

New Era Enterprises (East Lancs.)



ANNUAL REPORT April 2022 – March 2023

NEW ERA ENTERPRISES (E. LANCS) LTD

62-64 Yorkshire Street, Burnley, BB11 3BT

Company no. 3286650



Emotional,
Health and
Wellbeing Hub

Family Hub

Engagement
Hub

Nursery

Professional
Services

Welcome from our Chair Dave Woodfine



Well, who would believe that New Era has been going for 37 years in September this year? The focus of the work we do has not really changed over the years we have always been about empowering individuals who ultimately drive change in the communities we support. The last 12 months have seen New Era support communities by facilitating the startup of new groups, we have done this by supporting individuals to find facilities and advertise/market these, providing resources and training for volunteers/staff, a couple of examples, a childminding support group and a toddler group for parents.

New Era over the last 12 months, has continued to successfully acquire contracts and grants from new organisations which will enable us to build secure and lasting relationships. We continue to enhance our delivery to the community adding to what we have previously offered to inspire and transform communities one life at a time. Our fantastic staff team identified the need for parents/carers to have time to be listened to. This has led to the development of our Family Clinic and the feedback from families has been fantastic, including the one statement that has been repeated on several occasions; “New Era is the only service that has really listened to the problems/issues they have”.

New Era has recently seen further development of our accredited training offer. Since 2002 we have been an NCFE approved centre. NCFE is an educational charity and the third biggest technical and vocational awarding organisation in the UK. They are the leader in vocational and technical learning. On the 7th March 2023 New Era became approved by Quallsafe Awards which is the leading Awarding Organisation for first aid qualifications in the UK. This is going to allow New Era to develop our First Aid offer further to include such qualifications as First Aid at Work.

Our wonderful Nursery has continued to provide fabulous learning opportunities not just for the young children but their parents also. They have facilitated, Respiratory training, parenting courses about how to get their children to understand money as they grow, and Asthma awareness training to name just a few. Our Chitter Chatter Club project funded by Children in Need will come to an end this year which is aimed to inspire and develop children’s language and communication skills, as they grow, learn, and develop. The project runs after the morning nursery session, and this has continued working with children and family members where I believe they all love a slice of pizza which helps get the conversation going. Feedback from our speech and language practitioners is that they have evidenced significant progress in the children who attend. Well done to everyone involved!

The last 12 months seem to have flown by even more quickly than usual, we continue to receive such positive feedback from the community about the work we have delivered, some of which is shared in the annual report. I would especially like to thank all of New Era’s; staff, members, and volunteers as they continue to rise to the changing challenges of individuals and communities, many new, due to the aftermath of the Pandemic, the rise in mental health issues and cost of living crisis which we are going to continue to see for many years to come. Keep up the fantastic work.

Dave Woodfine, New Era Enterprises Chairperson

A handwritten signature in black ink, appearing to read 'Dave Woodfine'. The signature is stylized and written in a cursive-like font.

New Era...

...Inspiring, transforming and connecting communities one life at a time.

Introduction

Another 12 months and we have been busier than ever, and it is time for New Era to report on the exceptional support we have provided for individuals and their families in our local community. This goes with a huge thanks for the team effort from everyone involved: funders, volunteers, staff, and members, as, without your backing, we would not be able to change communities one life at a time.

The need for the services we provide has continued to increase and, excitingly, our team has had to expand and diversify. We are even helping to grow the mental health workforce as we are currently employing two trainee Childrens Wellbeing Practitioners through the IAPT training programme in conjunction with Manchester Mental Health Trust and Manchester University.

The Pandemic has hit families hard, many are struggling with the aftermath of being isolated, ill, lonely or even losing their income. Many have young people who have struggled to remain in education, have lost confidence and self-esteem, unable to progress on to the next step and choose to seek refuge hiding away, avoiding life, in their bedrooms. New Era has sought funding to enable us to reach out to these young people and, working collaboratively with small groups Access23, our values-based participation project, will discover how we can support young people better. We will learn with them and for them to be better equipped to help all the young people that we work with to re-engage and re-invest in life. The National Lottery Community Fund has agreed to fund this work over the next two years, and we look forward to sharing our findings with you. The families and individuals we support are further challenged by the cost-of-living crisis, poverty and deprivation worsened at a time when many families were trying to heal from the aftermath of covid. Fuel, food, and leisure time have become a challenge for most of those that we support adding an additional challenge to already difficult lives.

New Era has continued to see a rise in families and individuals needing support with their emotional, health and well-being. This increase is over 100% with referrals for children and young people even greater. We have worked tirelessly with our existing contractors and funders to ensure we meet this demand, acquiring additional funding to increase our service delivery. Our support for families remains varied, parenting advice, emotional health needs, debt support, training, advice and guidance, employment support. All the families we support appreciate our non-judgmental approach, our ability to listen and the support they receive.

At the end of March, two long-standing projects came to an end Building Better Opportunities - Changing Futures and Invest in Youth. Both projects have been running since 2016 and allowed New Era to take individuals on a step change journey that supported them to make a change and moved them towards work, volunteering, or training. This funding will certainly be missed but we will continue to support individuals and seek alternative funding as it becomes available.

We have continued to strengthen our relationships with existing and new organisations to forge a better understanding of the community's needs. In July 2022 we started to build a working relationship with Burnley Borough Council and Calico, which has led to New Era securing funding from the UK Shared Prosperity Fund (UKSPF) working with individuals in Burnley and Padiham over the next two years. We are excited to see where this relationship takes us as there are bound to be many partnership working opportunities.

