

TBC Commissioned Services

Citizens Advice Bureau

Impact on Individuals:

- Individuals are able to access advice from the CAB in a variety of ways; face-to-face, email or telephone.
- Individuals are able to access advice on a variety of issues such as debt, Benefits, housing, legal, education, employment etc. The most popular areas of advice sought are debt (36%) followed by Benefits and Tax Credits (24%).

Client 1 – Explained that they had helped her obtain medical reports and find therapy for her child.

More disabled people are now accessing the services provided by the CAB.

- Incidents of debt in Tamworth are high so residents are able to access early intervention through the Financial Capability Assessments.

Client 1 – Was able to access financial advice, helped with Council and housing bills, how to deal with debtors and was signposted to another organisation that could offer further support.

Client 2 – Was helped to sort out debts in order and prioritise them.

- Accessibility to the service has been increased by offering Financial Capability sessions in local community venues, and sessions looking at maximising income.
- People are able to obtain informal advice by CAB being available at community events and being followed up proactively by the service after the event.
- The help and advice offered increases the individuals' knowledge of the subject they are seeking help with, leading to an increase in their overall peace and well-being as well as their confidence and empowerment to deal with future issues.

Client 2 – Said the help they gave was “like a weight lifting off my shoulders.” They helped her to learn to break it down into small chunks and all the debts are sorted now.....“If it happened again, I could deal with it myself.”

Impact on the Wider Community:

- Providing informal advice at community events makes the service more accessible and visible to the public. The CAB would like to increase their ability to provide these pop-up sessions so individuals can access help and support at an earlier stage.
- The service offers a bridge between Tamworth Borough Council and the public, and individuals are able to seek advice.
- The provision of this service can prevent individuals reaching crisis point and requiring the support of statutory organisations.

Client 1 - “I can approach them for anything, they are amazing and I couldn’t have coped without them.”

- The TAP (Tamworth Advice Partnership Initiative) has made referral from front-line staff easily accessible so that support can be offered quickly from a variety of appropriate agencies.

Partnerships:

- The CAB have long established relationships with a large number of public and private sector organisations and professionals.

- The Tamworth Advice Partnership is an example of voluntary sector and statutory organisations working together to provide a quick response to people at the point of need.

Sustainability and Funding:

- The service would not operate if the funding was to be reduced or stopped. The funding supports the core work of the service and enables and attracts the service to apply for funding from other sources.
- Due to limited funding to support the service, the bureau is currently only open to the public on 2 days a week and the CAB would like to increase their opening hours to meet demand.

Supplementary information was supplied and is enclosed.

Client Impact Review

Project Name: Debt Advice

Organisation Name: CAB

Review method used:

Face to Face Telephone Email Group session

Other _____

Age Range 16-20 21-30 31-40 41-50 51-60

Over 60 Prefer not to say

Gender Male Female

Client 1 - Reasons for Engaging:

- Referred by Borough Council – Had been stabbed by partner, left disabled, with short term memory loss and caring for child.

Impact:

- Had a financial interview, which helped with advice on Council bills / Housing / dealing with debtors but, in addition, found out organisations that could support.
- They helped obtain medical reports to support and helped find therapy for her and her child.
- *"I can approach them for anything, they are amazing and I couldn't have coped without them."*

Client 2 – Reasons for Engaging:

- Self-referral for debt advice.

Impact:

- Helped sort all my debts into order and helped me prioritise them.
- Once started with them and the help they gave *"was like a weight lifting off my shoulders."*
- *They have helped me learn how to break it down into small chunks and debts are all now sorted but if it happened again I could deal with myself – they have helped teach me to do this. "I am much happier and stress free."*

Home Start

Maximising Income Project:

Impact on Individuals:

- Advice is provided in an easily accessible town centre location. It is a drop-in service so it is available Monday to Saturday. The days have been extended following feedback from clients. There is no stigma to accessing the services.
- Clients using the service can also access other advice services available at Tamworth CAN.
- Most referrals are by word of mouth as the Project Worker is very well known and respected locally for his knowledge of benefits, housing etc.

Client 1 – Martin liaised with Council and debtors on behalf of them and agreed repayment amounts and timescales.

- Through using the service clients are enabled to maximise their income, and increasing family income takes children out of poverty.
- The Project Worker develops trusting relationships with the clients and can signpost to other agencies if necessary.
- Vulnerable clients are able to access Money Advice Services where they would not use traditional agencies such as CAB.
- Able to offer practical support, form filling, making expenditure plans. The clients appreciate the level of support offered.

Client 1 – “I couldn’t have done it on my own as I have no knowledge of Benefits System. Martin used his knowledge and was willing and really wanted to help me.”

- Increased health and sense of well-being of the clients using the service.
Client 1 – The help had reduced panic attacks from daily to once every so often and medication had been reduced along with stress and worry.

Impact on Wider Community:

- Maximising the income of families brings more income into the town for people to spend.
- Concern was expressed over the introduction of Universal Credit and the changeover from weekly / fortnightly payment will have a huge financial impact on families; the need for the service will be increased during this transition period.
- The Project Worker supervises volunteers who work on the Reception welcoming clients. They are able to gain valuable experience and training and subsequent employment rates increase.

Partnerships:

- Working with BRFC families.
- Services can be accessed by clients at Tamworth CAN in partnership with the other organisations that use the building.

Sustainability and Funding:

- Service will not continue without this funding.

Practical Family Support:

Impact on Individuals:

- Improved the home environment for children and parents which also impacts positively on the development of the children.
Client 2 – Was able to move into supported run by Home-Start which helped her to cook, clean and look after herself and her child. She said her relationship with her partner is better and she can do things for herself now and her daughter is at nursery so she can go to college herself.
- The Project builds up trusting relationships with the clients so the families are more willing to accept help from a voluntary sector organisation such as Home Start rather than a public sector organisation.
- Neighbourhood disputes are decreased as arguments about the state of the gardens or the properties are lessened as families are given practical help to keep their homes as a clean, tidy, safe environment.
Client 1 – “Every day life is cleaner, more organised and I can think more clearly.” She commented my children are now able to bring their friends home, I recycle more and the house is tidier and therefore the relationship with my partner is less tense.
- The clients are referred from Local Support Team and they are able to work with families with children up to the age of 19 so they can widen the reach of their client group.
- Improved sense of health and well-being.
Client 1 – Commented that her anxiety attacks had decreased.
Client 2 – Commented that she valued herself more now that she can do things for herself.....“They made me grow up.”

Impact on the Wider Community:

- Families are able to access support and other services offered by Home-Start.
- Children perform better at school as they come from a more organised family environment.
- Statutory bodies work with Home-Start to provide support. An example was given of a 16 year old with hygiene issues who had previously worked with statutory bodies with no improvement. A visit to the home revealed that the bath could not be used, there was no gas heater and so no hot water. With the support of Home-Start, the client was able to get the gas fixed, change the radiators and get a shower installed. This practical help led to an improvement in hygiene for the client.

Partnership Working:

- Work closely with the LDT (Local Support Team) who refer clients to the project.
- Home-Start have a good relationship with local businesses that can supply goods and services that can be used by clients, e.g. carpet fitters.

Sustainability and Funding:

- Services would not continue without this funding.

Client Impact Review

Project Name : Practical Family Support

Organisation Name : Home start

Review method used:

Face to Face Telephone Email Group session

Other _____

Age Range 16-20 21-30 31-40 41 -50 51- 60

Over 60 Prefer not to say

Gender Male Female

Reasons for Engaging - Client 1

- Previously been scammed via junk mail, this led to breakdown, the house becoming cluttered – scared to throw things away - referred through LST worker.

Impact:

- Learning how to be more confident to open mail and deal with bills and recognise junk and spam and throw it away – house is less cluttered.
- Similar with children’s toys, had kept everything but house became so cluttered there was no room to play , *scared children would hate me if I threw things out – but now they have kept favourite things and rest has slowly started going to charity.*
- *Everyday life is cleaner, more organised and “I can think more clearly.”*
- *Caron has made me make the decisions on what needs to be thrown, so I can’t blame her and so I can get used to doing it myself.*
- *I recycle more and relationship with partner has become less tense now the house is tidier and I have learnt to throw things away.*
- The children now bring friends home.
- *I am starting to reduce anxiety attacks.*

Reasons for Engaging - Client 2

- Young mum at risk of losing baby as home was overcrowded – moved into supported home for young mothers. – referred through LST worker and Social Services

Impact:

- *I have learnt how to cook, clean and look after myself and my baby.*
- *Increased my confidence and self-esteem and become more independent – if at home mum would’ve looked after me and baby and I wouldn’t be learning how to be a proper mum.*
- *I am going to college 1 day per week and daughter is in nursery.*
- *My relationship with partner is better as I value myself more now I know inside I can do things for myself.*
- *Benefits were sorted with Martin at Tamcan – no idea what I could claim and wouldn’t have claimed anything as too scared to try and understand or find out.*
- *“ They made me grow up.”*

Problems / Areas for Improvement:

- I have had some arguments with other girls in the house – but the workers help me get this sorted .
- I miss being at home with my mum / family but know I wouldn't have grown up and I do see them all the time.

Client Impact Review

Project Name : Maximising Income

Organisation Name : Home start

Review method used:

Face to Face Telephone X Email Group session

Other _____

Age Range 16-20 21-30 31-40 41-50 X 51- 60

Over 60 Prefer not to say

Gender Male Female X

Client 1 - Reasons for Engaging :

- Split from husband – had rent arrears, other debt, risk of Bailiffs.

