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# NEW ERA ENTERPRISES

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ANNUAL REPORT 2019



**Inspiring and transforming communities one life at a time**

APRIL 28, 2020

NEW ERA ENTERPRISES (E. LANCS) LTD  
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Company no. 3286650

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## Introduction

New Era Enterprises is a not for profit co-operative that since 1986 have provided specialist, practical support that meets a wide range of key local needs including disengagement and health inequalities.

Our aim is to inspire and transform communities one life at a time and reduce poverty by improving the lives of local people within our local community.

New Era seeks to increase employment and training opportunities and to provide information, advice and guidance to empower people to grow in confidence, develop their skills and enhance their employability. Our work supports individuals and families as a whole, regardless of age and from all walks of life.

We meet needs through a wide range of bespoke services which include: a broad range of skills development and vocational training courses, services that help to remove potential barriers to progression, emotional and mental health wellbeing support through practical sessions, engagement activities and one to one support sessions.

In achieving our aims, we ensure that our services are 'FAIR':

- **Friendly** – by providing warm, welcoming, and supportive services
- **Adaptable** – by ensure that services are bespoke, responsive, and convenient in meeting individual or family needs
- **Inclusive** – by adopting an 'open-door' policy to the delivery of our services, providing support to any individuals or families
- **Respectful** – by involving our service-users and the wider community in what we do, listening and responding to issues, comments and needs as they arise.

## Welcome from our Chairperson Ann Marie

Another year has gone by so quickly and New Era has completed its 33<sup>rd</sup> year of trading. As an organisation we continue to develop and upskill to meet the ever-changing needs of the community we serve.



We constantly remind ourselves at New Era of why we were established over 30 years ago - help the people of East Lancashire to improve their economic circumstances and to do so we are constantly seeking out and trying out new approaches. We are always finding ways to address the needs of individual and families' unmet by the private, public and voluntary sector. We are proud to be continuing to do this in a **F**riendly **A**daptable **I**nclusive **R**espectful (**FAIR**) way.

This year has seen us extend our Level 1 qualifications to younger people aged 15+ who were or likely to disengage from education. Providing support, information, advice and guidance to encourage them to return or continue in education with added confidence.

We have developed a partnership with Burnley Leisure, pioneering work funded by the Clinical Commissioning Group (CCG) to deliver a project, looking at the link between mental well-being and physical exercise in primary school aged children.

We have maintained our partnership work with schools and developed additional partnerships with secondary schools. We continue to offer a range of interventions supporting young people to be able to cope better with the stresses of family life, relationships and education expectations.

Our delivery of the "Time out for Parents" courses continues (with reduced funding) equipping parents/carers with information and strategies to better their family life.

It is pleasing to see that our Nursery is now thriving as a mornings provision with a committed staff/volunteer team offering a challenging and inspirational learning environment. The Nursery has, I believe, been a splendid addition to the extensive community services offered by the Sion Church and has benefited from their wonderful support.

I hear stories about the difference New Era makes to the individuals and families we support and the impact this has made in their lives. It is pleasing to hear how individuals who attend the various groups we run quickly learn to support each other. Our Matrix assessor confirmed this in his 2019 report, being impressed by what he was told by clients and partners who reported the genuine and confident way in which our families and individuals contributed to each other's growth.

The complimentary way in which New Era delivers its contracts has meant that clients are able to benefit from support that is wonderfully tailored to meet their individual needs and aspirations. As we move into 2020, securing continuation funding is our challenge, as it has always been. I do not take for granted the commitment and hard work of our staff, members and volunteers as they continue to inspire and transform local communities one life at a time. New Era continues to reduce and remove emerging issues around poverty, isolation and health inequalities for individuals and families of East Lancashire.

**Ann Marie Wrigley**

New Era Enterprises Chair

# Why Are We Here?

To tackle current and emerging issues around poverty and its root causes, isolation and health inequalities in Burnley and the surrounding area.

Burnley is located 21 miles from Manchester with country side to the south and east and neighbouring small towns to the west and north. The area has a proud heritage in engineering, manufacturing and innovation, however, Burnley is still tackling the long-term challenges of rapid de-industrialisation. There is higher than average benefit dependency, low workforce participation, and significant pockets of deprivation in neighbourhoods beset by low aspiration.