Our nursery continues to provide excellent education and learning opportunities for the children and families that attend. The popular nursery operates at near maximum capacity and is staffed by an enthusiastic team of professionals dedicated to providing high quality care for the children. The children enjoy a fully equipped indoor and outdoor learning environment as well as accessing trips and having visitors to the setting to enhance their experiences. The nursery has continued to develop the speech language and communication group 'Chitter Chatter Club,' funded through Children in Need, the lunchtime group has grown in popularity and children and parents look forward to this weekly event.

New Era continues to listen to the needs of the communities we serve and find solutions to their ever-changing needs. We are privileged to have been in our local community for the last 37 years having honed the expertise, skills, knowledge, and understanding needed to meet the needs of the individuals and families we support. None of the work we do could be done without the enthusiasm and dedication of the board, staff, members, and volunteers!





Emotional Health and Well-being Hub

Emotional Health and Wellbeing Hub

New Era has always ensured that participants have access to high-quality impartial information, advice, and guidance (IAG) to enable them to make informed decisions, to achieve their full potential and succeed in life.

New Era has developed a specialist service to support adults and children and young people's emotional health and well-being. In the last 12 months the need for this support has steadily increased for us as an organisation. So, we have proactively sought additional funding to provide additional support to those most affected. New Era was successfully chosen to help train the next generation of Children and Young People Wellbeing workers, working in partnership with Greater Manchester Mental Health Foundation Trust. Our trainees work for New Era whilst completing their post graduate diploma in Psychological Therapies with Children and Young People.

All New Era's staff continue to meet the emotional health needs of the adults we work with, and where appropriate we have extended this offers and now provide a qualified Counselling service. This can be done in a variety of locations including homes, community buildings and here at New Era.

New Era has seen a 54% increase in referrals of children and young people who need to access this service. These referrals are received from many different organisations such as schools, youth workers, community workers, families, East Lancashire Child & Adolescent Mental Health Services, Burnley, Pendle and Rossendale Council for Voluntary Services and Lancashire County Council Child and Family Wellbeing. These children and young people require interventions around emotional regulation, low mood, anxiety, bereavement, and gender/sexuality.

The children and young people enjoy 'play-based therapy' using storytelling, games and role play to explore and understand their feelings. We also use talking therapy and low-intensity CBT around low mood, anxiety, and phobia.

New Era has done this by:

- One-to-one support.
- Encouraging more exercise – (walk and talk sessions in local parks).
- Providing information around healthy eating.
- Discussing opportunities to take up new interests and hobbies.
- Encouraging the joining of a group – for example, New Era's coffee morning, toddler group
- Chatting, socialising, and relaxing with other people.
- Supporting new skills through education, training, or employment.

Over the past 12 months New Era has worked across the whole of East Lancs, including Accrington, Bacup, Barnoldswick, Burnley, Haslingden, Nelson, Padiham, Clitheroe, and Great Harwood.

Case Study

L – Young Person – 13 years. L was referred by a local GP as she had been presented by her mum as being low in mood. L came to the sessions and reported feeling that she just ‘doesn’t belong’. We completed a robust risk assessment and identified safety factors that could help L keep well. She reported feeling that no-one had ever listened to her and that everyone talks at her. We spent time exploring her needs and soon identified that living in a busy house with both parents working full time was resulting in L feeling disconnected from her family. Her mother was especially unhelpful when L’s mood was low as L reported that she didn’t have time to listen. Not long into the intervention L agreed to share some of her thoughts with both of her parents as they were crucial in keeping her safe/well. Chats with mum became regular and L’s parents adapted some of the family routines to make more time to listen to L. The family had to accept that L had different views to them and, as the youngest of 4 children, this was being overlooked and the young person was feeling undervalued impacting on her mental health. L was trying to support her friends and was overloaded with the burden of friends sharing difficult and upsetting situations with her. However, as the relationship with her parents changed, her confidence and resilience grew, and she completed the sessions more able to cope and reporting that she had learnt strategies for when she was low and felt confident that she could keep herself well.

Emotional Health and Well-being Hub Achievements

- A total of **1514** people accessed our EHWB hub.
- We have worked with **561** children and young people **311** of whom received direct 1-2-1 mental health support for a minimum of 6 – 10 weeks.
- **953** adults accessed our EHWB Hub.
- **98%** received IAG, with **563** people being given additional information about other local services.
- Out of the **311** CYP, **94%** felt listened to and valued and reported that their friendships and relationships had improved.
- Of the **953** adults, **72%** felt more in control of their lives, more positive about the future and more likely to resolve the situations themselves.

Examples of feedback from adults

“I’m more confident dealing with issues”

“Thank you so much, it makes such a difference having someone to talk things

“Your support was invaluable, not only to my son but to me as well. I felt that I had someone to support me and the impact on that has been massive”

“It’s been so good having someone to help motivate me”


“Thank you for your support, its greatly appreciated. Feel like I have my son back again”

Children and Young People.

