



# CSW

*People developers*



— Impact Report 2018-19 —



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# Welcome

Welcome to our 2018-19 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 over 2,100 NEET young people into employment, education and training
- Delivered over 1,700 mentoring sessions to 214 students with disabilities and/ or health conditions.
- Delivered nearly 20,000 1:1 careers advice and guidance sessions to young people
- Had 190 volunteer drivers complete scheduled trips
- Supported nearly 400 young people with our #Focus5 project
- Delivered over 60 hours of Enterprise days

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 through 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, volunteers and partners 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 2018/ 2019, we have.....

We recorded **32,464** contacts with young people across **Cornwall, Devon, Plymouth, Torbay and Somerset**

Delivered nearly **20,000** 1:1 careers advice and guidance sessions to young people



**190** volunteer drivers

Delivered **1,724** mentoring sessions



Over **60** hours of Enterprise days delivered



Over **800** STEM Ambassadors

Supported over **2,100** 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.

*"Just wanted to pass on some positive feedback about Darren Kenyon's input at our FE (Post 16) Reviews. His attendance, input and positive support for our families has been very much appreciated, and I just wanted to acknowledge this."*

Ellen Tinkham School about adviser, Darren.

*"Thank you for the thorough and helpful advice you gave to Adam, parents and school regarding transition, qualifications and provision post 16."*

SEN Casework officer, Torbay Council





# 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.

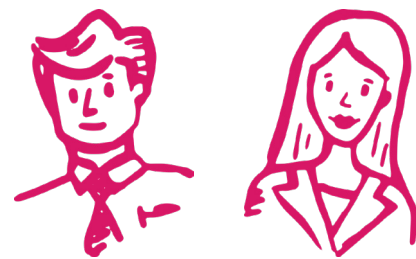
Through our support, we are able to ensure each young person understands the local labour market and how their skills can align to potential career opportunities.

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.

*"You are a star,  
thank you so much  
for furthering  
my belief in this  
apprenticeship!"*

Client about adviser, Frances.

Across **Cornwall, Devon, Plymouth and Torbay** we recorded **27,707** contacts with young people.



We have supported over **2,100** NEET young people into **education, employment or training**

# Case Studies

## Transitions Contract

**Jade\*** and her Mother had suffered long term, physical and mental abuse from her Father and had moved to a new area for their safety. Jade had to leave her school 6th form A level course after advice from Child and Adolescent Mental Health Services (CAMHS) and her psychiatric specialist.

The stress of full time education was hindering Jade's recovery. She had experienced a series of breakdowns and suffered from PTSD, anxiety and depression. Jade attended weekly appointments with CAMHS and her CAMHS worker has suggested she would benefit from mentoring and positive activities with a view to gently helping her to work towards re-engaging back into education next year.

CSW met with Jade and her Mum at a local library. Jade wanted to return to education and had a long term plan to attend university. She needed to find something to help her to rebuild her life. They discussed a range of options and local provision that was available to help Jade with confidence building and mixing with small groups of other young people. Jade decided to start with a mentoring programme working one to one with a key worker, with a view to progressing on to a fuller set of activities such as volunteering. She was keen to engage in activities to help her to get better.

Jade started the mentoring programme. Her mother fed back to the CSW adviser that Jade felt very comfortable talking to her. She felt that CSW had closed the gap between school and access to other options and was pleased that CSW could offer something to aid Jade's recovery and complement the work CAMHS were doing. As a result, Jade is hoping to do some voluntary work and has also been offered a place on an outdoor activity programme for Summer 2019. This is a big step forward for Jade and the mentoring programme is definitely aiding her recovery in her quest to re-engage in education. The CSW adviser is monitoring Jade's progress and will be available to support her further in planning her future. Jade is aiming to return to full time education in the autumn of 2019.

\* Young persons name has been changed



## Nicola's Case Study...

Nikki Speer is a very experienced Key Worker. She is currently fully deployed as a key worker on the Working Together – Atlantic and Moor project which is led by the Learning Partnership for Cornwall and the Isles of Scilly Ltd. This project is funded by the European Social Fund and The National Lottery Community Fund and aims to help tackle the poverty and social exclusion faced by the most disadvantaged people. She works in partnership with other organisations and supports people across the ages.

“ Nicola has worked wonders with me and by this I mean when I first met Nikki 8 months ago I couldn't talk to her so my partner was doing all the talking for me as I found it hard to meet new people. Since that meeting I have gone to my meetings on my own and done the activities Nikki asked me to do. I've done lots of things including a foodworks course and enrolled onto an ICT course which also covers level 1 maths! All this has helped me meet new friends and learn news skills! Nikki also went to a women's rights meeting with me and then eventually I was going on my own and it really let me see me in a different way. I have learnt a lot through the meetings - I

have learnt to love me for me. I have also learnt that I am the only person who can move on and let my history go. It has taken a very long time for me to accept this and I really couldn't have done it without Nikki. Nikki has done an amazing job with me, I am so glad I get to work and have a connection with someone like her. Through her, I have changed so much for the better and she really is my rock and friend.

Nikki is such a laugh and a special person. She is an inspiration to someone like me. No one has ever had the time and the patience and the perseverance to keep on with me as much as Nikki has.