Lancashire has a population of 1,498,300, Burnley's population is 88,521.

In England Burnley is ranked:

13th in Income deprivation<sup>1</sup>,

10th for Employment Deprivation

20th for income deprivation affecting children

Overall Burnley is ranked the 11<sup>th</sup> of most deprived town in the country.

Economically Inactive<sup>2</sup> - Lancashire 19.7% - Burnley 27%

Health Deprivation- Burnley is ranked 6th most deprived in relation to health deprivation & disability

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<sup>1</sup> 2019 deprivation analysis, Lancashire County Council, <https://www.lancashire.gov.uk/lancashire-insight/deprivation/indices-of-deprivation-2019/2019-deprivation-analysis/> (accessed April 2020)

<sup>2</sup> The English Indices of Deprivation 2019 (IoD2019) Ministry of Housing, Communities & Local Government, [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/835115/IoD2019\\_Statistical\\_Release.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/835115/IoD2019_Statistical_Release.pdf) (Accessed April 2020)



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enterprises

Est. 1986

New Era Enterprises is a not-for-profit cooperative which provides specialist practical support to meet a wide range of key local needs. Located in the centre of Burnley, we tackle current and emerging issues around poverty and its root causes, disengagement and health inequalities

**Over the last 12 months we have supported over 4,000 families/individuals**

**89% individuals/families reported that they feel more confident and more able to resolve issues such as family/health/financial**

**98% of individuals/families reported feeling listened to and supported becoming less isolated**

**85% of individuals/families reported improved family life, feeling more resilient, stronger, happier or healthier**

# How do we provide this support?

During 2019 we have worked in partnership with various funders from the private, public, and voluntary sector as you will see below.

## Building Better Opportunities

Changing Futures and Invest in Youth projects are focussed on supporting people facing multiple and complex barriers to progress towards training, work and volunteering opportunities. All participants are unemployed or economically inactive and are at high risk of social exclusion, such as people from BAME communities, people with physical or mental health problems and people with learning difficulties.

**Funded by the European Social Fund and the National Lottery.**

## Emotional Health and Well-being service for young people

This service provides Emotional Health & Wellbeing support to children and young people who are aged 5 to 18 years and reside in Lancashire. The 11 agencies involved in this service work together to deliver a wide range of therapeutic support across Lancashire.

New Era offer a qualified team of practitioners who support young people displaying signs of mental health difficulties around:

- Behaviour
- Anxiety & stress
- Low mood
- Phobias

We offer support through:

- Strategies for managing behaviour and emotions
- Through problem solving skills and conflict resolution skills
- Emotional regulation
- Strengthening self-esteem and promoting positive behaviour thus improving mental health
- Strengthening respect and acceptance of self and others.

**Funded by Lancashire County Council**

## Alternative Provision for Young People Who Are/Or at Risk of Becoming NEET

New Era delivers training to young people who are/or at risk of becoming NEET (not in education, employment, training), courses include:

- Health, Social Care & Children & Young People's Settings
- Preparing to Work in Schools
- Stress Awareness
- Mental Health Awareness



"Really enjoyed doing the Health & Social Care course. I have learnt so much, had a fabulous teacher and made new friends" ...

Level 1 course



"Couldn't be more thankful to New Era for helping me complete my Level 1: Health and Social Care course. Lovely group of ladies, had such a laugh and would highly recommend."

Level 1 course

**This is funded by Education and Skills Funding Agency (ESFA) and the European Social Fund (ESF) and delivered in partnership with Prestons' College.**

## First Aid Courses

The Paediatric First Aid and Emergency Paediatric First Aid Courses continued to be delivered in 2019. These courses continue to be in great demand and very well received. The feedback from individuals is consistently excellent, with comments like “the best of its kind that I have ever attended”.

New Era have also delivered courses off site for example, in schools, Burnley Leisure Centre, nursery schools and religious establishments.

We also deliver First Aid for Juniors which is a bespoke training course designed and delivered in schools for young people.

