



**NORWICH**  
City Council

City of Norwich

PARTNERSHIP

# Norwich neighbourhood renewal fund

Full programme report  
2006-10



# Contents



# Contents

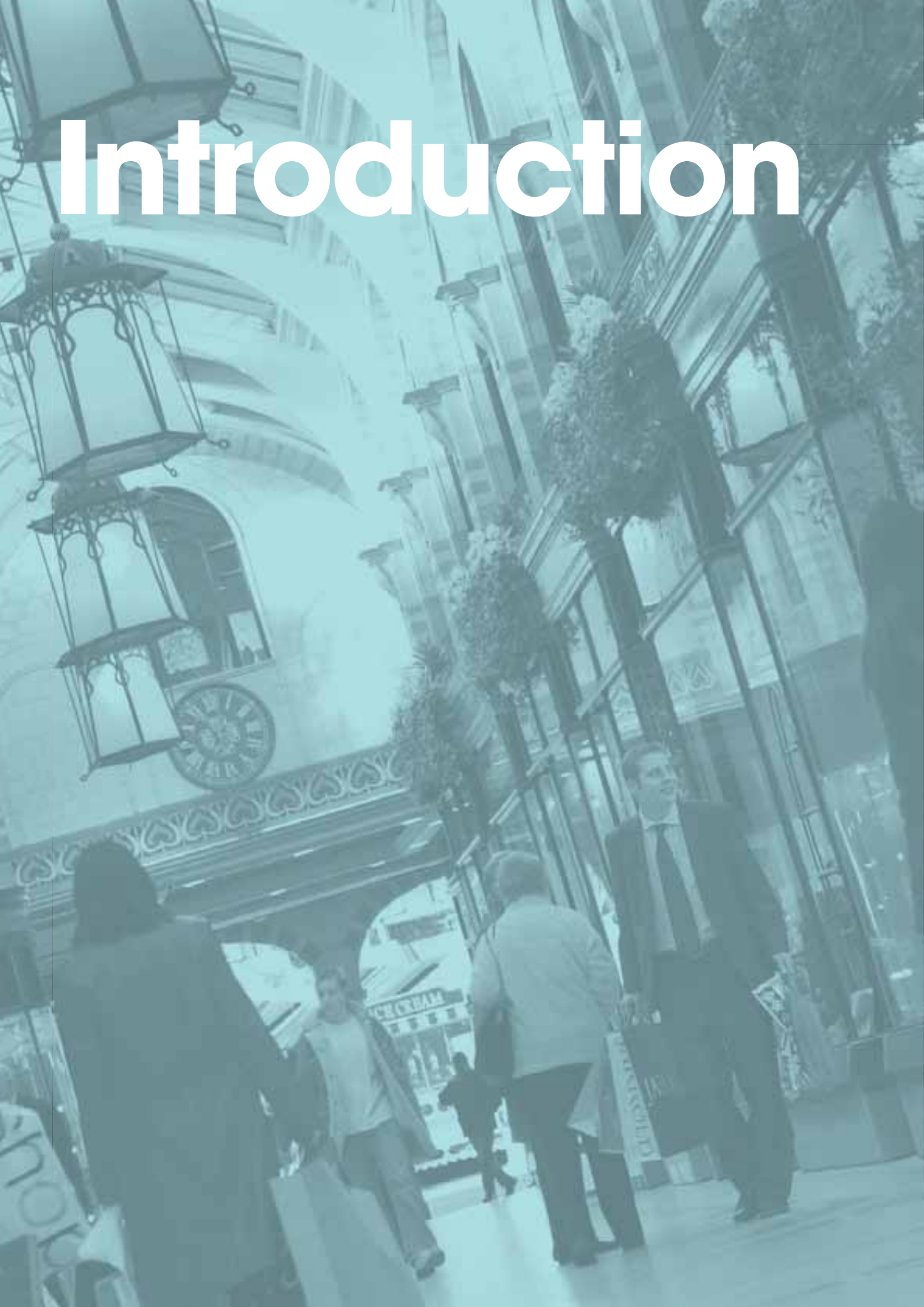
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Much of the success of the Neighbourhood Renewal Fund (NRF) programme is down to the expertise and commitment of the board members.

The City of Norwich Partnership (CoNP) would like to extend its sincere thanks to all NRF board members for their significant contribution to achieving its many successful outcomes for communities in Norwich.

Please see Appendix 1 for more details about the NRF board.

# Introduction



# Introduction

In April 2006, the government designated Norwich among 91 areas in the country as qualifying for NRF, to improve the quality of life for people living in the most deprived areas.

While in many ways Norwich is a shining example of an economically growing city with a dynamic and vibrant city centre, it also contains areas with high levels of deprivation. NRF aims to reverse the decline in living standards by working at grassroots level with communities to provide safer communities, a cleaner, greener environment, and greater access to learning.

Norwich received £1.9m from the NRF for the first time in 2006-07 and a further £1.9m in 2007-08. The CoNP was responsible for overseeing the allocation and effective use of NRF in Norwich. It delegated responsibility for delivery of the programme to a designated NRF board, which was made up of professionals with expertise to help address the following mandatory outcomes for Norwich:

- reduce worklessness
- raise standards in education
- reduce inequalities in health
- reduce crime
- improve housing
- improve the quality of the local environment.

At the end of the 2007-08 financial year the government replaced NRF with Working Neighbourhoods Fund (WNF), in recognition of the growing number of communities for which worklessness was a significant issue. Based on the data used to identify qualifying areas, Norwich did not qualify for WNF support. However, Norwich was awarded transitional funding of £1.2m in 2008-09, which the CoNP and council members decided to use to further support meeting the mandatory outcomes listed above. In the third year,

organisations that received this funding were asked to focus on obtaining sustainable funding for their project, or to work up a suitable exit strategy.

In 2009-10 Norwich received just £400,000 as its final allocation of transitional funding. The NRF board decided that the final year's NRF programme needed to be responsive – addressing and piloting new projects in a fast-changing economic climate.

In the last two years of the NRF programme, the funding available was significantly reduced. This led to a reduction in the number of priorities and the number of projects. These decisions were based on the priorities for Norwich at the time, as well as the progress already made in reducing the gap between the most and the least deprived communities in Norwich.



# Evidence base



## Evidence base

The NRF board started by analysing data at both ward and super output area levels in Norwich, identifying the following nine strategic objectives to meet the outcomes above. They were:

- addressing social exclusion caused by mental distress
- preventing and tackling teenage pregnancy
- improve and promote health in Mile Cross
- attainment, attendance in Key Stage 2 and Key Stage 3
- the impact of alcohol
- pathways to employment: focus on incapacity benefit
- homelessness: focus on youth homelessness and domestic violence
- creating pride through community clean up
- cross-cutting: families in crisis and community engagement.

Norwich is the most deprived local authority area in the eastern region based on rank of average score on the index of multiple deprivation (IMD). This is the most reasonable indicator of overall deprivation.

- 43,500 people in Norwich, live in the 20 per cent most deprived areas of the country.
- Eight of the city council's 13 wards are in the 15 per cent most deprived nationally.

This deprivation is the result of the combined effect of various factors and the mix and impact is different in each of the wards of the city. Norwich is the 62nd most deprived local authority area out of 354 nationally.

NRF funding was allocated to priorities identified by the board, based on robust evidence and formed part of a strategic plan leading to real improvements. These outcomes were also consistent with the emerging Norfolk LAA outcomes and priorities to:

- reduce worklessness
- raise standards in education
- reduce inequalities in health
- reduce crime
- improve housing
- improve the quality of the local environment.



# Programme development





# Programme development

The NRF board met regularly to review progress of projects and ensure current local needs were being met.

Following the first two years of programme delivery, an external review was undertaken to identify strengths of the programme, and any gaps in provision for Norwich communities.<sup>1</sup> It concluded: "In summary, the picture in relation to the local targets set for those themes is generally positive."

It reported:

- While not all crime targets have been achieved to date crime rates in Norwich, Mancroft and north Earlham, Larkman and Marlpit (NELM) areas are down.
- In terms of housing, the decent homes project is moving in the right direction, with targets relating to preventing youth homelessness and supporting victims of domestic violence being met.
- Unemployment targets are being met, although reducing the number of highest level incapacity benefit is proving difficult.
- Mental health target not achieved. There has been a 3 per cent increase in prescribing rates. However this is less than the national average of 4.5 per cent.

One of the key recommendations from this review was to develop a strong performance management framework, to enable the successes from the projects to be easily and consistently recorded.

This would benefit both project providers and the NRF board, as both hard and soft outcomes could be clearly evidenced. Project leaders received appropriate training and the system was used through the last two years of the programme, providing the information in the specific themes later in this report.

The findings helped the board to set priorities for the third year of the programme. For this, each project had to also assess the need for an exit strategy or alternative funding.

Due to the success of the NRF programme, many of the projects were successful in going 'mainstream' with statutory budgets or obtaining alternative funding. Some of the projects were in the pilot stage, and subsequently developed to become quite different from the original remit. Others were capital projects that will provide a legacy of ongoing support to Norwich communities.

Another project undertaken towards the end of the second year of the programme, was a full assessment of need in Norwich.<sup>2</sup>

This informed the refresh of the Norfolk local area agreement (LAA) and identified the following key challenges for Norwich:

- Improving outcomes for children in low income and out of work households.
- Strengthening transition pathways from school into education or employment.

<sup>1</sup> See full report **Review of the Norwich NRF Programme** – September 2007 by Holden McAllister Ltd consultants

<sup>2</sup> See full report **Norwich Needs Research Paper** – May 2008 by Holden McAllister & Oxford Consultants for Social Inclusion

- Linking those with low skills to the labour market.
- Tackling wider worklessness.
- Addressing 'in work' low income.
- Tackling the additional barriers faced by people with mental health issues.
- Reducing health inequalities across the city.
- Reducing substance misuse levels.
- Lowering violent crime levels across the city.
- Making best use of migration and population change.

The NRF board looked at which agencies might be planning to address these challenges and how much project funding was already allocated to doing so. It then sought to fund projects addressing the remaining challenges.

At this point, the recession was heavily impacting on unemployment figures across Norwich, and was increasing issues of financial exclusion within the more deprived areas in Norwich. This led to the following priorities being identified for NRF support in the final year of the programme:

- reduce health inequalities
  - teenage pregnancy
  - mental health issues.
- address wider worklessness
  - recently unemployed
  - training and skills acquisition
  - debt.

