new era enterprises

Training & Education

Families & Communities

Health & Wellbeing

Employment & Skills

Believing in you Believing in better

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New Era, Chapel Annexe, Chapel Place, Hammerton Street, Burnley, BB11 1LE

THE ANNEXE · COMMUNITY FUND · Ofsted Good Provider · Care for the Family · Co-operatives UK coop Certified Member · matrix · qualsafe registered centre · NCFE

Annual Report 2024/2025

New Era Enterprises (E.Lancs) Ltd

Chapel Annexe

Chapel Place

Hammerton Street

Burnley

BB11 3BT

Company No. 3286650

A Year in Progress

Wendy Woodfine
CEO

This year has been a powerful reflection of New Era Enterprises (E. Lancs) Ltd's strength, adaptability, and deep-rooted commitment to East Lancashire's communities. Since our establishment in 1986, we've remained focused on tackling disadvantage, empowering families and individuals, and fostering lasting community resilience. In 2024/25, we built on that legacy with clarity, compassion, and drive.

We began the year with a renewed internal focus. Our IT and HR systems and policies were reviewed and revised, creating a stronger and more agile operational foundation. We also launched our brand-new website in January 2025, enhancing how we engage with the public, partners, and stakeholders. These changes were underpinned by a full strategic and business planning review, ensuring we remain future-focused and mission-led.

A highlight of the year was being awarded the Matrix Standard in February 2025, delivered by The Growth Company on behalf of the Department for Education. This national quality benchmark recognised New Era's excellence in delivering information, advice and guidance (IAG). The assessment highlighted our effective and inclusive leadership and management, our strong internal communications, and the active involvement of staff in both immediate and long-term strategic planning. Our unwavering commitment to staff development and well-being was commended, along with the robust performance monitoring and continuous improvement practices that remain a core strength of our organisation.

Crucially, the Matrix report also praised the individualised IAG support we provide—covering a broad spectrum of personal, societal, and employment-related issues—as highly effective in helping clients make positive changes in their lives. Feedback consistently confirmed that our personalised, compassionate approach is not only welcomed but deeply appreciated by clients, many of whom spoke positively about the real difference it has made to them.

A standout development has been the growing impact of The Annexe, our dedicated mental health hub. It offers vital emotional support and a welcoming space for children, young people and their families facing mental health challenges—making it a cornerstone of our mission to improve health and well-being.

Our service delivery has continued to evolve in line with community needs. We've maintained and grown our support for families through parenting and neurodiversity support programs, community outreach, and early intervention work. Our Community Nursery, based at Zion Baptist Church, remains a safe and inclusive environment for 30 children—many with additional needs or for whom English is an additional language—providing critical early years care and family support.

New Era has also extended its public health and community safety offer. This year, we became a Hate Crime reporting centre, a Condom Distribution centre, and a Blood Pressure Monitoring hub. These services allow us to provide wraparound, practical support in a dignified and accessible way, addressing urgent local needs.

Central to all this progress is our team. We have invested heavily in staff and volunteer development, knowing that skilled and empowered people drive everything we do. Our Training Centre has continued to thrive, offering an expanded suite of workplace training that supports individuals and meets local employment demands.

Our success is also made possible by our strong partnerships and community connections. These networks help us ensure our work stays relevant, responsive, and rooted in local context.

Looking ahead, New Era will continue to prioritise inclusive growth, community empowerment and wellbeing, and innovation. We remain committed to standing with those we serve—ensuring that every individual has the opportunity to live a healthy, connected, and fulfilling life.

Finally, I want to express my heartfelt thanks to everyone who makes New Era what it is—our passionate and hardworking staff, our dedicated volunteers, our supportive Board of Directors, and our valued partners and community members. Your belief in what we do, and the way you walk beside us every step of the way, is what truly makes the difference. A very special thank you to Michelle Grimes, Chair of the Board, for her leadership, guidance, and steadfast support—your wisdom and vision have been central to our progress this year. It's a privilege to lead such an inspiring organisation, and I look forward to all we will achieve together in the year ahead.

This past year has truly shown what New Era Enterprises (E. Lancs) Ltd is all about—strength, adaptability, and a heartfelt commitment to our communities across East Lancashire. Since we first opened our doors back in 1986, we've stayed focused on reducing disadvantage, supporting families and individuals, and building stronger, more resilient communities. In 2024/25, we've taken that mission forward with real energy and purpose.