### St Anne’s & St Joseph’s RC Primary School



## Gannow Big Local

New Era has set up a new local baby and toddler group for Gannow residents offering expert advice and support to families. This is now well established with regular attendance each week.

Some of the activities include:

Themed activities – i.e. Children in Need, Christmas,

- Messy play
- Singing / story telling
- Drawing /craft activities
- World Book
- Making play-doh

**Funded by Reaching Communities through Gannow Big Local**



## Up and Active

New Era worked in partnership with Burnley Leisure to deliver a pilot project looking at the link between physical activity and mental well-being. The pilot worked with three demographically different primary schools in Burnley. Evidence was collected to identify the worries of the children and how these impacted on their ability to be active. The evaluation from this small pilot has been fed back to the Clinical Commissioning Group to influence the design and delivery of future projects.

The reward for children who took part in the project was an afternoon of activities, Kayaking and using the local park.

### Funded by the Clinical Commissioning Group (CCG)



## New Era Creche Agency

This year celebrates the 17<sup>th</sup> year of New Era's Creche agency and we continue to support the work of organisations across Lancashire by providing childcare solutions. Lancashire Women, Lancashire BME Network and Lancashire County Council are some of the organisations that in 2019 have regularly used our creche provision. Creches we provide help reduce the barriers for parents/carers, allowing them to access the organisations services.

All our childcare professionals are fully qualified childcare practitioners and hold enhanced DBS clearance, Paediatric First Aid and Safeguarding qualifications.

All creche provision is run in line with Ofsted guidelines.

Our experienced childcare professionals share our belief that every child should have the best possible start in life and work in a structured, informative, but most of all fun way with the children.



## New Era Childminder Services (NCS)

New Era staff have collectively over 60 years' experience working as childminders and drawing on this, the NCS team offer professional support to childminders. NCS childminders access telephone and email support, attend termly network meetings to refresh, network and support each other with a coffee, cake and a chat. NCS members report this to be a value for money subscription service as it provides them with information, advice and guidance on relevant topics, relevant updates and training.

### Funded by NCS members



## Together Workshops

This year we have delivered workshops to support families of children and young people who are at risk of a mental health crisis. This is delivered in partnership with Lancashire Mind as part of Avoiding Admissions Project to prevent CYP's escalation to crisis.

**Funded by the Lancashire and South Cumbria Children and Young People's Emotional Wellbeing and Mental Health (CYP EWMH) Transformation Board**

## Family Courses

Our popular courses for parents/carers build stronger family relationships, help parents/carers feel less isolated and frustrated, increases confidence and helps to build better family lives. Our Licenced facilitators offer a range of courses on or off site.

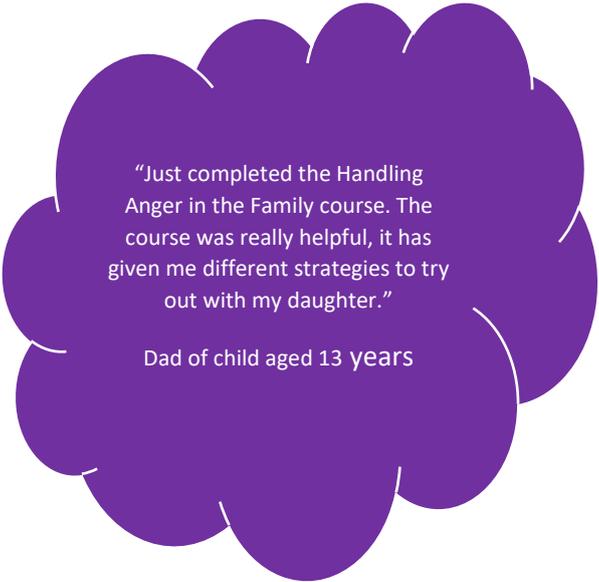
We deliver Care for the Family 'Time Out for Parents' courses:

- Parenting Children with Special Needs
- ASD (Autistic Spectrum Disorder)
- ADHD (Attentions Deficit Hyperactivity Disorder)
- The Early Years
- The Primary Years
- The Teenage Years
- Drug Proof Your Kids
- Handling Anger in the Family
- Dads

100% of parents/carers reported they understand how to manage challenging behaviour better.

