



LOTTERY FUNDED

Big Lottery Life Changes Evaluation Report



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1

Introduction

1. Introduction

History

Historically known as Intag (Ingol and Tanterton Action Group) until its rebranding in 2008 Intact was originally founded in 1993 by a group of local residents in the Tanterton area of Preston because of concerns about a growing number of issues. Many people lived alone, were unemployed and on low incomes with drug and alcohol misuse and domestic violence being prevalent. After receiving charitable status in December 1993 and with the success of an application to Tudor Trust a full-time co-ordinator was appointed in 1999 and with another funding success to the Community Fund, a Volunteer Training and Development co-ordinator was also appointed in early 2001. Over the years, the staff team has grown to nine with dedicated areas of delivery including children and young people, unemployment, training and development and health. New premises were found in Ingol (1/2 mile down the road from Tanterton) in 2003 and subsequently extended several times with a recent £600,000 development that has doubled the size of the original building and enables the Centre to be a flagship throughout Preston.

The Big Lottery Life Changes Project

Through consultation in 2009 it became apparent that four key areas of need were being presented by our beneficiaries that we needed to address:

1. Access to learning, especially IT
2. Help finding a job
3. Somewhere to go and something to do
4. Support to become healthier

1. Access to learning:

Firstly, people told us that they wanted to learn things especially IT skills, but they wanted to do this in an informal way. Many were older people who wanted to become more IT literate so that they could 'keep up' with children and grandchildren, others wanted to find out how to shop on-line and access the world-wide-web. People also told us that they wanted to learn other things, through both accredited and non-accredited learning, as well as how to do new 'fun' things.

2. Help finding a job

Many people told us they were unemployed and on low incomes and wanted to find work but being four miles away from the other support services in the City Centre was problematic for them. They were unsure how to design their own C.V. as well as how to search for jobs. This was supported by the local demographics and ward profiles, with Ingol having two Super Output Areas (SOA's) in the top 20% most deprived and one SOA in the top 10%.

3. Somewhere to go and something to do

People told us that they were lonely. Many local people lived on their own with few friends and often with families who did not live locally. They told us it was sometimes a struggle to get out of bed in a morning as they had no structure or purpose to their lives. They wanted to have a place where they could go, meet new people and make new friends and have something fun and rewarding to do. They wanted to feel valued.

4. Support to become healthier

At the time the Life Changes application was being developed, Intact was commissioned by the Local Authority to undertake a Food Mapping exercise within the local area. Intact ran sessions at the Centre and asked people to tell us about their typical weekly food diary. Many reported that a varied diet included fish and chips one day, Chinese another day, curry another etc. Little or no fresh fruit was included. Participants said that they had heard of the '5 a day' concept, but were unsure what it actually meant, with one person asking if 5 grapes would constitute the '5 a day' philosophy. People told us that they wanted to learn how to eat more healthily and feel physically better about themselves but were unsure about how to do it.

So what did we do with this information?

These four areas formed the basis of the Life Changes project and as a direct result of this feedback four outcomes were developed for the funding application, which when successful went on to underpin all our work. These outcomes were:

OUTCOME 1

1,000 community members will have access to a learning resource centre with a menu of opportunities leading to education and life skills and volunteer/work experience by the end of the project.

OUTCOME 2

100 unemployed people will have access to an all-encompassing bespoke service leading to increased employability skills, providing them with better chances to access local/other employment opportunities by the end of the project.

OUTCOME 3

500 disadvantaged and hard to reach people will be involved in locally based social activities leading to new friendships, increased self-esteem, reduced isolation and improved well-being by the end of the project.

OUTCOME 4

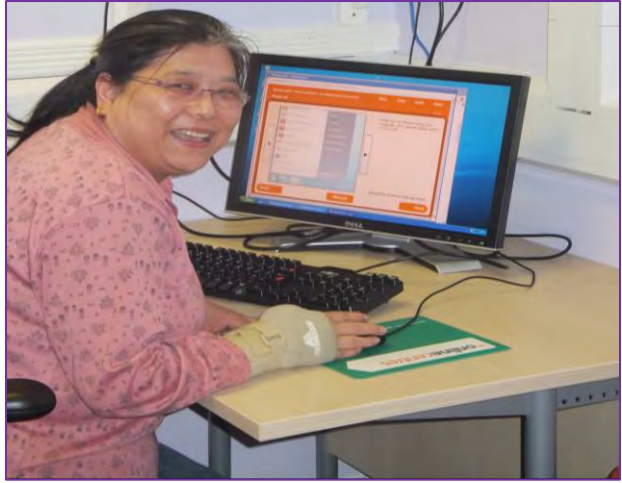
300 people will report an improvement to their health and physical well-being and increased knowledge in personal health through a series of sports and physical activities or programmes by the end of the project.

1. Introduction

This evaluation report looks in detail at the journey of the Life Changes Project over the last four years from 1st February 2011 to 31st January 2015. It covers each outcome in detail; the phenomenal success of the project from a quantitative perspective; the journey Intact has been on over the years; the learning along the way and the foundation the project has laid in order to carry on and further our work through the continuation funding application currently being written.

It is also enriched with qualitative data in the form of 'personal stories' which brings to life how the project has been able to make a real difference, as well as 2 separate surveys (questionnaires) targeting both beneficiaries and volunteers. These questionnaires explore a number of areas, including the impact Intact has made, the difference it has made and how important people feel Intact is to them.

Finally the report gives additional information encompassing the massive organisational development and growth that Intact has seen in the last 4 years, which has now positioned Intact as a flagship within the Preston area.



2

Outcomes in Summary

Outcome 1 in Summary

This has been a fantastically successful outcome with achievement of most of the milestones seeing over double the numbers originally anticipated, and in some cases trebled! This outcome has enabled people to „get on-line’ and become digitally included in a technological world that is fast paced and often viewed as inaccessible for those with few or no IT skills. In order to overcome geographical barriers and/or limited mobility, this project has allowed us to offer outreach sessions across the whole of Preston engaging with residents living in sheltered housing as well as through other voluntary organisations e.g. Preston Domestic Violence Service, and the Salvation Army. Through both group work and 1-2-1 sessions this outcome has enabled people to learn how to shop on-line; access information; book medical appointments and order prescriptions, as well as connecting with family and friends across the world, with some learners seeing grandchildren and great grandchildren for the very first time through „Skype’ and „FaceTime’.

Many older people no longer fear IT and others have achieved on-line qualifications helping them to find work. IT volunteering opportunities has seen major development as the volunteer team rebranded as „Digital Champions’ giving them a unique identity and a sense of belonging, resulting in a very low turnover of volunteers. (See the Personal Stories section for a first-hand experience of being a Digital Champion). Taught learning activities have also seen high numbers as our links with Colleges continue to strengthen, and our menu of courses expand to interest even the harder to reach beneficiaries with some of our volunteers completing NVQ’s at Preston’s College as part of their volunteering at Intact.

The Joys of the Outcome



We have seen lots of 'mature' learners learn to use a computer as a result of this outcome and it is wonderful to know that we have made such a difference especially when we are told *„even if I am away for two weeks I get itchy feet and wish to come back into the centre. I thought my first visit to Intact would be the last, but it was only the beginning.’* – Craig Wignall – IT Learner. (See the Personal Stories section for his personal account). To date our oldest on-line surfer is a 91 year old gentleman who after attending our free UK on-line

sessions went out and bought his own laptop to access the internet at home.

Outcome 2 in Summary

This has been a phenomenally successful outcome, with over 477 different beneficiaries accessing support towards employability and nearly 100 people finding work, with a full year of the project still left. Staff and volunteers have gained a lot of experience over the life cycle of the project. They are now very efficient in navigating people through the complexities of Universal Job Match, anticipating issues that may arise on an individual's journeys, helping beneficiaries become job ready, as well as supporting those who have been sanctioned and have no money via „Share IT' and our „drop in' service. Feedback from attendees states that they enjoy the culture of the work club, by feeling valued, treated as a „real' person and being listened to and believed when they have additional issues in their lives.

Beneficiaries view the work club as non-threatening, and are happy to share their thoughts and feelings about being unemployed with staff, volunteers and students, thus generating a support network. This culture also promotes beneficiary support for each other, with people being genuinely delighted when one of them finds work, usually accompanied with a loud cheer and a round of applause that can be heard throughout the Centre! Intact is often cited at the JCP and other work club networks as being an example of good practice. These established partnerships ensure a far reaching audience, resulting in the current volume of people accessing the work clubs. Having this reputable service in place has enabled Intact to generate other income from various funders therefore developing new services and activities around employability.

The project is able to offer a fully rounded experience for beneficiaries, to seek work, complete application forms, and be „interview-ready' which is complemented with the ability to gain practical work experience through a menu of structured volunteering opportunities. With the recent achievement of renewing our Investors in Volunteers status, these opportunities are underpinned with good practice, and appropriate policies and procedures as stipulated by this Quality Mark.

The Joys of the Outcome

Nothing can put into words the feelings experienced when someone who has been out of work for a long time, has tried so hard to find work and has overcome many personal difficulties to tell us that they have been offered a job. Their beaming smile or look of sheer pride is an added bonus to our work as we share their success with them.



John was our 81st person to get a job!

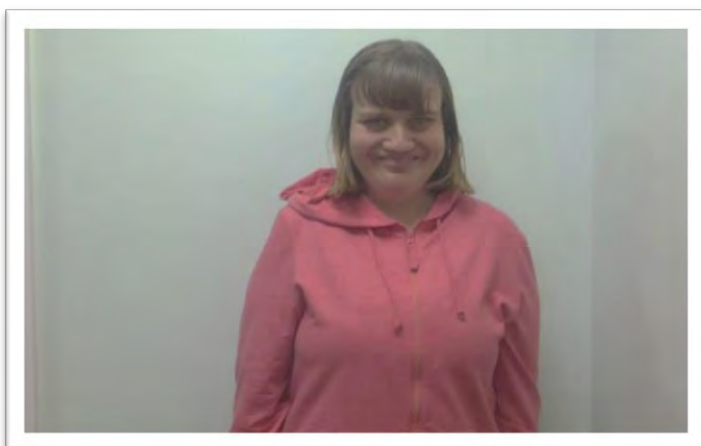
Outcome 3 in Summary

Again, this is another fantastically successful outcome, with over 1550 people accessing social activities, getting out of the house more, and making new friends. In particular the drop-in support milestone has seen a massive demand due to Government cut-backs, experienced at the start of the project. The numbers accessing this service have exceeded expectations by a factor of three, with 847 people receiving support and guidance from Intact over the last four years. This unexpected demand led to Intact working very closely with Preston's Citizen Advice Bureau (CAB) and North West Disability Equality Service to submit a funding application to develop a project aimed at supporting beneficiaries with „lower level' need by utilising the CAB Advice Guide website and developing a volunteer base of „Advice Guide' Champions. This has enabled Intact to support more of our beneficiaries ourselves resulting in a more responsive service, avoiding escalation of issues and a reduction in the number of referrals to the CAB. Further development within this milestone has seen links being forged with local churches and the „Share It' scheme providing access to food & clothes banks as people continue to present in crisis with no money or food. Getting people out of their houses has seen initial engagement with one-off interest events to try and attract the harder to reach. Once engaged many continue to access our other services and become gradually involved.

Feedback from beneficiaries told us that many wanted to access trips out and about and further afield from the community. Trips to Southport, Bury Market and Brockholes Wildlife Centre are just a few of the locations offered, all of which were fully subscribed. This also enabled us to further engage with „new' people as the trips were a new way to encourage those historically harder to reach. The cafe is now a separate social enterprise called Whitby's (as it is located on Whitby Avenue) and has seen great development over the last two years as other funding has been secured to support its growth and develop its own brand. However it will still work within the Intact ethos and will continue to offer affordable home cooked food in a welcoming environment to the community.

The Joys of the Outcome

It is an extremely rewarding experience to see people who would normally be on their own with very little social contact, first engage with Intact and then grow and develop and become part of the Intact „family’. To see someone’s self-esteem increase and know that they have a better quality of life because of our work is immeasurably satisfying and is one



of the reasons why Intact is here.

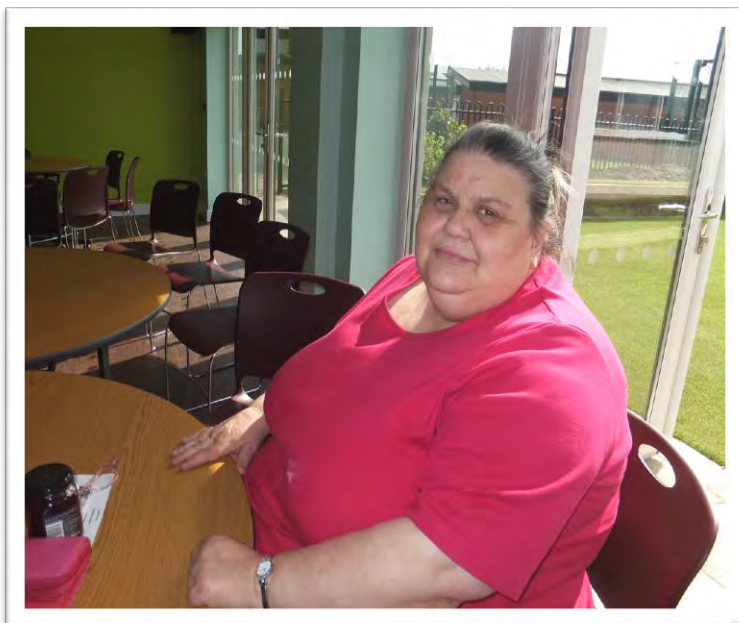
Referred by the Job Centre, Sharon has completed Intact’s Life Academy project, helping her gain new skills, increasing her confidence and helping overcome some of her learning difficulties. In addition Sharon has joined in with numerous activities which have helped her self-esteem so much so, that she is now volunteering on a regular basis in Whitby’s café, and tells us she feels part of and included in the community.

Outcome 4 in Summary

Health and physical well-being was a new area for Intact and with 711 people engaging in this area of delivery it has also been another hugely successful outcome. In fact health has become a core theme/activity within the Intact philosophy as all staff embrace the new health activities and services. An example of this was seen with a workplace „shape up’ programme delivered by Preston City Council Health Department at the Intact Centre over an 8 week period. The Health and Wellbeing Co-ordinator attended training to „roll out’ this programme which includes health MOT’s i.e. height, weight, BMI and smoking cessation i.e. carbon monoxide levels in the bloodstream, to enable people to make informed choices and changes in their lifestyles. To date 185 people have accessed these sessions, with many then joining in with other health related activities offered at the centre. Indoor sports have proved to be particularly successful, especially for those who have limited mobility or are living with a long-term health condition.

Yoga, armchair exercise and relaxation have proved to be particularly successful with some sessions being run at a number of outreach venues across Preston encouraging engagement with those notoriously 'harder to reach', some of whom then go on to access other services based at the Centre. Other activities include Chiropody, Weigh Forward i.e. for those wanting to lose weight, with regular monitoring to ensure a healthy approach, Wii Fit sessions, as well as cooking on a budget and cooking from the garden using Intact’s home-grown vegetables. Holistic therapy with a qualified therapist has also proved popular with the therapies being almost half the price of those found on the high street. These include: manicures; back massage; Indian head massage; Reflexology; Reiki; Thermal auricular therapy & waxing. Some of our staff and volunteers have also been successful in becoming 'Health Champions' equipping them with the skills to engage with others and raise awareness of health related issues. They have also completed both Level 1 and 2 Brief Intervention Training in Smoking Cessation enabling them to offer this vital service within the community. We have also developed a partnership with a local food co-op and now offer local people the opportunity to purchase fresh fruit, vegetables and salad at competitive prices, enabling accessibility to healthy foods. Intact was also delighted to gain the Bronze Level Health Works Award in the first year of the project and then progressed to the Silver Level in Year 3 which is a massive achievement for a small voluntary sector organisation and also recognises our commitment to the health and wellbeing agenda.

The Joys of the Outcome



Gina is an example of how we are able to engage people in a holistic way. She tells us “I started coming to bingo on a Thursday night around 18 months ago, as it stopped me getting bored and lonely. I love every minute of it, if I am not visiting my mum I am here at Intact.” Gina has recently started to attend our weekly ‘Weigh Forward’ health check sessions and tells us “I never had the confidence to open up to anyone and talk confidently to anyone and I am now able to talk to staff and friends at Intact, I have made so many new friends that look out for me.”



3.1

Outcome 1 – The Difference We Made

3.1 Outcome 1. The Difference We Made

3.1 Outcome 1 - The Difference We Made

'1000 Community members will have access to a learning resource centre with a menu of opportunities leading to education and life skills and volunteer/work experience by the end of the project.'

History

Digital inclusion is the ability to exploit the benefits of information and communication technologies in order to enhance quality of life. However, there are still many people who are not digitally included within society today. In particular:

'6.4 million adults in the UK have never used the internet, with 763,000 adults in the North West and 156,000 in Lancashire. One million adults in the North West of England – just under a fifth – lack the Basic Online Skills needed to send and receive email, use a search engine, browse the internet and complete online forms. In real terms this means households off-line miss out on savings of £560 per year from shopping and paying bills online and nationally for 3.6 million low income households this is the equivalent to savings of over £1 billion a year. Additionally, people with good ICT skills earn between 3-10% more than people without such skills and 1.6 million children in families who do not use the internet to go online at home could boost their total lifetime earnings by £10 billion. It is well known that children's educational performance can be improved by home access to a computer and the internet.*

However, if parents have a lack of IT skills this can become another barrier in their willingness to invest in a home computer. In particular within Ingol, academic achievement is very low with only '37.5% of school leavers achieving 5 GCSE's at Grade A-C in 2003 compared with a national England average of 51.9%'^{**} demonstrating that home support is more important than ever, and there is still a lot of work to do to break down barriers and make IT more accessible. This is also pertinent to people who are socially isolated and have little or no contact with family and friends. IT can open a whole new inclusive world, as it reconnects those previously alone and reunites them with family and friends.

^{*}*Superfast Lancashire: Delivering digital inclusion – a strategic framework for Lancashire*

^{**}*Preston PHO 'Profile of Ingol'*

The Milestones

Below are the milestones that underpin this outcome, and help to address the issues above.

1.1	350 adults will access basic IT skills to use the internet by the end of Year 4.
1.2	150 adults will learn to use online services by the end of Year 5.
1.3	100 adults will connect with family and friends i.e. Email by the end of Year 4.
1.4	80 adults will take part in internally run courses on social media eg. Email/Skype, online services, to engage with family and friends and reduce social isolation by the end of Year 5.
1.5	250 adults will enrol on a 'taught' learning activity by the end of Year 5.
1.6	40 adults will enrol on a basic skills class in numeracy or literacy by the end of Year 4.
1.7	150 adults will be recruited as a volunteer and will participate in a range of volunteering activities by the end of Year 3.

The Project around the Outcome

These milestones were, on a strategic level, designed to help develop Intact into a Learning Resource Centre for adults and provide opportunities to learn IT skills, attend taught activities in a variety of areas and offer practical experience, through volunteering. On an operational level this involves free daily IT sessions in the IT Suite, with 1-2-1 and group support where needed. This includes learning how to use a computer, from basic skills such as keyboard and mouse, through to on-line searches, shopping and paying bills, to keeping in touch with family and friends through email and Skype etc. Taught learning activities provide opportunities to get involved and increase life skills by offering a varied menu of free courses enabling engagement of the 'harder to reach'. These courses include, amongst others, Seasonal Cooking, Setting up a Website for a Small Business, Introduction to Philosophy and Ethics, Local Myths and Legends and Crafting for Wellness.

3.1 Outcome 1 - The Difference We Made

Partnerships, particularly with UK Online (now Tinder Foundation) and Lancashire Adult Learning College have enabled the development of these activities over the life cycle of the project. The partnership with the college also enables delivery of basic numeracy and literacy and provides an accessible facility in a non- threatening environment for those wanting to increase their basic skills. Volunteering at Intact was also offered to increase work experience in a number of areas including Catering, Childcare, Reception, Work Club (Employability) Administration, Centre Support and IT tutoring (Digital Champions).

Achievement to Date: The Numbers

Milestone	End of Year 1	End of Year 2	End of Year 3	End of Year 4	End of Year 5
1.1 350 adults will access basic IT skills to use the Internet by the end of Year 4	157	329	496	644	Ongoing
	45%	94%	142%	184%	
1.2 150 adults will learn to use online services by the end of Year 5	145	187	243	295	
	97%	125%	162%	197%	
1.3 100 adults will connect with family and friends, i.e. Email by end of Year 4	62	175	256	347	
	62%	175%	256%	347%	
1.4 80 adults will take part in internally run courses on social media e.g. Email/Skype, online services to engage with family and friends and reduce social isolation by the end of Year 5	0	15	46	86	
	0%	19%	58%	108%	
1.5 250 adults will enrol on a 'taught' learning activity by the end of Year 5	16	74	281	534	
	6%	30%	113%	214%	
1.6 40 adults will enrol on a basic skills class in numeracy or literacy by the end of Year 4	8	32	43	45	
	20%	80%	108%	113%	
1.7 150 adults will be recruited as a volunteer and will participate in a range of volunteering activities by the end of Year 3	82	120	181	214	
	55%	80%	121%	143%	
% of target achieved					

The Difference This Project Made

This outcome has been a fantastic success with the majority of targets being achieved by the end of Year 3, and two by the end of Year 2! In particular our target for connecting family and friends has been exceeded at 347% achievement to date. This has enabled people to connect with family and friends, by learning IT skills and becoming digitally included. This has positively impacted on Outcome 3, in helping to reduce social isolation, and enabling people to stay in touch.