Thank you for giving me someone like Nicola. I'm going to be sad when it all comes to an end but I'm also going to be a new me. Well done Nikki and thank you from the bottom of my heart. ”



## Case Study Support for Tom\*

Tom was enrolled at St Austell College on a construction course. However, after the first few weeks of attending the course his behaviour began to change.

Previously a bright and social student his attendance started to decline and he disengaged from his studies. His parents identified that he was being subjected to persistent bullying on the journey to and from college. Tom decided to leave college.

Since leaving college Tom's confidence, self esteem and resilience for engaging with education and training has deteriorated. A referral was made to the Ambitions project to look at strategies to engage Tom back into education and/or training.

The Ambitions Adviser undertook an initial careers interview to determine Tom's options. Tom expressed an interest in finding an apprenticeship in the local area, however due to his experiences at college he was reluctant to apply for local opportunities. Through assessing his needs it was identified that Tom would benefit from engaging with a programme to develop his resilience and self confidence. Tom was supported to attend an open day at Princes' Trust which he enjoyed.

Tom enrolled on the Princes' Trust programme and is engaging with all activities including a 4 day expedition to Dartmoor. Once Tom has completed the Princes' Trust programme he will be focusing on finding an apprenticeship in construction.

\* Young persons name has been changed

## What we do Ambitions

CSW lead on the new and innovative project, Ambitions. Funded by the European Social Fund, the project is for young people aged 15 – 24 who are not in Education, Employment or Training (NEET) in Cornwall and the Isles of Scilly.

Delivered in partnership by CSW Group, Truro and Penwith College, RIO, Cornwall Council EBP, Cornwall College and The Learning Partnership, Ambitions aims to give young people aged 15 – 24 who are NEET, or who are at risk of being NEET, greater access to a wide range of activities to help them progress into education, employment (including self-employment) or training.

The project helps support the aims of the Cornwall Careers Offer, which outlines Cornwall's strategy to transform the landscape of Careers Education Information Advice and Guidance (CEIAG) activity across the county.

443 on the project



40 educational establishments engaged

103 with a disability



133 from single parents households





Nina

Nina had not been in education, employment or training for 3 months. She struggled with anxiety and low confidence but had been told by her last college that they were unable to offer provision that could meet her needs.

Somerset Skills and Learning started working with Nina on the Somerset Skills for Young People contract. Skills for Young People is funded by the European Union, via the European Social Fund and Education Skills Funding Agency offering support for young people ages 15-18 who are not in education, employment or training.

Nina gained confidence through setting small, achievable targets and support via mentoring. This allowed Nina to feel listened to so that she could gain effective career guidance which helped her to progress into a Traineeship Programme as well as attending work experience at Herbs on the Hill.

Nina's work experience placement would like to employ her as she has become a real asset. The company is continuing to grow therefore in the future there may be a paid opportunity for Nina.

## What we do Skills Support



We have delivered ten different Education Skills Funding Agency (ESFA) contracts across Cornwall and the Isles of Scilly, Dorset, Devon, Somerset, Solent, Swindon and Wiltshire funded by the European Union Social Fund.

We delivered 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 worked 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 just under **£5m** invested in supporting **5,400** individuals and **480** businesses to help improve skills.



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



Bradley

Bradley knew that he had poor Maths and English qualifications but wanted to find an apprenticeship within carpentry. He was unsure how to find the right apprenticeship for him and was unsure of going to an FE College to gain such an apprenticeship.

Paignton Sec started working with Bradley on the Devon County Skills for Young People contract which offers support for young people aged 15-18 who are not in education, employment or training. The project activities focuses on enterprise and entrepreneurial skills whilst providing positive outcomes such as; emotional readiness to apply learning, skills & behaviours to further learning or work; employability skills and potential, and resilience.

Bradley was supported to gain functional skills within Maths and English, contacting an employer who had a suitable apprenticeship position and also contacting a training provider who could support with the training element of the apprenticeship (within the workplace).

Bradley is no longer NEET and is now completing his level 2 apprenticeship with the potential to go on to complete a level 3 and become self-employed in the long term.



**Ian had been unemployed for several years and had not accessed any learning for many years. He was recovering from some personal issues and was looking to return to work.**

Best Training started working with Ian on the Dorset CEIAG contract funded by European Social Fund and Education Skills Funding Agency and in partnership with Dorset Local Enterprise Partnership. The programme offers support for unemployed and economically inactive people over 25years old to find work (voluntary or paid), education or an apprenticeship.

Ian expressed that "I was concerned as I get anxious and a lot of pain from sitting for long periods. I felt the programme itself would be a bit of a struggle." Best allowed the training to be flexible so that Ian felt confident getting up and walking around to reduce the pain.



Ian

Ian completed an Entry Level 3 IT course and a module of a Level 1 Word Processing module. Ian is hoping to volunteer/work on a local bike project.

# What we do

## Independent Support

The Independent Support programme was a national government funded initiative aimed to support parents with children and young people who have a Special Educational Need and/or Disability (SEND) during the transition to a new system of assessment and support, which came into force September 2014.