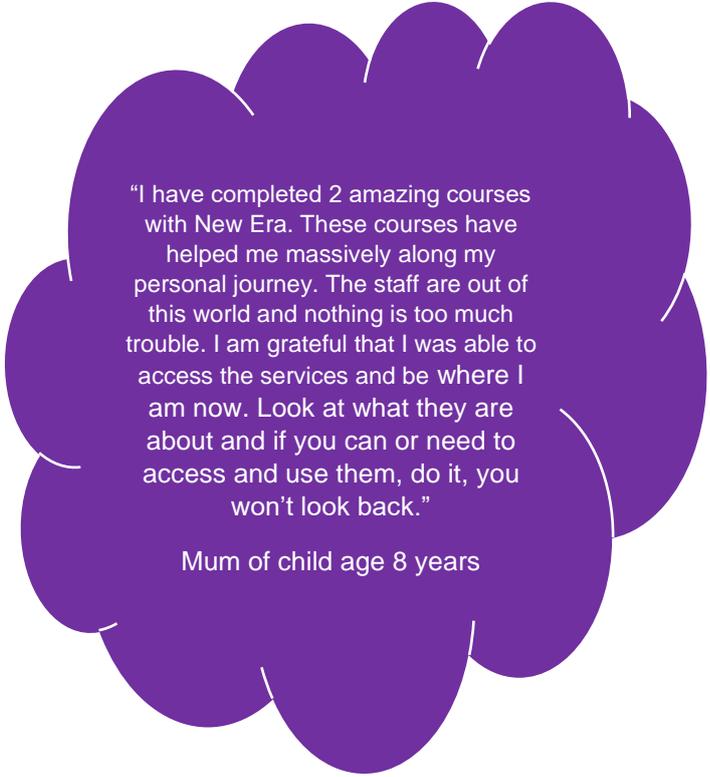
97% of parents/carers feel that the course they attended improved their parenting skills

98% of parents/carers state that they understand their child/children better



"Just completed the Handling Anger in the Family course. The course was really helpful, it has given me different strategies to try out with my daughter."

Dad of child aged 13 years



"I have completed 2 amazing courses with New Era. These courses have helped me massively along my personal journey. The staff are out of this world and nothing is too much trouble. I am grateful that I was able to access the services and be where I am now. Look at what they are about and if you can or need to access and use them, do it, you won't look back."

Mum of child age 8 years

## **New Era Nursery**

### **Rated 'Good' (Ofsted)**

Christina Lawrence manages our Nursery which is situated in one of the most deprived wards in Burnley (Bank Hall).

This year has been a challenging one for the nursery, for the first time ever more than 50% of the children who attend have additional needs. Many of the children need support from external specialists so the nursery is a thriving and busy hub with visits from Speech and Language specialists, Specialist Teachers, Physiotherapists and Education Psychologist.

Several of our children have already received a diagnosis and our staff have worked extremely hard to offer an environment that supports the learning of all our children, ensuring we meet their unique and individual needs.

Our staff have a fantastic relationship with both parents and feeder schools to ensure that children have the best possible start in life.

New Era's nursery provides local authority funded sessions for children age 2 to 5 years for up to 15 hours per week.

The nursery continues to offer morning sessions 9:00 am – 12:00 pm on five days per week and is registered for 30 children per session.



**Nikki's Story** aged 15 years – At risk of disengaging in education, NEET (Not in Education, Employment, Training) Prestons' College project

### **Starting situation**

Nikki\* had poor attendance (36%), was not making expected progress and was at risk of disengaging with education. Nikki welcomed the opportunity to be involved in this programme to help her to re-engage with her education.

### **Barriers**

Poor attendance, not being in a routine, lack of confidence and self-esteem. Not enjoying being in school.

### **Interventions and actions**

We provided Nikki with regular and timely reminders to support her attendance on the course.

Being away from the school environment helped her to address some of the issues she was struggling with.

New Era provided Nikki with information, advice and guidance on her options moving forward. The programme allowed Nikki the opportunity of work experience in New Era's Nursery one morning a week, school agreed, giving her the chance to be part of real working environment.

