



the**community**house



The Community House, Worthing Impact and evaluation report

This report is based on an evaluation carried out by Jim Simpson Consultancy. For copies of the original transcript please contact lboydell@worthing-homes.org.uk

Worthing
HOMES





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Preface

Worthing Homes has provided ‘a home’ for The Community House project since 2007.

We were persuaded that giving over the use of a dwelling for a community centre and base for activities would produce good outcomes over time. And so it has – The House has thrived and prospered as this evaluation report shows.

The House provides fun activities, classes, advice, information and one-to-one support in East Worthing. The House grew from working with children and young people and has, in recent years, extended and developed into running other kinds of community activities and groups – including for adults – alongside advice, support and information for individuals in need.

This independent evaluation shows that it is really making a difference to people’s lives. It is unique in many ways – not least its ability to help people change and improve their lives, their skills and their prospects – children, young people and adults alike. We are achieving big changes in people’s lives through a particular way of working in and with the community. We want to share ‘the model’ and enable others to see what we have achieved as well as report back on the impact of this work to colleagues and funders.

This evaluation has had several contributors – including the staff at the House, people who use The House and our partners. The evaluation was compiled by an independent evaluation organisation (Jim Simpson Consultancy) who examined and audited our reports and evidence; visited The House; interviewed staff and partners; and analysed past performance. The House’s work has been both a progressive force for people involved, and preventative as it tackles social problems or behaviour issues early on.

As a housing provider to many people in Worthing, we know that building communities is about so much more than bricks and mortar and we are proud to have been able to develop The Community House as well as other community projects, services and learning in the town. I would like to thank the staff of The House who have made such a big contribution to conducting the evaluation and to Blueprint 22 – one of our many partners – who completed the online survey of our service users this year. A mass of evidence from surveys; monitoring data over the years; in depth interviews; and case studies have been analysed in this impact and evaluation report.

Many people have benefitted from The Community House, as you will see in this impact report and we want to do all that we can to enable the work to flourish in the future. I commend this report to you and hope that you learn more about our work and its impact as well as see how a small scale local project can make a big difference.

CHRIS POLDEN

CHAIR AND INDEPENDENT DIRECTOR, WORTHING HOMES

The Community House is unique in many ways – not least its ability to help people change and improve their lives, their skills and their prospects.



**This usually means social activities; learning or employment; social support; health activities and other life improvements.*

Introduction

What's covered in this report

Section 1: describes the origins of The House and the local need for it.

Section 2: explains the work of The House and what it is doing now.

Section 3: lists achievements in 2013 and the recent past.

Section 4: analyses user satisfaction, case examples, partner and expert views, and the approach of The House and the 'model' way it works in order to answer the question 'what difference it has made?'

Section 5: concludes the report.

Appendices: detailed evidence is included in the appendices.

Throughout the report there are examples that demonstrate the difference The House has made, alongside a range of extracts from interviews. Some case studies are assembled on pages 28-29 and interview transcripts are shown in the appendices.

This report evaluates the impact, effectiveness and legacy of the work of The Community House in East Worthing. The House has been open since 2007 and funded through the Big Lottery Fund since 2009. It runs children and youth groups and clubs, support groups, information and advice for adults, plus The House organises events and projects in The House and elsewhere in Worthing.

This report shows how many people, often in very difficult circumstances, like Carly's (featured on page 17), have made positive changes in their lives, learned things and been part of a very effective community enterprise. The reports details what The House is, what it does, what it has achieved and what impact it is having.

The report is an independent assessment for those familiar with the work as well as containing introductory descriptions of the work for those who aren't familiar with The House. The report will be instructive for partners and participants in any kind of 'people work' as some analytical work is provided particularly in the areas of prevention and progression (page 18).

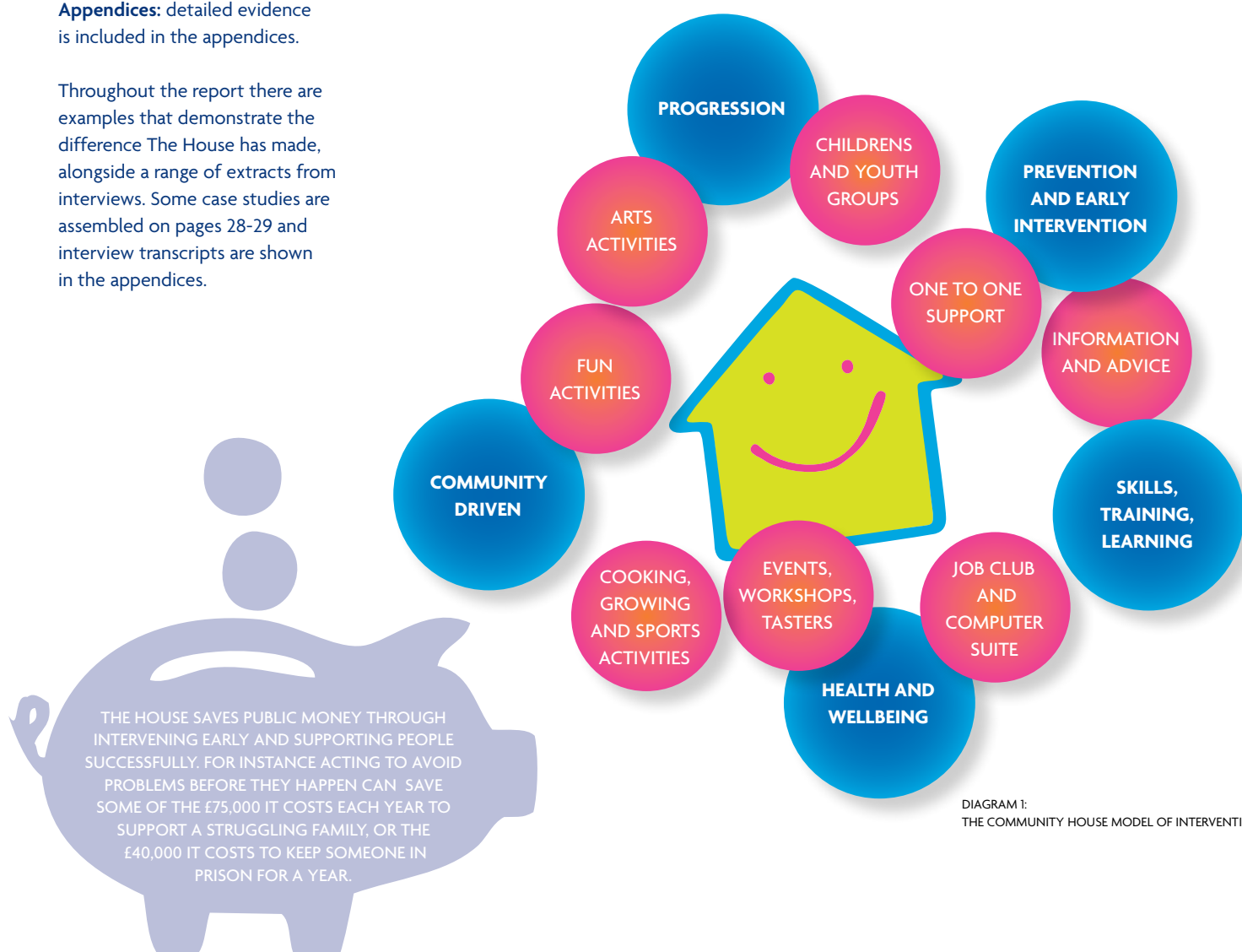


DIAGRAM 1:
THE COMMUNITY HOUSE MODEL OF INTERVENTION



The Community House highlights

- The Community House has grown the number of instances of use (usage) to 7,414 in the past year – an average of 617 usages per month.
- 17 different activities take place from cooking skills, sport and IT through to parents support, playschemes and social support groups.
- Outcome targets over the five year plan period have been exceeded. The House has exceeded scale targets and scope targets – facilitating more activities and involving more people than originally planned. That is, more people have been reached, participated and benefited (scale). A greater diversity of activities and services have been launched and the ways of reaching and supporting people are more broad-based than at first planned (scope).
- The House reaches all kinds of different people, many of whom are isolated with significant needs or/and they are relatively poor. This includes reaching and including adults, children, young people, parents, older people and disabled people.
- The House has created a good practice model way of working. This brings together progression for people; prevention, early intervention; health and well-being; learning and encourages the local community to drive progression and development (see diagram 1: The Community House model of intervention).
- The Community House model of intervention is a proven, value for money solution which achieves outcomes that take years to build up and replicate.
- Partnership working at all levels has made a big difference to building effective, needs-driven projects, resulting in better outcomes for people and more lasting change.
- The House is successfully involving and drawing on local businesses as sponsors, partners and donors.

“I want to get over (to police officers and anyone else) that the work of The Community House is about reducing demand.

It is about reducing, over the long-term, the number of callouts and antisocial behaviour reports and associated issues. This needs to be slowly and steadily built.”

PETER ALLAN, SUSSEX POLICE

A community house... why?

Back in 2007 two local residents, Mick and Chriss Smith kick started a project called Mick's Garage community project – helping local kids fix their bikes. From this small beginning, the more ambitious concept of The Community House was launched and its activities and reach grew to include children from neighbouring areas, young people and adults. Both Mick and Chriss were committed to their community and alongside other keen local volunteers, they worked to support children and young people in the area, targeting key problems including teenagers and increasingly problematic anti-social behaviour.



COMMUNITY HOUSE SUPPORTERS



THE COMMUNITY HOUSE

A partnership between Worthing Homes (a social landlord with a large housing stock in the area) and Spurgeons (a national children's charity) was set up to support the project. An action plan was drawn up and the project was awarded grant funding for a year. The Community House idea drew inspiration and learning from the Wire Project run by Spurgeons² and a community house in Burgess Hill.

The Body Shop Foundation and the Children's Fund grants helped to establish the House and its programme of work, as well as helping to fund the kitting out of the new Community House (donated by Worthing Homes). The original partnership and the first grants enabled the project to:

- employ a community development worker;
- get peer support from an expert organisation;
- extend and expand groups, youth and children's clubs and pilot other work with adults;
- increase volunteering;
- build a future plan.

The one year pilot project enabled the team to build a strong case for a Big Lottery grant – with which they were successful – and the five year programme was launched. This report evaluates the outcomes of those five years.

The area, the population and key needs

The Community House is in East Worthing – the Broadwater and Selden Wards. This area has a population of 16,190.

The House serves mainly residents in this area, plus others in Worthing who have the need to join in activities or get another service from The House team. The area is not the affluent, low unemployment, easy and comfortable area often associated with West Sussex and the south coast.

In fact, it is a worse place to be worse off. Living costs are higher and less qualified people have to compete hard for low-waged jobs in the care, tourism and service industries. When the project was established these were some of the demographics:

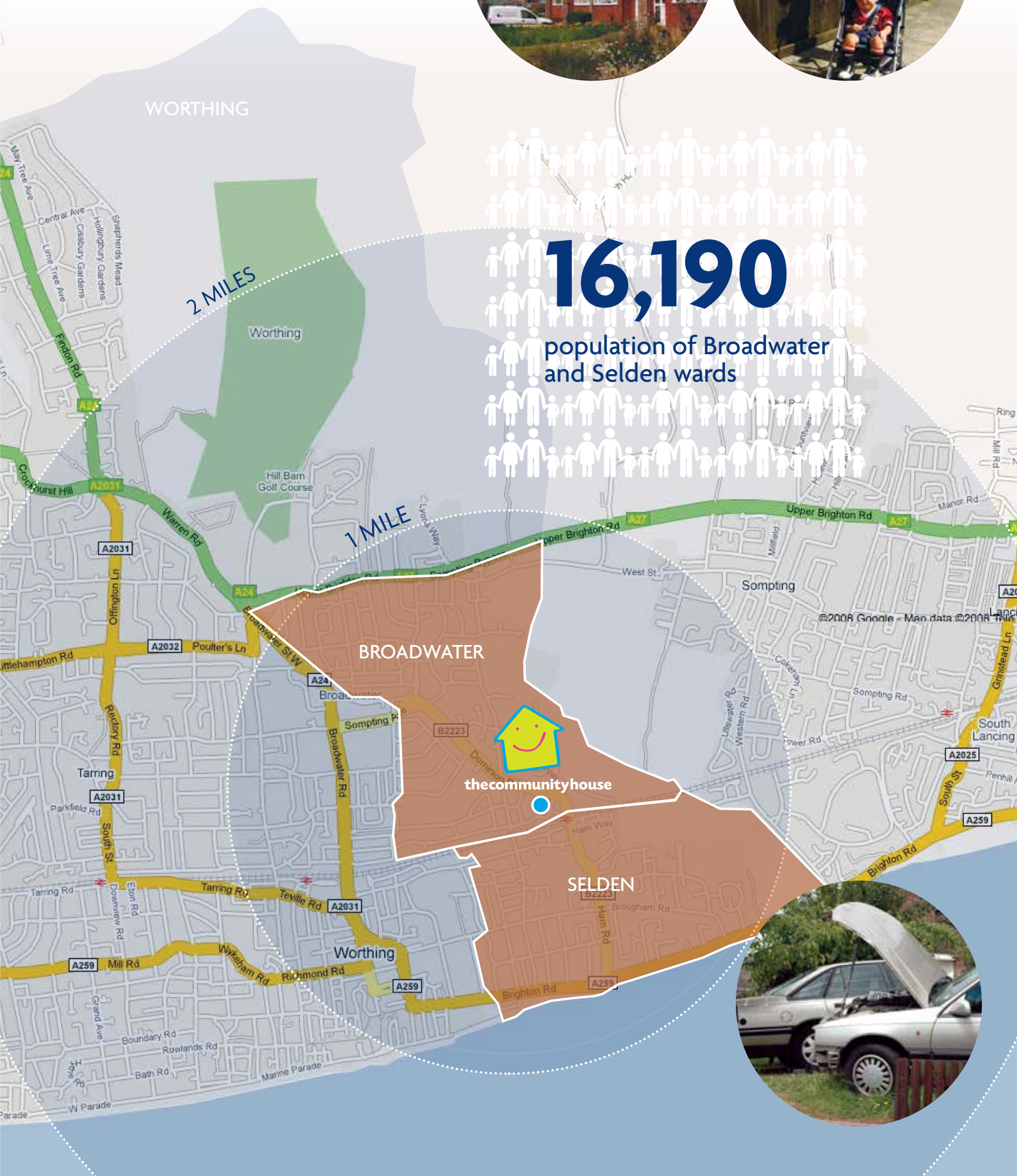
- the highest concentration of child poverty in West Sussex;
- highest rates of people living in income deprived households (Broadwater was within the 20% most deprived sub-ward areas in England);
- the second highest in West Sussex of people dependent on means tested benefits (due to low wages and higher unemployment or under-employment);
- highest number of sickness related benefit claimants with mental health issues in West Sussex.

