

Big Local Performance Report

Horizons Community Learning CIC - Quarterly Monitoring Return

Period 1st January to 31st March 2015

Horizons Community Learning CIC has continued to coordinate provision across the valley promoting learning, and volunteering opportunities to primary beneficiaries (Big Local residents) and encouraging partnerships.

Progress:

During this period Horizons has offered a total of 155 Information, Advice and Guidance interviews (IAGs), 46 of whom were primary beneficiaries (Big Local residents). Of these 46, approximately 30% were lone parents, 22% BME, 23% with mental health issues and 33% with low confidence, many of whom we have been able additional support such as emotional, language and childcare.

Please see details in the table below:

Outputs: (The number of Big Local residents using the service)

Big Local IAG Interviews	46
Big Local Lone Parents	15
Big Local BME	9
Big Local Teenage Parents	0
Big Local Parents/Carers with Mental Health issues	10
Big Local Low Confidence	14
Big Local People with a Disability and/or consider themselves disabled	8
Big Local People requiring Learning Support and/or including those with Dyslexia and/or Dyscalculia	4
Big Local Learners requiring free Crèche provision	10
Men	7
Women	39
Carers	6

Big Local Course Statistics:

Ore courses in the North East Hastings area, are funded through the Big Local, matched by Orbit and a third of it is funded by our East Sussex County Council contract providing match funded courses which complement each other well, adding value to our partnership work in this area. Horizon's offer is intergenerational enabling it to work with a wide range of resident ages and interest areas.

In this quarter Horizons has delivered the following to Big Local residents:

- 151 course places were offered to Big Local residents (105 individual learners, some learners were able to enrol on more than one course) from January to March 2015. This is a 40% increase from the last quarter in the number of course places offered to Big Local residents.
- 34 enrolments are on accredited courses including Level 2 Certificate in Children and Young People's Workforce and Level 2 Diploma in Health and Social Care, GCSE Maths, GCSE English and GCSE Science.
- 26 enrolments are on Basic and Improvers Maths and English courses which is a 25% increase from the last quarter.
- 26 enrolments are on ESOL-specific courses such as Pre-Entry ESOL or ESOL with IT.
- 10 families are using our free Crèche provision over the week.
- 80 Individual Big Local learners have progressed to other courses within Horizons during this quarter.
- One Big Local resident has recently gained employment as a Personal Trainer.
- 19 Big Local learners are on volunteer work placements as part of the Childcare and Health and Social Care courses.

Of the above the following Big Local funded courses were delivered in the Big Local area:

Functional skills / Improvers English – Started 20.1.2015 and funded by Big Local until 10.3.2015.

Venue: East Hastings Children's Centre. 14 learners on the register. 2 crèche users.

Art – started 5.1.2015 and funded by Big Local until 2.2.2015.

Venue: East Hastings Children’s Centre. 11 learners on the register. 2 crèche users.

This group has continued under other funding to meet resident interest.

Horizon’s courses with Free Crèche support funded by Big Local:

‘Ways into Childcare’- started 20.1.2015 until 17.3.2015. Venue: East Hastings Children’s Centre. 17 learners on the register. 5 crèche users.

Comments from Big Local Learners engaged in Big Local Groups:

“Horizons have been fantastic in helping me find direction in my life again after spending lots of years bringing up my children.”

“Coming along and joining in the group helps to build self-esteem and confidence. It has been good to meet like minded people who are interested in the same subjects as me.”

“I have learned a lot and enjoyed myself”

“It has been really nice to do something just for me!”

Comments from Big Local Learners using the Crèche:

“As a stay at home mum you sometimes feel forgotten. I have enjoyed this course and found it helpful. I couldn’t have done this course if it wasn’t for the free crèche provision”

“The course has helped me with my own children, and made me more confident. The crèche staff are lovely and reassured me when I found it difficult to leave my child”

Horizons Community Crèche

Horizon’s Community Crèche continues to provide free early years child care to Big Local residents. Based mainly at the East Hastings Children’s Centre in Chiltern Drive where there are 6 crèche sessions offered per week. Most crèche places are taken up and in some cases there is a waiting list for spaces. Parents trust in the service and their feedback is very positive. Having no access to childcare can be a substantial barrier to learning and the crèche provision is a proven benefit to learners with regards to helping them to be ‘ready to learn’.

