

**A Step in the Right Direction**

**End of Project Report**

**May 2014**

**developmentplus<sup>TM</sup>**

**Lloyds TSB Foundation**

## Introduction

Initially developed as a worklessness programme through an ESF funded project in Sleaford – the programme has evolved over time and has developed with a focus to provide women in Bracebridge and Park Wards of Lincoln with an emphasis on providing opportunity to ‘positively move on’ in some way in their lives. We work with participants to identify any barriers which may be holding them back, then work with them to explore ways of addressing them. The programme began in September 2012.

The following report gives a summary of the programme to the end of April 2014.

## Profile of participants

	18-24yrs	25-40yrs	41-64yrs	65yrs+	Totals
All participants are women	5	14	6	0	<b>25</b>
Sick/disabled		1	4		<b>5</b>
Mental health issues	3	11	4		<b>18</b>

*All those participants who chose to say considered themselves to be White British with the exception of one Black Caribbean woman*

## Details at commencement of programme - some participants are counted more than once due to their circumstances.

Employed FT (30hrs+)	1	Parent of child with disabilities	4	Unemployed and available for work	10
Employed PT	1	Disclosure of sexual abuse	9 (36%)	Training programme	7
Parents with childcare responsibilities	18	Carer (other than own children)	2	Sick / Disabled or presenting with mental health issue	22
Volunteer	4	Lone parents	10	Ex-offenders	2

## **Referrals and recruitment**

Participation in 'Steps' is voluntary on the part of the participant. It is key that those who refer people to the programme have a clear understanding of the support that it offers, and part of the role of the 'Steps' worker is to ensure that the right information is given to the most appropriate person. Most self-referrals came after people were able to meet with the Steps worker who visited them in established groups and in familiar surroundings and who became a 'familiar face'.

Participants have been recruited through the following routes:

- Those who were on the waiting list from the last project in Moorland who were visited at the Maths and English group at Bishop King School (4)
- Visiting the Bridge Café and "getting to know" people "face to face" (7)
- Information stands at local events: Sincil community event (2) Arboretum fun day (1)
- Referred by participant already on the programme (1)
- Visiting Impart (1) – A community based art group
- Visiting Butterflies (1) – A free women only pampering group
- Family Support Worker (6)
- Parent Skills Worker (1)
- Self-referral (1)

Co-operation and understanding with existing agencies was vitally important. The pastors at Bridge Street café were particularly helpful and supportive of the programme in this respect, providing rooms for meetings and refreshments free of charge.

Both Bracebridge and Central Children's Centres offered free meeting space as did Bracebridge Infants School and Bishop King School. The Priory Centre offered free meeting space and refreshments. The Revival café was also supportive of us meeting participants there.

## **Networking**

A number of consultation and networking events were attended, and various individuals met with to both publicise the project and to build up a network of organisations which may have been useful to participants, these included:

**Events attended:**

- Witham Academy Breast Start Group
- Parents Group North Children's Centre
- Community Day – Sincil Bank
- Cookery Course – Bracebridge Children's Centre
- Bracebridge Neighbourhood board meeting
- Lincolnshire Dance Event – The Hub
- VCS Volunteer Co-ordinators meetings
- Sincil coffee mornings
- Open Door Course – Bracebridge Children's Centre
- Bishop King School Christmas Fair
- Sincil Bank Board Meetings
- Butterflies
- Impart
- Open Day at the Priory Centre
- Bishop King Hello World Event
- Lincoln College Maths and English Course at Bishop King School
- Sexual Health Training – Bentley Hotel
- Breast Awareness Train the Trainer Training

