



Annual Review 2011/2012

.....fulfilling potential

ECI is a local charity that supports the development of strong communities in the Exeter area where local people can fulfil their potential

Highlights of the Year

- 3 new projects - Transitions, Flying Start Family Resource and Integrated Working in Practice
- Flying Start Children's Centre judged 'Good' with 'Outstanding' areas by Ofsted
- 137 children and their families received family support
- Our first 10 adults matched with volunteer support
- Successful partnership bid secured £250k for homelessness
- 10 community buildings given advice and support
- 47 training courses/workshops run
- 69 volunteers provided 2300+ hours of their time
- Won new contracts for Chestnut and Countess Wear Children Centres
- Matt Bell appointed as Chief Executive and a fond farewell for Alistair Macintosh



Tools on offer from Men in Sheds at a Harvest Plant Swap



Clearing up Queen's Crescent with lads from the Mosque

Projects for 2011-2012:

Beacon Heath Community Project	p2
Homelessness Collaboration	p2
Community Hubs	p4
Harvest	p4
Flying Start Children's Centre	p5

New projects for 2011-2012:

Transitions	p6
Flying Start Family Resource	p6
Integrated Working In Practice	p7

Projects in development for 2012-2013:

Central Exeter Children's Centres	p7
In the pipeline	p7



Child Forum exhibition at the Phoenix Arts Centre

Beacon Heath Community Project

Building a stronger and more vibrant community through working with people of all ages, to develop a range of community activities.

Project activity this year focussed on preparing people for setting up community enterprises and building stronger links within the community. Highlights of this work include a 'Community Enterprise' workshop with Lorna Turner from 'The Fruit Tree' consultancy and a series of 'felting' workshops run by our community worker, Eve Malster.

Eve worked with Steve Chown from Play England, to host an evening of photos showing the community orchard 30 years ago and in the present day. Some of the people who played in the adventure playground 30 years ago attended, speaking about how it was then, and how the experience formed their sense of play with their own children.

Around 50 people were surveyed about the skills they have and any they would like to learn. This inspired the idea to set up a Time Bank in Beacon Heath, as a means of exchanging jobs

or services between community members without using money. One hour of help given earns the helper one Time Credit, which can then be exchanged for one hour of someone else's time to help with another task.



Bring 'n' Fix event

A Wildlife Watch group was set up, which is now a community-run venture. Eve created links with Devon Wildlife Trust and negotiated with them to train a group of Beacon Heath residents, as group leaders for Wildlife Watch. This in turn, ensures that previous environmental play sessions that Eve ran have a sense of continuity.

The Beacon Heath Project has been funded from ECI reserves for the last 3 years. The challenging climate facing ECI's work, and no external funding coming forward, meant ECI Trustees made the difficult decision to close the project on 31st March 2012.

Homelessness Collaboration

Facilitating organisations working with homeless and vulnerably housed people in Exeter, to work collaboratively for the benefit of this client group.

The Homelessness Collaboration has played a role in monitoring the recent impact of local authority budget cuts. Across the board there has been an increase in homeless people needing services, which has been seen particularly clearly by the various Soup Kitchens operating across the city. Normally only seeing a maximum of 20 to 30 people per week, now numbers of 40 to 60 are not uncommon.

On a more positive note, the partnership has been successful at securing £250,000 over two years to run a project that will aim to reduce the numbers of people on the streets for a second night and the numbers of entrenched rough sleepers. This work was led by St Petrock's (Exeter) Ltd, supported by a

partnership of ECI, Community Housing Aid, Shilhay Community, Esther Community (Keychange Charity), Sanctuary - Carr Gomm and Exeter City Council.



Soup Kitchen

There will be a change to this project for next year, with the focus on facilitating the Soup Kitchens' network meetings and the end of the main partnership meetings. This is directly due to the success of the project in achieving excellent relationships between partners enabling joint working to happen without this meeting, alongside the need for the funder, Exeter City Council, to reconsider how their financial support for homelessness is provided.