Additionally, this outcome has also impacted on **Outcome 2** – which is themed around helping people back into work. Many beneficiaries were unable to search or apply for job vacancies on-line due to the total lack of, or limited IT skills. This outcome has enabled them to learn the skills to do this, thus increasing their employability. In total an impressive 644 people to date have accessed a basic IT course since the start of the Life Changes Project. The taught learning activities have also seen a massive volume of people with 534 beneficiaries accessing these activities as Intact begins to develop its identity as a Learning Resource Centre. Through this project we are now able to offer a menu of courses from knitting, philosophy and bike maintenance to confidence building and starting your own business. This milestone has also impacted Outcome 3 as some of the beneficiaries attending these courses were living alone with little contact with anyone else, and have progressed to access other services offered at Intact. Becoming a volunteer at Intact has also been extremely popular with 214 people volunteering to make new friends, become involved or simply to give something back to the Community.

This Outcome has made such a positive difference to so many people, with the IT Suite often full to capacity. The Digital Champions (DC's) volunteering team has seen a very good retention in volunteers, as those that become Digital Champions usually stay with Intact for a long time, as they get so much pleasure in teaching people new skills. Often, many older people access this service and they report that they like to have the 1 2 1 support in an informal setting, and be able to take things at their own pace, rather than be rushed through different courses. They also report that they 'forget' some of the things that they learn from one week to the next, but that instead of feeling 'silly' or 'stupid' (their words), they are comfortable telling their DC so that they will cover the same area again.

How the Project Has Developed

Background: At the start of the project the IT Suite was available to offer IT supported training two mornings a week, through an appointments system with the Training and Development Officer. However, demand quickly grew and it was recognised that in order to offer a quality service that would meet demand, a team of volunteers needed to be established. This team became known as 'Digital Champions' and they were trained to take beneficiaries through different modules of basic IT skills. Demand over the months increased even further and eventually the IT supported training availability was extended to five mornings a week, with non-supported drop-in sessions being available in the afternoons of weekdays, working around the times when the Work Club was running. The dedicated member of staff, volunteers and students on placement all contributed to running these supported sessions. As the project progressed, Intact identified a need to offer progression in IT, and specialised group sessions were developed to satisfy the need. In recent months, our partnership with the Tinder Foundation (formerly UK Online), enabled Intact to offer accredited certificates in IT through the City and Guilds awarding body. This was particularly useful for unemployed beneficiaries as it further increased their employability.

Partnerships

During the first year of the project, work was done to establish new and develop existing links with external agencies. This included:

- **Learn Direct (Lancashire Adult Learning College)**

Intact has a very good relationship with Lancashire Adult Learning College and at the start of the project Learn Direct would access the IT Suite and deliver some IT training for one session a week. However quite soon into the project and due to budget restraints Learn Direct was withdrawn as the number of satellite centres they operated from was reduced. Their focus moved towards being based in Central and Local libraries, rather than community centres. However at this time, Intact was ideally placed to 'pick up' this work and incorporate it into our core offer, to ensure a seamless transition for our beneficiaries.

- **Lancashire Adult Learning College (LALC)**

In addition to Learn Direct services, LALC were also able to offer to run accredited basic Numeracy and Literacy programmes. As our partnership developed Intact was able to establish these sessions at the Centre, thus increasing basic skills, and also increasing employability for those seeking work.

- **Lancashire Adult Learning College (LALC) Commissioning**

Over the last 3 years Intact has been commissioned by LALC to deliver informal learning at the Centre and also at outreach venues. This work has grown and we are now able to offer a comprehensive adult learning prospectus, which in turn, enables us to engage harder to reach groups.

- **Preston's College**

Historically Intact has had a good partnership with the College and has seen them utilise the IT Suite to deliver various courses including History and Genealogy in the early days of the Life Changes project. However, mid-way through the project a massive re-structure within the College saw the demise of the Community Engagement team as a new structure emerged, which had restricted budgets and created tighter criteria for working in communities. This is an avenue that needs to be explored and the partnership rekindled for future projects.

- **Tinder Foundation (formerly UK online)**

This partnership has seen great growth over the life of this project, as Intact has been a registered UK Online Centre and has been commissioned to deliver various packages of IT training work. Over the years this has included basic IT skills, Online Job Skills, Employability Research Project, online services, accessing government websites and NHS Health Choices website. As an organisation with the Investors in Volunteering Quality Mark, Intact was also commissioned to run volunteer management webinars that were accessed nationally by other UK Online Centres.

- **Community Gateway Association (CGA)**

Intact has always had an excellent relationship with CGA, who are a local social landlord, with many of their residents accessing Intact for our social activities. However this outcome has enabled us to engage many of the CGA residents by being able to provide outreach sessions at some of their sheltered housing centres across the City of Preston. This has removed barriers such as no transportation or limited mobility in getting to the Intact centre, and enabled people who would not normally be able to access this very useful resource to experience the difference being digitally and socially included can make. Whilst individually only some of these beneficiaries may have their own personal computer, many sheltered housing schemes have computers in the communal community areas, so that residents have access to a computer even when Intact's resources are not there.

Additional Funding

The Life Changes project has also enabled Intact to access funding from other sources for training projects.

- **Lancashire Adult Learning College (LALC)**

Since the start of the project, Intact has been awarded three separate contracts with a combined income of approximately £75,000 from LALC. This funding was originally from the Neighbourhood Learning in Deprived Communities (NLDC) Fund, and was aimed at delivering informal learning in communities. The purpose was to engage with communities especially those who were harder to reach, with the learning aimed at a 'low level'. Since the first contract the delivery of training has become much more structured and Intact now produces schemes of work, lesson plans, and destination impact etc, as our training delivery starts to take on a more formal and professional approach with Evidence of Learning, and Ofsted inspections introduced.

- **Tinder Foundation**

Since the start of the project, Intact has been awarded numerous contracts to deliver a variety of IT based work. This has seen large contracts of up to £40,000 to much smaller ones of £500. These have covered teaching people to get on-line, access various websites, delivery of webinars and delivery of accredited training packages. To date this has generated over £55,000 since 2011.

Our Learning

- **The People - our beneficiaries**

Many people accessing our IT services and taught activities lack confidence and self-belief in their own abilities. Many feel digitally isolated, with some reporting they felt 'embarrassed' by not being able to use a computer when children and grandchildren were able to. Some beneficiaries are fearful of 'breaking' the computers or even of catching a 'virus' from them, and our beneficiaries present with a wide spectrum of ability to learn and remember. The learning from this outcome has been to ensure that the training offered is accessible to all by allowing learners to go at their own pace and not imposing time restrictions for the different modules. In this way those that struggle to remember on a week by week basis do not feel pressurised to complete modules, and are able to take the learning at a pace that is comfortable to them.

- **Facilities**

Having a 'state of the art' IT Suite has been fundamental in delivering IT and computer training, enabling a quiet, calming environment in which to learn. With dedicated sessions being held every morning, this has also encouraged learners to 'learn from each other' as well as a realisation that others are in the same position in lacking IT skills, therefore creating a connection within the learners. A dedicated training room with presentation facilities has also been crucial in developing into a learning resource centre, again providing an environment which is conducive to learn.

- **Our Volunteers**

The volunteer team supporting the delivery of the IT and computing services has proven to be quite unique in their formation and development. Known as Digital Champions, this diverse team brings, patience, understanding and a real desire to help people become digitally connected with family, friends and ultimately the world through the world-wide-web. Some of these volunteers started their 'Intact life' as beneficiaries, progressing to the stage that they felt they could share their knowledge and pass it on. Others already had the knowledge but were looking for more structure and purpose in their life as we can see from one of the personal stories further on this report. Group support sessions have worked well and provided a platform for evaluation and discussion on changes and improvements to the sessions.

- **Paperwork - Initial Assessment Form**

The initial assessment form was developed at the start of the project to capture information about the learner and identify exactly what knowledge (if any) they may have and what they aimed to achieve by attending the course, highlighting any additional support needed. The form was completed with the beneficiary prior to the start of any learning. However, during the course of the project it became apparent that the terminology and wording on the original forms could be quite off-putting for learners and so the initial assessment form was rebranded and became known as a Learner Record, ensuring that the paperwork was user friendly and easy to understand.

- **Learner Notes**

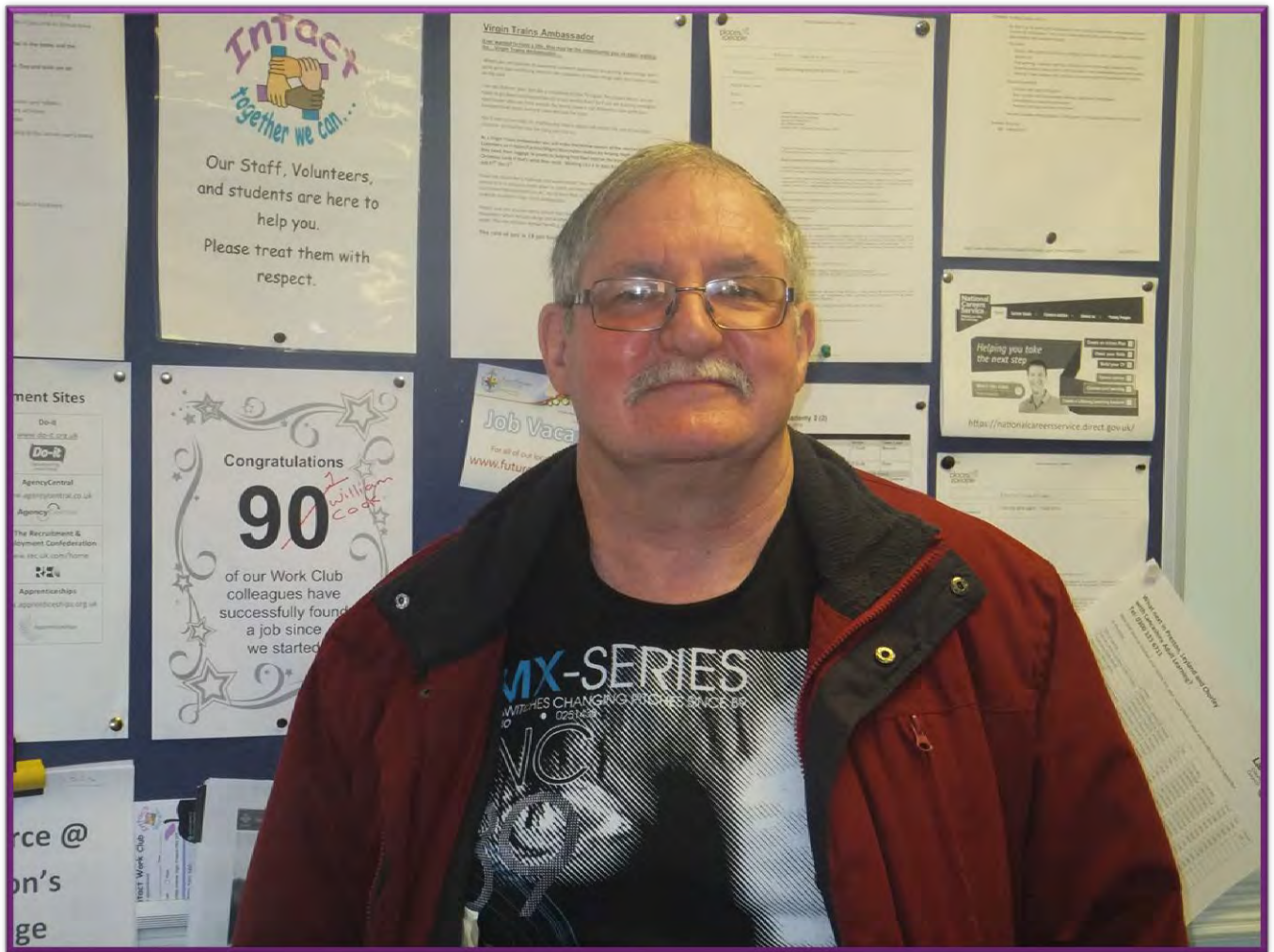
As the numbers of learners increased over the early months of the project it became apparent that there was a need to record learner activity at each session they attended. An additional section was therefore added onto the Learner Record to capture this information to ensure records are kept to promote continuity and provide the best seamless service possible for the learners.

- **Issues**

Feedback in the early part of the project indicated that whilst some beneficiaries were able to readily access the Intact centre, others were encountering difficulties because of limited mobility and low incomes. In order to remove this barrier, outreach sessions were established to ensure that those who wanted to access the service were able to do so. This has proved to be a great success with outreach sessions being held at the Preston Domestic Violence Service (PDVS) in the town centre engaging women low in self-confidence and esteem; to sessions being delivered at the Central Methodist Church in the City Centre as well as various sheltered housing accommodations throughout Preston.

The Future

This outcome has made a massive difference to people's lives from both a digital perspective and also from an individual learning perspective. Many people have overcome their fear of technology, and many have increased their learning over the life of the project. The demand that we continue to experience as well as our learners telling us, demonstrates that there is still a need to provide IT within our core offer, as well as other training courses. The continuation funding application Project **"Changing Lives Together....Changing Lives Forever"**, will therefore include basic IT skills and other training course to ensure that Intact continues to be a much needed community learning resource centre and provide a pathway for further education within the more formal learning environment of local colleges.



3.2

Outcome 2 – The Difference We Made

3.2 Outcome 2 - The Difference We Made

3.2 Outcome 2 - The Difference We Made

'100 unemployed people will have access to an all-encompassing bespoke service leading to increased employability skills, providing them with better chances to access local/other employment opportunities by the end of the project.'

History

Ingol features in the top 10%* most deprived neighbourhoods nationally with one Super Output Area (SOA) in the top 10%* and 2 SOA's in the top 20%* as highlighted by the indicators on the Index of Multiple Deprivation (IMD). In reality this meant that locally 1010 people were in receipt of benefits, 160 were actively seeking employment, and 545 were receiving incapacity benefit. The percentage of the working age population in Ingol claiming benefits on the grounds of incapacity to work at 12.36%* was significantly higher than the incapacity benefits claimant rate in the city as a whole which was at 8.77%. In addition, the working age population not in work and claiming benefits was 21.66% compared to the Preston average of 15.34%*. The job seekers allowance claimant rate in Ingol was 5.2% compared to the Preston average of 4.2%*. Unemployment and the ability to get a job was therefore a major issue within the area.

**Ingol Ward profile 2009.*

The Milestones

Below are the milestones that underpin this outcome, that help to address the identified issues.

2.1	100 adults will engage in the 1-2-1 support service with 40 adults considering applying for a job by the end of Year 5.
2.2	75 adults will undertake an initial assessment which will lead to an action plan by the end of Year 5.
2.4	25 adults will enrol as a volunteer by the End of Year 5.
2.5	150 adults will attend a range of employability and formal skills training by the end of Year 5.
2.6	60 adults will secure interviews by the end of Year 5.
2.7	30 adults will get a job by the end of Year 5.

The Project around the Outcome

These milestones were designed to provide a range of support services for unemployed people to give them better chances to find work. This included 1-2-1 support, initial assessments to identify an individual's needs, CV writing, job search, application form completion, interview techniques and the resources and skills to be able to seek work through advertised jobs and on-line searches. Weekly Work Clubs enable people experiencing the same challenges to come together to seek support from staff and volunteers, and also from each other. Partnerships with many local agencies including the local Job Centre and Preston Employment Partnership enabled Intact to advertise up to date job vacancies, and offer specialised employability training. Volunteering at Intact was also offered to increase work experience in a number of areas including Catering, Childcare, Reception, Administration and Digital Champions (IT training volunteers).

3.2 Outcome 2 - The Difference We Made

Achievement to Date: The Numbers

Milestone	End of Year 1	End of Year 2	End of Year 3	End of Year 4	End of Year 5	
2.1 100 adults will engage in the 1-2-1 support service with 40 adults considering applying for a job by the end of Year 5	53	187	278	345	Ongoing	
	53%	187%	278%	345%		
2.2 75 adults will undertake an initial assessment which will lead to an action plan by the end of Year 5	48	149	264	339		
	36%	199%	352%	452%		
2.4 25 adults will enrol as a volunteer by the end of Year 5	10	39	60	95		
	40%	156%	240%	380%		
2.5 150 adults will attend a range of employability and formal skills training by the end of Year 5	33	77	130	167		
	22%	51%	87%	111%		
2.6 60 adults will secure interviews by the end of Year 5	33	60	90	106		
	55%	100%	150%	177%		
2.7 30 adults will get a job by the end of Year 5	12	34	69	91		
	40%	113%	230%	303%		
% of target achieved						

NB Milestone 2.3 was merged with another milestone at the end of Year 1.

The Difference This Project Made

This outcome saw Intact's strongest performance within the whole project. By the end of year 4 all the targets had been phenomenally exceeded, particularly for people accessing 1-2-1 support, initial assessment, and gaining volunteering experience. However, the most meaningful target and the one with the ultimate impact is that because of this project '91 beneficiaries gained work by the end of Year 4' showing a tremendous 303% achievement of the target, one year before the end of the project. Clearly the support, assessment process and volunteering experience provided in this outcome significantly contributed to people's journey back into work.

This outcome can be seen as the foundation for people making positive differences in their life. Often when unemployed, people have many other complex issues, such as debt and mental health concerns and it is only when this is addressed that they can actually start to look at the other issues such as health, education, and social inclusion. Finding work can be life changing and a stepping stone to turning their lives around.

How the Project Has Developed

Background: Initially a weekly Work Club was set up in the IT Suite at the Intact Centre. However due to the massive demand within the first six months of the project the Work Club had to be increased to twice weekly, and the training room utilised to cope with the sheer volume of people attending the sessions. The Work Club was led by the Training and Employment Officer and a team of volunteers and students, all of whom received training to be able to efficiently support those beneficiaries looking for work.

Partnerships

During the first year of the project, work was done to link with other agencies to bring in more specialist support to the Work Club. This included:

- **Preston Employment Partnership (PEP)**

This council funded group was set up especially to support people looking for work, and provided expertise in CV writing and job search. Through building our partnership with this group prior to the project, we secured support from their specialist team to have a presence at our twice weekly Work Clubs, as well as run employability sessions at the Centre, particularly providing training to enhance beneficiaries (and also staff, volunteers and students) skills in writing CV's. Templates for CV's were produced which proved to be invaluable in collating beneficiaries skills and experience. Unfortunately shortly into the Life Changes Project and due to Government cuts PEP ceased to exist. The consequences of this was the loss of the specialist support from PEP, although by this time the Work Club team at Intact had greatly up skilled and some of the PEP team did volunteer with Intact for some time afterwards. Intact also found that many of PEP's original beneficiaries started to access the Centre and we experienced a surge in the number of new people attending our employability service.

3.2 Outcome 2 - The Difference We Made

- **Preston Christian Action Network (PCAN)**

As the Government spending cuts were felt, the City of Preston saw many employability services disappear and others severely reduced. At this time Intact were approached to become part of PCAN which was a church founded body of people whose aim was to help unemployed people (it was not a religious group as such). PCAN regarded Intact as a 'model of good practice' and we were able to support the members of the group to set up their own work clubs around Preston by sharing our laptops and helping people to get on-line. In particular, we supported a Work Club in the St. Matthews ward of Preston (another deprived area), and the group were able to find a volunteer, with Intact helping the club to become self-sustaining, and it is still running today! The networking Work Club group still takes place and Intact have representation at these meetings.

- **The NHS Bridge Project**

Again, at the start of the project, links were also made with the NHS 'Bridge' Project with an employment support worker providing specific support to job seekers with mental health issues. This support worker would come to Intact to meet some of her existing clients, thus introducing them to the services and activities available at the Centre. Intact was also able to refer our beneficiaries into this service, therefore offering more specialist support. Again, unfortunately due to the cuts within the NHS, this role within the Bridge project disappeared as their remit changed and they became more focussed on providing mental health support through home visits for families.

- **Jobcentre Plus (JCP)**

Over the life of the project a strong partnership has developed with JCP. Initially we strengthened our links by attending monthly staff briefings at their offices. Over time this has developed and our Training and Employment Officer has been given the use of a 'hot desk' at JCP which has enabled her to further develop relationships with the staff and raise awareness of the services and activities we offer. Clients of the JCP are also able to speak with her directly, which has led to more people accessing the services at the Intact Centre. Whilst there, we have also been able to link with the National Careers Officer who was contracted to Prestons' College, with cross-referral taking place between the two agencies.

- **Community Gateway Association (CGA)**

As stated in Outcome 1, Intact has always had an excellent relationship with CGA. In the last 12 months, we have been able to develop this even further and we have started to work directly with their HR Learning and Development Team. This team works specifically with tenants who are unemployed and looking for work, as it is in the best interests of both parties if tenants are in employment. As links have developed, their team have started to signpost their unemployed tenants to Intact's employability services. Additionally, the team has supported Intact in some of our employability training where members of their Learning and Development Team came to Intact and formed a mock interview panel. The panel 'interviewed' participants individually to give them practice for the 'real thing', and gave feedback at the end. This methodology creates more of a realistic scenario, as most of the participants know Intact staff well, and it can be more difficult to create the 'right environment' when participants are familiar with the staff. It is envisaged that this partnership will continue to develop monthly sessions through the remainder of the project and beyond.

