calder Park, Durkar

Wakefield WF4 3BA

T: 01924 242700

E: kate.holdsworth@hotmail.com

W: www.hft.org.uk
Hillcrest Housing Association

Hillcrest is a Scottish housing association providing tenancy support service to vulnerable homeless people through a pre-tenancy financial inclusion service.

The project offers a range of pre-tenancy financial inclusion services for people in housing need to prepare them for starting a new tenancy.

The financial inclusion service covers:

- Financial education either in groups or one-to-one
- Access to financial services such as bank accounts, credit union, saving schemes
- Home insurance advice
- Benefits available including calculations of Housing Benefit/Council Tax
- Budgeting and bill-paying advice
- Money and debts advices
- Energy efficiency advice and signposting
- Literacy and numeracy advices
- Moving on and access to services.

Each week, 30-40 people on the homeless priority list are being contacted to introduce the project and explain the help provided. Visits are being done at temporary homeless accommodation to reach out more vulnerable people.
Parallel to this project, Hillcrest runs a Financial Awareness group work sessions at Criminal Justice Service on a monthly basis.

**Contact Details**

Hillcrest Housing Association

4 South Ward Road

Dundee DD1 1PN

T: 01382 224083

E: jwatson@hillcrestha.org.uk

W: www.hillcrestha.org.uk

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**Hull Housing Support Service > SMILE project**

The SMILE (Supporting people Move on, Independent Living, Education and employment) project's objectives are to support vulnerable people to:

- build and maintain a positive image or view of themselves
- build and maintain positive relationships with others
- achieve, contribute and productive
- take part in the activities of the community
- access local services.
Using information from the local community services, education and leisure services in Hull, SMILE organises monthly tenants meeting, newsletters, pictures and DVDs produced using simple language.

**Contact details**

Hull Housing Support Service

Salinger House, 2 Logan Close

Hull HU7 4PG

T: 01482 825778

E: kerry.wright@hullcc.gov.uk

**IMPACT Ascend > Routes2Roots programme**

IMPACT is a research project that focus on reducing re-offending through promoting employability.

The IMPACT Ascend research group aims to give Black and Ethnic Minority (BME) ex-offenders equal opportunities to access employment after custody.

Its Routes2Roots programme has been designed to:

- Enable BME ex-offenders to explore their cultural identity and to raise their self-esteem
- Empower BME ex-offenders by tackling issues of racism and addressing internalised discrimination
• Create a safe environment for BME ex-offenders to enable them to speak openly and honestly.

The programme features 10 two-hours sessions involving the sharing of various cultures, historical learning and personal experiences; black history; the impact of thoughts, feelings and behaviour on internalised racist attitudes; positive influences, role models and stereotypes; race relations; family relations; sentence planning and signposting.

The programme utilised community-based facilitators from diverse backgrounds. Participants learn through their interaction with group members, from external input and pro-social modelling via use of external facilitators. They develop knowledge, negotiation and decision-making techniques as well as behaviour skills in order to better manage their relationships.

**Contact details**

Impact Ascend

HMYOI Thorn Cross

Applethorn Thorn WA4 4RL

T: 01925 805249

E: Shelley.locket@hmps.gsi.gov.uk

W: www.equal-impact.com
Kidz Aware

Kidz Aware was set up to help educate young children through 2 puppet programmes:

- ‘count me in’ which is a disability equality awareness programme
- ‘let’s prevent bullying and abuse’.

A major focus of the programme is centred on addressing the key issues that can initiate prejudice and discrimination, including stigma, fear of difference, pro-conceptions, ignorance, stereotypes and peer group pressure.

The puppets have proven to be an effective communicator of the message of understanding and acceptance, helping to dispel fears, myths and pre-conceptions around disability.

A key objective for the programme is to facilitate the delivery of educational programmes that promote disability and diversity equality, inclusion and integration, though individual and organisational adjustments, within all nurseries and educational settings for children between the ages of 2 to 18 on a local and national basis. Also to provide a peer supported framework for children, students, teachers, parents and carers that will enable on going self development, individual attainment and confidence building across all related areas. This is completed through the provision of educational resources for teachers to enable classroom participation in activities that will encourage children to develop their learning through play and group activities.
**Contact details**

Kidz Aware

Jubilee hall community centre, 5 Townley road

Wakefield Wf2 8NS

T: 01924 385977

E: info@kidzaware.co.uk

W: www.Kidzaware.co.uk

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**London & Quadrant Supported Living > Rainbow project**

The Rainbow project is a user-led project promoting healthy living for older people, independence and social inclusion. The project consults residents, encourages them to identify a range of activities and then works with local partners to provide them. Members of the community are also involved through referral and local publicity. Rainbow’s objectives are to:

- promote participation and consultation
- meet individual needs and aspirations
- encourage local partnership, integration and community cohesion
- provide a holistic approach to health and well-being and develop a range of social and health-related activities in
response to the expressed needs and interests of service users

- increase access to local resources, advice and information.

The benefits for the service users are an improved quality of life; a sense of optimism and renewed confidence; improved mobility and fitness; independence, interdependence and restored social networks; programme of regular social and health oriented activities.

**Contact details**

London & Quadrant Supported Living

Wentworth House, 12th floor

350 Eastern Avenue

Ilford IG2 6NN

T: 020 8532 4011

E: pgatward@lqgroup.org.uk

**Manchester Methodist Housing Association**

Manchester Methodist Housing Association (MMHA) is part of Great Places housing group and manages 5 supported housing projects for teenage parents and 4 floating support services. The scheme for teenage parents offers temporary accommodation with support for young mothers. During their
stay, they develop life skills to enable them to move on and live independently with their children.

MMHA includes teenage fathers in the support services offered (e.g allowing them to stay overnight). MMHA encourages young fathers to play a significant part in their child’s upbringing and builds a family in a supported environment, which can then be maintained independently in the community. Fathers are also encouraged to participate in the various activities run by the scheme including playground activities and parenting courses.

**Contact details**

Manchester Methodist Housing Association

Southern Gate, 729 Princess Road

Manchester M20 2LT

T: 0161 4475000

E: zoe.oleary@greatplaces.org.uk

W: www.greatplaces.org.uk

**Network for Change**

Network for Change is a Leicester based mental health organisation providing supported housing, community outreach and resource centre services.
It aims to provide a place where people can socialise, develop confidence and skills, have fun and make new and lasting friendships or find a partner.