CSW has been delivering Independent Support in Somerset, Devon and Plymouth since this time until the funding came to an end in July 2018.

Between April 18 and July 18, our Independent Supporters worked with 144 parent/carers and 95 young people.

We are really proud to have been part of this programme which has provided much needed support to families to help them navigate the new system.



Positive feedback we received about our work includes;

“*Our Independent Supporter has been amazing and I appreciate the time she has given not just with the EHC but to get to know our situation.*”

“*Our Independent Supporter was professional, supportive and understanding through all our meetings.*”

“*Our Independent Supporter was amazing!*”

# What we do

## Tri Work

Tri Work, was a Department for Work and Pensions (DWP) funded proof of concept pilot which aimed to provide supported work experience placements to young people with Special Educational Needs and Disabilities (SEND). The programme was modelled on a three-way partnership between the young person, a job coach and a host employer to enable the young person to get the most from their opportunity in the workplace.

A range of special and mainstream schools from across Devon took part with a mixture of young people with an Education, Health and Care Plan (EHCP) or SEN Support.

We delivered 108 supported work experience placements across 60 employers and 19 different industries to young people with SEND in Year 10 and 11.

The pilot was well received by all involved and there was lots of positive feedback including from Bideford College who said;

“*We are really pleased with what CSW has done to support students who wouldn't have gone out on work experience otherwise and those who had work experience arranged but needed some extra support. We would like to see it continue.*”

## What young people said:

- “Having a Job Coach was very helpful; I was pleased that I had this support throughout the week”
- “They helped my confidence by supporting me to contact and visit my placement first”
- “Meeting the Job Coach beforehand helped me with my confidence and extra visits and support helped”
- “I would have been stuck in school if they hadn't found me a place”

On the 10th July 2018 the manager of the project, a Job Coach and the careers coordinator from a partner school delivered a presentation to the Minister of State at the Department for Work and Pensions, Sarah Newton MP as well as senior figures within the DWP and Department for Education about the programme.





# What we do

CSW Enterprise is an exciting part of our business. It helps to raise young people's aspirations and supports 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
- MADE in Torbay 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 five core services:



### Services to Education

Providing information advice and guidance to young people so that they are informed and inspired in their choices for education, training, apprenticeships and job options



### 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



## Case Study Careers Café - Gemma Nalder

At Newton Abbot College I help run a Careers Café, and during National Careers Week we raised our profile by holding 3 of these at various locations around the college.

One was scheduled in the 6th form house and during the course of the day we spoke to a group of girls who were talking about their futures along with their part time jobs.

One of the girls had been trying for over a year but hadn't even had an interview. I asked her to send her CV to me and I would look over it. Between me and the careers coordinator we went through other job interview techniques and tips.

I helped her to re draft her CV and explained how useful having 2 CV's can be, one for her future interest area but one specifically aimed at part time work. She sent an email to school last week saying she had been successful getting an interview at Marks and Spencer's, and a few days later told us she had been appointed. She sent us an email saying thank you for all our help. This is a great idea of how the simple concept of the careers café can remove a barrier for someone.

People usually associate us with talking about big ideas and adult life. The careers café makes those small questions about part time work much more accessible.

## What we do Services to Education

Our Services to Education programmes help to inspire, develop and support young people and businesses across Cornwall, Devon, Somerset and Dorset.

Our team of professionally qualified Level 6 Advisers work with young people supporting them to make positive changes through guidance, mentoring partnerships and volunteering.

Through our consultation services we offer CPD opportunities and help organisations meet their statutory obligations.

We work in **64** schools



Delivered over **7500** hours of appointments

Over **200** days of Next Steps South West guidance



Over **60** hours of Enterprise days delivered

CSW Enterprise

## What we do STEM Ambassadors

CSW Services to Education manage the STEM Ambassador South West Peninsula STEM Ambassador Hub (covering Devon and Cornwall). This is one of 19 Hubs across the UK that manage the 33,000 nationally registered STEM Ambassadors.

STEM Ambassadors are volunteers from a wide range of science, technology, engineering and mathematics (STEM) related jobs and disciplines across the UK. They offer their time and enthusiasm to help bring STEM subjects to life and demonstrate the value of them in life and careers for young people aged 5 – 19 in schools and in the community.

STEM Ambassadors are an important and exciting free of charge resource for teachers and others engaging with young people inside and out of the classroom. We currently have over 850 STEM Ambassadors working with young people across Devon and Cornwall. Our Ambassadors include employees from some of the largest local STEM employers such as Arconic, Becton Dickinson, the NHS, Jacobs and the Navy.

Our STEM Ambassadors work with young people in a variety of ways including: classroom activities, STEM club support, careers talks, speed networking, mentoring, site visits, supporting large events, supporting community and youth groups.