- **Preston Vocational Training Centre**

This partnership enabled Intact to offer beneficiaries the opportunity to experience training at a non-accredited level in building, plastering, wood work, painting and decorating. Whilst the initial interest shown was high, there was no demand to attend accredited courses, and this partnership whilst still in place, has not developed further at this time.

Additional Funding

The Life Changes project has also enabled Intact to access funding from other sources for employability projects.

- **European Social Funding (ESF) – The Life Academy Project**

Since the start of the project we have managed to secure two separate contracts with a combined income of approximately £25,000 from ESF. This money has enabled us to run two programmes: Life Academy and Life Academy 2. The aim of these programmes is to provide beneficiaries with help to develop their basic skills and gain experience via voluntary activities at Intact. They had access to skills training; a key mentor to formulate a personal development plan and they receive job search assistance. This provides support to individuals to overcome barriers to learning or employment and ultimately improves their chances of becoming employed. The projects have been run over eight weeks (one full day a week) with approximately ten participants. Beneficiaries are selected from the Intact Work Club

3.2 Outcome 2 - The Difference We Made

(i.e. those who may require more specialised support), and referrals are also taken from JCP and other agencies. Courses in City and Guilds in Basic IT and also First Aid, were also offered providing accredited certificates to enhance participants' C.V.'s. To date, six of these courses have run over the life of the two contracts (and the Life Changes project), therefore supporting approximately sixty beneficiaries, with a success rate of 33% i.e. twenty people have found work after attending one of these programmes.

- **Lancashire Adult Learning College (LALC): The Learn Share Grow Project**

As mentioned in Outcome 1 Intact has secured several contracts with LALC to the value of nearly £75,000, to deliver a variety of different courses at various levels. Some of the programmes delivered are classed as employability skills training, and include Food Hygiene, Customer Care and Universal Job Match. This programme enables Intact to offer a more diverse range of accredited and non-accredited training to support unemployed beneficiaries, improve their C.V.'s and therefore increase people's job readiness.

Our Learning

- **The People - our beneficiaries**

The main learning throughout the Life Changes project is to treat our beneficiaries as people and not as targets. Intact's warm and friendly atmosphere is key in the success of the Work Club, with staff and volunteers who understand the issues, and deal with them sensitively. Intact has had a lot of feedback from beneficiaries over the life of the project that they are treated as a 'number and not a person' when they have attended other statutory work agencies. One beneficiary in particular who stated that he preferred to access Intact said 'I am treated with suspicion by staff at A.N. Other* organisation' and they then went on to say he felt so stressed when attending sessions that it was contributing to his ill health. The learning from this was to continue to 'see the person, not the target'.

**Name of agency with-held.*

- **Our Staff**

Having a dedicated member of staff to specialise in employability has been vital to the success of the project, especially with the changes in Governmental Policy. A dedicated person enables Intact to keep up to date with changes in legislation especially with the recent welfare reforms and therefore better support our beneficiaries.

- **Facilities**

Having a dedicated space was important for the Work Club, as it helped to give the service an identity. At the start of the project the I.T Suite was used and we were able to allocate a dedicated area within it for notice boards to display information and job adverts directly related to the Work Club. A quiet private room was also made available as it is important to do the initial assessments in a confidential and caring manner, respecting beneficiaries' privacy. However, as the project progressed into its 2nd year the numbers of people accessing the service increased three fold and the service outgrew the available space, with beneficiaries often having to wait to use the quiet room. This resulted in an application for funding for the extension to the existing facilities. The learning from this was 'to ensure that the appropriate facilities are available to deliver the services the beneficiaries need'.

In addition to the dedicated Work Club time, the I.T. Suite is open every day free of charge, for people to drop-in and to continue their search for work. For those with limited computer skills, 1-2-1 support sessions are also available most mornings at the Centre.

- **Our Volunteers**

In the early days of the project some of the volunteers that supported the project came with experience from other employment agencies, some of which were statutory. Whilst there were many benefits to this, it also brought challenges in so much as they often wanted to simply replicate the services in which they had experience. With Intact being from the Voluntary Sector, our approach is often very different and we found this did present challenges at times. However, the learning from this was 'to embrace the best practice that suited the culture of the organisation and most supported our beneficiaries'.

- **Paperwork - Initial Assessment Form**

The initial assessment form is used as a diagnostic tool to identify the needs of the beneficiary, create a personal development plan and then track the journey. Originally a template was used similar to that used by PEP, however over the years this has been amended to streamline the process and ensure the setting of SMART goals for the individual. The name of the form also changed from 'Assessment' form to 'Questionnaire' to move away from the statutory culture to one that is more informal, therefore reducing any potential stress and anxiety for the beneficiary. The learning from this was 'to ensure all paperwork was user friendly and easy to understand.'

3.2 Outcome 2 - The Difference We Made

- **Paperwork - Journey Logs**

At the start of the project a mechanism for recording beneficiaries' attendance at the Work Club and any actions taken was introduced. This became invaluable especially as the number of beneficiaries grew so quickly and it would have been 'impossible' for staff and volunteers to remember every interaction. These Journey Logs became a tool to provide accurate records of engagement and ensure continuity, and are kept together with the Initial Assessment form. Both documents are compiled with the beneficiary present so they can see and agree to what is being documented. This transparency is vital to develop trust and beneficiaries feel more involved, which was different to some of their experiences elsewhere. The learning is therefore twofold: to 'ensure records are kept to promote continuity and provide the best seamless service possible, ensuring transparency to build trust.'

- **CV Writing**

Intact was able to access CV writing training from PEP, and also received help in designing a template for a CV, which has proved invaluable over the years. However, at the start of the project some beneficiaries accessed Intact often outside of the Work Club hours and expected to have a CV written for them straight away. Some were not prepared to complete any Intact paperwork or monitoring information. When the reasons for this were explored it came to light that individuals were being signposted by JCP as they were not trained to provide support in this area and Intact was being 'advertised' as a drop-in for CV writing. After internal discussions with staff it was agreed that this was not a service we could generally offer outside of the Work Club sessions as writing a CV took a great deal of time and needed the correct environment and resources. However, where there were extenuating circumstances flexibility and discretion would be shown. Discussions and clarification with JCP solved the issues, but the learning was that 'Intact needed to be clear on exactly what our 'offer' is in all areas of our work and ensure that all other agencies and beneficiaries are also clear about this.'

- **Social Prescribing**

Over the first year or so of the project it became apparent that whilst many people were attending Work Club to find a job, there were also many other issues and needs in their lives, apart from unemployment. Many people had debt, often not being able to pay for food and heating, some lived alone with no family support, and some suffered from ill health. As this project has developed Intact has been able to take a joined-up holistic approach to a beneficiaries needs, and offer other services and activities in areas such as financial inclusion, both internally and externally to support the complexity of these needs. The learning for Intact in this area is 'in order to offer the most rounded effective service where possible the 'whole' story must be explored and issues should not be dealt with in isolation'.

- **Issues**

As the project got established, staff noticed that Intact was seeing an increase in the number of people who were being sent by large Governmental contracted organisations that had actually been commissioned to provide employability support. Whilst this was raised at Work Club network meetings it was felt there was little that could be done without having a detrimental effect on the actual beneficiaries. Indeed, beneficiaries in this situation reported that they preferred to come to Intact as they got more personalised support. As the numbers of people being sent was not a high volume, it was decided that this would be monitored to see if it became a larger problem. The learning from this is to 'be mindful of other agencies taking advantage of our work, but never to the detriment of the beneficiaries.'

The Future

This outcome has been hugely successful. However, at the end of the Life Changes Project the 'problem' will not have been solved. The economic state of the country is still looking bleak and cuts are still being made, resulting in people continuing to lose their jobs. Many will be facing the same issues as those that this project has already helped in finding work, and there are few (if any) remaining support services, with no immediate plans by the Government to invest in new employability services. JCP continue to be 'stretched to capacity' with feedback from our beneficiaries that their experiences at JCP have not been positive ones. As Universal Credit becomes embedded, new issues will undoubtedly surface and people will continue to need support in these areas.

Clearly there will continue to be an existing, if not growing need for these services to continue to be available at Intact. The continuation funding Project '**Changing Lives Together....Changing Lives Forever**', will therefore continue to include a full outcome around employability and look to further develop the services and activities in helping people to find work. The new project will aim to engage higher numbers of people, as we use our experiences from the last 5 years to maximum benefit. The fact that the services are now well established will eliminate the need to start 'from scratch' which can be labour intensive and time consuming, and Intact's reputation and the fact that we are 'known and trusted' will help us continue to make a huge difference to many people.



3.3

Outcome 3: The Difference We Made

3.3 Outcome 3 - The Difference We Made

3.3 Outcome 3 - The Difference We Made

‘500 disadvantaged and hard to reach people will be involved in locally based social activities leading to new friendships, increased self-esteem, reduced isolation and improved well-being by the end of the project.’

History

As already stated, Ingol features in the top 10% most deprived wards nationally, with Preston being the 48th most deprived district out of 354 in England*, meaning local people present with social/economic isolation. Many families have a multitude of issues contributing to a poorer quality of life and affecting the chances of a better one. Many report that they feel they have nowhere to go and no-one to turn to, as other local support services are disappearing. With low incomes, no immediate family support close by and limited mobility, many people often sit in their homes with no social contact going from one day to the next without seeing a single person. ‘A million older people in the UK haven’t spoken to anyone for a month’ (www.ageuk.org.uk), and isolation is identified as a contributory factor to poor health and well-being. Many of our service users regard Intact as their social lifeline, and often their only contact with others is through the activities we offer. A recent consultation with older members of the community identified ‘social interaction’ as the prime motivation’ to access our services.

**Ingol Ward profile 2009*

The Milestones

Below are the milestones that underpin this outcome, that help to address the issues above.

3.1	100 adults will get out of the house more by the end of Year 3.
3.2	400 adults will spend more time with others through a range of group and social activities by the end of Year 5.
3.4	250 adults will access the internet/community cafe by the end of Year 3.
3.5	260 adults will visit the drop-in support centre by the end of Year 5.
3.7	300 adults will participate in annual community events by the end of Year 2.

The Project around the Outcome

These milestones were designed to offer opportunities for beneficiaries to have access to social activities and become involved in their local community in order to reduce social isolation and raise individual self-esteem. The group activities delivered over the last 4 years has aimed to be wide ranging and offer something for everyone. These have included, Bingo, a social group known as the Friday Club, art groups, craft groups, tea dances, knitting groups, and reading groups. In addition one off sessions have been held both at the Centre involving the Land Army Girls, and out in the community through Street Parties to celebrate the Preston Guild. Community events have also been organised to attract new people such as Easter and Christmas Fayres, as well as sports days during the summer months. In addition, one milestone was developed to offer drop-in support to vulnerable people, where people could come to the Centre in their hour of need. This service is available Monday to Friday from 9.00a.m. to 4.00p.m. and beneficiaries can simply drop-in with no appointment necessary. They can access information and guidance for any issue and have use of the free public phone to sort out any emergencies they might have such as payment of bills, housing, benefits etc. Intact also offers 1-2-1 support and will act as advocate on their behalf when needed. Building on our partnerships more specialist advice is available weekly on every Wednesday morning through the CAB, and which has also seen a surge in the number of people specifically needing advice around debt.

3.3 Outcome 3 - The Difference We Made

Achievement to Date: The Numbers

Milestone	End of Year 1	End of Year 2	End of Year 3	End of Year 4	End of Year 5
3.1 100 adults will get out of the house more by the end of Year 3	21	154	264	302	Ongoing
	21%	154%	264%	302%	
3.2 400 adults will spend more time with others through a range of group and social activities by the end of Year 5	78	140	278	391	
	20%	35%	70%	98%	
3.4 250 adults will access the internet/community café by the end of Year 5	20	98	315	534	
	8%	39%	126%	214%	
3.5 260 adults will visit the drop-in support centre by the end of Year 5	71	279	574	847	
	27%	107%	221%	326%	
3.7 300 adults participate in annual community events by the end of Year 2	362	500			
	121%	167%			
% of target achieved					

The Difference This Project Made

This outcome has experienced phenomenal success, particularly in the area relating to drop-in support which has seen nearly 850 people (a 326% achievement against target) access this area in the last 4 years. The service was offered just as the Government was making the welfare reforms which have seen changes in the benefits system that have resulted in large numbers of people presenting in crisis situations with more complex needs than was first anticipated at the start of the project. The drop-in service has enabled Intact to provide individual practical and emotional support to beneficiaries in their most desperate hours of need, giving them someone to turn to and offering solutions and a way forward at a time when things often seem ‘impossible’.

Social activities have seen over 300 people ‘getting out of the house’ more to attend one off events and sessions, and nearly 550 people access the community café. The milestone for adults spending more time together has almost been achieved and this will go from strength to strength as the new extension to the Centre provides the facilities to develop new group activities e.g. book clubs and weekly social forums. A recent consultation also highlighted

that beneficiaries wanted to get more involved in the community through 'spring cleans' and other environmental projects.

Achievement of all these milestones means that as a result of the Life Changes project people are less isolated and have a support mechanism in place to help them in crisis situations. New friendships have developed, and many beneficiaries have increased their self-esteem and now feel confident enough to join the volunteer team and make a difference to someone else's life.

Section 5 of this report shows the findings of a survey completed by beneficiaries as to their views of the Life Changes Project. It includes personal comments and clearly demonstrates their thoughts as to the difference and value the project has made to them.

How the Project Has Developed

The Centre is a hub of activity, with services and activities available for everyone. The Life Changes Project is proving to be 'as it says on the tin' – life changing for many people. This outcome has been a major catalyst for project development and community engagement, with our work making such a positive difference to the lives of many people. Volunteers continue to support our work as do social work students, adding value and enabling a more diverse range of services and activities to be made available. Friday clubs, bingo sessions, art classes, trips out all around Lancashire are all part of our menu of activities engaging with the harder to reach by finding a common interest.

The development of the café was initially quite slow, partly due to the refurbishment of the kitchen (see the Funding section for further information) but with the creation of a social enterprise called Community Cogs* and thereafter the re-launch of the Café with a new identity – 'Whitby's' the numbers bounced back. The café also greatly benefitted with the recruitment of a new very experienced and jovial Chef in the middle of Year 2. With his team of volunteers he provides wholesome home-made and affordable food at the same time ensuring that beneficiaries experience in the café is a positive one that they will want to repeat.

This outcome has been very successful particularly in the area of the drop-in, with this service far outweighing anticipated demand which reflects the economic situations and desperate struggle of many of our local families. This project has enabled Intact to provide 1-2-1 support to nearly 850 people who are presenting in desperate situations, offering them a lifeline and hope for the future whilst dealing with the immediate issues.

3.3 Outcome 3 - The Difference We Made

In response to this massive demand, we have developed partnerships with other agencies (See Partnerships section below) and offer a holistic approach linking with other agencies and we are now a main referral agency for those in need of food and clothing parcels.

**See the 'Future' section for a more detailed report on Community Cogs.*

Partnerships

Partnerships have developed throughout the lifespan of the project enabling Intact to offer services and activities covering a wide spectrum of areas of interest as well as a one-stop shop for drop-in support. These include:

- **Citizens Advice Bureau (CAB)**

In response to the massive numbers of beneficiaries needing drop-in support, Intact worked in partnership with the CAB (as the lead organisation) and Disability Equality North West (DENW) to successfully apply for funding from the Transition fund to help support these people in need. The aim of the project is to use an Asset Based Community Development approach to build lasting welfare benefit, housing, employment and debt advice in the most deprived wards of Preston through offering advice services based in these communities. As a key partner Intact recruits, trains and supports staff, students and volunteers to become Advice Guide Champions providing on-going advice and support utilising the Advice Guide website. This website provides information and links to sources of further advice on issues of 'lower level' issues of concern which if addressed early enough do not escalate to become larger problems. Beneficiaries are supported through the site with the Advice Guide Champion and where the individual's needs are more complex and cannot be solved through this route, they will be signposted to the weekly surgeries by the CAB which are held at Intact.

- **Share-It**

Intact has experienced many people accessing our drop-in service who have no money to pay for food, clothing, heating or lighting. In partnership with the local churches who have set up food and clothing banks, Intact are now able to refer these beneficiaries to access some of the essentials in order to simply live. Intact are regarded by the churches as one of the most active referral agencies with over 200 referrals being made since the start of the partnership. The partnership enables people to address their basic needs, and help place them in a better position to tackle some of their other complex needs.

- **Age UK**

Age UK works with older and socially isolated adults many of whom suffer from multiple issues including limited mobility, mental health issues and social isolation. Support workers from Age UK often accompany their service users to sessions run at Intact such as Bingo, Friday Get-Together or simply come to use the café as a means to get their clients out of the house and to a place where they feel comfortable and accepted.

- **The Bridge**

This organisation offers a similar service to that of Age UK, but specialises more in mental health issues. As stated above, support workers are able to take their clients out of their normal environment, to socialise with new people and gain independence by attending activities which help improve their mental health and well-being.

Additional Funding

Since the start of the project Intact has been able to access other areas of funding to support delivery of the milestones for this outcome. This includes:

- **Lancashire County Council – Performance Reward Grant**

In the first year of the project, Intact was awarded a £51,000 Performance Reward Grant for the relocation and fantastic refurbishment of our very small existing kitchen to a larger more commercial one more ably equipped to run a community café. This has contributed hugely in the development of our social enterprise Community Cogs with 'Whitby's café' being the first cost centre to be launched in 2012. In addition the funding also enabled the refurbishment of our community hall (with ceilings being lowered and a 'total make over') as well as an exciting brand new therapy room that complements many of the milestones in Outcome 4. Whilst the therapy room has now been relocated within the new building, the kitchen remains the same, with an additional extension recently being built to provide more preparation area for the chef.

3.3 Outcome 3 - The Difference We Made

- **Lancashire Environmental Fund**

Almost £30,000 was secured to build a new extension to the existing kitchen facilities (as mentioned above), and also provide solar panels and LED lighting within the new and existing building. The new kitchen extension provides a larger preparation area for the chef and his team of volunteers. This enables the commercial development of Whitby's Café, and income generation for the Community Cogs social enterprise which will ultimately provide 'gift aid' income to Intact, reducing our dependency on grant funding.

- **Community Gateway Association (CGA)**

Since the start of the Life Changes Project Intact has received over £40,000 funding from CGA in order to work with their housing tenants both within Ingol and more recently further afield through the delivery of outreach sessions. This funding is received annually for the direct work we do with local people which covers all the four outcomes of the project.

- **Universities in the North West**

Intact offers social work student placements to three large North West Universities: University of Central Lancaster (UCLAN), Lancaster University and Edge Hill University. Students are on placement for 70 – 80 days dependent on whether they are completing a MA or BA degree. The students support our services and activities, at the same time learning from 'real life' experience of working with disadvantaged people from across a wide spectrum of the community. Eg. Mental health; learning disability; physical disability etc. Intact is paid to provide these work placements, which generates up to £25,000 per annum.

- **Henry Smith Charity**

This funding was secured for 3 years with a value of just under £50,000 in total and contributes towards overheads and staffing costs for a dedicated Centre Support and Advice Officer. This member of staff and the Advice Guide Champions support beneficiaries who are socially isolated, disadvantaged and/or are experiencing mental health problems, who often present via the drop-in.

Our Learning

- **The People – Our Beneficiaries**

Giving people the opportunity to shape services has meant that we are able to offer bespoke services to suit the needs of the local community. Significant time is spent listening to our most vulnerable clients many of whom are socially isolated, lonely and have little contact with friends and family. It is often during these periods that people share their thoughts and feelings about their needs and discussion takes place about how our current offer of services can meet these needs. Indeed the Friday Club was established after people told us that the weekends can be long and lonely with no social contact with others. Having a social activity on a Friday helps people feel better about their weekend, and Bingo was introduced on the Monday to give beneficiaries something to look forward to after the weekend. Also, getting the detail right can be crucial to an activities success with a simple example being with changing bingo from cash bingo to prize bingo which made a big difference to the numbers of people attending.

- **Our Staff**

Communities often have very 'strong' personalities within them. Learning for us over the years has been to ensure full inclusivity by enabling those even with the quietest voice to have their say. Often those with the most confidence try and 'talk for others' when in actual fact that is not what they want. Facilitating discussions about activities helps overcome this as views can be expressed in a more 'controlled' environment with beneficiaries being given opportunities to voice their views.

- **Facilities**

This project has enabled the development and growth of a café (Whitby's) in the heart of the community, offering affordable homemade food. Locally there is nowhere else for adults to meet in a social environment which is apolitical and non-religious as the nearest other café is a 15 minute bus journey which proves to be inaccessible for many. Whitby's is easily accessible within the community, as people drop-in, pass by or stay after attending an activity. As we have our established regulars in the Café new people are made to feel welcome and often new friendships are formed leading to weekly 'meeting for coffee' as beneficiaries spend time together in a safe and warm environment.

3.3 Outcome 3 - The Difference We Made

- **Our Volunteers**

This outcome has enabled us to create volunteering opportunities for those who need a more 'relaxed' form of volunteering. Intact has several bingo volunteers, who set up the bingo machine and prizes, sell tickets and call the numbers each week. This gives these beneficiaries a feeling of belonging and of being valued. There are also specific volunteers for supporting our community events, and they help with putting up gazebo's and manning stalls, again giving them a purpose and reason to get out the house.