Its objectives are to provide:

- access to good quality housing and security of tenure
- access to hopeful supportive relationships which promote personal growth and positive change
- a range of activities and groups which promote personal development, social inclusion, peer support and lasting relationships.

The Centre runs various programme including a service user led social project, arts and recreational groups, ‘body and soul’ project offering holistic and complementary therapies, and the ‘recovery through learning’ partnership project running a range of tutor led informal and accredited learning courses.

**Contact details**

Network for Change Ltd

152 London Road

Leicester LE2 1ND

T: 0116 247 0335

E: gabby@networkforchange.org.uk
Bath and North East Somerset Council > New Way Project

The New Way project, based in Bath, provides a service to parents, whose children have suffered from the consequences of domestic violence and abuse. It explores with the parents the impact of their behaviour, how to manage conflict, helps to understand the origins of their behaviour and develops strategies to manage risk factors. The intervention empowers victims and results in better outcomes for children and young people by being less exposed to the effect of domestic violence and abuse. In turn this impacts positively on their education, social and emotional behaviour and development.

Contact details

New Way project

117 Newbridge Hill

Bath BA1 3PT

T: 0122 542 1686

E: Maggie_ward@bathnes.gov.uk

W: www.bathnes.gov.uk
Next Link Housing > South Asian Crisis Response Service

The South Asian Crisis Response Service is part of the Domestic Abuse Service of Next Link Housing in Bristol. South Asian workers are hired to promote the service within their communities. They give information and generate confidence in the women to seek help.

Among the benefits of the services are:

- a reduction in the levels of homelessness among South Asian women
- a raised awareness of domestic abuse and the options available for women and children experiencing it
- an increase in South Asian women’s confidence in using the court process to prosecute their violent partners
- a reduction in repeat victimisation
- a reduction in child protection issues
- an increase in the number of South Asian women building new lives free from fear.

Contact details

Next Link Housing
NomadE5 Mental Health Services

NomadE5 mental health services provide housing related support to over 80 people across the North East. The project include:

- daily support at home from a qualified support worker
- a cycle club and walking group promotes social inclusion and physical exercise
- a social group to reduces isolation, members of the group meet to gain mutual support from each other
- an allotment which teaches new skills and promotes community participation.

The objective of the service is to help people to sustain a tenancy whilst also reducing the need of being hospitalised.

NomadE5 developed a health action plan promoting social and financial inclusion. The plan focus on issues that increase life expectancy such as: access to a GP and dentist, having regular cholesterol and blood pressure
tests, medication side effects, promoting a healthy diet, promoting physical exercise.

They also cover other issues that promote financial and social inclusion such as access to a bank account, affordable credit, education or work, quality housing, building relationships, community participation, hobbies and activities.

**Contact details**

NomadE5

29 Wingrove Road, Fenham

Newcastle upon Tyne NE4 9BP

T: 0191 242 7071

E: Charlie.culshaw@nomade5.co.uk

W: www.nomade5.co.uk

**Norcare > Art Therapy project**

Norcare offers support services to socially excluded people in Newcastle. The service user group includes from mental ill people, families fleeing violence to drug users and offenders.
An art therapy group has been created to allow service users to express themselves creatively by exploring personal issues in depth. The art therapy project is co-ordinated through the Health Improvement Project at Norcare. The programme runs over 12 weeks with each session having its own theme. The various themes enable service users to explore their lives (e.g. relationships, childhood, and so on). The project is non-directive so service users can freely express themselves through their artwork.

Contact details

Norcare
Third floor, Portman House,
Portland road, Shieldfield
Newcastle upon Tyne NE2 1AQ
T: 0191 261 2228
E: norcare@norcare-ltd.com
W: www.norcare-ltd.com

Norwich Community Alarm Service

Norwich Community Alarm Service (NCAS) is a partnership working with Norfolk County Council and Norwich City Council in solving ongoing problems
of reminding older and vulnerable people to carry out daily tasks, reminding
them of specific events occurring that day or general welfare checks.

NCAS calls service users by telephone instead of a homecarer coming to their
homes. The service is provided every day of the year. NCAS’s objectives are
to:

- maintain service-users’ independence in their own homes
- engage with the isolated and lone service-users on a regular basis
- provide more cost effective support
- improve people’s sense of wellbeing
- provide relief support to carers.

**Contact details**

Norwich Community Alarm Service

1 Bullard Road

Norwich NR3 3RJ

T: 01603 213700

E: juliawilkin@norwich.gov.uk
Norwich Mind > Omnia

Omnia is a residential rehabilitation facility in Norwich for people with severe and enduring mental health problems. The programme is delivered on site by a range of community-based providers (local adult education centres, art schools, and complementary practitioners). The programme is designed together by clients and staff, and revolves around 5 themes: self, others, skills, life and reflection. The programme includes drama, mediation, arts and IT skills.

Omina’s objectives are to:

- enhance the clients lifestyle
- promote independence through providing the essential skills for development
- aid in the recovery process.

The programme runs for 6 months but can be extended for clients with more complex needs.

Contact details

Norwich Mind, Omnia

50 Sale Road

Norwich NR7 9TP

T: 0160 343 5621

E: headoffice@norwichmind.org.uk
Novas Group > Action Works

Novas supports vulnerable and excluded people in Bristol through arts, enterprise and community support. Action Works is a customer-led empowerment network, which helps Novas’ service users to develop their skills and put something positive back into their communities. The project increases service-users’ participation in the community and the organisation as well as developing their skills, choices, confidence and independence.

Action Works’ objective is to enable service-users to become community leaders, to challenge perceptions, bring people together and ensure inclusions for all. Two hundreds homeless and ex-homeless people have benefited directly from involvement in Action Works. It has assisted homeless people to move on, take up employment and become community champions. Through this project, staff and managers have learnt new ways to engage customers from diverse backgrounds and achieve organisational objectives.

Contact details

Novas Group
68 Parkway
London NW1 7AH

T: 020 74243060
Open Doors > Creative Drop-In

Open Doors is a sexual health outreach and clinical service that provides health and social welfare services for women who sell sex from the streets of Hackney, London. Outreach workers make contact with the women, encouraging them to use the Crisis Drop-In that takes place Thursdays and the Creative Arts Drop-In on Tuesdays.