Impact:

- Immediate impact - gave foodbank voucher.
- Martin helped devise a Financial Action Plan – to prioritise debt and look at payments.
- Martin liaised with Council and debtors on behalf of client to agree repayment amounts and timescales.
- Supported with new Benefits claim and child tax credit.
- Referred to Pathways for expert support.
Client commented "I couldn't have done it on my own as I had no knowledge of Benefits system, Martin used his knowledge and was willing and wanted to really help me."
- The help has reduced panic attacks from daily to once every so often, and client has reduced medication as a result as the worry and stress has reduced.
- As a side impact – *The client also commented on how empathetic food bank volunteers had been – they made her a meal and tea whilst she waited to collect her food and had a chat.*

Problems / areas for improvement:

- None.

Mercian Ability Partnership

Shopmobility:

Impact on Individuals:

- By hiring a mobility scooter, clients are enabled to access Tamworth town centre shops and Ventura Retail Park.
Client 1 – Said I do have my own scooter but I can't get it in and out of the car alone so I wouldn't be able to come into town if Shopmobility wasn't there.
Client 2 – Said I have moved to Atherstone but they don't have this service so I still come to Tamworth to shop.
- Enables people to get out of the house and to meet new people as well as carry out essential tasks such as visiting the bank etc.
Client 1 – Said I not only use it for shopping but to visit the bank, Chiropodist, Opticians and Dentist.
- Enables people who are quite socially isolated to meet with friends and family in the town centre.
Client 2 - Said I meet with friends and socialise. If they couldn't hire a scooter they would be stuck at home 24/7.
- Demand for the service has increased. They have built up a range of equipment to make sure that the service is as inclusive as possible. The new equipment includes power chairs and electric wheelchairs as well as a specialist mobility scooter that can cater for heavier clients.
- Promotes independence for clients, some with very limited mobility, enabling them to travel to town to do their shopping alone.
Client 1 – Said I am met at the car with the scooter.
- Clients are able to find out information and hire out equipment from the Independent Living Equipment Hire Service. This is particularly beneficial for people who need equipment quickly whilst waiting for it to be provided by statutory services.
- Ease of access as the opening hours have been extended to cover Sundays and all but 4 Bank Holidays.
- Clients are also able to hire portable mobility scooters for holidays or day trips out.

Impact on the Wider Community:

- The project has been shortlisted (shortlist of 6) from 216 Shopmobility Services nationwide for the Tom Hillier Award. Customers nominate their local Shopmobility Service and the award is to recognise outstanding and exceptional service.
- They provide work experience for a 12 week placement to disadvantaged job seekers through the Open Door Project.
- They provide volunteering placements and have employed 10 of the 64 volunteers that have volunteered for them. Other volunteers have moved on to paid employment, other volunteering or education. They currently employ 3 disabled people who manage the Shop mobility Service.
- They are able to provide equipment in emergency situations from the Independent Living Service, thus relieving the pressure on statutory services and this gives immediate support to the client.

- Disabled people and those with limited mobility are able to shop in the town centre and in Venture Retail Park, thus maximising the income brought into the town. (The National Federation of Shopmobility will be doing a financial survey of the impact of providing Shopmobility Services).
Client 2 – Said I wouldn't be able to shop without Shopmobility; I would pay more having to do it online.
- Due to the high visibility of the service in Ankerside Car Park, they are able to help a lot of customers with general car parking enquiries.

Partnerships:

- Mobility Lifestyle refer customers to the service and vice versa.
- They work closely with CareFirst and Food Poverty Project.
- They offer Equipment Assessor training opportunities through the National Federation of Shopmobility.
- They provide work experience through Staffordshire County Council's Open Door Project.
- They work closely with the MS Society.
- Partnership working allows them to reach a wider audience and seek advice from others with different experiences and knowledge.
- They have taken part in Staffordshire Marketplace events.

Sustainability and Funding:

- MAP are keen to extend the service and have had to seek alternative Grant funding as the service is not currently fully funded.
- The impact of reduced or ceased funding would limit access to clients by having reduced opening times and days.
- Increasing the volume of the service will maximise and increase the income received to make the service more sustainable.
- The introduction of the National Living Wage for 25 year olds and above on April 2016 will have a significant impact on expenses.
- Past experience of running the service with just volunteers has resulted in difficulties in maintaining the opening times. The high impact of volunteers has had a negative impact on clients.
- The service are reluctant to increase the hire fees to make the service self-sustaining as the majority of the service users are on a low income.
- With the introduction of PIP reassessment, it is anticipated that demand for the service will increase as a result of DLA Living Allowance recipients losing their Enhanced Mobility Benefit.

A project progress report was supplied.

Client Impact Review

Project Name : Shop Mobility

Organisation Name : MAP

Review method used:

Face to Face Telephone Email Group session

Other _____

Age Range 16-20 21-30 31-40 41-50 51-60

Over 60 X Prefer not to say

Gender Male Female X

Client 1 Reasons for Engaging:-

- Uses the service 3 times per week, books a scooter.

Impact:

- *I am met at the car with the scooter, I do like to pop into the office to chat with the workers.*
- *I do have my own scooter but can't get it in and out of the car alone so wouldn't be able to come into town if Shopmobility wasn't there.*
- *I use it not only for shopping, but for visiting the bank, Chiropodist, Opticians, Dentists.*
- *My GP has said I am more alert and happy when I can get out and about.*
- *All scooter users stop and chat when in Ankerside etc. so I have made new friends.*

Client 2 Reasons for Engaging:

- Uses once per week.

Impact:

- *I wouldn't be able to shop, I would pay more having to do it online.*
- *I meet with friends and socialise to, if couldn't hire a scooter I would be stuck at home 24/7.*
- *I have moved to Atherstone, but they don't have this service so still come to Tamworth.*
- *The staff are helpful and friendly.*

Samaritans

Crisis Intervention:

Impact on Individuals:

- Improves the health and emotional well-being of clients as they are able to access a 24 hour confidential listening service through telephone, face-to-face, email and text message. SMS and email support has been introduced in the last 3 months and volunteers have been training on how to support clients using these methods.
- Financially the service is more accessible to clients with the introduction of a free telephone number.
- Young adult males are one of the target areas due to the high incidence of suicide in this age group. The service has increased its visibility in supporting this age group by working closely with Swinfen Hall Prison and Tamworth Football Club. Community pop-up events are provided on a monthly basis at Cornerstone Housing.
Cornerstone said that they have found the sessions invaluable for young people to access informal advice.
- Young people at Swinfen Hall are able to access support from other prisoners who have been trained as listeners and these sessions are available twice a week. The Samaritans have supplied a 'phone that is available for the prisoners to use.
- Clients are able to access the service more easily via outreach work at community events, monthly town centre pop-ups and presence at the Safer Nights events. The Safer Nights campaigns have helped break the stigma around mental health issues.
- Volunteers are able to access an extensive training package leading to an excellent skills base and the service has a good retention rate of volunteers.
A volunteer who attended the interview session said it is a fantastic organisation with a variety of volunteer roles. The support network is excellent with a leader on call for every duty and volunteers have an assigned mentor to support them. She had been able to access Train the Trainer course so she can deliver Volunteer Training to other volunteers.

Impact on the Wider Community:

- Samaritans have sought to increase the visibility and access to their service by taking part in community events and regular community pop-up events at Cornerstone Housing and Tamworth town centre.
- The Samaritans offer preventative work by delivering education programmes and information events at schools informing and raising awareness of mental health and well-being.
School staff feedback from the sessions were very positive and they want these sessions to become regular. Students fed back that the message they got from the sessions came across in a very positive, supportive and well targeted manner which addressed the issues they were having.
- The Samaritans have noticed an increase in out of hours calls to them Friday to Sunday when other health care professionals are not easily accessible.
- The service was awarded the Queen's Award for Voluntary Service last year recognising the contribution of the volunteers' work in providing this service.
- The Samaritans in Tamworth currently have 70 volunteers. All have been highly trained in the Samaritans' programme to become a listening volunteer.

- The Samaritans are aware that they need to reach out to the older population and are looking at the best way to take this forward.

Partnerships:

- The Samaritans are currently working in partnership with Starfish, church groups, community groups, GP surgeries, Cornerstone Housing, police / PCSOs, Network Rail, Swinfen Youth Offending and schools across Tamworth and surrounding areas.
- The Samaritans are working closely with the following schools – Belgrave, Landau Forte, Sutton Girls, Lichfield Cathedral School, King Edwards and Abbots Bromley.
- By working in partnership with Cornerstone Housing and other organisations, they have been able to offer community pop-ups across Tamworth.

Sustainability and Funding:

- The project offers value for money as it is delivered entirely by volunteers but the running costs for the service are high.
- The impact of reduced or cessation of funding would be a reduction in the outreach work as well as the preventative work with schools that the service is currently providing.
- The service will continue to look for Grant funding to extend and support the work that they do.

Client Impact Review

Organisation: - Samaritans

Spoke to **3 organisations** who benefited from the Samaritans

Organisation 1 - Local Secondary school sixth form

Impact for staff and students :-

- Delivered 5 sessions to groups of 15 students per session in school for 6th form students.
- Requested after a previous student who had progressed to Uni had committed suicide.
- Discussed stresses, spotting warning signals, looking after your mental health, who's can help
- Staff feedback from the event was so positive and that it was so useful that they need to have it running each year, this they are trying to introduce with Samaritans
- Student feedback was that the message came across in a positive, supportive manner, and really hit the nail on the head of the worries that some students currently or have previously felt.
- All students were more aware of how to gain help earlier to prevent problems escalating to a point of no return.
- The pastoral officer of the school could not give it enough praise in highlighting the impact of the demand on young people during the build-up and taking of exams and preparing for university, how the stress affect their mental health and wellbeing, it giving it the "OK " to discuss with someone was of massive benefit.