A key consideration for the board was that successful projects should explore new ways of working and show evidence of need to potential funders, or that projects had a strong chance of being mainstreamed if they were successful. At the end of the final year three of the seven projects were successful in obtaining alternative funding, one was mainstreamed, one was unsuccessful, one was time limited and finished as scheduled, and one was developed and became a new project that obtained funding from alternative sources.

Many of the projects delivered through the NRF programme have been through partnerships of statutory agencies and voluntary and community groups. The combined effectiveness of knowledge, expertise, networks and resources has enabled the NRF programme to reach its target audiences and deliver to specific needs. Many of the NRF projects have cut across two or more of the themes to further support meeting the objectives.

The NRF programme offered Norwich communities the opportunity to explore new approaches to addressing sustained problems – some with a large degree of success. Even those that were not successful in their objectives provided valuable lessons for how to do things in the future.

The following pages show the scale and diversity of the NRF programme in Norwich and offer a 'view from the ground' from some of the project providers and service users.



# Education

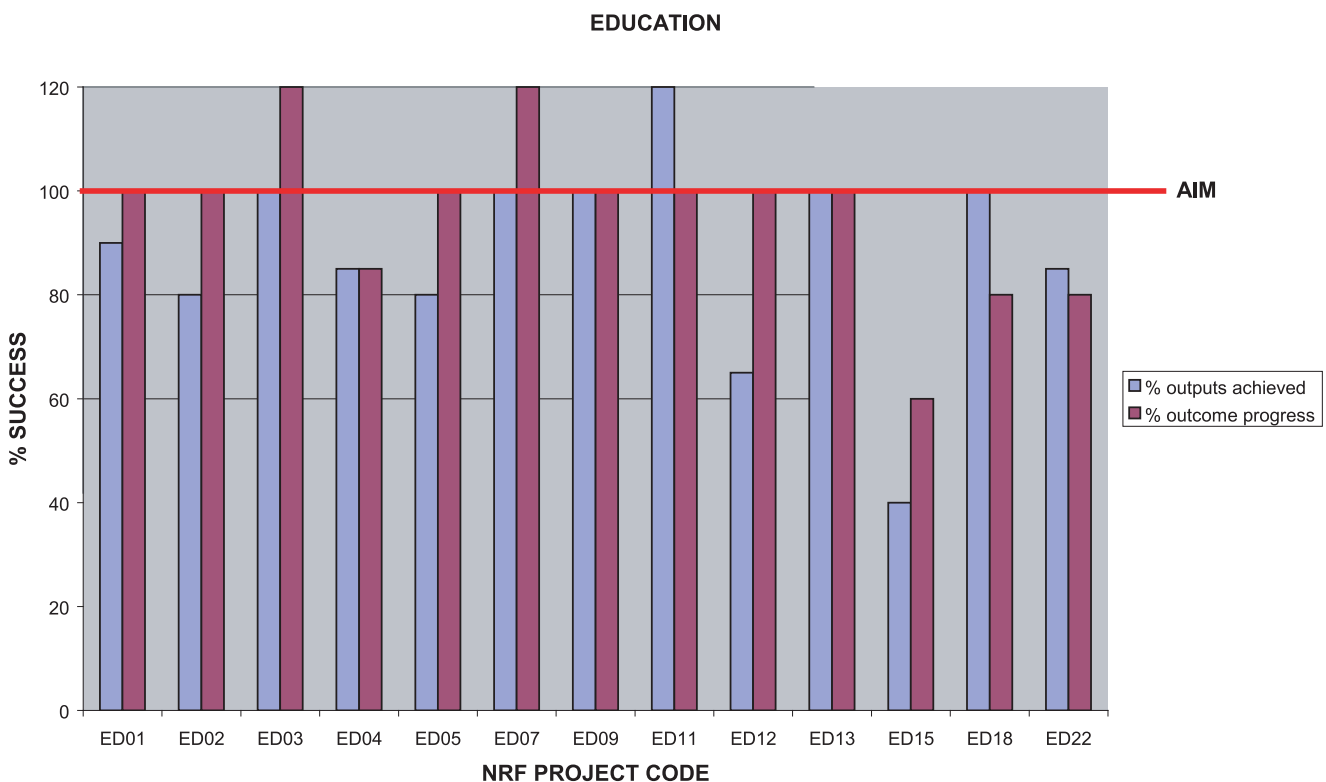


# Education

Many young people in Norfolk had low aspiration levels and were achieving far less, in terms of GCSE results, than the national average. Data from the Pupil Level Annual Schools Census (2003) showed that in 10 Norwich wards educational attainment, as measured by pupils passing five or more GCSEs at grade A\* to C, was significantly below the national average. Attainment was 25 per cent or less – below half the national average.

Norfolk data analysis found that two out of five young people who do not achieve any GCSE passes are not in education, employment or training (NEET), compared to just 2 per cent of young people that gain five or more GCSEs at grades A\* to C. The highest proportion of Norfolk’s NEET young people, were found to live in and around Norwich.

Research confirmed that foundation work to support pupils in junior schools enabled them to flourish more at secondary (or high) schools. Therefore, projects that support education and the emotional wellbeing of students, at both junior and high school level, were supported through NRF across Norwich.



- **ED03** Six children were identified as ‘at risk of exclusion’ at the start of the year. None of those six were subsequently externally excluded and only two have been internally excluded.
- **ED07** In April 2008, 46 children per week were withdrawn from class rooms to the quiet room. April 2009, incidence of withdrawal to quiet room is averaging just three children per week.
- **ED13** Met output and subsequent outcome targets of reduction in exclusions. It should be noted, however, that new exclusion protocols were introduced for this year.

- **ED15** Outputs and outcomes not met. Attendance levels in KS3 at Earlham High School was not improved, but was maintained – this is a significant achievement given the target group. KS3 attainment was improved significantly in maths and science, but fell in English. The output grouped all three subjects together so was not achieved. However, significant progress in two of the three subjects was achieved and the reporting did not adequately reflect this. Christmas family activities attendance was half of the previous year. Clearly significant work to do around engaging parents in this target group. This may well require new and unconventional approaches, as the work is being done but not being responded to.
- **ED22** No information back on SATs results at time of reporting, which has reduced the output and outcome success rate.

### National indicators and strategic objectives addressed by the NRF projects in this theme

NRF	LAA
Raise educational achievement and attainment	Young people’s participation in positive activities
Reduce social exclusion caused by mental distress	First time entrants to the youth justice system aged 10 to 17
Supporting families in crisis	Secondary school persistent absence rate
CoNP	Achievement at level 5 or above in science at Key Stage 3
Raise aspirations, skills and achievement	Achievement at level 4 or above in both English and maths at Key Stage 2
Inspire people	Achievement at level 5 or above in both English and maths at Key Stage 3
Create an environment where things can happen	Progression by two levels in English between Key Stage 1 and Key Stage 2
Improve quality of life	Progression by two levels in maths between Key Stage 1 and Key Stage 2
Reduce crime and anti-social behaviour	Progression by two levels in English between Key Stage 2 and Key Stage 3
Support families in crisis	Progression by two levels in maths between Key Stage 2 and Key Stage 3
Improve neighbourhood engagement	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest
Reduce poverty and disadvantage	
Reduce the incidence of mental health problems Reduce health inequalities	Percentage of people who believe people from different backgrounds get on well together in their local area
Improve levels of educational attainment	16 to 18 year olds who are NEET
Boost aspirations of and opportunities for people of all ages	

**The percentage of pupils in Norwich schools obtaining five or more GCSEs including english and maths, increased from 39.5 per cent in 2006 to 42.4 per cent in 2008.**

**“The learning mentor’s work entails developing and carrying out a tailored programme according to the child’s need. The school believes that addressing needs by carrying out programmes of work such as this enables the children to once again focus on their learning. “**

Learning mentor project – St Michael’s VA Junior School (ED18)

## Education snapshot

NRF funding was awarded to Catton Grove Primary School in 2006 for a pastoral worker. The project was led and managed by the school’s headteacher who had previously been successful in developing both in-school and community based projects in the Catton Grove area – an area of high deprivation in Norwich.

The target group was children and families from the school, working with them through very early intervention, to avoid escalation and referral to children’s services on a more formal basis. The project aimed to:

- prevent/reduce the incidence of referral to front-line services
- reduce the number of exclusions
- improve engagement of pupils and families in ‘hard to reach’ groups
- improve self esteem of client pupils and families
- improve educational attainment.

The pastoral worker achieved these in a number of ways:

- counselling sessions with children
- counselling sessions with parents/families

- liaising and co-ordinating with external agencies
- morning drop-in sessions
- lunchtime club/safe place
- parent education – literacy, numeracy and IT classes.

During the life of the NRF project some 60 local families were given support by the pastoral worker which would have otherwise not been available to them. As a result, the number of fixed term exclusions reduced by 50 per cent and the number of cases referred for ICPC (initial child protection conference) reduced by an incredible 75 per cent.

The work of a pastoral worker was also funded in other schools within NRF priority areas under the title of ‘learning mentor’. They worked to enable and promote better learning through fostering improved social and behavioural skills for key individual pupils, along with their families, and all achieved significant successes. The majority of the learning mentors established through the NRF programme were subsequently mainstreamed into the schools as standard members of staff.

**“This role is invaluable as it gives our most vulnerable children someone to talk to about any issues when they need it.**

**“The learning mentor helps children manage anger, boost self esteem, and develop social and friendship skills. We have noticed a huge difference in the children’s behaviour. By working with the learning mentor once or twice a week, it gives the children valuable skills that they can take back into the busy classroom, thus enabling them to learn more effectively with less disruption to others.”**

Headteacher, Bluebell Primary School (ED03)

# Teenage pregnancy





# Teenage pregnancy

While Norfolk as a whole had a rate of teenage pregnancies no higher than the national average, Norwich was consistently significantly higher.

In 2004-05 the teenage pregnancy rate in Norwich was 63 per 1,000 15 to 17 year olds, compared to 36 per 1,000 across Norfolk as a whole, 33 per 1,000 regionally, and 41 per 1,000 nationally.