Horizons Community Crèche is also flourishing as a training provision. We now have several Big Local residents volunteering in the crèche. This placement opportunity enables them to gain the working competence required to undertake their Level 2

Certificate in the Children and Young People's Workforce Development qualification. Volunteers are mentored and supported throughout under the guidance of our qualified and professional crèche staff.

Comment from a Big Local Learner using the Crèche as a work placement:

"I am so grateful to be able to use the crèche as my work placement. The staff are professional, very supportive and help me prepare for my assessments. They have explained about the EYFS and allowed me to do observations for my portfolio."

Initial Engagement /Information Advice and Guidance (IAG) interviews:

The provision of information, advice and guidance interviews (IAG) allows us to gather details on a potential learner or volunteer and helps us to build up a picture of who they are, what they have done in their life previously, what they would like to do and what support Horizons can provide to aid them in their learning journey or help them improve their life chances.

Our aim is to see all potential learners within two weeks of their initial enquiry, at which time the learner will be offered the opportunity of joining one of our courses, (many groups can be joined throughout the year), be placed on a course waiting list, offered a volunteer interview or signposted to a support service, either internal to Horizons (HARC, REACH, 1:1 session, Energy Switching) or an external service.

It has been noted that this quarter there has been a general increase in literacy assessments – on average –one a week-demonstrating that people are confident about coming to Horizons as their expectation and trust has been established during the confidential initial interview.

Accessing Learning and Activities / Potential Barriers:

A real concern across Horizons including the Big Local area, is the impact of poverty on our learners and their families. Larger numbers of learners are struggling to cope with poverty. Some learners are arriving to study unable to concentrate due to hunger, worry, depression and ill-health. They also report an increase in crisis management, such as relationship breakdown, debt, fuel poverty and anxiety such as panic attacks, suicidal feelings, and increase in poor mental health.

Our response to this has been:

- Advice, guidance and signposting
- In-house support e.g. volunteer counselling

- Closer day to day partnerships with e.g. Food banks, Homeless centres, Advice agencies, Health Services
- Community Cafe provision and 'Eating on a Budget' cookery courses
- Debt advice courses
- Hosting benefits advice sessions (HARC)
- Providing emergency funds for travel
- Horizons own 'mini food bank' provision
- Fuel poverty and switching advice

Summary of Big Local Development Work / Project Update (Development Worker; Sally Taylor):

Sally Taylor is the designated Development Worker for the Big Local but her role is complimented by the rest of the Horizons Development Team as detailed below:

- Regular weekly visits to Ore commencing at the Orbit Station Parade office followed by engagement at the Ore Community Shop, The Bridge Community Centre, The Ore Community Centre, Ore local shops and the East Hastings Children's Centre (EHCC).
- Weekly IAGs in Ore, either at the EHCC, The Bridge, Orbit office or at the Ore Centre.
- Regular weekly meetings with Jan Papworth, Big Local Rep for updates and information sharing.
- Using existing Horizons projects and funding to reach a wider area. For example, the DECC, Big Energy Saving Network (BESN) Switch advice project enabled development workers to engage with people in the Big Local area who may otherwise have had no interest in courses. For example, as a result of energy advice given to two elderly ladies, both have signed up for a computer course.
- 'Ways into Childcare', a 10 week course identified the learners who are going to go on to do the Big Local funded qualification (CYPW L2) in Ore.
- Establishing and maintaining a good working relationship with staff and

volunteers at all four CIC Community Centres with their venues being made available for IAGs, training, courses and meetings.

- Meetings with Education Futures Trust to share information and co ordinate classes in order not to duplicate learning.
- Attendance at LAG meetings hosted by the Children's Centres.
- Attending team meetings at EHCC as a representative of Horizons
- Regular attendance at Big Local meetings involving the partnership and stakeholders. Note taker for one of the meetings.
- Supporting Ore courses, tutors and learners by liaising with them and maintaining contact whenever necessary.
- Supported a meeting of the new Ore Forum group, held at EHCC in early March. There were 12 attendees made up of Horizons staff, crèche staff and 8 learners. Overall the group felt that they would like more classes running in the Big Local area, especially a confidence and well being/support course. They welcomed the opportunity to meet again with a crèche provision for their children.