Organisation 2 Observation at session

- The other was following an observation of a session at a school
- it was delivered in an easy style, engaging with everyone in the room
- Gave a clear and supportive message on where to go for help and support

Organisation 3 Cornerstone Housing

- Have set up monthly Breakfast Advice Sessions on Saturday mornings for young people at Cornerstone Housing. This increased visibility of the service for young people, and the young people took the opportunity to talk to the Samaritans in a confidential interview.
- The caravan offering drinks and refreshments was set up in the car park along with a pop-up tent so the young people were able to access the service without the stigma of onlookers and their peers knowing why they were there.
- Cornerstone would like the sessions to continue as they found them invaluable for the young people to access advice. This informal set up with free food and drinks enabled young people to more easily access advice from the Samaritan service.

Organisation Name	BDS and Support Staffordshire
Project Name	Support 4 Staffordshire
Organisations Representative Name	

Section 1 - Project Aims and Impacts - Clients / Participant

Evidence of outcomes / Impact on participants

Advice to businesses or individuals regarding all aspects of employment or volunteering. Training, development support, guidance and signposting.

Promote the service via the website, networking and local support. Referrals and promoting through the TBC economic development team.

It's a fluid contract so we will help people by tailoring the support to their requirements.

Strengths- what has gone well for the participants?

Getting the right advice, quickly.

Having Support Staffordshire and BDS working together has been a strength as we can share ideas and referring between the two organisations mean the client gets the best support. It stops them giving up.

Unexpected outcomes

Getting lots of funding coming in to Tamworth through these groups.

Further information:

Linking organisations and creating good referral pathways.

Challenging people and telling them when their ideas are not going to be feasible – stopping people investing their life's saving and not seeing any return.

The support we give reduces stress. We can advise people of what to do and where they can go. It is creating sustainable businesses and volunteering. It can stop people getting into financial difficulty.

It's a free service to access and it does build the economy of Tamworth.

Section 2 - Project Achievements and Impacts – Organisational and wider community

Evidence of Impact on wider community

It creates more employment or sustainable businesses in Tamworth. One lady started off in her living room 2 years ago and now has premises and employs 82 people.

Voluntary groups set up, support others in the community. Volunteers help build capacity within organisations and reduces access to statutory services.

Builds on brand and ensures clients are getting the right advice.

Strengths- Give examples of how the project has been successful?

Information can be cascaded quickly. It's a one stop shop. The training offered is added value to the original contract.

Problems –Are there areas where project has faced obstacles or barriers?

Continuing to deliver services with reduced funding.

Section 3 Partnership Working

Which organisations are you working in partnership with?
TAP, employment action group, Community Together CIC, DWP.
Strengths – Any examples of good partnership working.
We've attended jobs clubs to give advice to those in attendance.
Referrals are made to ensure the best outcomes for the client, it avoids duplication. We support clients who wouldn't access other services.
Have you alternative ways of delivery to adapt to funding pressures?
We've already gone through an organisational restructure to adapt to the reduction of funding.
Section 4 Sustainability and Funding
Value for money
The project offers high value for money - It can evidenced that through grant funding and growth of business.
Just in numbers compared to the value of the contracts it shows its worth.
Exit Strategy
We always look for other funding but if the contract was to end tomorrow then the service would have to stop. We could continue some elements but the service as it is would stop.
Maintaining the contract until the business hub is established. Tamworth Borough Council might have their own succession strategy.
Impact of reduced funding or ceased funding on individuals and wider community
We offer tailored one-one support to a person which doesn't happen elsewhere. The support offered would reduce or stop if the funding reduced or ceased. This would mean that the benefits we've seen so far would reduce or stop.
The quality of the service would reduce. We wouldn't want to lose the flexibility of the service but you can only do what you can do with the money you have.

Client Impact Review

Project Name: Support for Tamworth

Organisation Name: BDS

Review method used

Telephone

Age Range Prefer not to say

Gender Male

Client Impact Positive Impacts / Strengths

It's advice for businesses – help with business planning etc.

Adrian was very practical, he's been in business and he understands what smaller businesses face. He is very solution focused and practical – they implemented realistic changes.

Without their support the business wouldn't have grown as it has. In real terms that is our ability to employ more people. We're supporting our employees with training opportunities now which will impact on their earning potential.

Yes, would recommend the service.

I was given useful contacts and opportunities to network which was unexpected but has been very valuable.

Client Impact problems / areas for project improvement

Nothing, very happy with the service.

Any small business owner would benefit from this service.

Generic Questions

Prompt questions

- Do you know of any other organisations that can support you?
- Who referred / suggested you to the project

No.

Word of mouth.

Client Impact Review

Project Name: Support 4 Tamworth

Organisation Name: BDS

Review method used

Telephone

Gender Female

Client Impact Positive Impacts / Strengths
<p>It's advice for businesses. I'd started a small business in my home but I didn't now what I needed to do as I'd never ran a business before.</p> <p>The information I received was very helpful and put me on the right track.</p> <p>I don't know where I'd be now if I didn't access the service. I didn't know where to go and they came out to me straight away.</p>
Client Impact problems / areas for project improvement
<p>Prompt questions</p> <ul style="list-style-type: none">• What could have been better on the project (more time / less time / longer session /etc?)• What suggestions do you have (If any) that could improve the project?• Who do you feel would benefit from attending the project?
<p>Nothing.</p> <p>People with small businesses or thinking of setting a business up.</p>
Generic Questions
<p>Prompt questions</p> <ul style="list-style-type: none">• Do you know of any other organisations that can support you?• Who referred / suggested you to the project
<p>No.</p>

Client Impact Review

Project Name: Support 4 Tamworth

Organisation Name: SS

Review method used

Telephone

Gender Female

Client Impact Positive Impacts / Strengths
We were looking for volunteers. I liked the people we dealt with – there was a willingness to understand our needs. By using the service it addressed a need we had. We could have sourced volunteers ourselves but this would have reduced our capacity and resources. The quality may have not been the same.
Client Impact problems / areas for project improvement
Prompt questions <ul style="list-style-type: none">• What could have been better on the project (more time / less time / longer session /etc?)• What suggestions do you have (if any) that could improve the project?• Who do you feel would benefit from attending the project?
Nothing. Any organisations needing volunteers.
Generic Questions
Prompt questions <ul style="list-style-type: none">• Do you know of any other organisations that can support you?• Who referred / suggested you to the project
Do access in Lichfield and Atherstone but location means that volunteers from Tamworth are more suitable.

Client Impact Review

Project Name: Support for Tamworth

Organisation Name: Support Staffordshire

Review method used

Telephone

Gender Male

Client Impact Positive Impacts / Strengths
<p>I'm the group chairman of Tamworth Stroke Group. Needed help and advice on funding as group members require good, safe transport and this can get expensive.</p> <p>We wouldn't be in the financial position we are if we had not accessed this service. We wouldn't be able to do as much with group members.</p> <p>The service we got was always friendly, freely given and efficient.</p> <p>I was told what funding we could apply for and then given help to fill in the application form. Now I fill them in but get advice once I'm done on where improvements can be made. The funding we get really improves the lives of the people who attend. It reduces social isolation and you can share experiences. I think they probably do visit their GPs less.</p> <p>Unexpected benefit is that I continually get support through being pointing to grant funding we'd be eligible for. I've also become an advocate for the Staffordshire Neurological Alliance.</p> <p>I would recommend this service and all the people who work for Support Staffordshire.</p>
Client Impact problems / areas for project improvement
<p>Prompt questions</p> <ul style="list-style-type: none">• What could have been better on the project (more time / less time / longer session /etc?)• What suggestions do you have (If any) that could improve the project?• Who do you feel would benefit from attending the project?
<p>Nothing. Open more hours but that would cost more.</p>
Generic Questions
<p>Prompt questions</p> <ul style="list-style-type: none">• Do you know of any other organisations that can support you?• Who referred / suggested you to the project
<p>Vast but I don't think they offer the same level of service and mainly operate in the North of the County.</p>

Tamworth Locality Commissioning

Alzheimer's Society

Dementia Support Service:

Impact on Individuals:

- Clients are able to access practical and emotional 1:1 support to both the person affected by Alzheimer's and to the wider family and carers.
Client 2 – Described how she had not been able to visit her children in their homes as they had to come to her and this made her feel guilty along with feelings of selfishness and resentment. After discussing this with Catherine, she felt like it gave her "permission to feel it is okay to have these feelings, they are normal."
- Clients can access an assessment of need and agree an action plan to support the person to identify and achieve their personal outcomes.
- Use of the IAM (Individual Assessment Map) map to represent different aspects of the person's well-being e.g. knowledge and information, choice and control, hobbies and interests and community living allows the client to see their progress against the support needs and for support worker to provide extra support when needed. (information supplied about the results shown so far for the 29 people that have been offered support)
- Able to offer support to the whole family as Alzheimer's has a wider impact than just on the individual. They facilitate discussions and provide information to increase knowledge of dementia and its effects.
Client 2 – Said the practical advice increased her knowledge and awareness and also offered financial advice on what to claim and when.
- *Client 1 – The advice helped her to manage new problems, deal with things, chat through potential problems and worries and try to help before they arise.*
- Clients can receive open-ended support based on need.
Client 2 - Said the best thing about this service is "She's there at the end of the 'phone and on home visits when I need to talk or need advice."
- Clients can access practical support as well as advice.
Client 1 (whose husband has dementia) – Said she had lost her own confidence and couldn't go out. Said Catherine had helped her with this and taken her out.
- Draws up individual support plans for clients looking at what practical support, mobility support, housing support, and travel training support can be offered to the clients. Can link the client with other professional for further support e.g. Occupational Therapist,

Impact on the Wider Community:

- Increased visibility of the service and knowledge around dementia will lead to the earlier Dementia diagnosis which the Alzheimer's Society are campaigning for.
- As it is able to offer advice and support to all family members, in the long-term it aims to reduce the impact of a Dementia diagnosis in the family.
- Have identified that Tamworth needs this service and there is also a need to develop networks of support within the community.
- Providing the service quickly and identifying support needs will in the long-term decrease and prevent hospital and GP visits and demand on emergency services. The preventative work of this Project providing early intervention will decrease support required by statutory bodies and Public Health. Without the service, users could tip over into a crisis situation and be admitted to hospital.