Open Doors’ Crisis Drop-In helps the women address their issues and take more control of their life. It is run to support street sex working women with their immediate needs: housing, drugs counselling, legal support and sexual health care and awareness.

Open Doors’ Creative Drop-In runs parallel to the Crisis Drop-In and aims to increase the women’s sense of wellbeing and rebuild the women’s relationships with their families and the local community through creative play and strategic gift giving of artwork.

The Creative Drop-In service provides the following benefits for its users:

- a general project idea with the women which they can work towards over a period of eight weeks
- weekly workshops ideas which link together and work towards completing the general project idea
• a responsive and warm working environment

• a space where the women can come and have a hot meal every week

• a record of every engagement that women makes through digital video and stills, reflecting constant achievement through updates every week

• the opportunity to share this documentation with their families and friends and supporting them through this process.

The wellbeing of women is increased and their confidence boosted. They have a positive sense of identity and leave the Drop-In feeling strong and optimistic. The warm atmosphere of the Drop-In and the emphasis on sitting down and eating together creates a sense of belonging and community.

The funds from City and Hackney PCT are allocated to the hall space where the Drop-in is held; hot meals provided every week; and staff time and materials.

**Contact Details**

Open Doors, St Leonards Hospital

3rd floor, A Block, Nuttall street

London N1 5LZ
Options for Life > Options for Support

Options for Life is a voluntary organisation, which enables people with learning disability to advance their personal development.

Options for Support provides a floating tenancy support service to adults with a learning disability who have their own tenancies within Sandwell. The aim of the service is to enable people to sustain their tenancies, promote independent living, prevent the breakdown of tenancy and the resulting homelessness or support a move into a residential environment. The outcome for the service users is to enable people to live independently and experience economic wellbeing and enjoy a healthy lifestyle in a safe and secure environment.

The services include supporting people with their budgeting, benefit claims, accessing community based activities and services including employment or those that might lead to employment, accessing services to promote health and well being, advice and guidance and/or access to services that promote health and safety.

The organisation developed a tool called ‘Make More of your Money’, which help service users to set up repayment schemes, negotiate with creditors and in some cases have debts cancelled and unfair charges repaid.
Contact details

Options For Life

Oak Green Lodge, Oak Green Way

Oldbury B68 8LR

T: 0121 544 6611

E: heather.basely@optionsforlife.info

W: www.optionsforlife.info

Places for People Individual Support > Burradon

Wellbeing Centre

Places for People converted a flat in one of its Newcastle sheltered schemes (Burradon Wellbeing Centre) to a one-stop shop where local can access a range of services provided by partner agencies. Older people are helped to remain independent, involved in community life and are less isolated. The range of services available is provided close to the community and homes of older people.

The service has had the following benefits:

• older people can make the choice to stay within their own homes and receive housing related support
• peace of mind for individuals, families and carers
• people from the community can also benefit from the facilities and extra services provided within the scheme

• social networks and friendships can be established.

**Contact details**

Places for People Individual Support

4th floor, Maybrook House

Newcastle upon Tyne NE1 5JE

T: 0191 2113127

E: Claire.bailey@placesforpeople.co.uk

W: www.placesforpeople.co.uk

**Places for People > Victoria Court Project**

Victoria Court Project in Sheffield is an interim homeless project for single people with support needs. The project delivers a creative consultation event whereby customers are given the opportunity and incentive to say what services, facilities and design features they would like to see. Various creative means are provided to help people express themselves, e.g writing on post-its on photos of Victoria Court, sticking expressive stickers on plans, making collages, having photos taken of possessions that were important to them, using video or just plain talking.
The project is funded by Places for People, who advocate customer consultation. An external evaluation has been conducted and produced on a DVD format.

**Contact details**

Places for people – Victoria Court

73a Victoria Street

Sheffield S3 7QD

T: 0114 2798914

E: sarah.tully@placesforpeople.co.uk

**Praxis Care Group > Planet B Drop in centre**

Planet B drop in centre provides a social and educational facility for young people affected by mental illness.

The activities focus on social inclusion, personal and emotional development.

The centre is a user-led model of daycare; the service-users are encouraged to participate in the daily running of the centre (e.g performing secretarial duties, answering phone calls, preparing lunches, cleaning the premises, arranging social activities, assisting with induction, etc).

Relapse rates have been down since the launch of the project, which shows the positive impact of the scheme.
The referrals come through the Northern Health and Social Care Group.

The funding – from the Youth Education and Social Inclusion programme – covers the staff, the transport and the onsite equipment.

**Contact details**

Planet B drop in centre

6 Pats Brae, Ballymena

Co. Antrim BT43 5AX

Northern Ireland

T: 02825 649997

E: michaelgourley@praxiscaregroup.org.uk

**Plymouth teaching Primary Care Trust**

Client run Coffee Shop created in the Local Care Centre (LCC) of Plymouth.

The objectives of the Coffee Shop are to:

- provide service-users with a work experience
- develop into a social enterprise which will provide voluntary placements, permitted work and open employment opportunities
• provide a choice in how individuals gain/regain skills to progress towards education and work which would in turn enable them to take more control over their own lives
• increase social inclusion and decrease stigma
• promote an ethos of wellbeing, self determination and progression.

The benefits for the service users are to be able to:

• introduce a routine into their week
• improve self-esteem and motivation
• improve communication and social skills
• improve decision making and problem solving skills
• promote team working, practical skills and physical activity
• engender reliability and commitment
• promote recovery and re-establishment of role
• address mental health and wellbeing issues
• start looking towards a positive future and remove some of the barriers to a return to community participation and work.

Contact details

Plymouth PCT
Queen Elizabeth’s Foundation > The Development Centre

The Development Centre is one of the services of the Queen Elizabeth Foundation – a national charity providing training, rehabilitation, education, vocational opportunities, care, assessment and information for people with disabilities. The development centre provides education, training and support to young peoples with disabilities.

It works with a person-centred approach enabling clients to learn at a pace and style appropriate to their individual needs. Each client is involved in the development, monitoring and review of the programmes. The centre runs a programme on relationships: who to trust, how to keep themselves safe, and how to build and develop relationships. Sessions for couples are also available.