Beacon Heath Community Project - A Case Study



Roland attends the launch of the Mincinglake Sculptural Bench

ECI Community Worker Eve Malster first met Roland Tuson at the Age Concern group in Beacon Heath. He agreed to have a recording made about his life story as part of the 'Story of our Lives' project. The recording was made at Roland's home, and it was during this visit that Roland talked about his visual impairment and showed the aids which he has, to help him write his memoirs. This writing was only ever intended for his great grand-children, who live in Korea and a means of formulating the research Roland was doing to find out about his father.

Roland's recording was then used by St James' School as part of their history curriculum. The students listened to the recordings and devised a series of questions they wanted to ask Roland. Eve and Roland visited the school one day and the entire year group of 125 students 'interviewed' him. This task might seem intimidating for an 88-year old with very little sight, but Roland jumped at the chance.

Roland was also involved with the 'Stories Connect' project where it came to the attention of Sally Flint. After reading his memoirs, Sally suggested that it be included in the Riptide Journal of Devon Short Stories Vol.7. Roland's work was later featured at the Riptide launch event at the Royal Albert Memorial Museum (RAMM) on the 2nd March.

Roland explains 'I wrote for my grandchildren who knew nothing of my past or of the conditions in which I was brought up.

However, by one of those unseen quirks of fate it came to the attention of Eve Malster who saw its potential. It is due to her that it finally reached the eyes and ears of the Riptide team...'

'The pleasure that I received, when at the launch of the book my story was so well praised, was equal only to the pleasure that I experienced when at St James' School when Eve had arranged for me to talk to an assembly of the pupils. While I have given talks and readings to groups of older people, it is the children that I would most wish to address and open their eyes to the times before TV, computer games, not even radio or talking pictures. Times when they had nothing except their imagination and freedom to roam at will.'

Roland's full story is available at www.riptidejournal.co.uk

Other Praise for Beacon Heath Community Project

"The wide variety of activities that Eve has supported have been a real asset to the community giving local people opportunities to develop their skills and try new things... her contribution to Beacon Heath life will be very much missed."

(Councillor Saxon Spence)

"[It was] excellent because I found it inspired me to try out things at home and gave me the confidence to experiment."

(Course participant)

".. the young people from our youth club TGIF (Thank God it's Friday!) really enjoyed writing for the newsletter. They loved getting to have their say and they were really excited to see their article and names in print. It's great they got to have that opportunity."

(Richard Cummings,
Community worker for ISCA Church)

"Thank you Eve for all you have done for me and the community, you will be sadly missed."

(Roland Tuson)

Community Hubs

Supporting thriving communities in Devon by enabling community buildings and local associations to be resource hubs/focal points for community activity.

Over the past year, Project Worker Alex Howarth has given direct support to 10 different community buildings in Devon, and met with and supported 5 different Residents' Associations and a Neighbourhood Forum. Support included funding advice to Newtown Community Associations to run a 2 day celebration event for the 125th anniversary of Belmont Park, and Kingsway Residents Association received £10,000 from Awards for All to run youth clubs for 8 – 18 year olds for a year.

4 community buildings were chosen as 'community hubs' to receive in-depth support: St Sidwell's Centre, Wonford Community & Learning Centre, Exwick Community Association and Hatherleigh Community Centre.

Old Heathcoat School Community Centre

This centre in Tiverton was chosen to be an 'exemplar' community hub. The group have written a case study about where the idea for their group came from, how they developed, and top tips for running successful community buildings. It will be used to help others running centres and to celebrate the good work that goes on locally.



Newtown Community Association

Harvest



Increasing the skills, confidence and knowledge of people experiencing disadvantage in Exeter through providing food growing activities.

In the spring, we distributed 'Incredible Edible MiniGardens' around the city – container growing kits for people without growing space at home. We ran public workshops in 10 different locations, assisted by 16 volunteers, and gave away containers to 167 households.