A Message from Our Chair

Michelle Grimes
Chair

It’s been a hectic yet successful 12 months for New Era, making the Annexe building our new home, successfully receiving another 4 years funding from the National Lottery as well as achieving our Matrix accreditation, all while rebranding and pushing forward with developing our business and supporting structures .

Aside from our own internal developments the team led by Wendy have continued to develop and offer a range of support and training opportunities for the communities of East Lancashire – living our values of We care, We support, We believe.

As a board we have always felt our team is our best asset and as such have looked to support changes that improve our staff's workplace, well being and give them the resources they need to deliver the high-quality support and services they are known for delivering.

It’s been a year of change, and I would like to thank the staff team for adapting and continuing to support our communities.

We wish to thank Ann Marie Wrigley who is stepping down from the position on the board this year, Ann Marie has been involved with New era for 39 years , in different roles and a founder member of the organisation. As long as I have been involved in New Era Ann Marie has always been there, and we will miss her input, experience and support. Her beliefs and ethos have always been in synergy with New Era’s values, and this has always shown through and fed into any decisions we as a board have taken.

I am proud to be a part of the New Era family and the amazing work it continues to do. The future is exciting and 2026 will bring up the 40-year mark as an organisation – I hope we can mark this and continue to grow and support our communities and have a happy and health staff team.

new era enterprises
Est 1986

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.

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Our Vision and Values

Every person has the right to achieve their full potential, participating and contributing in all areas of life.

Believing in You
Believing in Better

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.

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.

BELIEVE

We believe that 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.

Thrive

Training & Education

Improving access and opportunity to education and training, achieving qualifications, increasing aspiration.

Health & Wellbeing

Building emotional resilience, developing mental health awareness.

Families & Communities

Strengthening relationships within homes, schools and communities.

Employment & Skills

Improving opportunities through employment support and financial literacy.

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.

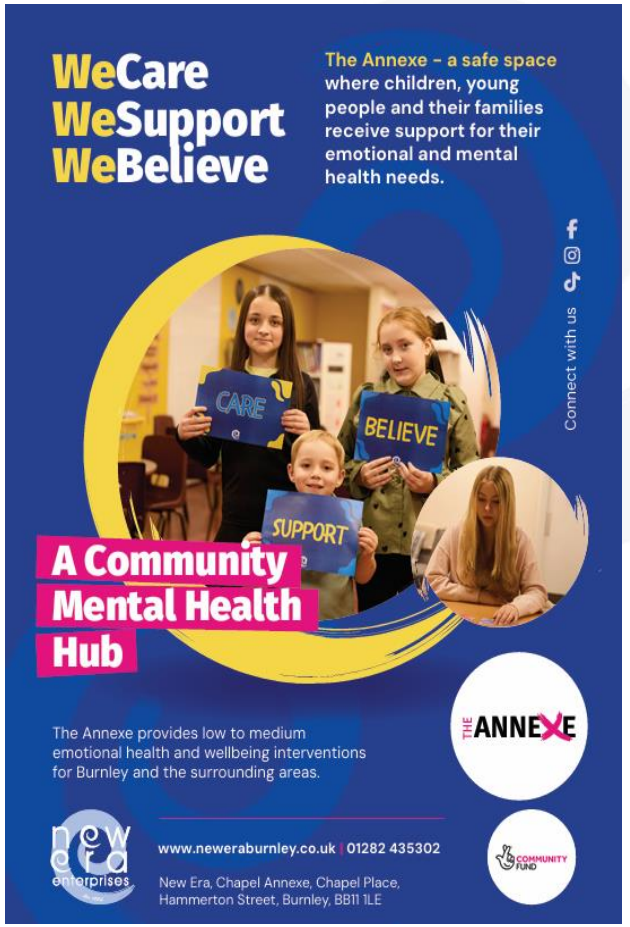
New Era EHWB – 1- 1 direct support (truly individualised support e.g. sometimes just 2-3 sessions helps gets someone back on track but where need identified New Era has an excellent track record in successfully referring YP to appropriate service with 10 cases being accepted for getting more help and 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.



