



Contents

Welcome	4
In Numbers	5
CSW People Developers	6-13
CSW Enterprise	14-22
CSW You Can Do	23-29
CSW Specialist Support	30-33
CSW Investor in Careers	34-35
CSW Information Services	36-38
Partners	39



Welcome

Welcome to our 2017-18 Impact Report. This report highlights our work over the last year, supporting people to manage key transitions in their lives.

CSW has seen a lot of change over the last year. We have built on our identity and have developed six distinct business units, which are detailed further in this report. The changes we have made have enabled us to achieve significant contract wins and support more people than ever.

In the last year we have:

- Supported nearly 3,000 NEET young people into employment, education and training
- Support over 17,500 young people to access work experience placements
- Had 200 volunteer drivers complete 77,684 scheduled trips
- Delivered 2,654 mentoring sessions to 225 university students with disabilities and/ or health conditions
- Worked with over 250 educational establishments across the South West to provide careers advice, deliver STEM-focused activities and enterprise days.
- Delivered 1:1 careers advice and guidance to over 23,000 young people

The range of support we provide is targeted to have significant benefits to individuals, communities and society. We enable people to actively participate in society and to contribute to their local community, throughout their lives.

Our successes have been fuelled by our belief that support means more than just a shoulder to lean on. Our 200-strong team is passionate about the service they deliver. They frequently go above and beyond to make sure that each person we encounter gets the full support and attention they need to make a positive change. We aim to provide longer-term support that goes way beyond one-off contact. It is this commitment and dedication that has allowed us to achieve such fantastic results.

I want to offer all staff and volunteers a heartfelt thanks for their continued hard work, passion and commitment to making people's lives better. I look forward to another exciting year, achieving even better outcomes for the people we work with.



Paul Hobson
Chief Executive

In 2017/2018, we have.....

Had direct contact with **37,664** young people across **Cornwall, Devon, Plymouth, Torbay and Somerset**

Delivered **1:1** careers advice and guidance to over **23,000** young people



Had **200** volunteer drivers complete **77,684** scheduled trips

Delivered **2,654** mentoring sessions



1,000 volunteers ranging from **17-89** years of age



Over **700** STEM Ambassadors

Supported nearly **3,000** NEET young people into employment, education and training

What we do

Developing people is core to everything we do, whether it's helping young people to explore their options while in education or adults who want to upskill, re-skill or re-enter the labour market after a period of absence.

All of our contracts enable us to work with people to understand, navigate and access the broad range of opportunities available to them.

We help:

- Young people in school to identify potential career paths, the skills required and how to access training and the labour market
- Young people who are not in employment, education or training to re-engage in support services
- Adults to access the labour market, identify transferable skills and develop new skills for new employment opportunities

"Rachel has gone above and beyond every single time I have been in contact with her and she probably single-handedly saved me from a nervous breakdown last year, being the only person who seemed to hear me and offer me good, timely counsel."

I cannot express strongly enough what an asset she is to CSW Group. She is understanding, approachable, caring, compassionate, and efficient - she always over delivers... I could go on and on but suffice to say she is a real star and I do hope that this is recognised by management."

Parents about our advisor, Rachel.

CSW
People developers



What we do

Transitions Contract

At CSW, our Transitions contracts in Devon, Cornwall, Plymouth and Torbay enable us to support young people to make successful transitions into employment, education and training.

We work with some of the most disadvantaged and deprived young people across the South West. We engage with them through their schools, colleges and communities, and provide tailored advice and guidance to help positively influence decisions.

Our support helps to ensure that all young people, particularly those who are disadvantaged, understand that there is a broad range of options open to them. We know that this can be overwhelming so we help these young people to navigate the full range of options and choose those most suitable to their needs and aspirations.

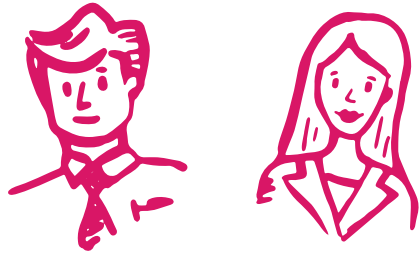
Through our support, we are able to ensure each young person understands the local labour market and how their skills can align to potential career opportunities.

With a greater understanding of their options, young people are able to make informed decisions and, therefore, are better able to successfully transition into further learning, employment, Apprenticeships, traineeships and more.

“12/10 each time, fantastic service, well done!”

Parents

Across **Cornwall, Devon, Plymouth, Torbay and Somerset**, we have had direct contact with **37,664** young people



We have supported nearly **3,000** NEET young people into **education, employment or training**

Case Studies

Transitions Contract

Matt was a care leaver with low self-esteem and not engaging in any provision or activities.

He had been in numerous supported living placements which negatively affected his attendance and academic achievements. He attempted to access FE courses but was not able to attend.

As a result of working with his CSW adviser, he realised the importance of work experience and the need to develop his confidence, motivation and employability skills. Through the support of his CSW adviser he completed a Work Based Learning programme with a local provider. This meant that when an opportunity arose to attend an event with the local authority to look at apprenticeships, he was confident enough to speak to potential employers. His CSW adviser attended with him to provide encouragement and support. While on the course he also achieved a level 1 employability skills qualification. He has now been shortlisted for interview for an ICT apprenticeship with the local authority and is feeling confident about gaining employment with learning, or work experience as a back-up plan to further improve his employability skills and experience.

Matt is now has an apprenticeship for ICT support. Matt said ‘If it was not for the help and support from my advisor with the application form and interview techniques it would not have been possible.’