### **Skills Learnt**

Nikki's communication and team skills improved and she recognised the importance of time keeping and attendance and the impact of this on the children being cared for. She gained an understanding around the skill, qualities and qualifications she would need to secure employment in a childcare setting.

### **Outcomes & Impact**

Nikki grew in confidence, self-esteem and motivation and through her hard work at the nursery she was given the opportunity to continue in her work placement - a condition dependent on her continuation at school. Nikki developed additional skills, such as working in a team, supporting young children, working independently, and building new relationships with others.

During the programme Nikki's attendance went from 36% to 76%.

### **Next steps**

Nikki continued in education and worked towards achieving the best grades at school, improving her attendance record and applying for courses at College.

### **Personal statement**

"I have learnt how to do first aid. I am more confident and now understand that I need to get an education if I want to work in a nursery. I have enjoyed my time in nursery, and I am very pleased that I can continue to volunteer even though I have finished my programme."

\*Name has been changed to protect the identity

## Helen's Story aged 44 years – Changing Futures project

### Starting situation

Helen\* is married with 2 children, 1 of whom has ASD (Autistic Spectrum Disorder) & ADHD (Attention Deficit Hyperactivity Disorder).

She suffered with anxiety, depression and wasn't coping with life in general.

### Barriers

Financial restraints and not being able to see a way forward or out of the situation she was in. Helen was struggling to provide the correct support to her son and couldn't cope with family life. As Helen had not been in paid employment for many years she suffered from low confidence and self-esteem.

### Interventions and actions

New Era supported Helen to better understand her anxiety using behavioural therapy techniques delivered by one of our qualified practitioners.

Helen learnt new parenting skills and strategies to deal with her son's behaviour.

### Outcomes & Impact

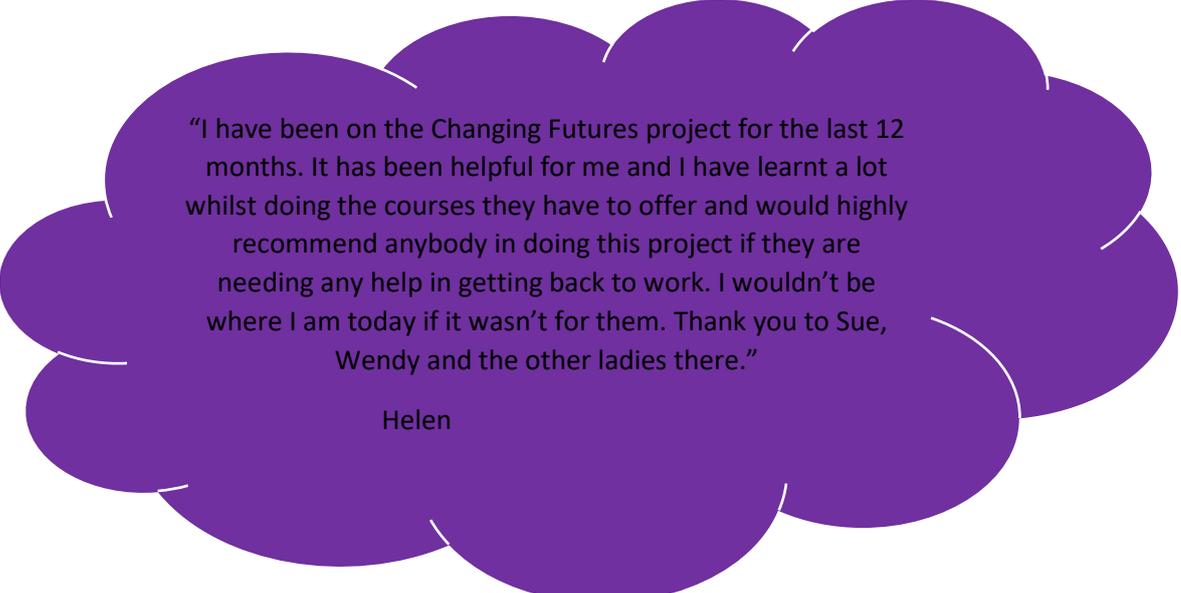
Helen felt more in control of her anxiety and family life, she felt ready to look for work opportunities, was supported to create an updated CV and began job search.