Partnerships:

- Currently working with Olive Branch, Crossroads, and the Carers' Association both as refer in and refer out agencies.
- They work with AGE UK to provide a Dementia Advisory Service at the Tamworth Day Service and Age UK Walk and Talk project.
- Also work with the Department for Work and Pensions around Council Tax Exemptions and refer to Community Mental Health Trust when needed, especially the Dementia Team East. They work closely with a Psychologist on the Dementia Team East and are able to visit clients together and work with the Community Psychiatric Nurse.
- Had anticipated referrals from Tamworth Borough Council when the service was set up but this had not yet materialised.
- Have good links with health care professional through Tamworth Area managers Operational meeting,

Sustainability and Funding:

- The funding provides 10 hours of focused support in the Tamworth area and Tamworth benefits from additional worker hours that have been funded elsewhere.
- The Education Programme funded by Alzheimer's has been provided in Tamworth as a result of this work.
- If funding were to cease or decrease, the Dementia information service would continue but the volume of enquiries to the information service would increase and it may not be able to cope with the extra volume of enquiries. Waiting times for contact could increase.
- The preventative work and support for more complex clients that the Dementia Support Service is providing would not continue.

Further reporting information was supplied.

Client Impact Review

Project Name: Dementia Support Worker

Organisation Name : Alzheimer's Society

Review method used:

Face to Face Telephone Email Group session

Other _____

Age Range 16-20 21-30 31-40 41-50 51-60

Over 60 X Prefer not to say

Gender Male Female

Client 1 Reasons for engaging:

- Support for whole family – Father has dementia, support for wife who is main carer but additional advice and support for daughter.

Impact:-

- *I had lost my own confidence and couldn't go out on my own, Catherine has helped with this practically taking me out and emotionally managing it.*
- *Catherine knows what I am going through and draws out of me problems I wasn't aware I was worrying about, we take things through and it helps.*
- *She is my "professional friend", I always feels better when she has been.*
- *"My self-esteem has started to grow again and I can manage with this situation."*
- *Gain advice on what's happening, how to manage new problems and deal with things, we chat through potential problems and worries to try and help before the arise.*

Client 2 – Reasons for Engaging:

- Support for whole family – Dementia sufferer is ex –husband but ex-wife agreed to be main carer. Family of 3 children spread all over the world. Catherine works with the whole family.

Impact:

- Practical advice via telephone to grown children to explain what both parents are facing and dealing with and how they can support, also how their feeling and support their needs, which for them has been guilt at being far away. This is a whole family holistic support.

- Main carer feels she has benefited from the motivational and kind words and support from worker telling her she is doing things right
- Practical advice has been increasing knowledge and awareness of dementia, for example how highly patterned carpets or rugs are unsettling and can unbalance sufferers. It has also been financial advice on what to claim and when.
- *Emotional support and advice has been “amazing” and small pots of money for trips to the theatre and hairdressers has made me feel refreshed and able to cope again.*
- *As a carer she has not been able to visit her children in their homes, they have to come to her which has been emotionally trying, guilt, unfairness, resentment, mixed with feeling selfish for wanting this – Catherine discusses these feelings and I feel like she gives me “permission to feel that it is okay to have these feelings, they are normal.”*
- The best thing about this service is *“she is there at the end of the phone and on home visits, when I need to talk or need advice.”*

Community together CIC

Positive Steps for Change

Impact on Individuals:

- Twenty five individual action plans have been delivered so far. Some participants (45) have moved over from a previous pilot project so they could continue to be supported.
Client 1 – said completing the action plan with Lee highlighted the main issues that needed to be addressed.
- Gives participants an opportunity to review their lives and, by being supported to draw up the action plan, they are enabled to make changes in their lives and to move toward their goals.
Client 1 - wanted to get more exercise and be able to access community facilities. She enrolled on Active Steps project and took up cycling and walking. After the programme she also enrolled on the Grow it, Cook it, Eat it Project and is introducing a more healthy diet and lifestyle.
- Some Positive Steps for Change clients also access Community Café facilities and this reduces their social isolation. However not all clients are part of other community café initiatives.
Client 1 – Found the action planning and support helpful but did not want to take part in other programmes offered there.
- Participants can be supported in a very practical way by the volunteer support buddies.
Client 1 – She was supported to make a doctor's appointment for her husband. She had been worried about his health for some time. Childcare arrangements were also arranged so they could go together. For her this was a huge achievement and it had a positive lasting impact on her family and relationship with her husband.
- Improved health and sense of well-being and being able to deal with problems and issues as they arise.
Client 1 - said 'feels more able to ask for help without being judged.'
- The project is moving toward the volunteer Support Buddy drawing up the action plan so there is a consistent approach and they can build a trusting relationship with the client. The project worker is aware of matching the client and Support Buddy to make sure it is a positive experience for both parties.
- Evidence that changes are sustained are shown by follow ups carried out and by linking participants with other community projects available such as Active Steps that Community Cafe work closely with.

Impact on the Wider Community:

- Volunteer support buddies have gained new skills and training which have helped them secure paid employment.
- Staff have all been trained as Health Watch Champions.
- The project has highlighted the need for a befriending service to tackle social isolation that participants and Community Cafe users are reporting.
- Success with individuals has led to wider family engagement in the Community Café project and initiatives.

Partnerships:

- The project delivery is a partnership between CAB, Community Café and Support Staffordshire. The funding for the newspaper has been removed despite receiving positive feedback. Focus group is looking at ways of continuing to provide the publication.
- Participants are signposted to other agencies for support when necessary.
Client 2 – was put in touch with CAB to help her draw up a will.

Sustainability and Funding:

- Without funding the service would not be available.
Client 1- commented that she thought others would benefit from this programme, especially those with debt problems. She felt that the help and very straightforward approach suited her.
- Funding for the project has already decreased so that the project does not have a dedicated project worker.

Prepare and Cook project.

Impact on Individuals:

- Cooking as a group brings fun back into cooking and participants gained a better insight into the health benefits of cooking.
Client 1 - said that it had helped her cook healthy meals, prepare food and enabled her to try new food that she would not have done before.
Client 3 - Said that he does not use as much convenience food as he did before and he had continued to experiment with new recipes using his slow cooker at least once a month.
- It has given individuals the opportunity to gain qualifications which could help in gaining employment. Of the 86 people that have attended so far, 80 have passed their Food Hygiene course. The project are looking at the possibility of delivering this course in a different way to make it more accessible.
- As part of the community demonstrations on healthy cooking and eating, 150 food pledges have been made by members of the public. All of these will be followed up to show any lasting impact. One person had got in touch to say that as a result of making the food pledge at a community event, she lost weight and changed her diet.
- All ages of people in the community are able to access this course. It appeals to everyone from students who may lack cooking skills and limited financial means to parents who would like more ideas on providing the family with balanced healthy meals to older generations that may want new ideas for food preparation and meals.
- Enables participants to budget better and make better choices when buying food. Sharon from CAB provides a weekly session after the cooking to discuss budgeting and other money saving advice and tips.
Client 4 - Said that being on the course had enabled her daughter to budget better as a single parent.
- One to one benefit entitlement and budgeting advice is available through Sharon from CAB and 50% of participants have taken up the opportunity to have an appointment.

Wider Community Impact:

- The project increases cooking skills of participants and these cooking skills can be passed on to other family members and the wider community.
- It increases people's awareness of making healthier lifestyle choices and equips them with the skills to try out different meal plans while being mindful of budgeting. As the numbers of participants increase, this will have a wider health impact in the local area.
Client 3 – suggested that encouraging participants to pass on the skills learned on the course will benefit the wider family, friends and the community.
- By participating in the course participants have been able to access other training provided by Community Together CIC, attend various community cafes and utilise the services offered by them.
- The project are looking at the possibility of a Cook and Eat club where participants can prepare food and eat together in a friendship group as many participants who are socially isolated enjoy the interaction with others during the cooking sessions.
- It has also highlighted a need to a develop practical skills course for young people to promote independence as it is not part of the school curriculum - for instance, washing, ironing, setting up a bank account etc.
- There could be further scope to introduce additional information and advice at the end of the sessions around energy saving tips, scams, budgeting and prioritising debt.

Partnerships:

- Community Together CIC have always worked in partnership and have built up good relationships with partner organisations.
- The project is delivered in partnership with CAB to provide budgeting advice. TBC Housing Department refer clients to the project and help with delivery of the cooking sessions.
- Age UK promote their Eat Well project and people can sign up for taster sessions with Age UK.
- Active Steps are part of the induction and participants can sign up and be supported to take adopt a healthy lifestyle and take regular exercise.

Sustainability and Funding:

- If funding were to cease or be reduced the organisation would look to try to deliver the sessions in partnership with another organisation or deliver in a different way - for instance, participants could buy and bring their own ingredients. This would limit who could attend the sessions and may exclude people on very low incomes from attending.

