Annual Report 2023/2024

New Era Enterprises (E.Lancs) Ltd
Chapel Annexe
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Burnley
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Company No. 3286650

Input from the Chair and CEO

In our mission to challenge inequality and strengthen the lives of both individuals and families, New Era has been very busy indeed.

This year, New Era has been as busy as ever. As the number of young people with emotional health difficulties continued to rise and the cost-of-living crisis took its toll on local families the need for New Era's services became more and more evident and, after much consideration, we made the decision that we could operate more innovatively and serve the local people more effectively if we re-located. We had outgrown where we were and needed the space to offer more services to families and individuals, especially those with children. The search began and we reviewed many properties before settling on a town centre based, new and exciting premises. Staff rose to the challenge, getting involved in packing and moving, and we ended 2023 – exhausted but full of hope and excitement for the next year now with dedicated spaces for interventions with young people or adults, office space, calmer, safer and more useable rooms to work with families and groups.

Throughout the year we continued to strengthen our working relationships with many organisations, identifying gaps and developing our services to address these. We have remained flexible and holistic in our approach and continued to support people make positive changes, connect with others, be healthy and thrive and promoted our ethos of 'Believing in Better' . New Era is a trusted part of the offer of support for children and families that is offered into schools. Local authority Children and Family Wellbeing teams (CFW) and NHS – East Lancs Child and Adolescents team (ELCAS) and Paediatrics (Rainbow Service) both signpost families/young people to our service. Parents benefit from courses on Handling Anger in the Family (HAIF), Autistic Spectrum Disorder (ASD), Attention Deficit Hyperactivity Disorder (ADHD), Teenage Years, and Primary Years. Young people benefitted from our flexible offer for Emotional health and wellbeing support with young people accessing support within a 3-month timeline to help them find coping strategies and where risk was identified, or additional intervention was necessary, appropriate referrals being made. Our group based Healthy Thinking for Me programme has made a positive change in a number of local schools with groups of up to 10 young people able to consider how to be healthy and safe.

New Era's thriving and busy family hub saw a steady flow of referrals. Families tell us that the information, advice and guidance is life changing and often helps them to problem solve without the need for further intervention. Families class the service as a lifeline with many feeding back that they 'felt alone, didn't know where to turn and often felt useless as a parent as they just didn't know how to deal with the issues they face and feared asking for help as they didn't want to be judged or feel that they are failing'. We continued to provide our range of family courses at both our town centre premises and within local schools and community settings. Feedback from the courses includes the words; 'superb, interesting, life changing, with families reporting feeling listened too, making new connections, feeling less isolated and more able to cope'. Our parent hub evening drop-in sessions are advertised across a range of services for all, and the informal but informative sessions cover topics such as helping your child with low mood, self-harm, anxious thinking patterns etc.

Over the last year New Era has developed its links with other community organisations such as the CVS and Princes Trust and referrals are coming from a wide range of sources as well as by self-referral. Working together in this way ensures that no families are left unsupported.

Training and development continue to be an important area of New Era work as we endeavour to increase skills, confidence and employability for local people. Our hugely popular 'Money Matters' course focused on upskilling and empowering parents to bring up financially confident children and our First Aid department expanded to offer a fully accredited First Aid at Work qualification as well as Paediatric First Aid training. New Era is committed to the development of both the staff and the company and is proud to have successfully supported two trainee CYP IAPT Children Wellbeing Practioners to complete their-post graduate qualification and for a further member of staff to complete management training all through Manchester University/Manchester Mental Health Trust. The newly qualified practioners have been joined by a further two trainees in January 2024 who have complimented the team, demonstrating their commitment and skill in our EHWB team.

Our new Health Champion programme has been delivering health messages through training volunteer champions to spread health messages deep into the heart of local community. Recent health information has been on; Respiratory infections in young children, Asthma treatment and prevention, Covid and flu vaccinations and Child Safety in the Community

All this excellent work could not happen without the dedication of the team at New Era, we currently have 26 staff on payroll, 12 volunteers, and 24 members who support the design and delivery of New Era's services. The strength of our member meetings is that the team report on the delivery of the work we do, and the members critique our delivery methods (engagement and support) and identify gaps and areas of need. Alongside this is the support of our Board and we thank them for their unwavering support over the past year and look forward to another challenging, busy and exciting year.