Diane's Case Study...

Diane is a CSW Careers and Personal Adviser who has been linked to ACE for a number of years. She works in partnership with key staff and other agencies to support young people who are educated out of mainstream education some of whom have very complex needs.



Diane worked with ACE staff to support a young man with complex learning and social and emotional needs to find a suitable post 16 placement. The whole concept for him of leaving his current setting and attending college was extremely daunting and initially he was refusing to even consider his options. Diane took the time to really engage with this young man and build his trust, she made him feel like he was being listened to and that finding a placement

to suit him and that he would feel comfortable doing, was at the forefront of what she was doing. The student even said himself that he was only going to visit the places because he trusted Diane. When he was ready she supported him on these visits which enabled him to engage with providers and really understand the provision available to him. This student has now successfully transitioned to a post 16 placement, which many didn't think he would.

"None of this would have been possible without the time, attention and understanding that Diane gave throughout the whole process."

Gabriella Vear, ACE Schools Multi Academy Trust.

CSW People Developers



Sharina found herself unemployed and had started looking for a long term career in a business and admin role within healthcare.

But as she was new to the sector she wanted to develop her knowledge, explore entry routes and take the first step into what she felt would be a fulfilling and satisfying career.

Sharina decided to enrol on a pre-employment course, part of CSW Groups **Skills for Young People** project. Funded by the European Union via the European Social Fund 'Skills for Young People' it offered her a wide range of learning opportunities designed for young people aged 15-24. The project enables learners to make successful transitions into a range of progression routes, including; further education, volunteering, traineeships, apprenticeships, volunteering and employment.

Dynamo Healthcare Training supported Sharina to gain exactly the foundation knowledge needed, as well allowing her to gain Work Skills.

Case Studies

ESFA Contracts

We deliver ten different Education Skills Funding Agency (ESFA) contracts across Cornwall and the Isles of Scilly, Dorset, Devon, Somerset, Solent, Swindon and Wiltshire.

We deliver these contracts in partnership with highly skilled local providers. Our approach to delivery is underpinned by our belief that working together is essential to achieving a positive outcome and fully meeting the needs of those our programmes support.

Our ESFA contracts focus on delivering a range of skills-based interventions to improve and enhance learning and move people closer to the labour market.

Through these contracts we work with a broad range of people, including vulnerable young people, unemployed people, people who have recently been made redundant and people who need support to upskill or to re-skill.

To date there has been over **£3m** invested in supporting **4,000** individuals and **250** businesses to help improve skills.



Over **50%** of the individuals supported are expected to progress into employment, education or training.



Hannah is enrolled on our ICan project in Cornwall which is helping not only her individual personal career progression but it's also helping employers to upskill their staff to enable businesses to deliver enhanced services.

Hannah is part of a group of sports coaches currently working in schools and community groups who are looking to further their careers. To achieve this, these sports coaches completed their 1st4Sport Level 2 Certificate in Coaching Multi Skills Development in Sport. The training is being delivered by ICan project partner, "Coachmakers".

This qualification is delivered alongside mentoring which will enable Hannah to work with a much wider range of people and focusses on coaching high-level performance in a number of different sporting disciplines.

Hannah has now completed this course and has managed to progress in work; increasing her responsibilities and abilities to coach more individuals.



Billie previously had been unable to stay on other courses due to poor mental health, motivation and anxiety.

Petroc College supported Billie to enrol onto Devon County Skills for Young People, which is part of CSW Groups Young Peoples' project, which offers support for young people aged 15-18 who are not in education, employment or training.

The project activities have a focus on enterprise and entrepreneurial skills and will

provide positive outcomes. Petroc College worked hard to keep Billie motivated by planning smaller steps and giving advice on how to understand her sleep patterns which increased her sleep and support her to build a better routine which subsequently supported her soft skills.



Billie is now enrolled on a programme of learning to keep her busy and motivated until returning to education in September. She is also looking for part-time employment.

What we do Independent Support

We provide support to young people/children and their parent/carers who are either;

- Transferring from a Statement of Special Educational Needs to an Education, Health and Care Plan (EHCP)
- Requesting a statutory assessment
- Having an Annual Review of their EHCP

We provide this service across Somerset, Devon and Plymouth and have supported families to;

- Explain the EHC Assessment and how an EHC plan is developed
- Explain who does what and when
- Help families recognise the difference between goals, aspirations and outcomes
- Help families navigate the Local Offer found on Local Authority websites
- Ensure families have all the information they need to make a decision e.g. how to request a personal budget, how to choose a school or setting
- Provide impartial information and to empower families to be confident to express their views
- Be a point of contact throughout the EHC Assessment

Positive Feedback includes;

- I have found the help I received very helpful, supportive and understanding to what my child needed
- It helped a great deal. My Independent Supporter was professional, supportive and understanding through all our meetings
- My Independent Supporter helped with the transition from Statement of SEN to EHCP and gathered all information required and completed the form on my behalf whilst also assisting with making suggestions
- My Independent Supporter has been amazing and I appreciate the time she has given not just with the EHC but given time to get to know our situation
- Across all three areas during 2017/2018 we have worked on a 1:1 basis with 310 young people and 563 parents. We have also delivered group work sessions to 28 young people 158 parents.



What we do

CSW Enterprise is an exciting part of our business. It helps to raise young people’s aspirations and support them to access opportunities to create the workforce of tomorrow.


We have a long track record of working with schools and colleges to support them to engage with businesses. We actively seek to involve businesses in education provision to ensure that the skills of tomorrow’s workforce are aligned to employer needs.