- **Paperwork - Registration forms**

At the beginning of the project Intact had limited experience of capturing data, but the first few months of the project saw the introduction of registration forms which were completed and entered onto an Excel spread sheet. These were used to capture information across the whole of the project and within the first year it became obvious that a spread sheet was not adequate to capture the sheer volume of people accessing the project. In partnership with Preston City Council IT department, Intact was able to develop an Access database, which could manage large amounts of data and produce MI reports which would ultimately help us identify areas that might need additional resource, respond to need and take a more strategic approach to the development of our services and activities. This proved to be the foundation in our ability to capture monitoring data, resulting in ease of reporting for the end of year reports as well as providing accurate and meaningful data. Over the life of the project the database has been developed and is used to capture all our data from all our funders. Significant changes have been made to the registration forms and database over time to ensure that the data captured reflects the requirement of individual funders as well as being an excellent management tool.

The Future

What is clear is that there will continue to be a demand for our services and activities as we continue through this on-going period of austerity, with services for older people being withdrawn through changes in government priorities. People will continue to face hardship, loneliness and social isolation. This is also demonstrated in the numbers of people continuing to access our services, many of whom now come to Intact who had previously accessed 'day care' and other more specialised services.

Feedback from our volunteers and beneficiaries has also told us that they want to become more involved in environmental projects and community spring cleans in the future. They tell us that they want to take ownership and have involvement within their community and have a say and be proud of how it looks. This area of community involvement and their environment will be incorporated into the continuation funding as an added element to the social inclusion outcome.

Intact now has an excellent platform to develop in this area further, especially with the extension to our current building and the physical facilities to provide more services and activities. Our focus for the future is to develop more sustainable group activities that require little input from Intact, so that we are able to develop in new areas, enhancing our core offer to reach the harder to engage within the community.



3.4

Outcome 4 – The Difference We Made

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'300 people will report an improvement to their health and physical well-being and increased knowledge in personal health through a series of sports and physical activities/programmes by the end of the project.'

History

'The health of people in Preston is generally worse than the England average. Deprivation is higher than average and about 6,100 children live in poverty. Life expectancy is 12.0 years lower for men and 8.3 years lower for women in the most deprived areas of Preston than in the least deprived areas (with Ingol having 2 S.O.A's in the top 20% more deprived and 1 in the top 10%. The early death rate from cancer is worse than the England average, with smoking related deaths and hospital stays for alcohol related harm also being worse. About 18.6% of Year 6 children are classified as obese. Levels of teenage pregnancy, breast feeding initiation and smoking in pregnancy are worse than the England average.'* Specifically in Ingol, poor health is a major issue with '23.72% of Ingol residents living with a long term illness, in comparison to 18.80% of Preston PCT residents'**. Priorities include tackling health inequalities, promoting healthier lifestyles and up-scaling prevention and early intervention to improve health and well-being.

**Preston Health Profile 2012*

***2001 Census, ONS*

The Milestones

Below are the milestones that underpin this outcome, that help to address the issues above.

4.1	110 adults will learn about cooking and eating by the end of Year 5.
4.3	150 adults will learn about nutrition. E.g. 5 a day; Shape up; portion sizes by the end of Year 4.
4.4	150 adults will access a range of indoor sports by the end of Year 5.
4.5	200 adults will access a range of outdoor sports by the end of Year 5.
4.6	100 adults will take part in Intact's sport day by the end of Year 2.
4.7	150 adults will access a range of health check sessions by the end of Year 3.

The Project around the Outcome

These milestones were developed from an identified need from both statistics and what our beneficiaries told us. In our experience and when commissioned by the Local Authority to conduct a local Food Mapping exercise, many people wanted to make positive changes in their health but were not informed and did not know where to seek support. These milestones enabled us to start to address some of these issues. With the development of Whitby's Café, Intact is able to offer fun cookery sessions for the community (including parents with their children) in order for them to learn how to cook both on a budget and also nutritionally. Sessions include making healthy 'take-aways' such as curries, pizzas and burgers incorporating more healthy fresh ingredients, and at the same time not changing a beneficiary's diet too radically. 'Shape up' sessions were introduced for beneficiaries to learn about nutrition, portion size and label reading looking at fat, sugar and salt content of produce. This was supported by M.O.T. checks being offered where height, weight, BMI and blood pressure checks were offered to support changes beneficiaries were making. Exercise and physical activity is offered catering for those who are particularly activity and also those that might have limited mobility. These range from cycling for all levels, netball, Metafit, and Zumba to the more 'comfortable' armchair aerobics, and indoor exercise. The establishment of a Holistic Therapy service during the first year of the project has enabled people who have low incomes to access these services at more affordable rates, with prices on average half of that of the high street.

3.4 Outcome 4 - The Difference We Made

Achievement to Date: The Numbers

Milestone	End of Year 1	End of Year 2	End of Year 3	End of Year 4	End of Year 5	
4.1 110 adults will learn about cooking and eating healthily by the end of Year 5	33	44	86	101	Ongoing	
	30%	40%	78%	92%		
4.3 150 adults will learn about nutrition by the end of Year 5. End of Year 4 – 5 a day; shape up; portion sizes	4	23	170	175		
	3%	15%	113%	175%		
4.4 150 adults will access a range of indoor sports by the end of Year 5	26	85	132	205		
	17%	57%	88%	137%		
4.5 200 adults will access a range of outdoor sports by the end of Year 5	6	24	146	187		
	3%	12%	73%	94%		
4.6 100 adults will take part in Intact’s sport’s day by the end of Year 2	32	103	112	112		
	32%	103%	112%	112%		
4.7 150 adults will access a range of health check sessions by the end of Year 3 (weight, blood pressure)	18	53	169	185		
	12%	35%	113%	123%		
4.8 75 adults will access a holistic therapy, i.e. Indian head massage or relaxation class	0	44	103	132		
	0%	59%	137%	176%		
% of target achieved						

The Difference This Project Made

This project has enabled Intact to put down the foundations and start to deliver meaningful health and well-being services and activities that enable beneficiaries to make positive changes in their life. Most milestones have been significantly exceeded with the remaining two well on track for being achieved before the project end.

The Health MOT checks, nutrition sessions and cookery workshops have all helped to increase knowledge and understanding on healthier eating, demonstrating at the same time that this is achievable even to those on a limited budget. One specific project run over several weeks, saw families learning to cook together, with basic cooking utensils and a 'food box' being given for full attendance on the programme. Beneficiaries reported that they would definitely be more likely to make healthier food choices after attending the course. As a result of the nutritional sessions and 1-2-1 health check sessions run by staff and Health Champions Intact has been able to assist people in losing weight, eating healthier and making small changes to their day to day lives.

Both indoor and outdoor sports have made exercise more accessible as the nearest leisure centre is over 10 minutes bus ride away and sessions are costly. Most of the activities Intact deliver have no charge and are local therefore enabling easy accessibility to those on a limited budget.

The Intact Sports Days helped to bring together the Community with residents, local social landlords e.g. Community Gateway, the local Police Beat Officers and Police Community Support Officers, Lancashire Fire and Rescue team, teachers from local primary schools and Intact staff, trustees and volunteers in a fun way. Sports teams were put together for Rounders and Football, with more leisurely activities available e.g. Bridge, Cribbage and Dominoes. This informal relaxed environment helped to break down barriers and enhance community cohesion.

The holistic therapist has proved to be very popular and has built up an excellent client base of regular customers who come to have their aches and pains massaged away, or beauty therapy to make them feel better about themselves. Beneficiaries report that they enjoy having someone to discuss their holistic health needs and concerns with on a regular basis, with information being readily available to support the changes they want to incorporate.

In the third year of the project Intact were also able to offer a Chiropody service twice monthly. Feedback from beneficiaries reported that access to Chiropodists is extremely difficult and there are often long waiting lists. Having a chiropodist within the Centre enables accessibility and is more affordable.

How the Project Has Developed

This milestone has seen the most development in terms of introduction of new health related services and activities and local people now have access to a wide variety of sessions some at an affordable price and many free of charge. These include: Cycling, walking, netball, chair based exercise, cookery projects, sports days, holistic therapies, zumba, circuit training and metafit, with smoking cessation sessions and health checks available weekly. These activities are now part of our core offer, and the ethos of health is now ingrained within the organisation. This was demonstrated with the successful achievement of the Silver Health Works Award at the end of 2012, which is a fantastic reflection of the organisation embracing health as a core theme. Intact has also become partners in a Food Co-op scheme. This enables us to offer beneficiaries the opportunity to purchase weekly, bags of salad, fruit or vegetable with each containing 6 pieces in each, for £4.00 a bag. Many beneficiaries living on their own buy bags between them and share, enabling them to have constant access to affordable fresh fruit and vegetables.

Partnerships

- **Lancashire Wildlife Trust (LWT) – Gardening Club**

In partnership with the LWT and supported by volunteers, Intact was able to offer a gardening club for people and families within the community. As both children and adults were able to access this activity, many adults with families were able to participate and bring their children with them, removing the barrier of needing childcare. The club enables families to plant vegetable, fruit and herb seeds, nurture the plants and finally harvest the produce and then learn how to cook. Potatoes, leeks, cabbage, and onions, are just some of the vegetables grown with the end result being a delicious Potato and Leek soup!

- **NHS – Cancer Awareness Team**

Through this partnership Intact was able to host guest speaker information sessions to increase beneficiaries knowledge around both bowel and breast cancer. These sessions were very well received as delivery was predominately to the target groups who were in the higher risk categories. Participation from the beneficiaries with some telling their own story of cancer (including a man who had recovered from breast cancer) proved to be powerful and thought provoking.

Additional Funding

- **NHS Cancer Aware Campaigns**

Over the life of the project Intact was commissioned to raise awareness in three separate cancer awareness campaigns. Each campaign focussed on a specific type of cancer which included breast, bowel and lung cancers, with Intact running information sessions, leaflet distribution, encouraging screening in certain age populations and advertising utilising social media and our website. The total value of the commissioning was approximately £10,000 over the lifetime of the campaigns.

Our Learning

- **Our Staff and Volunteers**

At the start of the project it was envisaged that Intact would be able to engage across the Health arena and bring in specialists for certain areas of our work E.g. NHS to deliver smoking cessation sessions and Preston City Council to run health education programmes. However, this proved to be very problematic in the early years of the project due to the radical shake up within the NHS and the formation of the Clinical Commissioning Groups (CCG) as well as Government cut backs across the board and specifically within the City and County Councils. This resulted in Intact having to review how to take the project forward and a decision was taken to invest in our own staff to ensure that we were not ultimately reliant on external agencies to deliver the project. Intact staff and some volunteers attended training and successfully completed the Health Champions Award before progressing onto brief intervention training for Smoking Cessation, Walk Leader and Shape Up in the Community Sessions. This has actually worked to our advantage as these health sessions are delivered internally, resulting in the organisation having control on when and how many sessions are run, and not being constrained by having a minimum attendance and the sessions being delivered by people who are known to and are well respected by our beneficiaries. Being able to offer these sessions has meant that people are receiving appropriate services from staff whom they feel comfortable around rather than external providers or having to go to doctors etc.

3.4 Outcome 4 - The Difference We Made

- **The Activities**

Health and well-being is about much more than providing structured activities and learning about nutrition. The on-going success and growing numbers in our social activities (see Outcome 3) has shown us that vulnerable people don't necessarily need to take part in structured activities/services - many of them just need a place to be and feel that they belong. Intact is able to offer this in many ways from volunteering and becoming part of the Intact team, having a place to sit and talk to others in Whitby's Café, or being treated as a human being with respect and being made to feel valued. All these areas provide opportunities for beneficiaries to improve their social network making a massive impact on their emotional, psychological and physical well-being.

- **Paperwork**

As the health checks and 1-2-1 sessions became established, it became evident of the need to have appointment cards and a mechanism to record progress. These have been used to help beneficiaries remember their appointments and also as a way to record individual progress.

The Future

Health is still a major issue within the local area, and will continue to be so into the future. Changes in lifestyle and health are gradual, and cannot be rushed as beneficiaries need to feel ready both emotional and physically. However, Intact now has a sound foundation on which to build through the experiences during this project and health is now embedded in the ethos of the organisation. The new extension has a purpose built Treatment Room which will house the Holistic Therapist and the Chiroprapist and there are plans to engage again, with other services such as the NHS and Clinical Commissioning Groups to offer community based medical services. Additionally, the new building will enable us to deliver new bespoke services based on needs and aspirations of our beneficiaries who will continue to be consulted and listened to.

Our Healthy Lifestyles Officer is currently in the process of working on developing new services that we are now able to offer due to expansion in facilities. These include:

- **Dance Sessions**

Offering basic dance classes at Intact for local people who are not able to access dance in other areas of Preston due to cost and travel implications. This opportunity has developed through our existing partnership with Preston City Council who are running a project called 'What Women Want' which works to engage females in low level physical activity. It is planned to develop this project further.

- **Chair Based Exercise**

Taster Sessions have shown that there is a demand for these sessions for people with limited/low levels of mobility. Our Healthy Lifestyles Officer will be delivering these sessions in our Multi-Use room which will engage those people who may not be able to take part in physical activity/ dance sessions.

These are just two areas of current development. Intact will continue to engage and consult with our beneficiaries to ensure that the new facilities are utilised to the optimum capacity and our core offer reflects the local need, working towards a healthier and happier community.



4

Personal Stories

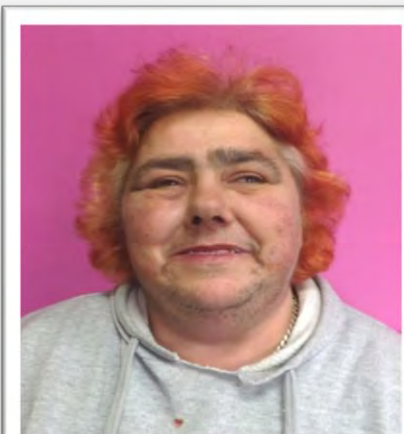
4. Personal Stories

Introduction

In this section we have captured a range of personal stories that have either been written personally or 'told' to us by some of our beneficiaries. They cover all the Outcomes of the Life Changes project with some having overlying themes. These case studies show first-hand the real difference this project has made.

Judith Blackburn

Judith has faced numerous difficulties in her life and has been coming to Intact for many years. During that time, she has developed a network of many friends, increased her self-confidence and now wants to make positive changes in her lifestyle to improve her health. She tells us she feels a sense of belonging to Intact as her extended family, and is looking forward to her 50th Birthday; something she thought she would never see during certain points in her life. Here she tells her story in her own way.



'In my childhood my parents split up when I was 5 years old. When this happened I suffered mentally all the way into the 80's when I became a drug addict. I was on heroin and other substances and this went on for 10 years. After this I was under the Mental Health Act for drug misuse and put on the 'risk register'. After coming off a 4 month section I moved away from where I was living in West Yorkshire to Preston.

With help from my brother I came off drugs on July 29th 1998 because I was expecting a baby. Once my daughter was born I relapsed several times and then went on a methadone script until 2001; I have been off this for 14 years and off drugs for 18 years. It's not been an easy 18 years! I found out about Intact in 2000 when my Social Worker took me to Intact to find out what it was about.

In 2011 I had a breakdown and had to go in Bridgeway House, I was there for 14 months. When I was in the centre staff from Intact came to visit me. During this time Intact made a difference in my life because they were always there if I needed support. I have taken part in many activities at Intact. I enjoy the Bingo as I have made many friends and my confidence has grown. I now enjoy meeting new people and talking to them. I like to volunteer around Intact because I am giving back to the community that has helped me so much. I have attended many courses at Intact including Life Academy and Learn, Share, Grow courses. I have learnt new skills and I have noticed I have more confidence when speaking out. I have joined 'The Weigh Forward' and the walking club which will help me learn how to stay healthy. I enjoy sitting in the café and talking to many new people.

Intact has helped me in many ways. I now know that if I have a problem Intact will always listen and try to help. Intact are not judgemental it's almost like having an extended family and they do care about people. If Intact was not here there would be a lot of isolated people. There are no other organisations which have such a high quality of time for people; I have never been dissatisfied with any results at Intact and my wellbeing has really improved. All the staff have a heart of gold; they see people struggling with things and they offer support to anyone in the community.

I now have a two bedroomed flat at Whitby Place and my mobility is a lot better. I have low days and highs, but my mental health is stable. I do suffer with psychosis and imbalance on the brain; and I also suffer from very bad depression which is now under control with medication and positive thinking.

I am celebrating my 50th Birthday in April which I never thought I would see. I now know that I have somewhere that I belong and I look forward to getting up in the mornings."

Craig Wignall

In his story below Craig describes the challenges retirement can bring and how becoming involved and learning new skills can open many doors of opportunity. He discloses how Intact has changed his life for the better and has given him a sense of purpose and fulfilment.



'When I came across Intact, I had retired from my work as a plasterer and tiler. I have seven grandchildren, had spent some times as a football coach looking after junior football. I felt that I had a gap in my life, and a need to fill my days with something else. There is only so much decorating and gardening that I could do, and I did not wish to be stuck indoors watching TV all day.

Over Christmas, I formed two New Year resolutions – to learn to bake and to learn how to use computers. It was at this point that I saw a small ad in my local paper from Intact, offering services to help people to get online.

I dropped into the centre, and the very first staff person I met treated me like she had known me all my life. I was shown the facilities, and I immediately felt at home.

After this, I started to use the IT services on a regular basis. I thought that this would be hard for me learn, especially since I had experienced a mini-stroke a few years earlier, which caused me to struggle with my memory. This meant that I had to regularly attend Intact to refresh my memory of what I was learning. Intact made the task easier and more comfortable for me. I felt very welcome, and the staff were marvellous – every bit as friendly and helpful as they had been on that first day.

I enjoy coming to Intact, and feel that it has filled that missing corner in my life. I join in classes and other activities. For a while, I did some volunteering help with football games, but was unable to keep this up due to my health. Coming here has really opened up my standard of life. I can use the internet to contact my friends and family. It also helps when I visit York, as I can now book hotel tickets and cheap train tickets. Even when I am not visiting York, I can use the Internet to look at the stained glass windows in York Minster.

If Intact was not here, I would struggle to maintain my IT standards at the level they are now, and I would feel lost without it. Even if I am away for two weeks I get itchy feet and wish to come back into the centre. I thought my first visit to Intact would be the last, but it was only the beginning.'

4. Personal Stories

Lisa Robinson

Originally referred to Intact from the Job centre, Lisa has found much more on offer at Intact which has helped to change her and her children's life for the better. She reports that she now feels confident to volunteer not just at Intact but also at her children's school, and now feels ready to find work. Here is her own story.



'I have been attending Intact in a number of guises over the past two years. Referred to Intact by the Job Centre, I enrolled on Maths and English to further my education skills to help me get a job and get me back into work. I passed my Maths and English which gave me the confidence to start applying for volunteer roles and ultimately job opportunities.

Following this I started bringing my three children along to attend a wide variety of clubs and activities. This helped the children develop new friendships and confidence, mixing with children and parents from both schools.

I have now started to volunteer both in the Café and supporting the young people's activities. Intact has given me the confidence to volunteer at other areas such as the breakfast club & after school club at my child's local school.

Most recently I have been attending the Friday get together which has helped me to make new friendships, mix with a wider social group and made me feel like a member of the community.

I have also recently attended the Healthy Cookery Club where along with my children I have learned how to make new foods in a healthier way. I now use these skills at home and use my George Foreman grill to drain away all the fat!

I am looking forward to attending some of the new activities which are taking place in the new building such as dance and exercise which will help me be a healthier person, but in a fun and enjoyable way.

Intact has helped me deal with both personal and financial issues which I would have struggled to deal with on my own. The advice and guidance I have received has made a massive difference to my life, both personally and emotionally. Having someone to talk to who has been able to signpost me to the correct support and information I have needed.

I am an advocate for Intact, telling people to go along and how much of a difference it would make to their lives.

If it wasn't for Intact I don't know what I'd do. Intact has helped me in so many ways, but most importantly my own emotional well-being has improved immeasurably since I walked through those doors just 2 years ago.'

Since writing her story a vacancy arose in Whitby's Café. Lisa applied for the job and attended interview with several other candidates. I am delighted to say that she was successful at interview and started work in April 2015. Well done Lisa!!

MA Research Personal Story

During the Life Changes project the Volunteer and Skills Development Manager successfully completed an MA in Voluntary and Third Sector Management. The focus of her work was on changes in the benefits system and the impact on unemployed people. As part of her research she interviewed a number of beneficiaries accessing the Intact Work Club. Below is an account given by (and anonymously included in the dissertation) one of the interviewed Work Club beneficiaries of the experiences he had encountered and a picture that he drew in an attempt to capture his thoughts and feelings. At times it has been absolutely heart-breaking to hear people's stories and the real difficulties they have experienced.



The claimant used to work in a variety of trades, before a series of tragic events resulted in him becoming unemployed and being referred to a Government Works programme. He reported that he felt 'picked on' because he was compliant, whereas other group members were not. At times he felt like he did not belong to the group, as he saw himself as 'different'. This claimant's work programme experience contributed towards his emotional problems. He admitted that as he went to bed he would not want it to become light again, as he knew another day was dawning, and he had to return to the Work Programme.