We support Children and Young People

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 and child relationships, ensuring children get the best start.

Creche Service – providing professional childcare workers to reduce barriers to engagement across the North West

Community Nursery - providing essential early years education for local children

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We support Children and Young People

Emotional Health and Wellbeing

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

221 Young people's **EHWB** intervention

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

1705 -EHWB sessions

97% said they felt listened to and valued

89% felt relationships with home/school were better

Working with **54** local schools

29 professional referrals for CYP needing additional step up/higher intensity support following EHWB intervention

96% happy with the service and would recommend to others

EARLY YEARS DEVELOPMENT

Over **240** children supported via our community outreach in toddler groups/childminder support/Chitter Chatter groups.

1427 children now safer due to our Child Safety support

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

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

B was referred to New Era by a professional. B has experienced significant trauma throughout childhood, resulting in challenging family relationships . The referral detailed that B was feeling very nervous about seeking support having had bad experiences with counsellors throughout school and college. This reluctancy and fear was observed at triage and assessment stage. New Era supported B's access by altering modes of communication and making extra accommodations prior to assessment to support their engagement. New Era has ensured B can access support for their mental health by developing a therapeutic relationship and rebuild negative beliefs towards health professionals due to past experiences.
B now comes to New Era every week and does this independently. They have been supported with reclaiming life and routines by focusing on sleep and values. Due to B's anxiety they have been unable to access specific trauma support. The practitioner accompanied B to Lancashire Women to support a self referral. B is now awaiting trauma support. New Era continues to support B weekly.
B was able to complete all their coursework for college to an exceptional level and increasing their contact with family and friends.

We support Communities

Corporate Training – Qualsafe Registered Centre

Creche Service – reducing barriers

Child Safety and Health Messaging – ambassadors in prevention

Social Inclusion – pre-employment and education support

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We support Communities

Community groups Empowering community groups to build sustainability and resilience through dedicated support, expert training, and a comprehensive resource loaning scheme

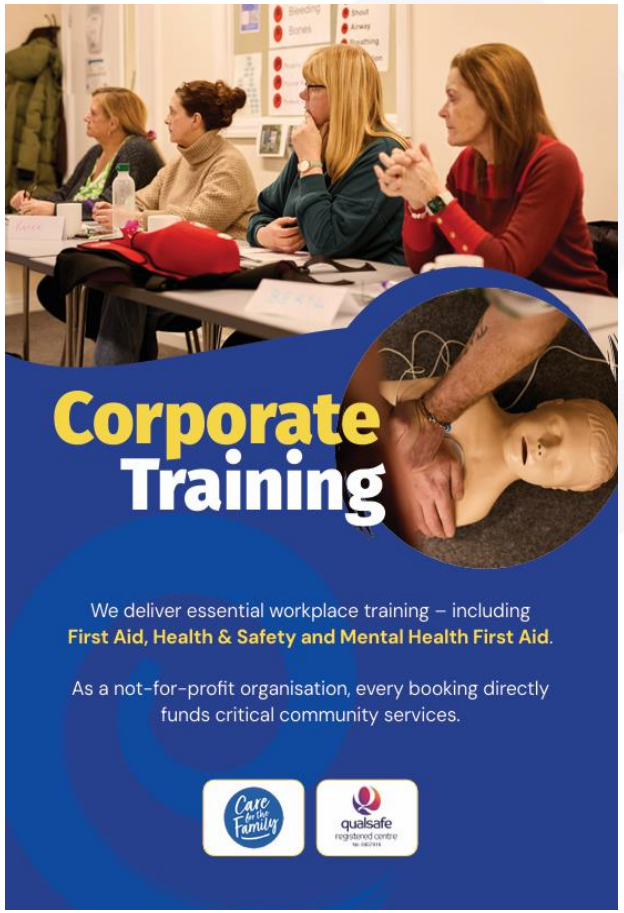
Reducing barriers to engagement by delivering high-quality, professionally staffed **creche services**, enabling businesses and organisations across Lancashire to foster inclusivity, accessibility, and productivity

Corporate Training delivering essential workplace training tailored to enhance skills, compliance, and professional development, where every booking directly funds our vital community services, empowering local initiatives and creating lasting social impact."