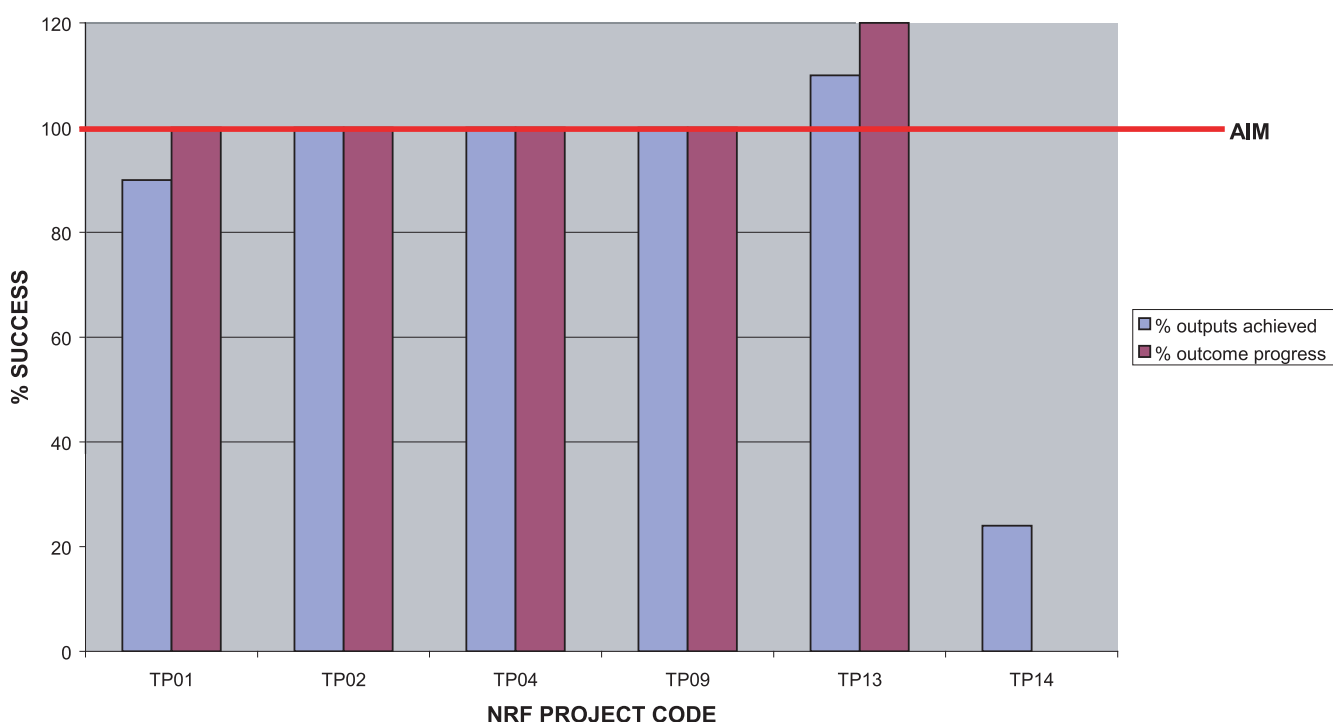
In two Norwich wards, teenage conception rates were 85+ per 1,000 – more than double the national average.

This data enabled the NRF board to target focused interventions in specific areas of Norwich, while maintaining education and prevention programmes across the city as a whole.

The more focused projects revealed that teenage pregnancy was often an indicator of a number of other issues impacting on the young people. This helped to inform further projects, providing an all round approach to tackling this issue in the city.

Some of the projects piloted through NRF to address teenage pregnancy in Norwich, have now been rolled out in other areas of the county.

## TEENAGE PREGNANCY



- **TP13** In 2008, 40 per cent of Norwich teenage conceptions were tested at Mancroft Advice Project (MAP), demonstrating that the services provided are appropriately engaging and accessible to young people.
- **TP14** This innovative project required commitment from six local schools. Unfortunately, the majority were unable to meet the outputs within the project timeframe and so the information was not able to be collected by the close of the programme.

## National indicators and strategic objectives addressed by the NRF projects in this theme

NRF	LAA
Reduce number of teenage pregnancies	Under 18 conception rate
CoNP	Young people's participation in positive activities
Raise aspirations, skills and achievement	Achievement of a level 2 qualification by the age of 19
Improve quality of life	Effectiveness of child and adolescent mental health (CAMHs) services
Support families in crisis	Achievement of five or more A* to C grades at GCSE or equivalent including English or maths
Reduce health inequalities	Substance misuse by young people
Reduce poverty and disadvantage	Reducing 16+ current smoking rate prevalence
Reduce the incidence of mental health problems	16 to 18 year olds who are NEET
Improve levels of educational attainment	
Reduce crime and antisocial behaviour	
Reduce the harm caused by alcohol	
Boost aspirations of and opportunities for people of all ages	

**Teenage pregnancies in Norfolk were reported in May 2010 to have decreased by an incredible 15 per cent in the last three years.**

**“The success of the NRF funded condom card scheme in Norwich has been instrumental in the roll out of the project across Norfolk. This increases young people's access to contraception and offers education on safe sexual health practices.”**

Mark Osborn, teenage pregnancy strategy unit (TP10)

## Teenage pregnancy snapshot

MAP in Norwich operated a highly successful three year project to address teenage pregnancy issues in Norwich. It provided an independent advice, information, counselling and support service for young people, to help reduce risk taking sexual behaviour and help inform positive choices.

The project offered information and advice sessions to young people to increase their awareness of the options available to them, identify the elements of positive personal relationships, build self esteem and explain the reality of caring for children. The ultimate aim was to equip young people to make better informed decisions about sex and as a consequence reduce the number of teenage pregnancies in Norwich.

MAP commissioned a training video and promotional material to educate and inform young people, for which young people were consulted on the content. This is still used, beyond the duration of the NRF programme, as a training tool for those working with young people and their parents and carers, to equip them to talk to young people about sexual matters including contraception and sexually transmitted infections. The training has been rolled out through children's services and other agencies.

**“They were friendly and approachable and took me seriously.”**

Service user - August 2009

NRF funded the teenage pregnancy strategy unit to implement a condom card (c-card) registration scheme in Norwich and develop a website for the scheme. The project aimed to reduce the rate of unplanned conceptions in under 18s and reduce the spread of sexually transmitted infections by improving accessibility to sexual health information and free condoms — particularly among hard to reach groups.

The scheme provided a credit card style c-card for young people that completed the sexual health training. By presenting this at a number of specified c-card points in Norwich, young people are able to obtain free condoms and any further sexual health information they might need. These points are located across the city at appropriate places that work with young people, such as Connexions, City College Norwich, local youth services and some high schools. Several high schools in Norwich joined the c-card scheme through their health clinics, with condoms being issued by school nurses, youth workers or practice nurses from these sites.

**“It seemed friendly. When I went in I could see a c-card poster on the wall so I knew I was going to be ok.”**

Service user - August 2009



# Mental health



# Mental health

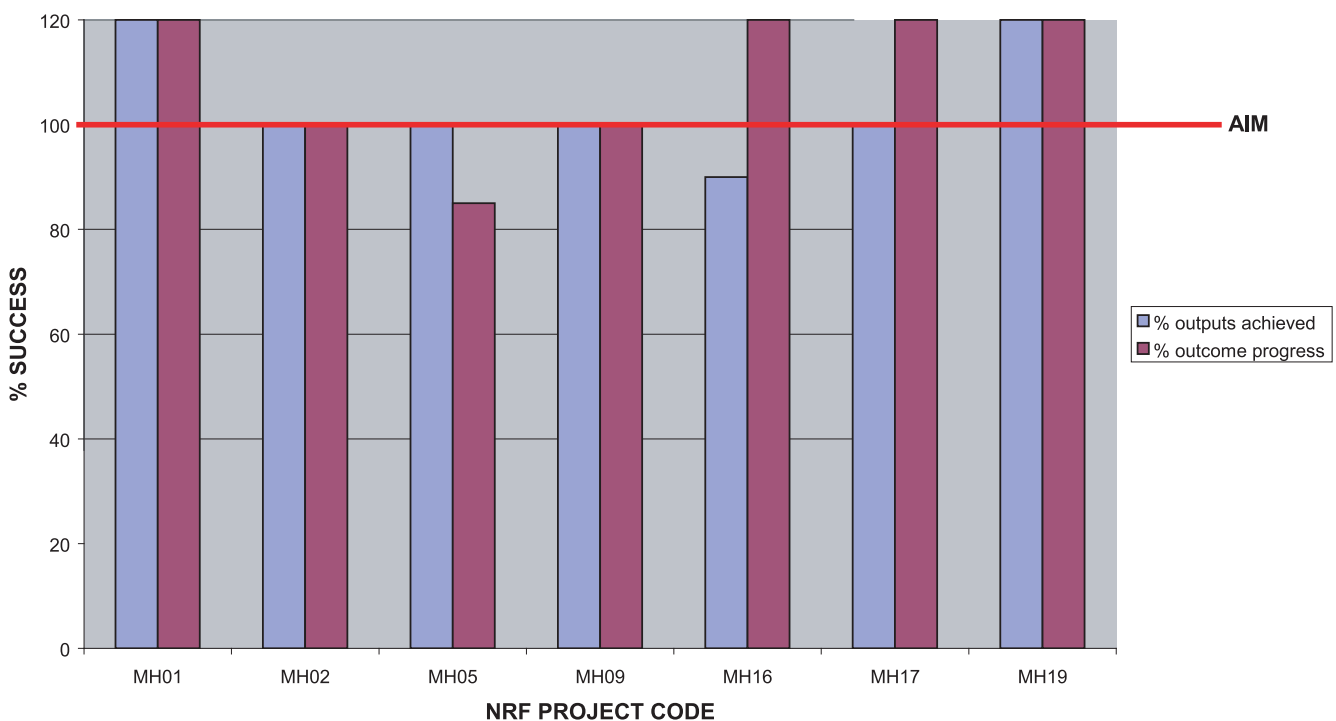
Around 300 in 1,000 people in the UK will experience mental health problems each year. Just two thirds of them seek professional help from GP services.

Mental health was identified as a significant problem in Norfolk. Prescribing rates of antidepressant medication was found to be higher in Norfolk than anywhere else nationally. NHS research in 2003 reported: "Norwich has the highest rate of antidepressant prescribing in the whole of the former Midlands region (covering a quarter of England)" – this was reported to have increased again in 2004. NRF funded projects that supported good mental health sought to increase access to early intervention counselling services, especially in areas of high deprivation.

Additionally, suicide rates in young men had increased significantly. By the year 2000 the suicide rate in young men aged 15 to 24 had increased by 50 per cent compared to the previous decade. Mental illness, stress, unemployment and social isolation were found to be key contributing factors.

Many of the NRF projects addressed issues of social isolation and aimed to strengthen self esteem and build confidence in those at risk of, or recovering from, mental ill health. In doing so, some of the projects also improved the physical health of service users.

