

12 NOVEMBER 2018

REPORT OF THE CHAIR OF THE AREA PEOPLE BOARD

East Sunderland Area People Board Progress Report

1 Purpose of Report

- 1.1 In June 2018 the Local Area Plan's priorities associated with People were referred to the East Sunderland Area People Board to action on behalf of the Area Committee. This report provides an update on the work plan, as set out in **Annex 1**.

2 Key Areas of Influence / Achievements

- 2.1 Outlined below is a summary of the key areas of influence / achievements of the East Sunderland People Area Board up to 31 October 2018.

Area Priority	Progress Update
<p>East Digital Inclusion Task Group (EDiT Group)</p> <p>WPR 1.a and b)</p> <p>Phase One: Establish a digital network along with technical support and equipment.</p> <p>Phase Two: Deliver a variety of outreach provision</p>	<p>Media Savvy, the lead for phase one of the digital inclusion project, attended the People Board in July.</p> <p>At the meeting People Board Councillors recommended a list of main and smaller hubs who should be encouraged to become a part of the digital network, these are:</p> <p>Main Hubs</p> <ul style="list-style-type: none"> • The Box Youth Project, Doxford • Back on the Map, Hendon • Ryhope Community Association, Ryhope <p>Smaller Hubs</p> <ul style="list-style-type: none"> • Essence Services, Doxford • Sunderland Bangladesh International Centre, Hendon • Bethany City Church, Hendon • CHANCE, Hendon • Sunderland MIND, Hendon • Young Asian Voices, Hendon • Sunderland Foodbanks, Hendon • Salvation Army, Millfield • Sunderland Minster, Millfield • Blue Watch Youth Centre, Ryhope • St Nicholas Church, St Michael's <p>Phase one commenced in August 2018 and delivers technical support, IT equipment and increase the ICT capacity of VCS organisations in the East. Each main hub has had ICT equipment installed and an advanced ICT health check carried out. In addition, there are 35 laptops which can be deployed across the area to support the phase two work to be carried out. Phase one has been developed and is in its implementation stage until March 2020.</p>

	<p>Phase two of the programme commenced in October with Back on the Map delivering in Hendon, The Box Youth Project in Doxford, Blue Watch Youth Centre in Ryhope and St Michael's and Media Savvy in the Millfield ward. Each lead will manage the allocation of mobile equipment to carry out centre based provision at the main hubs, outreach services in the smaller hubs or home visits. Hubs and new buildings not listed can also access the laptops subject to demand and booking availability. Groups do this by contacting the lead agents directly. However, Groups must be supporting the target audience to access the equipment. The target audience are people who need support with universal credit, an introduction to IT skills, or people with learning difficulties and / or visual impairments. Staff, processes and procedures are currently being finalised with full implementation due to be rolled out soon. Examples of support available will be:</p> <ul style="list-style-type: none"> • Providing positive and enjoyable experience of using a computer and the internet. • Dispel existing fears and myths about using the internet • Help to reduce digital exclusion especially for those residents in households affected by Universal Credit • Help to reduce social isolation by introducing residents to use emails and social networking sites to keep in touch with family and friends. • Develop digital skills and improve access to digital services such as shopping online, making payments online, online banking, online prescriptions, and using comparison websites to save money. • Raise awareness of Sunderland City Council's 'Pay, Apply, Report It' web services. • Reduce the cost of phone calls especially long distance and international calls by using free phone apps including free video chatting. • Promote online safety • Encourage people who want to further develop their skills to access other training opportunities and/or interest groups.
<p>East Community Connector Hubs</p> <p>WPR 2.a)</p>	<p>In March 2018 Community Connector's programme was funded for the third year, involving 13 different voluntary and community groups aimed at reducing social isolation, preparing people for universal credit, supporting black minority ethnic (B.M.E.) people, young people, volunteering opportunities and providing bereavement support.</p> <p>In October 2018 an interim performance report was provided by the partners involved in the programme. The data below refers to the combined statistics from all five wards between April – September 2018. The table below indicates that activities relating to social isolation have yet again proved more popular, showing a growing demand in this area. In October, all organisations visited the Job Centre in Fawcett Street and carried out a meet and greet with staff. This will contribute towards establishing relationships between the DWP and the VCS and increase the number of referrals made across all parties. In relation to 'supporting BME individuals' actual performance is slightly less than the target, but the lead is confident that this will be reached by the next quarter. Also actual performance in relation to 'support to young people' is slightly less than the target. This is due to delays that have taken place at the Community Hub Boxing Club and Raich Carter Centre, therefore the data does not reflect their involvement. However, it is expected in the New Year that the projects will be in place and benefiting young people bringing the output back on target. The number of volunteers recruited and supported into the programme is above target.</p>