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 provides comprehensive pre-employment and education support, equipping individuals with job-ready skills, confidence-building strategies, and essential workplace competencies. Through tailored guidance in budgeting, digital literacy, and mathematical proficiency, we empower people to overcome barriers, achieve financial independence, and access new opportunities for personal and professional growth.

New Era Training and Assessment Centre – NCFE accredited training provision.



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Celebrating our child safety work

Our work focuses on the recruitment of **Health Champions** across a variety of early years and community settings, including Childminders, Playgroups, Nurseries, and local organisations. These Champions then play a key role in sharing essential child safety information around safer sleep practices and accident prevention with families throughout Burnley and Hyndburn.

Core resources include **Child Safety & Accident Prevention Toolkit Leaflet for Parents**, highlighting common causes of childhood accidents and offers practical tips for prevention and links for further information.

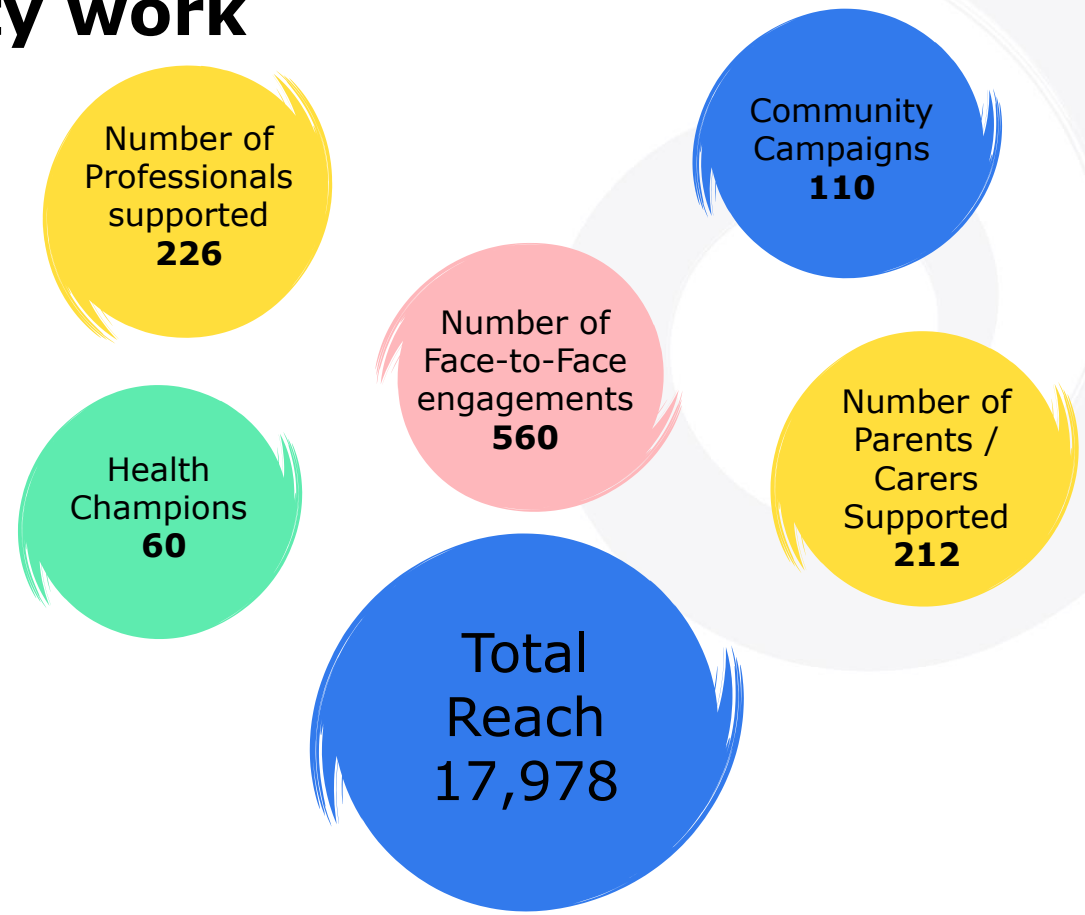
Monthly newsletters with key safety advice in community settings.

Community activity help build relationships, provide direct support, and further raise awareness of child safety information.

