

MAKING A DIFFERENCE TOGETHER



Annual Review 2010-2011



"First they ignore you. Then they laugh at you. Then they fight you. Then you win." Ghandi

Our mission statement

Community Connections support and promote community development, engagement and involvement. Our aspiration is to assist communities in their decision making, in order to improve quality of life and civic pride.

Our core values

- To aim for excellence in all we undertake to do
- To maintain our focus to support the development and improve the capacity of the communities with whom we work
- To be a champion of equality and empowerment
- To inspire and change lives through commitment, ideas, innovation and engagement
- To show pride, respect, enthusiasm and dedication in everything we do
- To act with honesty and integrity, not compromising the truth
- To recognise the importance of diversity, acknowledge all groups and individuals and valuing their contributions
- To strive to develop community activities in strong and meaningful ways and reflect the diversity of the community we serve
- To guide and support, to train and enable, to simply inspire





Feedback from service users and partners

Our service users have a central role in our organisation and their feedback about the support they receive from our staff play a vital role in helping us to understand how well we are doing in our planning and delivery of services but also support us in identifying any need for change or improvements where this is needed.

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A VIEW FROM THE CHAIR

As with many Voluntary Sector organisations, this has been a particularly difficult year for us. The cuts in Local Authority budgets coupled with the changes to NHS procurement have contributed to the creation of a very uncertain atmosphere in which to work. We have major contracts within the NHS whose future is now in some doubt due to the changes which are being imposed on the organisation of commissioning. These changes appear to be implemented despite the fact that the NHS Bill has yet to pass through Parliament and the result is that funding is only being offered on a short term basis which makes it extremely difficult for us to plan ahead.

In addition to these problems with Statutory Organisations we are also finding serious problems in achieving funding for the rest of our work. Again we see this as a problem for all of the Voluntary Sector and not just us. The fact is that more and more organisations are chasing fewer funding streams and this has already led to a number of smaller organisations being forced to fold or merge (and therefore be swallowed up) by larger bodies. This

is a fate we hope not to follow and we are working extraordinarily hard to ensure that this does not happen.

Despite these uncertainties our staff, expertly led by Trish Aydin, our Chief Executive, continues to excel in the quality and diversity of their work and it is difficult to find words to adequately describe their contribution and commitment. The Board is united in their admiration for the work the staff team is producing against this background of uncertainty and will continue to applaud and support their efforts.

Our response to the new set of difficulties we face is to work ever harder to achieve the funding we need to continue with the excellent work we do in the communities which we serve. Great Yarmouth and Waveney both have areas of deprivation of inner city proportions and the work we do is vital to tackle the problems faced in those communities and we are determined to carry on serving and working with them to meet the needs that exist.

The coming years will be even more difficult than the one we have just come through but we are determined to adapt to the new realities and to continue to thrive so that we can continue to provide the high quality services for which we have become renowned and, in the process, retain the services of our brilliant staff team.

A handwritten signature in black ink that reads "Jim Porter". The signature is stylized and cursive.

Jim Porter, Chairman



CHIEF EXECUTIVE'S SUMMARY

Each year we report on the changes, challenges and barriers as well as insecurity of funding that affects our work. Each year we demonstrate our resilience, commitment and dedication to continue to provide quality services and promote the development of the community in the face of adversity. Nothing much has changed on that front. I think we can all agree that the pressure to conform and still meet the needs of our community in a climate of continued economic insecurity, decreasing funds and increasing competition for funds is not about to improve overnight. However, that said we have continued to work in partnership with the community and other agencies to achieve the aims and objectives we set ourselves and most importantly to make a difference.

We may be entering an age of austerity but clearly with the public sector relinquishing their responsibility for delivery of many areas of services this provides some opportunities for change. The larger private companies are taking over, but we aim to openly embrace the opportunities and rise to the challenges where we can. We will do this by building on our experience and knowledge, continue to work in

partnership with those services open to transparent, shared partnership working, to develop innovative approaches to service delivery and in supporting the community to work together to drive forward positive changes that will improve their quality of life.

Our Board of Directors brings to their role knowledge and experience of community work and strategic thinking. The importance of delivering quality services and meeting the satisfaction of the people we serve and those who fund our services are some of their key priorities. We continue to strive for sustainable development under their support and governance.

Our partners, with whom we work to plan and deliver services, share knowledge and experience have been instrumental in supporting us to provide choice and access to services for the people we serve. We have not only been able to share best practice with partners in the UK but have been fortunate to be able to do so with partners in Europe as well.

Finally, the various dialogues we have had with the community have informed us that people want improvement that means greater access to service, improved opportunity to have a voice on how services are delivered to them. They want to have choice and better understanding and appreciation of their needs and the barriers they face. Therefore this annual review is about the difference we are making by putting people and people's needs at the forefront of how we support and deliver services to the community at a local level.

A handwritten signature in black ink that reads "Trish Aydin". The signature is fluid and cursive, with a long horizontal stroke at the beginning.