It takes considerable time and many years of work to change these kinds of circumstances. The Community House, when it was established, identified some specific, time-bound outcomes³ that could, if achieved, have some impact on this situation.

These outcomes include: increasing confidence and skills; improving a sense of health and well-being; engaging young people including diversionary activities; ambitious attendance targets for a suite of House-based community activities and involving businesses.

² The Wire project was a very successful community, youth and family support project in Littlehampton that ran for 10 years as was the Base Project in Crawley both founded and run by Spurgeons Charity.

³ Full outcomes targets for the Community House's Lottery Project are listed in Appendix 1.





ACTS PERSONALLY...

PEOPLE GET HELP AND CAN ACCESS SERVICES – WHATEVER THEIR NEEDS.



ACTS COLLABORATIVELY...

WITH THE COMMUNITY AND OTHER AGENCIES – ESPECIALLY WHERE WORKING TOGETHER CAN RESULT IN BETTER OUTCOMES.



ACTS EFFECTIVELY...

PEOPLE WHO ARE PART OF THE COMMUNITY HOUSE MAKE GOOD PROGRESS, GROW IN CONFIDENCE AND ABILITY AND IMPROVE THEIR CIRCUMSTANCES.



ACTS LOCALLY...

THE HOUSE IS ROOTED IN THE COMMUNITY AND DRIVEN BY THE COMMUNITY'S NEEDS – RATHER THAN TOP-DOWN POLICIES.



ACTS EARLY...

THE HOUSE STAFF AND VOLUNTEERS ARE TRUSTED CONFIDANTES AND ADDRESS ISSUES BEFORE THEY BECOME PROBLEMS – FOR INSTANCE A CHILD TRUANCING OR FINANCIAL CRISIS.



What The Community House does

Services and activities

The Community House provides all kinds of group activities and one-to-one support and advice for adults and children in Worthing. The day-to-day activities organised through The Community House are detailed in the table below. As well as these regular activities, there are many more ad hoc things that take place – all of which bring positive benefits and outcomes. For example The House has provided a base for a local secondary school's year 11 enrichment activity. This has involved groups of students volunteering for key tasks and running community projects.

ACTIVITIES PROVIDED IN YEAR 4	TARGET GROUP
STEPPING STONES JOB CLUB	ADULTS, PARTICULARLY 16-25S
COMPUTER CLUB	ADULTS
KRAFTY KIDS CRAFTS AND ARTS	7-12
ACTIVE TUESDAYS PHYSICAL EXERCISE AND GAMES	8-16
TEA AND CHAT	OLDER PEOPLE, PARTICULARLY THOSE WHO ARE ISOLATED AND INDEPENDENT
INFORMATION AND ADVICE	ANY ADULT – FOCUS ON EMPLOYMENT AND EDUCATION PLUS FIRST INTRODUCTIONS TO ANY LOCAL SERVICES
FORM FILLING	ADULTS MAINLY – HELP TO ACCESS SERVICES, COURSES AND ENTITLEMENTS
CASE WORK	ONE TO ONE MOTIVATIONAL SUPPORT INCLUDING FAMILIES, ISOLATED INDIVIDUALS, PEOPLE RECOVERING FROM SUBSTANCE MISUSE, YOUNG PEOPLE
'PROFILE' SOCIAL GROUP	16-25S WHO IDENTIFY AS LESBIAN, GAY, BISEXUAL, TRANSGENDER OR ARE UNSURE OF THEIR SEXUALITY
COOKING FOR KIDS	7-15
DROP IN	AFTER SCHOOL PARTICULARLY FOR CHILDREN WHO ARE FROM STRUGGLING FAMILIES
MAKE AND DO CRAFTS WITH A BIT OF DRAMA THROWN IN	7-12
GREEN GANG ECO AND GARDENING CLUB	7-12
FOOTBALL PROJECT INCLUDING LEVEL 1 SPORTS LEADER QUALIFICATION PROGRESSING TO LEVEL 2	16+
CREATIVE WAVES ART GROUP ARTS EDUCATION	MARGINALISED ADULTS



The Community House works successfully with children and families in an area containing more than half of the most challenged families in Adur and Worthing.

"The House provides an excellent service for the community and for young people as individuals. They are playing a key role in diverting them from crime. What they do is unique. They are true community champions. I have experienced policing in a number of different town and cities within Sussex and I am unaware of anyone else who is serving their community in a similar vein."

MARTIN PATTENDON,
INSPECTOR, SUSSEX POLICE 2008

"...our students have really benefited from all kinds of activities – including the cookery and the computer club – and this impacts on their own social well-being, as well as their parents."

For the future I think The House is a real necessity. Local people have somewhere they can go for support and social interaction – some are very reticent and have a lack of self-esteem.

One of the boys I know of in particular, had difficulties communicating and interacting with others. He has now really come out of his shell. The Community House is vital. It helps with social skills and students can participate in groups which helps them feel more comfortable."

REECE PRICE, SENIOR TEACHER,
WORTHING HIGH SCHOOL



17 different activities
are run, including
group work and
individual case-work
(eg social support,
ICT use, advice and
information).

17 different activities

Achievements

Five years on, this evaluation shows that The House has achieved not only what it originally set out to do – but also that it has delivered more than its original funding plans stated.

Scope and impact

The evidence shows The Community House has made a substantial difference to the lives of many people in the area and has made a considerable contribution to participants' confidence, skills, employability, emotional literacy and capability. Younger adults, children, teenagers, parents, older people and families have been supported with a unique and sophisticated package of activities and interventions.

Almost immediately The House was opened, it was realised that by helping children and young people in the first instance, this involved reaching out to wider family groups too – and so much wider needs and issues have been identified.

As The House has developed its support, activities and services since 2008/2009 – according to local need – specific services for adults, as well as children and young people's clubs, groups and one-to-one work have been created. Currently The House 'offer' to the community is well established, responsive and sophisticated. It is able to create highly targeted support for children, families and individuals with particularly needs – delivered in intensive, focused sessions, as well as through regular activities and projects.

In addition to the immediate impact on the people who use The House, there are further benefits and positive outcomes that have been identified by other agencies and service providers (social services, Jobcentre Plus, colleges, schools, social housing providers, etc). The growth of the social capital associated with The House is delivering tangible benefits for the wider community, including a drop in anti social behaviour and a stronger neighbourhood spirit.

Support, activities and services

Alison Edwards, project manager describes the current schedule of activities:

Krafty Kids

This is run by renowned local artist Sarah Sepe, who works tirelessly with the children. This year we have competed in 'Fish on the Pier' – an art and installation competition. One of our children – a seven year old – came runner up and has her work displayed on Worthing's Pier for a year. Children have also competed in the 'Flock to Worthing' initiative, where birds of all shapes and sizes were designed and ours were displayed in the town hall and several restaurants for the summer. We are very fortunate that Sarah has coaxed even the most reluctant artist into producing work to be proud of and with some of it on public display, they take pride in their achievements. One child had rarely produced homework, but designed a 3D bird which he took to school. It is currently displayed in the entrance hall. This boy was particularly proud – as was his family when we told them.

Over 11s cookery

This is run by a volunteer who is also head of training for Domino Pizza. This new group addresses many issues in addition to cooking – including working together, relationship building and tolerance – all needed to create good food in a group kitchen. School, home life and other issues are also discussed during cooking, helping the young people to understand how behaviour impacts on others.

This group's main accomplishment this year has been to cook a three course meal for volunteers and staff. They tried out three starters, mains and desserts before finalising their choice. Menus were produced and all the team dressed up for the occasion – wearing smart clothing, serving food and drinks and the event was a real success. This was a considerable achievement for the group, boosting confidence and self esteem and helping to promote a 'can do' attitude.

Under 11s cookery

The theme here is chopping, stirring and grating – giving each child a specific task to help produce the final dish. These skills are not often taught in schools and few of our children get the opportunity at home. They all sit down at the end and discuss what they did, how they did it and what they did and didn't enjoy. The children try new foods and have astounded their parents by eating fruits, vegetables and soups.

Active Tuesday

This takes place off-site, in partnership with a local church. It gives children the opportunity to exercise all year round. Games include basketball, football and stoolball. This can be a frantic session, but with a strong leader it is popular and well attended. Volunteers from the local college help as part of their college sports academy course.

Gardening club

This year we have grown more produce which we have used in our cooking, including strawberries and raspberries for our smoothies. Onions, tomatoes and cabbages are also harvested and used. We had help from our Community House business partners in designing and building an edible garden for our herbs which we also use in cooking. Our fence has been painted by Davison girls school (a local high school) during their enrichment week. Our gardener has plans, along with our building partners, to increase the available growing space even further. We are also planning a seating area, creating a place to sit in the front garden and encouraging passers by to use it and enjoy everyone's hard work, even when we are not open.

Other groups run in partnership with other agencies, in the House or in outreach venues, alongside the results from one-to-one support, are described and reviewed elsewhere in the report.



Sean's story

The House has been a life-saver for Sean. He had been in prison for drug-driven crimes. He had nothing when he came out and has come to The House for friendship and support, using computers and finding out about work and training.

The House are committed to helping Sean with job-finding, job rehearsal or voluntary work, while he is going through the tough regime of his drug rehabilitation requirement. This and the Jobcentre Plus requirements means his availability is limited.

Recently Sean showed the staff his 'clean' certificate with great pride. If it was not for the support of The House it is likely that Sean is sure he would be back seeing out his 24 month sentence in prison.

Debbie's story

Debbie is in her 40s and is an alcoholic. She attends the Stepping Stones computer club on a Monday morning.

"It's really helped me to re-train my brain and to reduce my drinking – I feel I've almost fixed my alcoholism. The computer club has helped me to be less shy and more confident. I've enjoyed using my brain and the club helps me to focus. Thank you for giving me the chance to learn".

We asked Debbie what else would help her in her journey to recovery... *"More courses with the alternative learning community and a self defence class".*

See more stories on pages 16, 17, 22 and 24.

A hub attracting wider community support

Davisons School Enrichment Week, July 2013

As a part of Davisons School Enrichment Week, a team of pupils from year 11 worked with Worthing Homes and specifically The Community House team on a variety of tasks. These included: designing and painting the toilet door which was much needed; watering the garden, after a week of blistering heat, painting the new fence and picking strawberries and raspberries for a cooking class later in the day.

GSK donation

When the Worthing GlaxoSmithKline site achieved 500 hours without a lost time accident, they chose to use the £500 award to donate to The Community House. Mike Bendell, engineering director at Glaxo Smithkline, Worthing explains why: "Its local – this is one of the most important things about The Community House. We think the work they are doing is essential. It provides focus and structure for young people which, in turn, has had a direct impact on the local community. It is important that businesses such as GSK recognise groups like The Community House and the excellent work they undertake."



ALISON EDWARDS,
PROJECT MANAGER



EMMA WALLACE,
COMMUNITY DEVELOPMENT OFFICER

The place and the people

The House has a staff and volunteer team that are well known and respected. Evaluation interviews and survey results (see pages 26-29) credit the ability of the staff to engage with different people at many levels and help children and adults to achieve, enjoy, learn and where needed, make positive changes. Monitoring and evaluation evidence shows that a highly skilled team provide a high quality package of activities and they use the building to the maximum. User feedback is extremely positive demonstrating good outcomes. The current staff team comprises:

- Alison Edwards, project manager
- Emma Wallace, community development worker
- Mags Bradley, admin assistant
- Inonge Mutonga, sessional worker, under 11s cookery and play worker
- Paul Reed, Active Tuesdays sessional leader
- Sarah Sepe, Krafty Kids activity leader
- Regular volunteers: Becky Fox, cooking; Dave Godfrey, computers; Jacob Hague, general; Jacqui Matten, cooking; Kath Diamond and Rene Wood, Tea and Chat; Madalena Lua Magalhaes, designing sitting room; Pam Steel, cooking; Sophie Tribe, Active Tuesdays; Deon McKinder, over 11s cookery.