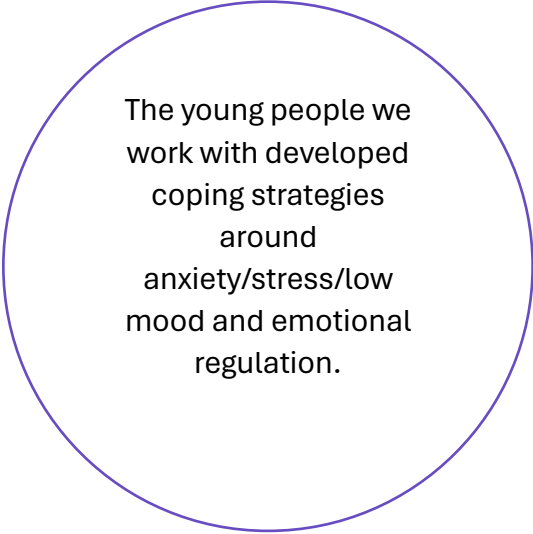
New Era over the last 12 months has continued to see an increase in specialist support for children and young people (CYP).

Our evidence-based measuring tool 'My Star' showed that all children evidenced an improvement in one or more of the following areas: -

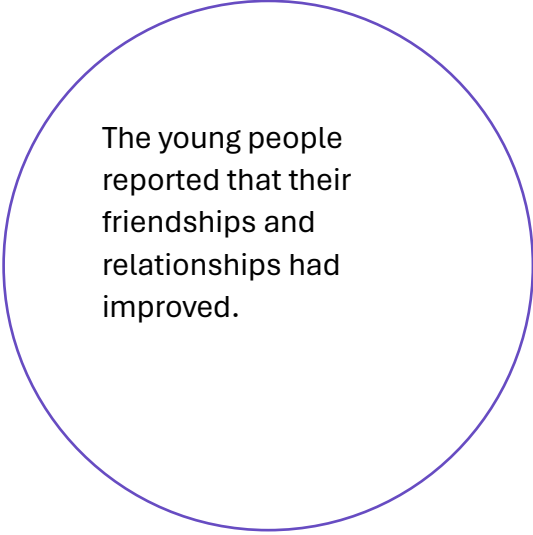
- Feeling and Behaviours
- Relationships
- Being Safe
- Where you Live
- Physical Health
- Education & Learning



The young people reported that their mood had improved and/or that they felt better in school.



The young people we work with developed coping strategies around anxiety/stress/low mood and emotional regulation.



The young people reported that their friendships and relationships had improved.

Examples of feedback from children aged 5 – 16 years.

“That distraction thing you told me to do if I get worried, I did it and it worked. I didn’t get panicky or stressed”.

“I’m feeling a bit better and I got to skip lessons”.

“When my sister annoys me, I use the squishy stress ball that I have, but sometimes I just smile at her, because I feel in control of my reactions”.

“I feel more confident and more brave”.

“I feel confident in trying new things. I still feel worried sometimes, but I’m not scared like I used to be”.

“I’ve started to journal and write things down. It’s helping me a lot in keeping track of how I am feeling”

Thank you to the funders that make this work possible!

National Lottery Community Fund / Gannow Big Local – New Era Toddler Group

Lancashire County Council (LCC) - Child Action Northwest (CANW) - Emotional Health & Wellbeing Support for Children, Young People and Families

Department for Education - Wellbeing for Education Return Programme in partnership with CANW – Positive Pals

Burnley, Pendle & Rossendale CVS (BPRCVS) - East Lancashire Clinical Commissioning Group (CCG) – Social Prescribing – Emotional Health & Wellbeing (EHWB) Support for Children & Young People & Family Members

Henry Smith Charity

National Lottery Community Fund – Families Support Programme

NHS via Spring North – Eating Disorder Interventions Programme

NHS Spring North Voluntary Community Faith Sector (VCFSE) Health & Wellbeing (H&WB) Fund 2021/2022 – Respiratory Infections, Community Champions

Trusthouse Charitable Foundation

BPRCVS/ Burnley Borough Council/East Lancashire Commissioning Service via BPRCVS - Population Health Management Community Investment Fund – Emotional Health & Wellbeing Support for Children & Family Members

Blackburn with Darwen Borough Council/Youth Endowment Fund via Spring North - Pause 4 Thought Programme



Family Hub

Family Hub

New Era have been building stronger families since 1986, and today work with thousands of families through our community-based services. Over the last 12 months, New Era has seen an unprecedented increase of 59% in the need for this service.

We work with children, young people, parents, carers, and the wider family network to support and stabilise positive family networks in which all family members can thrive.

New Era ensures that all families and prospective families have access to high quality impartial information, advice, and guidance (IAG) to enable them to make informed decisions, to achieve their full potential and succeed in life.

New Era delivers support via:

- Direct 1-2-1 support
- Peer Support groups
- Information Advice Guidance
- Telephone support/advice and guidance
- Listening ear
- Monthly 'coffee and chat' support
- Our nursery, toddler groups, creche and chitter chatter. – see additional information later in the report

Our tried and tested approach to finding solutions for families over the years has meant that we have the knowhow and expertise to develop families coping strategies, skills, and confidence to tackle family issues. We provide unique support to families meeting them in their own homes, at New Era at community venues or on training courses. We link with many organisations such as GP surgeries, police, ELCAS, and schools to name just a few and families also use our referral pathway to access support.

New Era's Family Hub assists families to work together and flourish, enhancing and developing stronger family relationships. Over the last year, we have welcomed all families within the communities we serve who want help and support to make positive changes. New Era's practitioners provide encouragement, additional knowledge and upskill families around such things as boundaries, behaviours, routines, and traditions. Families report they want to develop their skills to respond to their children's emotional needs by being able to support them through the good and bad times.



