



NORTHFIELD

Town Centre Partnership



Annual Report 2013 -2014



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Overview

This year the partnership has continued to go from strength to strength developing new partnerships and extending the reach of our work to not only cover the Northfield town centre area, but also the wider South Birmingham Constituency.

This report intends to inform of our core outcomes from the National Lottery but also our developing wider scope of work which has been funded by outside funding streams.

We have worked to support over 12,000 people through the services in the shop, we have also engaged over 11,000 people through our project work and events.

New partnerships have been developed with external stakeholders including Bromford Housing Association, South Birmingham and Central CCG, Northfield Baptist Church, City Save and My Home Finance.

We have extended the level of providers and services that we deliver from the NTCP shop including a food bank facility, hub for advice and information, BVSC volunteer bureau, Aquarius drug and alcohol service and extended financial provision through My Home Finance and the City Save kiosk.

We are also a registered UK Online Centre providing basic IT training provision to combat digital exclusion from some of the most vulnerable in society.

We have delivered several new projects including a community learning project focussing on time bank rewards over 400 volunteers took part with over 4765 hours banked.

We have extended the age range of the young people that we work with through our Exemplar project working and supporting 12 NEET young people aged 16-24 with training and apprentice opportunities, 8 of which are now in full time work placements.

New providers in the shop have included Bromford Support, Royal British Legion, Severn Trent, and Money Line.

As well as all of our service delivery from the shop we continue to deliver high quality events and project work with a range of partners including Arts 50, Northfield Business Improvement District, Bromford Housing Association and Northfield Eco Centre.

We have secured an extra £119,000 in external funding during this financial year which has come from Birmingham City Council, Awards For All, NIACE, Community First, Community chest, and Bromford Housing Association.

Revenue generated from room rentals has also allowed for the employment of another member of staff.

We have worked with local community groups to develop resident groups and we have now constituted two community groups who meet regularly.

We continue to work as a key stakeholder and are instrumental in the delivery of the Northfield community stakeholders meeting which represents key community priorities to the district.

We would like to thank all of our funders and partners in their contribution and continued support to the work of the NTCP.

Core Outcomes from Big Lottery Funding

Core Outcome 1

Improve employability through facilitating access to training, encouraging volunteering and enhancing self-confidence of individuals and groups.

Change Indicator	Outcome Target	How much change has happened so far?
The number of people who will have volunteered their time to gain new organisational/ administrative skills at the shop or community events	30 people by the end of the project	Through our time bank project we have over 400 volunteers on our books who engage in a whole range of activity including project delivery, IT support, and work on our community garden.
The number of people will have attended a pre-employment advice and guidance meeting.	3000 people by the end of the project	802 people attended the National Career Service for pre-employment advice. 640 people have had appointments with NTCP staff setting up universal job match accounts, email addresses and CV support. Advance employment has seen 712 clients in total.
The number of people will have attended a short course on basic computer skills.	50 people by the end of year 2	3162 people have accessed the computers for job searching. 87 people have attended the UK Online computer course. We have already met the outcome for overall total for the end of the project lifetime.

I owe a huge thank you to Northfield Town Partnership for all the support I had when I was briefly unemployedand the ongoing support I received until I landed the job of my dreams. Keep up the good work ladies. You all do a brilliant job x

Message left on Northfield Town Centre Partnership Face Book page

Core Outcome 2

Improved financial stability in families through the provision of a credit union and promoting this in areas of multiple deprivation.

Change Indicator	Outcome Target	How much change has happened so far?
An increase in the number of people who save on a regular basis from the most deprived neighbourhoods.	50 people by the end of the project	<p>492 people accessed Communisave credit Union until it went in to liquidation in July 2013. My home Finance has seen 567 clients.</p> <p>A new partnership has been developed with CitySave credit union and this has been widely publicised at community meetings, events and in house at the NTCP shop. Citysave have held 3 financial well-being days at the shop. We continue to publicise credit unions as an ethos for our customers and work with other agencies to support clients.</p>

Core Outcome 3

Improve Health and well- being of individuals by encouraging them to stop smoking and take up healthier lifestyles.