Wendy Woodfine, New Era Enterprises CEO

Input from the Chair and CEO

Over the past 38 years, New Era has provided services to local communities across East Lancashire as a not-for-profit co-operative that at its heart believes in the people and communities we serve, and believe that through support, empathy, training and opportunities we can together bring about better outcomes for children and families.

After consultation with staff, members, board and our service users, New Era made the decision that the time had come, and we could operate more innovatively and serve the local people more effectively if we re-located. We had outgrown where we were and needed the space to offer more services to families and individuals, especially those with children, and on December 18th, 2023, we moved to our new and exciting premises. Staff ended the year – exhausted but full of hope and excitement for the next year, now with dedicated spaces for interventions with young people or adults, office space where desk hopping was not an everyday occurrence, calmer, safer and more useable rooms to work with families and groups. It was a considerable challenge both financially and physically, but Team New Era rose to the challenge and took on the task of moving themselves over a few days, working with our new landlord Martin Colins and turning the building into what you can see today, not fully finished, a work in progress, but already a fantastic resource and hub for training, therapeutic sessions and activation.

We wish to thank Sue Rae who stepped down from the position of CEO this year, Sue worked for New Era for over 24 years in various roles, taking the business successfully forward into several new areas of work to meet both changing needs and challenging times, and was instrumental in the success of the business over many years. I would also like to add my thanks to the fantastic New Era staff, fellow Directors and our members for having vision and being the lifeblood and heartbeat of the organisation.

As Chair for the past 4 years, I have taken the decision to step down but will still actively be involved with the Board, as we continue to listen to staff and support the organisation, and I hand over to Michelle Grimes who will take over as Chair from June 2024. I would also like to take the opportunity to thank Wendy and Sarah who have both stepped up to take on new roles within the company

I am proud to be a part of the New Era family and the amazing work it continues to do. In my time as Chair, I have seen the team work tirelessly throughout the pandemic, ensuring that the community were not alone and had access to the vital support they needed.

Dave Woodfine, New Era Enterprises Chairperson

Believing in You Believing in Better

Our **Vision** is that every person has the right to achieve their full potential, participating and contributing in all areas of life

New Era Enterprises is an East Lancashire based not for profit community cooperative that provides a wide range of specialist, practical support to meet key local needs. Our services fall under 3 key areas – support for **families** on a wide range of needs, **engagement** activities that bring people closer together and support to resolve **health and wellbeing** issues. New Era strives to provide an 'access for all' service where all people feel welcomed and valued. We believe that all individuals should have the right to quality professional support that helps them to live happy, fulfilled and independent lives.

In our ever-evolving world our **Mission** is to challenge inequality and strengthen the lives of both individuals and families. Through innovative tailored programmes of support and engagement - responding to ever changing need to inspire positive change, transforming and connecting communities one life at a time.

Our Vision

Every person has the right to achieve their full potential, participating and contributing in all areas of life. New Era Believing in You – Believing in Better

We Live Our Values

We Care – always being friendly and respectful in our interactions with the people and communities we serve, as this is at the heart of everything we do.

We Support - providing people with the tools and chances to look beyond their present circumstances and move towards making positive life changes, strengthening their abilities, and building resilience.

We Believe - every person has the right to realise their full potential, and we provide them the chance and support to develop resilience and confidence as they move forward.

New Era's holistic approach supports those 'believing in better' make positive change, connect with others, be healthy and thrive

We support Children and Young People

EHWB Support

- New Era providing support through the LCC - Emotional Health and Wellbeing Partnership commissioned by Lancashire County Council to deliver support for children and young people with low to medium intensity mental health support.
- EHWB service for schools – Local schools buy in a range of 121 and group support for topics such as Phone Addiction and Healthy Thinking For Me. Contracts vary across schools dependent upon need.
- New Era EHWB – 1- 1 direct support (truly individualised support e.g. sometimes just 2-3 sessions helps gets someone back on track but where need identified New Era has an excellent track record in successfully referring YP to appropriate service with 10 cases being accepted for getting more help and risk support services. New Era's practitioners use a range of therapeutic interventions including therapeutic play, counselling and low intensity CBT.