**870** active STEM Ambassadors

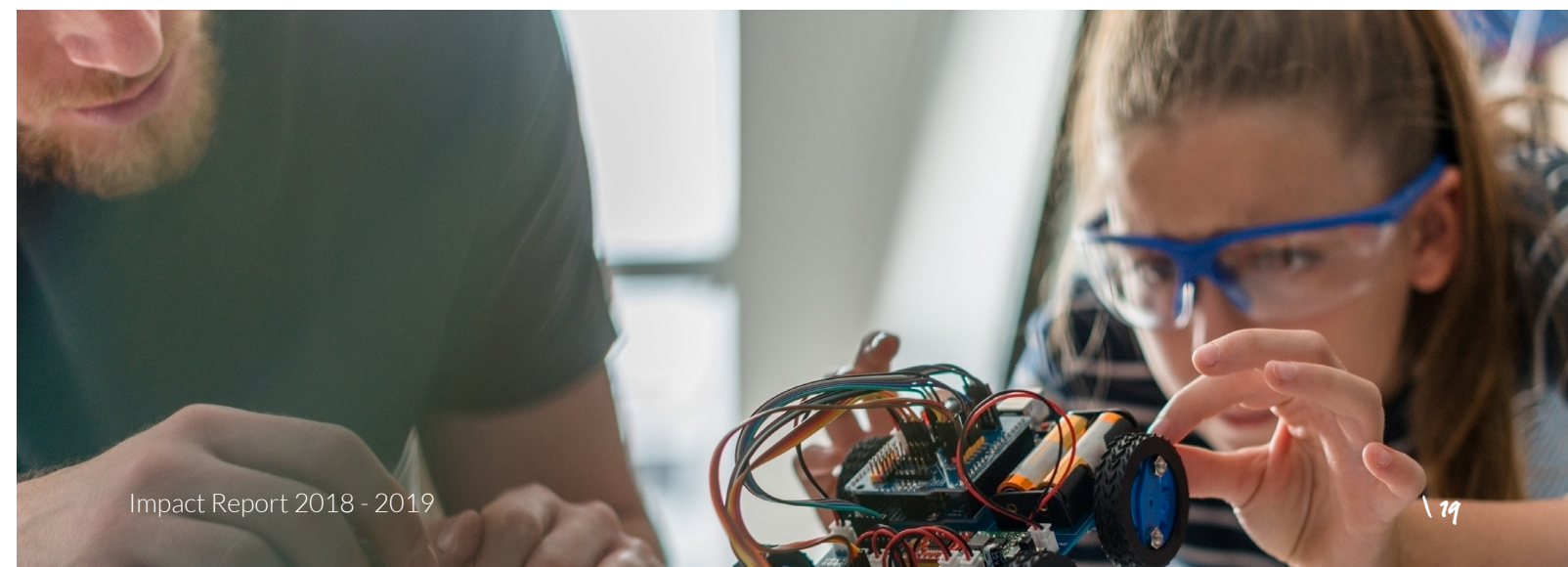


**93** secondary schools

**219** primary schools



**7** FE colleges & Universities





# What we do

## Big Bang Near Me

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. This year the South West Regional Fair attracted 5,300 young people, 95 businesses and 96 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.