Our support includes a broad range of activities such as:

- Work preparation and challenge days that provide young people the opportunity to participate in activities that are aligned to real life challenges they may face in the workplace
- Mentoring through our ‘Focus 5’ mentoring programme, which helps to equip young people with vital employability skills
- MADE in Torbay that helps young people to learn more about Science, Technology, Engineering and Maths (STEM) and encourage them to consider a career in STEM.


We also provide bespoke project-specific support, dependent on school, college, employer and local authority needs.

CSW Enterprise consists of four core services:




STEM Ambassadors

Volunteers from local STEM businesses who give up their time to inspire young people to move into STEM-related subjects and careers.




Big Bang Near Me

An annual programme of events that links STEM employers and young people through exhibitions, workshops, activities and competitions.



Work Experience

We help enable schools to access meaningful work experience placements for their students.



Enterprise Education

We forge links between schools, colleges and businesses to encourage collaborative working to inspire and prepare young people for work.



What we do

STEM Ambassadors

Our STEM Ambassadors programme is part of a national initiative. Ambassadors are volunteers from a wide range of STEM related jobs and disciplines. They offer their time and enthusiasm to help bring STEM subjects to life and demonstrate the value of them in life and careers.

Our STEM Ambassadors work with young people in a variety of ways:

Presentations, Careers Talks, Mentoring, STEM Club Support, Practical Demonstrations, Work Place Visits, Science Fairs and Community Youth Groups


Enterprise Days


STEM Ambassadors join our Enterprise team and teachers to deliver STEM-focused Enterprise Days to pupils at primary and secondary schools and colleges. These days are fun, interactive and informative. They give pupils the chance to ask questions, take on STEM related tasks and begin to understand what a career in STEM involves.

STEM Clubs

STEM Ambassadors give up 1-2 hours of their time once a week or once a fortnight to run STEM Clubs with small groups of pupils. Through these clubs, pupils have the opportunity to embark on a project to make something they have designed, drawing on the support of the STEM Ambassador. They then get the opportunity to enter their project into local, regional and national competitions.


700 active STEM Ambassadors






Over 291 secondary schools

Over 160 primary schools





9 FE colleges & Universities

What people said

STEM Ambassadors

We currently have over 700 STEM Ambassadors working with young people across Devon and Cornwall. Our Ambassadors include employees from some of the largest STEM employers such as Babcock International, Met Office, TDK and the Environment Agency.

What Newton Poppleford Primary School said about STEM Ambassador, Amanda Townsend

"I just wanted to say how great the STEM visit by Amanda Townsend was today. She kept all of the children really entertained and gave us a real insight into how the weather is compiled. Many thanks."

Richard Thomas,
Newton Poppleford Primary School

What Nancealverne School said about STEM Ambassador, Jo Buckingham from Geenvor Tin Mine

"A quick email to say what a great day we had recently with Jo Buckingham - she came to deliver Science Busking activities (mainly giant bubble making!) with all classes in school, and it was a fantastic hit - everyone loved it! We will definitely keep in touch with Jo and have some more sessions with her soon. Thanks for putting us in touch!"

Naomi Thomson, Teacher,
Nancealverne School, Penzance



What we do

Big Bang Near Me

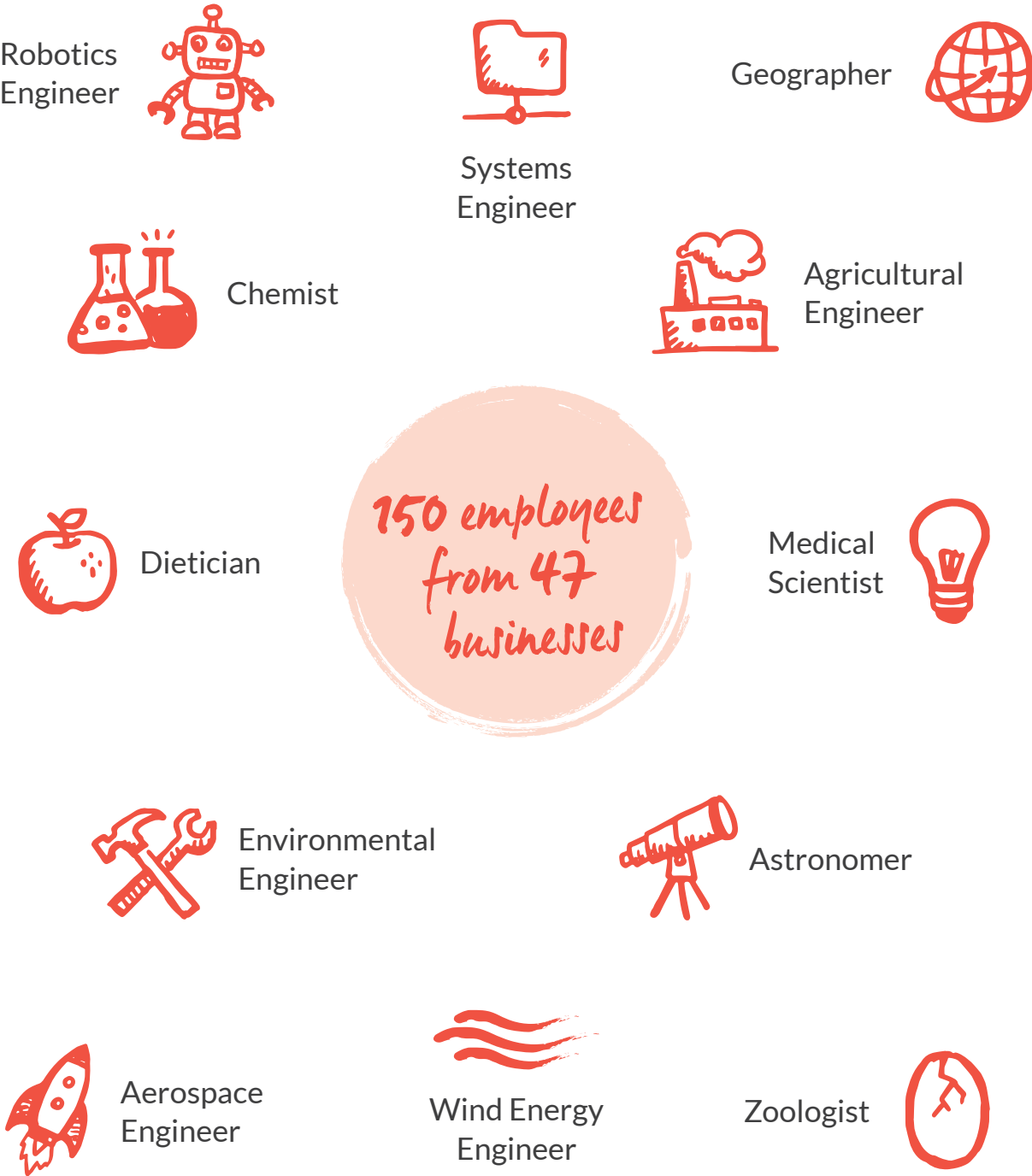
1775 young people from 34 schools
attended Big Bang in 2018