Engagement of Big Local Residents by Sally Taylor (Big Local funded Development Worker and Debbie Lewis (Lottery funded Development Worker):

Twice weekly visits to Ore visiting:

- Orbit Station Parade office
- Ore Community Shop
- The Bridge Community Centre
- The Broomgrove Community Centre
- The Ore Community Centre
- Groups and clubs at The Bridge, The Broomgrove and Ore Community Centres
- Ore village local shops
- East Hastings Children's Centre (EHCC)

Planned Future Big Local Activities:

1. New 'Time to Talk 'course - a health and wellbeing, personal development support group (name chosen by the learners themselves).
2. A 'Healthy Cooking' course - providing nutrition and dietary lessons including wider skills, with tutor support. (Group to include at least 2 BME learners)
3. Healthy Lifestyles Champion Training. This has been running successfully in Hollington and Sidley, Bexhill for the last year and provided training to raise awareness and understanding of the 5 Steps to a Healthy Lifestyle in order for it to be cascaded to Champion's family, friends and the wider community. Existing Health Champions then work with new cohorts of training courses, support Horizons classes, volunteer in the community and develop in confidence and some move on into return to employment. Two of our current trained Health Champions are from the Big Local area.
4. Digital Inclusion project across Hastings, which will allow Development Workers and designated staff to go into homes, with the purpose of helping learners use their phones and computers. This will help us to reach a wider range of people.
5. May Ore Forum meeting, with crèche – date to be confirmed.
6. Level 2 Certificate in the Children and Young People's Workforce (QCF), accredited course with crèche, funded by Big Local.

Big Local Residents Case Studies:

Case Study A

JN is a 36 year old single father who moved to the area some months ago. Well qualified, he wanted a career change which could be flexible enough to fit around his two young sons and their needs and also demonstrate a positive work ethic.

Despite being the only male in the 'Ways into Childcare 'course, JN has settled in extremely well, is making great progress and enjoying the course and has the support of his peers within the class.

As JN is fully responsible for the care of his children, when one of them was ill and sent home from school, he was able to bring his son to the Children's Centre whilst he attended his class.

JN's ambition is to become a fully qualified teaching assistant (TA) and has already established himself as a volunteer TA in a local school.

Case Study B

X came along to her information, advice and guidance appointment with a support worker from the Youth Employment Service. She appeared extremely shy and anxious but demonstrated a real desire to train to work with children. X was under pressure from the job centre to get into work but even those appointments had caused her panic attacks and distress due to her emotional health issues. Her background and family circumstances have made her the responsible adult from an early age, having to care for her younger sister who is still at school. This has sparked her interest in working with children. X's personal circumstances have kept her out of regular mainstream education and she has no qualification. She wants to improve her prospects, but has very low self-esteem.

X has started to attend a 'Ways into Childcare' course and feels informed enough to take on the Level 2 Certificate in Childcare'. In order to attend the sessions, she has come along with her support worker to help her 'get through the door'. We have worked together, over a period of time, to encourage her to become more independent. This has involved out of class support sessions and is working well. The certificate is a year-long course and X will need to attend weekly classes and work voluntarily in a childcare placement for one day a week. We have offered her a placement opportunity in our OFSTED registered crèche, which she is delighted about, and she will be mentored by qualified, experienced staff. X will also be attending a confidence group ('Time to Talk') after the Easter break. She already shows improved confidence and although she has a long way to go without this support she would not be progressing as well as she is.

Social Capital / Added Value

Our Big Local work contributes to building social capital using our local knowledge, networks, volunteers and support through the wider community including our other engagement structures such as partnerships. Social capital was generated this period through the following:

- Orbit Digital Inclusion project
- Orbit office weekly presence
- DECC BESN /Fuel Poverty project

- East Sussex County Council Children’s Centre partnership work.
- Commissioned projects – including Healthy Lifestyles Champions training.
- ESF funded crèche spaces on the ‘Ways into Childcare ‘course.
- Horizons Volunteer and Learner Forum and Horizons activities for example the Horizons Spring Fair.

All Horizons learners and volunteers (including all Big Local learners and volunteers) took part in a health and well-being survey carried out in March.

The results showed that high percentages of them feel more confident, get out of the house more often, help others around them, make new friends, feel happier and better about themselves and have improved their skills and knowledge. (Please see attached sheet with survey results).

Summary of Actions and Lessons Learnt:

Big Local funding has allowed us to increase engagement with primary beneficiaries through confidential information, advice and guidance, courses and voluntary opportunities this quarter. This funding has also enabled us to provide additional support through our crèches for those learners who would otherwise not be able to engage in learning.

Big Local funding has enabled Horizons, through its development work, to engage higher numbers of ‘harder to reach’ residents, increasing their opportunities, reducing isolation, providing chances to make new friends and to learn something new with support from Horizons Development Workers, staff and their peer groups.