“We’re full of admiration for the project and it is a really effective way to engage and regenerate a community who really need the kind of support the project brings.”

RICHARD THOMAS, MANAGING DIRECTOR, LEMO UK, WORTHING



SARAH SEPE,
KRAFTY KIDS ACTIVITY LEADER



PAUL REED,
ACTIVE TUESDAYS SESSIONAL WORKER



VOLUNTEERS, FROM LEFT TO RIGHT:
DAVE GODFREY, MADALENA LUA MAGALHAES,
KATH DIAMOND.



FROM LEFT TO RIGHT: MAGS
BRADLEY (STAFF), PAM STEEL
(VOLUNTEER), SARAH SEPE
(SESSIONAL WORKER)

Additional volunteers work or are at college or university but are able to help during holiday periods. This means they are able help out on day trips or additional activities during the school holidays.

The House facility

The House is a converted three bedroom house donated by Worthing Homes as the property owner to use as a community building by. The facility comprises:

- **kitchen and group area** – through kitchen area with cooking and seating area doubling up as a meeting or craft area;
- **meeting room and quiet room** – used for meetings and groups plus contact visits, soft play, support and counselling and other more confidential and private uses. Also used for the teens as a chill out zone;
- **meeting room and group room** – art room with permanent display of ‘A Day in the Life’ photography project;
- **IT room** – five workstations and a printer for homework. Colour printer also available.

2011 makeover

At the end of 2011 a local charity, Asphaleia (a care, training and fostering charity) renovated The House as part of a Prince's Trust scheme. This charity collaborates with The House on a regular basis and uses our especially warm and friendly space for family contact visits and one-to-one support sessions. One of the Asphaleia training groups not only took on the redecoration and re-equipping of The House but also raised the funds to cover the cost!

As well as decoration and garden improvements, The House also benefitted from a new sofa for family visits, a new toy box and new notice board.

“The staff, facilities and resources at the community house have helped me a lot and I don’t know what I would have done without them. My two previous jobs I have got due to the resources available to me at The House.”

LIZZIE, SERVICE USER

"There are people to talk to when you get stuck."



"I feel less isolated now."

200+

children reached

"Being able to use the computers helps me to look for work."

7,414

usages over the year



"I have built up my confidence and made new friends."

50+

parents involved



Initiatives and outcomes 2007-2013

2012 to 2013

We have monitored the outcomes of all activities undertaken by The Community House and reported on these annually since 2012. Appendix 2 describes the desired outcomes at the start of the lottery funded part of The House's work in 2009. These have all been achieved and many have been exceeded. Featured here are just some of the most recent outcomes.

- The House is used on average 617 times a month.
- This averages 7,414 usages over the year.
- Support, one-to-one casework and signposting activity has increased to meet a greater demand.
- Art/photographic competitions have proved popular with children and young people. This has included producing professional quality portraits and exhibiting them in The House.
- The level of anti-social behaviour in the local neighbourhood has reduced by 50% since project started.
- Family support has widened its reach which has resulted in a reduction in truancy.
- 'Profile' the lesbian, gay, bisexual, transgender and unsure (LGBTUS) support group that uses The House, has received backing for its first social enterprise, called Munch Box. This is a youth-led initiative focused on producing and selling tasty, affordable snacks that promote healthy eating. Munch Box will provide lunch boxes for college students and the Profile group members will receive training.
- Working with Albion in the Community, the football project involved 30 unemployed men and women, of which 17 completed a Level 1 qualification and 15 achieved Step Up level 1.
- 3 drug and alcohol awareness events were held alongside an on-line survey and a positive awareness project. This incorporated an original drama production.
- The annual education and learning open day has been very successful – especially with respect to bringing together providers with potential participants.

2011 to 2012

- Relaunched and relocated a Young at Heart group for older people to improve effectiveness.
- Intergenerational cooking project.
- Kinship Carers Group supporting grandparent and sibling carers.
- Regular 'support and signposting' service helps people in their progression as well as reducing problems and preventing harm. Typical issues include housing application and local connection; support for lone fathers; children's safety concerns; advice about college courses, employment and job-seeking.
- Young parents group started in response to confidence issues in using the local family centre – learning includes how to cook cheap, nutritional meals and budgeting.
- Credit Union promotional drop-ins – ongoing volunteer links created.
- Breakfast club piloted and run by volunteers.
- Face to face photography group.
- A variety of holiday projects – from junk modelling to pasta making.
- Garden projects include creating a union jack from spinach, courgette, tomatoes, runner beans, strawberries and tomatoes.
- House makeover by Princes Trust group from Asphaleia.
- 4,371 attendances by children and young people exceeds target for first three years of the project.
- Consolidating work with volunteers eg three progressed to employment and one received a £500 grant and support from a business partner for renovating the pond and garden; another receives a special award for contributing over 1,000 hours voluntary work.
- Newly established group for LGBTUS young people in response to local needs.
- Very successful summer scheme for children and young people with 22 workshops provided.
- Police statistics show that in Broadwater ward, reported ASB over the three year period has dropped by 50%.
- The work of The House was recognised with an exceptional award. Sue Brown (project manager at the time) received a 'local person of distinction' award.

More than 75% of our volunteers complete training and development programmes

What The Community House does

>75%



"I have fun with my friends in the activities."

"The House has helped with my learning and confidence."

"I have somewhere safe to go after school."

attendances by children and young people

workshops

Reported ASB dropped over three years by 50%

average usages per month

2010 to 2011

- Active Tuesdays sports for children and young people launched.
- Teenagers club launched on participative basis – including neighbourhood outreach activities.
- Games night for children launched aimed at offering an alternative to computer games. It proves popular and evolves into a 'make and do' activity group.
- Health trainers course successfully held, including a cook and eat for adults course. Target clients all reach weight-loss targets.
- SPOT (Supporting Parents Of Teenagers) parenting course.
- First aid course for young people.
- Demonstrated reduction in anti-social behaviour locally.
- Recruited and trained 17 volunteers and reached Lottery funding project targets (30).
- Achieved significant progression for volunteers, including acceptance on the Foundation Diploma in Social Science; sport leadership qualification; CAB advice giving and completed 'managing participatory research' courses.
- All volunteers report 'increased confidence' and 'developed skills'.
- A range of visits and events in association with Albion in the Community, Health Trainers, Northbrook College, Community midwifery, Sarina Russo and Asphaleia (on education and employment).

2009 to 2010

- Groups and activities include: homework support; IT training; children's art; playschemes.
- Four new groups start: Art and co.; young teenage group; gardening club; Red Cross first aid training.
- First group of local people helped with skills, learning and employability, including English and Maths and an ASDAN* volunteering qualification.
- ** ASDAN is a pioneering curriculum development organisation and awarding body, offering programmes and qualifications that grow skills for learning, skills for employment and skills for life.*
- Consultations and user forums held to guide The House's work.
- 14 volunteers recruited and 78% complete a training and development programme.
- 25% of our volunteers progressed to employment and/or education.
- Drugs survey completed and drugs awareness workshops held at the request of young people.

2007 to 2009

- Mick's Garage community project began, specifically involving children and young people.
- The first funding package was awarded with investment from the Body Shop Foundation and the Children Fund.
- Mick's Garage community project outgrows the garage donated by Worthing Homes and more ambitious plans are made for the conversion of a Worthing Homes' house to a community base.
- The Community House opens.
- Initial monitoring of activities and outcomes show that over 200 children and over 50 parents are involved or reached by activities facilitated by the House.
- In partnership with Spurgeon's, Worthing Homes and the local community, The Community House applies for a Big Lottery award. The application is successful.

100%

project targets reached or exceeded

What difference does The Community House make?

This section looks at the evidence of the impact of The Community House from all viewpoints. It goes on to analyse the model, looking at the key ingredients, its ways of working with individuals and groups and understanding what enables it to work well. The preventative and progressive models of working are assessed and contextualised. Some case study and partner feedback is shown to evidence the main points.

Marie's story

Marie first came along to The House as a service user. She got involved in one of the groups with her children. After a long time of being involved as a service user, Marie elected to become a volunteer.

Continually learning on the job, her confidence grew as she took on the responsibility as a sessional worker, developing The House's community garden.

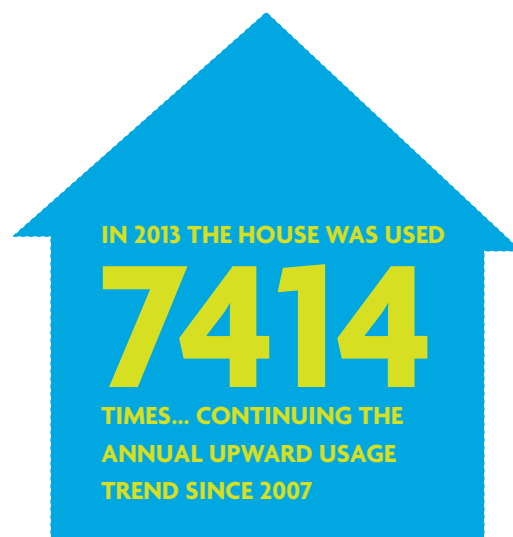
Adults and children using The House and participating in the groups can now see and experience the whole cycle of food - from seed, to plant, to harvest, to preparation to plate.

Marie is now running her own gardening and cleaning business. This a real success story of progression.

Marie recently was referred to one of The House's business partners as they are recruiting a cleaning contractor.

This section also documents evidence and makes reference to additional material, including:

- User view summary and case tables examples: documents results from two surveys carried out over the past year (one at the beginning one at the end). Statistical user feedback is given plus six snapshots from client interviews.
- Partner view and feature: documents the results of partner and local expert interviews about the House and the work it does. Full notes on these are in appendices. Here two case-study type features on the benefits of joint working are shown as well.
- 'Your Value!' assessment: summarises a recent self-evaluation exercise and briefly comments on quality assurance and monitoring.
- Was The Community House a good way of achieving the intended outcomes?: gives an answer to the question the evaluation was asked to address.



Carly's story

"I have been coming to The Community House for a number of years now. I've been helped massively by many of the staff there.

I have previously suffered from depression and have had my general morale and confidence boosted on each visit. This would be either by staff sitting with me and helping me look for work, updating my CV, or simply just by listening to me ramble on about my problems for ages, but everyone has always been willing to help and where possible come up with solutions.

I have used The House for many reasons. I have no internet access, therefore I find it very hard to look and apply for jobs. At The House I have access to both the computer and phone, making it easy and simple for me to apply for jobs. My two previous jobs I have got due to the resources available to me at The House.

I have also volunteered at The House. This helps when looking for work as I wouldn't have such a big gap on my employment history. It also helps to keep me in the routine of work.

I have also struggled financially during my time unemployed. The House provided me with a voucher which I could take down to the Salvation Army in exchange for a few days of food to keep me going until my benefit claim was sorted out.

I don't know what I would have done without them."

Analysis of 'the model'

The Community House has, by all accounts, developed a very effective model of working with individuals, communities and partners – harnessing the capacity of all three to improve outcomes for people.

The Community House model harnesses three key ingredients which optimises its effectiveness and delivers better outcomes:

1. Working with people
2. Providing activities and services for people
3. Enabling people to do things for themselves

We have already illustrated The Community House model of intervention on page 4. Here we explain it in more detail to show how, when all the elements are combined, this is an effective approach to working with individuals, groups and the wider community.

Community driven

The programme ethos of The House originated in an idea from two keen community volunteers.

Activities have developed from the demands and needs articulated amongst the community who use The House.

Many local people have also 'graduated' from The House through a variety of routes – including becoming volunteers and running activities themselves as play workers, advisers, group workers, support workers and trainers.

The House is an enabler and meets the demands of grass roots needs – identifying the interests and challenges for different key sectors of the community, harnessing their own ingenuity and energy – to make the best of what is available to them in The House and beyond.

Health and wellbeing

The House is a place that nurtures better health – physically and mentally. This takes many forms and will evolve as needs change. Health and wellbeing is currently promoted through the football programme, learning to grow and cook and eat healthy food, through personal support, friendship and confidence building.

Helping people to build their own sense of health and well-being is intentionally integrated into the work programme and in the overall approach of The House team.

Progression

The Community House begins by working with people in the context of where they are at their time of arrival – whether at a group or club or dropping in for help or advice.

The House is focused on individual, personal change and progression. It tackles many different challenges – from children who endure neglect – through to adults who are experiencing problems getting work or financial problems. Additionally it is a facilitator for creative, healthy and social activities when these are lacking.

The House team is dedicated and skilful in targeting and nurturing progression amongst adults and children and through groups and one to one client work. Diagram 2 on the next page shows the origins of this progressive model of working.



PREVENTION AND EARLY INTERVENTION

PROGRESSION

CHILDRENS AND YOUTH GROUPS

ONE TO ONE SUPPORT

Prevention and early intervention

From day one The House has targeted people in need and focused on solving problems that can escalate into real issues if not tackled early enough. This helps to stem the flow of worsening problems and deprivations. Examples include: helping to reduce crime and anti-social behaviour by supporting vulnerable children and younger teenagers; supporting whole families; enabling other agencies to reach people where otherwise they could not; supporting people with a range of emotional, behavioural and learning difficulties before their problems begin to deteriorate.