Early Years

- Community nursery – Our community not for profit nursery based in Burnley town centre enables children to thrive in a caring and learning environment and encourages parent partnership. Ofsted Registered Good and provides 30 Early years places.
- Creche provision – Providing qualified creche workers to venues throughout the Northwest.
- Community outreach - supporting groups be more resilient and sustainable, providing resources, skills, expertise and knowledge to local toddler groups and community groups.

Emotional Health and Wellbeing Support

Therapeutic interventions for children, Young people and their families, blended, face to face and group work

Schools Programs – Wellbeing 1-1 and group work therapeutic sessions for pupils/staff,/parents – recent sessions included Healthy Thinking for Me and Tackling Phone Addiction

Young Peoples Wellbeing support groups- Encouraging healthier lifestyle and supporting emotional resilience

Early Years Development

Community Toddler Groups - nurturing parent child relationships

Creche Service – reducing barriers to engagement across the North West

Community Nursery - providing essential early start for local children

We support Children and Young People

Emotional Health and Wellbeing

Emotional Health and Wellbeing Service – providing therapeutic interventions across Pennine and Central Lancashire.

223 Young people's **EHWB** intervention

98% of young people said it helped and they felt more able to cope

1198 -EHWB sessions

98% said they felt listened to and valued

89% felt relationships with home/school were better

Working with **35** local schools

358 referrals received

97% happy with the service and would recommend to others

EARLY YEARS DEVELOPMENT

Over **240** children supported via our community outreach in toddler groups

Provided 89,320 Hours of quality creche provision reducing barriers for participation across Lancashire

31 children nurtured and developed in our teacher lead community nursery provision

J explained that she had become increasingly anxious, she had withdrawn from school and was off role, now trying to teach herself from her bedroom. J had become more and more isolated, withdrawing from friends and family and being unable to even join in for family mealtime. Eight weeks into the intervention she expressed that she was now able to go back to school. J had worked hard on her positive thinking pattern work it had worked. She decided to challenge her negative thinking patterns and 'change them'. Much to the amazement of the staff a newly confident J entered back into school on a fulltime basis needing very little support proudly sharing with others that she had learnt how to fix herself!

I was so angry it scared me . Learning some coping skills made me feel calmer, happier. Even my friends noticed the difference

I felt so much better once I had talked about how I was feeling. It made me realise that I was able to cope

We Support Communities

Creche Service – reducing barriers

First Aid Training – upskilling and saving lives

Child Safety and Health Messaging – ambassadors in prevention

Social Inclusion – pre-employment and education support

We support Communities

Community groups supported to become more sustainable and resilient by support, training and our resource loaning scheme
Reducing barriers to engagement by providing qualified, quality **Creche Provision** to businesses and organisations across Lancashire
First Aid Training – upskilling and saving lives across the region, range of accredited first aid qualifications upskilling both industry, education, sports and early years provision. Our invest in local scheme demonstrating our commitment to providing free baby and child first aid sessions
Child Safety and Health Messaging – ambassadors in prevention and developing partnership working across the region to help all parents/carers to keep the child/children safe and well
Social Inclusion Team – pre-employment and education support, job ready skills and confidence building
New Era Training and Assessment Centre – NCFE accredited training provision providing a range of qualifications

We support communities

10 community toddler groups supported from inception to continued sustainable support – **140** parent and child relationships strengthened and 100% parents report feeling less isolated and more connected with their community

127 People supported through employment support with 23 securing work or volunteering positions

698 people upskilled through New Era's training

98% stated that their knowledge and confidence had improved

Networking and Partnership working continues to develop with over 89000 hours of creche childcare supporting engagement in learning, leisure and development opportunities

82% felt more resilient and more able to cope with things alone following support by New Era engagement team.

First aid – 100% of those attending reporting they felt more knowledgeable, better able to cope and that they would highly recommend the course!

The children love Sharona arriving with boxes and seeing what's inside, they especially loved the construction box with the wheelbarrows and even enjoyed tidy up time because they could collect all the toys in the wheelbarrow

New Era got me into all the courses they were doing, including the Health and Social course , as well as the Money Matters Course, and now I've been able to sign up for a job in a nursery. I don't feel as isolated any more either.