Trish Aydin, Chief Executive

MEET THE TEAM:

Our Staff are mainly recruited from within the community they serve. We invest a lot in their training and development and as a result we have achieved a staff team that is highly skilled, well trained and are professional. Their dedication and commitment to the quality of services we provide is appreciated by the service users and



Training & Development Team:

Julie Docksey, Ryan Wilkes, Sarah McPherson,
Danielle Case, Michael Collins



Great Yarmouth & Waveney Health Trainers:

Roxy Sewell, Kate Eastwood, Helen Crowe, Carol Knight, Liza Pepper, Dean Wilson, Jackie Southam, Simon Coleman, Paula Reeves, Tracey Souter, Josh Gray-Read, Vinny Brown, Genevieve Rose



Mobile Food Store Health Trainers:

Rachel Rundle, Kenny Hearn



Community Development Worker:

Mark Llewellyn



Central Team:

Sarah Hill, John Drinkill,
Lynne Kingsley



**Training and
Development Manager:**
Tess Tebboth (on Maternity leave)



**Norfolk Unites
Coordinator:**
Toby Cullingham

MAKING A DIFFERENCE

Community Connections' ethos is to put people and people's needs at the forefront of all we do by developing innovation, support inspiration and bring about change. We are working to build capacity in the community that we serve in such a way as to support groups and individuals to become more confident and resilient in addressing the barriers they face. We are unlocking people's potential to improve the quality of their life.

We are engendering partnership working and continuing to address health inequalities and well-being. We are also supporting personal development, work-skills and promoting innovation, inspiration and change.

HEALTH INEQUALITIES AND WELL-BEING

Community Health Trainers have been working in partnership with Great Yarmouth and Waveney NHS since November 2006 to meet the government targets on addressing health inequalities between socio-economic groups. This service initially started in Great Yarmouth and since 2008 we have extended our reach across Great Yarmouth and Waveney.

The Community Health Trainers are now working in partnership with General Practitioners and other health professionals in addressing health and delivering health promotion and healthier lifestyle messages to the community. They also signpost service users to specialist services to ensure that the needs of the clients are met to the highest possible standards.

COMMUNITY HEALTH TRAINERS



CLIENTS SUPPORTED

WEIGHT MANAGEMENT: 1657

ALCOHOL REDUCTION: 10

MENTAL WELLBEING: 81

TOTAL OF PEOPLE IN THE COMMUNITY SUPPORTED: 2516

STOPPING SMOKING: 669

INCREASE IN EXERCISE LEVELS: 99

"I've struggled with my weight all my life, and tried all sorts of diets, even tablets from my doctor, which worked for a while but was a quick fix. When the doctor told me that I really needed to lose weight or I may not see Christmas of 2009, I said that I needed to have support to help me lose weight and she put me in touch with Liza Pepper, a health trainer that ran a clinic at my surgery. I was 18 stone 11lb when I started and I'm not going to say it's been easy as it hasn't. Changing what I was eating has been the hardest but having help, advice and support from Liza from the start has given me the encouragement that I have needed to get me where I am today (14 stone 11lb)"



Veronica W, Bradwell

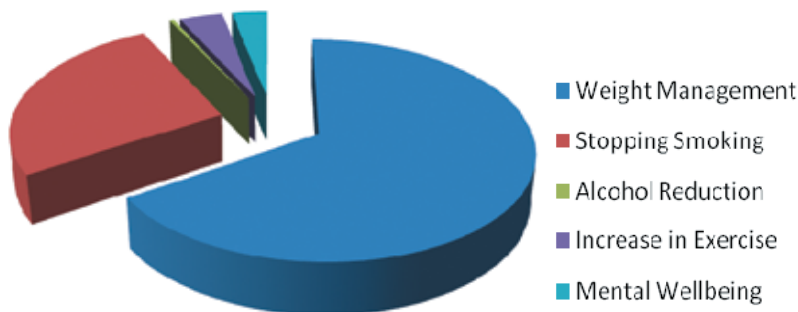
In my battle to lose weight the Health Trainers have provided valuable support and encouragement. Meeting with them at my fortnightly appointments gave me the motivation I needed, also I appreciated the meetings were held in private. PS - I have lost over a stone!!

Mrs P Robinson, Great Yarmouth

"I don't think I knew they existed. I wish I had known about them years ago. I probably might not need them now. However, that's as maybe here I am being given a new lease of life. You can't ask for more than that."

Service user

Primary issues Health Trainers help clients to address 2010/11



Our future plans regarding health and social care are to explore innovations that are cost effective and meet the needs of the people who matters, the end user, the people in the community, particularly services for older people, young people and most disadvantaged in our community.

MOBILE FOOD STORE

This Community Health Trainer service is further enhanced through an innovative Mobile Food Store. This service provides outreach across Urban and Rural deprived areas in Great Yarmouth and Waveney that enables people in the community at a local level to purchase fresh reasonable, prices fruit and vegetables and encourages people to eat five pieces of fruit and vegetables per day.

AVERAGE NUMBER OF CUSTOMERS EACH MONTH: 1300

AVERAGE NUMBER OF MONTHLY STOPS: 130



A customer on board the MFS

I am writing to say how the Mobile Food Store has helped in my life. The staff are polite and helpful and as I am 83 years old it is much better for me to walk a short distance to buy fresh fruit and vegetables rather than getting into town.