8 community events including 'seed swaps' were held, some in partnership with Newtown Residents' Association. New and experienced growers exchanged seeds, seedlings and produce, and gardening tips.

Spring 2011 also saw the launch of 'City Fruit Harvest', a scheme modelled on Sheffield-based project Abundance. The project addresses food waste, food poverty and the

environmental impact of food transportation, by collecting unwanted fruit from gardens and redistributing it to those working with vulnerable people. About 20 volunteers picked and gave away fruit, and turned damaged fruit into preserves and juice, which was then sold to pay for the project's running costs. Over 3/4 of a tonne of fruit was redistributed.

Exeter City Council gave us a second allotment at Cowick Lane, now developed as a training site where 3 'Get Growing' workshops have been delivered to 21 learners.

The project has set up and supported growing spaces for various organisations including 2 children's centres, a housing project for young care-leavers, a women's homeless hostel, 2 primary schools and a pub. We have also worked with Exeter Islamic Centre, Exeter University and local residents to improve the neglected Queen's Crescent garden.

Esther Community Women's Hostel

"The women are taking ownership of what was a disused space, and their enthusiasm and keen interest for the project is fantastic to see."



Child Forum Session at Exeter Phoenix

Creating positive beginnings for children under 5 by offering a range of group and individual activities within central Exeter.

The Flying Start Children's Centre has been run by ECI for the past 5 years. The team work to ensure that these formative first years of a child's life are as positive as their family can achieve. Staff are trained to identify children whose needs are not being met. Families are diverse and the range of needs that we are presented with is vast.

We therefore offer a wider range of services, such as Baby Massage, Counselling, Play Therapy, the 2gether Scheme, Discovery Play, Parenting Courses, and Child Forum.

Children's centres are preventative services. This means that they were set up to prevent family needs escalating to the stage where they need enforced intervention from Devon County Council's 'Social Care' teams. We work hard with families to meet their needs and prevent referrals to social care. Where a family has reached that level of crisis we also support them to maintain the changes so they do not reach crisis point again.

This year the family support team have delivered 1-to-1 family support, working with 122 children and their families. Each of these children has been assessed and a plan developed with their parents to meet their needs. We permanently have a waiting list of between 10 and 20 families waiting to access family support.

We have contributed to 23 child protection

Flying Start Children's Centre

conferences, and 21 parents and carers have accessed our counselling service. We have also delivered 2 Incredible Years parenting courses and 2 HENRY (Healthy Eating and Nutrition for the Really Young) parenting courses.

Our community development team take responsibility for a number of key target groups such as teenage parents, black and ethnic minority families, so-called 'workless' households, and breastfeeding. This year our 2 community development workers have achieved the following:

- Written a new health strategy targeting childhood obesity
- Supported 10 community groups to better meet the needs of the children and families attending their groups
- Worked closely with children's centre teacher, Moira Fawcett, to train in the early years foundation stage curriculum
- Developed resource boxes to support home learning
- Recruited 25 volunteers who have supported in-house and external activities and services for children in the city centre

Praise for Flying Start Family Centre

"We don't sit in front of the telly so much now... we go to the park. The kids don't yell so much. It's good."

(Family support client)

"I'm talking about things I never thought I would and it's hard, but I don't want to pass my issues on to my child so I'm going to keep on going."

(Parent accessing counselling)

"We have taken the dummy away and are singing and talking and playing on the floor. I feel a bit of an idiot but I know it's good for her. I didn't know she understood as much as she does. The course is really good, I'm glad I done it."

(Dad who completed parenting course)

Transitions

Working with people in Exeter making the transition to independent living and aims to increase their resilience through developing their skills and building networks in their communities.