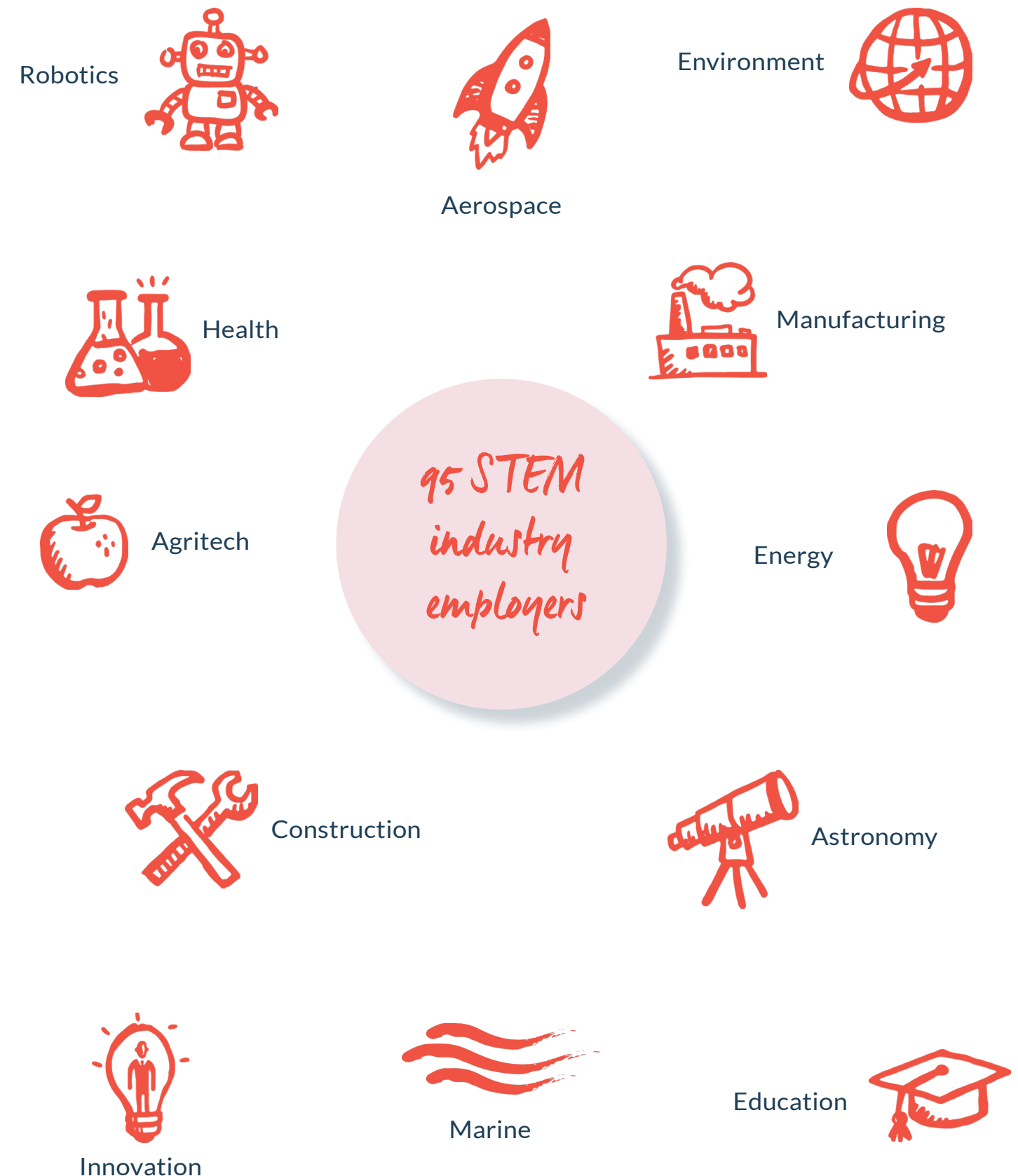
## What people said

"Our highlight was the buzz from 150 satisfied year 7 students heading home. Their evaluation that 5 hours travel time was justified by the experience that they had."

"It was fantastic to see so many young students interested in STEM careers - I wish there had been more events like this when I was younger!"



5,300 young people from 96 schools attended Big Bang in 2019



# Work Experience

We support schools across Devon, Somerset, Bristol, South Gloucestershire, Swindon, Wiltshire, Dorset, Bath and Hampshire 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 providers in relation to health and safety, risk assessments, insurances and safeguarding.

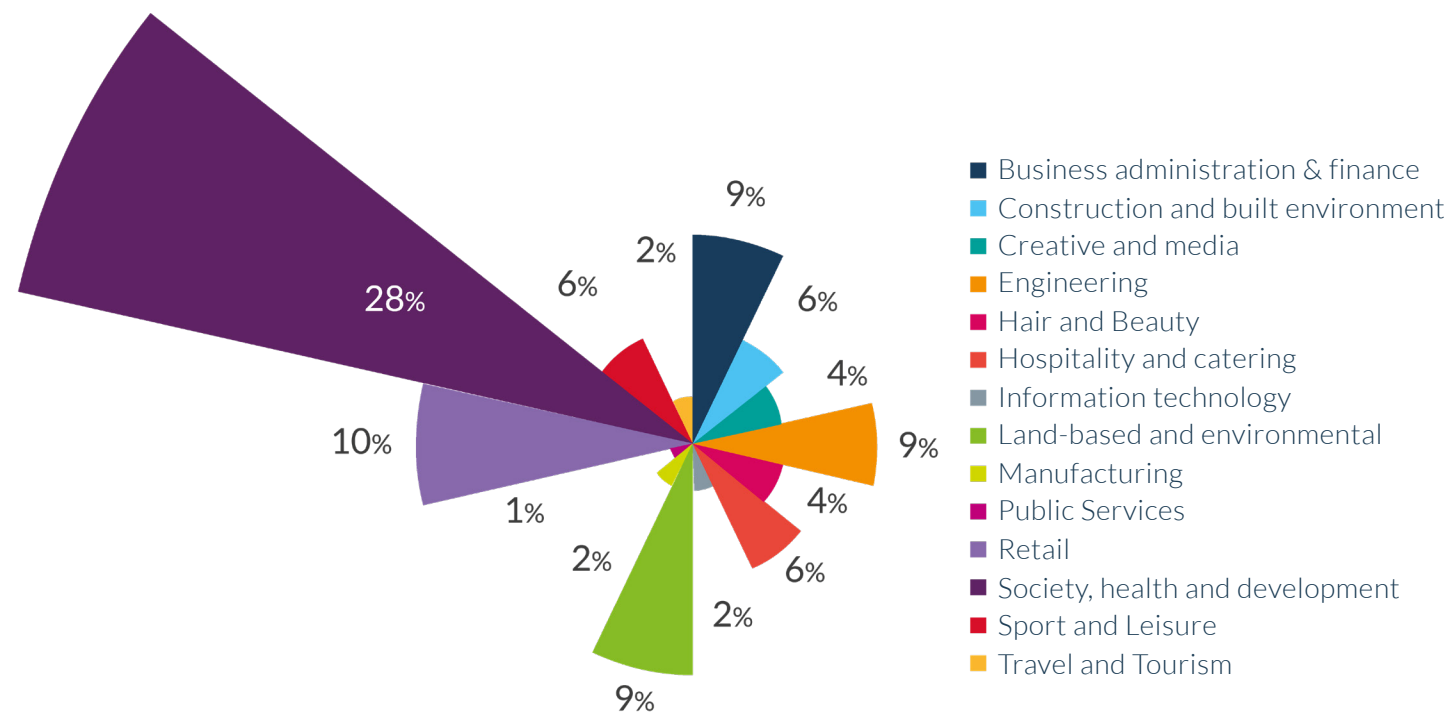
As part of our service we also work with placement providers to help define tasks and activities the young person will understand whilst on placement.