Case studies

Single Dad, 45 – When I first rang New Era, I was desperate and had no idea where to turn. My teenager has been through a bad time and her mental health was in bits. First thing New Era did was listen to me. They gave me some useful ideas, told me what kind of support was available and then offered some 1-2-1 support to my daughter. Throughout the time they were working with my daughter they kept me in touch and tried to encourage me to use some of the helpful coping strategies with her. Times got really tough, and my daughter had a really scary episode, I went to my GP and I rang New Era as well. They helped with the referral in for more support for my daughter but continued to keep in touch to make sure I understood what was going on. I've never been in a position like this before. It's scary and you feel alone. It was so good to know that there was someone there who I could run things by. Things are getting better now, its still quite tough and I'm doing my best but I know I can always go back to New Era in the future for help.

Stepdad, 30 – I rang into New Era cos I'd seen the family clinic advertised and I knew I needed some help. My relationship between my partner, her daughter and me wasn't good. Since we got together her daughter never accepted me and she just wouldn't listen to me. I knew it could take time, but I had reached the end of everything I could do. The woman on the family clinic told me all about parenting styles, rules, and boundaries and how children need to feel emotionally safe. It all made such perfect sense, I just needed someone to talk it through with me. She sent me the leaflets on practical ideas on making family life better and how I could be the best dad for stepdaughter going forward. I'm quite excited for the future.

Mum, 38 – New Era's practitioner worked with my 6-year-old son in school doing 1-2-1 sessions for over 7 weeks. Within a couple of weeks, I noticed differences in R. Not just emotionally but academically too – having more confidence to be able to attempt (not always successfully) to complete homework. Handwriting is very challenging, and he was even awarded writer of the week. Handling grief, separation anxiety his uncommon family situation would be hard for any child his age and R has difficulties. I feel its important to mention so others are aware that R may have been a particularly challenging child for S to work with. Of course, he has wonderful attributes as well. She hasn't only made a difference to R but I didn't expect for me personally. I felt I could be a 'mum to' R than always trying my best to be his therapist.

What has become clear to me is that the work S completed was priceless to R (and myself).

Family Hub Achievements

New Era's family hub has worked with over 1003 families and of those families we captured the following using their thoughts through our - evaluation recording systems, interventions questionnaires, feedback forms and social media platforms: -

All families with children reported improved relationships that resulted in strengthened bonds with 520 feeling more resilient and feeling

546 individuals reported a better quality of experience and positive improvements to family life and relationships, with **52%** having increased skills and knowledge to better manage their

941 families reported feeling listened to and supported, demonstrating increased motivation and a positive outlook.

203 families received specialist support via our Family Clinic.

86% of families reported increased knowledge around children's behaviour and development, resulting in them feeling more resilient and more able to resolve situations

“it was great. I didn't feel judged at all and I now feel positive that I can change some areas of my parenting in a good

“Why has no-one ever told me this, it makes so much sense and I can't wait to try it”.

“I've been helped to learn some new strategies, now I know I have options to help with stressful situations”.

“Helped me understand my child better. Really interesting and helpful”.

Examples of feedback from families

“Very informative and chance to learn news ways of coping”.

“Very helpful. Absolutely loved the course, nice friendly staff and people on the course were lovely too”.

“The support has opened my eyes to different ways of managing my child's behaviour”.

“Being a parent of an ASD child is lonely. It was so good to see others going through the same stuff”.

Thank you to the funders that make this work possible!

National Lottery Community Fund / Gannow Big Local – New Era Toddler Group

Lancashire County Council (LCC) - Child Action Northwest (CANW) - Emotional Health & Wellbeing Support for Children, Young People and Families

Burnley, Pendle & Rossendale CVS (BPRCVS) - East Lancashire Clinical Commissioning Group (CCG) – Social Prescribing – Emotional Health & Wellbeing (EHWB) Support for Children & Young People & Family Members

Henry Smith Charity

National Lottery Community Fund – Families Support Programme

Trusthouse Charitable Foundation

BPRCVS/ Burnley Borough Council/East Lancashire Commissioning Service via BPRCVS - Population Health Management Community Investment Fund – Emotional Health & Wellbeing Support for Children & Family Members



Engagement Hub

Engagement Hub

New Era seeks to engage, connect, and re-connect people of all ages through its range of employment skills support, training/courses, and volunteering opportunities.

We ensure that all participants and prospective participants have access to high-quality impartial information, advice, and guidance (IAG) to enable them to make informed decisions, to achieve their full potential and succeed in life.

New Era has used its engagement opportunities to reduce the feeling of isolation and help re-connect people in the community.

We have run many different engaging activities (please see below) that connect individuals/families in the local community. These groups have a common theme of being able to help participants to identify their own barriers/needs and then identify the journey they need to go to address their barriers/needs to achieve their goal. See case studies. These groups comprise of face-to-face coffee mornings/evenings, toddler groups, childminder network/childminder support group, training, members meetings, our Nursery and the Chitter Chatter Group.

The delivery of our training and support over the last 12 months has been received from individuals aged 15+ barriers such as lack of confidence, low self-esteem and knowledge have had to be tackled before participants have been able to attend groups.