**MENTAL HEALTH**



- MH01** While NRF funding was originally to deliver the service, the NRF grant for this particular year was to build capacity within the organisation to enable further development of the project. This was achieved beyond expectations and Discovery Quest (DQ) succeeded in obtaining three year funding from the Big Lottery to roll the project out across Great Yarmouth and Kings Lynn, as well as to maintain the project in Norwich.
- MH19** This pilot project was so successful, it has been commissioned to be delivered to carers across Norfolk.

### National indicators and strategic objectives addressed by the NRF projects in this theme

NRF	LAA
Reduce social exclusion caused by mental distress	Participation in regular volunteering
Improve and promote health in Mile Cross	Number of vulnerable people who are supported to maintain independent living
Address worklessness – recently unemployed	Working age people on out of work benefits
Address worklessness – training and skills improvement	Percentage of people who believe people from different backgrounds get on well together in their local area
Strengthen transition pathways to further education/employment	Percentage of people who feel they can influence decisions in their locality
CoNP	Adult participation in sport
Raise aspirations, skills and achievement	Mental health of adults and older people
Inspire people	Environment for a thriving third sector
Create an environment where things can happen	Fair treatment by local services
Improve neighbourhood engagement	Social care clients receiving self directed support per 100,000 population (direct payments and individual budgets)
Support families in crisis	Number of vulnerable people who are supported to maintain independent living
Improve quality of life	Effectiveness of child and adolescent mental health (CAMHs) services
Reduce poverty and disadvantage	Individuals receive advice and advocacy and support to exercise choice and control of their lives
Reduce the incidence of mental health problems	
Reduce health inequalities	
Ensure adequate housing for all Norwich residents	
Improve levels of educational attainment	
Boost aspirations of and opportunities for people of all ages	

**“In an often lonely and disconnected world, DQ offers an innovative approach to personal achievement, companionship, wellbeing, empowerment and hope.”**

Dr Liam Shine – clinical psychologist on DQ (MH01)

## Mental health snapshot

DQ is a pioneering walking programme for people with mental health conditions, established with NRF funding in 2006. It is delivered by Julian Housing, based in Norwich, and uses the Norfolk countryside to promote mental and physical health, and wellbeing for its clients. The pilot project gradually trained a group of people to walk the 96 miles of the West Highland Way and climb Ben Nevis, within six months. The group co-ordinators were trained in mountain walking and psychiatry and participants gained an enormous amount from both aspects.

**“DQ has changed my life for the better. Previously I lacked self confidence, and had really low self esteem. I have applied to do some voluntary work, which I wouldn’t have considered eight months ago. DQ has given me space to explore my illness and at times I have been able to challenge some of my perceptions about my illness, when away from Norwich. Walking has alleviated the mental and emotional pain that I often experience. Being out in the countryside has given me a greater appreciation about life in general.”**

S.T aged 27 – personal statement taken in October 2007

DQ won the Mental Health Practice Innovation Award in 2008 and has subsequently been successful in obtaining three year funding from Big Lottery to continue and develop the programme in Norfolk. DQ now operates three walking groups per year in west, east and central Norfolk, and is exploring the possibility of delivering more challenging programmes for ex-service personnel who have been discharged due to psychological issues.

In its final year, NRF awarded a grant to Norwich and Central Norfolk MIND to pilot a scheme that had been enormously successful in other countries, in five areas of Norwich with significant deprivation. The Mental Health First Aid (MHFA) programme trained volunteers living and working in those areas to provide help to

someone experiencing a mental health problem before professional help is obtained, thereby reducing the subsequent level of need in many cases. The aims are to:

- preserve life where a person may be a danger to themselves or others
- provide help to prevent mental health problems developing into a more serious state
- promote the recovery of good mental health
- provide comfort to a person experiencing a mental health problem.

MHFA does not train people to be therapists, rather it teaches people how to:

- recognise symptoms of mental health problems
- provide initial help
- guide a person towards appropriate professional help.

The success of the pilot project in Norwich has led to MIND gaining funding to train a number of the volunteers that received the initial training, to go on to train future volunteers – thereby increasing the sustainability of the project. A separate funding scheme also enables MIND to train carers in MHFA.

Marisa is a volunteer on the pilot programme and has received full MHFA training:

“I have wanted to help people for a long time now. Maybe it’s because I’ve had some hard times in my own life. I work for a national bank and it’s the constant pressure to perform that causes all the problems. MHFA and the Associates Training Programme were the natural and perfect next step for me.

“It was this course that gave me the confidence to reach out to my co-workers. I had one friend at work come to me because he was depressed. He wasn’t enjoying his job and life at home was adding to the weight on his shoulders. I mainly listened to him, but also gave him a leaflet about depression and helped him find some resources online. I wouldn’t have known what to do, or maybe just not trusted my instincts, if I hadn’t done the course.”

# Crime





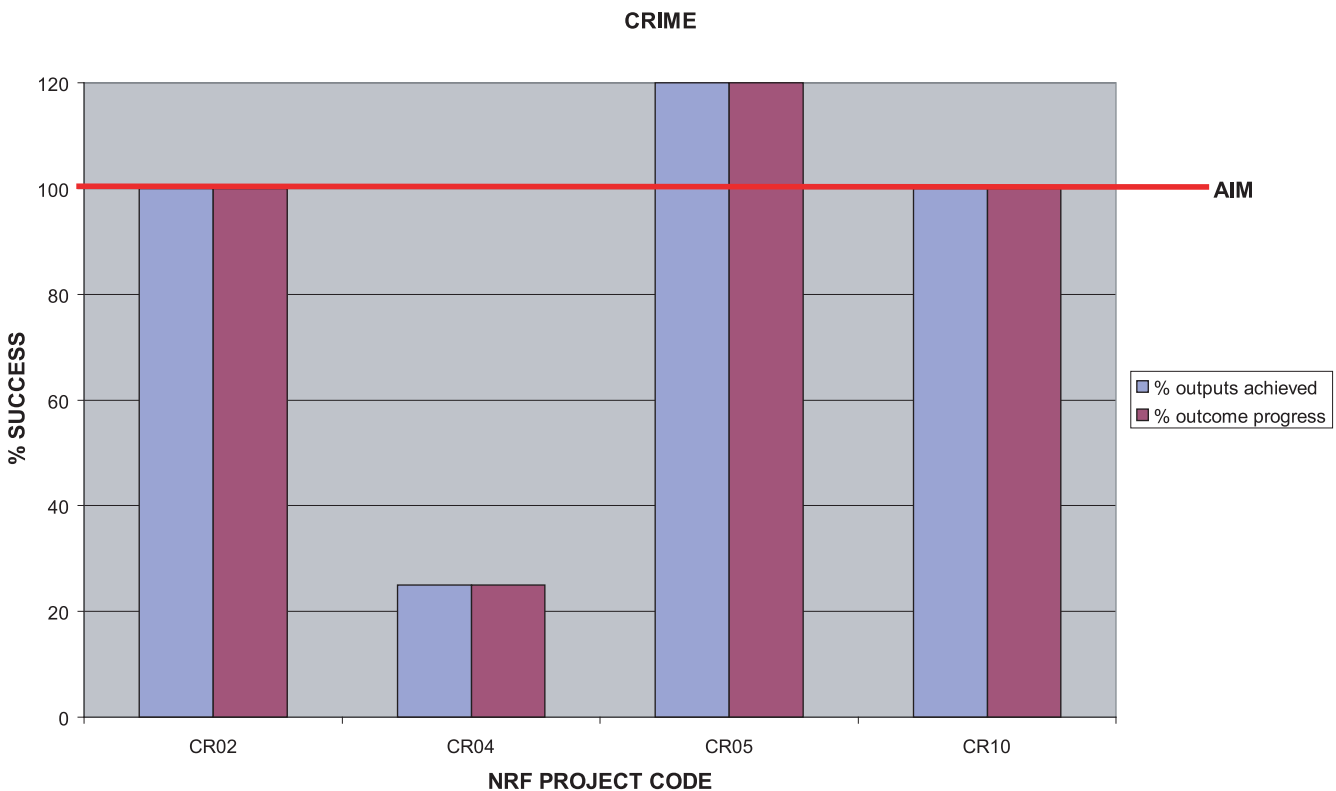
# Crime

When the Norwich NRF programme began, the government had set a national target to reduce all crime by 15 per cent. Norwich suffers greater levels of crime and antisocial behaviour than many parts of Norfolk: four of the ten crime hotspots in Norfolk are in Norwich.

Police data, along with information from the Safer Norwich Partnership, enabled the NRF board to determine crime priorities. One of the more innovative NRF projects was to convert a ship container into a mobile police unit – fully fitted with CCTV – to provide a visible and responsive police presence in each of the crime hotspots for a few months at a time.

The Safer Schools Partnership was piloted in Norfolk at two Norwich schools with NRF funding and now benefits several schools across the county. This initiative takes a multi agency approach to engender respect and responsibility in young people.

Other key crime issues the NRF programme sought to address for Norwich communities included support for people with chaotic lifestyles, reduction in alcohol related harm and improving safety measures in communal areas.



- **CR02** This project sought to reduce reoffending by inviting offenders to attend rehabilitation workshops. Within a 12 month period of operating the project, the reoffending rate reduced from 20 per cent to just 11.4 per cent.
- **CR04** There was significant slippage on this project – outputs began being met in quarter three. As a result, many of the outputs are still to be delivered and subsequently, outcomes can not yet be measured.
- **CR05** The Safer Schools project achieved such significant successes that it has now been rolled out across the county.

## National indicators and strategic objectives addressed by the NRF projects in this theme

NRF	LAA
Reduce harm caused by alcohol	First time entrants to the youth justice system aged 10 to 17
Community engagement	Dealing with local concerns about anti-social behaviour and crime issues by the local council and police
Raise educational achievement and attainment	Repeat incidents of domestic violence
CoNP	Substance misuse by young people
Reduce crime and antisocial behaviour	Alcohol-harm related admission rates
Improve quality of life	Reduction in number of schools judged as requiring special measures and improvement in time taken to come out of the category
Improve neighbourhood engagement	Young people's participation in positive activities
Reduce the harm caused by alcohol	Secondary school persistent absence rate
Improve levels of educational attainment	
Boost aspirations of and opportunities for people of all ages	

**According to the 2008-09 Norwich Place Survey, the number of people that believe antisocial behaviour to be a big problem has reduced by around 30 per cent in the last year.**

**“The mobile base has been well received and had a significant impact in all locations that it has been placed. The base has regularly achieved its target of a 20 per cent reduction in crime.”**

Inspector Mike Austin – mobile crime unit project (CR10)

## Cross cutting snapshot

**‘Supporting families in crisis’** provides specialist intensive support to the most chaotic families across Norwich, which suffer extreme levels of family breakdown, poor tenancy management and additionally, demonstrate antisocial and offending behaviours resulting in high risk of eviction and potential homelessness. The project also allowed referrals from other landlords and addresses a wide range of issues to:

- support and challenge families and children to enable them to maintain their tenancies and live within the limits of acceptable behaviour
- reduce the breakdown of family relationships through improved parenting skills, money and household management

- maximise children and young people's access to positive activities and opportunities, particularly through improved school attendance.