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.

*“CSW are always a reliable and safe service to work with, always great communication and great service.”*

James Wilmot, Director Priory Learning Trust

Sector Spread of Placements 2018-19



# 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 onto further education.

“ I was asked by one of my schools to conduct a work experience visit with a student who was spending the week with a local employer as part of their yearly work experience programme. I rang the supervisor and arranged the visit. He later called me back to explain that his staff had reported to him that the student did not seem to be enjoying or showing any interest in the placement. He said that it was a busy team and not fair on them. He said he would be speaking to the student first thing the next morning and was considering ending the placement. I checked his knowledge of the student and he confirmed he knew she had Autism; I explained this could affect her communication skills. As the call came after school had closed and the meeting was planned for first thing in the morning, I said I would be there.

The next morning I met with both the supervisor and the student. I met with the student on her own so she had the opportunity to talk to me in private.

She told me she was enjoying the work experience but there were two issues causing her concern:

- She felt awkward as she did not want to interrupt or slow down the staff because she saw how busy they were.
- Due to past experiences, she was less comfortable around men (it was a mostly male team).

With her permission, I relayed her concerns back to the supervisor who explained they welcome questions and discussions around the work because it shows them she is interested and enjoying it.

He said he would give her a choice of projects and departments for the rest of the week.

The student went on to complete her work experience which helped build her confidence, employability skills and career knowledge. The employer and school appreciated the support given.

Natalie Bray, CSW Career Development Consultant

126 schools worked with



19,300 work experience Placements

Nearly 5,000 visits





## Case Study

- Yvonne Paddon,  
Independent Consultant

MADE (Manufacturing Activities Designed to Engage) has had a huge impact on both the young people who have taken part in the programme and the teachers who have led the programme in the schools.

The overall aim of MADE was to encourage young people to consider manufacturing as a career and to be more employable within the local manufacturing industry, whilst raising the profile of the manufacturing companies that have supported the programme. The programme has involved hundreds of Torbay students who have had hands on experience of designing and manufacturing a product whilst working alongside a company mentor. This has increased their knowledge of the company and also their skills, with many KS3 students showing an interest in further development of their skills. KS4/5 work experience has also had an impact, with one student having started an apprenticeship with the company they were placed with. Teachers have been encouraged to spend some time in the companies for professional development, gaining lots of information about the manufacturing sector as a whole which they have successfully cascaded to other staff and students.

The companies involved have volunteered every year to take part which is a big commitment for them, but it is something they feel passionate about and feel has an impact on the future workforce within Torbay.

## 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 MADE.

MADE in Torbay helps young people to learn more about Science, Technology, Engineering and Maths (STEM) and encourage them to consider a career in STEM.

We support schools to develop their strategies and plan to enable young people to make choices about their future career, helping to shape and influence their employment plans.

*"It was a pleasure to work with the students from Brixham. Seeing and helping them develop their ideas from first glimmer, through various mock ups and prototyping through to the finished demonstration assembly was a delight. To help them develop their presentation and fight through nerves on the day to deliver a really good performance in front of the judges gives faith that the next generation of STEM practitioners are coming through. This is the fourth time I have been involved in MADE, it is such a worthwhile project. Thank you to the sponsors to ensure it can continue."*

Tim Durrant, Business Mentor

# CSW

Volunteers



# 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 Volunteer service.

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.

**223** volunteers ranging from **18-92** years of age in our Somerset Partnership Contract



**128** Active Living Centres supported

**416** hours devoted by Community Hospital Volunteers each month



**190** volunteer drivers

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

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

**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.

# What we do

## Somerset Partnership NHS Trust

We manage a broad range of volunteering opportunities on behalf of Somerset Partnership NHS Trust. During 2018/19 we have worked with them to identify and increase the roles for volunteers across the various services they provide. We have effectively promoted and recruited for these roles and supported the applicants through the registration process.

**Volunteering services at 13 community hospitals.** The roles carried out by volunteers are varied but often involves “chatting to patients” and involving in social conversation. Roles volunteers are now able to support with are diverse and include:

- Social activities
- 1:1 companionship
- Helping at meal times
- Assisting with the shopping trolley
- Hand massaging
- Meeting and Greeting
- Reception and administrative tasks
- Reminiscence groups
- Making beds

### Cardiac rehabilitation service

Volunteers attend and support the delivery of cardiac rehabilitation groups, assist with the organisation and support of these groups under the direction of a Lead Cardiac Nurse.

### Mental Health Services including:

- Peer Support groups – volunteers supporting with delivery of these groups on a regular basis
- Carers Support – linking with the Carers Support Worker to support individuals with significant care responsibilities for someone suffering Mental Ill Health.
- In-Patient wards
- User Participation Groups

### Speech and language therapy service

Volunteers support people who have acquired or have congenial communication problems. This includes 1:1 support and group work and most recently supporting groups specifically for those recovering from Stroke.