We support Families

Community Nursery Provision – quality, care and education for children

Childminder Network – Upskilling the workforce and encouraging peer support

Parenting/Family Hub –Time out for You Family courses, advice, guidance, and parent support groups

Chitter Chatter – Early years Speech, Language and communication group

Supporting Families

- Families supported through family clinic appointment, listening ear, advice, guidance and signposting as appropriate
- Time Out For Parent courses, Early Years, Primary Years, Teenage Years, Autism, ADHD, Handling Anger in the Family and Special Educational Needs.
- Parenting Hub – informal coffee and chat sessions
- Specialist Mental Health parent support for child anxiety and behaviour challenges
- 1-1 support
- Family intervention

- 901 families supported with 380 engaging in follow on additional support
- 97% - family life was better with relationships improved
- **1239** family support sessions provided
- 99% felt listened to, valued and supported
- **89** Families strengthened by attending a Time out For You parent course
- **250** Families involved in peer-support networking reporting improved wellbeing .

Supporting Families

Case Study:

One of the parents (C) and her young son who was two at the time, joined us in at Gannow toddler group in September 2023.C was a young mum and felt isolated after moving from Yorkshire to Burnley because of her partner's job. Her partner had a job where he worked various shift patterns and so C often felt quite lonely and knew she needed to make new friends for herself and her son.

She came into the group feeling very nervous as she had only been to a few groups before moving but hadn't felt they were the right fit for her son who she felt had a delay in his development but as she was wanting to make friends with other young mum's she plucked up the confidence to give the group a go

C and her son soon became regular visitors to the group and her confidence came on leaps and bounds often suggesting ideas for the wall displays and staying behind to produce a new display.

C was worried her son was not developing at the correct pace for his age, and she was becoming worried about it but with the help of the fully qualified childcare staff who ran the group her mind was put at rest as to what help she would be given, and she was signposted to appropriate services.

We identified that C wanted to progress and suggested parenting courses and supported C to attend. She went on to receive one-to-one information and advice and guidance sessions. Her son was given a few hours care in a local nursery, so C decided to use her time wisely and attended a further course with New Era. C gained an accredited qualification increasing her the confidence and felt able to apply for part-time jobs, which she was successful in securing.

C is currently working part time for an events company which she contacted from a leaflet she picked up from the New Era office which she says without attending the group she would never have had the confidence to just go for it, normally she would have thought about it for months without doing anything about it. Having gained the confidence to go for this job C has decided to go for something she really wants to do and has applied for a position in a nursery.

I have learned some different strategies to put in place and different ways of thinking about certain situations. It helps to refresh your knowledge and talk to others – it helps to know that you're not on your own

Wow, what a course! Everyone should do one of these. It has given me insight and understanding as to how my child sees and understands things

It has been fantastic and a mind-blowing experience. Thank you for showing and teaching me.

New Era Nursery
Ofsted registered Good

We are a not-for-profit nursery with all permanent members of staff having at least childcare level 3. All staff and volunteers are paediatric first aid trained, are DBS checked and have safeguarding training. Staff are 'Health Champions' for Asthma, Covid and Flu and Child Safety in the Community.

We run various intervention groups to enable all our children to reach their full potential. These include: Booster groups for those going to school, Personal, Social and Emotional groups, and our Chitter Chatter Club supported by Children in Need, which included parents attending lunch and joining in language-based activities with their children.

The Nursery is a 'Communication Friendly' setting for 2-4's and awarded 2022-2025.