We have delivered training and support to participants in the following:

- ICT, Zoom and Teams
- Employability Skills
- Mental Health Awareness
- Stress Awareness
- Paediatric First Aid
- Attention Deficit Hyperactivity Disorder (ADHD)
- Autistic Spectrum Disorder (ASD)
- Handling Anger in the Family
- Health and Social Care
- Working with Children
- Chitter Chatter Sessions
- Multiply “Money Doesn’t Grow on Trees”
- Family Support evening – Coffee and Chat



Case Studies

T aged 15 years - T was at risk of becoming NEET and had recently moved from Manchester to Burnley to live with dad and was struggling to engage with school and peers. **T** often feels anxious and struggles to concentrate. She has missed lots of school, particularly due to Covid and moving areas. **T** struggled when there was a lot of noise in the classroom and easily overwhelmed. This often meant that she became either very upset or disruptive. Over the length of the programme, **T** had started to manage her anxiety using different strategies, arriving early before the rest of the class arrived, seated and ready before the rest arrived. She was a popular member of the group and has had a positive impact on other members. **T** has had excellent attendance and punctuality; this had shown **T** that with good strategies she could manage class situations and work successfully allowing her to achieve the 5 qualifications. During the programme it was identified that she would like to work in a nursery. New Era has a nursery and a discussion was had with the manager about offering a work experience placement to start at the end of the programme.

T has had intervention sessions where we have looked at her learning needs and at her anxiety. We came up with strategies for her in order to help her overcome her anxiety or give her ways to lessen her anxiety. She has had English and Maths support as part of the intervention and has also been shown methods to help her when she has struggled with her English written work. **T** found the session engaging and interesting as this is a career, she is thinking of working towards. **T** has massively increased her self-confidence over the time on the programme and has been offered a placement at our nursery (New Era Nursery) due to her positivity and engagement. She has been an asset to the group and her skills have increased as the programme has progressed. There has been a marked improvement in her managing her anxiety over the time on programme. **T** has learnt to work successfully in group situations and has taken a place in our nursery working as a volunteer. In this position she has started to learn what it will be like to work in a setting and the expectations of being a team member. She has successfully joined in activities with both the children and with the staff (setting up sessions and tidying up at the end of the session). To date the Nursery manager has reported that she is extremely happy with **T** and her involvement in the nursery.

J adult – J had originally attended New Era's 'Handling anger in the family' parenting course and had been asked (along with the rest of the parents) if she would also like to do the Multiply sessions that would run concurrently at the end. We looked at different aspects of how we could budget and how we could save money through different ways of budgeting. We also looked at the 'Money equivalent to Labour' chart which really helped her to think about how her money was spent. I think that it is fair to say she was shocked when she thought about how much money she was spending on going to Costa Coffee and then looking at how long she had to work to be able to earn the money to do this. This resulted in her not going to Costa and having a cup of coffee at home with her friend, (saving them both money). She said that she was able to think about her finances in a much more positive light and think about what she really needed to compared to things she wanted. She also explained this to her children, she showed them the MEL sheet and said it helped to manage their expectations of things that they were asking for. She also undertook the wants and needs analysis and then did it with her children. She said that being able to use the fake money to teach one of her children about the value of money was really useful, as they just thought that her card had an endless supply of money on it. They hadn't understood that she had to earn the money in the first place. **J** feels more confident when talking about money with her family. She said it had also helped her massively with her own business, as she hadn't always thought about how long she had to work to be able to finance something that her children wanted. She says that the training gave her renewed confidence that she can successfully run a house and a business, this therefore led onto her having an improvement in her mental health as she could explain things in a calmer way to her children when they were asking her for things. **J** feels that she has more control over her money and her the expectations of what she can provide for her children without feeling guilty. She says that she would do further training as it wasn't as 'math's focused as she thought it would be. She was expecting it to be more in line with the math's she had done at school and felt more comfortable with it.

Engagement Hub Achievements

New Era's engagement activities have worked with 1296 people and reported via our capture forms, feedback forms and our evaluation forms.

470 individuals accessed accredited and non-accredited training and we congratulate all involved and especially want to shout out to the **41%** that went on to achieve an accredited qualification.

84% felt more resilient/more likely to resolve situations themselves through coping strategies.

94.25% *felt listened to and supported, leading to a reduction in social isolation and loneliness!*

We purchased a van that will allow us to be more connected and visible in the community.

Picture here

Examples of Feedback from our participants

“This course has helped me with my communication skills”

“Thank you – the advice and guidance really helped me focus on the future. You even helped me access some specialist funding for ‘Families with Special Needs Children’, to replace our boiler”.

“The course has helped me a lot and being more confident with myself”

“The course has helped me with my confidence and anxiety”

Thank you for everything you have done for me. You gave me the opportunity to get back to work & to grow as a person. All the team are amazing I'm so glad I had the opportunity to work with you all.

Thank you to the funders that make this work possible!

National Lottery Community Fund / Gannow Big Local – New Era Toddler Group

Henry Smith Charity

National Lottery Community Fund – Families Support Programme

NHS Spring North Voluntary Community Faith Sector (VCFSE) Health & Wellbeing (H&WB) Fund –Asthma Champions

European Social Fund (ESF) Community Grants - WEA (Workers' Educational Association)

Lancashire County Council (LCC) - Local Member Grant Scheme

Trusthouse Charitable Foundation

National Lottery Community Fund/European Social Fund

National Lottery Community Fund/European Social Fund

European Social Fund (ESF) - Preston College

Department for Work & Pensions via Youth Action - Kickstart Scheme Grant Funding

Home of



New Era Nursery

For 2, 3 and 4 year olds



New Era Nursery

New Era Nursery

The nursery has 6 qualified and experienced staff of which 4 are permanent and 1 additional permanent member of staff, who is gaining experience working with children. All with over 85 years' experience between them. We have a qualified teacher who oversees the learning, planning and curriculum within the setting. Children's individual development is carefully tracked to ensure all children progress well and where needed; interventions are put into place to ensure this progression takes place. Core staff are supported by several volunteers within the setting. All our staff and volunteers are paediatric first aid trained and are DBS checked to ensure their suitability to work/volunteer with children.