Big Bang Near Me is part of a programme of UK-wide events that are designed to get young people excited about STEM.

The events are held annually. Last year the South West Regional Fair attracted 1775 young people, 47 businesses and 34 schools. They involve a range of exciting, interesting and inspiring activities, exhibits and interactive workshops. Young people are also able to talk directly to employers, benefiting from the experience of different employees and talk to us for bespoke careers advice and guidance.

Big Bang also enables us to celebrate each young person's achievements in STEM through displaying their STEM projects and entering them into the UK Young Scientists & Engineers Competition, which is competed both regionally and nationally.

Big Bang is hugely successful in encouraging young people to explore STEM subjects and STEM careers.



What people said

"Seeing how involved some of the children got was incredible. The competitive element of the glider challenge really got them to think about their design and try to improve upon it."

"Thank you from us at Immanuel School, our pupils had a fantastic day and were really enthused about all they had learnt and seen. Many thanks for all your hard work."

Jo Gulliford, Teacher,
Immanuel Christian School

"As a moderator for the Big Bang Competition I had the opportunity to talk to the majority of the young people that entered. I enjoyed how enthusiastic they were in presenting their project and explaining their road to discovery of STEM. It wasn't another "boring lesson", they were enjoying the experience."

Moderator

Work Experience

We support schools across Devon, Somerset, Bristol, South Gloucestershire, Swindon, Wiltshire, Dorset, Bath, Hampshire and Wales to enable their students to access work experience placements.

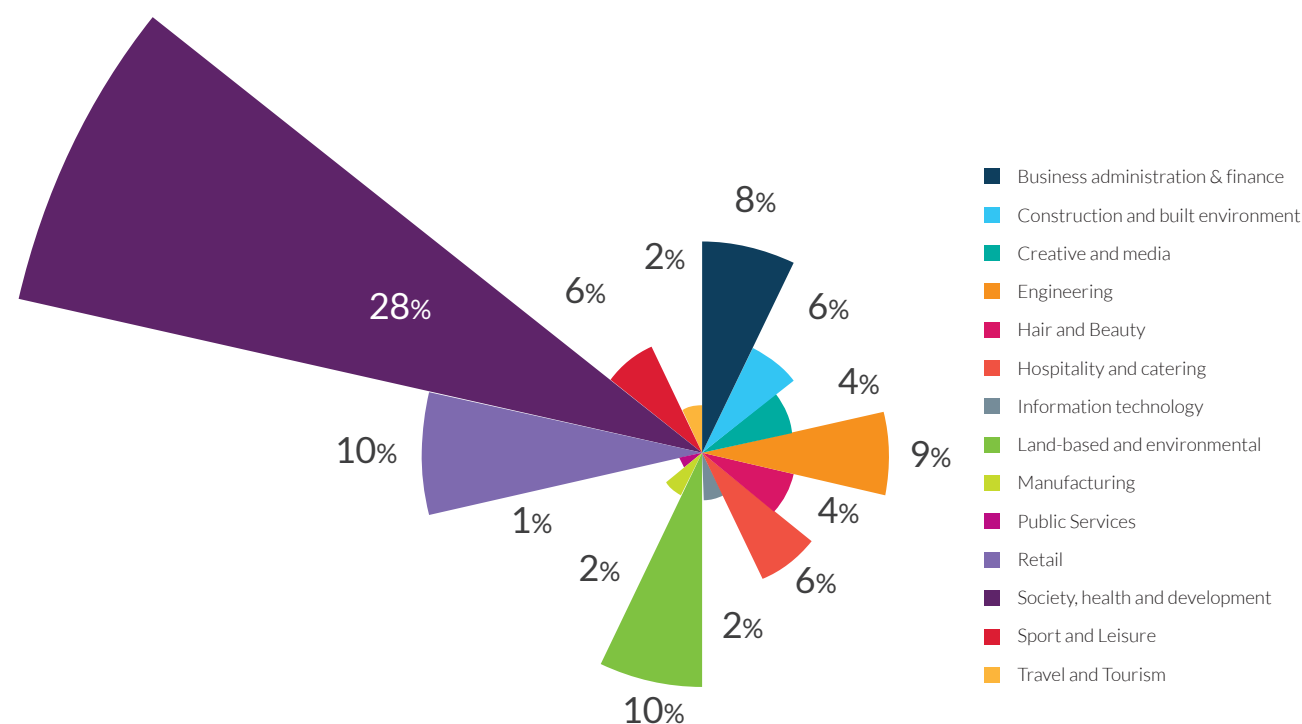
We help schools to meet their duty of care requirements. This includes conducting checks on the work experience provider in relation to health and safety, risk assessments, insurances and safeguarding.