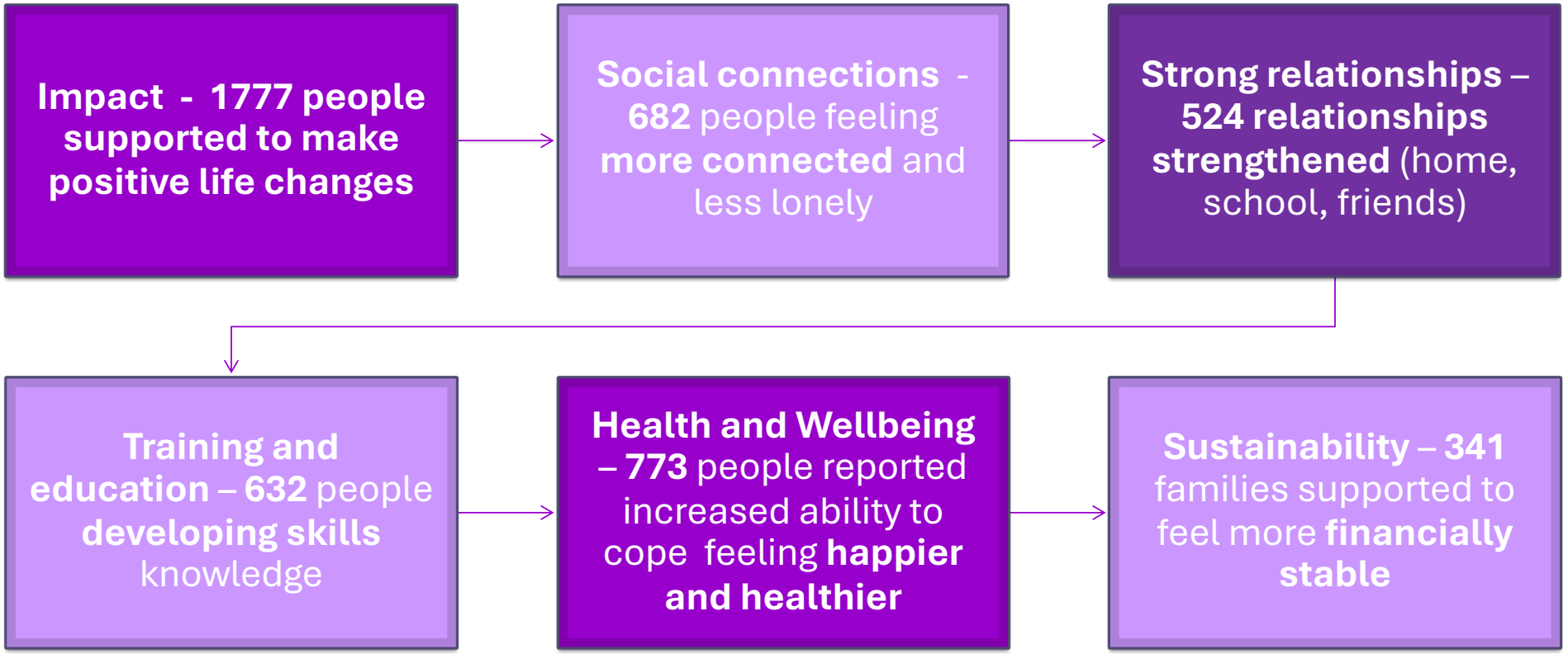
Every child's unique development is closely monitored to make sure they all advance as intended, and interventions are implemented as necessary to support this progress.

Ofsted comment- Staff have high and realistic expectations and routines which promote children's enjoyment and development

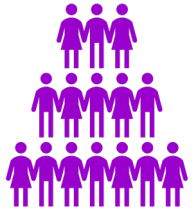
New Era Nursery does a great job of listening to parents and quickly addresses any concerns that you may have

The Nursery has been a great place for my grandson to learn and play. He has Autism and the staff work hard with his difficulties and try new things with him.

New Era makes a difference- Building strong futures for individuals, families and communities