The nursery ethos is to provide a learning environment that reflect the interests of the children, our children think they are playing, which they are, but they are also learning a great deal whilst doing so.

The nursery receives Children in Need funding to provide a "Chitter Chatter Group" which is now in its third and final year. This is for children who needed additional support with their speech and language. The group is a lunch time club with activities to support speech development. However, during the Pandemic the nursery had to temporarily rethink this idea and move the support on to a virtual platform. Resource packs are now available to families to use at home to develop speech and language further in the home setting.

Gardening



Picnic in the Park



Case studies – Chitter Chatter

HF is a two-year old that joined us in September 2022. Initially HF did not receive nursery funding and was only attending two days a week, as well as attending the Chitter Chatter sessions. H's way of communicating with others was through gesture and babble, words were unclear and concentration limited. After a few weeks of coming to the Chitter Chatter sessions, mum expressed her concerns regarding her child's speech with a member of staff. HF continues to attend the weekly sessions and staff were able to support mum and H, it enabled us to build evidence to process referrals as well as allowing mum to build relationships with other parents that had experienced similar concerns with their child's speech.

TH was a 'covid baby'. Born in the start of the national covid-19 lockdown, his mum did not go anywhere, and TH only had his older sibling LH to interact with. LH, then 2 years old, took part in the virtual sessions when able, and when the sessions transitioned to face to face, she has regularly attended, along with her brother TH.

The sessions have seen the development of TH as he attended as an immobile baby with his sibling and is now 2yrs old. TH's parent has built relationships with other parents within the sessions as well as learning different ways to help encourage the development of TH.

TH was initially very wary of staff and others in the group as well as the Chitter Chatter environment. He would not interact with staff and would regularly turn away and go to his mum. The more TH attended, the more settled he became and his confidence within the setting has grown. Mum has stated, and staff have noted, his babbling and use of one-to-two-word utterances has increased, and he is volunteering speech more, as his vocabulary develops. Mum has also stated that he is beginning to concentrate more in story time at home and she believes this is due to experiencing story times in the session and watching the other children.

We have been sending 'Take home rhyme time bags' at the end of the sessions. These backpacks contain different rhyme themed soft toy resources and ideas for parents to share with their children. Feedback from these backpacks have been really positive. One parent has stated that they 'really observed their child's imagination at work when playing with the resources in the backpack', whilst a child said, 'I loved the puppy in the bag, it looked like Ralphie at home' (her dog at home). Another parent stated that they liked the fact that 'the backpack came with ideas and suggestions to extend the play at home' and they enjoyed 'spending time being imaginative in play with their child'.

New Era Nursery Achievements

39 children have attended New Era nursery, 33% of which required additional support.

13 children have progressed into reception class.

We have put interventions in place for all our children who have needed help and monitored their progress. For some this has helped the children to get back on track with their learning and development, and for others we have referred onto other appropriate agencies and

All children have received additional communication and language support in differentiated

Nursery has been awarded the “Communication friendly setting for 3–4-year-olds”. This involved a lot of training for one member of staff who has then trained the rest of the staff. We all have put our new learning into place.

Throughout the year, all the children have had the opportunity to join in our lunch time ‘Chitter Chatter’ language club with their parents and carers.

All our families have been given information about Bronchiolitis and signposted where to go for further information and advice.

Examples of feedback from parents

“New Era Nursery has been an excellent place for my daughter to attend. We feel she has come on leaps and bounds and that is all down to the teachers at the Nursery”.

“The Nursery does a great job of listening to parents and quickly addresses any concerns”.

“New Era Nursery is very good. The staff are very friendly and co-operative. Very nice activities for the kids. Kids really enjoy their time in Nursery. Thanks .”

“They have a variety of activities and toys that children have access to”.

“My son likes New Era Nursery and enjoys playing with the toys and making new friends. He also likes the fruit”.

Thank you to the funders/partners that make this work possible...

Lancashire County Council

BBC Children in Need – Chitter Chatter

Sion Baptist Church



SAFEGUARDING COURSES INTRODUCTORY - LEVEL 3

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New Era First Aid at Work Course



Family Matters

Handling Anger in the Family ADHD Autism The Teenage Years

Family Courses
4 Sessions - Available to all
Running in Burnley

Professional Services

Creche Service

New Era has run a successful Creche Agency since 2002. All our creche workers are fully qualified childcare practitioners and hold enhanced DBS Clearance, Paediatric First Aid and Safeguarding qualifications. Our experienced staff share our belief that every child should have the best possible start in life and work in a structured, informative, but most of all a fun way, with the children.

We provide our services for external organisations and also to support any work New Era does. Our services include:

Creche facilities that run alongside training or support sessions for participants.

Qualified and experienced staff to cover a period of holiday, sickness, or maternity/parental leave.

Creche at events such as, weddings, functions, conferences.

In the past year we have :

- **Facilitated over 1241 creche hours to organisations.**
- **Delivered 188 creche sessions which have supported individuals to access support and training from the following organisations:**

BPRCVS	New Era Lottery
Burnley Youth Theatre	Changing Futures – UR Potential
Changing Futures – New Era	PAC
New Era – Time 4 U	New Era Nursery
Gannow Big Local	New Era – Time for You
New Neighbours Together	St. Matthews Church

With our Creche Service we have also supported 5 external organisations and 7 New Era Projects.