Mrs E Alexander, Great Yarmouth



Great Yarmouth and Waveney



UNLOCKING POTENTIAL

COMMUNITY PERSONAL DEVELOPMENT AND WORK-SKILLS:

We are funded by the Big Lottery to deliver capacity building and support to the unemployed community at a time when the needs, barriers and disillusionment in the community was reaching increasingly worrying levels. With this fund we are enabled to meet the personal development and work-skills needs of the unemployed community in deprived areas in both Great Yarmouth and Waveney, under the project Brighter Futures.

We are delivering what people want and need, in imaginative and inclusive ways that are motivational and inspiring to bring about changes for the people we engage. We are reaching our targets and supporting those people who are hardest to reach, whose journey to improved skills can sometimes take time to develop.

The people who engage with the project, are provided with information to support them to make choices about achieving their goals. The majority of these people have progressed to access one or more of the services offered by the project, and if we have been unable to meet their needs, we have ensured that they have been sign-posted to a relevant organisation.



"I have been receiving support from the Community Connections Brighter Futures Project since the start of 2011. This support has involved workshops and group learning sessions on a range of subjects including assertiveness, confidence and interview techniques. I have also been encouraged and supported to attend local youth groups and Julie, who I have been working with, was kind enough to organise a visit for me to speak to the manager of Great Yarmouth library as a way to help me prepare for a job interview at another local library."

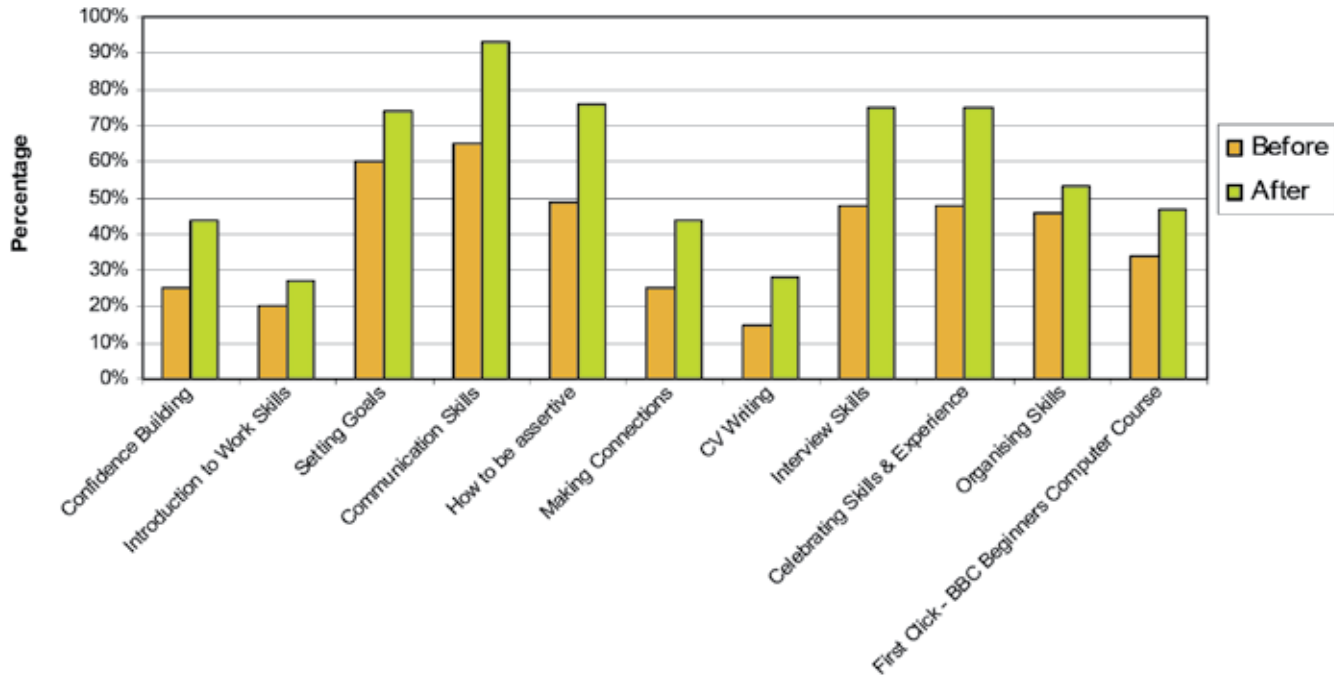
Brighter Future participant

"I feel that attending the Community Connections courses and workshops has had a positive effect on my life. I have really enjoyed the courses and I have learned a lot from them. I have also met some great new people and I have had the opportunity to explore and develop my confidence in a safe and welcoming environment. The workshops have encouraged me to think differently about my achievements and to try assertiveness and confidence techniques that I wouldn't have thought of trying on my own."

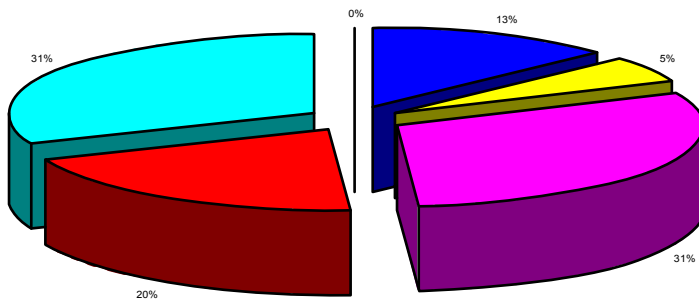
A service User

Clients participating in the Brighter Future programme are asked to complete a skills evaluation at the beginning of the process, and then again at the end. This graph shows the impact that the course has on the individual skills, as well as indicating a greatly increased sense of self-belief and confidence.