Contact details

Queen Elizabeth’s Foundation, Development Centre
Rethink > Self-management project

The self-management project is a 12-weeks course for service users affected by mental health. It aims to support and facilitate service users’ recovery. The course is led by service-users themselves with the help and guidance of a co-ordinator. The programme includes sessions on self-development, relationships, dealing with emotions, healthy lifestyle, mental health problems, making changes and reflections.

The co-ordinator first has a one to one session with the service users exploring issues, content of course, support available, commitment required outcomes of the course and further support available following the 12-weeks programme.

Following completion of the course, service users can volunteer for the organisation, become members of the management committee, or chair meetings, which allow them to further develop skills.
Contact details

Rethink

Knockbracken Healthcare park,
Saintfield Road, Whydhust,
Befast BT8 4EH

T: 028 90402323
E: heather.adair@rethink.org
W: www.rethink.org

Rethink > Sunday Drop In

The Sunday Drop In was set up by a focus group of individuals diagnosed with severe mental health problems in Taunton. It offers support on Sundays for people socially isolated and vulnerable. The service provides a safe environment for individual to socially mix with people to build up their confidence and overcome anxieties.

The range of activities offered include independent living skills, life-skill development, small group activities, leisure activities, occasional and individual non-therapeutic support, social interaction, and educational opportunities.
The Drop In works in partnership with the Community Mental Health Teams (CMHT) of the area to ensure service users needs are met and planned outcomes are achieved.

**Contact details**

RETHINK

C/o Eastbourne court

Eastbourne Road

Taunton TA1 1SU

T: 01823 326176

E: Julie.wright@rethink.org

**Rethink > Social and Vocational Support Project**

The Social and Vocational Support Project helps people living with mental illness to identify skills and interests to move towards a better quality of life. Service users are given individual support to access local opportunities in community settings, such as colleges, voluntary or paid work placements and social groups.

The project aims to support service users through regular one to one sessions with a project coordinator. Each service user has a personal development plan to identify the progression. Barriers to improvement such as concerns over welfare benefits, transport issues, rural pressures and lack of confidence
are tackled through signposting, group training and ongoing individual provision. The service also provides awareness raising, training and support for local employers, colleges, voluntary sector organisations and community groups to challenge stigma and stereotypes attached to mental health illness.

**Contact details**

Rethink

Pennybank House, 4 Ashbourne Road, Leek

Staffordshire ST13 5AS

T: 01538 398766

E: juliette.radford@rethink.org

Richmond Upon Thames Churches Housing Trust >

**The Safeguarding Adult Champions Project**

The Safeguarding Adult Champions project is in support of the protection policies of the Borough of Richmond and Wandsworth – the ‘No Secrets Act 2000’. The project aims at training senior staff on acting upon suspicions or allegations of abuse and early intervention. The training started in October 2007 and will be reviewed in 12 months to ascertain its effectiveness.
Rodney Housing Division > Paragon Project

The Paragon project is a floating support initiative for female ex-offenders in Liverpool. Most of the women referred to the project have drug and alcohol issues.

The project provides a short hold tenancy, which is converted in an assured tenancy after a year, providing the tenancy has been maintained and no problems have arisen. The support – provided by resettlement officers – includes helping women maintain their tenancy, dealing with correspondence, signposting towards advice and education, welfare and employment. The support compliments and reinforces the work made by Probation to ensure the successful resettlement of the women.

The women are referred through probation, social service and local agencies. The support runs for 12 to 24 months at the pace concluded between the service user and the resettlement officer. A key assessment and plan are
established to reduce the risk of re-offending and sustain the independent tenancy. The key risks managed include drug rehabilitation, management of tenancy and finances, coordination support for families with children, reducing isolation and focusing on living skills.

**Contact details**

Rodney Housing Division (Liverpool Housing Trust)

4th floor, State House

22 Dale Street

Liverpool L2 4TR

T: 0151 2360010

E: kwynne@lht.co.uk

W: www.rodneyhousing.co.uk

**Scottish Association for Mental Health > Connect**

Connect works with homeless people in Glasgow. It provides assertive outreach that aims to raise vulnerable people’s hopes and expectations and support them to build relationships to move on with their lives.

Connect advises its service users on how to access available services and supports partners’ agencies in their work. It works with services to ensure ongoing supports to the service users. It aims to support people to retain and
sustain their accommodation through building relationship and providing advocacy and mediation.

Connect’s objective is to provide recovery focussed, person-centred support to people to support them to establish and achieve their goals and aspirations and break the cycle of homelessness.

**Contact Details**

SAMH Connect

Cumbrae House, 15 Carlton Court

Glasgow G5 9JP

T: 0141 5687000

E: hugh.hill@samh.org.uk

W: www.samh.org.uk

**Scottish Association for Mental Health > Bridgework**

Bridgework is a project in partnership between Scottish Association for Mental Health (SAMH) and North Lanarkshire Council. It is a working model targeting homelessmen over 25 with alcohol dependency. The project supports its service users to break the cycle of chaotic lifestyle by offering a fixed-term accommodation. The services offer includes emotional support to address issue underline the alcohol misuse, advocacy, signposting to other agencies, social activities, promotion of health improvement and wellbeing. The service
enables service user to identify their priorities and plan how to meet and regain control of their life. Staff engage by proactive persistence, encouragement and exploring choices.

The service has developed expertise in technical aspects of addiction, such as the physiological impact of alcohol and the human cost.

**Contact details**

Scottish Association for Mental Health, Hugh Hill
Cumbrae House, 15 Carlton Court
Glasgow G5 9JP
T: 0141 568 7000
E: hugh.hill@samh.org.uk
W: www.samh.org.uk

**Sing Your Heart Out**

Sing Your Heart Out (SYHO) organises singing workshops that bring together vulnerable people – especially those who have suffered from or who have mental health issues – to enjoy the benefits and positive effects of organised vocal exercise and group singing. SYHO’s participants get a programme of sessions, guided by a professional voice teacher, that promote positive relationships between service users, carers and the healthcare professionals (who administer their treatment and social service needs) as well as with the
wider community. In the supportive and caring environment of the workshops, no one is identified as a service user, carer or healthcare professional. Thus, a service user who is a confident singer may be able to offer support and guidance to a less capable carer.

SYHO is funded by taking part in research and giving public performances. A professional musician, Chrissy Parsons-West leads the vocal exercise and songs. Some previous services user volunteers act as leaders and managers of the project. Transport for the service users to have access to the workshops.