As part of our service we also work with placement providers to help define tasks and activities the young person will undertake while on placement.

Our support ensures that each student has a safe and meaningful experience of the workplace that will provide them with a valuable insight into the world of work.

95% of schools rated our service as **'excellent'** or **'very good'**

Sector Spread of Placements 2017-18



CSW People Developers

CSW make our work experience programme easy. We dedicate a small amount of time to the data input of placements and can rely on CSW to manage Duty of Care assessments. This allows us to spend more time with the students that need more help and guidance with finding a placement.

The portal is easy to use and it is also useful when providing students with contact details of employers who have previously taken on work experience. When a placement has been Duty of Care checked we also receive notes on 1:1 working, location of premises and they also highlight issues that may cause our students difficulties.

CSW chase employers relentlessly for ELI on our behalf and we cannot fault their great communication, it's always great to have a friendly voice on the end of the phone.

Leeza, Careers Advisor, Worle Community School Academy and James, Director of Careers Education, Advice and Guidance, The Priory Learning Trust.

Case Study

Work Experience is such a valuable opportunity for young people to develop their employability skills. It provides those much needed skills for when they enter the job market or even go on to further education.

Sean, a year 12 student from Atrium enjoyed a day per week placement with Hoare Lea in Plymouth over a number of months/terms this year. He received the following feedback:

We have been very impressed with Sean's technical aptitude and a can-do approach to work, he has integrated himself into office life during his work experience and he has made many new friends. He would be a great asset to any future employer, we hope that will be Hoare Lea on completion of his A level studies.

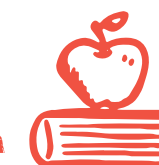
Sean has now been given a 7 week paid contract over the holidays with the view of him becoming a full-time member of staff when he completes his studies next year.

Hannah* went to NPS South West - *Young person's name has been changed

We were delighted with Hannah and I would like to thank her for showing such maturity and enthusiasm during the week spent here. We would definitely welcome Hannah back for another placement in the future should she be interested in returning next year.

Alison Reid
PA to Operations Director South West

180 educational establishments



17,500 work experience placements

Case Study

Tracey Kelly from
The Spires College

"Being part of the Enterprise Adviser Network has provided us with knowledge of the eight Gatsby Benchmarks and support on how to address these. This has been extremely useful in helping us create a high quality careers programme across the whole school.

During this academic year, we organised a whole school Careers Fair. Students from all year groups attended and parents were also invited to the event, providing a great opportunity to meet with various employers, colleges and universities.

We see great potential in working with our Enterprise Adviser, helping us to create links with various employers, which can be embedded across the whole curriculum"

What we do

Enterprise Education

We deliver a broad range of projects to support enterprise within schools and colleges. An example of these projects is our **Enterprise Adviser Network**.

Working in partnership with the Heart of the South West Local Enterprise Partnership, local authorities and the Careers and Enterprise Company, the Enterprise Adviser Network connects local business leaders with schools, helping to motivate and inspire young people.

The project supports schools to develop their strategies and plans to enable young people to make choices about their future career, helping to shape and influence their employment plans.

Schools are matched with an employer for at least a year. Our volunteer Enterprise Advisers work strategically with schools to put together an effective plan that links careers provision with local business and economic needs. We strengthen the links between employers and education, helping to increase strategic planning and tackle skills provision together.

The Enterprise Adviser Network is a key part of the Heart of The South West Local Enterprise Partnership's strategic economic plan to develop a skilled workforce, ensuring young people are equipped with the skills needed to succeed in today's economy.

CSW Group has **supported 60 schools** to engage in the network, all matched with one of the **48** available **Enterprise Advisers**.



What we do

As an organisation with a social purpose, CSW is committed to helping the communities in which we operate. This can be demonstrated through our You Can Do service, which we deliver across Somerset.

We co-ordinate and manage a huge range of volunteering opportunities on behalf of Somerset County Council, Somerset Partnership NHS Trust and Sedgemoor District Council. Our volunteering opportunities cover a broad spectrum and our volunteer network provides essential support to people across the county.

Nationally, volunteering equates to 5% of the total hours worked in the UK by paid employees, or 3.5% of annual UK GDP.

Our volunteering services expand rather than replace work being done by employees, so are of significant benefit to the economy as well as the individuals being supported.*

Additionally, volunteering is proven to have a positive impact on mental health on both volunteers and the people they are helping.

It reduces the incidences of depression, stress, hospitalisation, pain and psychological distress.**

The CSW You Can Do service, presents significant benefits to the local economy, to beneficiaries, to organisations using volunteers and to the volunteers themselves.