During the first two years that the project was NRF funded, approximately 40 families benefitted through it on referral from a number of organisations including Norwich City Council, children's services and health visitors. During the third year, the project developed to include one to one parenting support sessions for families and a range of targeted family support programmes over several weeks. A staggering 186 families benefitted from the project in this year alone.

**“The project worker knew who to call to sort all my problems out...I would not have known where to start without their help”**

Service user April 2007

The project was so successful and the demand so great, it has been mainstreamed by Norwich City Council and now forms part of its core service.

Catton Grove Primary School was operating a holiday activities club for eight to 15 year olds under the leadership of the headteacher. NRF funding enabled the holiday club to be extended to include more pupils, increase the range of activities offered and be available for more of the school holidays, to meet an identified need.

The holiday club provided activities and experiences not usually available to children in this extremely deprived area of Norwich. Feedback from the local neighbourhood police team suggests that the activities provided resulted in their reduced involvement with pupils and families over the summer holidays.

When NRF funding ceased on this project, the school came up with a truly innovative approach to retain the holiday activities. The local credit union regularly visits the school and encourages those pupils that can, to regularly save a small sum of money towards the cost of holiday club activities. This activity is teaching the children about budgeting and financial inclusion, and they are seeing very real rewards in the activities they are able to 'purchase' with their savings – a truly valuable life skill for the future. The school regularly seeks funding from charitable bodies to help ensure the activities remain accessible to all.



# Mile Cross



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WELCOME TO  
**THE NORMAN CENTRE**



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# Mile Cross

Mile Cross is a ward in the north of Norwich that has high density housing areas, the majority of which are social housing. It used to have a number of manufacturing and laundering factories that provided employment to many local people, but over the last 30 years the number of these has significantly reduced or disappeared altogether. The majority of the population of the area are low skilled or hold low level qualifications and there is high unemployment.

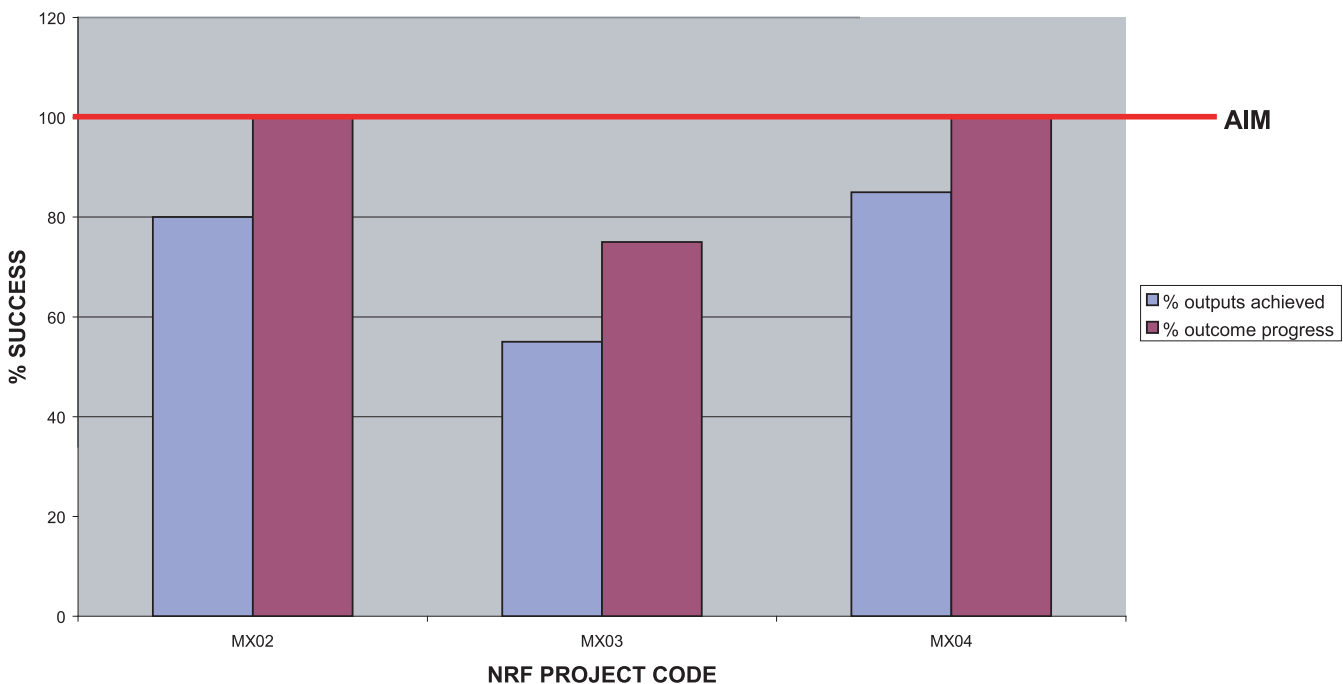
The area suffers from high levels of deprivation, crime, teenage pregnancy, ill health and has a number of chaotic and dependent families with poor life chances. Many of these issues are intergenerational, despite significant funding and interventions into the area over a number of years.

Mile Cross benefits from a diverse community with many east European and Congolese families migrating to the area in recent years.

To support the multi-faceted needs of the area and ensure better outcomes for the communities, the NRF programme funded a pilot neighbourhood management project in the area. This project was instrumental in informing Norwich City Council’s new neighbourhood model of service delivery across the whole of Norwich.

In addition, targeted projects addressing specific needs in Mile Cross were funded – some of which were maintained via alternative sources of funding beyond the life of the NRF programme. The following indicates successes on the projects remaining in the last two years of the programme.

**MILE CROSS**



- **MX02** Just four outputs set: one not met as there was a high number of people making appointments for free counselling, but not keeping them.
- **MX03** Many of the outputs not met in terms of the number of people engaged in the project. Some of the outcomes related to children’s improved outcomes relating to attainment at school, for which information was not available at the time of reporting.

## National indicators and strategic objectives addressed by the NRF projects in this theme

NRF	LAA
Raise educational achievement and attainment	Percentage of people who believe people from different backgrounds get on well together in their local area
Improve and promote health in Mile Cross	Young people's participation in positive activities
Reduce social exclusion caused by mental distress	Mental health of adults and older people
Community engagement	Participation in cultural activities
CoNP	Mortality rate from all circulatory diseases at ages under 75
Inspire people	Participation in regular volunteering
Improve quality of life	Adult participation in sport
Improve neighbourhood engagement	Reducing 16+ current smoking rate prevalence
Reduce the incidence of mental health problems	Obesity among primary school aged children in Year 6
Reduce health inequalities	
Boost aspirations of and opportunities for people of all ages	

## Mile Cross snapshot

**'In Your Face'** – a three year project addressing children's behaviour through nutrition was delivered by Real Health Action, based at the Norman Centre in Norwich. Children between eight and 12 years old with antisocial behaviour issues or learning difficulties, were referred to the project through the local school or the Youth Inclusion Support Panel (YISP). A nutritional therapist worked on a one to one basis with the children and their families over a period of six months to improve their diet and subsequently their behaviour.

The parents of one child who took part in the project reported improvements in behaviour and concentration, and in performance at school, in 75 per cent of the children. In addition all parents and children reported that their awareness of healthy eating had increased significantly and that

they were eating a much healthier diet than before embarking on the project.

The project developed to include monthly interactive cooking sessions to promote healthy eating. Families learned to prepare a range of recipes including healthy breakfasts, 'meals in a minute' and packed lunches.

Much positive feedback was received from the participating families:

**"Jordan loves coming to the sessions to try new food. He now helps me do tea twice a week."**

**"It has benefitted my children, taught them to eat more healthily while enjoying new foods and recipes."**

**"I now like fish and have tried mackerel and sardines."**

The **'Arts for Health'** project was also delivered by Real Health Action. It provided free weekly art classes, with tuition by a local artist, to re-introduce local people to education, address social exclusion and improve mental health and wellbeing.

Several of those who enrolled were registered disabled or suffered from persistent health problems including depression, visual impairment, Parkinson's disease and agoraphobia. For many the art class was their only social activity.

**"I never thought I could do this well but I am improving daily. I've met new friends who share my interests and we help each other. My week seems to revolve around the class."**

A class participant. December 2007

The vast majority of participants reported that they had experienced a good sense of community in the group and had made new friends through it. Many reported an increase in their confidence and levels of concentration. A staggering 75 per cent reported that attending the art class had given them the confidence to join another class or club.