New Era in Numbers 2023 - 2024



7452
Individual contacts

1777
Support plans

698
upskilled through training

1239
Family Support Sessions Provided

1198
Emotional Health & Wellbeing Sessions Delivered

835
Employment Support Sessions

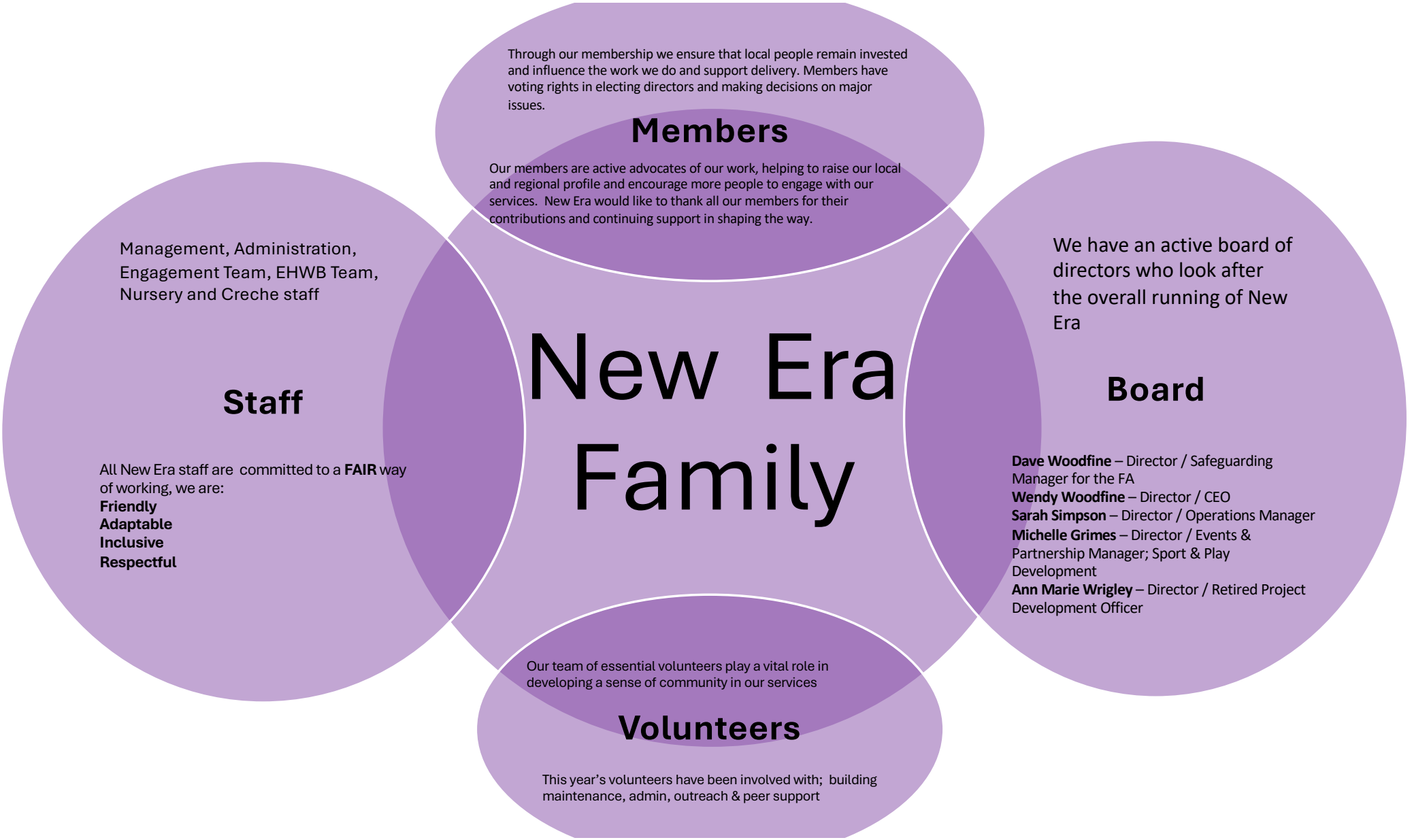
2,858
Child Safety Message Contacts

35
Local Schools engaged

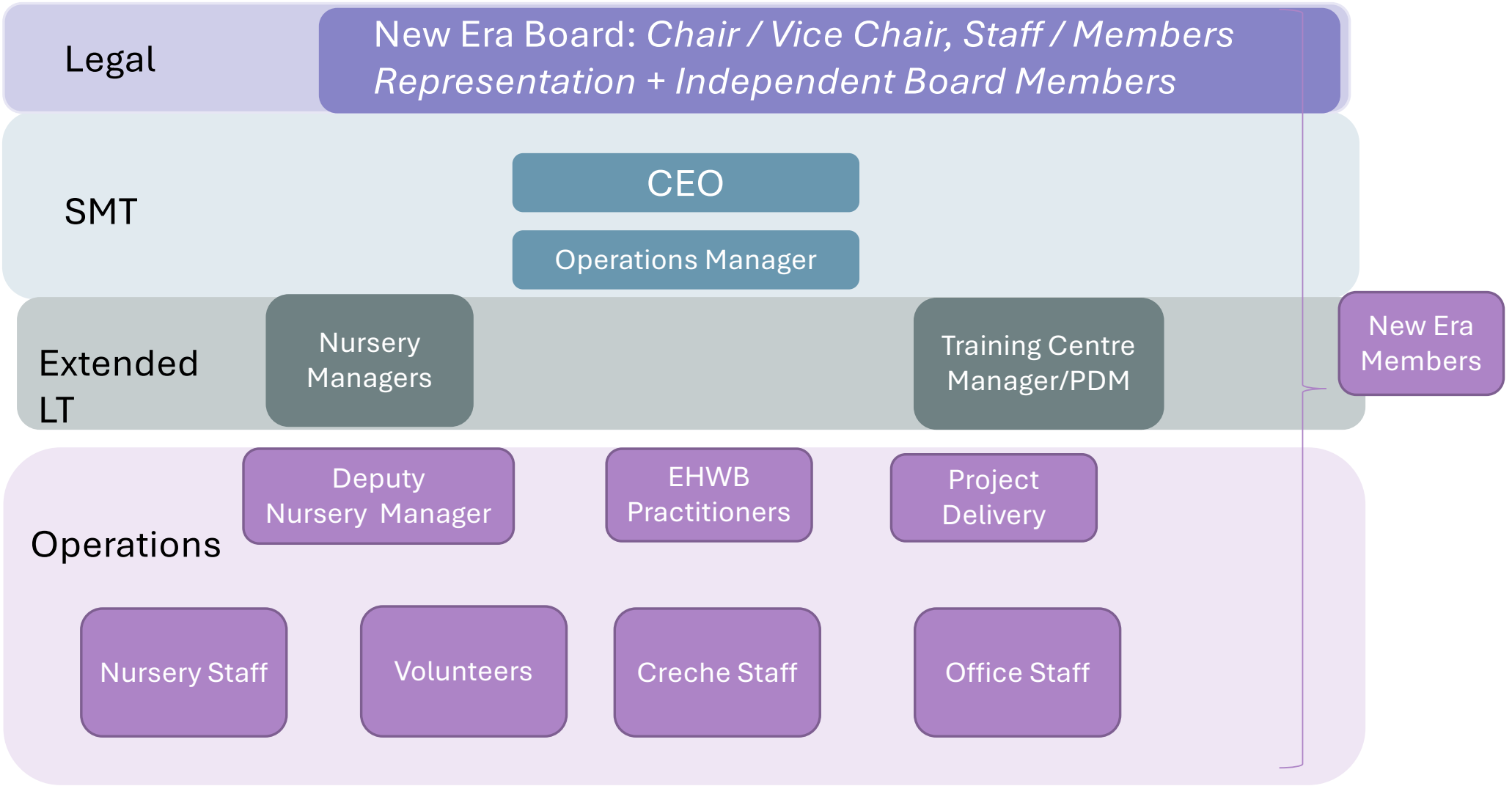
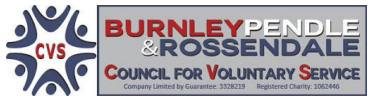
New Era – Satisfaction Report

- 97% Within receiving family support felt life got better
- 99% Felt listened to valued and supported
- 98% EHWB CYP felt more able to cope
- 89% EHWB CYP reported improved school and home relationships
- 92% of those accessing community services felt their knowledge and confidence had increased
- 82% of those accessing the community hub felt more resilient and able to cope
- 98% of parents attending toddler sessions felt relationships had been strengthened, less isolated and more connected
- 100% of First Aid attendees would recommend and felt better able to cope should they need to provide First Aid

new era enterprises
Est 1986


Through our membership we ensure that local people remain invested and influence the work we do and support delivery. Members have voting rights in electing directors and making decisions on major issues.
Members
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.
Management, Administration, Engagement Team, EHWB Team, Nursery and Creche staff
Staff
All New Era staff are committed to a FAIR way of working, we are:
Friendly
Adaptable
Inclusive
Respectful
New Era Family
We have an active board of directors who look after the overall running of New Era
Board
Dave Woodfine – Director / Safeguarding Manager for the FA
Wendy Woodfine – Director / CEO
Sarah Simpson – Director / Operations Manager
Michelle Grimes – Director / Events & Partnership Manager; Sport & Play Development
Ann Marie Wrigley – Director / Retired Project Development Officer
Our team of essential volunteers play a vital role in developing a sense of community in our services
Volunteers
This year's volunteers have been involved with; building maintenance, admin, outreach & peer support

Organisational Structure



Networks, affiliations and partnerships