Outside observers consistently comment on how positive role modelling and behaviour change work is creating a 'knock-on' effect. Adults are helped to grow their confidence, build their capacity and address barriers to progression.

The preventative and early intervention work helps each individual – child, adult, family – and in turn, this has a positive impact on the community. It also helps other service providers and wider society by facilitating less costly outcomes. Here are examples:

- By working with targeted children and young people, this reduces truancy and enables better integration at school and stability at home. With no intervention, these children are at risk of escalating their truancy leading to a Pupil Referral Unit place, costing many thousands of pounds. Early intervention work at The House is a fraction of these costs.
- The House helps people to prepare for training and/or employment. This represents a cost saving for Jobcentre Plus services and other further education providers.
- The House opens up many opportunities for placements and experience, allowing under-qualified people to access high levels of transferable skills learning through volunteering.
- The House works at many levels, not only in preventing anti-social behaviour and crime in young people, but also in working directly with adults who are at risk of offending and receiving custodial sentences. Early intervention work at The House is a fraction of the cost of prosecution and/or prison.

SKILLS, TRAINING, LEARNING

Learning, training and skills

All activities at The House involve learning at some level – whether this is learning that is formal, informal, intentional or unexpected.

The House also enables people to improve their communications and social skills (and kinaesthetic skills as far as children are concerned).

Social learning – overcoming difficulties with communicating and interacting with others is a key benefit that both adults and children can access at The House and we have seen how it influences successful progression.

Adults learn and build confidence through formal learning and developing key skills in areas such as ICT and communications and through being encouraged to organise groups and projects.

EVENTS, WORKSHOPS, TASTERS

JOB CLUB AND COMPUTER SUITE





Designing activities that reinforce the five principles of the model

Each activity organised by The House reflects the five principles of The Community House intervention model. Most activities involve all five to some extent, that is: community driven foundations; involving learning, promoting health and wellbeing; helping people and groups to make progress and preventing harm and or acting early in life or with people who have limited life chances.

We know that in reality, high quality group work such as a cookery group for children or a support group with parents don't fall into any category and can have unexpected outcomes as well as planned ones. However the table below shows in broad terms, how each activity underpins the five principles of The Community House intervention model.

THE COMMUNITY HOUSE ACTIVITIES	COMMUNITY DRIVEN	SKILLS LEARNING TRAINING	HEALTH AND WELL-BEING	PROGRESSION	PREVENTION AND EARLY INTERVENTION
STEPPING STONES JOB CLUB	●	●		●	
CASE WORK		●	●	●	●
EVENTS EG LEARNING TASTERS, SOCIALS	●	●		●	
COMPUTER CLUB	●	●		●	
KRAFTY KIDS	●	●	●	●	●
ACTIVE TUESDAYS SPORTS AND GAMES	●	●	●	●	●
TEA AND CHAT 60+	●		●		
INFORMATION AND ADVICE	●		●		●
FORM FILLING			●		●
'PROFILE' SOCIAL GROUP (LGBTU)	●		●	●	●
COOKING FOR KIDS	●	●	●	●	●
DROP IN AFTER SCHOOL	●	●	●	●	●
YOUNG PARENTS GROUP	●		●	●	●
MAKE AND DO	●	●	●	●	
GREEN GANG	●	●	●	●	
FOOTBALL PROJECT	●	●	●	●	
CREATIVE WAVES ART GROUP	●	●	●	●	
HOLIDAY PLAY SCHEMES	●	●	●	●	●

USUAL BARRIERS

DISADVANTAGE
DISAFFECTION
LOW SELF ESTEEM

COMMUNITY HOUSE MODEL

DIAGRAM 2: OVERCOMING BARRIERS – THE COMMUNITY HOUSE MODEL



Overcoming barriers

How The Community House model overcomes barriers is illustrated in the diagram below. This was first illustrated in The Community House planning and development document. It shows how the approach is designed to break through traditional and limiting barriers to help people go on to progression and development.

We know that young people and adults, and indeed young children, will think, display and repeat limiting behaviours. 'What's the point...' 'I can't, ...' 'I don't want to...' are the typical displays of limiting self belief that The House is there to break down, challenge and turn around wherever possible.

The Community House has created a hyper-local, friendly and welcoming place with good role models and group activities. It also provides step-by-step solutions for people with an excellent network of and knowledge about help and support.

Achieving change can take many, many months of patient work. The less able, or more entrenched, or more disadvantaged individuals are, the longer it takes to make progress. The staff and the activity programme at The House work with people over a long term which has made a significant difference to their life chances.

1st step

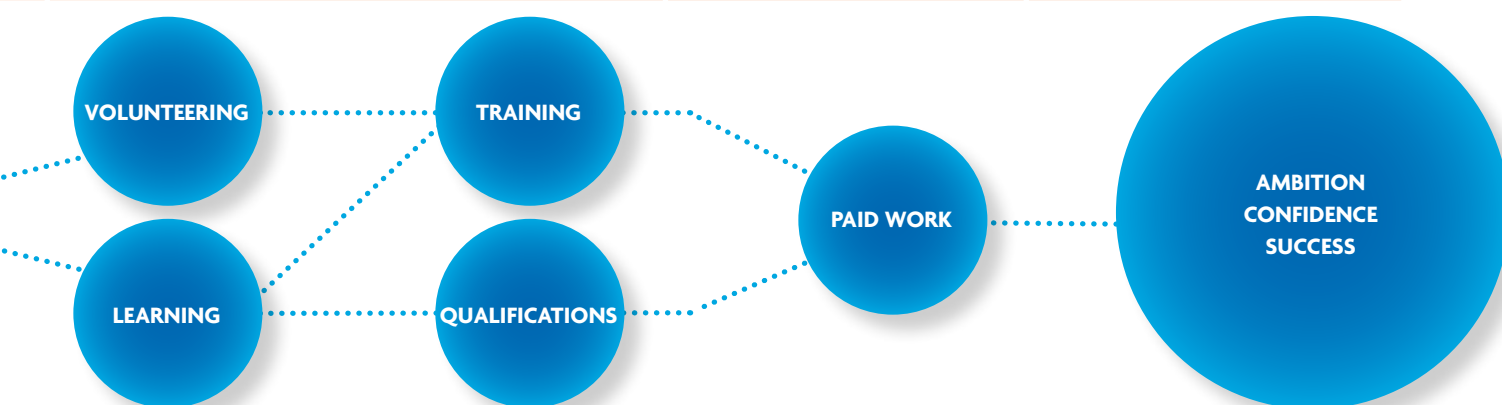
- Don't want to go back to school
- Don't know where to go to get training
- What's the point in volunteering?

2nd step

- No opportunities
- No incentives (ie. no insight/ perspective on potential options)
- No appropriate facilities/ support
- Learning institutions 'scary'

3rd step

- Job applications are difficult to complete
- Worry about failure
- Unsure about what work is like



1st step

- Early intervention that promotes activities rather than limits them
- Easy to access
- Friendly drop in centre – inviting place to be
- Good role models
- Not scary
- Small learner groups, not like school
- Supports/encourages participation
- Contextual learning

2nd step

- Focused and relevant
- Responds to needs
- Conduit for support from other organisations
- In the community/for the community
- Links to knowledge/ understanding/opportunities

3rd step

- Support at every level (i.e. use of phone, mentoring, applications)
- Empowerment of individuals
- Partnerships with businesses and employers
- Training and work experience
- Pro-actively connecting with community support networks and employers



Prevention and early intervention

The House is working very effectively with early intervention and prevention through:

- working with children who have family problems – giving them a safe and secure environment in which they can thrive and have positive and fun experiences;
- supporting unemployed people in the short term, helping them build their skills and confidence, avoiding damaging or adverse choices and preventing loss of confidence;
- working with young people enabling them to develop essential life (long) skills and behaviours that are positive, enriching, broad and transferable;
- working with many partners and facilitating joint programmes and initiatives that intervenes and reaches people in need, crisis or want – for instance facilitating contact between children/young people and agencies such as the police, or between adults and colleges or Jobcentre Plus.
- enabling knowledge and skills to be shared amongst many communities of interests and networks – helping to build the social capital needed to allow people to be more resilient.

In working with children, The Community House has been effective at both targeting and reaching families in difficulty and children with high levels of need. Here are some examples:

- As part of the evaluation, staff were asked about the impact of cooking groups and projects that The House has run for some years. It was considered to be relevant in the light of the acute need to stem the rising tide of childhood obesity and enable people to make better food choices. However many staff have observed the opposite... “poor diet and obesity...? chance would be a fine thing”. Some children come to The House having not eaten at all, this is part of their motivation for coming – to get some free food, as well as participating in the activities.
- Children also come with behaviours typical of troubled family life, including attachment difficulties and significant problems associated with various levels of neglect. Children and young people can be ambivalent towards positive regard from staff, avoid ‘good’ behaviours and remain unable to ‘self-soothe’ emotional difficulty. Here The Community House provides a unique, secure environment, alongside positive role models and patient intervention processes.
- It has to be said that The House is also providing for a range of children, young people and adults and the positive experience and nurturing that participants experience is delivered across a spectrum of activities. Adults and children who are being helped don’t necessarily know, explicitly, that they are on a personal change and development journey – though in many cases this work is planned and change is worked on intentionally by the staff. This can be through anything from photography and cooking, to football, computer skills and messing about in a garden! See the user survey data on page 28 to understand how participants make big changes.
- The House is also able to provide prompt and effective interventions at cliff edge situations. For instance The House helped to find temporary accommodation and clothing for a family made suddenly homeless by a house fire, unfortunately started by the young boy living there. The House was also able to find an immediate way to deal with the turbulent and extreme behaviour of their son.

Eileen’s story

Jobcentre Plus was not working for Eileen.

Eileen had considerable creative and group work talents from earlier in her career. For one reason and another she found herself at the bottom of the pile, unemployed and with no prospects.

The job centre failed to spot her past skills or talents and told her to undertake a secretarial course which, had she done so, would have been disastrous.

Staff intervened and persuaded the jobcentre to allow her to volunteer. She is, as a result, blooming, growing in confidence and remembering who she was 20 years ago. She is well on the way to getting work as a freelance arts worker once her ‘apprenticeship’ is complete.

The challenge of preventative work in communities

It is very difficult for any organisation or human service to move 'upstream' – to work back from responding to immediate social problems, to look at the potential causes of the social, economic or environmental problems that they are trying to fix. Doing something about the root, causal factors is problematic.

In fact our social support and public support systems – health services, social care, welfare support and so on, are designed to deal with problems mainly when they occur. Service providers respond to problems according to the rescue principle. This is especially difficult if an organisation is dedicated to resolve the causes of social, employment or economic problems. For instance, preventative or early intervention work might use resources to tackle causes, potentially at the expense of tackling some of the consequences.

At The House, coping with today's problems, as they queue up at the door is always the priority. The troubled family, ill person, criminally aggrieved or person with a mental health problem that needs immediate attention and action – irrespective of how, why or when their problems started to occur become the priority. But it is critical that we try and tackle problems 'upstream' before they happen or 'midstream' before they get worse. The Community House is doing this very effectively.

If early intervention is not organised and friendly and effective services are not available really close at hand within communities people know, we will continue to have to deal with destructive and expensive problems (personally, socially, financially and environmentally). It also follows that more problems with consequences will accrue, and more incurable problems develop.

The cost of the 'now only' or 'rescue only' approach to public services is inordinately high. For instance families in difficulty⁶ each costs at least £75,000⁷. Each prison place costs over £40,000⁸ a year and lifetime outcomes for young men entering the prison system are very poor. In our schools system 49.6% of young people end their 11 year school career without the 5 GCSE standard⁹ and 76.2% of disadvantaged pupils fail to reach this 5 GCSE standard, even though the system has spent more resources in the schools that they have attended¹⁰. These few examples show some of the enormous costs around social exclusion and poor performance, aside from the personal and social costs for the people concerned and the impact on their life chances.

Evidence from family services

Below is a statement from the senior keyworker responsible for family intervention work in the local area. They told the evaluation team recently that any new staff are always introduced first to The House, as it is one of the most important support mechanisms. The House works with a least five families with high levels of need at any one time and was pleased to be featured in the West Sussex public information film¹¹ 'Think Family West Sussex'.

"The Community House is a vital resource for families working with the Family Intervention Project. The FIP works with families with multiple problems to improve their lives and the outcomes for their children. We target our service at specific Lower Output Areas across West Sussex, which have been identified as those with most deprivation, in particular child poverty. In Adur and Worthing there are 6 such patches that we are focussing on and The Community House is ideally located in the LSOA E01031779 in Broadwater Ward. Interestingly over half the families on our current caseload live in the patch.

"The Community House is a key protective factor for a high number of children on Child Protection. Staff make invaluable contributions to core groups and multi-agency teams around the family. Children who do not consistently get fed have joined the breakfast club. Children who do not have access to activities have joined arts and cooking clubs, and our older children are plugged into the teenage club which is helping to guide them towards good outcomes, being in college, having aspirations, whilst doing preventative work around drugs, alcohol, sexual health and staying safe. The children from our families who attend teenage club are unusual in that they do not commit crime or anti-social behaviour, and this preventive work and diversion clearly has an impact on the community.