Further information was supplied Impact Assessment- Cook and Healthy Eating Project

Project Name: Cooking Healthy with a budget

Organisation Name: CIC Community Together

Review method used

Face to Face X (Clients 1, 2, 3 and 4)) Telephone Email Group session

Other _____

Age Range 16-20 21-30 31-40 41-50 51-60

Over 60 X (Clients 1, 2, 3 and 4) Prefer not to say

Gender Male X (Clients 1 and 3) Female X (Client 2 and 4)

Reasons for Attending:

Client 1

- *I wanted to learn how to cook better, meet people and get out of the house.*

Client 2

- Lives in a difficult family situation caring for her grandson with ADHD with no support and she is socially isolated. Came on to Cooking Course as a result of the Positive Steps for Change Action Plan. Saw the advert in the Tamworth Herald and so decided to come along.

Client 3

- Attended Cooking Course last year and now is a volunteer on the Project. Referred from Diane at Tamworth Borough Housing Department.

Client 4

- Attended Cooking Course last year and now is a volunteer on the Project. Referred from Diane at Tamworth Borough Housing Department.

Impact:

Client 1

- Learnt to cook healthy meals / how to prepare food properly / tried new foods.
- Got out of the house and socialised.

Client 2

- Gained in confidence and has become less stressed at the thought of attending each session.
- Helped with budgeting as she has previously spent too much on food; now spending less.
- Helped her to plan ahead for meals and make sure she has the right ingredients to hand.
- Improved concentration by learning to follow recipes.

Client 3

- He said it shows clients how to cook and shop on a budget as well as encourage them to try out different recipes.
- He said it brings people together as it is a community activity and he has recommended to others in his block of flats that they come along to the sessions.
- He is dyslexic and sometimes this prevents him from mixing into groups and, as result of mixing with others here, he now feels more able to be involved in other community groups and activities.
- It has made him more aware of healthy eating and how to diet sensibly. He does not use as much convenience food as before. He has experimented with new recipes and he uses a slow cooker that he was given at least once a month.
- People have kept in touch from previous courses and they meet up in Tamworth town centre so they are less socially isolated now.

Client 4

- As a result of her attending the Course, her daughter and her husband have also now completed it.
- Suffered from a heart attack earlier this year so wants to focus on the healthy side of cooking and get that message across to the clients she helps at the group.
- Her daughter is still overweight but does cook healthier food where possible. It has enabled her daughter to budget better as a single parent and pass on healthy eating messages to the grandchildren.

Problems / areas for improvement:

Client 2

- Nothing suggested, *"it's all helpful."*
- She enjoys the relaxed atmosphere and said Lee is kind, knowledgeable, calm and helpful.

Client 3

- He would like the advertising to target more disabled people as one of the clients who is a wheelchair user and had never been allowed to do any cooking or preparation before really enjoyed coming along and having the opportunity to use cooking utensils and get involved in cooking for the first time ever.
- It would be easier with fixed cookers rather than portable ones and they could do with more storage for equipment.
- Suggested more publicity such as radio broadcasts to reach out to a wider client group.
- He also suggested passing on the skills after attending the courses to others in the clients' families so they could benefit too.

Client Impact Review

Project Name: Positive Steps for Change

Organisation Name: Community Cafe CIC

Date attended/started: 2/3 months ago (Client 1), unknown (Client 2)

Review method used:

Face to Face x (Clients 1 and 2) Telephone Email Group session

Other _____

Age Range: 16-20 21-30 31-40 41 -50 X (Client 1) 51- 60

Over 60 X (Client 2) Prefer not to say

Gender: Male Female X (Clients 1 and 2)

Reason for Engagement:

Client 1

- Was a member of Wilnecote Community Café and saw a flyer about Positive Steps for Change programme. Had postnatal depression after the birth of her son leading to issues with visiting doctors. She had developed a phobia about talking to the doctor.

Client 2

- Carer of grandson with ADHD with whom she has no support. Self-referral following an advert in the Tamworth Herald.

Impact on client:

Client 1

- Client knew Lee from the Community Café so decided to talk to him about the programme. She said she would not have engaged if she had not already known Lee from the café.
- Completing the questionnaire and drawing up an action plan highlighted the main issues for her and she agreed with Lee how they could tackle them together.
- Her husband had been unwell for some time and she needed to make an appointment at the doctor for him but needed support due to her fear of doctors.
- Lee supported her to make an appointment and then arrange childcare so she could visit the doctor with him and subsequently her husband was able to access hospital treatment that he needed
- Increased her confidence in dealing with problems and she is now able to visit the doctors and also *“feels able to ask for help without being judged.”*
- Improved her relationship with her husband as they now discuss issues and she can ask her for help if needed,
- She is still in touch with the childminder and uses her occasionally. Having this contact has built her confidence in leaving her son with somebody else and she can take some time out away from him which has led to improvement in her health and sense of well-being.
- Without help from Lee she said she would still be at home worrying about her husband and children.

Client 2

- Gave her an opportunity to talk about herself for a change and what she needed.
- With the help of the Action Plan was able to set new targets around getting more exercise and accessing community facilities.
- Enrolled in the Active Steps Project to take up cycling and walking, giving her a positive feeling about herself and also enabling her to make new friends and meet new people, something she had not done for a long time.
- Helped her to learn to trust people again.
- Was put in touch with the Citizens Advice Bureau who helped her to make her Will.

Client Impact problems / areas for project improvement:

Client 1

- She felt that the help was given in a very straightforward approach which suited her.
- She thought others would benefit from being on it, especially those with debt problems.
- Thought it needed more publicity

CRUSE Bereavement

Bereavement Service:

Impact on Individuals:

- Provides a 24 hour Helpline with an answerphone message and guarantees that calls are returned within 24 hours. The telephone is manned by volunteers and a telephone assessment is carried out using the information given and the level of intervention is decided.
Client 3 – “My ‘phone call was followed up quickly and I was given a date to meet which was correct.”
- Clients are able to access 1:1 support meetings in the environment they feel most comfortable in, e.g. their own home or a community setting at a time convenient to them.
Client 3 – “She also met me at work at 7.30 p.m. as I didn’t want to meet in the week.”
The support sessions average between 6 and 8 sessions but, depending on need, open-ended support for the client can be offered.
- The service improves health and well-being by empowering individuals to take small steps towards normality and being able to access their local community again.
Client 3 – “After the work session I took action to improve my situation which made me feel a lot better.....very pleased, it has set me on the right path to happiness.”
- CRUSE have introduced the use of the Client Well-Being Scale to measure the impact of the service. They want to focus on quality of service. We were supplied with examples of this which show that either there had been an improvement or it had stayed the same with reference to physical well-being, emotional well-being, support networks and carrying out work and daily tasks. All 4 samples supplied showed the experience of using CRUSE was either good or excellent.
- To provide further support to clients, CRUSE have introduced group sessions in partnership with St Giles based at Tesco at Lichfield. Nine clients from Tamworth have attended the sessions and reported back how helpful they have found them. These clients have developed their own networks within the group and now meet up outside of the sessions. Developing these drop-in sessions has enabled a greater peer support network for clients.
- A new Bereavement Support Group is being developed at Sacred Heart Church as a need for a group in Tamworth has been identified.
- CRUSE has several new Committee members and they have introduced an Evaluation Questionnaire to measure the quality of the service and the impact on clients.

Impact on the Wider Community:

- Demand for the service in the Tamworth area is high and clients have presented with additional problems and issues and had to be referred on to other professionals.
- CRUSE is training a pool of qualified volunteers who have completed the ABC Training. All volunteers are supervised and supported, given the nature of the work carried out.
- Early intervention through the Helpline and increased publicity and visibility of the service locally will have a long term impact on statutory health services. National statistics show that for every £1 invested in CRUSE saves the NHS £5. (CRUSE Annual Report 2014/15)
- They will be developing a ‘Friends Of Group’ to support the local organisation and fund-raise to support the service.

Partnerships:

- CRUSE has developed working partnerships with St Giles and the Sacred Heart Church to develop the drop-in service. CRUSE work in partnership with GPs and other mental health professionals. The Samaritans use their premises for meetings.
- CRUSE is training the staff at St Giles in dealing with bereavement. In the future CRUSE are looking to work with local businesses and looking at the impact of bereavement on the businesses and how they can work better to support individuals.
- CRUSE said they need to review their networking and signposting information to ensure that clients are able to access support when exiting support from CRUSE.
- Due to the specialist nature and highly trained volunteers who deliver the service, CRUSE feel they would not be able to deliver the service as a partnership.

Sustainability and Funding:

- The service offers value for money as it is delivered by highly trained volunteers with the support of the Project Officer. The 10 hours of funding for Tamworth allows the Project Officer to offer concentrated support in the Tamworth area and she does this in the most cost effective way.
- If the funding was to be reduced or ceased, CRUSE would continue to offer support in Tamworth through the Helpline only but the 1:1 more intensive support would not be available.
- The new Committee are looking at ways of raising income through Grant funding but acknowledge that the local Commissioning funding has allowed them to be more 'adventurous' in the service they can offer and they have been enabled to introduce new ways of supporting clients, e.g. Group Support.