**Individuals/Organisations met:**

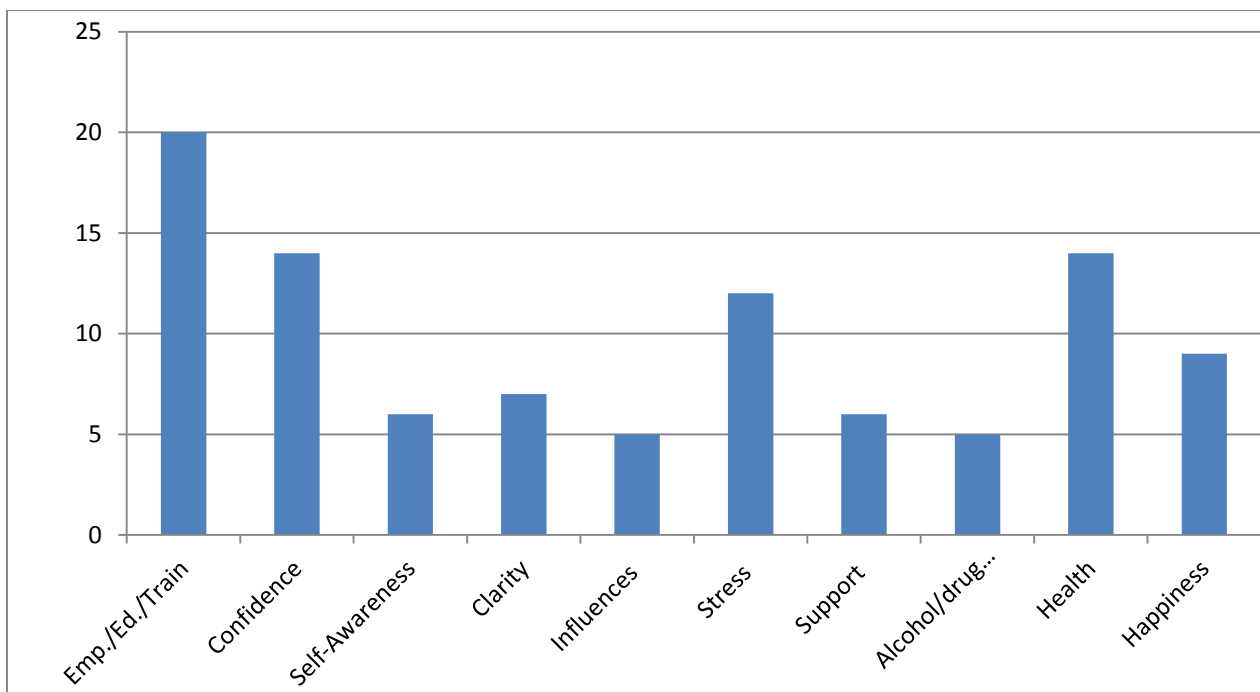
- Jan Lewis – Healthy Schools
- Maree Jarrett – Teenage Pregnancy Manager
- Pam Allen - Family Support Worker from Bracebridge & Central Children's Centres
- Donna Court – Parent Skills Worker – Bracebridge & Central Children's Centres
- Abbi Roberts – Children's Centre Practitioner – Lincoln South
- Angela Porter – Revival Café
- Sian Wade – Bridge Church
- Gail Dunn – Abbey Access Centre
- Paul Carrick – Abbey Neighbourhood Office
- Jade Stratton – Bee Better Campaign
- Kate Geary – Acting Head Bishop King School
- Marie Denham – Head Teacher Bracebridge Infants School
- Susie Munro – Framework Homelessness Project
- Paul Jones – The Priory Trust
- Nikki-Kate Hayes – Soundlincs
- Addaction
- Benefits Advisor – City Hall
- Credit Union

## The Process - Rickter

All participants in the programme first of all underwent a Rickter assessment. The Rickter Scale is a complete assessment and action planning process based around a hand-held interactive board, which is designed specifically to measure soft indicators and distance travelled. These are outcomes from training, support or guidance interventions such as increased confidence or better time management which, unlike hard outcomes such as qualifications and jobs, are likely to describe an individual's journey rather than their destination. The tool provides the user with a point of focus and engages individuals very effectively, whilst encouraging them to take responsibility. With flexible one to one support, the individual can explore possibilities, make informed choices and set a realistic action plan. Ultimately the Rickter Scale demonstrates the genuine movement individuals make from a chaotic lifestyle to stability.

The graph below is produced from participant's initial Rickter assessments done and shows how for the majority of participants the key barriers identified are employment/education/training, confidence, stress and health.