"Even simple resources like accessing the internet, the phone and the washing machine are greatly appreciated by our families. We would like to thank you for this resource and the effort that your staff and volunteers put in and hope that you are able to gain the resources needed to continue and if possible expand the programmes."

DEBORAH STAINFORTH, FAMILY INTERVENTION PROJECT SENIOR KEYWORKER

"Now that The Community House is well established there is a second generation coming through. Young people who have benefited will now be parents themselves."

INSPECTOR MARTIN PATTENDEN, FORCE LEAD ON ANTI-SOCIAL BEHAVIOUR, SUSSEX POLICE

6 West Sussex troubled families initiative is aiming £11million at 1,165 families in the County with a <http://www.youtube.com/watch?v=vE8im7BUPZg>

7 Department of Communities and Local Government's estimate <https://www.gov.uk/government/policies/helping-troubled-families-turn-their-lives-around>

8 Department of Justice, National Offender Management Annual Report 2010/2011 showed the average prison place costing £39,573. Some new prison place are costing as much as £108,000.

9 5 GCSEs including English and Maths at grades A* to C <http://www.education.gov.uk/cgi-bin/schools/performance/group.pl?atype=NAT&superview=sec&view=aat&set=16&sort=6ord=6tab=1496no=999&pg=2>

10 <https://www.gov.uk/government/publications/gcse-and-equivalent-attainment-by-pupil-characteristics-in-england-2010-to-2011>

11 West Sussex has a programme targeting families in several target location in the County including East Worthing. The House and one of its service users feature in the public information film in March 2013 <http://www.youtube.com/watch?v=vE8im7BUPZg>

Richard and Marney's story – Marney is Richard's mother

The way that society operates is disabling for Richard. He thinks, learns and does things differently to most people. It is like this for all people with an Autistic Spectrum Disorder (ASD). He is in his mid 20s and he loves art and the art group. His tutor has seen him change and 'blossom' as she puts it.

The art group has successfully:

- included and integrated people with different experiences and abilities;
- differentiated activities so that everyone can learn and achieve as they work in their different ways;
- achieved improved outcomes for all the student participants in the widest sense of their learning, confidence and artistic flair.

"I think that Richard has benefited from being in the art group in many ways and this has had an effect on his home life. He has become more tolerant and helpful around the house (not perfect yet but improving). He has more sympathy for people with disabilities. He appreciates art more in the general sense. He is pleased with his artistic efforts, which a year ago he would not have been.

His whole outlook on life is so much more positive and his mood swings and anxiety are much reduced, which makes life here a whole lot better. I hope the art group will continue as I am sure there are many more possibilities for you all."

MARNEY, RICHARD'S MOTHER

Learning, training and skills

People learn, progress and develop with The Community House. We have witnessed that over time, those people who have had a beneficial experience go on to recruit others. This 'domino effect' of recruitment is an effective way of reaching traditionally 'harder to reach' groups.

The details of how many people are participating in learning activities are featured in the table below. This is an indication of the excellent progression participants are making by taking part in activities facilitated by The House. This is also evidence of the considerable 'distance travelled' by many individuals and groups. It has helped people with low confidence, poor behaviour or insufficient skills to thrive and develop. It has enabled individuals begin and progress their personal development journey. The table below describes learning only or learning related activities from the recent period.

THE COMMUNITY HOUSE ADULT LEARNING ACTIVITIES 2013	DETAILS
SPORTS AND TRAINING	30 unemployed men and women attend two hours of football with our partners Brighton and Hove Albion in the Community. Of these, 17 have completed a level 1 sports qualification at The House. 15 have completed a Step Up Level 1 course.
SUBSTANCE MISUSE	Eight people attended an alcohol/drug awareness session, which took place in December 2012.
HEALTH/SAFETY	Eight people completed a paediatric first aid course in December 2012.
SPORTS	12 LASER (level 1) Skills Towards Enabling Progression with Brighton and Hove Albion Football Club.
ARTS	10 young people attended ukulele sessions.
BUSINESS SKILLS	Eight people completed a Business Enterprise Level 2 for Social Enterprise award. Individuals learn ICT skills, communications and presentation.
EQUAL OPPORTUNITIES	Two lesbian, gay, bisexual, transgender, sexual health workshops took place.
HEALTH	A smoking cessation workshop was held for 18 to 25 year olds.
HEALTH/SAFETY	Two volunteers completed food safety hygiene certificates.
PRESENTATION SKILLS	Two people completed a presentation skills course.
CLIENT MANAGEMENT	Five members of the team completed training in boundaries and confidentiality.
SAFEGUARDING	Five volunteers completed safeguarding training.
THERAPEUTIC SKILLS	Eight volunteers and staff attended a training session on challenging behaviour/attachment theory with Elizabeth Kennedy-Finlayson, child psychologist.
VARIOUS	The transgender group 'Face Value' completed the following training: <ul style="list-style-type: none"> • Business Enterprise Level 2 • Peer Mentoring Level 1 • Sexual health • Eight week meditation course • 1-2-1 employment mentoring for each attendee
ACCESS TO FURTHER/ HIGHER EDUCATION	Following the Education Day, 27 people are better informed about the choices available to them.
SUBSTANCE MISUSE	As a result of the drug course one parent had additional sessions with a key worker from Add Action, a substance misuse support charity. She would not have approached this service without our programme.
CHILD PROTECTION	WSCC Child Protection Council – we attend conferences to help support families within the area.
SAFETY	Five local families were given invaluable information on their personal circumstances following a visit by the fire service to The Community House. All the children now have a greater knowledge of the consequences of fire following an informative talk, they also devised planned escape routes with their families. All now know the relevance of checking their smoke alarms regularly. The fire service gave out five batteries to families who did not have a working alarm.
PERSONAL FINANCE AND BUDGETING	The Citizen Advice Bureau was able to deliver a finance course to local people who would not ordinarily seek this service. Consequently a man has bought a lap top on interest free credit as opposed to a catalogue which was twice the price. He attends the House for IT help.
RESPONSIBLE BORROWING	Currently West Sussex Credit Union is widely advertised to encourage responsible lending. We have sign posted to this organisation to reduce the need for loan sharks. A sessional worker now has a savings scheme with them where previously they were in rent arrears.

WORKING WITH OUR PARTNERS
BRIGHTON AND HOVE ALBION IN
THE COMMUNITY – PARTICIPANTS
NOT ONLY ENJOY THE FOOTBALL
BUT ACQUIRE ACCREDITED SPORTS
QUALIFICATIONS AS WELL.





UNDER 13

16%



User surveys and outcomes

Day-to-day monitoring results show that service users are very satisfied. On this page you will see a break down of the age of participants contributing to results.

The team decided to further test the feedback it was getting from regular monitoring and ran an online survey to check out whether the information it was getting from participants was valid and consistent. The online survey was published, with responses invited from anyone who uses The House. 43 young people and adults participated and these are the results:

- 80% feel more able to get involved in other organisations;
- 57% of people are encouraged to feel more involved in their local community as a result of going to The Community House;
- 95% of people think their neighbourhood benefits from having The Community House.



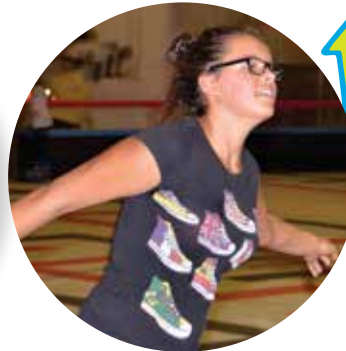
AGE 13-15

19%



AGE 16-25

25%



AGE 25-34

14%



AGE 35-44

7%



AGE 45-54

14%

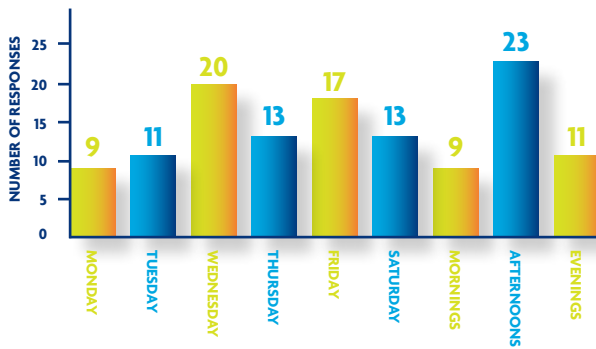


AGE 55-64

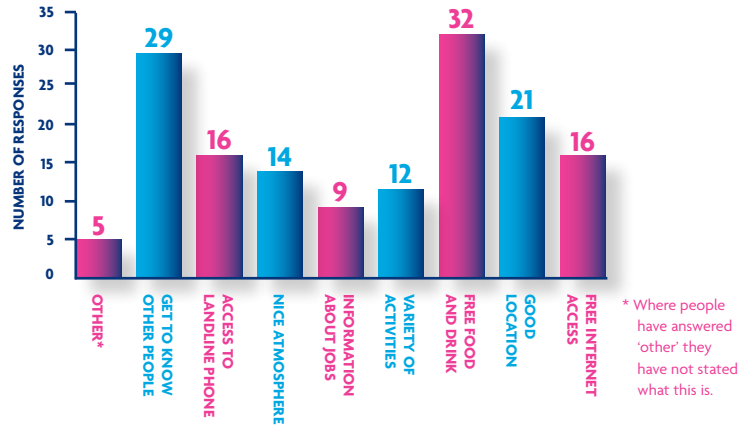
5%



When do you attend The Community House?

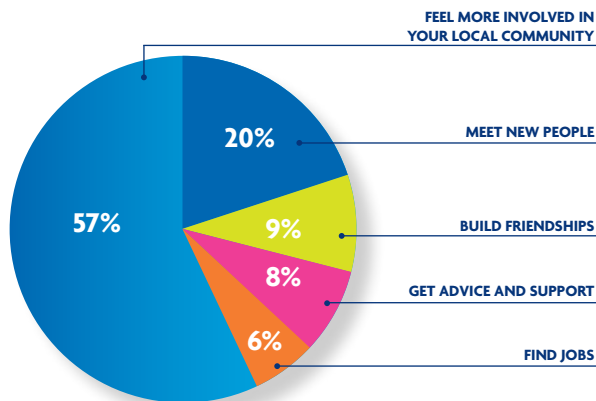


Which of the following things do you like about The Community House?

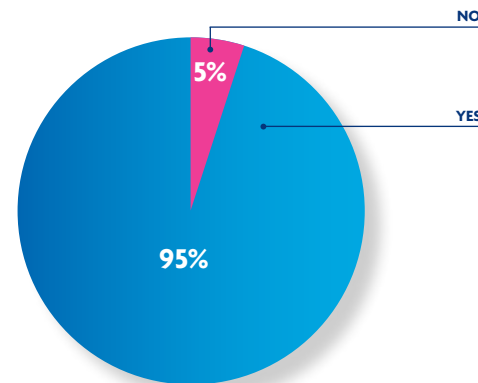


Does The Community House encourage you to...?

This chart reflects the main benefit of The House from the user point of view, rather than a series of yes or no answers.

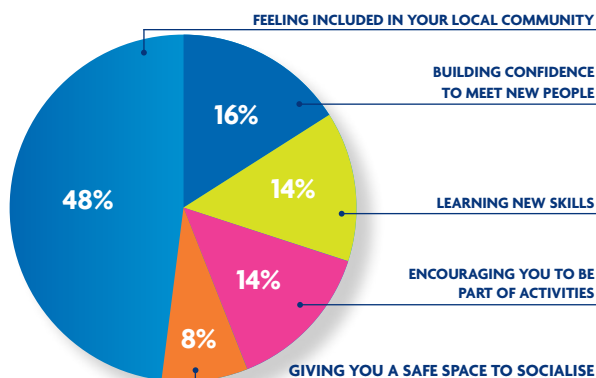


Do you think the neighbourhood benefits from having The Community House?



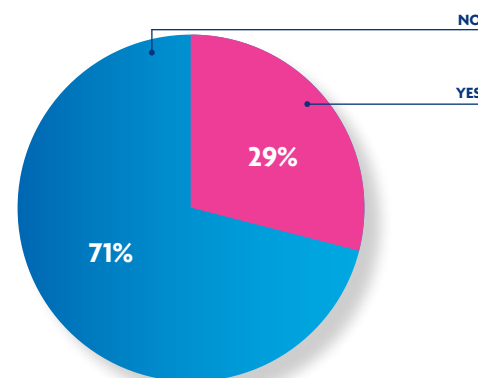
Has The Community House helped you with...?

This reflects the priority need of the users of The House from their point of view, rather than a series of yes or no answers.



Has The Community House helped you to get involved with other organisations?

Other organisations involved: Blueprint 22; Albion in the Community; Northbrook College Sussex.



Is there anything else you would like The Community House to provide?

Responses mostly from younger people: more health projects; more evening sessions (suggested six times); more games like Duck Goose; more toast; table tennis; swimming lessons; be open more at weekends; more days out; boxing.

Any other comments?

Keep up the good work!

Survey examples

Below are typical examples of the surveys The Community House carries out. These are designed to show, qualitative feedback as well the impact that The House is having on the lives of its users.

NIGEL

Age	50+
What's good about the project?	I am learning to use a computer.
What activities do you take part in?	IT.
What's not so good?	I've not found anything that is not good.
What do you get from it?	It gets me out of the house and I'm learning something at the same time.
What else would you like to see it do?	–
Have you suggested this to anyone else? If so who?	–
Anything else to add?	I have only been coming here for three weeks.