Client Impact Review

Project Name: Bereavement Service

Organisation Name: CRUSE

Review method used: Information taken from Visit Evaluation Forms Given by CRUSE

Age Ranges: Not known

Genders: Not known

Comments from Evaluation Forms:

Client 1

- *Confirmed that my thoughts and feelings were normal and gave good ideas on how to commemorate my granddaughter.*
- *Meeting closer to the point of loss, especially with young child, would have been much better.*
- *Most helpful – being able to talk to someone not directly affected by the loss.*

Client 2

- *Most helpful - having someone other than a family member to talk to.*
- *By listening to my stories about my granddaughter helped me to accept what had happened, ways to remember her and move forward.*

Client 3

- *My 'phone call was followed up quickly and I was given a date to arrange a meeting which was correct.*
- *Most helpful – she analysed my condition in the first session which was correct and gave me ways to improve my wellbeing. She also met me at work at 7.30 p.m. which was very helpful as I didn't want to meet during the week.*
- *After the first session I took action to improve my situation which made me feel a lot better.*
- *Very pleased, this has set me on the right path to happiness.*

Client 4

- *Felt relief that you sounded that you might understand what I had gone through in the last 16 years.*
 - *She was very understanding and helped me to see that I hadn't been valued since childhood and she tried to get help to see what happened and also that I was spending my life seeking approval.*
 - *I could have seen her for a bit longer as she got me taking baby steps towards recovery.*
 - *She managed to get me to admit to myself about my childhood and marriage.*
 - *I know you have many people needing your services. It would have been nice to have seen her until I had healed a bit more.*
 - *The service was excellent and very helpful. I wasn't put under any pressure to talk about my feelings of guilt and she is a valuable asset to CRUSE. It is nice to be able to thank you for sending me and she worked so hard for me. I will miss seeing her; she left a hole in my life.*
-
- **All 4 clients reported that they felt better or much better as a result of accessing the CRUSE Service.**
 - **All 4 clients reported that they were managing their daily lives better as a result of accessing the service.**
 - **All 4 clients reported that their experience with CRUSE was either good or excellent.**

Home Start

Home Visit Project:

Impact on Individuals:

- The project offers emotional and practical support to an average of 60 families per year. The support can vary and responds to the need of the family. Generally an average of 6 months of support is offered but this can vary.
- The support reduces social isolation of the families and, as a result of accessing the support, they are also able to access Home-Start Groups to which they can go along with their children.
- The home environment for the children to grow up in can be improved by the practical help and emotional support that is offered.
Client 2 – “I truly believe this intervention stopped me seeking intervention for medical help.”
- The Project aims to help provide support to families as early as possible.
- The support is provided by volunteers and many of the volunteers come from the families that Home-Start have supported.
- Volunteers receive excellent training and often progress to find work as a result of this training.
- Evidence from a study in Amington showed that parents preferred to use Home Start rather than a Children’s Centre.

Impact on the Wider Community:

- Early intervention prevents family breakdown and decreases support needed from statutory agencies.
- There is no stigma attached to accessing the service. Support is provided to everybody and anybody that needs it.
- Home Start offer regular training to groups of volunteers who often progress into paid work using the qualifications and training that they have completed whilst with Home-Start.
- It is a very well known service and well respected by healthcare professionals. As it is a non-statutory service, it allows the development of trusting relationships between the families and Home Start staff and volunteers.

Partnerships:

- Work in partnership with public sector organisations such as health services and schools. Good relationships with Tamworth Borough Council have helped them carry out a consultation with tenants. Have good links with businesses and private organisations who support them with their fund raising initiatives. Other initiatives linked to businesses include helping volunteers with CV writing ready for employment.
- Partnership Delivery – There have been previous issues in establishing delivery partnerships so they are not being considered at the moment but the organisation will always work to benefit the community and work with other organisations if a need is established.

Sustainability and Funding:

- Without this funding the service could not continue and the organisation continually is looking for alternative funding to continue and extend the support that they offer.

Client Impact Review

Project Name : Family support

Organisation Name : Home Start

Review method used:

Face to Face Telephone Email Group session

Other _____

Age Range 16-20 21-30 31-40 41-50 51-60

Over 60 Prefer not to say

Gender Male Female

Reasons for Engaging :- Client 1

- Volunteer for Home Start – self referral as wanted to give back to community and help part of college course.

Impact:

- Personal improvements, were unexpected, gained self-confidence and learnt how to approach things in new ways, less likely now to worry about what people think.
- *“My husband is proud of my achievements.”*
- Supported families to get out to groups and helped their children interact with other children their own age.

Problems / areas for improvement

- Families are initially difficult to engage with – this is not a fault of Home Start but of the types of families we are trying to reach
- *I would like more training but again Home Start struggle to find funding for this.*

Reasons for engaging :-Client 2

- Had twins - one with medical problems, older child also, Mum has medical problems after birth, no extended family to support. – referred by health visitor.

Impact:-

- *Initially had home Start worker who had twins, and then a home Start volunteer who was a mum of twins – so excellent understanding of my problems, needs etc.*
- Practical help to get to and support with medical appointments for both mum and for the twins, would never have managed this alone and husband works full time. But also invaluable emotional support at these medical visits. *I couldn't have afforded the alternative support to appointment services suggested at the hospital – thankfully Home Start don't charge as they're a charity.*
- *Amazing lifeline both on the phone to stop “going under” and at home visits – with time to chat and discuss concerns, offer practical tips and help and stop me being lonely and on my own everyday “I truly believe this intervention helped stop me seeking medication for my mental health.”*

Staffordshire Care Farming

Grow It Cook It Eat It:

Impact on Individuals:

- Allows access to a totally new environment for clients with social anxiety, the long term unemployed and those with mental health issues. Being outside in the fresh air and outdoors environment improves the clients' sense of health and well-being.
Client 1 – Felt it had changed her life completely and she looked forward to getting up in the morning now. It had given her more confidence to do things by herself.
- The clients are helped to take responsibility for their own health and well-being by goal setting and introducing structure into their lives.
- The clients can move on to gaining more confidence and skills by being a volunteer on the Project.
Client 2 - A volunteer – Witnessed how people had grown in confidence and become more comfortable and gave an example of a person who didn't speak for a year who changed and became really chatty.
- Professionals can refer in to the Project or clients can self-refer.
- The clients have changed their eating patterns from eating frozen convenience food to cooking complete meals from raw ingredients.
Client 1 – Said she is now buying a box of fresh vegetables once a month from the Farm Shop at Woodhouse Farm.
- Reduces social isolation of clients.
Client 1 – "Absolutely brilliant, I couldn't leave the house before I started the Project."
- Promotes employment as some participants go on to the Wellies 4 Work Project.

Impact on the Wider Community:

- It is an eco-friendly project and all produce is farmed organically and all the waste is given to the animals on the farm.
- It reduces the cost to public services as the long-term health and well-being of the client is improved by healthy eating.
- The Project has received national accolade by being awarded the Bayer Cop Science Farming and Countryside.
- Participants can go on to become volunteers and receive training and move into employment.
- Staff and volunteers are trained as Healthwatch Champions.

Partnerships:

- Deliver the project in partnership with Woodhouse Community Farm where all the produce is grown and the cooking takes place on their premises.
- Has a partnership with Pathways and they have a Project Worker who works with them one day a week.
- Has good links with BRFC Project Workers and families are referred to the Project.
- Has worked with the Princes Trust so that young people can take part in their 12 week programme and help at the Project.

- Work in partnership for referrals from Community Mental Health Trust and Quest.
- Have worked in partnership with PRU (Pupil Referral Unit) and through this intervention a pupil went back into mainstream education.

Sustainability and Funding:

- The Social Return on Investment Report showed that for every £15,000 invested the outcomes are worth £80,000.
- The organisation lacks core funding needed to keep the Staffordshire Care Farming premises afloat and provide staff training etc.
- Have recently been turned down for Lottery Funding Development Project but hope to re-submit the application.
- They are always looking for new funding as this client group would not be able to pay to access this Project and the support it offers.

Wellies 4 Work:

Impact on Individuals:

- The programme will start in Tamworth in November 2015, and the comments of clients below apply to previous courses. For some participants it offers a progression from the Grow It Cook It Eat It Project.
- Increases the skills of participants by offering Health and Safety Training and Food Hygiene Certificates and other skills.
Client 1 – Said it had opened his eyes to new skills and things he had learned that could lead to future work, and said that it had made him look at things in the world differently.
- Offers 1:1 support sessions and goal getting to individuals to move them nearer to employment.
- Helps individuals to find sustainable employment and give information about support that is available, e.g. permitted work. Wellies have previously employed a person from the Wellies for Work Project under Permitted Work Rules.
Client 1 – Was offered 16 hours a week work as a Technician / Driver after completing Wellies 4 Work and one year of volunteering on the Project.
- Offers participants the chance to talk to employers who visit the Project as employers have highlighted that they struggle to find people with the right qualities to employ.
- Gives participants the opportunity to look at setting up and running small businesses.
- Being outside in the fresh air makes people feel better about themselves, increases their confidence, self-esteem and belief in their ability.
Client 1 – Said the project had transformed his life....."I don't want to think about where I would be without the help of the Wellies Project."

Impact on the Wider Community:

- The Project aims to break the cycle of receiving unemployment benefits which can be very long-term entrenched in multiple generations of the families by offering employment and volunteering opportunities.
- Promotes volunteering in the local community which can lead to more cohesive community relationships.
- New skills that have been learned by the adults can be passed on to the children and other family members, creating lasting family and community impact.

Partnerships:

- Working in partnership with Quest, Changes, Pathways and BRFC Project both as referral agencies and exit strategies for clients.
- Participants are signposted to appropriate organisations that can support beyond the 6 week Wellies 4 Work programme.
- In Tamworth it was felt the Community Mental Health Team could be a more proactive as a referral agency because in Lichfield the relationship is longer established and works very well.
- The organisation has a good track record of working in partnership and would consider putting a joint funding bid together to deliver the Project.

Sustainability and Funding:

- Value for money has been demonstrated in the Social Impact Report prepared April-July 2014 (copy given).
- The project is unique in the way it works with clients and the organisation will attempt to secure funding for its continuation.
- They have found difficulty accessing core funding to meet the running costs.

Further information supplied – Wellies Project Measuring Social Impact.