Training Workshops 2011 - Self Evaluation



Percentage of how long unemployed 2011



This chart shows how long Brighter Future participants have been unemployed, and illustrates the need for this programme in Great Yarmouth & Waveney.





SUSTAINABLE UPLIFTING CLIENT CENTRED EMPLOYMENT SUPPORT - SUCCES PROJECT

The SUCCES project is funded through the European Regional Development Interreg 2 seas cross border fund. The project is supporting unemployed people in Great Yarmouth and Waveney to get closer to the world of work. This is an initiative that brings together a partnership that includes France, Belgium and the UK in a dynamic and innovative process of sharing 'Best Practice' and approaches to addressing three main aims;

- To support people in our community to identify and address the barriers they face that make it difficult for them to make positive changes in their lives. This is achieved by supporting individuals through a series of imaginative and relevant workshops to support them, to identify and address barriers and to become more motivated, build resilience and inspiration. This provides the opportunity to make the changes they want to make.
- To address a lack of soft-skills and adverse personal circumstances which prevent individuals from progressing into employment. Individuals have access to information, advice and guidance and 1-2-1 support, and interactive workshops to build confidence, self-esteem, aspirations and develop a range of



personal and work skills. Most importantly they are participating because they want to and have decided to improve their quality of life.

- To support individuals to access the opportunity to develop skills and qualifications so that they are better equipped to enter the world of work. These aims are being achieved through a combination of tailored workshops, one to one support and progression into other local services where they can access vocational training and work placement experience.

"The courses they provided for our clients was inspirational. We really value their input because it isn't just off the peg - it is tailored to the needs of our organization and more importantly, to the individual needs of our clients on the course."

Partner Organisation

This service is being delivered in both Great Yarmouth and Waveney and is aimed primarily at unemployed people who feel marginalised, isolated, or experiencing barriers to progression and who want to find ways to move forward to improve their quality of life.

This project as part of its innovation in meeting needs are supporting the most hard to reach and vulnerable in our community through the delivery of the community reporters initiative.



“I feel that attending the Community Connections courses and workshops has had a positive effect on my life. I have really enjoyed the courses and I have learned a lot from them. I have also met some great new people and I have had the opportunity to explore and develop my confidence in a safe and welcoming environment. The workshops have encouraged me to think differently about my achievements and to try assertiveness and confidence techniques that I wouldn’t have thought of trying on my own.”

SUCCES Project Participant

If you would like to find out more about getting support and joining the programme please contact;

Michael Collins for Great Yarmouth

01493-600106 / 07775 - 684408 | michael.collins@communityconnections.org.uk

Danielle Case for Waveney

01502-585343 / 07789-967013 | danielle.case@communityconnections.org.uk

If you would like to work in partnership, make a financial contribution to this work or support in any other ways please contact;

Trish Aydin, Chief Executive

01493 656372 | trish.aydin@communityconnections.org.uk



PROMOTING INNOVATION, INSPIRATION AND CHANGE

INNOVATION

96KTalkback Community Website:

This community website was developed in consultation with the community including partners in Great Yarmouth. What the community wanted was change and an opportunity to be able to have a voice and get and share information without having to attend meetings. The community was expressing views that they felt disempowered and could not influence change.

Innovation was required to give people in the community what they needed to feel that they can make a difference by providing an opportunity for service delivery and decision makers to communicate with the people, share and respond to needs in the community and to demonstrate a willingness to be accountable.

We listened to what was being said and out of this 96Ktalkback as a community interactive social media website was initiated in 2010, The success of this initiative is dependent on community taking ownership and the willingness of the decision makers to engage.



96ktalkback is therefore committed to:

- Local community ownership
- Principles of openness, transparency, diversity, and equality.
- Developing the journalistic and personal skills of local people, particularly those from hard-to-reach; and marginalised communities.
- Supporting people to build the confidence they need to feel empowered and enabled to improve their quality of life.
- Placing the citizen at the forefront of content creation and distribution of news with relevance to them and their community
- Ensuring that communities and individuals can have a voice that is heard
- Sharing knowledge and skills in the production, delivery and marketing of information news and views Support innovation, self-awareness, cohesion and integration

Through the use of social media we aim to give a voice to local communities, and to empower individuals and groups within those communities to promote and develop social and campaigning initiatives. Through the use of online social networking we aim to get people talking to each other, and bring communities closer together.

GROUPS REGISTERED ON SITE: 45

TOTAL VISITS: 193,389

TOP 7 PAGES:

News	85,833 visits
Images	12,792
Venues	8710
Community Groups	5437
Advice services.....	4516
Gorleston community cinema	3369
Health and care orgs.....	3351

PUBLISHED E-BOOKS LINKED TO 96K: 31

TOP 10 VIEWED: 388,082 TIMES



COMMUNITY REPORTERS



This innovative initiative was influenced by a partnership with Peoples Voice Media who are a leader in Community Reporting. This association has enabled us to be a part of the partnership links in Cornwall, Wales, Yorkshire and Brighton.