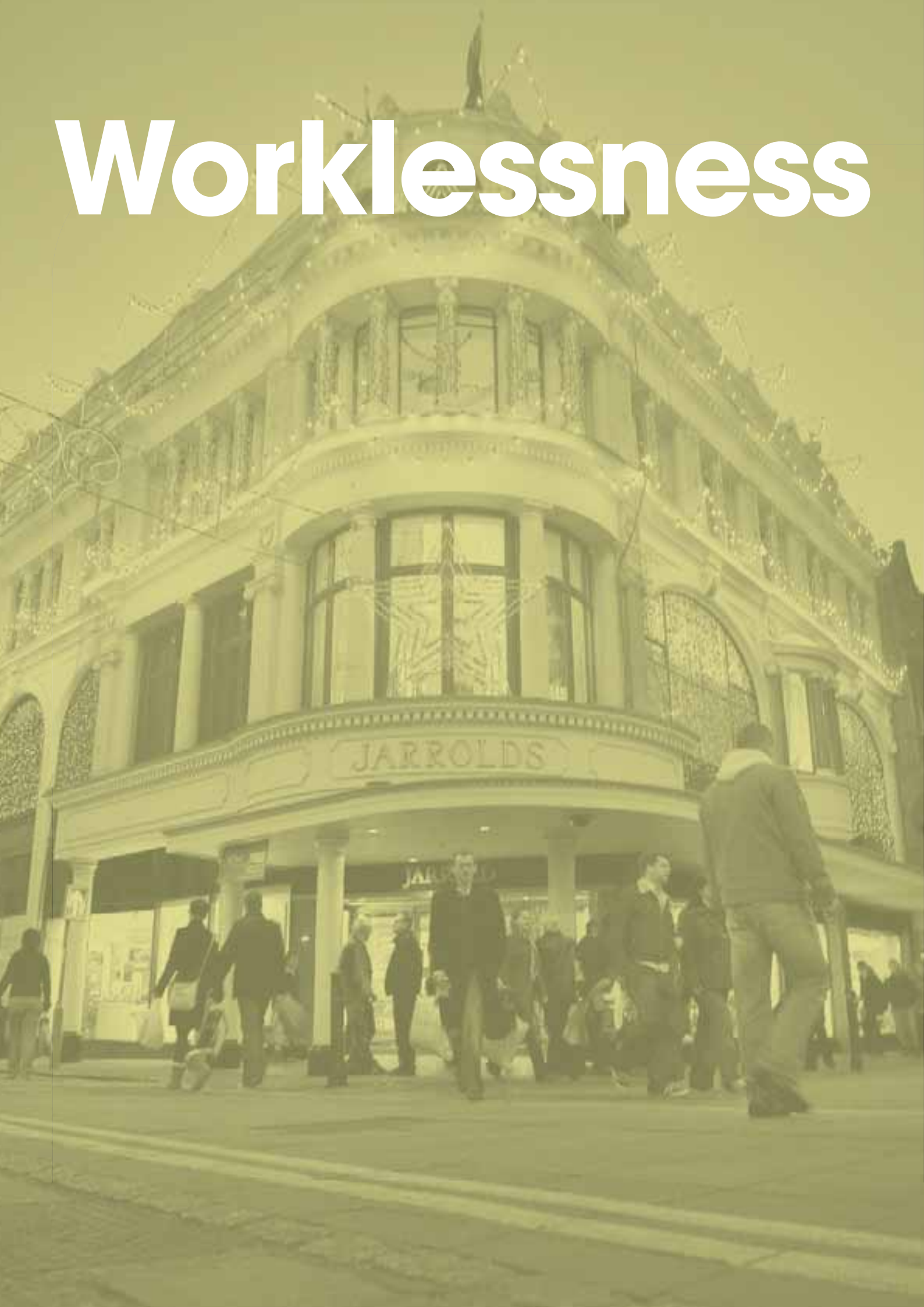
An exhibition of work produced by the group was put on at The Norman Centre which further boosted their confidence and sense of achievement.

**"The art exhibition was the icing on the cake and made us feel proud of ourselves."**

An exhibitor from the 'Arts for health group' September 2007



# Worklessness



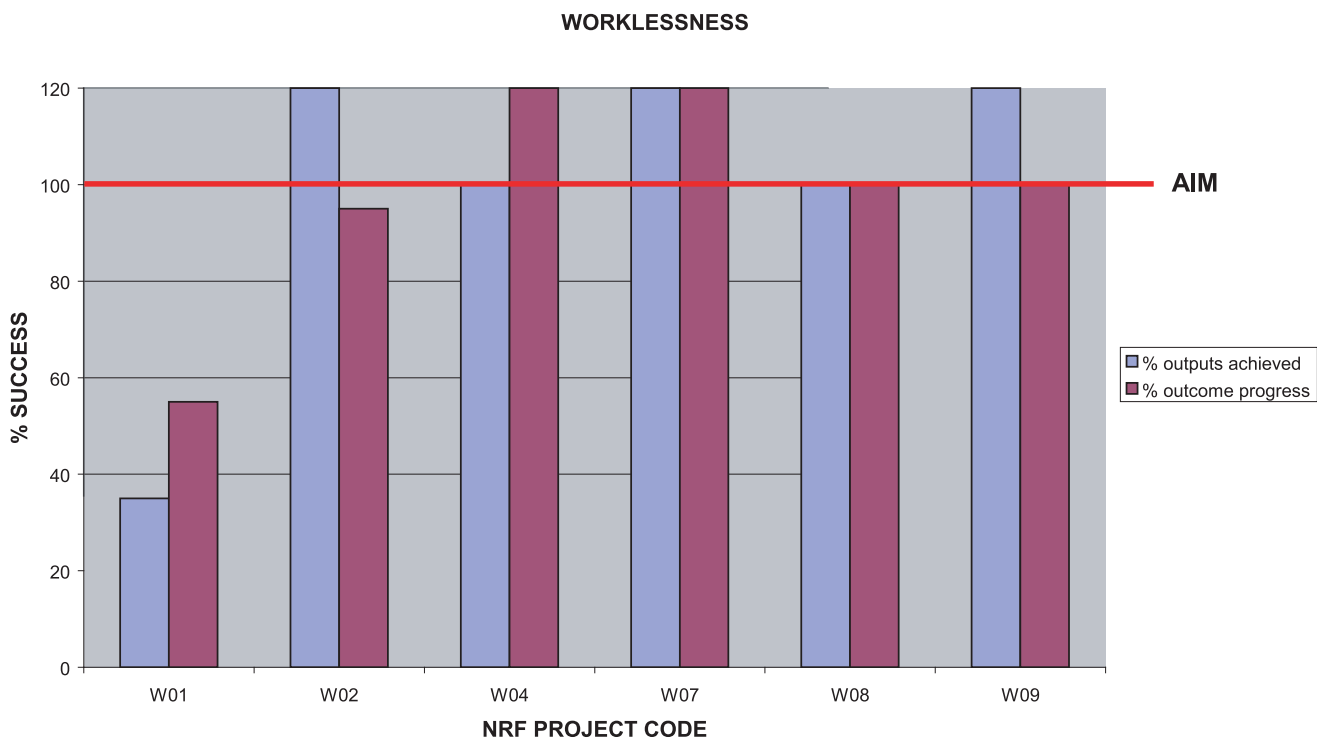


# Worklessness

While Norwich unemployment figures were certainly not as high as other areas nationally, certain wards in the more deprived areas in Norwich did hold particularly high unemployment figures.

The NRF worklessness projects sought to build on the soft skills required around employability, as well as to provide specific training and skills acquisition courses.

The economy took a downturn in the last two years of the NRF programme and the worklessness priority developed to include projects that addressed issues of financial inclusion and capability as well as debt advice and guidance for the growing numbers of recently unemployed in Norwich.



- **W01** Many of the outputs not met and subsequently outcomes not achieved. Project lead puts this down to a delayed start and nature of target group.
- **W02** Changing economic situation for Norwich resulted in far increased demand for Norfolk guidance service, which meant that outputs were exceeded.
- **W07** The project provided an additional 59 educational courses across Norwich – based on needs identified – over and above mainstream provision that clients were directed to also. This resulted in a staggering 80 per cent increase in the number of participants in adult learning and skills acquisition from the previous year.
- **W09** This project has been mainstreamed by Norwich City Council and work is continuing to help ensure more people in Norwich communities are financially included and sufficiently competent and confident that they can remain so.

### National indicators and strategic objectives addressed by the NRF projects in this theme

NRF	LAA
Pathways to employment	Working age people on out of work benefits
<b>CoNP</b>	Percentage of people who believe people from different backgrounds get on well together in their local area
Help enterprise flourish	Environment for a thriving third sector
Raise aspirations, skills and achievement	Adult participation in sport
Inspire people	Young people's participation in positive activities
Create an environment where things can happen	Substance misuse by young people
Improve quality of life	16 to 18 year olds who are not in employment, education or training (NEET)
Reduce crime and antisocial behaviour	Participation in regular volunteering
Improve neighbourhood engagement	Number of vulnerable people who are supported to maintain independent living
Reduce poverty and disadvantage	Rate of proven reoffending by young offenders
Reduce the incidence of mental health problems	
Reduce health inequalities	
Improve levels of educational attainment	
Boost aspirations of and opportunities for people of all ages	

**Between April 2006 and April 2008 the unemployment claimant count fell in Norwich from 3,194 to 2,765 (-13.4 per cent).**

**“Of the 450 people that have used this career guidance and training service 35 per cent have moved onto further education and training. A further 30 per cent are in paid work, a third of who found a route into employment via voluntary work.”**

Nigel Turpin – Healthy Futures (W02)

## Worklessness snapshot

Y-LIFE was a personal development programme led by YMCA Norfolk to address worklessness. Residents at YMCA's city centre hostel worked with an experienced support worker to develop personal skills which would enable them to seek, gain and maintain employment or access further education.

Individuals benefited from one or more of the following:

- vocational training opportunities (including a cooking course and CV and interview training)
- work related experience (including at Business in the Community and YMCA)
- further education (adult literacy)
- life skills training with a view to enabling independent living (including budgeting and cookery)
- actively taking part in a community project.

Six of those individuals took part in work related experience and as a result two were asked to continue into full time employment and one remained as a volunteer assistant team leader on the next Y-LIFE course – gaining confidence and valuable transferable skills.

One of the participants that took part in further education went on to do an Open University degree course.

**“Michael completed the Y-LIFE course in July. He now has a full time job and is moving out of the hostel into independent accommodation. Prior to the course he had given up on the idea of getting a job as he had been turned down so many times he was no longer applying. He was always very confident but some of his social skills needed working on and we spent time talking about the way he communicated with other people especially those in authority. His hard work has now paid off and he is understandably excited about his future.”**

Y-LIFE co-ordinator (W04)

During its final year the project developed to include additional elements to promote pathways to employment. Individuals enrolled on the project spent an intensive week team building in Wales, where they developed valuable personal and life skills. Participants were also able to gain accredited qualifications in first aid and health and safety – a real first step to employment.



# Appendices



# Appendix one

## NRF board members

Chair	
Bridget Buttinger	Norwich City Council
Mike Austin	Norfolk Constabulary
Elizabeth Barnett	NHS Norfolk
Chris Butwright	Childrens services, Norfolk County Council
Nick Craig	NELM Development Trust
Bob Cronk	Norwich City Council
Tony Dadoun	GO East
Eve Dewsnap	Norfolk County Council
Sue Francis	Norwich JobCentre Plus
Peter Gianfrancesco	Norwich and Central Norfolk MIND
Yvonne Hendry	Norwich JobCentre Plus
Brian Horner	Voluntary Norfolk
Gwen May	NELM Development Trust
Sylvia Morley	NHS Norfolk
Helen Newell	Childrens services, Norfolk County Council
Amanda Payne	Move On EAST
David Ralph	NELM Development Trust
Nejla Sabberton	GO East
Gavin Tempest	Norfolk Constabulary
Jim Woodrow	ITV Anglia

Some of the above were members for only part of the NRF programme and colleagues were appointed to take their place.