Change Indicator	Outcome Target	How much change has happened so far?
The Number of people who access stop smoking service	1200 people in the first year	The number of people who have used the stop smoking has double from last year, with 4223 people using the Quit smoking service this year.
An increase in the number of men referred from other partners to the stop smoking service	All of the partners working in the shop to raise opportunity for referral to all male clients each year of the project.	The service is advertised widely in the local area and display materials are on show in areas where men congregate i.e. barbers and public houses. The NHS stop services also were present at our week long beach event at the beach which gave them the opportunity to publicise their services with over 10,000 people.
Provide brief intervention training with regard to stop smoking to partner organisations to enable them to raise awareness and use appropriate referral pathways.	As required to all providers throughout the project	The numbers for the stop smoking service have more than doubled since the last lottery report; this year's figure of people seen is 3963 . This figure shows what a vital service the NHS is delivering in the Northfield area. The figures may indicate people's financial hardship through the current economic climate. They also indicate that the service and location of the facility is working well and easily accessible to local people.

Core Outcome 4

Increase the understanding of people about how to become active citizens through volunteering with community groups, at community events and at the shop.

Change Indicator	Outcome Target	How much change has happened so far?
The number of people who will have undertaken capacity building training.	10 people each year	<p>Through our time bank project we have over 400 volunteers on our books who engage in a whole range of activity including project delivery, IT support, and work on our community garden.</p> <p>During our culture mash event last year people volunteered their time and gained a wide range of skills which helped towards their employability including stewarding, face painting, arts and crafts. We also have a full time volunteer who has developed a database to collate statistics for the purpose of reporting for the shop.</p>
The number of people who will have gained employment as a result of their volunteering experience.	10 people by the end of the project	<p>3 volunteers who have undertaken training have gained their SIA licence and have gained employment as security guards.</p> <p>Capacity training this year has taken place working with 'The Other Side of the Door' group, Bromford residents, and the development of Northfield Stakeholders meeting.</p> <p>With 'The Other Side of the Door' group governance training has been given to develop their skills as a committee, enabling them to become more effective in managing meetings, applying for funding and developing their articles of association. They are now a fully constituted group delivery a range of activities to members of the community. This training and development has enabled them to deliver a great number of projects safely and within recognised guidelines. There are ten members of the group and they have delivered a variety of activities over the past year these have ranged from card making to residential trips and throughout this the volunteers have gained new skills and confidence to grow.</p> <p>Through our consultation work with Bromford Housing Association a residents group has now been developed and again these members have received training with governance and are now a constituted group in their own right.</p> <p>We have also worked closely with the local MP Richard Burden to convene a Stakeholders Meeting with a range of community partners to put a proposal together to look at a district plan to address the cuts in the local area, this has now being forwarded to the leader of the Council. This work has allowed smaller groups in the community to have a voice to shape essential service delivery to the Northfield Constituency without this work local groups would not have had their views and representation put across.</p>

Our Year in Numbers

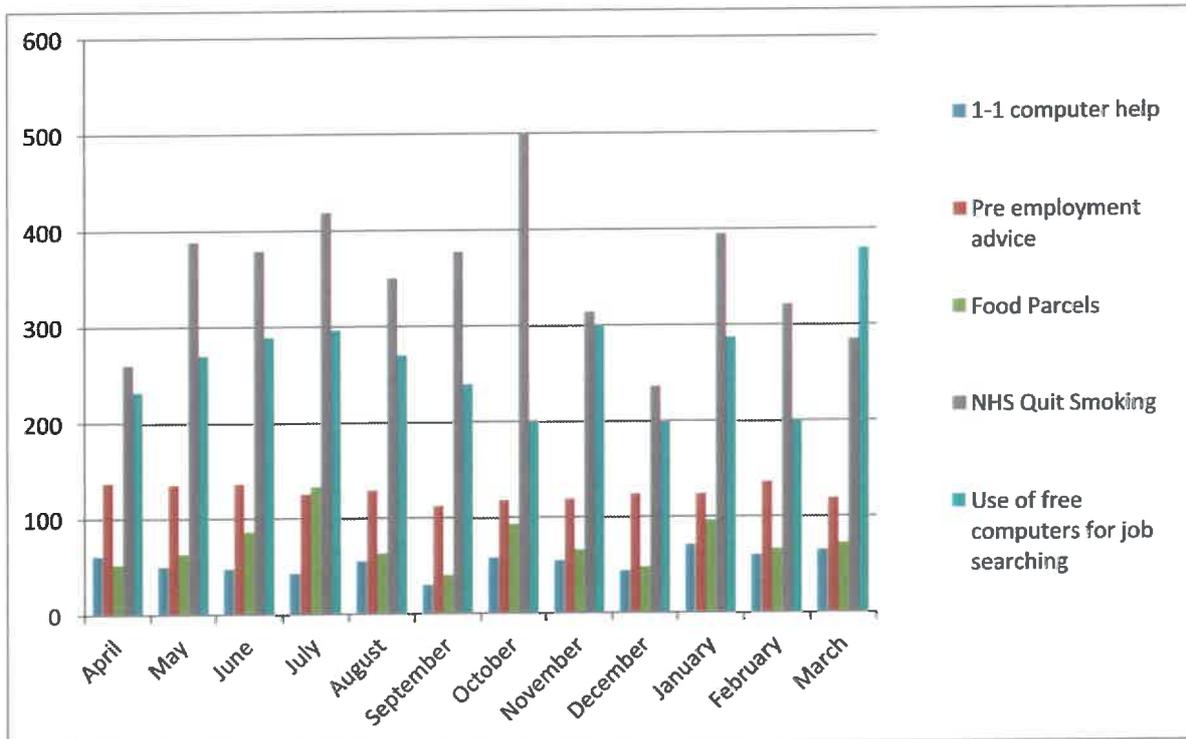
755 people have registered as new NTCP shop users this year; Last year's total was 730