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



## Community Hospital Volunteer Alex

Alex is 58 and suffered a stroke in 2016. He had been a patient and received therapy at South Petherton Community Hospital. He contacted us regarding volunteering and we liaised with the community hospital to secure him a suitable volunteering role. Alex is now helping out twice weekly with the Active Minds Group at the hospital.

*"Volunteering is helping me as much as the patients I meet. The volunteering is really rewarding and has given me the confidence with people and the push I needed to apply for University - I've been offered a place at Exeter to study politics from September 2019."*

## Case Study Somerset Partnership NHS Trust

Sophie contacted us after being told by member of the CSW team about the volunteer opportunity with Speech & Language Therapy to support groups for individuals recovering from Stroke. Having recently completed University and obtaining a degree in Speech & Language Therapy she has applied for paid positions within this area of work but has been unable to secure employment. Her aim is to specialise in supporting recovery from Stroke. She is hoping that volunteering in this role will enable her to continue to develop her skills and experience, give her a better chance of securing employment and to use her free time in a positive way.

*"I want to thank all the volunteers across our community for the positive difference they make to the experience of our patients as well as the support they give our staff. We hope this will inspire more colleagues in the local NHS to consider how volunteers can contribute in their work areas and I'd strongly suggest they get in touch with CSW."*

Stephen Ladyman, Chair of Somerset Partnership



## What we do Somerset Digital Link - in partnership with Sedgemoor District Council and Victoria Park Community Centre

Our volunteers help individuals to "Get Connected" and overcome digital barriers.

CSW Volunteers provides ICT support to individuals via Digital Link drop-in group sessions. This support is practical, delivered by volunteers who avoid tech jargon and empowers individuals to take control of their lives through increasing their online connectivity and confidence.

For some individuals ICT can help them break out of the cycle of isolation and loneliness that is known to have a negative impact on health and well-being. Volunteers have supported individuals with various things including:

- Helping to access housing through Somerset Homefinder and Housing Association websites
- Set up and use Email account
- Applying for and maintaining Universal Credit account
- Registering for Credit Union account
- Obtain documents to confirm identity/eligibility for benefits
- Using ICT to keep in contact with family and friends in other parts of the country/world
- Setting up own devices such as mobile phones, tablets and laptops
- Searching for and applying for jobs online
- Safely searching for and using the internet and websites
- Gaining confidence to use ICT necessary for their situation and everyday lives



**271** number of sessions delivered

**733** times sessions have been accessed



**157** new clients

**6000** hours dedicated to delivering the service





## Case Study Patricia

Patricia was referred to us by a mental health service for volunteer support to access community activities and to learn to use a computer. Patricia has dyslexia and needs time to read and understand written word. She has suffered childhood and adult abuse and is anxious, lacks confidence and extremely cautious around men who are unknown to her.

Our volunteer supported her on a 1:1 basis within a Digital Link session. These sessions run in community centre local to Patricia and offer a wide range of social activities which our volunteer was able to encourage and motivate her to link with. The volunteer chosen to support her has experience of teaching and has worked previously with individuals with Dyslexia.

With encouragement from our volunteer and support from us, Patricia was enabled to become a volunteer at a local mental health day unit where she is using her passion and skills for gardening and volunteering regularly.

"It was such a blessing to meet my wonderful volunteer she's helped me achieve so much. I'm also going to the knit & knatter group now at the centre – something I could never have done before." Patricia, Beneficiary.

## 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 home, primarily. They support well-being, and help people to live independently.

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



**36** new referrals received\*

We supported over **100** beneficiaries\*



Volunteers committed to an average of **120** hours per month. Based on a salary of **£9.39** a per hour, this equates to a social care saving of **£1,126.80** per week.

\*between April-August 2018

## What we do

### Active Living

We support the Active Living Network of over 128 groups run by volunteers in local community venues across Somerset.

These groups provide a safe and secure local environment and opportunity for people over 50 to socialise, take part in fun activities and access information about keeping well and active, reducing isolation and loneliness and helping improve health and well-being. In doing this they reduce the demand on both social care and healthcare services.



**128** Active Living Centres supported

**3000** dedicated volunteer's hours per month



### 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".

Volunteers are able to drive 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.



**190** volunteer drivers available each month





# What we do

## Market Research - Mystery Shopper

We co-ordinated a team of volunteers to gather essential information and feedback on services received by the public from Libraries and a Somerset call centre on behalf of Somerset County Council.

The exercise took place over 2 week period.



**27** visits made to Libraries by a team of **10** volunteers

**54** calls made to call centres by a team of **14** volunteers



Total of **55** volunteer hours dedicated to this task

## Children Services

Volunteers recruited support Children's Services in various ways including; Positive Life Skills support with Care Leavers and Unaccompanied Asylum Seeking Children, help with running groups and activities for Young Carers, Short Breaks Team (Children with Disabilities and their families) and Children centres for under 5's and their families.