ZOE

Age	18-21
What's good about the project?	You meet other people in the same situation.
What activities do you take part in?	Young Mum's Group.
What's not so good?	Building's quite small.
What do you get from it?	Met new friends and has helped my confidence.
What else would you like to see it do?	Have a bigger outside area.
Have you suggested this to anyone else? If so who?	No.
Anything else to add?	I have only been coming here for three weeks.

ANNA

Age	9-12
What's good about the project?	I am happy and I get away from my brother.
What activities do you take part in?	I like being able to use the internet because I don't have it at home. The people who run the activities are really nice.
What's not so good?	I don't like it when people behave badly.
What do you get from it?	Stops me beating up my brother.
What else would you like to see it do?	Not sure.
Have you suggested this to anyone else? If so who?	No.
Anything else to add?	–

KIM

Age	31-50, plus Leah (7) and Josie (3)
What's good about the project?	Provides somewhere for children to go of various ages, even though finances are very tight – for fun and for homework.
What activities do you take part in?	Homework, Krafty Kids, Cooking club, Green gang, Make and Do, Fun days, holiday activities (anything age appropriate for my children that's available).
What's not so good?	No evening or weekend activities so their dad can't bring them.
What do you get from it?	The girls have met new friends they wouldn't have met otherwise. Occasional use of computers (very useful) and happy children.
What else would you like to see it do?	Something at a time that means their father can join in or benefit. More drama activities.
Have you suggested this to anyone else? If so who?	No, just thought of it really.
Anything else to add?	Really glad to have found this place... the children are really happy to come they cry when they can't!

SHONA

Age	41-50, plus Kayleigh (4-8) and James (9-12)
What's good about the project?	My washing machine was broken down so I was able to use the one at The Community House. The telephone and computers are available to use.
What activities do you take part in?	Cooking, Teenage group, green gang, craft and make and do. IT lessons on a Monday.
What's not so good?	Would be nice for more activities geared towards 11+ children in the afternoons after school.
What do you get from it?	Friendship, it has been great having activities for my children in the school holidays – I don't dread them now. I have also improved my IT skills!
What else would you like to see it do?	Keep fit group on a weekly basis.
Have you suggested this to anyone else? If so who?	No I've just thought of it.
Anything else to add?	I have really appreciated using all the facilities.

"...We have every reason to believe that the kind of courses run from the community house have positive health implications as well as educational and employment outcomes. Some courses decrease people's stress and encourage their motivation and creativity which, in turn, can have a very positive benefit on the health and well-being.

...We need The Community House to make its case more firmly and persuasively in terms of how it is directly in touch with people and can persuade them to participate in education.

...Students have carried out collaborative projects on improving children's behaviour, using the internet and website building and being involved in extending groups and activities of The House."

PETE RIDGE, NORTHBROOK COLLEGE



Working in partnerships

The Community House delivers its work both independently and in partnership with other agencies. The Community House partners are listed in Appendix 3.

The House is co-ordinating and collaborating with up to 35 agencies across all levels of activity. External agencies can be involved directly with the client, or The House can positively affect the working objectives of the agency concerned (or both).

The House is at its most effective when it is working together and building partnerships around particular projects and clients. Examples of successful partnerships include sports development/training projects with Albion in the Community, targeted client work and projects with Jobcentre Plus, Think Families West Sussex, Creative Waves, Blueprint 22 and Sussex Police.

This evaluation assessed the impact of The Community House from the point of view of partner organisations, as well as from the point of view of staff and clients/service users. The transcripts of partner interviews are in Appendix 3. These are very enlightening when read in full.

Here are some snapshots of what partners said about The House and its work:

“The current services they have on offer are excellent, but they need to draw in people who have not yet accessed their services, in particular residents south of Ham Bridge.”

NICOLA BURSTOW, LOCAL PSICO

“It appears to reach out to people of all ages and backgrounds, from a practical and educational viewpoint. Providing access to technology and emotional support – plus the basics that people may not be able to afford at home (food, cleaning etc).”

NATALIE WINN, JOB CENTRE PLUS

“I want to get over (to police officers and anyone else) that the House’s work is about reducing demand. That is reducing long-term the demand on our callouts; reducing antisocial behaviour reports and so on. This needs to be slowly and steadily built...”

“...I’ve been to The House five or six times and I can see that some of the kids have made real progress. You can see that the work that The House is doing is making quite a difference.”

“...For instance, one young man Mickey was quite problematic, ‘gobbie’ and naughty. He also has some influence over his peers and the younger ones. He has taken part in the cookery group and I gather has had some other support. You can see he responds well to the staff because the environment is somewhere where he is happy to be. When the younger ones look up to him, they’re now looking at a positive role model and not looking at Mickey the thug. I wouldn’t be surprised if he himself became some sort of mentor or youth leader. He has changed. The House provides a nurturing and guiding environment that benefits him and subconsciously rubs off on the others.”

SERGEANT PETER ALLAN, SUSSEX POLICE



Partnership support – cooking it up with the cops!

From Sussex Police's website: Sussex Police recognise the universal value of our cooking projects with children and young people and provided some funding for a new project. The grant paid for ingredients and cooking equipment. For many, cooking and food preparation is a mystery and basic nutrition is even further from their experience.

Sergeant Peter Allan said: “Sussex Police is pleased to be able to assist a group whose aim is to support, educate and empower young people in a safe environment. I hope their new found skills will be of benefit to them and their families, as well as being fun and educational.”

Project Manager Alison Edwards said:

“We are delighted to receive this donation which will enable the young people to build up their skills as they work towards preparing a three course meal for volunteers and staff at The Community House. The sessions enable young people to learn the skills of planning, sharing, timing and measuring ingredients, as well as eating healthily.”

'Your Value!' assessment

The Community House undertook a self-evaluation and externally scrutinised assessment called 'Your Value!'. It measures and assesses value rather than cost in the areas of: social impact, economic impact, environmental impact and local relationships. It has been noted that if local relations are good, this has a considerable knock on effect across the board in all the areas measured.

The House was marked out of 10 by a range of users, volunteers, staff, partners and a critical friend (this was an experienced county councillor, Alan Rice, who is practised in complex and rigorous scrutiny). It is relatively rare for this kind of assessment to attract the top mark of 10, however The House was awarded this mark in seven areas:

CRITERIA	SCORE: 1-10 (10 = HIGH)
1 Working alongside other local community groups to make sure that local people find the services they need.	10
2 Encouraging a culture of self help to enable groups of volunteers to run many of the activities and services we offer.	10
3 Most of our activities are designed to encourage a feeling of belonging to our area.	10
4 We bring new funds into our community through grants and contracts. <i>Encouraging and supporting groups to access small amounts of grant funding. Enabling partners to use the facilities without charge in order for them to reach their targeted groups.</i>	10
5 We use local supplies to help the local economy. <i>All products needed for projects are sourced locally.</i>	10
6 We offer better value for money in delivering local services – complimenting other agencies, working with partners to deliver much needed projects.	10
7 We recycle and save resources. <i>We have recycling and compost bins, four water butts, recycled materials used in craft sessions. Garden planters include a bath, tyres and pots given to us. A tree was cut down, shredded and used as mulch in our garden.</i>	10

The Community House were awarded 10 out of 10, seven times in the 'Your Value!' assessment.

Ongoing monitoring and quality assurance

This report is concerned with evaluation and impact rather than monitoring. However it is important to point out that The House and its work has been rigorously monitored over the past six years and more.

In the first instance the quality of the work was implemented and assured through the experience of Spurgeons and its excellent work in Littlehampton, Crawley and elsewhere. It was also able to draw on the expertise and consolidated management systems of Worthing Homes who support The House. Worthing Homes has continued to manage the work of The House and provide good quality supervision and support.

Big Lottery Fund (BLF) grants officers have substantially monitored the operations, outputs and outcomes of The House and its work since 2009. BLF has been satisfied with the work of The House and that the objectives are on target.

The House has submitted annual monitoring returns. These incorporate all the day-to-day and week-to-week monitoring results. The House has also undertaken regular self-evaluation, user-satisfaction and user-need assessment exercises.

Is this model a good way to deliver the intended outcomes?

Any dispassionate analysis of The Community House would arrive at the conclusion that it has been very successful at achieving its outcomes. It has managed to create and sustain 17 or more activities at any one time and increase usages from 200 a month to 600 a month. This success has been driven by the vision and mission from the outset – focusing on interventions and activities that are designed to help people to progress. The work of The Community House has facilitated positive change and resulted in real achievements for people. It enables people to embark on a personal journey, helping them to travel long distances from where they are when they arrive, to where they want to be – with ambitions and aspirations for their future.

A question posed in the BLF self-evaluation guidance is: *'is this the best way of achieving the intended outcomes?'* Having examined the evidence as a whole, it is clear that although there may be other methods to improve group participation, confidence, health and well-being (see Appendix 2) – perhaps through a series of unrelated and smaller scale projects, a client-only case-work service, or by establishing a larger scale operation in a bigger building.

However, the outcomes and impact achieved as reported in this evaluation document are substantial and wide ranging and could not have been achieved without the highly developed inter-personal, community development and project management skills and ingenuity of The House staff and volunteer workers. It is also clear, for those stepping over the threshold of The Community House for the first time, that the domestic scale, the location in the heart of their community and the informal, welcoming atmosphere is a key differentiator from other support agencies they may encounter.

The achievement of the outcomes represents very good value for money – at just £92,000 a year (2013 costs) to run the core The Community House programme.

A footnote on the original outcomes

The authors of the original Community House project 'design' were ambitious for its future. This was mostly a good thing – with two exceptions.

Firstly the original target of the involvement of 100 businesses was set too high and at times, chasing this target became a distraction from the more important outcomes/objectives that were about benefiting local people.

Secondly, the target usage numbers were set very high at the beginning and based on rough estimates in the early days of the project. With the advantage of experience, we can see that offering a range of activities and interventions with many different people in one place (mostly) has been part of the success story.

Intensive activity with its rich variety of group work, information, support and events has produced a top quality community service, despite an initial over-focus on ambitious target chasing. The House has managed to provide both intensive support and intervention where needed, as well as an extensive range of activities that is unrivalled in the area.





The impact: in conclusion

The Community House began as an experiment in providing a mini community centre, in an area of high need. The work programme of The House developed and expanded in response to the needs and wants that The House learned about from its users. Activities, groups and clubs have been innovated, tried and tested. The ways of working in the community, methods and approach of The House continues to be a model of good-practice and there is much to learn here for others – public sector, third sector or the private sector.

The House delivers continually developing, bespoke activities and support that result in lasting impact for adults, children, partners and experts and this is borne out by their feedback. The impact will be profound because the focus is on raising achievement, expectation and aspiration among younger people. The work of The House also nurtures social capital in the form of partnerships, skills, trust and capacity in the local community, among volunteers and workers and with other 'people services' and projects – including social services, the police, health providers, local businesses and further education.

It is recognised that The Community House is a highly valued project, delivering important outcomes. The House will need continued support and funds, as well as the ability to extend its services and impact. It is recognised that there are more substantial needs that The House cannot (as yet) meet and has not met. For instance, the local area has many families on low incomes with unemployed or under-employed adults and this group is growing. It is also recognised that although The Community House has provided a solution to working with local children and young people, it only reaches a very small number and needs to reach out to further groups who would benefit.

In the professional experience of the evaluating team, it is rare for evaluations and audits of this kind to find such a level of support and high praise for such a diverse range of interventions with people.

Appendix 1

Note on the evaluation methods

The Community House has been externally evaluated by an independent evaluator. Several evaluation methods were used in order to compile the research data and evidence and from this, compose this report. The evaluator, The Community House staff and partners have:

- surveyed The Community House's service users;
- interviewed partner organisations who jointly deliver projects in The House;
- audited the archives monitoring information since 2007;
- interviewed staff;
- case-studied service users and particular families;
- case-studied particular projects and services;
- compared The House project against good practice;
- completed an additional 'Your Value!' benchmarking exercise.

Appendix 2

Big Lottery outcomes from the start of the lottery project in 2009

Outcome 1

30 more members of the local community will have increased their confidence, developed their skills and improved health, well-being and employment prospects by participating in the planning and delivery of the project and its activities, through volunteering by the end of the second year.

Outcome 2

120 more young people will be positively engaged with the project by accessing 10 new diversionary activities leading to a 10% reduction in reports of anti-social behaviour within the locality and reducing the chances of young people becoming involved in drug and alcohol use by the end of the third year.

Outcome 3

40 members of the local community will gain entry to further education and Employment through the provision of support learning and volunteering opportunities.

Outcome 4

An average of 600 attendances each month will be recorded of people that have participated in activities; have access to advice, support and information or will be signposted to other agencies to make informed choices around education, economic well-being, substance misuse and relationships leading to a stronger and more sustainable community by the end of the third year.

Outcome 5

100 business people will have increased awareness and will be better informed of the contribution they can make to improve the economic and social well being of families in the community.