## Appendix two

### Neighbourhood renewal fund – Summary of projects 2006-10

Project number	Project title	Lead partner	Project outline	Grant awarded	Years funded
CC01	Supporting families in crisis	Norwich City Council	To focus on chaotic families to prevent breakdowns in family units.	£265,000	3
CC02	Community engagement	Norwich City Council	To develop community networks in priority NRF areas.	£73,730	2
CC03	Norwich voluntary and community sector engagement project	Voluntary Norfolk	Develop a partnership forum of statutory and voluntary and community sector partners to deliver improved services in NRF areas.	£152,300	3
CC04	Neighbourhood manager	Norwich City Council	To co-ordinate all NRF work in Mile Cross.	£267,000	3
CC05	Digital bridge	NELM	Enable digital inclusion and IT connectivity for households in a deprived area of Norwich.	£60,000	1
CC06	Business plan development for a voluntary sector resource base	Voluntary Norfolk	Development of a business plan to expand the provision of services to voluntary and community groups in Norwich.	£11,200	1
CC07	IT bursary 'broaden your Outlook'	Voluntary Norfolk	Provision of IT facilities for use by people and community groups in NRF areas.	£51,192	1
CC08	Community sports and arts hall in partnership with Catton Catton Grove Primary	The Oak Grove Trust	Development of a community hall on local primary school site for school use during the day and chapel and community use at other times and weekends.	£121,700	2
CC09	Community Chest	Voluntary Norfolk	Provision of small grants to grassroots voluntary and community groups to build capacity within smaller organisations.	£39,600	1
CC10	City of Norwich Partnership forum	CoNP/ Norwich City Council	Forum to explore effective partnership working across sectors.	£27,000	1
CC11	Norwich Needs Research (co-ordination of people based research)	CoNP/ Norwich City Council	Development of an in depth report to identify existing programmes to address deprivation in Norwich, assess their effectiveness and identify gaps in provision.		1
CC12	Resource centre	Voluntary Norfolk	Development of an information, advice and guidance resource centre for voluntary and community groups.	£89,000	1
CC13	Alley gates	NELM	Installation of gates at either end of a community area in Norwich, to improve safety, prevent fly tipping and antisocial behaviour and increase general usage.	£2,200	1

CC14	Boredom Busters	Catton Grove Primary School	Provision of IT equipment for a community activity group that operates five afternoons a week in a deprived area in Norwich	£9,000	1
CC16	Financial inclusion: credit union evaluation	Norwich City Council	Supporting Norwich communities to achieve financial inclusion and investigate effectiveness of credit unions in doing so.	£8,750	1
CC17	Fit for Learning – Fit for Life	Blue Cat Initiative	The project provides homeless and vulnerable education support that is designed to raise aspirations and develop skills amongst vulnerable members of the community.	£17,000	1
CR01	Outreach worker and case management for people with chaotic lifestyles	Norfolk Constabulary	Provision of specialist outreach worker to support people in the centre of Norwich with chaotic lifestyles and achieve reduction in the fear of crime for local residents.	£45,000	2
CR02	Tackling alcohol related offending	Norfolk Constabulary	To expand the service tackling alcohol related crime in some of Norwich's more deprived areas.	£60,000	3
CR03	Alcohol recognition training action team	Drug and alcohol	To raise awareness of alcohol and substance misuse and enhance abilities to respond to these issues within Norwich communities.	£18,500	2
CR04	Safer Drinking City Partnership	Drug and alcohol action team	Provision of development worker to implement interventions from the Norwich local alcohol harm reduction strategy.	£70,700	3
CR05	Safer schools partnership	Norfolk Constabulary	Place police officers in Earlham and Blyth Jex (Sewell Park College) schools to reduce risk levels for young people and serve as deterrent.	£181,000	3
CR06	Provision of mobile CCTV in areas affected by crime/anti social behaviour in Norwich	Norwich City Council	Provision of mobile CCTV in areas affected by crime/antisocial behaviour in Norwich.	£156,000	2
CR07	Police cycle patrols	Norfolk Constabulary	To develop and expand the provision of quick response police cycle patrol in Norwich communities.	£9,750	2
CR08	Bowthorpe school site community park safety measures	NELM	To provide street and footpath lighting in an area of Bowthorpe to improve safety, reduce crime and perception of crime and increase community use.	£18,200	1
CR09	Alcohol misuse education outreach	The Matthew Project	Provision of mobile vehicle to provide outreach education information, advice and interventions to hard to reach and vulnerable young people at risk of causing harm through alcohol.	£23,325	1
CR10	Norwich community base	Norfolk Constabulary	Capital project for the purchase of a specially converted shipping container to act as a mobile police base for hot spot areas.	£67,000	3

CR11	IT hardware improvement project	Norfolk Constabulary	Provision of IT hardware to enable link up with CCTV imaging for faster intervention of crime.	£11,160	1
CR12	Vehicle for safer schools partnership	Norfolk Constabulary	Provision of vehicle for Safer Schools Partnership personnel to use to enable easier access to various sites across Norwich.	£15,000	1
ED01	YMCA transition project	YMCA schools team	To provide a project worker for year 7 pupils to aid successful transition from feeder middle schools to Blyth Jex.	£101,946	3
ED02	YMCA pastoral care for vulnerable children within the NELM area	YMCA schools team	Provide additional support for exclusion children/truants/school transition/and families to ensure children remain in education.	£51,125	2
ED03	Learning mentor	Bluebell Primary School	To provide a learning mentor to raise attainment, improve attendance, reduce bullying and exclusions and to help develop better family school links.	£45,390	3
ED04	Learning mentor	Valley Primary School	To fund a learning mentor to focus on pupils whose well being and mental health is at risk.	£46,700	3
ED05	Learning mentor	Wensum Junior School	Provide a learning mentor to focus on pupils at risk of under achieving academically and who have personal, social and family issues.	£46,700	3
ED07	Establishment of a support base and learning mentor provision	West Earlham Junior School	Provision of an area within school with a high staff to pupil ratio to support children emotionally and behaviourally through the transition to starting a new routine in school.	£142,000	3
ED08	New school kitchen	Larkman Primary School	Provision of a new kitchen to improve diet of first and junior school children and allow provision of a healthy breakfast before school and appropriate mid morning snacks.	£120,000	2
ED09	Family support worker training and learning mentor funding	Heartsease Primary School	To provide training for a support worker who will focus on families of those children who are at risk of not achieving and who have social, personal and family issues.	£81,300	3
ED10	Teaching assistant	Catton Grove Primary School	Provision of teaching assistant to work alongside staff in English, maths and science to raise standards in achievement at Key Stage 3.	£17,525	2
ED11	Teacher/pastoral worker funding	Catton Grove Primary School	Provision of support worker to focus on pupil's overall social and emotional wellbeing to enable better focus on educational progress.	£81,750	3
ED12	Extension to existing holiday club activities	Catton Grove Primary School	To fund an extension to a structured holiday club that provides activities for eight to 15 years that increase both participation and opportunity.	£15,500	3



ED13	Learning mentor team	Sewell Park College and George White Middle School	To provide mentors to address emotional, social and behavioural needs through targeted intervention, especially for pupils and families from the cluster feeder schools to Sewell Park College.	£140,125	3
ED14	Establishing a parent/ community room at St Michael's Primary School	St Michael's Primary School	Provision of a welcoming on site space for families and the local community to learn from and to learn about the work the children are doing.	£120,000	2
ED15	Raising attendance and KS3 attainment	Earlham High School	Provide staff to raise attendance and family learning support.	£98,960	3
ED16	Setting up breakfast club for targeted pupils from Mile Cross	Sewell Park College	Establishment of an early morning club providing a healthy breakfast for pupils as well as providing access to laptop computers for supported learning.	£24,460	2
ED17	Future education	NR5	Providing innovative vocational music education and training for hard to reach young people in Norwich.	£62,800	1
ED18	Learning mentor	St Michael's VA Junior School	Provide a learning mentor to focus on pupils at risk of under achieving academically and who have personal, social and family issues.	£33,313	3
ED19	Learning mentor	West Earlham Junior School	Provide a learning mentor to focus on pupils at risk of under achieving academically and who have personal, social and family issues.	£7,313	1
ED20	Mobile	Catton Grove Primary School	To purchase a mobile classroom to provide 'community space' for ongoing community activities.	£25,000	1
ED21	Building improvements to increase access and opportunities	The Garage	To enhance The Garage creative training centre through improvements to the building in order to widen access to its facilities and the opportunities offered through the venue.	£126,300	1
ED22	Learning mentor	Mile Cross Primary School	Provide a learning mentor to reduce exclusions, improve attendance and raise parental and pupil aspirations.	£35,000	2
H01	Homelessness education co-ordinator	Mancroft Advice Project	Provision of support worker to support young people in Norwich to retain or gain accommodation and make them aware of their rights and responsibilities as tenants.	£44,350	2
H02	Tackling youth homelessness	Norwich City Council	Provision of specialist training for housing options team staff to support young people and families in Norwich to avoid homelessness.	£136,720	3
H03	Sanctuary	Norwich City Council	Project to reduce repeat homelessness amongst victims of domestic violence by creating a secure area within the home.	£27,500	2
H04	Domestic violence strategy	Norwich City Council	Development of a domestic violence strategy for Norwich.	£15,000	1

L01	Cleaner, safer, greener project officer	Norfolk Constabulary	Provision of trained individual capable of assessing environmental causes of crime and liaising with relevant partners to tackle them.	£69,000	2
MH01	Discovery Quest	Julian Housing Support	Walking therapy programme for young adults who are at risk of developing serious mental health issues.	£63,490	3
MH02	Increased access into talking therapies for young people	Mancroft Advice Project	Project provides increased access to counselling for young adults (11 to 25 years old) via extra provision.	£97,750	3
MH05	Free counselling	Real Health Action	Early intervention counselling for at risk families.	£48,500	3
MH06	Mental health volunteer support project	Voluntary Norfolk	Provision of trained volunteer co-ordinator to support people with mental health issues to re-engage with the community through voluntary work.	£72,860	2
MH07	Your Good Health	Community Music East	Provision of educational and therapeutic creative music and media classes for people suffering mild to moderate mental health issues.	£39,380	2
MH08	Green Gym	BTCV	A project to improve physical fitness and mental health through conservation of community areas and maintaining an allotment.	£37,600	2
MH09	Psychological therapies	Norfolk and Waveney Mental Health NHS Foundation Trust	To provide a range of specialist inventions not currently available to residents.	£119,600	3
MH11	Mental health – graduate worker	Primary care trust	To contribute to the provision of information about statutory and voluntary agencies to primary care practitioners and clients.	£34,200	2
MH12	Mental health – link worker	Primary care trust	To screen and initially assess patients to identify appropriate treatments and activities to address mental health problems.	£51,700	2
MH13	Your Good Health Will Travel	Community Music East	Provision of outreach educational and therapeutic creative music and media classes for people suffering mild to moderate mental health issues, within local communities in Norwich.	£1,440	1
MH14	Your Good Health tutor training	Community Music East	Specialist training of staff to enable provision of therapeutic and educational creative music and media classes.	£2,988	1
MH15	Community choir	Community Music East	Establishment and promotion of a choir, with tuition, as a method of addressing certain mental health issues.	£4,500	1
MH16	Mental health crisis intervention at Earlham High School	Wensum Valley Medical Practice	To provide a crisis intervention service to improve the autonomy of young people and their partners/families.	£16,000	1