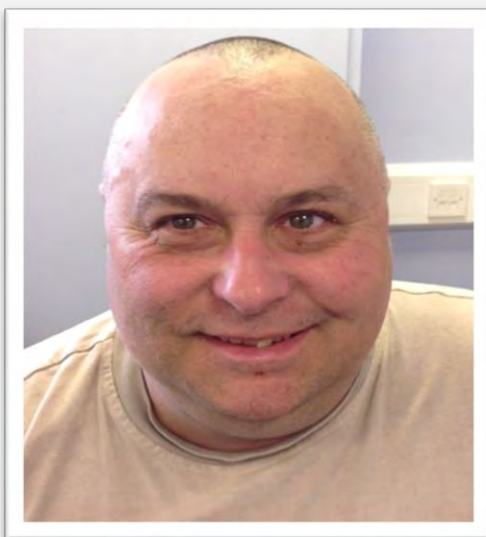
At times he walked 5 miles to attend the Work Programme sessions, unable to fund travel, and going without food for days.

When he could afford travel, he was reimbursed. He recalled in great detail how on one occasion staff accused him of picking a bus ticket up off the floor, when he tried to claim his bus fare. He described feeling angry by this, and needing to control his feelings, fearing repercussions in the form of a sanction. He continued to talk about a struggle he had, gathering evidence for a portfolio, and described how a member of the Work Programme staff had shook their head and used a cut throat gesture, saying he could get sanctioned. He decided to express his emotions about his experience through a drawing, saying that he felt like he was being crucified.

4. Personal Stories

Ian Hogg

Referred by the Job Centre, Ian has been coming to Intact for two years. He was successful in securing paid employment through the Work Club until he suffered an accident resulting in him having to give up work. Here he tells his story:



"I worked at a local supermarket for many years in the warehouse. Unfortunately I lost my job and this made me stressed out. I made an appeal to support my claim but my employment was totally terminated. I was feeling terribly stressed and upset for a certain amount of months."

When Ian lost his job he went onto job seekers allowance for the first time. The Job Centre sent him on various courses in order to provide him with skills to find a new job.

"I went on a college course to learn how to use the internet but I didn't like it there. I found it difficult to search for work and I didn't do it the way the Job Centre wanted. This meant I lost four weeks benefit."

"The Job Centre gave tips to go to Intact to learn to go on other job sites. I have been coming to Intact since June 2013. I have found things helpful with learning more about computers and I learnt how to look for work in the correct way."

Ian has benefited from the extra support that Intact's staff and volunteers have been able to give him and he is now able to look and apply for jobs independently.

"I don't know how to fit into education but Intact have more time for me."

While at Intact Ian has found work in a postal sorting office and a volunteering post at a local Steam railway museum. However Ian suffered an accident and broke his ankle which has meant that he has had to give both of these up. Ian stated that "when I am better I want to work in a warehouse again."

While Ian has been injured he has taken part in other activities during his time at Intact such as the Friday Club where he has shown off his drawing skills. As Ian lives alone he also uses the centre to socialise: "I enjoy meeting friends in the Café. I like drinking tea and coffee in the Café. Plus the meals are nice. I belong at Intact and feel included." **Asked what he would do without Intact Ian said,** "I don't know what I would do without Intact, I couldn't imagine it."

Janice Roscoe*

Janice originally came to Intact after being signed off from work with depression. Wanting to fill her time and with an interest in crochet and knitting she came to the centre in search of a course. She now visits 4 or 5 times a week and has started to volunteer supporting some of our activities, increasing her confidence and she tells us 'improving her quality of life'. Here is her story in her own words.

'My story started in 2003 when my husband & I were made redundant from our jobs. I found a new job in a care home and started working there within a week of finishing my previous job. After working in this home for three months, I felt I couldn't manage to carry on due to ill health so I ended up visiting my GP who said I was suffering from depression and signed me off. I was off work since 2003 until the present day. I ended up being so down and also suffering with arthritis, I locked myself in my home and I only went out to the doctor and for hospital appointments and to visit my sister.

In the meantime I knew about Intact or Intag as it was also known, but at that time I thought it was for pensioners and people with disabilities. I didn't think I would find anything worth going in for.

I have always been interested in knitting and crocheting and I plucked up the courage to walk through the doors and ask someone if they could help start a knitting circle. Within a matter of weeks I was informed that there was a crocheting course running which I attended for 4 weeks. I really enjoyed this course and everything it offered.

Once the course finished, I left my email address and I soon received an email saying that there was a new Craft Club starting and would I be interested in attending. I went along and because I was already familiar with the Centre and the staff, I felt more confident in attending. Until this day I still attend the craft course which I look forward to every week.

I now visit Intact at least 4 or 5 times a week and I have also taken part in numerous courses and I have now started volunteering with the children's activities and in Whitby's Café which has helped me develop my self-confidence.

The staff, students and volunteers at Intact are always there for me, they listen to me when I have any problems or concerns and always share a smile. I am made to feel welcome and my quality of life has improved significantly since I took those first nervous steps through the doors just a few months ago.'

*Janice preferred that her photograph was not included with her story

Mete Ozsabuncu

Below in his own words is the story of Mete who is one of our Digital Champions and supports some of our beneficiaries. He explains the difference volunteering has made to his life.

"A few months back, I have to admit I felt a little lost. Perhaps my life lacked in structure, in purpose, in self-worth.



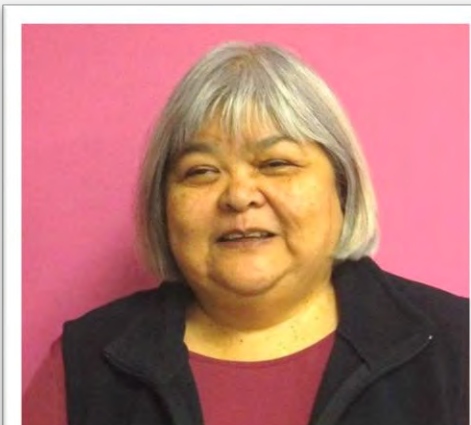
At the time I would never have thought that a few short months down the line, that a few hours voluntary work a week would make my life so much more meaningful.

People ask me pointedly why I would do it if I didn't get paid, but they're really missing the point. What better reward is there to see somebody coming into a session who is totally scared of technology, and who, in this computer dominated world is feeling left behind and isolated, and see them – sometimes in a matter of weeks – blossom to the point that they are reasonably competent, ready to get online and take advantage of the Internet world. No longer separated but part of it.

What better way of boosting your own self-confidence, self-esteem and sense of purpose. Thank you."

Patsy DeSouza Jarvis

Patsy describes Intact as giving her 'a new lease of life' and a 'new direction' after moving to the area from Burnley to be near to her daughter and grandchildren but not knowing anyone else. Now she volunteers on the reception at Intact and is a Digital Champion helping to make a positive difference to the lives of others.



Patsy tells us 'I moved here to Ingol after living 30 years in Burnley in East Lancashire. I knew little about Preston before I moved and the only people I knew here were my daughter, her husband and my 2 young grandchildren. I needed to find out about the area, the community, what to do, where to go, how to get there and was signposted to Intact by a friend of my daughter.

Coming to a new place is daunting; not knowing anyone could have led me to feel alone, isolated and depressed. Coming to Intact and joining in the opportunities the place offers has prevented it from happening.

Finding Intact has made such a difference to me. I was able to get information and advice when I needed it. I have made friends, had the opportunity to learn new skills and update old ones, improved my health and well-being and also had the opportunity to give something back to society by being a volunteer.

Intact gave me a new direction after retiring. I became a volunteer not long after. People I support, gain confidence and enjoy getting to grips with new technology and achieve their goals. I find volunteering very rewarding as it allows me to continue to use my skills and experience. I enjoy interacting with the service-users and it gives me great pleasure when I am able to help with something and in a small way I am giving something back to the community.

I know it has made a real difference to me, gave me a new lease in life. What would I have done if Intact was not here when I moved here? I would have felt alone and isolated, life would have been boring and meaningless as I would have had nothing to do, nowhere to go, no one to socialise with, nothing to look forward to. So many people would be lost without Intact it doesn't bear thinking about.

The staff are always helpful, friendly, encouraging and interact with all the service users. 'Make a difference by being there' reflects what Intact does for the community and with their help 'Together we can' achieve goals.'



5

Our Beneficiaries – The Difference to Them

Qualitative Data – Questionnaires

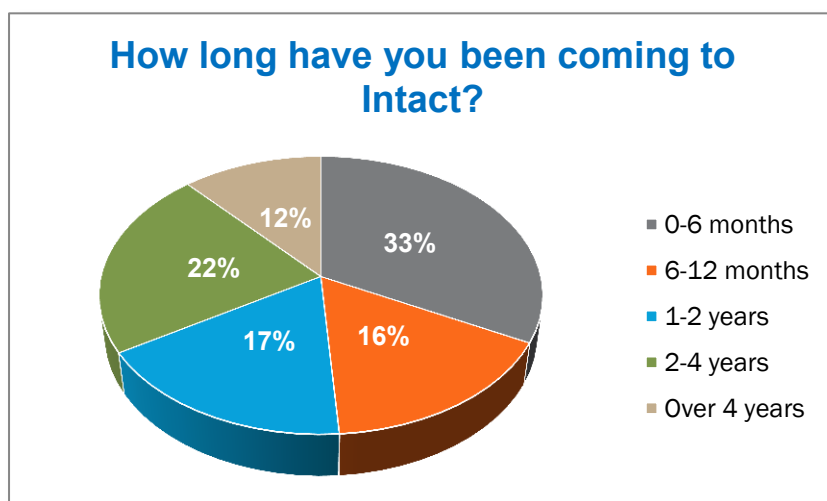
Our Beneficiaries

Since the start of the project, over 2850 beneficiaries have engaged in the Life Changes project, with an average at any given time of approximately 50 active volunteers supporting the project. A questionnaire was designed to gain feedback from some of our beneficiaries as to their experiences and the difference coming to Intact has made to their life and the impact the Life Changes Project. Approximately 100 questionnaires were distributed and 89 were completed and returned.

Below are the questions asked and the responses received from those who completed the questionnaires.

Q1 How long have you been coming to Intact?

The survey asked beneficiaries how long they had been coming to Intact. Categories were given to tick for, 0–6 months; 6–12 months; 1–2 years; 2–4 years and over 4 years. The results of which are shown in the pie chart below in terms of percentage.

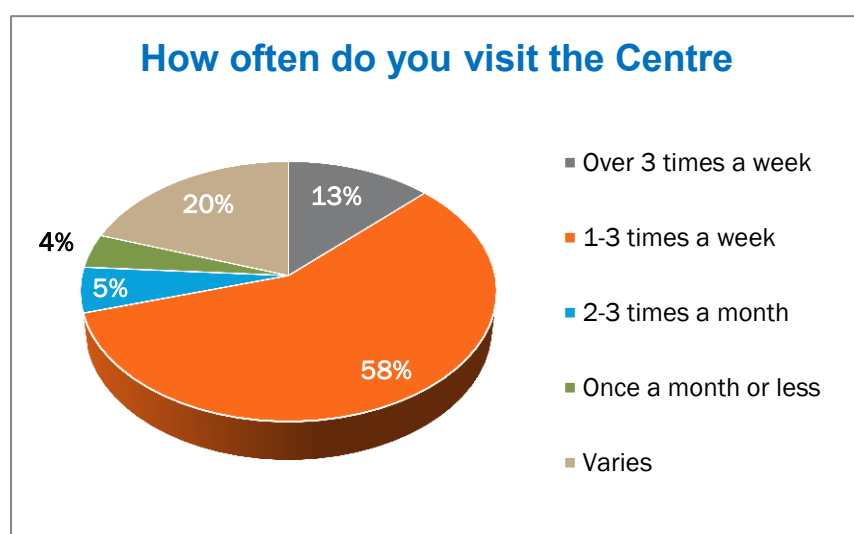


The data indicates that just over half (51%) of our beneficiaries have been attending Intact for more than 12 months, with 34% longer than 2 years and 12% more than 4. However 49% of those who completed the questionnaires reported that they were relatively new to the Centre with 33% only accessing services in the last 6 months.

This demonstrates that once people come to Intact they continue to access our services and also that the Centre is still attracting new people at a significant rate.

Q.2 How often do you visit the Centre?

The survey asked how often beneficiaries visited the centre each week. Categories were given to tick for, over 3 times a week; 1–3 times a week; 2-3 times a month; once a month or less; and finally a box for varies. The pie chart below shows the results obtained.



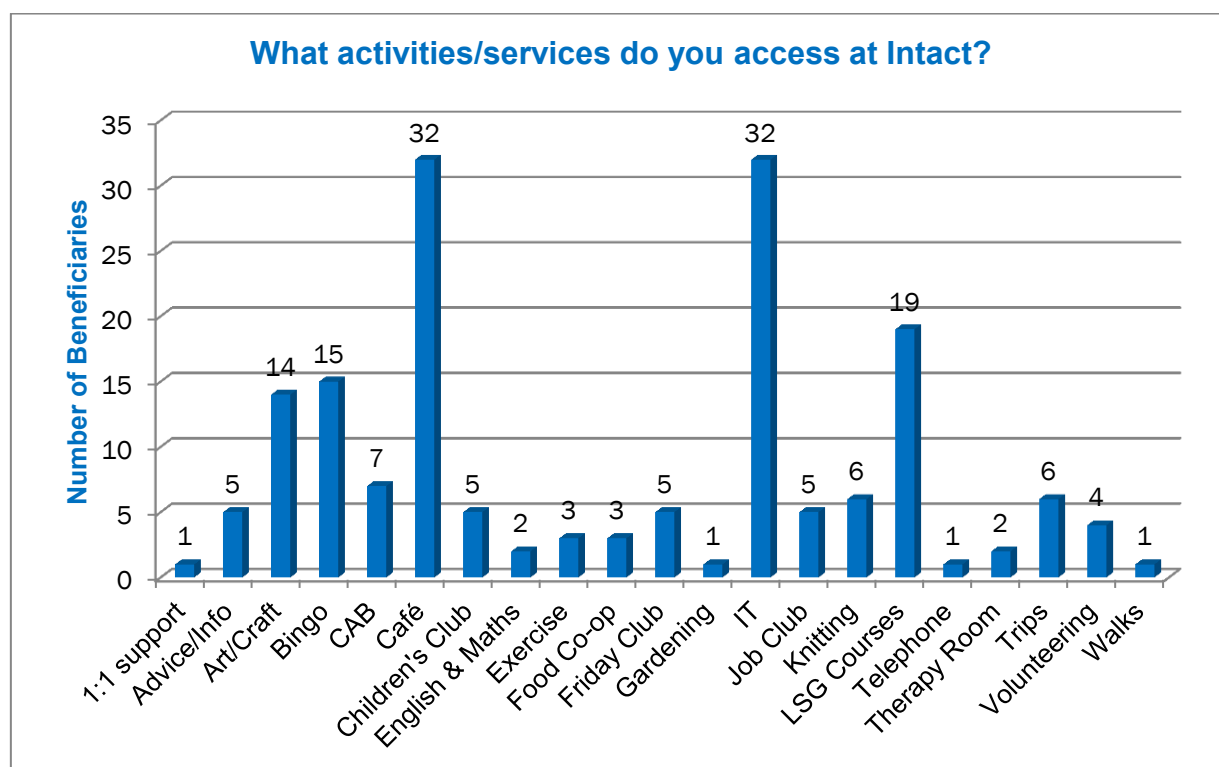
Interestingly of all the beneficiaries asked 58% said that they came to Intact between once and three times a week with an additional 13% stating that they visited more than three times. In terms of actual numbers this means that of the 89 beneficiaries who completed the questionnaire 50 of them stated that they access Intact several times a week.

Of the remaining responses 9% of beneficiaries access the Centre 2 -3 times a month or less with 20% stating that it varies. Given that our database currently holds records for 2800 beneficiaries and we assume that 75% of those beneficiaries return to Intact and are not just one-off visitors, and then pro-rata this figure using the statistics above, this would mean that 1,218 beneficiaries access the centre from once to over 3 times a week. This quantitative data clearly shows statistically the very real need for our work which is supported by qualitative data further in this section, highlighting that Intact is indeed a 'life-line' for many people.

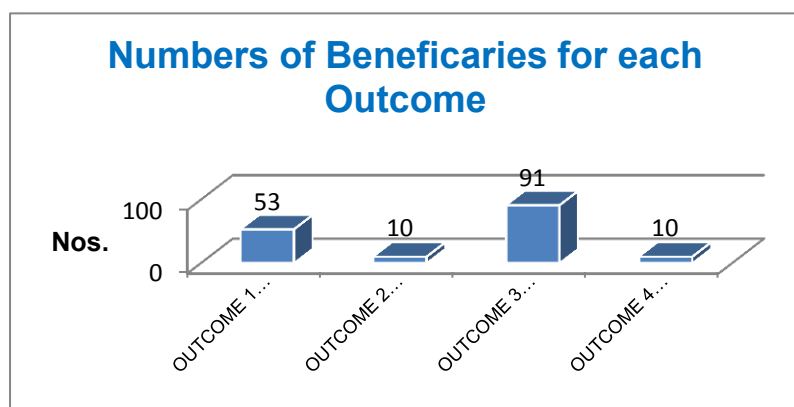
5. Our Beneficiaries – The Difference to Them

Q3. What activities and services do you access at Intact?

Beneficiaries completing the form were then asked what specific services and activities they accessed. The bar chart below captures what our beneficiaries told us.



Analysing this data further by grouping the above information against each outcome, shows an outcome profile as shown below.



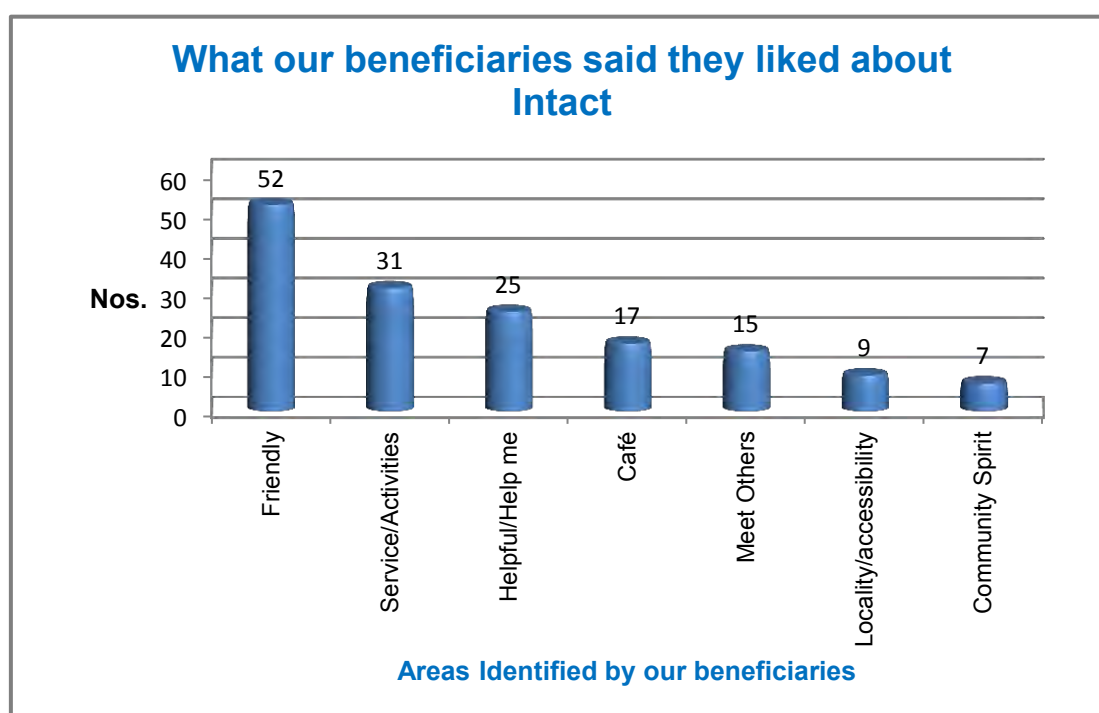
Reassuringly this profile reflects (more or less) the quantitative profile of our outcomes with the higher numbers being seen in the learning and social outcomes and the lower ones in the employability and health where more intensive 1-2-1 work is often required and therefore has a lower qualitative output.

Q4. What do you like about Intact?

This open question was asked to give beneficiaries the freedom to express their positive feelings about Intact. For ease of data representation their responses were grouped with the areas below demonstrating the key themes:

- Friendliness of staff.
- The services and activities on offer.
- Helpfulness of staff (which was mentioned separately to the friendliness).
- The cafe.
- Meeting others.
- Locality/accessibility.
- Community Spirit.

Below is a profile of the data, represented graphically.



This feedback demonstrates two important aspects for Intact. That is:

Our ethics and values as an organisation, and our commitment to treat everyone as individuals and with respect. The core offer of services and activities is what the community wants.