April 2011 saw Laura Callaway step into the role of Transitions Project Co-ordinator. The first part of the year was spent setting up application and assessment systems, developing relationships with local organisations, recruiting volunteers and devising the volunteer training programme. Publicity material was produced and the project promoted to potential clients; targeting supported housing projects and receivers of so-called 'floating support'.

During the year Laura has recruited and trained 17 volunteers and 8 have actively supported clients. The volunteers represent a wide range of ages, experiences and backgrounds, with a 1/3 having themselves experienced significant vulnerable periods in their lives, which brings great empathy for the clients that we work with.

We have supported 10 clients in the year, having been fully operational since July 2011.

Around a 1/3 have problems with alcohol, and other common issues include leaving care, learning disability, mental health issues and low life-skills levels. Clients have worked with their volunteer on areas such as settling into a new social housing tenancy, setting up utilities, bill payments, grants for furniture, thinking through future employment options and applying for apprenticeships, and help to find positive things to do, including finding voluntary work.

Plans for the coming year include working with new client groups, expanding our geographical area to include East and Mid Devon and Teignbridge, and securing funding to enable this much-needed service to continue beyond March 2013.

"Sorting my money out"

One volunteer helped a client to develop a system for keeping track of his money: a folder which separates out what bills need paying and when, and a slot to keep receipts so he can track what he is spending on food to enable him to diversify his diet. When asked what has been most helpful, the client replied *"sorting my money out"*.

(Example of client supported by Transitions)

Flying Start Family Resource

Enabling children to thrive and develop by offering individual family support and parenting programmes for families with children 16 and under.

The project developed out of the previous project, Exeter Parenting Co-ordination. After a few months of initial development work, the Flying Start Family Resource came into operation in November 2011, with a new staff team led by Kristin Cain, currently seconded from the Flying Start Children's Centre.

The start has been promising. The project was given a contract to provide family support work for the schools within the Central Learning

Community. In 2011/12, in total we worked with 15 children and their families and ran 4 parenting courses.

In order to be sustainable without grant or other funding, the project depends on 'selling' its services to schools and other statutory agencies to generate the income it needs to cover its costs. The work of supporting vulnerable families in this way is much needed, and we very much hope the project's future will be a bright one!

'Incredible Years'

"This group has now helped me to praise more and it is very good".

"I find it helpful to be able to get help and advice with my daughter not getting up in the morning".

(Parents attending courses)

Integrated Working in Practice

Safeguarding Devon's children through increasing the skills of children's services

staff when working in partnership to meet children's needs.

IWiP delivers training courses and provides an on-line resource that supports people working with children and families about the key elements of assessing their needs and working in partnership.

The training and online resource covers the 4

main elements of integrated working:

- The Common Assessment Framework (CAF)
- Team Around a Child (TAC) meetings
- Information Sharing
- The Lead Professional role

ECI delivers this project in partnership with South West Family Support, a local social enterprise.

Between November 2011 and March 2012, 12 courses were run, teaching over 200 learners.

Thanks from Course Participants

"This has helped such a lot - thank you."

"Clear and confident presentation, covering everything required"

"Really interactive and well delivered."

NEW FOR 2012-2013

Central Exeter Children Centres

Following a rigorous external tendering process, ECI was delighted to win the contract to run the three children's centres in Central Exeter: Flying Start (which we have run for the past five years), Chestnut Centre in Wonford and Countess Wear (both previously run by Devon County Council).



Child Forum Workshop

(Transfer of Undertakings and Protection of Employment) regulations to ensure these staff are treated fairly.

At the same time, we have also been consulting these staff, and our already existing staff at Flying Start Children's Centre, about a proposed new staffing structure to best meet the

The transfer has involved a great deal of careful and detailed work, notably through the process of taking on existing staff, previously employed by Devon County Council, under the TUPE

demands of the new service required by the contractor, Devon County Council, and most importantly to best meet local needs. We look forward to an exciting year ahead.