An independent evaluation of the workshops was conducted in 2006 among, service users, carers and mental health staff.

- 93 per cent felt that the workshops were always fun and enjoyable
- 79 per cent felt that the workshops always had a positive effect on their mental health
- 93 per cent would attend another workshop
- 100 per cent of healthcare workers felt that it was positive for their professional development.

SYHO took part in a large-scale study commissioned by the Department of Health into the benefits of arts for health published in September 2007: *Mental Health, Social Inclusion and Arts – developing the Evidence base – Final Report.*
**Contacts Details**

Sing Your Heart Out

Kingfisher House, Hellesden Hospital, Drayton High Street

Norwich NR6 5BE

T: 01362 688754

E: pennyholden@tiscali.co.uk

W: www.syho.org

**Sound Minds**

Sound Minds is a social enterprise using the arts to improve the lives of unemployed people experiencing mental ill health. The art activities and projects include music rehearsal and tuition, filmmaking, drama, DJing, visual art and creative writing. The studio runs 5 courses in Music Technology accredited at Level 2 and creates sessional work in the performing arts.

Sound Minds established a booking agency for musicians, bands, poets and workshop leaders offering marketing and ongoing support, ranging from an Indies band to a jazz band to a former professional juggler. Events booked include entertainment in psychiatric hospitals, community events, mental health awareness rising to University students and party entertainment for the Mental Health Media Awards.

The organisation achieved PQASSO level 1 in 2006, validated by Wandsworth Voluntary Sector Development Agency. The films produced have
been selected by local festivals and by the European body ‘Social Sans Frontiers’ for screening.

In December 2004 Sound Minds won Community Care’ magazine’s mental health award for his workshops combining music and mental health awareness into schools.

**Contact details**

Sound Minds

20-22 York Road

London SW11 3QA

T: 020 720 71786

E: staff@soundminds.co.uk

W: www.soundminds.co.uk

St Anne’s Community Services > Holdforth Court

Holdforth Court is a resettlement hostel in Leeds for single homeless men. The service converted its kitchen and dinner space into 5 self-contained domestic kitchens for the resident to self cater. It also employs an Independent Living Skills worker to work with residents on assessing and improving their skills. This service has been implemented to prepare residents for independent living on leaving the hostel and to meet the needs of BME residents.
The funding – provided internally – has been allocated as follow:

- each room with a fridge and kettle as well as basic kitchen utensils
- domestic kitchen equipment
- employment of an Independent Living Skills Worker.

**Contact details**

St Anne’s Community Services

6 St Mark’s Avenue, 

Leeds LS2 9BN

T: 0113 2435151

E: grahams@st-annes.org.uk

W: www.st-annes.org.uk

**St Mungo’s > Relationship project**

St Mungo’s is a homeless agency that prevents rough sleeping and house and support homeless people’s recovery. St Mungo’s has introduced accessible training and relationship counselling for homeless people.

The relationship project aims to:

- enable people to build and maintain relationship as a couple
• enable people to build relationships with their children

• ensure a skilled and confident staff team in working with parenting and relationships needs.

The service employs a relationship and parenting skills coordinator and sessional counsellors and trainers. Clients self-refer or are referred by their key workers and project staff.

The outcomes of the services are:

• greater confidence for clients in forming and reforming relationships

• renewed contact with families, partners or children

• greater ability among staff to understand the impact of relationships.

Contact details

St Mungo’s
161 Hammersmith road
London W6 8BS

T: 020 87625500

E: peterc@mungos.org

W: www.mungos.org
Speaking Up > The Cambridgeshire Parliament

The Cambridgeshire Parliament is a forum of 35 people (‘MPs’) with learning difficulties, which holds by-monthly meetings on subjects of their choosing and invites influential professionals to hear their views. The project has a positive impact on the MPs by increasing their confidence and sense of identity.

The Parliament aims to:

- develop an innovative model of user-involvement for promotion across the UK
- fight against the exclusion of people with learning difficulties in Cambridgeshire and ensure they have real opportunities to have their voices heard
- have both local and national impact on issues that affect the lives of people with learning difficulties.

Following the national interest of the Parliament project, Speaking Up created the ‘Big Ballot Box’, which offers organisations advice, tools a Parliament DVD and a package of consultancy and training from a Parliament team.

Contact details

The Cambridge Parliament, Speaking Up

1a Fortescue Road

Cambridge CB4 2JS

T: 0122 356 6258
Stonham > Leisure Service

Stonham’s Leisure Service provides physical and social activities to adult with mental health issues or learning disabilities. It promotes positive mental health through positive physical health.

The service aims to introduce service users to events and activities that they would otherwise not have access to, and provides them with likeminded individuals to socially interact with without fear of stigma or rejection. The service organise and facilitate events 5 days per week and provides days out throughout the U.K. enabling clients to visit places. Service users get an individual support plan. Progress is monitored on 8 specifics areas including fitness, general wellbeing and social interaction. The progress reviews happen quarterly.

Staff attend Stonham core training in areas including risk assessment and support planning.

Contact details

Stonham

Level 2, Lee House, Peterlee

Co Durham SR8 1BB
Stonham Supported Lodgings

Stonham Supported Lodgings provides lodging placements alongside a service that supports vulnerable people between 16 and 25 to sustain training or employment after they settle into their new homes.

The accommodation can be short-term, to enable bridges to be built and to provide a sense of space away from troubles, or longer-term whilst a young person preparers for independent living. Throughout the placement the client is given support to develop life skills as well as find and sustain employment/education or training.

The service has received, trained and paid over 30 householders throughout Hampshire to accommodate young people.

Each client/householder has fortnightly link working sessions and scheduled reviews of the placement. This includes monitoring progress made towards individual goals. The service works with clients, over issues such as benefits or helping them get funding for college or training.

Some young people can return to their family after placement because they have been given time and space to re-evaluate relationships.

Stonham Supported Lodgings achieves the following benefits for its clients:
• provides role models for young people who may not have had many positive role models in life

• helps develop clients’ life skills, in particular cooking healthy meals and budgeting

• young people develop a sense of self-worth and a positive sense of identity

• helps clients to break the cycle of social exclusion.

An evaluation in 2007 showed that 100 per cent of clients were in education/training/employment within three months of moving into supported lodgings.