5. Our Beneficiaries – The Difference to Them

Examples of some of the actual comments written on the questionnaire include:



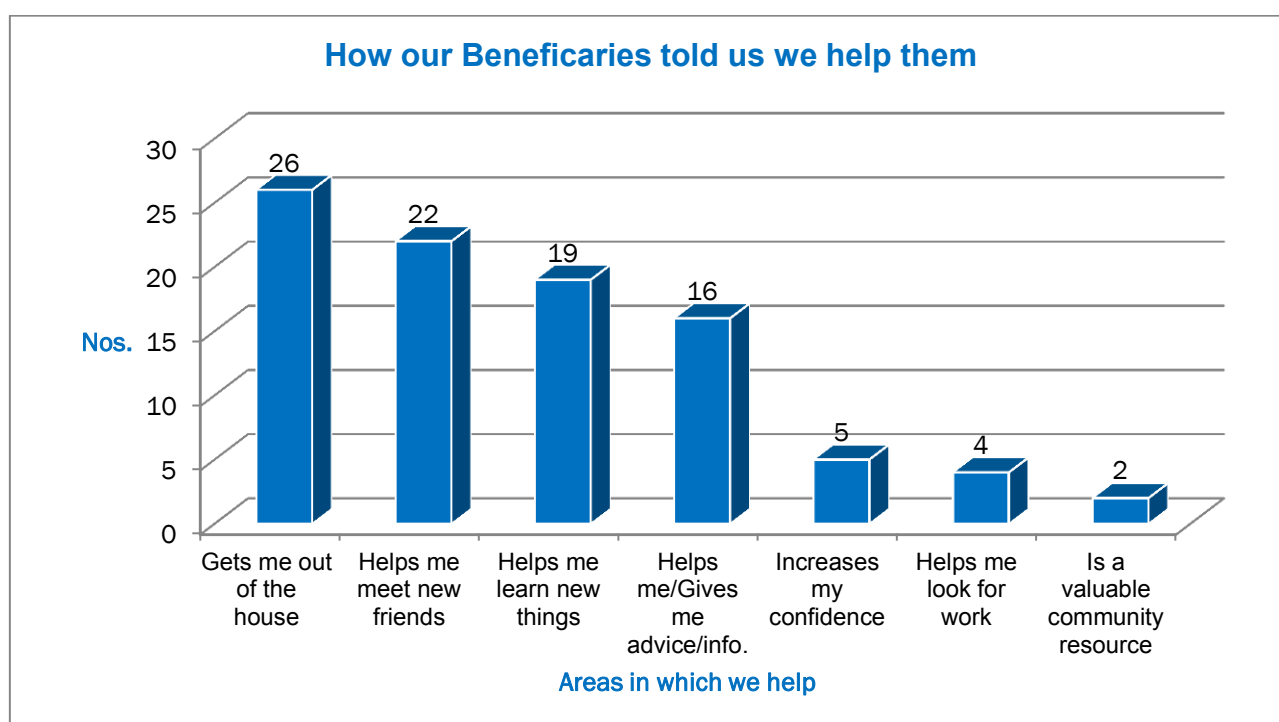
*Only the initials of the individual have been included (if given). This respects the confidentiality of the individual in the public domain, but enables Intact to recognise each individual in the case of further information or clarification.

Q5. How does Intact help you?

Another open question was asked to identify how our beneficiaries thought that we helped them using their own words. For ease of data representation their responses were grouped with the areas below demonstrating the key themes:

- Gets me out of the house.
- Helps me make new friends.
- Helps me learn new things.
- Helps me/Gives me advice and information.
- Increases my confidence.
- Helps me look for work.
- Is a valuable community resource.

Below is a profile of the data, represented graphically:



Again, the areas identified represent the 4 outcomes of our work and the numerical profile of those areas. Whilst the area of health was not mentioned specifically analysis of the questionnaires showed that this is likely to be because they have been incorporated in the 'gets me out of the house', 'helps me learn new things' and 'gives me advice/information'.

5. Our Beneficiaries – The Difference to Them

This information reassuringly demonstrates that the core offer we are delivering represents the outcomes and targets we are delivering against for the Life Changes project. One particular comment included on the questionnaires that did not fit into the above themes was:

'Intact keeps me warm and dry to have food' demonstrating the desperate need of some of our beneficiaries.

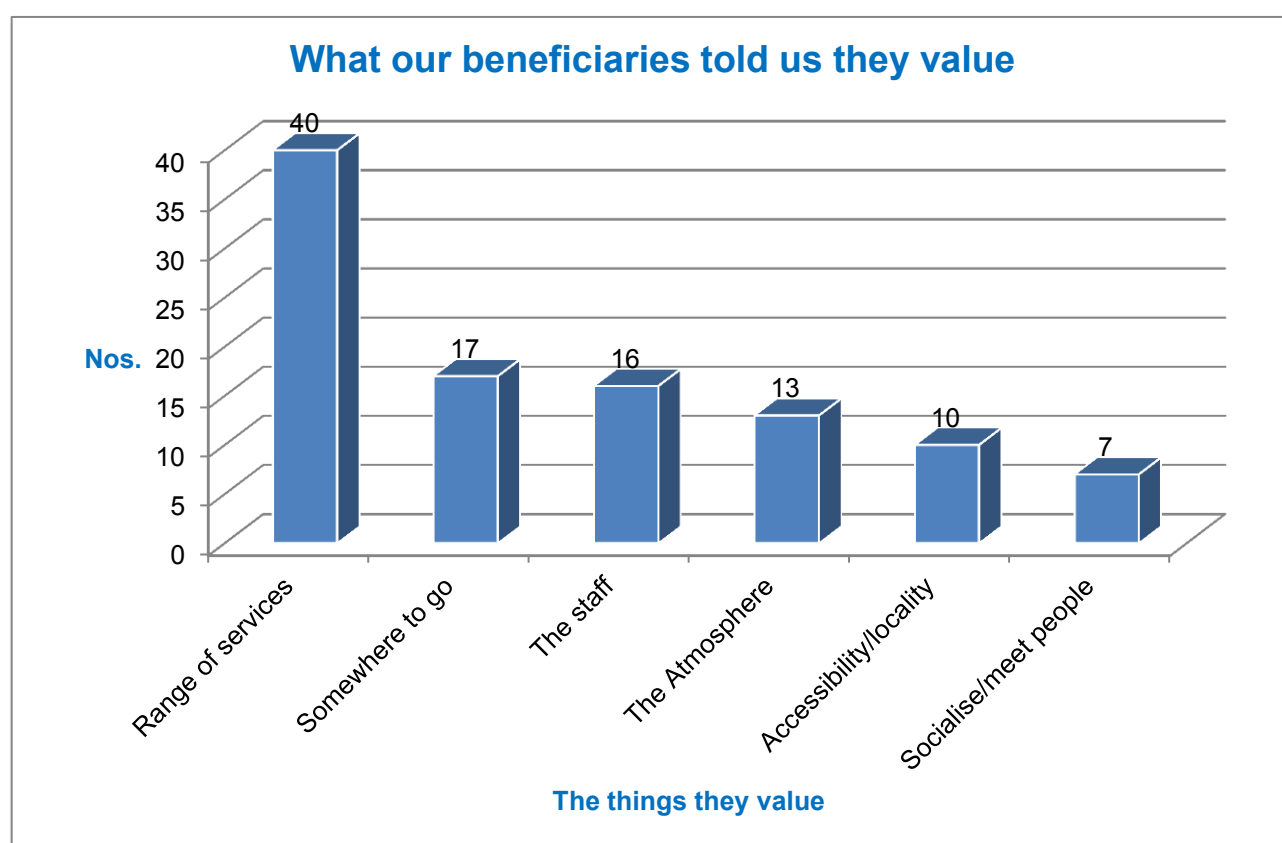
Examples of some other actual comments written on the questionnaire include:



Q6. What do you value most about Intact?

Again, another open question was asked to find out what beneficiaries most value about Intact. To ensure consistency, and ease of data representation their responses were grouped with the areas below demonstrating the key themes:

- The range of services we offer.
- Having somewhere to go and something to do.
- The staff and how they are treated at Intact.
- The atmosphere and welcome they get when they visit the centre.
- The locality and accessibility of the centre.
- Having the opportunity to socialise and make new friends.



Over 40% of our beneficiaries told us that the thing they value the most about Intact is the diverse range of services offered, with just over 17% telling us that they feel it gives them somewhere to go. Feedback also states that the staff and the atmosphere at the Centre also plays an important part of what people value with both areas being specifically mentioned in over 30% of the responses.

5. Our Beneficiaries – The Difference to Them

Below are further comments written on the questionnaire.



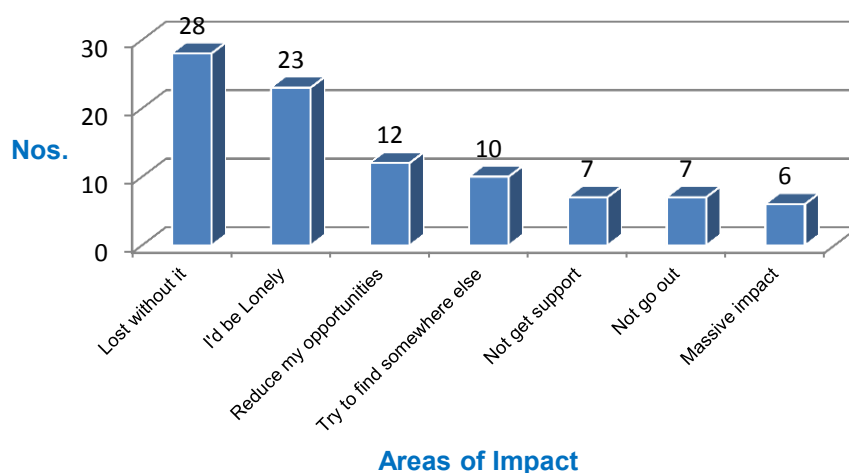
*Only the initials of the individual have been included (if given). This respects the confidentiality of the individual in the public domain, but enables Intact to recognise each individual in the case of further information or clarification.

Q7. What impact would it have on you if Intact was not here?

Beneficiaries were asked their views as to how they would feel if Intact was not here. Again, to ensure consistency, and ease of data representation their responses were grouped with the areas below demonstrating the key themes:

- Lost without it.
- I'd be lonely.
- Reduce my opportunities.
- Hard to find somewhere else.
- Not get support.
- Not go out.
- Massive impact.

The Impact to Our Beneficiaries If Intact Were Not Here



Over 60% of the responses received (including 'lost without Intact', 'I'd be lonely' and 'not go out'), showed that people would feel more socially isolated, with almost 10% reporting that the impact would be in their words 'massive'.

If this sample data was extrapolated to the number of people on the Intact database which currently stands at over 2800 beneficiaries the figure of 60% and 10% respectively would mean nearly 1,700 people would become socially isolated and a 'massive impact' would be felt by almost 300 people if Intact were not here. Reduced opportunities and loss of support accounted for 25% of the responses with less than 15% stating they would try and find somewhere else to go.

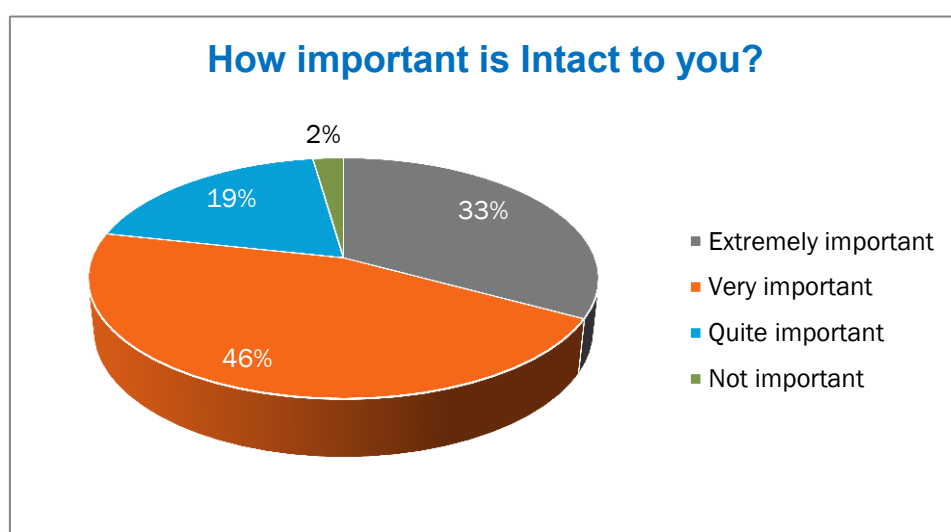
5. Our Beneficiaries – The Difference to Them



*Only the initials of the individual have been included (if given). This respects the confidentiality of the individual in the public domain, but enables Intact to recognise each individual in the case of further information or clarification.

Q8. How important is Intact to you?

The questionnaire asked beneficiaries how important Intact was to them. Categories were given to tick for, extremely important; very important; quite important; and not important. The results of which are shown in the pie chart below in terms of percentage.



79% of our beneficiaries told us that Intact was either extremely or very important to them, with a further 19% stating it was quite important, but only 2% saying that it was not important to them.

5. Our Beneficiaries – The Difference to Them

When asked to explain why they had given their answer, comments included:

'It helps me. Wouldn't want to go anywhere else' (SC)

'I need to come to cafes that I am familiar with as I have a learning disability, and David and the staff all support my needs, and have even catered for my birthday party' (DC)

'Because you can speak with people on a human level' (OL)

'Helps with my well-being' (JB)

'This is the only community setting I know of that has so many services for all' (PR)

'Love the community spirit and business support. Now better qualified' (CF)

'I improved my skills and language. I can use my skills looking for jobs. Without Intact, I can't do' (SA)

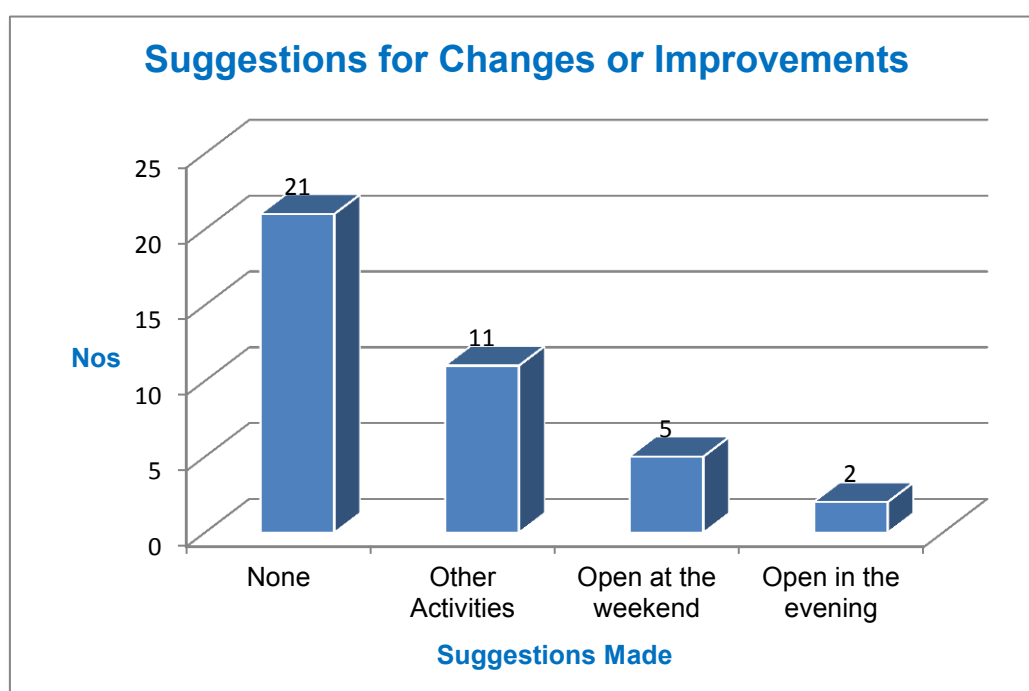
'My life now that I am retired would be boring and I'd feel isolated and depressed, having no friends here' (no name given)

'Don't come every day, but I can get very depressed. Cheers me up coming here' CB)

'It has given me a purpose in life' (MJH)

Q9. Have you any suggestions for changes or improvements?

This open question was asked to give beneficiaries the opportunity to shape the future delivery of services and activities at the Centre. Below is a summary of the responses received.

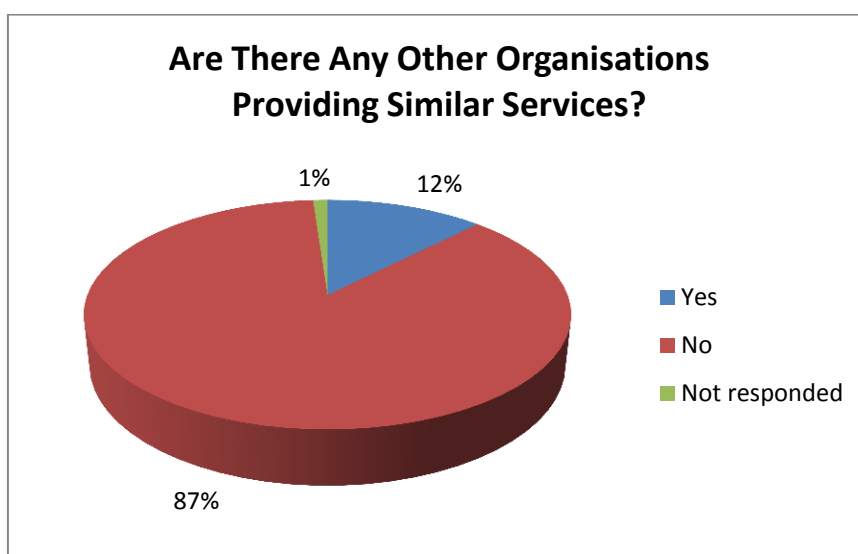


The majority of the responses received indicated that most beneficiaries were happy and did not have any suggestions for changes, although it should be noted that this section was not completed at all by approximately 30% of the respondents. The suggestions that were made were predominately aimed at introducing new activities such as more exercise groups, a dominoes groups, ancestry course, language course and history course, to name a few. The remaining feedback indicated that people would like longer opening hours i.e. evening and weekend opening, so that people who are working could also access the facilities and activities. These suggestions will form part of the continuation funding process.

5. Our Beneficiaries – The Difference to Them

Q.10 Are there any other organisations that you use that provide similar services locally?

This 'yes' or 'no' question was asked to determine if there were other organisations that provided similar services that Intact was unaware of with a further question that if identified which organisation they were. The results are shown graphically below:



The majority of responses received indicated that most beneficiaries were unaware of other similar services. However for those that did identify other organisations, most were located outside the Ingol area with several across the other side of the City and some in another town. Some responses also included local churches.

The Future

It is evident from the information gathered from the questionnaires that beneficiaries really value Intact and for some it has even become an 'extended family'. Development of the future project will include extending the opening hours to offer fuller accessibility as well as widening the menu of activities and services in response to what are beneficiaries have told us and helping us engage with those not yet 'reached'.

It is also clear that our work needs to continue if we are to carry on helping people make a positive difference in their lives.



6

Our Volunteers – The Difference to Them

Qualitative Data – Questionnaires

Our Volunteers

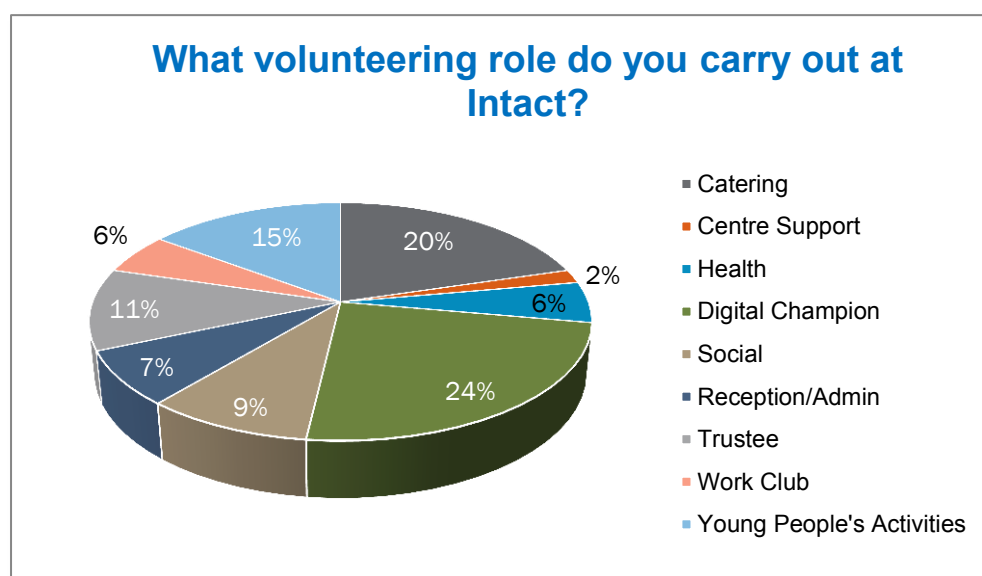
Since the start of the project 294 volunteers have been recruited to the Life Changes project, with an average at any given time of approximately 50 active volunteers supporting the project. A questionnaire was designed to gain feedback from the current volunteers as to their reasons for, and experiences of, volunteering at Intact. The questionnaire also aimed to find out what difference volunteering made to them as individuals, and the impact the Life Changes Project has made. Approximately 50 questionnaires were distributed and 46 were completed and returned.

A number of different volunteer opportunities are available at Intact which demonstrates the diversity of our work and also enables us to offer a variety of experiences to ensure there is 'something for everyone' if they choose to become active within their community. Where we are unable to offer a volunteer experience for a particular need or desire we aim to signpost to other agencies.

Below are the questions asked and the responses received from those completing the questionnaires.

Q1 Volunteer Role

The survey asked the volunteer to identify which volunteering role they were involved with, the results of which are shown in the pie chart below in terms of percentage.