# CSW

Specialist Support



# What we do

## Non-Medical Specialist Support

Our Mentors work in universities across the south of England to provide highly specialist, specifically tailored, one-to-one support which helps students address barriers to learning created by one or more of the following impairments:

- Mental health condition
- Autism-Spectrum disorder
- Specific learning disability such as dyslexia.

The support could include dealing with a range of issues, for example, coping with anxiety and stress situations, how to deal with concentration difficulties, time management, prioritising workload and creating a suitable work-life balance.

Specialist Mentors do not act as advocates or counsellors. Their role is to help students recognise the barriers to learning created by their impairment and support them in developing strategies to address these barriers, particularly at times of transition, e.g. when starting at university or when planning to move on from it.

## What our students say....

*"I'm very happy with my mentor support and always get a swift response from my mentor any day of the week."*

*"Sessions are done at my pace which is nice. Pat is very supportive."*



**214** students received support in academic year 2018/19



A growing team of **20** mentors



Delivered **1,724** mentoring services

# What we do

## #Focus5



Funded by the European Social Fund and the National Lottery Community Fund, #Focus5 provides unique, flexible, one-to-one support for young people aged 15-18 across Devon, Plymouth, Somerset and Torbay, who need help taking small steps into education, employment or training.

Young people are assigned to a #Focus5 key worker who works one-to-one with them to build confidence, improve self-esteem and recognise strengths. Together they then create a bespoke plan of activities to meet immediate and long term aspirations.

The project aims to help young people develop the five main skills identified as being gateways to employment; Communication, Customer Service, Organisation, Teamwork and Problem Solving.



Number of young people supported  
**392**



Helped **45** young people into employment



Number who lack basic skills:  
**240**

*"Our key worker has played a huge part in growing my daughter's confidence, she has been encouraging when my daughter has been facing low points, supported her and helped bring positive thoughts to face her anxieties. She has managed to get her out in public, helped her with her fear of travelling and many other things."*

#Focus5 Parent

*"Thank you so much for all this help and support. I haven't felt this confident about schooling in a long time."*

#Focus5 Young Person

*"#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. I feel in control of my life and where it's going and am able to make confident decisions."*

#Focus5 Young Person



# What we do

## Intensive 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.



**100%** of the nominations were accepted within 2 days

**100%** of families were met within 15 days of nomination to the service



**100%** of families had agreed a Family Plan within 6 weeks of starting to work with us

The Family Support Worker can help with:

- Improving school attendance
- Help individuals in the family to find and sustain employment
- Reducing anti-social behaviour
- Support individuals to stay safe
- Improving health and well-being

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.

We have saved local Councils over £150,000 by supporting families who were at risk of eviction and or had substantial rent arrears. We have also increased school attendance for the majority of children we support, through implementing routines and boundaries within the home.

*"My whole life has improved massively, I feel like I have started my life over" 'My FSW didn't judge my circumstances at all, she was always available and put me at ease, her encouragement and support made me feel valued' 'The FSW has quite literally changed my life, my children and I are so much happier!'"*

Basingstoke Families

# CSW

## Investor in Careers



# 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 Investor 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 feel all schools should embark on gaining this Quality in Careers Standard as I have learnt so much from going through the process and I am now confident that we support our students with the best Careers Education we can."*

The Hollyfield School

*"We are delighted that all our hard work has now been certified by your Investors in Careers. This will be an excellent attribute for our school and a big motivation to continue to improve our careers provision."*

Lansdowne School



# Partners

2nd Chance Group

Acacia Training & Development

Access Training

Argyle Community Trust

Babcock

Best Training

Bicton College

Brockenhurst College

CMT Services

Coachmakers

Consultancy Management & Training Services

Cornwall Adult Education

Cornwall Council

Cornwall EBP

Cornwall & Isles of Scilly LEP

Cornwall Marine Network

Cornwall Neighbourhood 4 Change Ltd

Cornwall Training & Consultancy

Department for Work & Pensions

Devon and Cornwall Police

Devon County Council

Devon Skills

Devon Youth Offending Service

Devon Young Carers

Digital Peninsula Network

Dorset LEP

Dynamo Healthcare Training Ltd

Eat That Frog

Education Development Trust

Education & Skills Funding Agency

Elemental UK Ltd

Engineering UK

Elite Training

Exeter College

Hampshire County Council

Havant & South Downs College

Highbury College

Heart of the South West LEP

Hit Training

HITZ

I Can Do That

In Safe Hands

IoW College

Khelland Trust

Nature Workshops

NHS

Paignton Sec

Penwith College

Penwith Community Development Trust

Petroc

Plymouth City College

Reachout Creative Futures

Real Ideas Organisation

Solent Busines Academy

Solent LEP

Somerset County Council

Somerset Skills & Learning CIC

South Devon College

Southampton Action for Employment

Southampton City College

Space

STEM Learning

Student Loan Company

Swindon & Wiltshire LEP

Tempus Training

Tess Group

The Big Lottery

The Careers & Enterprise Company

The Education Endowment Foundation

The Learning Partnership for Cornwall & The Isles of Scilly

Trade Assessments

TFL Training

Torbay Council

Truro College

University of Southampton

Wheatsheaf Trust

Young Devon



## CSW Group

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