Horizons match funding through Orbit, Lottery, Healthy Lifestyles, Children’s Services, Fuel Poverty funding have supported this offer.

Horizons has actively monitored and evaluated every aspect of its work, regularly, using information gathered from staff, learners and volunteers through regular end of course reviews, health and well-being surveys, 1:1 learner reviews and a 360° evaluation. Learners are also invited to contribute at regular Learner and Volunteer Forums.

In conclusion, Big Local funding has enabled Horizons to offer 40% more course places to primary beneficiaries this quarter.

Attached to this report is a summary of the data collected for the Horizons Big Lottery Evaluation, conducted across the whole project. The evaluation had to be undertaken by an independent evaluator in collaboration with Horizons volunteers. Two of the volunteers on the Evaluation Group are Big Local residents.

Also attached to the report are the results of the health and well-being survey in more detail.

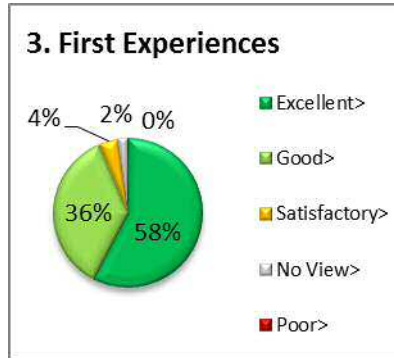
Sally Taylor

12th May 2015

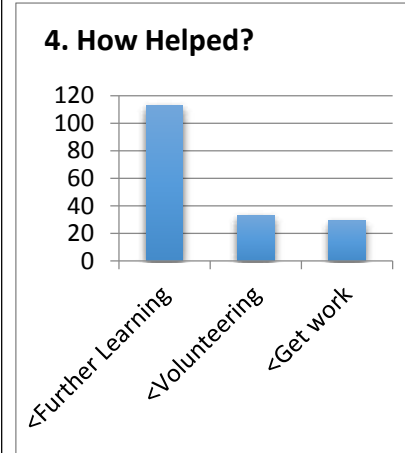
How did you hear about Horizons?



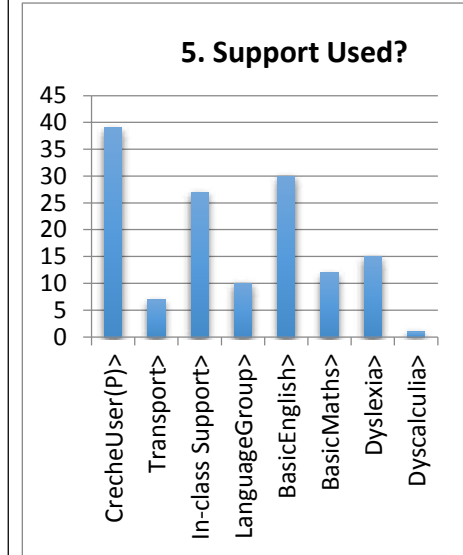
Describe your first experiences of Horizons



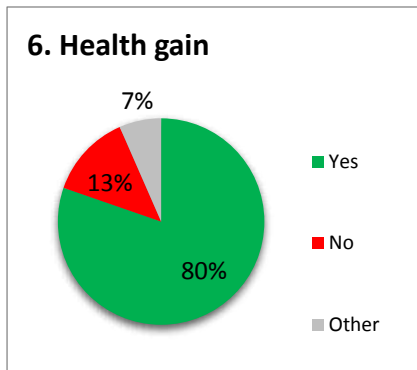
How has learning at Horizons helped you?



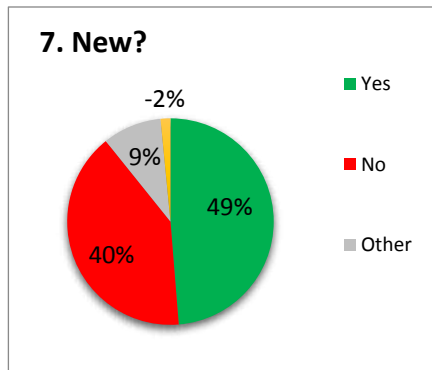
Support services used at Horizons



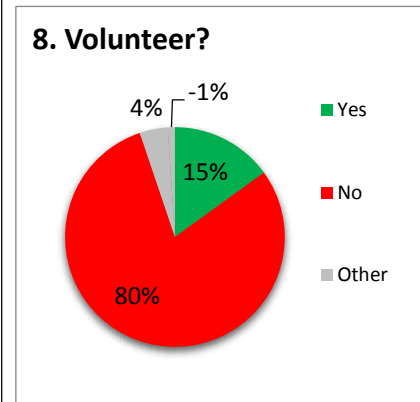
Has your health improved since you've been at Horizons