Client Impact Review

Project Name: Wellies to Work

Organisation Name: Staffordshire Care Farming

Date attended/ started: Two years ago

Review method used:

Face to Face Telephone Email Group session

Other _____

Age Range 16-20 21-30 31-40 41 -50 51- 60

Over 60 Prefer not to say

Gender Male Female

Reason for engagement:

- Had been in hospital for two months following a mental breakdown. He was previously been self-employed and a set of life circumstances came together that led to his illness and he was admitted to hospital.

Impact on client:

- Heard about the project through word of mouth as he heard somebody talking about it and how they were enjoying it and he decided to find out more. He went along to the end of a course and enjoyed it so much that he signed up to the full course.
- He was able to try out new things that he had never thought of doing before such as flower arranging and art work. It opened his eyes to new skills and things he could learn that could lead to future work. He said that it made him look at things in the world differently.
- He really enjoyed the comradery of the programme where everybody was learning new skills together and it improved his self-confidence.
- He witnessed how other people grew in confidence as they became comfortable and described how one person did not speak to anybody for nearly a year and he slowly changed and became really chatty.
- After the course was finished he decided to stay on as a volunteer and he witnessed the benefit to others in improving confidence.
- After a year of volunteering he was offered 16 hours a week working as a technician and doing driving.
- He felt the project had transformed his life and said 'I don't want think about where I would be without the help of the Wellies project'

Client Impact problems / areas for project improvement:

- Non suggested
- The project would benefit from its own land and premises with a base where it could operate from.

Client Impact Review

Project Name: Grow It Cook It Eat It

Organisation Name: Staffordshire Care Farming

Date attended/ started: Three weeks ago

Review method used:

Face to Face Telephone Email Group session

Other _____

Age Range: Unknown 16-20 21-30 31-40 41 -50 51- 60

Over 60 Prefer not to say

Gender Male Female

Reason for Engagement:

- Had been referred from the Community Mental Health Support Team.

Impact on client:

- Client has been attending for 3 weeks and already feels it has changed her life completely as she looks forward to getting up in the morning now.
- It has given her more confidence and the day before she had gone to Tamworth town by herself for the first time.
- She felt she is learning to cook from scratch now, something she had never done before, and given more ideas about healthy food she can cook for herself and her children.
- Prior to the course she thought she could only afford frozen food and she now realises she can afford fresh vegetables. She is buying a box of fresh vegetables costing her £20 a month from the Farm Shop at Woodhouse Farm.
- She had always enjoyed cooking but the course has given her the confidence to cook from raw ingredients.
- Getting out and meeting new people is *"like having another family."*

"Absolutely brilliant, I couldn't leave the house before I started the Project."

Client Impact problems / areas for project improvement :

None suggested.

Organisation Name	Support Staffordshire
Project Name	Supported volunteering – Volunteering for all

Project Overview
<p>Outcomes:</p> <p>Volunteering for All (V4A) is a supported volunteering service that works with people who face particular barriers, and has a strong track record in delivering outcomes for participants and addressing local needs. V4A employs a Volunteering Support Worker who works one-to-one with participants to understand their needs and issues, and agree a package of support tailored to their needs to enable them to engage in, sustain and benefit from volunteering. This will support 150 existing service users and recruit 25 new participants</p>

<p>Evidence of outcomes / Impact on participants</p> <p>Client group is primarily residents with physical disabilities, learning disabilities or those with mental ill-health.</p> <p>The impact on clients is that those who are evidenced through key indicators as being most at risk of being socially disadvantaged are able to access volunteering, allowing them to value their social contribution. There is also an impact on volunteering placements who are also a client as they are receiving volunteers who are loyal and reliable and will be with them long term.</p> <p>There is a high retention rate for the project and those who access the service also access the knowledge of other services available to them.</p> <p>Clients gain increased confidence and want to volunteer for more hours.</p> <p>Impact on public services can be quite significant although difficult to demonstrate. Through receiving support, clients have become more settled so reduce the likelihood of them presenting chaotically at services. Given the support needs of the client group – certain clients will not be moved on from the project but they do need reduced support. Those who are able to move on into employment are encouraged and supported to do so.</p> <p>Clients are reviewed at 3, 6 and 12 months.</p>
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<p>Strengths- what has gone well for the participants?</p> <p>Clients feel valued. The project moves at their pace but they are encouraged to move forward.</p> <p>Referrals into other agencies means the clients are properly supported with the right intervention.</p>
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<p>Unexpected outcomes</p> <p>The project has acted as an early identification and intervention mechanism.</p> <p>There are a lot more people who are accessing additional training or education than originally thought.</p> <p>Clients are seeing themselves as working and not volunteering – this is having a positive impact on their well being.</p>
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<p>Further information / ideas / suggestions / discussions</p> <p>More in-depth training for volunteers before they are placed (starting to do)</p> <p>Currently looking at funding to raise awareness of mental health and learning disabilities.</p>
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Section 2 - Project Achievements and Impacts – Organisational and wider community
<p>Evidence of Impact on wider community</p> <p>Organisations are getting longer term support and that increases their capacity and continuity of services. By creating good volunteers and volunteer placements, we are strengthening our brand.</p>
<p>Strengths- Give examples of how the project has been successful?</p> <p>Those who are able to work have made the move into employment. Many of our volunteers retain their volunteer placements. We've got people who have been volunteering for 8 years. They see it as work and you can see the difference it makes to them.</p>
<p>Problems –Are there areas where project has faced obstacles or barriers?</p> <p>Sometimes the clients own momentum can cause an issue. They want to go 'all in' and that could have a negative impact. We try to build them up slowly so the change is sustainable. We also have the same issue with organisations. It'll be the first time they've used supported volunteers and they'll ask for 10 – we'll manage that by saying that maybe they should start off with one volunteer and if there are no issues we can increase the number.</p> <p>If problems have occurred what strategies have you employed to continue the momentum of the project?</p> <p>Talking to the people and mentoring the organisations. Dispelling g the myths around supported volunteering.</p>
<p>Have there been any unexpected outcomes?</p> <p>The reputation of Support Staffordshire has increased. The brand has become stronger.</p>
<p>Not going so well/could be better</p> <p>Time to do the work. It was 2 FTE posts and is now 1 part time post.</p> <p>Organisations often think they have to find volunteers something to do but we work on ensuring that our volunteers do something purposeful and meaningful so they can develop skills and enjoy their placement.</p>
Section 3 Partnership Working
<p>Which organisations are you working in partnership with?</p> <p>Well covered in partnership working. Support Staffordshire is well established and are involved in a number of Networking meetings.</p>
<p>Strengths – Any examples of good partnership working.</p> <p>Good referrals both in and out of the service. Our partnership connects allows us to work more quickly and we avoid duplication and the client feels more supported.</p>
<p>What's not going so well / could be better</p> <p>What, if any problems have you found when working in partnerships? Solutions? Effects on future service delivery?</p> <p>Some partners want to offload clients. We're here to provide an element of support and not replace other services.</p> <p>Selling the benefits of supported volunteering as it is a 'leap of faith' for organisations but as soon as they work with one volunteer they see how good they are.</p>
<p>Have you alternative ways of delivery to adapt to funding pressures?</p>

<p>This is a project that requires funding. If funding were to stop the supported volunteering would stop.</p> <p>The support could go back into the referral organisations but the cost would then come back on the public sector and it would most likely be more expensive.</p>
<p>Section 4 Sustainability and Funding</p>
<p>Value for money</p> <p>Yes, the project is value for money. Those clients who go into work stop claiming benefits which is a saving and clients also use public sector services less.</p>
<p>Exit Strategy</p> <p>Volunteers would continue in their places but there would be no new supported volunteers.</p>
<p>Impact of reduced funding or ceased funding on individuals and wider community</p> <p>Existing volunteers may not continue with their placements or be supported into employment.</p>

Client Impact Review

Project Name: Volunteering for all

Organisation Name: Support Staffordshire

Date attended/ started: 5 months

Review method used Telephone

Client 1

Age Range Prefer not to say

Gender Female

Client Impact Positive Impacts / Strengths

The service user had moved to Tamworth and felt isolated. She started to suffer from depression and this led to agoraphobia and general anxiety.

She visited her doctors and was referred for counselling and given anti depressants. The counsellor referred her to volunteering for all and she was impressed with the linked up nature of services.

The services user spoke very enthusiastically about her experience of the project. The intervention lasted for 4/5 months but she has continued to volunteer unsupported, hasn't been on anti-depressants for a few months and no longer needs to visit her GP.

When asked about her health and wellbeing she responded with "I feel back to normal".

If she hadn't attended the services she doesn't know where she would be – still stuck indoors.

Impact of the intervention seems high and outcome has been positive. Independence and confidence has been restored.

Client Impact problems / areas for project improvement

She felt the service could be promoted more so others could benefit. She felt anyone could benefit from this project as it was tailored around the client and fit in with their timescales.

Generic Questions

She wasn't aware of any other organisation that could have helped for the needs she had. She did find something on the internet which wasn't very helpful and she really needed a person as a point of contact to help her.

Client 2

Gender Male

Client Impact Positive Impacts / Strengths

The volunteering forms part of my therapy package and was suggested by my support worker.

I like that I'm doing something that is helping someone else. It gets me out of the house and I'm socialising and mixing with people. It's good for work experience.

I don't see my GP less as it forms part of my therapy package. It has improved my health and wellbeing – I'm a lot happier now. I'm getting dressed and getting out of the house and not watching daytime tv.

Client Impact problems / areas for project improvement

No.