The data indicates that almost half of the volunteer team are either Catering volunteers or Digital Champions, with Young People's activities also being quite popular. This could be attributed to the Catering and Young People's activities

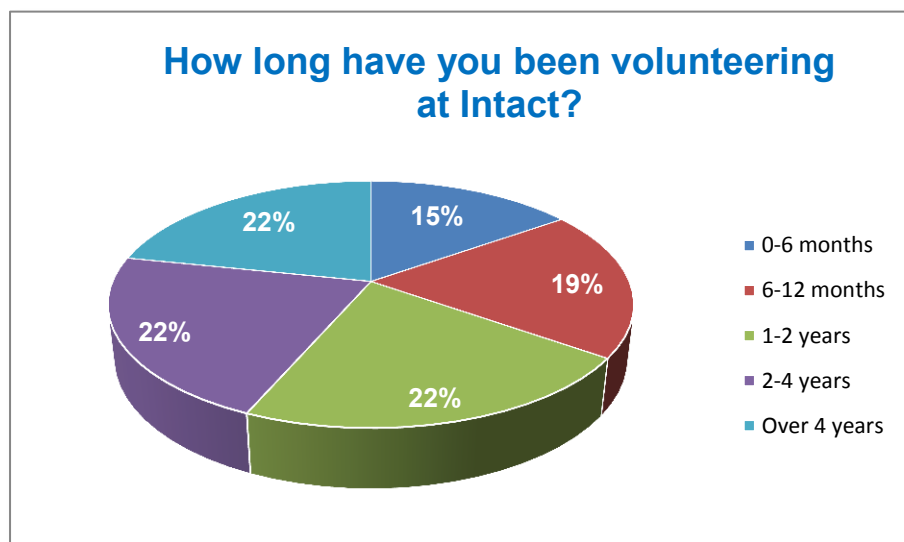
often being used for work experience and to strengthen C.V's for those looking for employment in these particular areas. This sometimes results with the Young People's volunteering opportunity in particular experiencing quite a high turnover of volunteers as the individuals either return to learning or find work whilst volunteering at Intact.

The Digital Champion opportunity however, which supports our beneficiaries in learning to access IT including social media, on-line shopping etc. tends to have a very low turnover in volunteers. Often individuals becoming Digital Champions are older or retired and volunteer to give something back or to give them something to do, and many have volunteered at Intact for a number of years. This is an extremely strong area within our volunteer team. The other roles show the diversity of opportunity offered at Intact and cover: Centre Support eg. low-level Maintenance/DIY of the building; Health eg. cycling/walking clubs and gardening; Social eg. bingo calling and knitting clubs; Reception/admin; Trustees and Work Club.

6. Our Volunteers – The Difference to Them

Q.2 Length of Service

The survey asked how long the individual had been volunteering at Intact, and categories were given to tick for 0-6 months; 6–12 months; 1-2 years; 2-4 years; over 4 years. The pie chart below shows the results obtained.



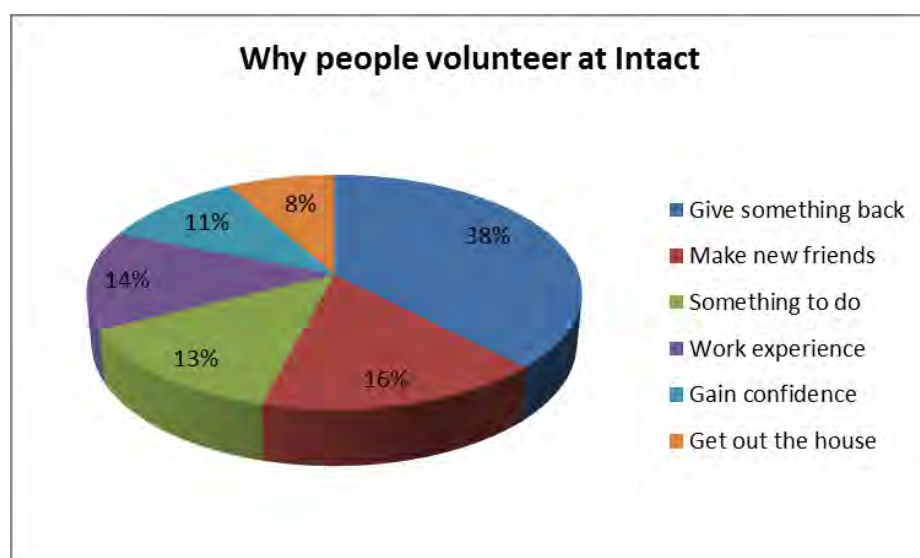
The figures show that Intact have an excellent track record of retaining volunteers, with 66% having volunteered with Intact for over 1 year, 44% over 2 years, and 22% over 4 years. This is attributed to the ethos of the organisation and our 5 key values which are to be: respectful; fair; honest; caring and inclusive, as well as our

5 key behaviours which are: being friendly, being helpful, listening, communicating positively and putting people first.

In order to demonstrate our commitment to our values, behaviours and our volunteers, Intact achieved the Investors in Volunteers Quality Mark, over 3 years ago, and this has just been successfully renewed. This demonstrates that we have policies and procedures in place that support, nurture and care for our volunteers who make up 'our family' and enable us to make such a positive difference to the lives of others.

Q3. Why do you volunteer at Intact?

An open question was asked as to why individuals volunteer at Intact. There were numerous different responses, with some themes emerging from the data. The pie chart below shows the themes identified and weighted in respect of the number of times the theme was mentioned.



Many people stated that they volunteered to give something back to the community, with a similar number (combined) wanting to make new friends and have something to do, and others wanting to gain work experience and increase their confidence.

6. Our Volunteers – The Difference to Them

Examples of some of the actual comments on the questionnaire included:

*'It gets me out of the house. Otherwise I would scream' (PM)**

'I'm lonely, I come to make and meet new friends.'

*'To gain confidence and self-esteem. To put me back into a work ethos.' (LL)**

*'Bring my confidence back' (SS)**

*'I was a local councillor, and found out about the work Intact was doing - and wanted to play a part.' (WS)**

*'To get me out meeting people and having a laugh.' (SGP)**

*'Helps my self-esteem and sense of worth sharing and helping people with my skills.' MO)**

*'Friendly environment and enjoy helping out with all events, also helps towards my college course, Health and Social, which I do at Preston's College.' (LR)**

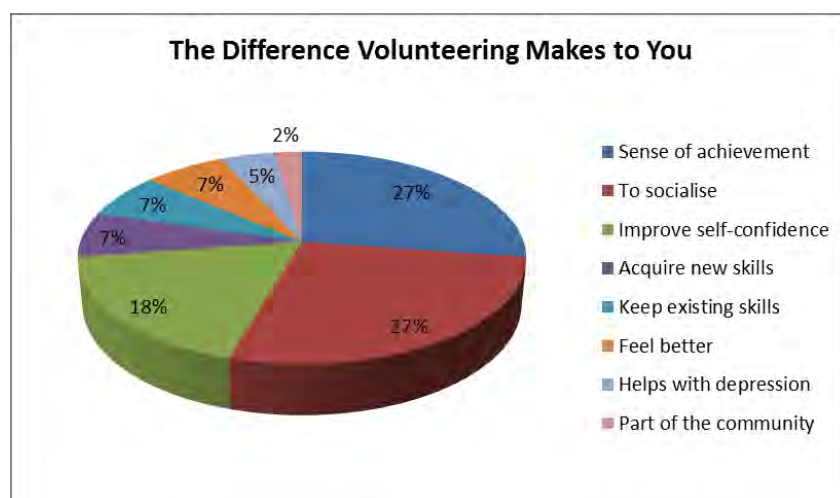
*'To give something back to the community.' (BM & LL¹ & JK & PJ & RS)**

'I was honoured to be asked to be a Trustee for Intact. I strongly believe in the ethos of the Trust and what the fabulous staff are endeavouring every day to achieve.' (ST)

*Only the initials of the individual have been included (if given). This respects the confidentiality of the individual in the public domain, but enables Intact to recognise each individual in the case of further information or clarification.

Q4. What difference does volunteering make for you?

Another open question was asked as to what difference volunteering made to the individual. Again there were numerous different responses but themes did emerge:



The 2 main areas reported as to the difference volunteering makes is that it gives a sense of achievement and it helps people to socialise. Improving self-confidence was another highlighted theme with acquiring new skills and keeping existing skills also being stated as being important. Interestingly some of the responses stated that it helped people feel better

generally and reduces depression.

Other examples of some of the actual comments in the questionnaire:

'Helped me after my husband passed away.' (SN)*

'Lifts my depression.' (MF)*

'Makes me feel useful'. (PM)*

'Felt better about myself and getting out the house'. (RL)*

'It helped me get my self-esteem back.' (LL)*

Since I started at Intact my confidence is improving all the time. I am glad to get out of the house, which helps with depression.' (AG)*

'Gives me self-confidence and makes me happy.' (NR)

'A sense of achievement and pass on skills to others and give them a sense of achievement.' (KL)*

'It gives me confidence and experience to work, as I am not able to do paid work at the moment'. (MC)*

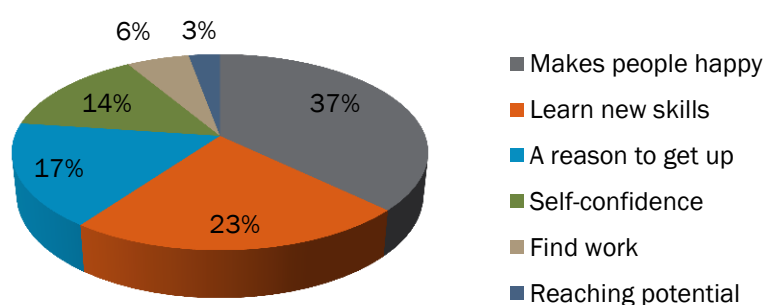
'Because of my AB (acquired brain) injury I am learning skills in the kitchen that I perhaps used to know but have forgotten.' (SN)*

6. Our Volunteers – The Difference to Them

Q5. What difference does volunteering make for others?

Asked what difference their volunteering made to others, again themes that emerged included:

The Difference Volunteering Makes to Others



The main difference the volunteers felt they made to others was that they helped make people happy, with some stating that they helped to give people a reason to get up. Helping people learn new skills was another difference volunteers thought they brought as well as increasing others' self-confidence.

Examples of some of the actual comments of what the volunteers thought about how they make a difference to others included:

'It provides something for the community where people can do sociable activities - bingo, crafts, computers and they use the café.' (AG)*

'Gives them a place to go' (PB)*

'It makes them happy' (GD & JB)*

'I think because I am slowly getting my sense of humour back. I enjoy making people laugh.' (SN)*

'I've helped people with no confidence with computers and see them become more confident and gain skills.' (MO)*

'Give needed skills and support in life and employment.' (PW)*

'Build their self-worth and confidence.' (TH)*

'Gives them more confidence and increases their knowledge. Knowing that someone is prepared to take the time to show they care.' (No name supplied)

'I hope I am representing to my best ability what Intact stands for, making people welcome, encourage people to use the Centre, to join in activities etc.' (PJ)*

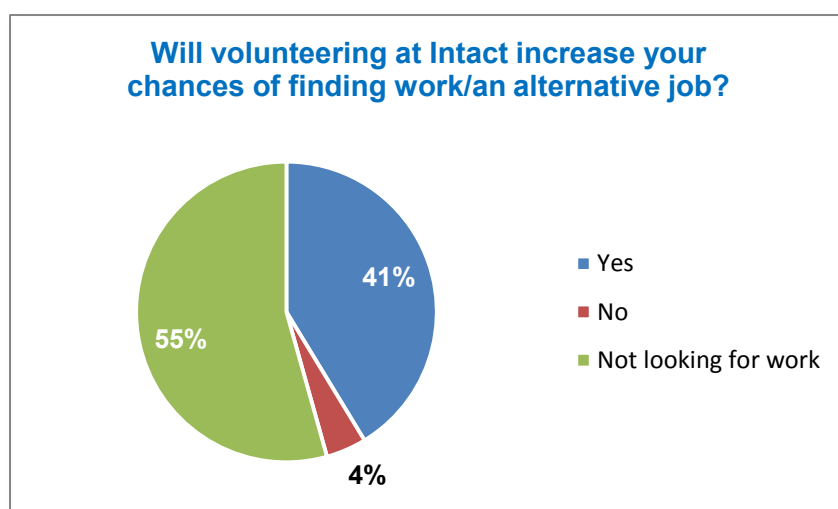
'I believe for some of the more vulnerable people in the community it makes a huge difference. Intact has helped so many people in so many different ways.' (ST)*

'Reduces their burden and puts a smile on their faces.' (SGP)*

'It gives structure to their day or week'. (MC)**

Q6. Can volunteering at Intact increase your chances of finding work?

As we have already seen, people volunteer at Intact for many reasons. For those looking for work, the question was asked if they thought volunteering would help them find work.



Just under half (45%) of the volunteers completing the survey were looking for work with approx. 90% of them believing that volunteering at Intact would help them in their search. 4% did not think that Intact could help them find work as their volunteering was not in an area where they would be looking for a job. The remaining 55% of the volunteers were not looking

for work and were either retired or not able to work due to differing issues.

Comments from those looking for work about their volunteering experience include:

'As I learn more and develop my own skills and experience, it increases my chance of holding down paid work in the future.' (MO)**

'It did help me find a job.' (MB)*

'Being given the opportunity to volunteer in different areas really does open up other job opportunities.' (No name supplied)

'It gave me something to put on my CV and talk about in interviews' (PB)*

'It shows that you want to get a job, one proof that you can be reliable and work part of a team and gain useful qualifications.' (AG)*

'It helps me gain work experience, so I can put it on my CV and helps me to feel more confident in the work I am carrying out.' (DL)*

*'I used Intact as a reference for my current job'. (JB) & (CE)**

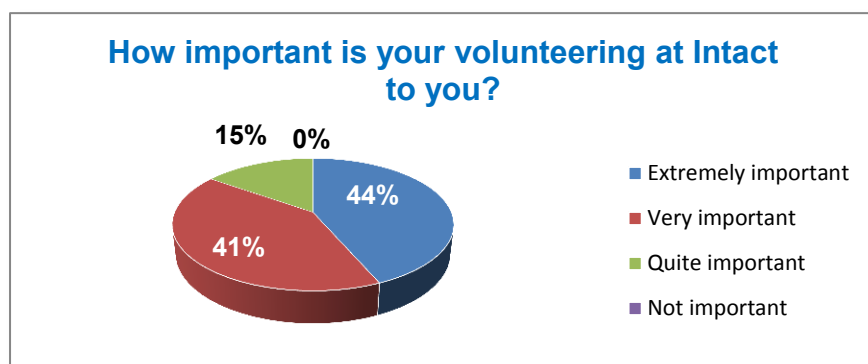
'I gained skills and knowledge and also the opportunity to do courses and gain qualifications' (LL)*

'Help with my Health & Social course' (LR)*

6. Our Volunteers – The Difference to Them

Q7. How important is volunteering at Intact to you?

Volunteers were asked how important their volunteering at Intact was for them personally.



85% responded that it was either extremely important or very important, and 15% said that it was quite important. None of the volunteers responded that it was not important to them.

Asked for the reason for their response, comments included:

'Part of my life/me.' (SS)*

'Makes me happy seeing other people happy.' (JB)*

'Made me feel like I was part of the 'solution'. (PB)*

'I feel through my roles I am making a difference to the lives of many who feel in some way excluded from having a life! I can pass on my life experiences and empathise.' (RS)*

'I get a lot of satisfaction out of seeing Intact's success, and knowing I have played a small part in that success.' (WS)*

'Feel valued.' (PM)*

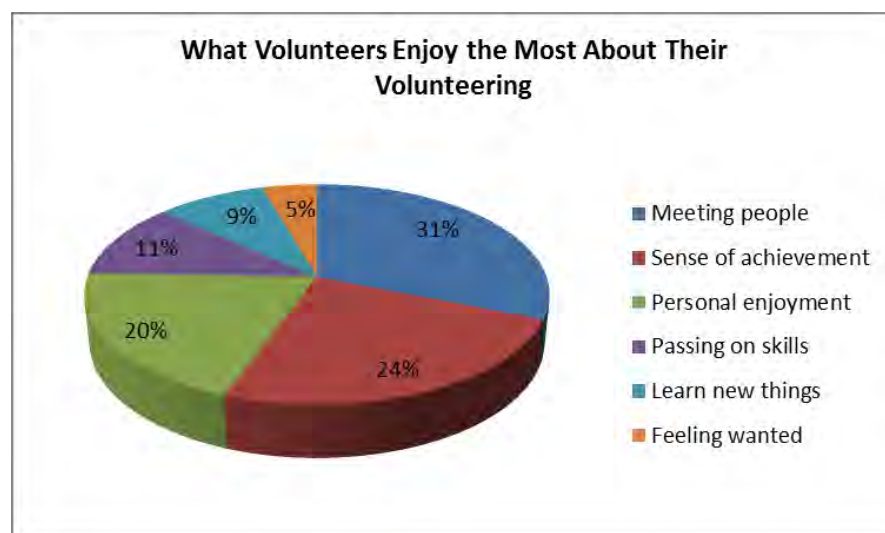
'It gives me hope for the future to gain paid work' (MC)*

'I want to make a difference to people's lives.' (TH)*

'I feel fulfilled in retirement, doing something that gives me pleasure as well as giving to help others in the community, of my time and my skills.' (PJ)*

Q8. What do you enjoy most about volunteering at Intact?

When asked what they enjoyed most about their volunteering at Intact, again, a number of themes emerged:



The volunteers reported that they enjoyed meeting people and also the sense of achievement that volunteering gave to them. They reported that they got a lot of personal enjoyment from their time at the Centre, passing on their skills but also learning new things, and enjoyed feeling 'wanted'.

Comments on the questionnaires included:

'It's fun, happy, enjoyable.' (NR)*

'Seeing the impact of Intact's work on the clients - successful outcomes, successful events.' (BS)*

'Having friends and company.' (SN)*

'Passing on skills and seeing people reach their potential.' (RL)*

'Feeling wanted and making new friends.' (LR)*

'Satisfaction - knowing you're doing something useful.' (MW)*

'Helping people, using rather than losing my skills, socialising. Gives me a purpose when I wake.' (PJ)*

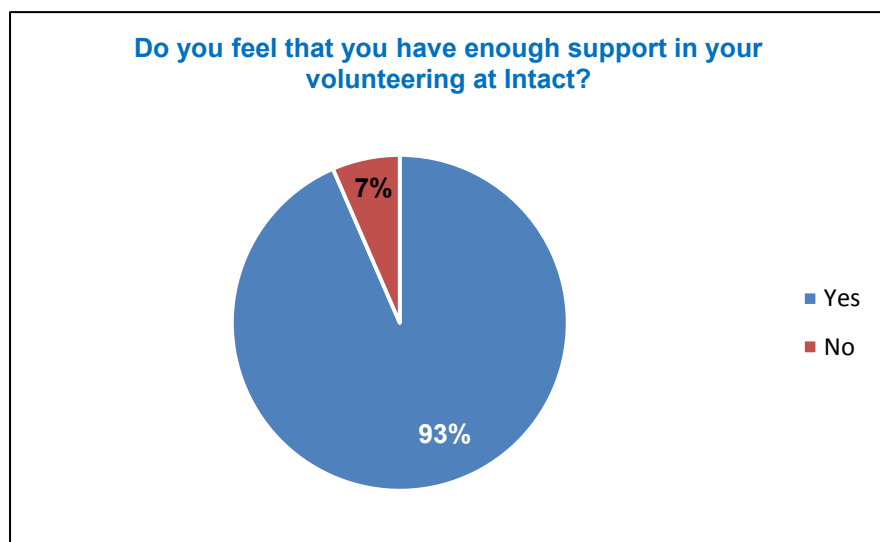
'Helping people, especially those that appreciate it.' (PH)*

'The feeling of being part of something that does make a positive difference to so many lives.' (ST)*

'All of it!' (SC)*

6. Our Volunteers – The Difference to Them

Q9. Do you feel you have enough support in your volunteering role?



Supporting our volunteers is core to the work that Intact does. It is important to us that our volunteers feel that they have enough support from staff to support the services and activities in which they are involved. The pie chart to the left shows the responses to that question.

When asked to give examples for their responses, comments included:

'Have regular meetings and training days. Can go and discuss any problems I have at any time with a staff member.' (Name not supplied)

'Tutor support meetings.' (MW)*

'Someone is always available to advise or help when necessary.' (JK)*

'All I can say is that if I've needed help, support or just someone to talk to, I can find it at Intact. Thanks guys.' (ST)*

'Training courses and 1-2-1 support'. (NR)*

'Receiving lots of support and time to settle into my role. Including training and working with other volunteers.' (MO)*

'I can always ask if I get stuck with anything. Tina has given me lots of support' (LL²)*

'I had training sessions and meetings as a digital champion to continually update me. On reception, I am kept up to date with changes and have 1-2-1 to discuss any issues.' (PJ)*

'Everyone is so helpful' (PC)*

'The staff are friendly and always there to help and are approachable'. (AG)*

6. Our Volunteers – The Difference to Them

The 7% of volunteers who responded that they did not feel they had enough support comprise 3 different people who are volunteering in three different areas, and their concerns will be explored to ensure that this is addressed.