Regular **Feedback from parents and carers**

Quarterly reports are submitted to the project commissioner, **Spring North**, who then provides feedback to the **Integrated Care Board (ICB)**.

The project has already achieved a reach of **nearly 20,000 individuals**, a figure that is expected to rise significantly with continued support from community partners.



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Celebrating our child safety work

Improved parenting skills & knowledge
424

"As a father of three, I thought I had child safety pretty much figured out. 'This isn't my first rodeo,' I told the other parents at the toddler group. But when the topic of button batteries came up, I was stunned—I had no idea how dangerous they could be.
Learning that these tiny batteries, found in everyday household items, can cause life-threatening injuries if swallowed was a wake-up call. The fact that severe damage can start within just two hours shocked me. Since that conversation, I've checked my home, secured loose button batteries, and spread the word among friends and family. The awareness I gained that day has changed the way I look at childproofing, and I'm grateful for the knowledge that helps keep my children—and others—safer."

Improved engagement & trusted relationships with health & care staff
487

Improved awareness & knowledge of parents around safe sleep & accident prevention practice
484

Signposting to Emotional Health & Wellbeing
504

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We support communities

560 members of the community upskilled to keep children safer and healthier, with **484** reporting improved awareness around safer sleep and accident prevention

142 People supported through employment support with digital, budgeting and Math's courses

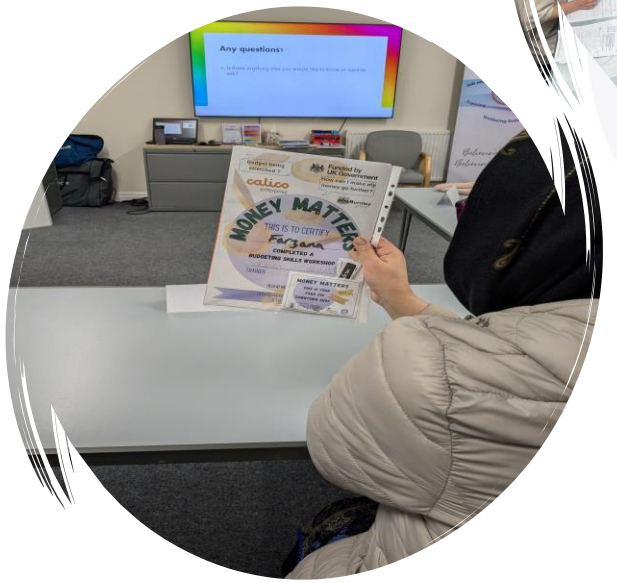
596 people upskilled through New Era's training

98% stated that their knowledge and skills 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.

Corporate training - 100% reporting feeling supported throughout the learning with 98% reporting feeling more confident in their ability



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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 – Developing physical, social and communication skills as Parents and children learn and play together

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We Support 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 – popular topics: consequence of consequences, ADHD, ASD, and understanding the child's love language

Specialist Mental Health parent support for child anxiety and behaviour challenges

1-1 support /counselling

Family intervention

560 families living safer lives

93% - family life was better with relationships improved

915 family support sessions provided

98% felt valued and listened to with 84% reporting an increase in their confidence, resilience and connectedness

1294 families supported

75 families strengthened by attending a 'Time Out For You' parent course

250 families involved in peer-support networking reported improved wellbeing

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We support Families

"In May 2023, I was invited to a group run by New Era, designed to educate parents on Autism and I found it very useful and informative.
In June 2024, I found myself struggling with my son's challenging behaviour and so the school pastoral care put me back in touch with New Era. After a couple of meet ups with one of the practitioner's, it became very clear that my anxiety and lack of self-confidence were affecting my ability to believe in myself as a parent, which explained why I was struggling so much with my son's behaviour. The practitioner was patient with me and listened to me week after week and slowly we challenged my negative beliefs, and I found my confidence growing.
When New Era moved to the where they are situated now, I met more and more of the New Era team and can honestly say that there is not one person who I feel I cannot confide in, joke with and be my true, confident self with - they're all lovely, people. They have also seen me at my lowest and they have always been there to listen and build me back up.
Through New Era I have accessed toddler groups with my children, family groups with all four of my children, several parent drop-in sessions, training within mental health and stress awareness, my husband has also attended the parent's social group.
I cannot recommend New Era highly enough, even just for a brew and a chat at The Cuppa Club!"