1000 volunteers ranging from **17-89** years of age



130 Active Living Centres supported



1,789 older people have used Active Living

147 individuals acted as Community Connect volunteers



200 volunteer's drivers completed **1,125,000** miles during scheduled trips

*Haldane, Chief Economist, Bank of England, September 2014 **Casiday et al, 2008

What we do

Somerset Partnership NHS Trust

We manage a broad range of volunteering opportunities on behalf of Somerset Partnership NHS Trust. These include:

Volunteering services at 13 community hospitals, including:

- Social activities
- 1:1 companionship
- Helping at meal times
- Assisting with the shopping trolley
- Hand massaging
- Reception and administrative tasks
- Gardening

Cardiac rehabilitation service

Volunteers attend cardiac rehabilitation programme venues and assist with the organisation and support of these programmes under the direction of a Lead Cardiac Nurse.

Breast-feeding champions

Mothers of any age who have had experience of breast-feeding support other mothers to have a positive experience. Breastfeeding Champions: 8 confirmed as active, 22 ready, 8 in process.

Speech and language therapy service

Volunteers support people who have acquired or have congenial communication problems. This includes 1:1 support and group work.



Case Study

Staplegrove Active Living group

Staplegrove Active Living group is open every Friday from 9:30am until 1:30pm offering refreshments and a two course cooked meal.

The group currently has two lead volunteers, Anne and Elizabeth, with eight additional volunteers who take it in turns on a rota basis to help cover the group.

Anne and Elizabeth make sure that the day runs smoothly. Anne manages finances and the social fund. She also arranges the raffle each week. The raffle prizes include fresh eggs, fruit and a meal for one. The raffle makes the volunteers feel good knowing that the group will be eating healthy once they are at home.

Group members say joining the Active Living group has given them the chance to get out and meet new people and to socialise with their friends. For some, it is the only day of the week that they will get a cooked meal.

"We are like a small community who look after each other and support each other. We miss the members when they are not here. We check up on each other. It's more than just a group, we are all friends who care for one another."

Pat, Group Member

Active Living

We support over 130 Active Living groups running in local community venues across Somerset.

These groups provide a safe and secure local environment and the opportunity for people over 50 to socialise, take part in fun activities and access information about keeping well and active.

Every group is unique. Examples of activities include:

- Flexercise
- Movement to music
- Games
- Craft sessions
- Guest speakers
- Days out

Active Living groups are run by teams of volunteers and play a crucial role in reducing isolation

and loneliness, and helping improve health and wellbeing. In doing this they reduce the demand on both social care and healthcare services.

Active Living groups provide an essential role in supporting people to become reconnected with their local community.

Our volunteers provide cost-effective, locally planned support that reduces the isolation and loneliness, which is a significant cause of poor health for older people.

Additionally, important messages from the Council on staying safe (for example coping in the winter) can be distributed to a significant proportion of the population through a planned approach involving Active Living volunteer coordinators.



130 Active Living Centres supported

1,789 older people have used Active Living



Impact Report 2017-2018

What we do

Somerset County Council - Children's services

Getset

Volunteers support services at children's centres for under 5s and their families.

Short breaks

Volunteers support disabled children. They help with activities during the school holidays or provide 'buddy' support to an individual for a few hours a week so they can take part in their community and gain confidence.

Leaving care

Volunteers work with Somerset's Leaving Care team to help young care leavers manage the transition to independence through activities such as how to manage a budget or move into new accommodation.

Young carers

Our volunteers provide young carers under 18 with the opportunity to enjoy time away from their responsibilities, giving them the chance to see their peers and get involved with youth groups and other local activities.



Presley

Case Study

Presley had a chequered past, overshadowed by a series of criminal convictions, but was determined to turn his life around.

By the time he approached CSW You Can Do he had already secured employment and was working as a fork lift driver. However, he had his sights set on higher education, a career in social work, and had enrolled on a part-time access course.

Despite his academic ability it soon became apparent that when applying to universities his criminal record was causing some issues. He also needed references and evidence of relevant work experience, so volunteering was suggested.

Presley met with our Adviser, Sue, to discuss what he hoped to gain from volunteering and it transpired he wanted to work with the Leaving Care team.

With Sue's support, Presley successfully secured a volunteering role with the Leaving Care team.

What we do

Community Connect

Community Connect is a partnership between an individual, community organisations, adult social care and health services.

Our volunteers provide a community support role across the county to people in their own homes, primarily. They support wellbeing and help people to live independently.

Volunteers offer motivation to help people overcome isolation and loneliness. They help people to gain confidence and renew or find new friendships. They also help people maintain contact with their local community through accompanying them on public transport or attending activities and group.

We accept referrals for adults from all areas of Somerset from a wide range of organisations including:

- Adult Social Care
- Community and village agents
- Mental health services
- Age UK

"Being part of the Getset team has enabled me to play an active role in my local community and, most of all, do what I love, which is being there for families and making a difference."

Jenny, Getset team

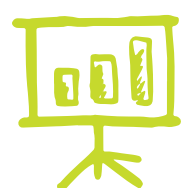
"Being involved with Active and In Touch has not only opened my mind to just how many people are out there in our locality who need a helping hand with life, but it has made me realise how I, as a volunteer, have benefitted so much in my own personal growth too."

Suzi at Active and In Touch



147 different individuals acted as Community Connect volunteers

We supported **160** beneficiaries



Volunteers committed an average of **112.5** hours per week. Based on a salary of **£9.39** per hour, this equates to a social care saving of **£1,056.37** per week.

What we do

Somerset County Council - Transporting Somerset

Our volunteer drivers provide door-to-door transport for people who need support to access Somerset County Council and NHS services both within and outside the county.

Our service reduces people's anxiety relating to their appointments and reduces the number of 'no shows'. Drivers take people to adult day centres, children's services, respite care centres, dialysis and to oncology units, for example.