Creche Service Achievements

The creche have facilitated **1241** creche hours to organisations.

? individuals have been able to access support, due to New Era offering the creche service.

During the past 12-month New Era have facilitated **188** creche sessions to organisations.

Further examples of achievements and feedback from Creche sessions

We have a ESOL class creche at The Faith Centre which has been running for a few weeks. The creche has been attended by children, age ranging from 18 months to 6 years. The children have settled well and the age range mix has kept the creche workers busy.

“Thank you as always for the service that is given – its truly appreciated”

The creche at ‘St John’s Neighbours Together’ has been well attended with up to 18 families, and with children of various ages taken up the opportunity to use the creche facilities. Our 3 creche workers have provided toys, games and craft activities along with story and rhyme time. The group has now gone on to take up our playgroup sessions. 3 leaders from the initial parent group are being trained to run the playgroup along with New Era support.

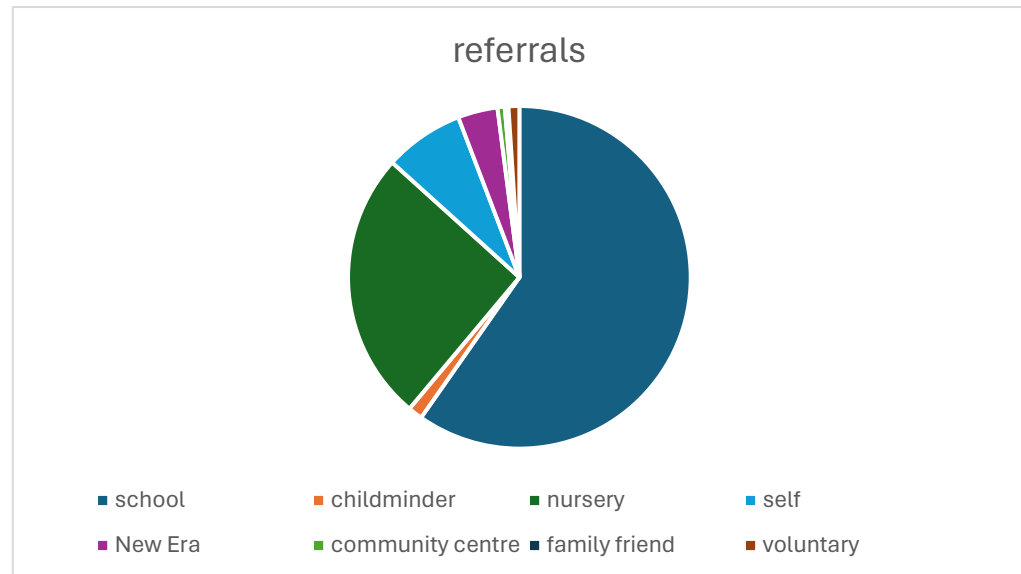
“We really enjoy these creche sessions!”

Paediatric First Aid

Our Paediatric First Aid courses are suitable for anyone responsible for children and young people and complies with First Aid Industry Body (FAIB) requirements, Early Years Foundation Stage/Ofsted and is in line with The Red Cross/St Johns Ambulance training. The two-day Blended Learning Paediatric First Aid course also includes Defibrillator/AED and Epi-Pen training. It comprises of one-day personal learning – reading and then completing an online multiple-choice task (which has a pass rate of 80%) and then one-day practical mandatory training on site at New Era, Burnley. (It can be held at other venues as and when needed).

During the past year we have delivered **35** Paediatric First Aid courses, meaning that **295** people have successfully achieved their qualifications. Courses have been delivered at New Era and on site in schools, nurseries, and other community venues. Taster sessions have been delivered in community venues and schools to parents/families to upskill their knowledge in such things as choking and CPR.

Over a few months, time has been given to expanding our First Aid provision. We are now an approved Quasafe Centre and can deliver a range of regulated qualifications.



Examples of feedback from the course participants

“Karen made the course very interesting so there was no boredom”

“Quizizz app , Tutor gave good examples and delivered it well”

“I found I learnt more, or information 'went in' as it was a related atmosphere with many discussion on sectors as they appeared in training. Talking with others people helps to keep the knowledge and know each incident maybe slightly different but same basic first aid in used.”

“I enjoyed all aspects of this course. It was fun and well delivered. My knowledge has improved as the course was delivered professionally.”

“Video of the man having a heart attack. Karen’s real life experiences and examples. Thanks for sharing!”

Childminder Service

We all know that you as childminders out there do a FAB job – nurturing and educating children and often supporting their families as well.

New Era Childminding Services (NCS) supports childminders through the good times and through those tougher times too. A group run by professionals for professionals with regular meetings, updates on working practise and a chance to network and share with other childminders.

NCS Members benefit from advice and support from our teams' wealth of knowledge, skills, and qualifications.

DID YOU KNOW.... we have collectively over 60 years' experience working as childminders, over 15 years' experience of managing the New Era Nursery, experience of Early Years Ofsted Inspecting and we also set up and ran the Burnley and District Childminder Network for 5 years which supported childminders across Burnley and Pendle.

Continuous professional development updates are designed to meet the needs and interests of the group. Recent training includes Safeguarding updates, Paediatric First Aid, Emergency Paediatric First Aid, Special Needs including ADHD & ASD and Parenting Courses.