MH17	Norwich Green Gym promotion in NRF areas	BTCV	To encourage participation from NRF wards to get involved in outdoor practical conservation – to provide a shed and clothing for Wensum allotments.	£1,600	1
MH19	Mental health first aid project	Norwich and Central Norfolk MIND	To recruit and train a number of local volunteers to support people exhibiting first signs of mental ill health, by providing information, advice and guidance to address mental health issues within local community venues.	£155,250	1
MX01	Excess to Success GP exercise referral scheme	Sports Partnership Around Norwich	The project aimed to use exercise as a means of improving the health of people with specific medical conditions.	£50,000	2
MX02	Arts for health	Real Health Action	Community based arts workshops for those with low self esteem and achievement as a way of easing prescription drug use.	£27,750	3
MX03	In Your Face: tackling challenging behaviour through nutrition	Real Health Action	Working with at risk families to tackle challenging behaviour via a change in nutrition/healthy eating.	£26,820	2
MX04	Mile Cross health walks	Norfolk Central Health Walks	Expansion of an existing project that targets the hard to reach in the Mile Cross area aiming to combat poor health via physical exercise.	£11,800	3
MX05	Fighting Fit, Fighting Fat	Real Health Action	To provide a free slimming club combining advice on healthy eating and exercise.	£17,205	2
MX06	Citywide Co-op delivery scheme	Citywide Co-op	Vehicle to establish a fresh fruit and vegetable home delivery scheme to improve nutritional consumption of people in a deprived area of Norwich.	£8,200	1
TP01	Reducing teenage pregnancies	Mancroft Advice Project	Part time worker in post to provide information and advice sessions on awareness of risk taking behaviour and sexual health.	£92,890	3
TP02	Feel Good Factor	Teenage pregnancy strategy unit, Norfolk County Council	To provide a self esteem programme for teenage girls in schools from Year 9, to educate on positive relationship and sexual behaviour patterns before they are undertaken.	£27,000	3
TP03	Assertive outreach worker	City Reach, Primary Care Trust	To establish an alternative sexual health service for the young vulnerable, homeless and/or socially excluded of Norwich and focus on teenage pregnancy rates in this often hard to engage and chaotic target group.	£99,700	2
TP04	Family planning and sexual health service	Wensum Valley Medical Practice	To provide targeted sexual health services in a deprived area of Norwich to address issues of teenage pregnancy and STDs.	£100,500	3
TP07	Delay – there is more than one way (prevention workshops)	Children's services central area youth work team	Provision of workshops to promote positive relationship, lifestyle and sexual behaviour patterns to people in NRF areas.	£27,900	2

TP08	Delay – there is more than one way (international youth project)	Children's services central area youth work team	Provision of workshops to promote positive relationship, lifestyle and sexual behaviour patterns to young asylum seekers from other cultures.	£16,000	2
TP09	Supply of emergency hormonal contraception through pharmacies	Primary Care Trust	To link up 13 pharmacies across Norwich NRF areas to offer emergency family planning contraception and advice, free of charge.	£30,300	3
TP10	Norwich condom card scheme	Teenage pregnancy strategy unit, Norfolk County Council	Providing targeted young people, not currently accessing contraceptive services, with training in sexual health and condom use. When training completed, the condom card will allow the owner access to condoms and further sexual health services, where appropriate.	£19,600	2
TP13	Sexual health engagement project	Mancroft Advice Project	Outreach project to target sexual health services where demand is highest.	£41,764	1
TP14	Pilot social norms approach to sex and relationships education in Norwich schools	Teenage pregnancy strategy unit, Norfolk County Council	Pilot project in six high schools across Norwich to challenge social perceptions on relationships and sexual activity.	£11,880	1
W01	Employment project	Meridian East	Provision of two specialist employment workers to offer a pathway for clients with mild to moderate mental health issues to enable entry into employment or help to retain existing jobs.	£152,150	3
W02	Healthy Futures	Norfolk Guidance Services	Increase employment rates via specific dedicated staff who will encourage referrals from local GPs.	£319,500	3
W03	Changing destinies	NWES	To work with new and existing businesses to encourage and advise them on how to recruit, train and retain a more diverse work force in Norwich.	£80,000	2
W04	Y-LIFE personal development programme	YMCA	Provide support worker to work with residents of city based hostels to enable them to develop skills to undertake training and work placements via skills and educational access.	£103,850	3
W05	Healthy Futures	Norfolk Guidance Service	To provide a resource of books, DVDs, videos and software for unemployed clients to utilise to help them move into appropriate training or work.	£11,500	1
W06	Better business	NWES	To provide three 'business ideas' days, followed by a five day training course, in targeted NRF areas to provide advice and information for people wishing to start up their own business.	£3,975	1
W07	Community learning mentors	Norwich City Council	Provision of tailored adult advancement and skills support in targeted NRF areas all over the city.	£24,300	1

W08	Worklessness and voluntary and community sector engagement	Voluntary Norfolk	Supporting the third sector to contribute to policy development with statutory sector in addressing worklessness, as well as supporting the third sector to mitigate effects of the recession.	£59,104	1
W09	Recession and financial inclusion project	Norwich City Council	Providing targeted money and employment advice to address issues of the recession in NRF communities all over Norwich.	£125,700	1

# Appendix three

## Glossary

<b>CoNP</b>	City of Norwich Partnership - the local strategic partnership (LSP) for Norwich.
<b>Financial exclusion</b>	The unavailability of banking services and other financial products to people living in poverty, on very low income, or with poor credit history. It is believed to be one factor preventing poor people from exiting poverty, by forcing them to manage their finances on a cash only basis and restricting their access to reasonable and legal sources of credit. Financial exclusion can make poor people vulnerable to loan sharks.
<b>Index of Multiple Deprivation (IMD)</b>	The Index of Multiple Deprivation (IMD) is a comprehensive study which is produced as guidance to see which local authority areas are more relatively deprived than others. The Index is made up of a series of indicators which are put together to form a composite score. Indicators are: health and disability, employment, income, education and skills, training, crime and disorder, living environment, and barriers to housing and services.
<b>Key Stage 2 (KS2)</b>	Key Stage 2 (commonly abbreviated as KS2) is the legal term for the four years of schooling in maintained schools in England and Wales normally known as Year 3, Year 4, Year 5 and Year 6, when pupils are aged between seven and 11 years.
<b>Key Stage 3 (KS3)</b>	Key Stage 3 (commonly abbreviated as KS3) is the legal term for the three years of schooling in maintained schools in England and Wales normally known as Year 7, Year 8 and Year 9, when pupils are aged between 11 and 14 years.
<b>Local area agreement (LAA)</b>	A local area agreement (LAA) is a formal agreement between central government and the local area on a set of priorities for improving the quality of life for local people. Targets are drawn from a national indicator set made up of 198 indicators.
<b>Local strategic partnership (LSP)</b>	A body that brings together representatives from the local statutory, voluntary, community and private sectors to support each other and work together to address local problems and in some areas to allocate funding.
<b>LSOA</b>	See Super output area.
<b>Mainstreaming</b>	Something that has been made available to the general public, usually through public funding and/or delivery through public services.
<b>MAP</b>	MAP, the Mancroft Advice Project, is an independent advice, information, counselling and support service for young people of 11 to 25 years old, in and around Norwich.
<b>Neighbourhood model</b>	Providing public and discretionary council services at a neighbourhood level to increase accessibility and provide a relevant and improved service to the public.

<b>NELM</b>	<p>NELM Development Trust was set up as a charitable company limited by guarantee to administer the New Deal for Communities funding that was awarded to the north Earlham, Larkman and Marlpit areas of Norwich.</p> <p>This funding programme ended on 31 March 2010, and has been used to fund various projects and activities aimed at improving the quality of life for people who live in the area.</p> <p>NELM continues to work for the benefit of the north and west Earlham, Marlpit and Larkman areas of Norwich.</p>
<b>New Deal for Communities (NDC)</b>	<p>New Deal for Communities (NDC) is a central government-led regeneration programme for the regeneration of some of the UK's most deprived neighbourhoods. Local NDC partnerships were established for each regeneration area to ensure that change is community led. Initially in 1998, 17 local partnerships were announced, including the NELM NDC in Norwich (see NELM).</p>
<b>NRF</b>	<p>Neighbourhood Renewal Fund.</p>
<b>SATs</b>	<p>SATs (standard assessment tests) tests are given at the end of year 2, year 6 and year 9. They are used to show a child's progress compared with other children born in the same month.</p>
<b>SOA</b>	<p>See Super output area.</p>
<b>Social isolation</b>	<p>Withdrawal from or avoidance of social contact or communication. It can contribute toward, or be the result of, many emotional, behavioural and physical disorders including anxiety, depression, panic attacks, eating disorders, addictions, substance abuse, violence and physical ill health.</p>
<b>Super output areas (SOA, LSOA)</b>	<p>Super output areas, or SOAs, are a unit of geography used in the UK for statistical analysis. They are developed and released by Neighbourhood Statistics. SOAs were created with the intention that they would not be subject to frequent boundary change. This makes SOAs more suitable than other geography units (such as wards) because they are less likely to change over time, and therefore SOAs are more suitable to change-over-time analysis. There are three layers of SOAs ie three different but related geography boundaries.</p> <p>These are:</p> <p><b>1 Lower layer</b> – minimum population 1,000, average population 1,500. Built from groups of output areas. Commonly known as lower layer super output area (LSOA). There are 34,378 LSOAs in England and Wales.</p> <p><b>2 Middle layer</b> – minimum population 5,000, average population 7,200. Built from lower layer SOAs.</p> <p><b>3 Upper layer</b> – commonly known as upper layer super output area (USOA).</p>
<b>Third sector</b>	<p>Voluntary and community groups and organisations.</p>
<b>Transferrable skills</b>	<p>Skills that can be used in a number of roles, both personal and professional.</p>
<b>Ward</b>	<p>An electoral district at sub-national level represented by one or more councillors.</p>



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