Brighter Futures

Safe and Well:

Impact on Individuals:

- The project started in June and has already supported 38 clients. Take up of the project is very high and the need for the 1:1 support the project can offer is in demand. They have put in place a steering group to prioritise the people on the waiting list.
- Able to offer 1:1 tailored support to the client depending on the needs presented.
Client 1 – Was supported to claim Benefits that he was entitled to. These Benefits enabled him to prevent being evicted from his home and he was enabled to pay off the debt owed and rent arrears.
Client 2 – Said “the simplest things for normal people are a mountain to climb for me. Having somebody there that understands how you are feeling and can help you do things makes such a difference.”
- Support can be offered in a setting that is the most comfortable for the client in a home or a community setting. Client can chart their progress using and Outcome Star chart.
Client 2 – Was accompanied to his first visit to the Mental Health Team following his discharge from hospital. He said he found this support really helpful.
- The needs of the client can be quickly identified using Brighter Futures’ ‘Simple Solutions’ approach.
Client 1 – “It made one hell of a difference to me and my family”.....“She is knowledgeable and amazing.”
- The support offered can be both emotional support and very practical help.
Client 2 – Had nowhere to live after being discharged from hospital where he had been treated for a mental breakdown. Gail helped him find accommodation and helped sort out his Benefits as he had no money to live on.
- Through links with Rough Sleepers Project, they have supported homeless people into accommodation.
- They have good links with Tamworth Borough Council Housing Department and clients can be referred from there. Tenants have been enabled to keep their current accommodation that they would otherwise be at risk of losing.
- Clients have access to 24 hours support through the Brighter Futures’ out of office Helpline and Gail is contactable during office hours
Client 2 – Commented that having weekly contact with Gail and knowing she was available when he needed help made a huge difference. He said he was aware he could still ‘phone the Mental Health Crisis Line but having this help available from Gail quickly meant that things didn’t reach crisis point for him.

Impact on the Wider Community:

- The preventative work that the Safe and Well Project does by helping clients practically and emotionally relieves the pressure on the statutory service such as CPNs.
Client 2 – Commented that the CPNs are so overworked that they do not have time to help in the way that Brighter Futures can.
- The links with Tamworth Borough Council Housing Department means that clients are able to access support quickly and the Project Worker is able to support them with other issues that arise as well as housing.
- Clients are enabled to take up their entitlement to benefits which consequently means they have less need to access other statutory and voluntary agencies.

Partnerships:

- Brighter Futures work with the following organisations to provide referrals and as signposting agencies – Starfish, Church and faith groups, Social Services, Tamworth CAN, the local Mental Health Team, Good Hope Hospital, One Recovery, Tamworth Borough Council Housing Department, Rough Sleepers Team and local GP surgeries.
- They have quickly established good relationships with referral agencies such as Tamworth Borough Council Housing dept. and Social Services.
- The organisation is building a partnership with Cornerstone Housing Association to support young people in need.
- Signposting agencies such as Bromford Support who have had their funding cut are now unable to support clients from Brighter Futures.

Sustainability and Funding:

- Demand for the service is very high but the project will not continue without the funding. If the service is de-commissioned, the organisation will put in place an exit strategy for people supported by the project using their links with other organisations and the partnerships they have built.

Client Impact Review

Project Name: ___ Safe and Well

Organisation Name: _____ Brighter Futures

Date attended/ started: Current from Dec 2013 (Client 1), Unknown (Client 2)

Review method used:

Face to Face Telephone (Clients 1 and 2) Email Group session

Other _____

Age Range: 16-20 21-30 (Client 2) 31-40 (Client 1) 41 -50 51- 60

Over 60 Prefer not to say

Gender Male X (Client 1) Female

Reason for engagement:

Client 1

- Referred from landlord – rent arrears.

Client 2

- Ex- serviceman with Bi-polar Disorder. Discharged from George Bryan - 'onto the street'. Referred to TBC Housing and they put him in touch with the Safe and Well Project.

Impact on client:

Client 1

- Supported with claiming benefits – client had tried individually to claim Benefits for changed circumstances without success; once working with Gail Benefits were arranged within weeks.
- The Benefits she was able to claim allowed her to prevent eviction from landlord and start paying the debt owed on rent arrears.
- Difference to client was immense relief, reduced stress and supported mental health and wellbeing. She felt she was at such a low point getting no help or support from professionals and was banging her head against a brick wall.
- *Client comment "It made one hell of a difference to me and my family,"..... " she is knowledgeable and amazing."*

Client 2

- Offered practical and emotional support as he was in a *"bad place at the time."*
- He had nowhere to live so they helped liaise with Housing to find accommodation. He now has accommodation.
- Helped to sort out his Benefits as he had no money.
- Accompanied him on his first visit following discharge to Mental Health Team.
- The help made a huge difference as he said *'the simplest things for normal people are a mountain to climb for me. Having somebody there that understands how you are feeling and can help me to do things made such a difference.'*
- Has weekly contact with Gail so she is available when he needs her help.

- He also has access to 24 hour support through Brighter Futures out of hours' Helpline and the Project Worker Gail during the day so he can get in contact at any time that he needs help.
- He can still phone Mental Crisis line but, having this help as first point of contact, makes a huge difference so things do not reach crisis.
- Commented that CPNs are so overworked that they do not have time to help in the way Brighter Future do.

Tamworth Borough Council

Active Tamworth:

Impact on Individuals:

- Since the project started in April 2015, the project has enabled 132 people to join the gym with a free 8 week membership and take up regular exercise. These participants were sedentary before joining the project. Eighty-five of these people have retained their gym membership when the free subsidy ran out.
- Improved social networks of participants by buddying up with other members allowing them to make new friends and join new friendship groups.
- Improved or established habit of taking regular exercise by attending the gym at least twice a week.
- Through initial screening participants are able to access a programme that is adapted to their level of fitness.
- The Sport @ ur Door has enabled young people to access facilities they would not normally use and access football, futsal and cage football.
- Average weight loss whilst on the programme of 8 weeks was 16 lbs.
- The programme is accessible for everybody and encourages people with disabilities and able-bodied to take part together.
- Clients can self-refer on to the project and word of mouth recommendation is having a positive impact on the number of participants.
- Participants are encouraged to take part in other projects such as Active Steps promoting physical activity and exercise.

Impact on the Wider Community:

- Three Community Health Champions have been identified and are willing to work in the Community Development Hub areas. As the Kerria Centre has now closed down, there is no venue in that location for the Community Health Champions to work in but they will be supported by the other members of the Community Development Team.
- An ex-policeman is coaching the football sessions; this is having a positive effect on the people taking part and may make them less likely to engage in risky and anti-social behaviour.
- Community spirit and cohesion is built through young people taking part in activities within their local communities and in the town centre gym.
- The project will improve the quality of provision of sports activities across Tamworth.
- The Project Leader will be attending Walk Leader Training in the near future so that she can train other Walk Leaders and the number of walking groups able to be offered will then be increased.
- Physical activity can improve the health and well-being of participants and may decrease their use of health services.

Partnerships:

- Project delivered in partnership with Tamworth Boxing Club, Age UK, Dave Owen Cycles and Sustrans (Active Tamworth).
- TBC staff are able to offer information and advice to other organisations delivering training and help fund sports qualifications for them which will improve the quality of sports provision across Tamworth.

Sustainability and Funding:

- Partnership working has proved to be a cost effective way of delivering the projects by sharing responsibility and reducing duplication of services.
- Sustainability has been built in as more people access the gym and pay for membership, thus building the capacity of the gym as more staff are then needed.
- Sport @ ur Door offers training so that the sessions could continue if the funding were to reduce or cease.
- Future health benefits are difficult to monitor; Sport England do a telephone survey of 500 Tamworth residents every 6 months and the statistics from that feed into Public Health data which is available.
- The volunteer Community Health Champions could be managed by the Community Development Team if funding was to reduce or cease.

Client Impact Review

Project Name: Exercise for all

Organisation Name: Tamworth Borough Council, Sports Development Team

Client 1

Date attended/ started: May

Review method used

Face to Face

Age Range Over 60

Gender Female

Client Impact Positive Impacts / Strengths

It's a gym with a range of equipment. It's good for me because they have equipment to support people with disabilities – like the bikes – so I can use more things than I could in a standard gym. I also don't feel judged here because everyone is normal and not super fit.

I was referred by my GP as I had high blood pressure – that's gone now – I also came for general fitness and weight loss as I need a walking stick so the equipment is suitable for me. I also have ME and I feel that being able to exercise has improved my symptoms. I love the people here. I'm more active now.

I would recommend this service.

Client Impact problems / areas for project improvement

Open longer.

Anyone would benefit from attending this gym.

Generic Questions

- Do you know of any other organisations that can support you?
- Who referred / suggested you to the project

Not in this way. Now I feel more confident, I have joined another gym after the 8 week free programme finished but I still pay to come back here as I prefer it.

Client 2

Date attended/ started: May

Review method used

Face to Face

Age Range Over 60

Gender Female

Client Impact Positive Impacts / Strengths

It's a gym with a range of equipment. To support people who don't exercise to get fitter.

I like the people and I feel supported. Someone is always close at hand to give me advice.

I was referred by my GP as I had high cholesterol. I come twice a week. I feel a lot fitter – I've also become more active in every day life. I walk a lot more because I feel I can. My cholesterol is now fine and I feel generally better. I don't pick up colds or bugs as much as I used to.

I can get advice on my diet here too.

I would recommend this service.

Client Impact problems / areas for project improvement

I'd like them to be open longer as I work full time.

Anyone could benefit from this project.

Generic Questions

- Do you know of any other organisations that can support you?
- Who referred / suggested you to the project

There are a lot of other gyms but I wouldn't have gone to them. I'd have been intimidated. You also get more support here and they make sure you go at your own pace.

My GP.