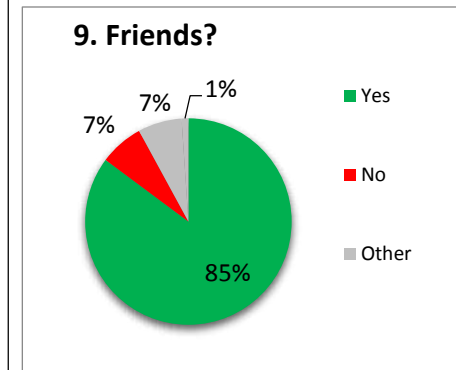
Do you do anything new since you have been at Horizons?



Do you volunteer at Horizons?

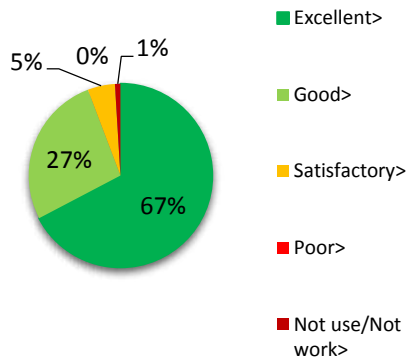


Have you made friends since you have been at Horizons?



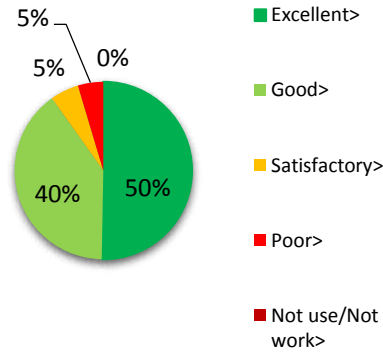
If you use any of Horizons support services, how do you rate this?

11. Used Services



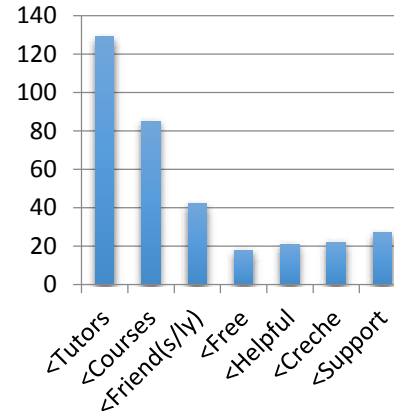
How do you rate the communication at Horizons?

12. Communication



The three best things about Horizons are.....

13. "3" Best things



Comments from Lottery survey:

It has helped me get out the house and made me form new friendships and I am now more sociable.

Healthy Living has shown me a lot about health & healthy eating. (And I walk more as I walk to & from sessions).

Tutors are brilliant supportive and helpful. A very stimulating learning and friendly atmosphere.

Courses and the time works well for those with kids. Tutors always take time to carry everyone along. Course mates are wonderful.

Yes. Makes me feel more confident and using my brain. Volunteering makes me feel valued.

Health and Well Being Survey

A separate health and well-being survey was also carried out in March - the results were as follows:

Health and Well Being survey taken between 2nd March and 6th March 2015

	Number of respondents	90
How Horizons has helped participants:	Tally	%
I get more exercise	65	72%
My diet is healthier	46	51%
I get out of the house more often	77	86%
I help others around me (e.g. family, friends, children) more	67	74%
I now know where to find the information/help I need	73	81%
I feel more able to talk to organisations (schools, doctors etc)	58	64%
I've been feeling more confident	77	86%
I've been feeling happier	79	88%
I've been feeling better about myself	75	83%
I feel more able to speak up for myself	68	76%
I have made new friends	78	87%
I felt good about taking part in an event such as the Festive Fayre, Certificate Day, singing group, PJ week, other (please say which)	41	46%
I have improved my skills and knowledge	82	91%
I have started to volunteer at Horizons	16	18%
I have started to volunteer outside Horizons	22	24%
I have progressed onto another course at Horizons	25	28%
I have progressed onto a course outside Horizons	16	18%
I have gained part-time work	10	11%
I have gained full-time work	5	6%
I have started higher/further education	11	12%