Appendix 3

Partners of The Community House

SERVICE/ORGANISATION	CONTACT	JOINT WORK
ADUR AND WORTHING COUNCIL	NEIGHBOURHOOD WORKER, LEE BILLINGHAM	JOINT PROJECTS IN THE COMMUNITY.
ALBION IN THE COMMUNITY		INVOLVED WITH HELPING FOOTBALL AND SPORTS WORK WITH TARGETED GROUPS OF YOUNG PEOPLE AND HELPING THE HOUSE TO HAVE SPORTS LEADERS AWARDS DELIVERED.
ASPHALEIA		FACILITATE A MEETING POINT FOR FOSTERED AND ADOPTED CHILDREN AT THE HOUSE. THEY ALSO SORTED OUT THE RE-DECORATION OF THE HOUSE AND RAISED MONEY.
BLUEPRINT22	MANAGER, AMANDA BAKER	JOINT PROJECTS ESPECIALLY YOUTH WORK THAT WORKS INCLUDES YOUNG PEOPLE WHO IDENTIFY AS LESBIAN, GAY, BI-SEXUAL OR TRANS-SEXUAL OR ARE UNSURE ABOUT THEIR SEXUALITY.
CREATIVE WAVES	NADIA CHALK	COMMISSIONED TO RUN COMMUNITY-BASED ARTS PROJECT.
DAY1 COMMUNICATIONS	TINA CARTER	SUPPORT WITH MARKETING AND ARTS PROJECTS AND CREATION OF THE COMMUNITY HOUSE BRAND.
FACEMEDIA	JIM CUNLIFFE	PRODUCED (AS A DONATION) HIGH QUALITY DISPLAY PRINTS OF PHOTOGRAPHS TAKEN BY OUR USERS AND DISPLAYED IN THE ART ROOM.
JOBCENTRE PLUS		REFERRAL TO THEM FROM PEOPLE WE HAVE SUPPORTED/TRAINED.
LEMO	RICHARD THOMAS	DONATED EQUIPMENT AND BEEN AN ON-GOING SUPPORTER.
NORTHBROOK COLLEGE	PETER RIDGE	SET UP JOINT TRAINING/EDUCATION PROJECTS.
RED CROSS		PROVIDING FIRST AID TRAINING (2009).
SOUTHERN WATER		CONTRIBUTED TO THE REDECORATION AND RENOVATION OF THE HOUSE (2011).
SUSSEX POLICE	SERGEANT PETER ALLAN	HELPED WITH FUNDING FOR A COOKING PROJECT FROM CRIME PREVENTION; ENCOURAGING 24 HOUR RESPONSE TEAM OFFICERS TO BE INVOLVED WITH THE HOUSE.
WEST SUSSEX COUNTY COUNCIL	FAMILY INTERVENTION PROGRAMME, SOCIAL SERVICES, CHARLENE HORNSEY	JOINT WORK ESPECIALLY EARLY INTERVENTION WITH TARGETED FAMILIES AND INCLUDING THEM IN WIDER ACTIVITIES.
WORTHING CARE ALLIANCE		ESTABLISHED COFFEE MORNING AND OLDER PERSONS FORUM (2009).
WORTHING HIGH SCHOOL	HEAD TEACHER, MR. R PRICE	PROJECT MANAGER ATTENDED BREAKFASTS AT THE SCHOOL AND THE COMMUNITY HOUSE HAS BEEN A VENUE FOR STUDENT'S ENRICHMENT ACTIVITIES/PLACEMENTS.

We also worked on a range of projects with the following organisations:

SERVICE/ORGANISATION	SERVICE/ORGANISATION
ADDACTION	THE SOAP BOX – PROVIDING ESSENTIAL NAPPIES, TOILETRIES AND ITEMS IN EMERGENCY, TO COMMUNITY MEMBERS
BROADWATER BAPTIST CHURCH	THE WAVE CHILDREN AND FAMILY CENTRE
COMMUNITY SERVICE VOLUNTEERING	WEST SUSSEX CHILDREN'S SOCIAL CARE – CONTACT VISITS VENUE
FAIR SHARE – FOOD DELIVERIES	WEST SUSSEX COMMUNITY LEARNING – ESOL
FOOD BANK	WEST SUSSEX NHS – HEALTH TRAINERS
JOBCENTRE PLUS	WEST SUSSEX YOUNG PEOPLES SUBSTANCE MISUSE SERVICE
LIASE – DEBT ADVICE SERVICE	WORTHING CHURCHES HOMELESS PROJECT
MICK'S GARAGE	WORTHING COMMUNITY WELLBEING OFFICER – YOUNG PEOPLE
OUTSET YOUTH ACTION	WORTHING CVS
ST STEPHENS CHURCH	

Appendix 4

Partner interview transcripts

Interviews/discussions contributors to evaluation

- Worthing Homes Community House project manager Alison Edwards
- West Sussex Think Family Services, Charlene Hornsey
- Northbrook College, Pete Ridge
- Sussex Police local PCSO, Nicola Burstow
- Worthing Homes, part of original management team, Nicky Fiondella
- Worthing Homes, current manager Lisa Boydell
- Jobcentre Plus, Natalie Winn
- Worthing High School, Reece Price
- Sussex Police, Sergeant Peter Allan,
- Sussex Police, Inspector Martin Pattenden force ASB co-ordination and neighbourhood policing
- Local business people and two from staff team at business breakfast event

Charlene Hornsey, senior key worker, West Sussex Think Family Partnership, Worthing

Charlene has had several years involvement with The Community House in her current senior key worker role and her previous role in the Family Intervention Programme (FIP).

The Community House has been a fantastic resource for us – a safe place for families to go to. They have great activities and there's always somebody on hand for them to talk to. It makes a big difference when they do the practical things like giving a child or young person a drink or some food, or to be on hand and be somebody to talk to. The Community House has really looked out for our families.

When I was at the Family Intervention Project, The Community House was quite fundamental to what we did. Now, at any one time, The Community House is working with five or six of our families. It's somewhere for them to go to. I have personally used the House for one-to-one meetings with young people, family review meetings and work with individuals for 'well-being MOTs'. Young people or parents or anybody else can use The Community House computer facilities, information and advice, get online and fill in application forms for benefits.

In the school holidays activities are really invaluable for our families.

The committee gives purpose and is something positive for our children and young people to do. I wish everywhere had a community house.

For the future there are at least three things that are essential to be retained...

Firstly, The Community House is meeting basic needs as far as child protection is concerned. If the child is not being cared for or if no one is at home when they get back from school or if the mum is drunk for instance. All the kids know that The Community House is a safe and secure place to go. Also the fact that The Community House and its professional staff and voluntary staff are highly available and trusted makes a big difference to us. For instance, a child might reveal and divulge information regarding their family circumstances and care that they would not reveal to a social worker or other worker that they don't really know.

Secondly, the positive activities at The House, there are lots of different things to do – artistic things, using computers, cooking, gardening, or just hanging about – is really important for our families and really useful. Our 'FIP families' are often very isolated and the kids don't get involved in activities and are quite cut off from what's going on in the local area or school or amongst their peers. The House gives them the chance to be involved in something.

Thirdly, the House offers positive role modelling from volunteers, professionals and adults. The House offers a very positive adult experience for our children, young people that they don't really get elsewhere. Being around positive adults makes a difference.

“Our ‘FIP families’ are often very isolated and the kids don’t get involved in activities and are quite cut off from what’s going on in the local area or school or amongst their peers. The House gives them the chance to be involved in something”.

In terms of outcomes our children have:

- improved their language and speech;
- developed social skills;
- developed life skills and some sense of attainment through things like cooking;
- got to be confident;
- had fun!

Notes on the Our House Think Family service

This is the successor to the Family Intervention Project. There is now one big team offering the three levels of intensive work with a few families – about double this caseload with medium-needs families. Also, there's a light touch programme working with families for up to six months.

This is part of the government's troubled families programme. The programming aims to work with 120,000 families across the country that the government estimates costs the public purse £9 billion. The government pays £4000 for each family that is 'turned around', as they put it, by the 2015 deadline. Some of this money is paid upfront and is on top of all the other resources devoted to children's services, education etc. The ongoing dependence upon The House to make a difference with troubled families suggests that the programme should be making a contribution and investment as the public services gets such value from it.

In West Sussex 1,125 families have been identified. The House is smack in the middle of one of the areas of greatest need.

Interview with Sergeant Peter Allan, Sussex Police

There are several different ways The Community House works in the local community to prevent antisocial behaviour and crime, or intervene early:

- enabling better access and better engagement between local children, young people and families and public services like the police or the family intervention programme or schools;
- specific intensive work with targeted children, young people or families;
- providing a stable, caring, positive environment that children and young people want to be in;
- providing an immediate, reliable and safe place for young people to go to, especially where the parenting they receive is unreliable;
- providing a range of activities that broaden people's experience and horizons – such as creativity, sports and physical activities, team-based activities;
- holiday activities.

I sat on the force group regarding LGBT and hate crime issues. It was through this that I originally became interested in the work of The Community House, as it hosts the LGBT young people's group. Following on from this we provided small grants: to the House's new cookery group as well as some funds for Blueprint 22's LGBT work. These are grants using monies that we have got from selling lost or stolen property (Police Property Act Fund).

I was also involved in the strategic group on putting into place the Think Families Expansion Programme. The group identified 15 small areas across the county of highest need. Having examined crime attendances (where police have to attend crime reports, families with children under five and other data between different areas, The Community House and its local area ticked every button going.

I've been to the house five or six times and I can see that some of the kids have made real progress. You can see that the work that they are doing is making quite a difference. For instance, one young man Mickey was quite problematic, 'gobbie' and naughty. He also has some influence over his peers and the younger ones. He has taken part in the cookery group and I gather has had some other support. You can see he responds well to the staff because the environment is somewhere where he is happy to be. When the younger ones look up to him they are now looking at a positive role model and not looking at Mickey the thug. I wouldn't be surprised if he himself became some sort of mentor or youth leader. He has changed. The house provides a nurturing and guiding environment that benefits him and subconsciously rubs off on the others. I would think that his behaviour possibly drops a little outside of the environment of The House but nowhere near to the extent that it would have done previously.

From the work that I've seen at The Community House I'd like to think that the workers provide nurturing and positive role models that is a good influence on children and young people. I think that The House is an absolutely awesome place. I think that it is a powerful part of the fabric of the local community.

"I was also involved in the strategic group on putting into place the Think Families Expansion Programme.

The group identified 15 small areas across the county of highest need.

Having examined crime attendances (where police have to attend crime reports, families with children under five and other data between different areas, The Community House and its local area ticked every button going".

I think that it is very important to set up young people to understand and embrace difference – The House embodies that. For instance, you might have thought that there would be some local trouble and difficulty, particularly amongst people in general with the fact that The House accommodates the LGBT young people's group – yet there hasn't been.

The good news is that from 1 August I will have a permanent role on 24-hour response in Worthing. I'd like to be able to cascade down to staff the value of the House locally and get them won round to the need to build up relationships with young people through The Community House.

I want to get over (to police officers and anyone else) that the House's work is about reducing demand. That is reducing long-term the demand on our callouts; reducing antisocial behaviour reports and so on. This needs to be slowly and steadily built. It would be a real travesty if they had to scale down or even worse close.

You might want to make contact with Martin Pattenden, who incidentally is now the Sussex force lead on antisocial behaviour.

Interview with Inspector Martin Pattenden Sussex Police.

Martin was kind enough to mine old memories of the time that The Community House was established.

The Community House gave a focus for the area and a focus for where people could get help from. Whether that be using the internet, opportunities for learning, IT skills or doing your homework.

My memory is that The Community House was modelled on the Denham Road Burgess Hill community house.' (It was as much modelled on the wire project in Littlehampton).

The Community House is somewhere to go, something to do and it stops young people doing things that they are not supposed to do. It's not rocket science.

Now that The Community House is well established there is a second generation coming through. Young people who have benefited will now be parents themselves.'

If you take it away, that's when you will feel the loss.

The Community House exemplar on YouTube



The Community House is featured on their You Tube film, <http://www.youtube.com/watch?v=vE8im7BUPZg>
Published on Mar 28, 2013

Think Family West Sussex

The Think Family West Sussex programme: Think Family in West Sussex provides support to families in most need as part of the UK Government's Troubled Families Programme.

The Community House is featured on their You Tube film, <http://www.youtube.com/watch?v=vE8im7BUPZg>
Published on Mar 28, 2013

Also on the film is Charlene Hornsey, who had been interviewed in the evaluation. The film is presented by Martin Walker, divisional commander of the West Sussex division of Sussex police and chair of the Think Family Partnership Board. Also featured is Louisa Goldsmith leader of West Sussex county council.

Example outcomes from projects with partners

Win-win with active arts

The House works with many organisations and individuals in the area – all partners in growing more opportunities and better outcomes for local people and with local people – especially those with particular problems or disadvantages. We know, and have proved over the last five years, that through collaborative working we can achieve deeper, broader and more lasting change for people, as well as create social capital – that is networks, trust, skills and capacity in the communities and groups to better achieve things for themselves and their peers.

The House is a hive of creative endeavour with, for instance, a professional standard gallery of portraits produced by and for House users. House groups are producing sculptures for installation around Worthing and Active Arts has been a feature of many of the groups at The House over the years.

Unlocking potential and well-being with Creative Waves

In partnership with Creative Waves, The House runs an arts course in a local church which is just one way that The House enables the local community to be involved in arts-based community activities and events.

People who participate in the arts course get a great sense of well-being and achievement from producing a piece of artwork. The work is put on display in public venues around the town which compounds their sense of achievement.