200 volunteer drivers

Nearly **88,000** scheduled journeys



1,125,600 miles completed by volunteers

Drivers volunteer as many days as they wish. They use their own vehicles, which are checked annually. They attend comprehensive training from us and undergo security checks to enable them to provide the best possible service and ensure the safety of the people we are transporting.

Sedgemoor District Council - Digital Link

Volunteers with good IT skills give up their time to work with people in the community who need support to access IT and online services.

The support primarily focuses on helping individuals to make online Universal Credit applications and then maintaining them.

Our volunteers work with people in small groups at local community venues or they work with individuals in their homes – wherever each person is most comfortable.



Total number of Clients that have used the whole Digital Link service = **288**





CSW

Specialist Support



What we do

We work with a variety of University students across the South to provide specialist mentor support and specialist one to one tuition to students to overcome their barriers to learning as a result of mental health difficulty or autistic spectrum disorder

Our specialist support consultants work with students to help them to cope with anxiety and depression, overcome concentration difficulties, manage their time and prioritise their workload.

Our specialist support consultants help students to recognise their individual support needs and together develop strategies to overcome their specific barriers to their learning.

Support provided is entirely tailored to each individual we work with. It can range from intensive ongoing support to support that is only delivered at certain points of the student's course.

By working closely with the student and support services both inside and outside university, our specialist support consultants can ensure that the student is getting the right support from the right people at the right time.

225 students receiving support in academic year 2017/18

Our team delivered **2,653** mentoring sessions

Supplied over **25** special considerations memos for students

100% of respondents agreed with the statement 'I am satisfied with the mentor support I have received' Dec 2017 student feedback survey.

What our students say...

"I would not still be on the course without my mentor; she helps with task-setting and stops me from feeling too overwhelmed by everything."

#Focus5



The #Focus5 project provides on-going individual support to unemployed or economically inactive young people aged 15-18 across Somerset, Devon, Plymouth and Torbay to move towards education, employment and training. Young people will work with a Key Worker to develop their own action plan and can also access support from our Specialist Partners on the project.

#Focus5 looks at the 5 key employability skills identified by employers as being gateways to employment: communication; customer service; organisation; problem solving; team work.



Number of young people supported: **148**



Number with a disability: **65**



Number who lack basic skills: **80**

So far we have:

Supported **45** young people to work on and develop an up to date CV

Helped **21** people to develop a better awareness of their barriers to work and training and work towards removing these barriers

Delivered **237** coaching sessions; **31** financial inclusion sessions; **86** job searching sessions and **166** wellbeing and social inclusion sessions.

"#Focus5 has helped me gain confidence, direction in my life and I feel fully prepared in seeking work and being ready for interviews. I hope to start a job soon."

"Your service is amazing. It is a breath of fresh air that you are able to get young people back into education or training and do it their way. Keep doing what you're doing it works!"

Family Support Service

The Intensive Family Support Service in Hampshire provides an allocated family with a nominated professional to work with them on achieving agreed goals. Following the referral our Family Support Worker will hold conversations with each of the family members to understand their point-of-view. From this they will help the family develop an Action Plan that will lay out the direction of the intervention.

- The Family Support Worker can help with:
- Improving school attendance
- Finding employment
- Reducing anti-social behaviour
- Staying safe
- Improving health and wellbeing

The support is a mix of practical help, empathy and challenge that changes behaviours. Family Support Workers are able to pull together a range of partners to help the family achieve their goals.



100% of the nominations were accepted

100% of the nominations were allocated to a Family Support Worker within 2 days of receiving the nomination.



99% of the nominations/families engaged with CSW Family Support Workers 3 months after the referral.*

*1% was a family that did not engage.

What we do

CSW Investor in Careers is a Licensed Awarding Body for the national Quality in Careers Standard.

Through Investor in Careers, we support schools and colleges to develop their career programmes, meet Ofsted and national government requirements, and become recognised for excellence in careers education.

The Investors in Careers approach is designed to raise the standard of careers advice and guidance provision delivered by schools and colleges. It places high value on work related learning and employability skills, and seeks to support the management of careers advice and guidance delivery, as well as innovative ideas and continual improvement.

Investor in Careers works with the Quality in Careers Consortium to raise the profile of careers advice and guidance on a national level, and the importance of external assessment and validation.

Investor in Careers is one of the most widely used awarding bodies. We currently have over 300 schools and colleges working towards or holding the award, spread across the country from Northern Ireland and the Isle of Man down to Cornwall, the Channel Islands and the South East.

"I can definitely say that having the Investor in Careers award for the school has not only raised the profile of careers to all stakeholders including staff, pupils, parents and governors, but has embedded Careers Education and the teaching of Employability Skills into all curriculum areas. Careers Education is in indeed a whole school responsibility and this is now recognised."

Sarah Healey,
The Hollyfield School, 2017

"It is always good to receive affirmation that what you are doing is at least on track and hopefully better - we all appreciate a pat on the back and the effect of positive praise is potentially marvellously motivational."

Sue Moreton,
Devonport High School for Boys, 2017

"I felt it was timely that we became recognised for the work that we do by achieving a quality standard but I also felt it would be hugely beneficial to have a framework with which to focus our policy and practice. The Quality in Careers Standard with Investors in Careers provided just that. The Award is based on the Investor in People model and includes in its structure the key features of the quality assurance cycle."