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New Era Nursery – Ofsted registered 'Good'

We are a dedicated not-for-profit nursery, committed to delivering exceptional early years education in a safe, nurturing, and enriching environment where every child is empowered to thrive.

Supporting **all** children to achieve their full potential is central to our mission and we make sure that every child receives the support they need, including those with additional needs. Working closely with families and professionals we have ensured that Education, Health and Care Plans (EHCPs) are in place ahead of the transition to school for a number of our children – ensuring essential and ongoing support is in place.

We are especially delighted with the positive impact of our daily 'toothbrushing focus'- children are not only enjoying the routine but are also developing lifelong habits and a strong understanding of good oral hygiene.

To support each child's holistic development, we offer a range of targeted intervention groups designed to unlock their full potential: **Booster Groups** – Preparing children for a confident and smooth transition to school **Personal, Social, and Emotional Groups** – Building resilience, self-esteem, and strong social skills **Chitter Chatter Club** – An inviting drop-in session that fosters early physical, social and communication development for both children and parents

Our nursery is an official Communication Friendly setting - We carefully monitor each child's development and provide timely, tailored interventions when needed, ensuring every child receives the support they need to flourish.

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New Era makes a difference – building strong futures for individuals, families and communities

Impact - 2478 people supported to make positive life changes

→

Social connections - 897 people feeling **more connected** and that their **confidence had increased**

→

Strong Relationships and Social Wellbeing– 696 relationships strengthened (home, school, friends)

↓

Training and education – 642 people **developing skills** knowledge

→

Health and Wellbeing – 1021 people developed **increased ability to cope** feeling **happier and healthier**

→

Emotional Wellbeing - 597 families and young people improved in mood and wellbeing

New Era in Numbers 2024 - 2025

5996
Individual contacts

1096
Emotional Health & Wellbeing Sessions Delivered

808 upskilled through training

1294
Family Support Sessions Provided

2478
Support plans

683
Employment Support Sessions

17,978
Child Safety Message Contacts

52
Local Schools engaged

New Era – Satisfaction Report

- 97% of those receiving support felt life was better –reporting increased self esteem, confidence and positivity.
- 99% Felt listened to valued and supported
- 88% EHWB CYP felt that their relationship and trust had improved
- 92% EHWB CYP reported an improvement in their mood and wellbeing
- 92% of those accessing community services felt their knowledge and confidence had increased
- 88% of those accessing child safety messaging felt more confident on keeping children safe
- 98% of individuals attending community sessions felt relationships had been strengthened, less isolated and more connected
- 100% of those attending training would recommend and felt their skills, knowledge and understanding had developed.

New Era

Staff

Management, Administration, Engagement, EHWB, Training, Nursery & Creche staff.
All New Era staff are committed to a FAIR way of working, we are:
Friendly
Adaptable
Inclusive
Respectful

Board

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

Michelle Grimes Director/Chair
Wendy Woodfine Director/CEO
Sarah Simpson Director/Operations Manager
Dave Woodfine Director/Safeguarding Specialist
Emma Wood Director/HR Specialist
Adam Wreford Director
AnnMarie Wrigley Director/Founder Member

Members/Friends of

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.

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.

Volunteers

Our team of essential volunteers play a vital role in developing a sense of community in our services. Our volunteers have been involved with building maintenance, admin, peer support

University Placements

Proud to work with 3 local universities provide placements and experience to students