Finally a section was left on the evaluation form for any additional comments about volunteering, with 17 volunteers commenting. These responses included:

'It's an awesome centre that supports so many in the community, to help the service users with the challenges in their lives, and it's a privilege to volunteer.' (PJ)*

'It does you good' (No name specified)''

'I think Intact is a marvellous place for people to learn things, contact CAB with a great café to eat.' (SN)*

*'Wonderfully, friendly environment. Feel at home and relaxed and not intimidated'. (MO)**

'It is a worthwhile experience'. (SGP)

*'I would always tell people, if you want to volunteer you should'. (SN)**

*'I feel that Intact is very important to all ages in our community' (LR)**

*'I would say that anyone who has never volunteered before should try it, especially at Intact, who are the best.' (LL1)**

*'The centre is having additional work done to it which will help the centre plus the community.' (MC)**

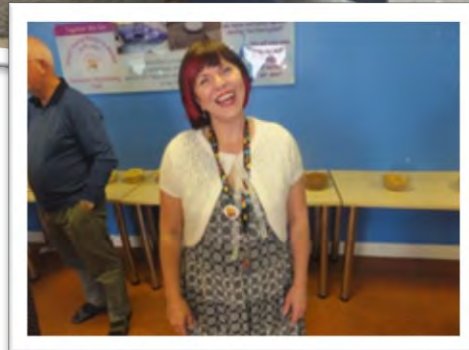
*'It's a really nice place. Feel very comfortable'. (SS)**

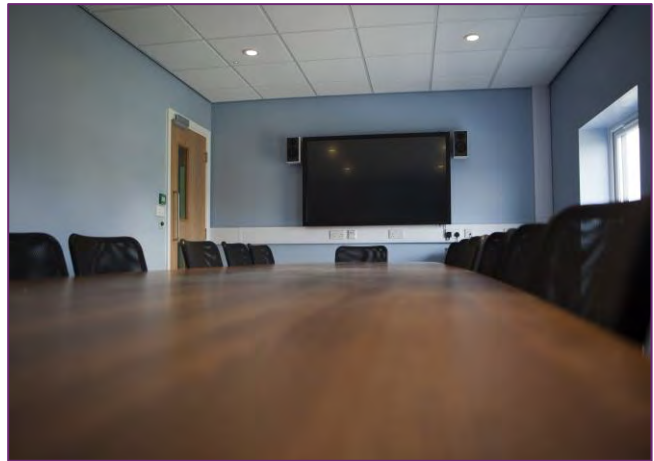
All the comments received in this section were positive and clearly displayed the enjoyment and satisfaction volunteers get from being part of the Intact team.

Changes for the Future

As Intact prepares to launch the new building, new methods of improving communication with volunteers is being explored. Specifically introducing a Volunteer Noticeboard which can be updated daily (if needed) and volunteers will be encouraged to access this on their volunteer shift. In addition the Volunteer quarterly forums will continue, as will the supervision sessions and tutor support meetings with members of staff.

Some of our volunteers in action





7

Organisational Development

7. Organisation Development

Since the start of the Life Changes project there has been a great deal of change within the organisation that was not originally anticipated during the original application stage. However, these changes have served to benefit and greatly complement the work of the project, and place Intact in a stronger position both strategically and from a delivery perspective. Intact is now recognised across the voluntary, public and private sectors as a 'Flag Ship' within Preston, although we are keen to remain grounded and true to our mission of 'Making a Difference by Being There'. Our trustees and beneficiary membership enable us to do this and continues to ensure that our services and activities are led by the needs of the community. If anything, our intent is that this organisational development will help secure the future of the community and the people who live within it.

The Emergence of Community Cogs – A New Social Enterprise

Prior to the start of the Life Changes project it was recognised by the Intact Board of Trustees and senior managers that there was a need to look at alternative avenues for funding to reduce total reliance on grants and look longer term to become more sustainable. As a direct result of a Strategic Planning day with all the trustees and staff, it was agreed that a way forward to this was to develop a social enterprise that would benefit the needs of the community and at the same time generate income that could be gift aided to Intact. As a result 'Community Cogs Limited' was born to operate a range of income generating initiatives (or cost centres), the first one of which was a Café named 'Whitby's' (as the Centre is located on Whitby Avenue in Ingol). This was established in 2012, with a full-time chef and later with the recruitment of a part-time Catering Assistant. Now in its third year, and with the completion of the new build it is envisaged that by the end of this financial year that 'Whitby's' will be in a profit making position.

A Brand New Building – No.49

With the early success of the Life Changes project, it quickly became obvious that the project was out-growing the existing facilities. Staff were ‘fighting’ for rooms to deliver activities and the physical capacity of the building was becoming a barrier to delivery. As a direct result of this, an application was made to the Big Lottery Reaching Communities Capital fund, to build a two storey extension onto the existing facilities. This application was successful in December 2013 and building work started on site in July 2014. During this time some activities stayed on-site but many were delivered at out-reach venues within the community.

The extension was finished in March 2015 and the Centre now offers:

- **Multi- Use Room:** a large, bright and airy room that can offer dance, drama and indoor physical activity and exercise, with state of the art media equipment and 86” touch-screen monitor.
- **Shower facilities:** for those participating in exercise.
- **Training Room:** Seating up to 16 people with state of the art equipment and a 66” touch screen monitor.
- **Treatment Room:** With holistic therapies and chiropody services being offered at affordable prices.
- **Quiet Room:** To work on a 1-2-1 basis with beneficiaries and where the Citizens Advice Bureau also run weekly surgeries.
- **IT Suite:** With 10 state of the art computers and training screen for individual or group learning.
- **Resource Room:** A quiet space for those looking for work, writing CV’s, 1-1 support or undertaking training/learning.
- **Walk-in Lift:** Requested and included after consultation with beneficiaries.
- **Its very own Café:** Whitby’s selling affordable home-cooked food.

New Nature Reserve

As part of the Cottam Hall Development, a nature reserve was created, principally to enable the protection of Great Crested Newts and their habitat as they are listed as a European Protected Species. It has also been designed to support a richly varied ecology, with the intention of it becoming a 'community asset'.

The Nature Reserve is over 5 acres in area, preserving much of the existing vegetation except where new ponds have been created. There are 8 of them to ensure successful breeding by the Greater Crested Newts – something which has not happened for the last 10 years at least and would have led to the colony's extinction if the Nature Reserve had not been provided. Hibernaculae and wormeries will be built; a variety of plant species of ecological value will be transplanted from other parts of the development site; bat boxes are to be installed; a path within the Reserve will provide access and it will be protected by a security fence.

When building the Ingol (Cottam) Nature Reserve, the developer, Cottam Hall Properties, extended the Reserve up to the Holy Family Catholic Primary School grounds which is situated alongside the Intact Centre.

Last year, Intact were approached to consider taking ownership of the Nature Reserve for the sum of £1.00. The Intact Board have discussed this and after careful consideration have agreed to take on the ownership of the Reserve with the legal documentation currently being drawn up.

The addition of the Reserve to Intact's portfolio will have numerous benefits to the community that would include:

- It would become a real Community asset.
- The Nature Reserve will be an educational resource for local schools, the community and for visiting students.
- It will provide a source of interest and voluntary experience for the community.
- It would provide a training resource, and would be available for community events.
- Ownership by the community will allow much more access to the Reserve than if it were under the control of a commercial organisation.

The Reserve will enhance Intact's work bringing a new element we never dreamed possible, as well as enhancing sustainable environmental development. (See Conclusion section).

The Difference in Monetary Terms

The Life Changes Project has enabled Intact to attract further monies from numerous sources to expand and diversify our offer to help those even harder to reach people.

The table below summaries the income from these various sources in the first four years of the 'Life Changes Project'.

TABLE TO SHOW INCOME GENERATED THROUGH THIS PROJECT

INCOME SOURCE	TYPE OF FUNDING	ACTIVITY	AMOUNT
Lancashire Adult Learning College	Contract	Delivery of community learning at Intact	£ 75,000
Tinder Foundation	Contract	Delivery of IT training	£ 55,000
European Social Funding	Contract	Employability programmes	£ 25,000
Lancashire County Council	Grant	Relocation and refurbishment of Intact's kitchen facilities	£ 51,000
Lancashire Environmental Fund	Grant	Extension to kitchen facilities	£ 30,000
Community Gateway Association	Donation	Work with housing tenants	£ 40,000
Universities	Paid services	Social work student placements	£ 80,000
Henry Smith Charity	Grant	Centre Support and Advice Officer post	£ 50,000
NHS	Contract	Cancer awareness campaigns	£ 10,000
Big Lottery Fund	Grant (Capital)	Two storey extension	£599,000
Trusthouse Foundation	Grant	Kitchen extension	£ 25,000
Garfield Weston	Grant	Kitchen Equipment	£ 10,000
Lancashire Environmental Fund	Grant	Energy saving measures E.g. Solar panels	£ 30,000
Other Funders*	Grant	Equipment for the extension	£ 37,000
TOTAL			£1,117,000

The Big Lottery Fund Grant of **£486,191** for the Life Changes Project has enabled Intact to generate an additional **£1,117,000** of further investment to the area in the first four years of the project.

7. Organisational Development

This means that our work has made a difference for many more people than first anticipated, and clearly demonstrates the financial return on the investment made into Intact by the Big Lottery Fund.

*Other Funders include: Duchy of Lancaster; Harold & Alice Bridges; Rank Foundation; Neighbourhood Council; Bernard Sunley; Places for People; Sure Start; John Turners; Local Members Grant; and Preston City Council. Thank you to all who have supported us!



Our Learning in Summary

Our Beneficiaries

They are the reason Intact is here, and we have learnt a lot from them, including:

- Make people feel welcome and valued.
- Listen to individual needs, and involve beneficiaries in shaping services.
- Ensure a holistic approach is taken when supporting our beneficiaries and that multiple issues are dealt with as a whole and not in isolation to each other.
- Allow beneficiaries to 'work' at their own pace e.g. IT Training as some find it easier to learn (and remember) than others
- Ask people what they want and do not assume you already know.
- Be open-minded to what we are told.
- Treat beneficiaries as people and not targets.
- Communities often have those with 'strong personalities' who talk the loudest. Our role is to enable those with the 'quietest' voice to also have their say.

Our Volunteers

Volunteers have been the life-blood to this project and the main key learning points for Intact have been:

- Value volunteers and ensure that their needs are addressed and they are supported.
- Work with volunteers both individually and in groups, and develop more informal support mechanisms through others.
- Ensure they have a voice within the organisation e.g. through support sessions and volunteer forums
- Involve them in the evaluation of services. They are often better positioned to give feedback and can see things from different perspectives.
- Invest in them. i.e. Give them time, training etc.
- Have volunteer role descriptions so that everyone is clear on what the volunteering entails and boundaries are maintained.
- Embrace them into the Intact family.
- Formally recognise their work through celebration events and award events.
- Successfully achieving the Investors in Volunteers Quality Mark has enabled the implementation of structures, policies and procedures that benefitted both our volunteers and the organisation.

The Staff Team

To be effective as an organisation, the staff team must work together to create a seamless service. Our learning includes:

- Value our staff team.
- Have dedicated staff members who specialise in particular areas. e.g. Health, IT, Work Club.

- Ensure weekly team briefs are held with all staff members so that everyone knows what is going on in the week.
- Have monthly staff meetings to set a more strategic scene with staff looking to link services and ensure they do not work in silos.
- Invest in the staff team and reduce reliance on statutory agencies e.g. Training a member of staff on Level 2 Brief Intervention training for Smoking Cessation enabled Intact to have the autonomy to run the sessions at times most beneficial to the community and removed reliance on the NHS.

Accessibility

This covers a number of areas and our learning includes:

- Listen to and respond to the needs of our beneficiaries. e.g. During consultation for the new 2 storey extension, beneficiaries told us they needed a lift, and so it was included in the new building design. This has ensured accessibility to all the building for everyone.
- With some of our beneficiaries having limited mobility, designated parking has been included with the extension.
- Make adaptations were possible e.g. ergonomic keyboards, headphones, hearing loops etc.
- If beneficiaries are not able to access our services i.e. due to lack of transport, where possible we have taken our services to them e.g. sheltered housing accommodation.

Delivery of Services

The timing, frequency and location of sessions can influence the numbers of people accessing them and how successful they are. Our learning in this area includes:

- Deliver services that beneficiaries want in a way that they want them.
- Ensure we are clear on exactly what our 'offer' is in all areas of our work, and where we may need to signpost to more specialised areas.
- Running sessions at regular times i.e. IT training or Work Club can encourage the same people each week, with the benefit that the group can 'bond' and support each other.
- Ensure that the appropriate facilities are available to deliver the services the beneficiaries need. i.e. IT Suite for IT Training; Training room for classroom activities etc. This helps to encourage an environment conducive to the optimum benefit for the beneficiaries.

Paperwork

Throughout the project various forms, registers and records have been designed to capture data. However there have been several learning points:

- Ensure records are kept to promote continuity and provide the best seamless service possible, ensuring transparency to build trust.

8. Conclusion

- Terminology on the paperwork can be off-putting. Ensure wording on forms is appropriate and easily understood.
- Awareness of continual form-filling by beneficiaries. Use of registers has helped elevate this.
- Involve beneficiaries and ensure transparency when completing or updating Learner Records.

Monitoring and Evaluation

Having the correct tools to monitor and evaluate the project is crucial. Our learning includes:

- The design of a bespoke Access database in the first few months of the project has enabled easy monitoring across all four outcomes of this project and also other funded programmes.
- With the sheer volume of people accessing the project (e.g. over 2,800), the database has been crucial to the success of our monitoring of the project.
- The further development of the database has provided Management Information at the touch of a button that shows trends, reports numbers and gives us the information to help make decisions on current and future projects and activities.
- This has helped us to identify at an early stage areas that need additional work, changes in structure or if they are simply not going the way originally anticipated.

What Worked Well and How We Can Improve

MONITORING AND EVALUATION

Quantitative data:

What we did well:

- With professional support (accessed free of charge) a bespoke Access database was developed at the beginning of the project enabling easy monitoring of all four outcomes of this project and also other funded programmes.
- This enables Management Information across all activities to be available at a 'touch of a button' showing trends, reporting on numbers and gives us the information to help make decisions on current and future projects and activities. With the sheer volume of people on the database now being over 2,800 this has been invaluable.
- This has helped us to identify at an early stage areas that need additional work, changes in structure or if they are simply not going the way originally anticipated.

The database is now part of the Intact philosophy.

Qualitative data:

What we did well:

- Initial Assessments and mechanisms for tracking beneficiaries journeys for Outcomes 1 and 2 (i.e. IT, Learning and Employability) were implemented early on in the project.
- This enabled the recording of progress for individuals on a weekly basis and having an action plan to work towards.
- This allowed Intact to track a beneficiary's journey and evidence the progress made.

What we can improve:

- Implement a similar mechanism as above to track beneficiaries accessing services and activities for Outcomes 3 and 4, and work is underway with this.
- With health being a new area for the Life Changes project, there has been a steep learning curve exacerbated by changes of staff three times (in the area of health) over a four year period. Recruitment for the existing member of staff was robust and we have every confidence she will stay and drive this area forward.
- An assessment mechanism is needed to identify a base line for those accessing social or health related activities (i.e. Outcomes 3 and 4). Work is currently in progress.
- A tracking mechanism is also needed to capture beneficiaries' journeys in a more meaningful way. Again, work is underway with this.

OUR SERVICES

What we did well:

- Consulted and listened to what our beneficiaries told us they wanted.
- Responded well and quickly when activities did not go to plan.
- Knew our own capabilities and when specialised services/support was needed.
- Engaged with the community.

What we can improve:

- Provide more focus on men/male related activities, particularly around health checks and physical and social activities which historically have attracted more women.
- With excellent foundations in place for the delivery of health focussed activities, Intact will work to link with G.P. surgeries and other referral agencies to embrace social prescribing into our core offer.

Sustainable Development

Intact's approach to sustainable development covers four areas i.e. Environmental, Economic, Social and Community as described in our Business Plan which was updated for our Capital application for the extension. These areas will be embraced within our Continuation funding application and will continue to be embedded within our delivery.

Environmental

Intact's acquisition of a local Nature Reserve (see the Organisational Development section) will enable fantastic work to be done with the community, increasing people's understanding of their local environment, sustainable development and the importance of biodiversity and human impacts on the environment. The reserve will provide a sensory experience to both children and adults bringing nature and its beauty right into the community. Additionally, Eco days will be based within the nature reserve, with workshops on food growing and gardening sessions in the Intact garden giving hands-on experience to many who have never really encountered nature in this way. Information on 'bee friendly' plants and flowers and the importance of pollinators within nature will educate and encourage local people to 'do their bit' for the environment! In our experience many people are 'separated' from nature, living in an urban area with few, if any, trees and plants.

Installation of energy efficient equipment and processes has been key in the upgrading of the existing Intact Centre and the erection of the extension. Solar panel, LED lighting and a rain water harvesting system are key elements that help Intact to reduce our carbon footprint, minimise energy use and exploit natural resources more efficiently. On a more local level, energy saving workshops have been held at Intact to educate the community on reducing their carbon footprint and at the same time save money. Healthy walks and cycling sessions have also encouraged people to reduce pollution and at the same time benefit from becoming healthier.

Future funding will enable Intact to bring people and nature together and 'open their eyes' to what is really going on around us, at the same time, helping them improve their mental and physical well-being.

Economic

Community Cogs has now been established for over 3 years. Since its inception and with the development of its first cost centre, 'Whitby's Café', Intact have been able to employ a full-time chef and a part-time catering assistant (who started as an unemployed volunteer!). Since the extension, business has started to grow and we are currently looking at recruiting another part-time assistant to help cater for the demand. It is envisaged that further 'cost centres' will be developed in other areas, helping to create revenue for Intact and

employment for other local people. Our current contract work with North West Universities and local colleges will also continue to generate additional revenue to support our work, and our excellent track record with funders will stand us in good stead for income generation in the future.

Further funding from the Big Lottery will enable the continuation of the immensely successful Work Club, helping people improve their employability skills and ultimately find work. With a large local shopping area currently in the planning stages, Intact will form links and partnerships with potential employers to support them in their recruitment process when appropriate.

Social

Supporting people experiencing low self-esteem, loneliness and mental health issues such as depression and anxiety has been a core element of this project and will continue to be so in the continuation funding application. Engagement of those who are hardest to reach has been achieved by providing good quality social events and activities in a wide range of areas of interest. Working with our local Police Community Support Officer (PCSO's) and developing 'Community Safety' events as well as encouraging the presence of the PCSO's has also increased feelings of personal safety and encouraged attendance at local Police and Communities Together (PACT) meetings. This in its entirety has increased 'community spirit' and the desire to 'support one another'. Work has been done to promote the value of diversity, local identity and positive elements of local distinctiveness. Children's activities have included workshops on 'People of the world' with different cultures and beliefs being discussed and embraced.

New funding will enable this work to continue. There are still many people feeling socially isolated and often 'trapped' in their homes. The new funding application will ensure that these people are targeted and given options to become more involved, make new friends and give them a reason to get up in a morning.

Community Involvement

Encouraging community spirit has been a value added outcome of our current work, which has benefitted individuals, organisations and the community as a whole. During this project a Neighbourhood Council has been established in Ingol, encouraging local people to have a voice. Intact has wholly supported the development of the Council and encouraged the community to identify common problems and act collectively to solve them. Membership of Intact has increased (with almost 100 members), giving people the opportunity to become more involved both within the organisation and the community. As demonstrated throughout this report, volunteers are Intacts 'life blood' and both the existing and continuation funding see the volunteer programme embedded within our work.

Finally

Every outcome of the Life Changes project has been exceeded, often threefold than anticipated and genuinely reflects the need for our work.

In the four years this Project has been running, it has enabled:

- **1175** community members to access a learning resource centre leading to enhanced education, I.T. and life skills. Our target was 1000 over 5 years.
- **477** unemployed people to increase their employability skills and have help with finding work. Our target was to engage with 100 people over 5 years with 30 people finding work by the end of the project. By the end of year 4, 91 people had found employment after receiving support from work delivered by this project.
- **1550** to become more socially engaged and reduced their loneliness and isolation. Our target was 500 over 5 years. Specifically 302 have got out the house more and become more involved in their community making new friends and having a reason to get up in the morning. Our target was 100 people.
- **711** people have reported improvements in their physical and mental well-being, through health checks, having information to make informed choices and attending cooking and nutrition sessions.

Clearly this has been an exceptional project enhanced with phenomenal growth and success in:

- The continual increase in the numbers of beneficiaries accessing the project.
- The numbers of volunteers supporting the delivery of the project.
- The achievement of Investors in Volunteering demonstrating our commitment to the volunteers supporting the project.
- The diversity of the services and activities offered, working to ensure there is something for everyone.
The physical size of the new facilities is now twice that, than at the start of the project, and provides the opportunity to do even more work.
- The real positive difference reported to us from our beneficiaries.

During the project Intact has grown both in terms of activities and services; as an organisation; and as a staff team, which is clearly demonstrated throughout this report. This learning has positioned us in an excellent position to continue and develop our work even more, making us a 'safe' investment for future funding.

New funding will enable further work of involving people within their community, encouraging residents groups, and giving people a purpose, a voice and a way of giving something back so that everyone can:

**MAKE A DIFFERENCE
BY BEING THERE**



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