Helen applied for work and was successful in securing full-time employment.

### Personal statement

"The support I have had through New Era has changed my life and my family's life. I now know that when life gets bumpy, I can work through the challenges it throws me. Without New Era I would not be where I am today. I can't thank you enough! I have even brought my husband today to say, 'Thank You!'"

\*Name has been changed to protect the identity



"I have been on the Changing Futures project for the last 12 months. It has been helpful for me and I have learnt a lot whilst doing the courses they have to offer and would highly recommend anybody in doing this project if they are needing any help in getting back to work. I wouldn't be where I am today if it wasn't for them. Thank you to Sue, Wendy and the other ladies there."

Helen

## Partner Feedback

“I have worked with New Era over several years and always found them to be one of the best and most helpful organisations that we have had the good fortune to work with. We have had some fantastic good news where a customer has found employment after being out of work for several years. This would not have happened if it was not for the help of New Era.

We will the word and make sure that all our customers know about New Era.”

Quote from Job Centre worker employee

## Members/Volunteers

Our Co-operative structure ensures that we co-develop and deliver services in partnership with local communities and through our membership we ensure that local people remain invested. Members can influence what we do, support delivery, have voting rights in electing directors and making decisions on major cooperative issues. Our members are active advocates of our work, help raise our local and regional profile and encourage more people to engage with our services.

New Era has a dedicated team of 11 volunteers whose experience and expertise add tangible value to the services we offer. Our volunteers come from all walks of life and include safeguarding specialists, psychologists, young people and local residents.

Many individuals take on the role of ambassadors for our organisation, supporting us to make a difference and inspiring and transforming communities one life at a time.

We currently have **33** members and hold regular members meetings, which include most recently:

- Pizza and Pimm's Evening in the Garden (Funding consultation)
- Mince Pies & Mulled Wine (future funding consultation)
- Worry Workshop (Training/CPD for directors/members/volunteers)



## Board Members

**Ann Marie Wrigley** – Director / Retired Project Development Officer/ Local Resident

**Karen Pashley** –Director / Finance Manager working on the company accounts and funding bids on a part-time basis / Company Treasurer

**Sue Rae** - Director / Lead Operations Manager for New Era across all Projects / Tutor / Assessor and Internal Verifier

**Kath Rowley** – Director / Retired Human Resource Manager / Local Resident

**Elaine Sharples** – Director / Company Secretary / Operations Manager for New Era / Tutor / Assessor and Internal Verifier / joint Manager of the New Era Nursery

**Wendy Woodfine** – Director / Operations Manager for New Era / Tutor / Assessor and Internal Verifier

**Sarah Simpson** – Director / Manager of the Childcare Agency on the BBO Project / Owner of an Out of School provision

**Andrew Beck** – Director / Consultant Clinical Psychologist /ELCAS Burnley General Hospital

**Dave Woodfine** – Director / Safeguarding Manager for The FA

**Michelle Grimes** – Director / Events & Partnership Manager; Sport & Play Development

## Networks and affiliations

### **New Era is affiliated to the following:-**

Blackburn with Darwen CVS

Burnley Pendle and Rossendale CVS

Co-operatives N.W.

Co-operatives UK

National Childminding Association – PACEY

NCVO – National Council for Voluntary Organisations

SELNET, the Network for Social Enterprises in Lancashire

Voluntary Sector North West

Matrix

### **New Era has worked in partnership with the following networks during the course of 2019:-**

Burnley Community Network

Co-operatives NW                      Co-operatives UK

SELNET, the network for Social Enterprises in Lancashire

East Lancashire Child and Adolescent Service ELCAS Child and Adolescent

Mental Health Services (CAMHS)

Job Centre Plus                      Grassroots

Local Primary and Secondary Schools

Child Action North West

Lancashire Wellbeing Prevention and Early Help Service

East Lancashire Health Trust

Department of Work & Pensions

Lancashire County Council                      Add Action                      Action for ASD

Lancashire Women                      Lancashire BME

Burnley Leisure                      Lancashire Mind

Ground Works                      Drugs Line

# Funders/Partners who have supported New Era's work in 2019