The aim of the Community Reporters programme is to engage people in our community and assist them through workshops, individual 1-2-1 guidance and support. They receive practical training on using media equipment to develop their confidence and unlock their potential, enabling them to develop skills and competence to fully engage in and with their community.

This process provides the opportunity for individuals to build personal and employability skills and also support other people in the community to have a voice and embrace responsible citizenship. The social and practical skills that all the participants develop brings them closer to the world of work and Independence.

This initiative is providing opportunities for wider involvement in empowerment and development of communities.

Since starting the Community Reporters Project they have interviewed their local MP, investigated local provision of disabled facilities, covered various events, conducted a survey on Norfolk County Councils 'Big Conversation', started a local eateries review page and supported local services to develop a video of their work, amongst other things.

"This help so much to build your confidence and your self-esteem. It gives you so much in enabling you to get out there - to talk to folk and to investigate issues that many people in the community would not have been aware of otherwise. The 'Government Big Discussion' is a prime example of what I am talking about."

"My life has changed since I became a Community Reporter. It has made all the difference to me. Apart from building skills and confidence, I'm able to meet interesting characters and not just sit at home in isolation"



**AN INSIGHT INTO SOME OF THE
EVENTS THAT OUR COMMUNITY
REPORTERS HAVE ATTENDED
AND REPORTED ON.**



Norfolk's Big Conversation



East Norfolk Disability Group Event



Fashion Show organised by Jankie D
A local Arts & Crafts Community Group



Rural bus tour engagement!

Photos taken by Community Reporters

SUPPORTING PARTNERSHIPS DEVELOPMENT

NORFOLK UNITES

As the lead organisation for the project and website Norfolk Unites, we aim to identify and facilitate ways in which the Norfolk Voluntary and Community Sector (VCS) can work together with other organisations, other counties and all sectors more effectively to better support its service users, volunteers and staff. This is even more pivotal at this time during the insecurity of funds that adversely affects the learning and training delivery partners.

Norfolk Unites is about joining the dots, enabling members to be 'on the radar' and 'in the know' and increasing the effectiveness and efficiency with which we are all working. We do this using the Norfolk Unites on line Directory and Funding page.

Organisations signed up to the Directory receive funding news SPECIFIC TO THEM which helps increase take up of opportunity.

The new **Norfolk Unites Hub** enables members to advertise their own events, jobs, training courses, partnership requests and specific requests (our classifieds page) and to send that information to specific, relevant groups - e.g. if you are delivering a training course for working with young people, enter the course details, click on 'young people' and the information will automatically be sent out to all the groups who work with young people. This has the potential to revolutionise the way the Norfolk Voluntary and Community Sector (VCS) operates and to act as a beacon for effective VCS communication to other counties and hubs across the country.



"I like the targeted information by email – I know it will be relevant and is worth a look. I often hear from NU first, even if I eventually get it from other sources. As a small organisation it saves me time, which is great."

Norfolk Unites Member

"An excellent service. Greatly appreciated"

"As we are a Council we are not eligible for many of the funding opportunities, nevertheless the Website is a valuable source of local intelligence and aids relationship building."

"I have found Norfolk Unites really helpful and supportive in helping us run our own charity, locating funds and offering assistance and advice."

"I find the service a great resource and have recommended to others."

52% of members applied for funding having been alerted to it by Norfolk Unites

More than £200,000 of funding was gained by Norfolk Unites members since Jan 09

www.norfolkunites.org.uk

INSPIRATION

"GET EXERCISING NOW" WITH GEN'S GYM

GEN's Gym is an innovative initiative supporting community health and well-being through exercise.

It is a "fitness library" offering gym equipment on loan to people in Great Yarmouth and Waveney areas to use in the comfort and privacy of their own home for free. The project offers mini trampolines, steppers and weighted hula hoops and a whole range of other gym equipment funded by the Norfolk and Suffolk Community Foundations.

The project is the work of Genevieve Rose, a Community Health Trainer at Community Connections and the inspiration behind the name.

"I really enjoyed being able to exercise in the comfort of my own home and at my own pace. I borrowed a mini pedal bike for four weeks and was able to use when I wanted to. I was told by my GP that losing some weight and getting more exercise would help me feel more comfortable and give me a bit more energy so I went to see the Health Trainer.

I have lost 11kg in total and took my husband up on his offer, I cycle when the traffic is quieter as I am still a little nervous on the roads but I don't think I would be cycling at all if I hadn't had the chance to gain a little confidence first through GENs gym.

Thanks again, **Brenda Green**



To find out more about this service please contact:

**The Health Trainers - 01493 656372 or
healthtrainers@communityconnections.org.uk**



SOME OF THE PROJECTS WE HAVE SUPPORTED

COMMUNITY MENTAL HEALTH ACTION GROUP

The Community Mental Health Action Group (CMHAG) has met informally since the beginning of 2007. The group has proved to be an excellent networking opportunity for service users and service providers alike. CMHAG has been able to identify several needs amongst people with mental health issues that with partnership working and innovative planning we should be able to meet.