	Total East Statistics	Target	Actual
	Reducing social isolation	120	344
	Preparing people for universal credit	59	52
	Supporting BME	20	18
	Supporting young people	349	337
	Supporting volunteers	149	159
	Provide bereavement support	25	6
	Total number of people supported	722	916
	The programme ends in May 2019.		
Social Action and Volunteering Programme: Young Minds WPR 2.b)	<p>Members are requested to note an update on the Young Minds project delivered by Sunderland MIND. The project delivers a bespoke training package for Mental Health Hero's, covering mentoring and befriending, basic mental health, young people's mental health, first aid and suicide prevention.</p> <p>Over 100 pupils from Southmoor and St Aidan's Schools have already attended the sessions, which all raised awareness and discussed perceptions of mental health, the support available and how to access help. The project will shortly be rolled out to pupils from Thornhill and Venerable Bede secondary schools.</p> <p>Pupils are trained as mentors to become the first port of call to support and signpost other pupils with issues such as stress, anxiety, bullying, family issues and child poverty onto paid professionals, as some young people lack confidence to approach adults directly.</p> <p>Feedback from the Schools report that the behaviour of pupils and relationships between students, teachers and parents have really improved since the project started.</p>		
Fancy a Day Out WPR 2.c)	<p>In June 2018 Area Committee approved £14,520 SIB to enable the co-ordination of a 'Fancy a Day Out' programme for the third year, building on the success of previous work. The programme focused on delivering sessions which were fun, educational and provided access to a nutritional meal. The outputs from the programme are:</p> <ul style="list-style-type: none"> • 10 members from East VCS Area Network delivered the scheme • 82 sessions were delivered across the Summer School holidays, over a longer time i.e. 4 hrs instead of 2 • 5,086 attended the sessions of which 141 BME children benefited and 378 were from outside of the East area. The actual number of East beneficiaries is 4,708. The target was 3,964. Difference of 744 • £28,550 of in kind contribution was attracted via volunteering, donations of food and equipment • 25 volunteers received training in Level 2 First Aid and Food Hygiene strengthening the capacity of VCS Groups <p>Two organisations have requested additional resources. These are Blue Watch, requesting £150 and Bethany City Church seeking £776 which totals £926. This is due to an increase in sessions and extra food served.</p>		
Valuing Volunteers WPR 3.a)	<p>It was noted in the Area Committee's Annual Report that 64 VCS Groups worked with 1,903 volunteers, who delivered 15,908 hours of activities across the East area during 2017 / 2018 to support the delivery of actions</p>		

outlined in the Area Work Plan.

In June 2018 Area Committee aligned £50,000 against the area priority 'valuing volunteers'. The budget was ring fenced to host a ceremony, carry out a call for projects and promote the Sunderland Information Hub.

At the People Board meeting in July, Members recommended to remove the call for projects and focus on the ceremony. Committee are requested to endorse this position.

All 64 Groups who received area funding last year have been contacted to gauge an estimate on how many volunteers would attend. It is estimated that potentially 300 adults and 300 children and young people will attend an awards ceremony.

Site visits at City Campus College and Raich Carter have been held, with both organisations willing to support a ceremony. Further information is supplied in the Area Budget Report. However, Area Committee is requested to note the recommendation to approve £15,000 SIB to enable the East Volunteers Outstanding Services Contribution and Recognition (O.S.C.A.R.s) Awards 2018 to be hosted in January or February 2019.

Healthy Steps Performance Update

In October 2017, East's Healthy Steps project was launched which is delivered by Sunderland BME Network. The Project Team is made up of five bilingual multi skilled people, who specialise in working with BME people. As the East area has the highest number of BME residents in the City, Councillors were keen to support such an initiative with the aim to reduce health inequalities by providing information on how to access services, encourage attendance in non BME community buildings, reduce hate crime, challenge racist views and support volunteering opportunities. Feedback from beneficiaries indicates that the team made a real impact on improving the quality of their lives and that they feel better informed about what support is available and how to access it,. connecting them to their community.

Healthy Steps team continue to carry out consultations with members of the community at events and meetings. BME members regularly report experiencing issues with language and communication barriers, racial discrimination and feeling threatened. As part of addressing these concerns Healthy Steps has developed a Cultural Competencies Programme for BME and non BME people. Sessions will be held in December 2018. East Councillors are encouraged to attend.

A performance meeting was held in October 2018. The data below relates to output targets and actual performance figures during its first year (Oct 17 – Sep 18), many targets have been superseded too date. The project is due to end in March 2019, but the Team are keen to continue the work post April 2019.

Output	Target	Actual
Accessing information and services		
Number of people accessing information	360	1215
Number of people accessing services	118	442
Reducing health inequalities		
Healthy Steps Sessions held	50	103
Number of women benefiting from healthy steps	180	547

	Number of younger children benefiting	110	250
	Number of men benefiting from health steps	70	301
	People attending Healthy Steps Sessions	360	597
	Encourage participation in non BME community hubs		
	Number of people signposted into community provision	82	412
	Number of people supported into community provision	41	147
	Raise awareness of culture		
	Number of cultural events held	6	7
	Number of attendees	350	408
	Number of training sessions delivered	8	24
	Number of attendees	80	176
	Number of workshops held	4	2
	Number of attendees	48	32
	Cross Cutting		
	Number of volunteers involved and trained	50	172
	Number of hours 'worked'	125	465
	Number of volunteers Signed up to the e-learning lounge	70	57
	Partnership meetings attended	26	75
For Information	In September 2018, Sunderland Carers Centre provided an update on the services provided in the East area. The Centre employs a Carer Locality Lead who is based in the community integrated team. The role is to support carers within the East area by providing one to one support, group support, information and guidance to their key partners, i.e. G.P surgeries. If Councillors would like further advice they are encouraged to liaise directly with contactus@sunderlandcarers.co.uk		
Sunderland Carers Centre			

3. Recommendations

3.1 Members are requested to:-

- Note the East Sunderland Area People Board Work Plan, as set out in Annex 1, and the progress made against the SIB funded projects relating to the Digital Inclusion Programme, Community Connectors, Healthy Steps and Young Minds.
- Note the update provided against the Fancy a Day Out programme and the East Volunteers OSCARs award ceremonies and the potential allocation of SIB.
- Note the update provided by the Sunderland Carers Centre.

Annex 1	East Sunderland Area People Board Work Plan 2018 / 2019
Background Papers	East Sunderland Area People Board Agendas, Reports and Action List East SIB Performance Reports
Contact Officer:	Nicol Trueman, Area Community Development Lead Tel: 0191 561 1162 Email: Nicol.trueman@sunderland.gov.uk