Sophie Johnson,
Bishopston Pupil Referral Unit 2018



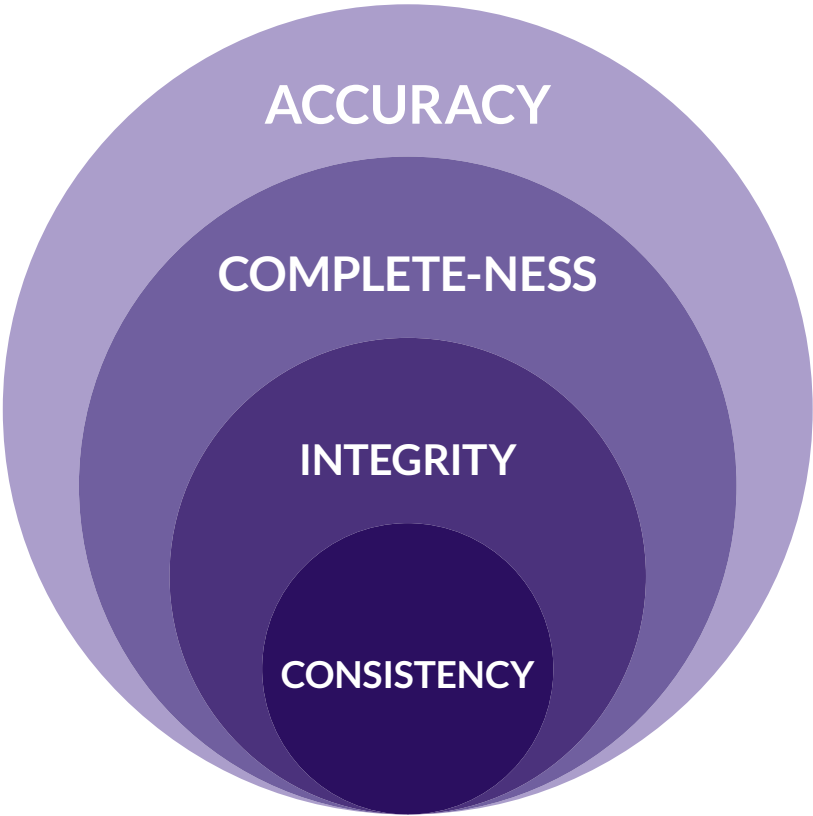
Impact Report 2017-2018

What we do

Led by an expert with an MA in caseload management and specialist training in data protection and security, our Information Services business unit provides organisations with bespoke solutions that drive business, meet caseload management requirements and enable an understanding of local needs.

We provide secure systems that meet the need to generate reliable data to drive contract and performance management. We recognise that all data decisions need to be based on high quality reliable data and we strictly follow Data Quality Management disciplines, below:

Underpinning our systems is the recognition of the increasing importance of data security. As an experienced provider of government-funded contracts and as an organisation that works with vulnerable people of every age, we know how to keep sensitive data safe which is independently verified through our ISO 27001 and Cyber Essentials Plus certifications.



Impact Report 2017-2018

Impact Report 2017-2018

Case Study

- Data management in practice

CSW is responsible for managing the Department for Education's Customer Caseload Information System (CCIS) in Cornwall, Devon, Isles of Scilly, Plymouth, Somerset and Torbay. This means that we track and monitor young people from age 13 – 19 (and to 24 where appropriate).

CCIS enables us to understand each young person's status. This could be whether they are in education, whether they have moved into further education or a traineeship or even if they have become NEET.

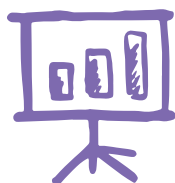
In each 12 month period we manage the live records for over 200,000 young people.

Gathering this data enables us, our partners and other local organisations providing complementary services to better target support.

It allows us to support thematic research and analysis such as:

- Characteristics and needs of local people
- Durations of periods of inactivity and recidivism
- Trends relating to specific communities
- Value for money
- Labour market trends

In addition to ensuring that the Local Authorities meet their Statutory Duties, gathering this data enables us, our partners and other local organisations providing complementary services to better target support and maximise the distribution of resources.



Partners

Access Training
 Advisa
 Argyle Community Trust
 Babcock
 Bicton College
 Brockenhurst College
 CMT Services
 Coachmakers
 Cornwall Adult Education
 Cornwall College
 Cornwall Council
 Cornwall EBP
 Cornwall & Isles of Scilly LEP
 Cornwall Marine Network
 Cornwall Training & Consultancy
 Department for Work & Pensions
 Devon and Cornwall Police
 Devon County Council
 Devon Youth Offending Service
 Devon Young Carers
 Digital Peninsula Network
 Dorset LEP
 Dynamo Healthcare Training Ltd
 Eat That Frog
 Education & Skills Funding Agency
 Engineering UK
 Elite Training
 Exeter College
 Hampshire County Council

Heart of the South West LEP
 HITZ
 In Safe Hands
 Nature Workshops
 NHS
 Paignton Sec
 Penwith College
 Petroc
 Plymouth City Council
 Prospects
 Real Ideas Organisation
 Solent LEP
 Somerset County Council
 Somerset Skills & Learning CIC
 South Devon College
 Space
 STEM Learning
 Student Loan Company
 Swindon & Wiltshire LEP
 The Big Lottery
 The Careers & Enterprise Company
 The Education Endowment Foundation
 The Learning Partnership for Cornwall & The Isles of Scilly
 Torbay Council
 Truro College
 University of Southampton
 Virgin Care
 Young Devon

CSW Group

0800 97 55 111

contact@cswgroup.co.uk

cswgroup.co.uk

Poseidon House Neptune Park
Cattedown Road Plymouth PL4 0SJ