This group has now changed over time and we have plans in place to reinvigorate the inspiration behind the setting up of the group and we aim to address some of the barriers and needs that affect the sustainability of the group such as lack of support for the running of the small service user led groups

- The cost of hiring a suitable venue for meetings
- A wish to integrate with other appropriate groups
- A need to find new and interesting things to bring to the group
- Practical ways in which to raise the mood of the members of the group



In order to meet the needs across Great Yarmouth and Waveney the CMHAG has become formally constituted to enable itself to run projects.

Many organisations have supported the Community Mental Health Action Group in the past few years, and we aim to bring on board new supporters.

If you are interested in supporting the group or becoming a member, please contact us on 01493 656372



THROUGH THE COMMUNITY MENTAL HEALTH GROUP FUNDING WAS ACHIEVED TO SET UP THE COMMUNITY SKILLS SWAP INITIATIVE.

COMMUNITY SKILLS SWAP

Community Skills Swap is a project created to support and enable involvement of people who care for others with poor mental health or are experiencing mental health issues themselves.

This project enabled people to share skills they are good at, get involved in doing things they enjoy, receive help and assistance that they need, make new friends, learn new skills and most importantly alleviate isolation and have fun.



Community Skill Swap coordinator Angela Norton promoting her project alongside Mark Llewellyn, Community Development Worker and Vinny Brown, Great Yarmouth & Waveney Health Trainer.



Angela, along with the first group to sign up to Community Skills Swap - the Primos Gardeners

COHESION AND INTEGRATION

Informal English Classes “Easy English for an Easier Existence in England” or “E5” was developed and delivered to meet the needs of Speakers of other Languages to address barriers to employment. They were supported and presented with certificates of achievement.



Informal English Class participants



Led by the United Sisters Women's Forum, a Community Picnic was held in July 2010 as a part of “The Big Lunch”, a project started by the Eden Project and aimed at bringing communities together over food. It was held

at the Gorleston Recreation Ground and Church Lane Community Centre and was attended by over fifty people from diverse sectors of the community.

Among those at the Picnic was Fatma Karim from the Salaam Sisters group who said that “it’s been a great day, I’ve met some new people and I am looking forward to joining the United Sisters Women’s Forum.”

The United Sisters Women’s Forum was started to meet a need in supporting women of all faiths and cultures to come together in respect and appreciation of their differences and their similarities.

The women share skills and build relationships, and develop confidence and skills through training and workshops. The long term aim is to enable women to represent themselves on other relevant forums, develop their spiritual, psychological and physical well-being, achieve personal development and positive self-awareness and improve their opportunities for further learning. The forum is for all women young and older.



The Big Lunch Picnic in the Park

To find out more please contact Sarah or Trish on 01493 656372

EMPOWERMENT AND CHANGE

Great Yarmouth People is our local Community Empowerment Network made up of committed people that represent the interests of the Community in Great Yarmouth. Community Connections, in addition to providing administrative support works closely with GYP to hold an annual community event that involves the Great Yarmouth Community, to address cohesion, integration and provides opportunities to get involved.



2010: W.R.A.P (WORK, REST AND PLAY)



W.R.A.P was a community fun day to raise awareness of the local service providers and organisations operating within the borough of Great Yarmouth.

All organisations in attendance were linked by the common aim of getting people back into work or making them work ready.

There were an array of Service Providers on hand to offer information and resources for those looking to enter the world of work.

In addition to this, £280 was raised on the day and donated to "Help an East Coast child".

To become a member and/or support the work of GYP and your community please contact:

Della Anverali - Secretary
greatyarmouthpeople@gmail.com



COMMUNITIES ASPIRING FOR CHANGE

Our Community Development worker organised a tree planting event involving members of the community and a group of conscientious young people in North Yarmouth.

They all rolled up their sleeves to be part of a national tree planting movement to double the number of native trees and woods in the UK. They planted over 400 free trees from the Woodland Trust in Bure Park, Caister Road and North Yarmouth in March 2011. As they grow so will changes take place to improve the environment

“Tree planting is a fantastic and fun way for us to do something lasting in our local area. We hope our trees will help attract wildlife and make a real difference to everyone who will see them.”

Victoria Hodson from the Woodland Trust added: “We have been overwhelmed by people’s enthusiasm to plant trees. The UK is actually the least wooded country in Europe, with only about a quarter of the European average, so we are delighted that Community Connections and 96kFr33style are helping reverse this trend”.



“The kids really loved it, and others have asked when we’re doing it again as they want to help. It was a real positive for the children involved, thanks again.”

**Rachel Houghton, Safer Schools Partnership,
Great Yarmouth High School**



**fair
share**

Lottery money where it's needed most

NORTH YARMOUTH COMMUNITY DEVELOPMENT



Mark Llewellyn has worked closely with the Northgate Community Association to improve the Ferrier Road children's play area.

Funding was obtained via the Fair Share Trust, the body charged with administering Lottery grants to deprived areas in the UK in conjunction with CommunityConnections who employs a Community Development Worker for the North Yarmouth area.