Contact Details

Stonham Supported Lodgings
Chineham House, Chineham Park Court
Hampshire RG24 0BW
T: 01256 347146
E: penny.diver@homegroup.org.uk

Storybook Dad

Storybook Dad is an independent, registered charity funded by large trusts and is based at Dartmoor Prison. Since 2003, Storybook Dad has worked in
over 50 prisons and produced 4,000 story CDs and won seven national awards. The concept of prisoners recording a story for their children is not a new one but Storybook Dad uses digital technology to enhance the stories. Prisoners’ recorded stories are edited on computer, mistakes are removed, music and sound effects are added to the final product. Poor literacy is not a barrier to involvement.

Fathers and children can remain in contact through these stories during a time of enforced absence.

Storybook Dad’s work has achieved the following benefits:

- maintaining family ties between prisoners and their families through the production of Story CDs
- engaging prisoners in parental activity
- building bridges and strengthening families bond in order to help with resettlement and reduce re-offending upon release
- reducing trauma for the children and helping breaks the cycle of neglect and intergenerational offending
- improving imprisoned parents’ literacy and IT skills
- reaching as many families as possible and expanding the work through the prison estate.

**Contact Details**

Storybook Dad, HMP Dartmoor
Team First Community Interest Company

Team 1st aims to reduce crime, re-offending and unemployment in Dorset by engaging disadvantaged people aged 16+, in a series of residential programmes which provide structure, motivation, life skills and personal development.

Following the residential, participants are mentored and supported into work and education through a series of conservation days, farm projects and voluntary work.

The objectives of the programme are to:

- reduce crime
- reduce offending and re-offending
- move participants to full time employment
- develop participants in a positive manner
- re-integrate participants back into their communities
- make communities safer places to live.
The Field Lane Foundation > Speakeasy

The Field Lane Foundation operates residential care, nursing and day care services for older people suffering from dementia in England. Speakeasy is a social club helping people with learning disabilities in the Southend area.

Speakeasy has been created to enable local people with learning disabilities to socialise through diverse activities (e.g. coffee bar, dancing evening, fitness classes, etc).

The social club is entirely funded through the Field Lane Foundation and by fundraising activities (selling home made cake, organising dance party). The funds are allocated for the venue hire, a DJ and Keep Fit teacher.

Contacts details

The Field Lane Foundation
The Gap project

The Gap project delivers services for vulnerable people in Oxford. The essential services include food, wash facilities, laundry, needle exchange, telephone, cloths bank and general medical nurse. The daytime activities include art, drama, filmmaking, health and fitness, healthy eating, creative writing, job club, gardening, Spanish, basic English, life and social skills, IT, music and day trips. Specialised services are in place for under 25’s such as prevention, resettlement and reconnection, sexual health and family planning, and an alcohol specific worker.

The project’s objectives are to:

- provide activities that improve the life chances and stability of all clients accessing thus improving their overall wellbeing, and minimising the chances of continued emotional, mental and physical breakdown
- provide activities that contributes towards sustainable lifestyles
• reduce social exclusion, and work with clients towards reintegration back into their community

• provide a safe environment for vulnerable people who need support through transitional periods.

Contact details

The Gap Project
23 Park End Street
Oxford OX1 1HU
T: 0186 520 1818
E: d.thompson@tboltd.org

The Irene Taylor Trust > Music in Prisons

The Irene Taylor Trust runs music projects for the rehabilitation of offenders.

The Music in Prisons projects enable users to lose any negative self-image, become aware of their potential and create a new and positive identity. The aim of the projects is to decrease the rate of re-offending and self-harming in its users upon release from prison.

A typical project last 5 days and involve a group of around 12 users. The project leaders encourage each user to express themselves through the writing of lyrics and music. During the week these are then built into complete
songs that the group learn to sing and play on instruments. On the final day, the group perform everything they have written and learnt during the week in front of an audience made up of other prisoners, staff, visitors and the group members’ families. The event is recorded, mixed and converted into a CD, which is distributed to the project users and their families.

One of the projects entitled ‘A Picture of Me’ made by and for women inmate that self-harm, has been nominated for a Royal Philharmonic Society Award. Another programme called ‘Throughcare’ culminated in a live performance at a London Venue.

Contact details

The Irene Taylor Trust
Unit 315 Bon Marche Centre, 241-251 Ferndale Road
London SW9 8BJ
T: 0207 733 3222
E: info@musicinprisons.org.uk
W: www.musicinprisons.org.uk
The Kenward Trust > Grey Zebra Youth Outreach

Project

Kenward Trust is a Kent-based charity offering recovery programmes for people suffering from alcohol and other drug misuse problems.

The Grey Zebra youth outreach project aim to reduce drugs use by young people on their own ground, to create a space that is acceptable to them and over which they have a sense of ownership and to permit them to make enquiries and express their opinions in a non-coercive, non-threatening environment.

The project work operates from a Mobile Library vehicle, which is staffed by a minimum of two full-time workers and varying members of sessional workers and part-time volunteers. The vehicle carries a materials, videos (and TV), resource directories, educational games and a mobile phone for young people to use for self-referral or enquiries to other specialist services.

The Grey Zebra works in schools to provide the ‘Cascade’ peer mentor training. This is a Certificated training package, part of which requires the participants to deliver drugs education to their peers, both in formal (classroom, Assemblies, etc.) and in ad-hoc conversations. Positive media coverage is given upon successful completion of the course.

The Grey Zebra supports a number of Community initiatives, which give a higher profile to the problems associated with alcohol and other drugs. This also serves to inform the public of what is being done to combat these problems.
Contact details

The Kenward Trust

Kenward House, Kenward Road, Yalding

Kent ME18 6AH

T: 0162 281 4187

E: tony.Williams@kenwardtrust.org.uk

W: www.kenwardtrust.org.uk

The Ley Community

The Ley Community provides a residential drug and alcohol treatment programme. The programme provides a framework for residents to learn from each other, and change the way they have behaved, thought and felt over the years.

The daily routine is strictly followed. All residents are given responsibilities within a clearly defined structure. Work revolves around the running of a large community divided into various departments: kitchens, housekeeping, maintenance, gardens and animals, and administration. Whilst the work provides residents with the opportunity to gain new skills, it is interspersed with a range of regular therapy groups.