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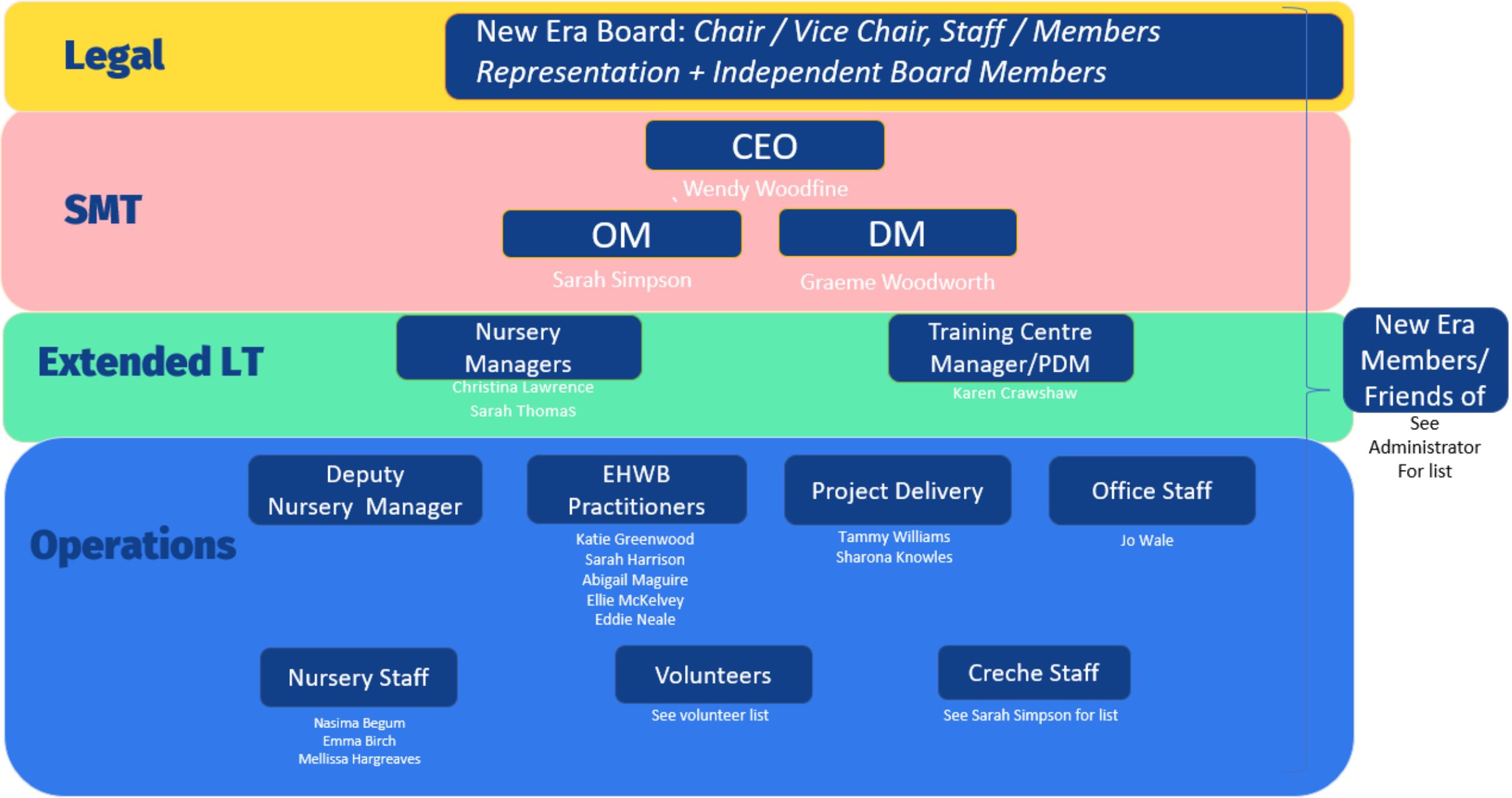
Organisational Structure



Networks, affiliations and partnerships

matrix
quality standard for information advice and guidance services
approved by the matrix Accreditation Body

qualsafe
registered centre
No: 0907919

CO-OPERATIVES UK
coop
CERTIFIED MEMBER

Department for Education

COMMUNITY FUND

NCFE

Ofsted
Good Provider

SKILLS FOR LIFE
MULTIPLY

Lancashire County Council

The Henry Smith Charity
founded in 1628

Trusthouse
Charitable Foundation

MEMBER
SelNet
Social Enterprises Working Together
2023-2024

Early Years
Communication Friendly 2-4s
Status
2022 - 2025

CANW
Child Action Northwest

CVS
BURNLEY PENDLE & ROSSENDALE
COUNCIL FOR VOLUNTARY SERVICE
Company Limited by Guarantee: 3328219 Registered Charity: 1062446

SPRING NORTH
COLLABORATION + INNOVATION = IMPACT

NHS
Lancashire & South Cumbria
NHS Foundation Trust

Care for the Family

Burnley Bondholder

Rotary
Club of Burnley Pendleside