The grand opening of the new and improved Play Area was well attended by local community members, as well as the Mayor who performed the cutting of the ribbon.

"Mark has supported us in all our projects over the years and has been very helpful with the present project Ferrier Road play Scheme which is nearing completion"

**Ros McManus, Secretary
Northgate Community Association.**

**fair
share**

Lottery money where it's needed most

REGENERATION AND SUSTAINABILITY

Vauxhall Links community group has been campaigning for two and half years for the preservation and restoration of the bridge and the regeneration of the surrounding area. The work is now well on its way partly funded from Big Lottery Fair Share funds which is administered through Community Connections and work supported by the development Worker.

The cast iron bridge is Grade 2 listed; it was first opened in 1852 and modified in 1886 to take railway locomotives, when the present footbridge was also added. The bridge was closed to vehicular traffic in 1953, although the footbridge is still used by pedestrians and cyclists.

Vauxhall Bridge is the only surviving major bridge in the country to have been strengthened in the 19th century by complete alteration in its structural form.



**fair
share**

Lottery money where it's needed most

CHANGE AND CIVIC PRIDE

RUNHAM VAUXHALL ROAD IMPROVEMENT SCHEME

This Fair Share Trust scheme £108k for a highway improvement scheme for North River Road, Sidegate Road including footway / drainage improvements, raised table, vehicle activated signs for 20 MPH zone to also include Bridge Road, School Road and School Road.

Back in Runham Vauxhall the scheme started in 2010 and has since made a big impact for the local community's safety as you can see from the before and after photographs;

Pedestrians now have a foot path to walk on and drainage from the North River Road housing guttering which used to spill onto the pavement now goes into drains.

This has led to an improved pride from the residents of the area, and this is reflected in the upkeep and maintenance that is put in to ensure that the area is kept safe and looking it's best.

All the work and planning was completed via partnership working between the Runham Vauxhall Community Association, Norfolk County Council, Fair Share and Community Connections.



**fair
share**

Lottery money where it's needed most

MAKING A DIFFERENCE TOGETHER

Our volunteers are much respected, appreciated and of unprecedented value to our capacity as a community development organisation to continue to support the community. Without their commitment we could not offer all the support services we do now. Volunteers experience and their views ensure that our services are as effective as they can be. Being involved help them to build their confidence and skills and in return they support us to meet the needs of the people and make a real contribution to the outcome of the services available to our community.

WE WOULD LIKE TO THANK ALL OF OUR VOLUNTEERS FOR THEIR SUPPORT AND ONGOING COMMITMENT

Lyn Mummery
Stephen Birrane
Mirelle Mantrip
Julie Smith
Siobhan Meade
Wendy Williams
Dawn Criddel
Josh Mobo
Kelly Rayson

Christine Clark
Annette Dale
Andy Gathercole
Lisa Davies
Rachel Benham
Darren Wheeler
Linda Bishop
Bernadette Rudd

WORK EXPERIENCE STUDENTS - 2010/2011

We continue to support our local schools and students to get the quality of work experience that they need to develop professionally and learn about personal skills required by employers such as professional behaviour, good time keeping, professional boundaries, planning and managing workload, working as part of a team, and learning while enjoying what they do and demonstrating their individual abilities.

Sarah-Beth Hearn

July 2010, Cliff Park High School



"I really enjoyed my time with Community Connections. I especially liked helping to organise "The Big Lunch" picnic for the United Sisters Women's Forum - I even went along on the day to join in! I learned a lot about what goes on behind the scenes in order to make things happen."



Nikki Rennie-Smith July 2011
Cliff Park High School

"Community Connections is a good facility, working to make the community a better place. All the staff are friendly and positive. I have enjoyed myself working here. All the staff made me feel that I was part of the team and part of the family. I will make sure to come back for volunteering work whenever I can."



Remarl Nelson August 2011
Archbishop Sancroft High School

"My fortnight with Community Connections was lots of fun and very educational. I worked with the Health Trainers and learned a lot about how they help people to make changes to their lifestyles."



Keeley Matoso, Linda Trukmane, Adam Willetts
September 2011, *Great Yarmouth VA High School*
"While spending my week at Community Connections I have developed many different skills such as using a variety of software on a computer, social skills and many more. Everyone

here is friendly and is easy to get a long with; near enough everyone can have a laugh, which is always good. I have enjoyed my time here at Community Connections and would love to become a volunteer once I have finished school. Spending time here has also made me realise what I would like to do in the future, which is helping the elderly either volunteering or as a full-time career."

Keeley Matoso



"I really enjoyed this week and obviously day out with Mobile food Store, it was really fun and I think it was the best thing what I had to do in this week. In this week I learnt more

about healthy lifestyle and MFS helped me with it loads. I very much like the people around, everyone are really nice and they help you when ever you need it and where ever you need. I actually don't know how to say in words how much I enjoyed this week. I loved it. Thank you for this experience. I really enjoyed this week."

Linda Trukmane

QUALITY STANDARDS

Community Connections is pleased to have obtained several Quality Standard accreditations that show the organisations commitment to ensuring that the services delivered are of a consistent high standard, and that the work of the organisation is constantly evolving to fit the needs of the community.