The House engages people in activity that otherwise they might never participate in and the arts is one example. Broadening horizons helps people to learn, grow and achieve which is what The House is all about.

Paul's story.....Paul is involved with the football project run by The House. He came to a skills and taster event run at the House having completed the first stage of sports development coaching award. He made a Papier Mache sculpture in three hours. He had never done anything like this before and straight away he signed up for the arts course.

Nadia quoted Paul as saying:

When you said we are going to be producing work displayed on the Pier I sat there quietly thinking that this wasn't for me. It's not for me.

Since then I've learned that I can do something that I never thought I could do all would be able to do.

Notes from interviews with arts groups partners:

- Photos of the Flock to Worthing birds are from The House funded group.
- Ali bridged the funding gap where the group could not be funded over the summer period.
- Class happens in a church hall and included several vulnerable clients. Some clients have been nominated by the church where they are in touch with people in need.
- Ali is very dynamic – people relate to her very well and she is very good with people.
- We did an event at The House a couple of weeks ago. Excellent that we have The House enabling us access communities we otherwise may not.
- So many benefits to the arts-based work. It can tap in to skills that people did not know that they had.
- Jobcentre is, again, found wanting. With Eileen she had considerable creative and group-work talents from earlier in her career. For one reason and another she found herself at the bottom of the pile unemployed and with no prospects. The jobcentre did not spot any of her past skills or talents and told her to go and do a secretarial course which, has she done so, would have been disastrous. Staff intervened and persuaded the jobcentre to allow her to volunteer. She is, as a result, blooming, growing in confidence and remembering who she was 20 years ago. She is well on the way to getting work as a freelance arts worker once her 'apprenticeship' is complete.
- Nadia is keen on working together and 'sharing outcomes' and collaborating more.

"Firstly arts specialist groups and arts teaching can reach people that otherwise it would not.

Secondly The Community House can offer local people arts experience, alongside all its other activities and this widens scope and potential for people who have not necessarily had a good start in working life to unlock new creative potential.

This is a double benefit – a real 'win-win' partnership."

NADIA CHALK, CREATIVE WAVES

Worthing High School

Interview with Mr Reece Price, senior teacher

I have looked into our work over the years with The Community House with my staff team. There are a number of ways that the school has been involved with The Community House.

Firstly, a number of the students in groups have done what we call enrichment days. Groups of students were put on placement in The House doing outdoor painting team tasks and generally helping around.

Secondly, students have really benefited from the House as far as their own social well-being is concerned. We have had a number of children at our school involved with The House and have some involved currently. They really benefit from all kinds of activities including the cookery and the computer club and their parents benefit also.

Thirdly, Ali Edwards takes part in our 'business and community group' at the school. This keeps us abreast of how we can help more widely in the community.

Our students take something out of The Community House and take things with them and we are very pleased that students have also been able to provide something for The Community House.

What it does is – add another dimension. It gives them stability. We might ask them to do research, but some of them have not got computers at home. A lot of families round here can't afford this kind of stuff at home.

For the future I think The Community House is a real necessity, they have got somewhere where they can go and get support and have social interaction.

One of the boys I know of in particular had difficulties communicating and interacting with others. He has now really come out of his shell. The Community House is vital. It helps with social communications and helps students feel more comfortable. Some are very reticent and have a lack of self-esteem. The work of The House helps students to participate in groups.



Northbrook College

The House has worked with Northbrook College in various different ways:

- access to higher education students have been on placement, completing participatory research and action research projects;
- the college has previously run and ASDAN certificate in volunteering course for people involved with the community house;
- Northbrook participated in a recent learning day at The Community House;
- one-to-one support and advice – the college has benefited from various students who have been recruited through either being a service user or a volunteer in The Community House.
- when The House was being set up staff benefited from training such as in food hygiene and first aid.

Students have carried out collaborative projects on improving children's behaviour, using the internet and website building and being involved in extending groups and activities of The House.

In order to get adults interested in education you need a dialogue, to break down barriers. The Community House enables that dialogue to take place.

The Community House has direct links with the community and, from our point of view, the community who possibly most need involvement in education and are most dislocated from the mainstream.

The Community House has always made the process of engaging these people a success to us. Government investment in soft skills style courses – arts, creativity and so on – have fallen away. There is huge emphasis now on academic ability rather than on general skills.

We have every reason to believe that the kind of courses run from The Community House have positive health implications as well as educational and employment outcomes. Some courses decrease people's stress and encourage their motivation and creativity which, in turn, can have a very positive benefit on the health and well-being.

Literacy and numeracy need to be mixed in with any soft skills kind of courses. If The House could be making literacy and numeracy courses for adults happen then the college might bite.

We need The Community House to make its case more firmly and persuasively as regards how it is directly in touch with the people and can persuade them to participate in education.

The Community House learning day event

45 local people were involved and eight learning providers.

The House put on a very successful learning day that brought learning, and the potential of it, to local people. Learning providers and related organisations provided sample sessions and an on-hand introduction to courses. The day was organised partly to backup the information, advice, computer courses and personal development learning that goes on at The House.

On the day, people could come to The House and meet those who provide courses in subjects such as arts and creativity, access courses, hair and beauty and bricklaying and building. At the same time this introduced new people to The House who had not previously visited and there was a chance for everyone to have a bit of fun and a barbecue as well.

“In order to get adults interested in education you need a dialogue, to break down barriers.

The Community House enables that dialogue to take place.

The Community House has direct links with the community and, from our point of view, the community who possibly most need involvement in education and are most dislocated from the mainstream”.



Example questionnaire responses from partners

QUESTIONNAIRE

Name and organisation	Natalie Winn, Worthing Job Centre
What has been your service's involvement in The Community House?	Promoting the services in house. Mostly used to signpost customers who need internet access.
What would you say are the specific benefits of The Community House? What difference do you think it is making and has made to local people; the community as a whole; and groups in the community?	It appears to reach out to people of all ages and backgrounds, from a practical and educational viewpoint. Providing access to technology and emotional support plus basics that people may not be able to afford at home (food, cleaning etc).
What are the benefits for your people particularly?	Drop in internet access/job club.
What are the benefits for your service and its objectives?	We often have people who have been out of work for a long time. They need organisations like The Community House to ease them back into the normal day to day aspects of society and help them find work in a supportive environment that isn't a direct representation of the government, therefore avoiding an 'us' and 'them' mentality.
What do you think are the most important activities that The Community House should be providing in the future?	More of the same. Perhaps better advertising/ website will bring in even more customers?
What are the current needs and demands which it should be responding to?	As above.
	For me there is only one negative and that is the look of the place. It doesn't look altogether inviting for all types of people which is why improved advertising across a range of platforms is essential.
	Once you get people through the door, they'll see what a great organisation it is. I was very impressed with Alison and her welcoming, caring nature and knowledge of the needs of the community.

"We often have people who have been out of work for a long time.

They need organisations like The Community House to ease them back into the normal day to day aspects of society and help them find work in a supportive environment that isn't a direct representation of the government – avoiding an 'us' and 'them' mentality".

QUESTIONNAIRE

Name and organisation	PCSO Nicola Burstow, Worthing Neighbourhood Policing Team, Sussex Police
What has been your service's involvement in The Community House?	I have worked very closely with The Community House over the last six years in reducing anti-social behaviour within the local area and bridging the gap between police and the local community, especially children and young people.
What would you say are the specific benefits of the Community House? What difference do you think it is making and has made to local people; the community as a whole; and groups in the community?	<p>The Community House offers a safe environment for children and young people to take part in a number of activities where they learn through play.</p> <p>They concentrate on issues that arise within the community, such as visits to the fire station after reports of youths setting fires and anti-bullying campaigns.</p>
What are the benefits for your people particularly?	<p>One example of how The Community House has assisted in my role: I was working closely with a family in the community through the Family Intervention Project.</p> <p>The six year old son had been reported to me for riding his bike very dangerously on the roads around the area.</p> <p>I happened to be patrolling in the area on this particular day and saw the young boy almost get knocked down by a car.</p> <p>With the agreement of The Community House, I arranged to attend the House with the young boy and they allowed us access to the computers.</p> <p>By accessing the internet I was able to interactively teach the young boy road safety and the Green Cross Code etc.</p> <p>Whilst teaching the young boy there were several other children who actively took part in the lesson.</p> <p>We then went outside and carried out a practical lesson on what they had learnt earlier on the computer.</p> <p>Without The Community House this is a service that would not have been available to me.</p>
What are the benefits for your service and its objectives?	<p>A reduction in anti-social behaviour and crime in the local area.</p> <p>Interaction with local people we would otherwise not be in contact with.</p>
What do you think are the most important activities that the Community House should be providing in the future?	The current services they have on offer are excellent, but they need to draw in people who have not yet accessed their services, in particular residents south of Ham Bridge.
What are the current needs and demands which it should be responding to?	<p>Many times when I ask young people why they are causing anti-social behaviour I get the response 'there's nothing to do' or 'there's no-where to go'.</p> <p>It would be an advantage for The Community House to actively get out into the community to ask local residents what services they would like to see introduced into the area. Questionnaires and surveys are useful, but in my experience people respond to face to face interaction far better than having to complete a form and return it.</p>

QUESTIONNAIRE TEMPLATE

The Community House – case study questions

Please can you answer a few questions about the work of The Community House to contribute to the evaluation.

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THE COMMUNITY HOUSE – CASE STUDY QUESTIONS

Name and organisation

What has been your service's involvement in The Community House?

What would you say are the specific benefits of the Community House? What difference do you think it is making and has made to local people; the community as a whole; and groups in the community?

What are the benefits for your people particularly?

What are the benefits for your service and its objectives?

What do you think are the most important activities that the Community House should be providing in the future?

What are the current needs and demands which it should be responding to?

Once the questionnaire was introduced there followed an informal interview.

Appendix 5

‘Your Value!’ evaluation tool – guidance material

From: <http://www.communitymatters.org.uk/content/496/How-does-Your-Value!-work>

How does ‘Your Value!’ work?

‘Your Value!’ is a self-assessment tool which can be completed at your convenience and includes a series of prompt questions to help assess your social value impact. These questions are grouped under the following sections:

Local relationships

This section looks at the extent to which you have strong and wide ranging local relationships enabling you to engage with a variety of other groups, local citizens and key players including local authorities, police and health organisations. ‘Hard to reach’ communities are especially emphasised under this category.

Social impact

Looking at how far you value and support associational working to in turn build strong social capital and community cohesion enabling local people to contribute to a vibrant local community life.

Economic impact

This section will look at how you contribute to the local economy, retaining, re-circulating and leveraging funds in the neighbourhood. It also takes into consideration the wider contribution to skills and tackling worklessness.

Environmental impact

Looking at the extent to which you are minimising your own and the community’s environmental impact and supporting local initiatives that seek to improve the local environment. Examples and prompts are provided throughout the tool to help you think about the activities you carry out which might contribute to achieving these goals. You will then be asked to ‘rate’ how much of an impact you think the activities you carry out actually have on the prompts themselves. Calculations take place behind the scenes whilst you are working your way through the tool to generate the results of your social impact assessment. These are then presented in the form of a final report.

Final report

The final report is generated in real-time and can be viewed at any stage of your progress. Presented as a full-colour attractive document it includes charts and graphics that will help you ensure your application stands out from the rest. It can be produced as many times as you wish whilst your subscription is active.

It will only become available for you to print off once you have completed the tool and your ‘critical friend’ (please see section below) has validated the information you have provided by logging into the tool and authorising they have done so. This report can be added in to your funding bids to add weight to the application and to ensure that your social value contribution is presented in a dynamic and interesting way.

How can I ensure that the tool is being filled out accurately?

To help you maintain a realistic outlook when rating activities during the tool, we have incorporated the role of the Critical Friend who ultimately reviews and provides guidance to ensure that the information you are providing is as accurate and objective as possible. We recommend that you complete Your Value! in conjunction with a Critical Friend. Their testing and verification of your evidence and self-assessment will greatly increase the value to stakeholders and funders of that assessment and the Final Report.

The Critical Friend should be someone independent of your organisation but who knows you and your work well. They could be a local councillor, a trustee or senior member or staff of another local community group, a community support officer from your local council or CVs, or someone else who has both a knowledge of your organisation and the wider local VCS sector. Ideally the Critical Friend should be involved as much as possible in the completion of the tool and should be nominated from the outset. For instance if you are having discussion meetings to decide on what evidence to supply and how to rate your impact on the various prompts provided it would be ideal to invite them to those discussions.

Once you have nominated the Critical Friend from inside the Your Value! Tool, if they accept, they will be given their own log-in to your account. They will not be able to change any of the information in your account, but they will be able to read and review all sections of your account and all the data and evidence that you have supplied. They have their own information to supply to your account about how they know your organisation, how they were involved in assessment, and an overall statement concerning the social value of your organisation based on the results of your assessment. This information will appear in the Final Report. You will be able to see all of what they write before the report is finalised but not edit it. The Critical Friend also has the role of releasing your Final Report which otherwise remains in draft form.



the community house

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Jim is a consultant, researcher, coach and developer. He has been working in the field since 1996 following a career as a social enterprise worker and manager, an academic and a community development worker. Jim is based in Brighton. He is qualified as a post-graduate (MBA), a lecturer (Cert Ed) and a youth worker.

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