Childminders attending one of their training sessions

Board Members

We have an active board of directors who look after the overall running of New Era

Dave Woodfine – Director / Safeguarding Manager for the FA

Sue Rae - Director / Chief Executive Officer

Wendy Woodfine – Director / Chief Operations Officer

Sarah Simpson – Director / Manager of the Childcare Agency on the BBO Project

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

Elaine Sharples – Director / Company Secretary / Retired Project Manager

Ann Marie Wrigley – Director / Retired Project Development Officer

Resigned

Ian Clarke

Members

New Era is a Social Enterprise with a Co-operative structure which ensures that we co-develop and deliver services in partnership with local communities.

Through our membership we ensure that local people remain invested and influence the work we do and support delivery as volunteers. Members have voting rights in electing directors and making decisions on major co-operative issues. Our members have helped us in the journey of looking for new premises, creating a good debate on where we stay, and their views have been taken into consideration. Our members are active advocates of our work, helping to raise our local and regional profile and encourage more people to engage with our services. New Era would like to thank all our members for their contributions and continuing support in shaping the way. Hopefully, we will find suitable premises for 2024!

We currently have 33 members and hold members meetings a minimum of three times a year.



Volunteers

Our team of essential volunteers play a vital role in developing a sense of community in our service, they have supported our engagement activities, family support, nursery, ICT, and training.

New Era has a dedicated team of 17 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, 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.

Donation

New Era has recently taken up the challenge of fundraising for some of the good work that we do. Over the last 12 months, we have received £596.64 towards our activities. This has provided additional resources for parents in the form of parent handbooks which we purchase and provide in our training sessions.

Networks and affiliations

New Era is affiliated to the following, this is just a selection: -

Blackburn with Darwen CVS

Co-operatives UK

National Childminding Association – PACEY

NCVO – National Council for Voluntary Organisations

East Lancashire Chamber of Commerce

Burnley Pendle and Rossendale CVS

Clinical Care Commission

matrixStandard

Voluntary Sector Northwest

Qualsafe

New Era has worked in partnership with the following networks, here is a selection:

Organisations	
Burnley Pendle & Rossendale CVS	Liverpool Charity and Voluntary Services
East Lancashire Health Trust	NHS – Personalised Care Team
Lancashire Constabulary – East Early Intervention Team	The Lancashire Healthy Young People & Families Service
Burnley Job Centre Plus	Preston College
Burnley Youth Theatre	SELNET – the Network for Social Enterprises
Children & Family Wellbeing Services – Burnley & Hyndburn	Clinical Commissioning Group
Department of Work & Pensions - Kickstart	Social Prescribing Service
ELCAS (East Lancashire Child & Adolescent Service)	Spring North
Lancashire County Council	Inclusion (Burnley Pastoral Cluster)
Essere Therapies	Wildfire Information Systems
Jets Ingeus UK Ltd	UKSS Live
Burnley Linked	People of Pendle
Gannow Big Local	Active Burnley Forum
Lancashire Skills & Employment Hub	Burnley Together
Lancashire & S>Cumbria Integrated Care Partnership	

New Era has received referrals to access courses and has also worked with over 140 groups, across East Lancashire and includes: Nurseries, Primary and Secondary Schools, Princes Trust, IAG.

Secondary Schools	Primary Schools	Nurseries
Unity College	Holy Trinity Primary School	Chez Nanny Nursery
Blessed Trinity RC College	Briercliffe Primary School	Oscar Bears Nursery
Haslingden High	Wellfield School	Sparthfield Happy Days Nursery

Funders who have supported New Era's work in 2022/2023

National Lottery Community Fund / Gannow Big Local – New Era Toddler Group

Lancashire County Council (LCC) - Child Action Northwest (CANW) - Emotional Health & Wellbeing Support for Children, Young People and Families

Department for Education - Wellbeing for Education Return Programme in partnership with CANW – Positive Pals programme

Burnley, Pendle & Rossendale CVS (BPRCVS) – East Lancashire Clinical Commissioning Group (CCG) – Social Prescribing – Emotional Health & Wellbeing (EHWB) Support for Children & Young People & Family Members

Henry Smith Charity – supporting the three hubs

National Lottery Community Fund – Families Support Programme

NHS via Spring North – Eating Disorder Interventions Programme

NHS Spring North Voluntary Community Faith Sector (VCFSE) Health & Wellbeing (H&WB) Fund 2021/2022 – Respiratory Infections, Community Champions

European Social Fund (ESF) Community Grants - WEA (Workers' Educational Association) – Learn to Earn and Time for You Programmes

Lancashire County Council (LCC) - Local Member Grant Scheme – connecting young people

Trusthouse Charitable Foundation – supporting the work of New Era

BPRCVS/ Burnley Borough Council/East Lancashire Commissioning Service via BPRCVS - Population Health Management Community

Investment Fund – Emotional Health & Wellbeing Support for Children & Family Members

Blackburn with Darwen Borough Council/Youth Endowment Fund via Spring North - Pause 4 Thought Programme

National Lottery Community Fund/European Social Fund – Building Better Opportunities - Changing Futures

National Lottery Community Fund/European Social Fund – Building Better Opportunities – Invest in Youth

European Social Fund (ESF) - Preston College – Moving On - Not in Education, Employment or Training (NEET) Provision

Department for Work & Pensions via Youth Action - Kickstart Scheme Grant Funding

BBC Children in Need – Chitter Chatter Group



New Era Enterprises (E. Lancs.) Ltd

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Private company limited by guarantee without share capital

Company number **03286650**

Incorporated in 1996