The resources of Community Connections continue to be used to good effect as demonstrated through the interviews with clients, staff and partners. The resources relate to the additional support that is always available to clients who are provided with support appropriate to their needs. This might relate to help with literacy or numeracy or perhaps referral to other organisations such as the clients local gym, Another example of note has been the "5 a Day" Mobile Food Store which has been sponsored by Martin McCarthy, a local business. The Health Trainer provide advice and guidance from the van about healthy eating and other lifestyle changes.

During the Review, the impartiality on finding the best possible solution to issues or queries was noted and there was a clear commitment to partnership working. This was evidenced during the Review in discussions with partners and staff. It was also mentioned that issues of concern were also identified in minutes and notes of meetings.

Christine Smart, Matrix Quality Reviewer
EMQC Ltd Matrix Accreditation Review Report



The symbol is awarded by Jobcentre Plus to employers who have made commitments to employ, keep and develop the abilities of disabled staff.



Developed, led and supported by employers, the MINDFUL EMPLOYER® initiative is aimed at increasing awareness of mental health at work and providing support for businesses in recruiting and retaining staff.



The FRSB is the independent self-regulatory body for UK fundraising. We are backed by the Office for Civil Society, The Scottish Government and the Welsh Assembly Government. Members commit to following best practice standards and being subject to an independent complaints process to ensure public confidence in charitable giving..



BEYOND THE HORIZON

“For the future we aim to continue to improve the lives of those people in the community that we exist to support, maintain our values and make our organisation stronger. We will do this in part by involving, engaging and empowering the most disadvantaged, isolated and marginalised people in our community, those people who need our support the most. We look forward to your support in enabling us to continue to make a difference together.”

COMMUNITY CONNECTIONS

Please treat...

- The enclosed gift of £..... as a Gift Aid donation; OR
- All gifts of money that I make today and in the future as Gift Aid donations; OR
- All gifts of money that I have made in the past 4 years and all future gifts of money that I make from the
- date of this declaration as Gift Aid donations.

Please tick the appropriate box

You must pay an amount of Income Tax and/or Capital Gains Tax for each tax year (6 April one year to 5 April the next) that is at least equal to the amount of tax that the charity Community Connections will reclaim on your gifts for that tax year.

Donor's details

Title Initial(s) Surname

Home Address

Postcode Date

Signature

Please notify the charity if you:

- Want to cancel this declaration
- Change your name or home address
- No longer pay sufficient tax on your income and/or capital gains.

Tax claimed by the charity

- The charity will reclaim 28p of tax on every £1 you gave up to 5 April 2008.
- The charity will reclaim 25p of tax on every £1 you give on or after 6 April 2008.
- The Government will pay to the charity an additional 3p on every £1 you give between 6 April 2008 and 5 April 2011. This transitional relief for the charity does not affect your personal tax position.

If you pay Income Tax at the higher rate

You must include all your Gift Aid donations on your Self-Assessment tax return if you want to receive the additional tax relief due to you



**Community Connections,
Electra House,
32 Southtown Road,
Great Yarmouth NR31 0DU**

Please detach and return to the address above, along with your contact details:

- I would like to support the work of Community Connections, and enclose a donation of
(All cheques to be made out to Community Connections, Great Yarmouth)
- I would like to support the work of Community Connections by becoming a volunteer
- I would like to find out more about the services offered by Community Connections

Please tick the appropriate box

GOODBYES AND WELCOMES:

Appreciation and thank you

Liff Pedersen
Mary Gwinnell
Carlos Antunes
Vicki Knights
Alex Ridge
Lee Chalmers
Julie Stevenson
David Hutchison
Gemma Larham
Steve Garrod
Toby Cullingham

Future Jobs Fund Placements 2010

Craig Worboyes
Lynnette Parkins
Stephen Getliff
Darren Wheeler

Welcome

Paula Reeves
Sarah Hill
Kate Eastwood
Carol Knight
Julie Docksey
Ryan Wilkes
Tess Tebboth
Danielle Case
Simon Coleman
Sarah McPherson

WE ACKNOWLEDGE WITH APPRECIATION ALL THE CONTRIBUTION BOTH FINANCIAL AND IN KIND OF OUR SUPPORTERS AND FUNDERS

Great Yarmouth & Waveney PCT
Big Lottery
Fair Share
EU ERDF interreg IVA Two Seas Programme
Waveney District Council
Community Development Foundation - Faith in Action
Norfolk Community Foundation
Suffolk Community Foundation
Norfolk County Council
Suffolk County Council
Felton Fundraising and Appeals

Fitzmaurice Trust
The Souter Charitable Trust
Paul Bassham Charitable Trust
The Coutts Charitable Trust
Archant Charitable Committee
Bank of England
The Wychwood Charitable Trust
The Sir Jules Thorn Charitable Trust
The Woodroffe Benton Foundation
The J&D Hambro Charitable Trust

Spread throughout this report are some of the comments that we have been delighted to have received in acknowledgment of our work in the community. We could not achieve all we have without partnership working. Thank you.



We welcome comments, feedback and input from the community and can be contacted in the following ways:

Telephone 01493 656372

Mail / In Person Community Connections, Electra House,
32 Southtown Road, Great Yarmouth NR31 0DU

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