### Key Barriers Identified



Initial Rickter assessment provides the participant with a focus for exploration and action planning. It is at this stage that underlying issues begin to present themselves which can then be addressed and supported through goal setting and action planning. For participants in Bracebridge and Park Wards they included:

- Employment, education and training
- Relationship issues
- Mental health and health in general
- Low self esteem

Other issues and areas needing support included:

- Housing
- Not having any or enough “me time”
- Help with CV writing
- Form filling
- Job applications
- Money management and budgeting
- Obsession with housework
- Coping with bereavement
- Healthy eating
- Parenting skills
- Anger management
- Online job search
- Past drug misuse
- Alcohol misuse
- Domestic violence
- Feeling put under undue pressure by the “Work Programme”
- Issues with weight being both under and over weight
- Eating disorder
- Sexual abuse (historical)
- Supporting individual with reporting mal-practice at work (whistle blowing)

### **Organisations signposted to**

Where appropriate and possible, support was offered to participants in accessing other services, these included:

- Benefits advice from the City Council’s Bee Better Off Campaign and benefits advisor
- Lincoln City Health Trainer
- Volunteer Centre
- Lincoln College
- Centre for Grief and Loss
- Age UK

- Longhurst Housing Association
- Places4People
- Credit Union
- Family Group Conferencing
- Relate
- Butterflies
- Family Support Worker
- GP
- Pelican Trust
- Lincolnshire Rape Crisis
- Lincoln College
- Information session at Norwich Union House – training to work in the care sector
- The Archway Centre

## **Aspirations and achievements**

The nature of the programme allowed each participant to voice their aspirations and create their own path at a pace and direction appropriate to them. Aspirations included:

- Working as cabin crew for an airline
- Working with vulnerable people
- To learn Spanish
- Own business doing face painting and jewel art tattoos
- To work with challenging young people
- Gaining qualifications
- Wanting to get out of bed in the morning
- Wanting a job
- Being able to go out alone
- Work with horses
- Learn to drive
- Improve literacy skills
- Play the guitar
- Learn sign language
- De-clutter the house
- Working for Care Quality Commission
- Being self-employed

## Participant Progress

A Step in the Right Direction encourages people to take responsibility for themselves, make decisions and take action. It provides an opportunity for people to take control of their lives. People are very keen to change, but for many, change means a different way of thinking and behaviour which requires sustained effort. For some the steps that they take are small and slow but in many cases represent a huge personal achievement. The amount of time spent on the programme varied from individual to individual. Some simply required information and advice while others needed longer term support to address and manage far reaching personal and emotional issues.

The table below gives some indication of new behaviours and actions that have led to more positive outcomes.

Outcome	Number	%
Actively job searching who were not previously	11	44
Entering volunteering opportunities	11	44
Attending new training opportunity	12	48
Beneficiaries entering employment	3	12
Beneficiaries accessing services signposted/referred through project	17	68
Beneficiaries engaging with Health Trainer	3	12
Accessing GP for issue identified during programme	9	36
Work on CV	8	32
Beneficiaries starting own business	1	4

## Difficulties encountered and Recommendations

Whilst we have been well supported by the Bridge café in terms of a venue, there was an issue in that those participants who don't have transport, have mobility issues or financial restraints, where other venues have to be accessed, eg, a café near the participants home, there was no budget for buying any refreshments.

There was also still work to be done bringing partners on board, so that they felt confident to make referrals to the programme.

Due to the complex needs of some of the beneficiaries we did not work with the number intended at the outset.



## **Conclusion**

Some participants were on the programme since the beginning in early September, others stayed for a few months until they had reached where they wanted to be, whilst others joined the programme in the latter stages but have nonetheless moved on in some way. For those who engaged with the programme towards the end stage, some still have some distance to travel in terms of achieving their goals. However, time was spent exploring future options, taking “small steps” but nonetheless making significant achievements, and ensuring that they felt comfortable in where to go and what to do next. Lots of effort was put in to ensure that these people didn’t feel “abandoned” and were encouraged and supported to participate in a level 2 accredited course: Developing Personal Development Skills course, which in itself has offered ongoing support.

Without exception, all twenty-five participants said that they had benefitted from being involved in the programme.

**Denise Benetello**  
**May 2014**