IN THE PIPELINE FOR 2012-2013

ECI faces a number of critical challenges in the year ahead. We need to find alternative sources of funding to create resilient funding for the charity whilst also ensuring we continue to maintain ECIs strength in its breadth of delivery and outlook.

Our priorities for the year ahead are to create projects that are able to fully or part finance their own work. We have started to do this with the Family Resource project and so we will take the learning from this and apply it to the Harvest

project and other ideas, such as a bicycle recycling project.

We are very fortunate that many local people see the value of our work and have chosen to support us directly through the Share Scheme. This is a critical source of independent funds keeping our flexibility and capacity to respond to new need. We aim to recruit new members to the Share Scheme and are looking for existing members to continue to promote us and our work.

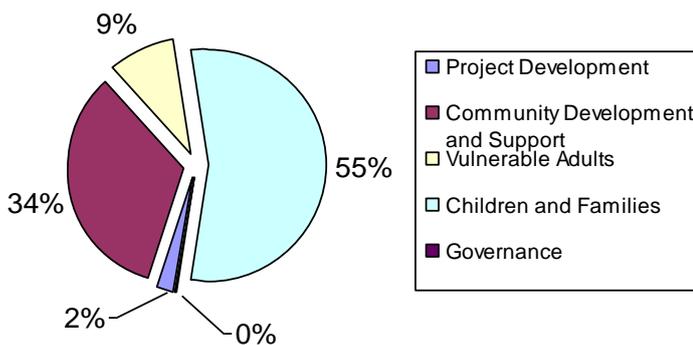
Trustees

The following people served as Trustees and Company Directors (members of the ECI Council) during the year:

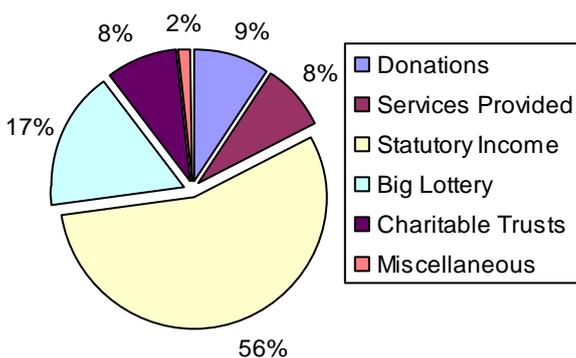
Heather Morgan	Chair
John Thorndyke	Secretary
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Adnan Al-Daini	Harvest Project
Jane Allen	
Margaret Barnes	Beacon Heath Project
Stewart Barr	Beacon Heath Project
Steve Barriball	
Pat Cusa	Flying Start
Martyn Goss	Community Hubs
Ruth Saltmarsh	Transitions
Marie Winckler	Exeter Parenting Coordination

Finances

Total Expenditure £562,427



Total Income £518,152



A copy of our full annual report and accounts is available from the ECI Office

Thank you

FUNDERS

A big thank you to our funders during 2011/12, which included:

- Big Lottery Local Food Fund
- Devon Community Foundation
- Devon County Council
- Execution Trust
- Exeter Cathedral - Dean & Chapter
- Exeter City Council
- Exeter Roundtable
- Jamieson Bystock Charitable Trust
- Lloyds TSB Foundation
- Waitrose
- Our many customers who purchase training, family support and parenting programmes



The local people, churches and other organisations who support our work.

SHARE SCHEME MEMBERS

We want to extend a particularly big thank you to the 144 local people, churches and organisations that support us through the Share Scheme. Without your support, ECI would not be able to do what it does.

IN-KIND SUPPORT

Dean and Chapter of Exeter Cathedral, Exeter College, Michelmores Solicitors, Royal Bank of Scotland, and Westcountry Payroll.

OUR STAFF AND VOLUNTEERS

The 69 volunteers and 29 paid staff without whom our work would not be possible.

LOCAL GROUPS AND ORGANISATIONS

The many local groups and organisations with whom we have worked throughout the year.

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