Therapy groups provide an opportunity to examine behaviour, attitudes and values in the context of day-to-day problems. Many of the staff have been through a rehabilitation programme themselves, and understand the
importance of residents talking openly of their feelings, earlier experiences and fears.

Alongside the work and therapy, residents are encouraged to participate in educational opportunities and recreational activities. Most evenings involve compulsory light hearted activities. The facilities at the Ley Community include a swimming pool and multi-sports pitch, a games room, and a smallholding with a variety of animals that the residents look after.

**Contact details**

The Ley Community

Sandy Lane

Yarnton OX5 1PB

T: 0186 537 8600

E: paul.Goodman@ley.co.uk

**The Meriden Programme**

The Meriden Programme ensures that families who care for mental health ill people receive evidence based family intervention, and that families and carers are involved in developing mental health services. Over 2500 people have been trained in Behavioural Family Therapy through the programme in the West Midlands.

The objectives for the programmes are to:
• train staff in all NHS trusts in the West Midlands to ensure they have the skills required to provide an effective service

• support organisations to ensure that family work is delivered to all those who need it.

The programme also develops training around family work and carers issues alongside partnership agencies. Training courses have been held for specific groups of staff (e.g. early intervention, assertive outreach, home treatment, rehab and recovery, and primary care teams).

The work of the programme is disseminated worldwide with training being delivered across Europe and Australia.

Contact details

Meriden Programme
Tall Trees, Uffculme Centre
Queensbridge Road, Moseley
Birmingham B13 8QY
T: 0121 6782712
E: martin.Aitchison@bsmht.nhs.uk
W: www.meridenfamilyprogramme.com
Tuntum Housing Association > Derby Road foyer

Tuntum Housing Association in Nottingham provides housing and support services for people on low incomes.

Derby Road foyer aims to prevent and alleviate young homelessness and unemployment by providing supported accommodation, access to a range of education, training, employment opportunities and community health services for young people and their community.

The foyer’s activities are delivered in partnership with Derbyshire Council Adult Education and include courses such as cooking, stress and anger management, budgeting, nail art, PC fault finding and repair, reflexology, health and safety, Indian head massage. The Derby Road Foyer has recently started offering a counselling service for residents and young people in the community. The counsellors are students doing Masters degrees in counselling.

The Foyer also has a drop-in session every other Wednesday morning run by the council housing department. It’s a chance for young people to come and speak to an advisor on any housing related issues they may have.

Contact Details

Tuntum Housing Association

90 Beech Avenue, New Basford

Nottingham NG7 7LW
Tyneside Cyrenians > Girls Are Proud Project

Tyneside Cyrenians is a homelessness charity based in Newcastle. The Girls Are Proud (GAP) project aims to support sex workers with multiple complex needs. It provides peer support, crisis intervention and drop-in services. The services include drug and alcohol treatment, physical sexual and mental health, housing, benefits, domestic violence and criminal justice. It also aims to facilitate alternative life experiences for this group of women and regular activities are arranged including creative writing, art, horse-riding, sport, college taster sessions, pamper days and training courses.

Its objectives are to:

- engage women within a safe, confidential and supportive service
- increase the confidence and self-esteem of women by offering life choices and promote personal growth
- offer effective opportunities for peer education, peer-led research and peer support
- minimise the health and safety risks posed to women and the vulnerability to sexual exploitation
• raise awareness and good practice in the domain

• facilitate group sessions.

Contact Details

Tynesdie Cyrenians

Head Office, 4 Bentinck Terrace

Newcastle NE4 6US

T: 0191 273 8891

E: n.baird@tcuk.org.uk

W: www.tynesidecyrenians.org

Warwickshire Domestic Violence Support Service

Warwickshire Domestic Violence Support Service (WDVSS) offers a range of services to provide emotional support, information and practical help to families experiencing Domestic Violence. These include: a helpline, drop-in centres, accompaniments, counselling, safe accommodation, children services, schools work, training and awareness raising.

WDVSS provide:

• training sessions on intervention work and the requirement of the programme to front-line workers/potential referrers
• a co-ordinated awareness raising programme in Stratford District which highlights the issues and the full range of services available, especially publicising the helpline as a first point of contact for those in rural areas

• an office base for the support service in Stratford-on-Avon as a local base for women to access support and highlight the issue

• outreach workers to make contact with statutory and voluntary partners across the region

• resettlement worker to link in with women who are separated but still receiving abuse to enable resettlement and encourage the take up of options around recovery from the process.

Contact details

Warwickshire Domestic Violence Support Service

37a Regent Street, Rugby

Warwickshire CV21 2PE

T: 0178 853 7112

E: john@warksdvss.org.uk
West Suffolk MIND > Mindset

West Suffolk MIND supports vulnerable people suffering from or at risk of mental ill health. Mindset is the public side of a music group at West Suffolk MIND. The music group aims to give members the opportunity to express themselves through music.

Staff and volunteers encourage members to explore the musically creative side of their nature through writing and performing their own original work. The group meets twice a week to rehearse and perform 5 to 6 times a year at local charity events in order to help raise funds for West Suffolk MIND.

Contact details

West Suffolk MIND

50 Long Brackland, Bury St Edmunds

Suffolk IP33 1JH

T: 01284 74 8040

E: info@westsuffolkmind.org.uk

W: www.westsuffolkmind.org.uk
West Sussex Drug and Alcohol Action Team >

Families and Friends Project

West Sussex Drug and Alcohol Action Team provides individual counselling and support for substance users, their families and friends. It also work to achieve a greater public awareness and understanding of alcohol and drug related problems.

The ‘Families and Friends Project’ provides relatives, and anyone else who may be affected by someone’s substance misuse, with a number of free and confidential options:

- information about drugs and alcohol
- advice and information about what to do and where to go if affected by someone else’s substance use
- contact with other people who are going through a similar experience through local support groups and/or drop in services
- individual one-to-one support
- free telephone helpline open 7 days a week
- training and workshops to families and to services working with families affected by drugs and alcohol
- annual conference – “Emotional Rollercoaster” with various workshops and presentations.
The Families and Friends Project provide a quarterly newsletter. To
download the most recent newsletter click here.

**Contact Details**

West Sussex Drug and Alcohol Action Team

1st Floor, City Gates

2 – 4 Southgate, Chichester

West Sussex PO19 8DJ

T: 01243 382940

E: jane.brown@westsussex.gov.uk

W: www.westsussexdaat.co.uk

**Wilf Ward Family Trust > Phylward House**

The Wilf Ward Family Trust (WWFT) provides accommodation, supported
living services, community based services and day facilities across North
Yorkshire, West Yorkshire, City of York, East Ridings and Hull.

The Phylward House in Harrogate provides residential care and support to
people with complex needs and behaviours, learning and physical disabilities,
sensory impairment, dementia, diabetes, epilepsy, mental health and limited
communication.
The WWFT aims to provide a person-centred approach to enable service users to attain their maximum individual development. It develops community involvement, inside and outside the Trust’s establishments and to expand and maintain positive links with friends and family.

**Contact Details**

Wild Ward Family Trust

9 Cavendish Avenue

Harrogate HG2 8HX

T: 01423 502644

E: phylwardhouse@wilfward.org.uk

W: www.wilfward.org.uk

**Wyre Forest Nightstop and Mediation > Crisis and Prevention Team**

Wyre Forest Nightstop and Mediation provide emergency accommodation for 16-25 year olds on a one night at a time basis. They also operate a mediation service and other services, which include finding permanent accommodation for young people, signposting to other agencies and delivering education and training sessions.
The Crisis and Prevention Team (CPT) is composed of volunteers aged 16-25 who have used the Nightstop service or have experienced homelessness and are now using their own personal experience to improve housing services in the district for other young people in their community. The CPT meets once a fortnight to discuss youth homelessness and raise awareness. The group carries out a range of activities such as setting and judging competitions, fundraising, designing and delivering marketing strategies, holding presentations and workshops.

The CPT has taken part in a service user involvement guide, which is being published as a best practice guide for other organisations on how to involve their service users.

**Contact details**

Wyre Forest Nightstop and Mediation
c/o Connexions Kidderminster Youth House
Bromsgrove Street
Kidderminster DY10 1PF

T: 01562 822 0110

E: wfnightstop@btconnect.com
Your Home Newcastle > Community Care Alarms

Services

Your Homes Newcastle’s Community Care Alarm Service (CCAS) provides support to vulnerable people all year round. The Service in partnership with North East Ambulance Service and Tyne and Wear Fire and Rescue Service have introduced new projects aimed at reducing the likelihood of fires and repeat falls for vulnerable people. The projects focus on early intervention and needs assessment of vulnerable clients leading to appropriate support, in order to prevent future accidents.

The benefits for the service-users are an increase freedom of choice to remain safely in their own home. It also allows people to reduce the level of fear and anxiety that may feel about what would happen in an emergency.

Contact Details

Your Homes Newcastle

Community Care Alarms Service

Benton Park Road

Newcastle NE7 7LX

T: 0191 278 7755

E: allyson.mcleod-hardy@yhn.org.uk
Your Homes Newcastle > The Pathway Project

Your Home Newcastle is an ALMO set up to manage Newcastle City Council housing stock.

The Pathway project was set up to tackle 3 areas: hospital discharge, private sector tenants and supported accommodation discharge. The project aims to:

- reduce waiting time by liaising with the hospital social work teams in order to be made aware of issues as soon as possible after admission
- reduce the number of failed private sector tenancies by offering support in times of crisis and resettlement support to new tenants to ensure every chance of success
- provide ongoing support once a property is assigned to ensure that vulnerable people are not failing in tenancy.

Contact Details

Your Home Newcastle

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Appendix: List of all entrants

The following organisations submitted entries to the SupportActionNet Awards 2007:

999 Club
A.W.S North Somerset Education
Access to Industry
Action Homeless
Addaction Luton
Alone in London
Alzheimer’s Society
Amber Foundation
Amber Project, Edinburgh
Cyrenians
Amber Valley Association for Mental Health
Aquila Way
ARP
Ashram Housing Association
Augment (Scotland) Ltd
BEAT
Bedfordshire County Council
Bradford and District Association for Mental Health
Braintree Women’s Aid
Bridge Project
Buckscc PSI Team
Calderdale SmartMove
Cambridge Housing Society
Cardboard Citizens
Care UK
Centre Point
Chance UK
Chester Lodgings and Support Providers (CLASP)
Chissock Woodcraft Social Enterprise
Colebrook Housing Society
Community Campus’87
CRI
Disability Sport Academy
Diverse Pathways
Doncaster Alcohol Services
Eastbourne YMCA Residential Centre
English Churches Housing Group
Friends, Families and Travellers
Grampian Race Equality Council
Harvest Housing Group
Havering College
Help the Aged
Hestia Housing and Support
HFT
Hillcrest Housing Association
HMP & YOI Brinsford
HMYOI Impact Ascend
Hull CC Housing Support Service
Kidz Aware
LQ Supported Living
Manchester Methodist Housing Association (part of Great Places Housing Group)
Mediation North Surrey
MHA
NACRO
Network for Change
New Way Project
Next LInk Domestic Abuse Services
NomadE5 MH Services
Norcare
Norwich Community Alarm service
Norwich Mind
Novas Group
Open Doors (City and Hackney PCT)
Options For Life
Places For People
Places for People Individual Support
Planet B drop in centre
Plymouth teaching Primary Care Trust
Powerhouse Foyer (part of ECHG)
Queen Elizabeth’s Foundation
Rethink
Richmond Upon Thames Churches Housing Trust/Paragon Community Housing Group
Rodney Housing Division (Liverpool Housing Trust)
SAMH (Scottish Association for Mental Health)
SAMH Connect
Sing Your Heart Out
Sojourners House
Sound Minds
St Anne’s Community Services
St Mungos
Stockport Homes Resettlement Service
Stonham
Stonham Supported Lodgings

Storybook Dad
Team First Community Interest Company
The Cambridgeshire Parliament (part of Speaking Up)
The Field Lane Foundation
The Gap Project, Oxford
The Irene Taylor Trust
The Kenward Trust
The Ley Community
The Meridian Programme
The Riverside Centre
The Salvation Army, York
Time For Me (part of Barnardo’s)
Tuntum Housing Association
Tyneside Cyrenians (GAP Project)
Warwickshire Domestic Violence Support Service
West Suffolk MIND
West Sussex DAAT
Weston Foyer
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<th>Wilf Ward Family Trust</th>
<th>YMCA Birkenhead</th>
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<td>York Arts Council Biometron</td>
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<td>Your Homes Newcastle</td>
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