We have over 1000 Facebook likes and over 400 followers on Twitter

We have brought in an extra **£119,000** in funding. These funds have been used for our various projects and events throughout the year.

We have over 400 volunteers registered with the TimeBank. They have taken part in lots of different activities including Northfield Carnival, Culture Mash, Big tidy up, community garden, & admin support. That's a total of **4675 hours** volunteered!

Shop services used per month



Shop Services

Food Bank

We operate as a food bank distribution centre for the whole of south Birmingham, working in partnership with Life Line Food Bank, the Trussell Trust and the Co-op. We also receive donations from the CCG, the Job Centre and Bromford Housing Association who collect on our behalf as part of their corporate responsibility. We have distributed over 863 parcels from April 2013-March 2014 during the current year. As part of this work food bank recipients also receive advice and guidance and are referred to the many partners within the shop for support.



We have noticed a peak in food bank usage during the month of July we think this is due to families unable to access free school meals during the summer break.

Aquarius



Aquarius are on hand two days per week to help people who are affected by their own or someone else's alcohol abuse.

Aquarius can offer a long term solution to problem drinking once the first step has been made. Aquarius has been successful in using the cross referral mechanisms in the shop and many people benefit from the food bank and financial advice from providers.

My Home Finance

My Home Finance is a social enterprise a fair alternative to profit making lenders. All profits are put back into the business so that more people can be helped.



My Home Finance was set up by the National Housing Federation it is supported by the Royal Bank of Scotland. They are based in the shop 3 days per week.

NHS Quit Smoking



NHS Quit Smoking continues to make a huge impact on the lives of smokers seeing over 3000 clients this year. NHS Quit Smoking is based at the shop Monday to Saturday.

UK Online Centre

We are now a UK Online Centre and work with many to become computer literate this need has become more prevalent now that benefit and housing applications are made online. We deliver 4 appointments per day for computer support and delivery of the I learn my way course. Many more people receive support throughout the day through the NTCP staff to set up email accounts and universal job match accounts.





City Save

City Save are a new addition to the service to the shop, we brokered this partnership after the collapse of Communisave credit union. We gained funding to purchase a City Save kiosk which allows people to apply for accounts directly whilst providing other advice services such as Turn 2 Us and benefit advice. 492 people have accessed the City Save kiosk.

National career Service

We receive 100s of referrals each year in to the National Careers Service, the contractor for the local area is Prospects. They provide information, in a confidential helpful and impartial manner.

They offer advice on learning and work issues helping with training and CV writing.



Bromford Support



Bromford Support has become an invaluable part of the makeup of the shop. They provide extended support for people with housing, debt and confidence issues. They have built up strong relationships with clients and partners within the shop providing intensive support on a wide range of issues.

Projects and Events

Cycle South Brum

Northfield Town Centre Partnership and Northfield Eco Centre worked together on this exciting new project to win the Peoples Millions.

Cycle South Brum went head-to-head on television against another project to win £50,000 to enable people to borrow free bikes to get to work, get active or cycle as a family.

We delivered a high profile marketing campaign involving the 'green people' who became famous in their own right and featured in local and national press and received radio coverage on Free Radio who started their own campaign on 'who are the green people?'.

We had the second highest number of votes throughout the week and were successful in securing the

£50,000

The project enables people to borrow bikes on a daily basis to encourage leisure cycling and also on a longer-term basis, aimed at commuters.

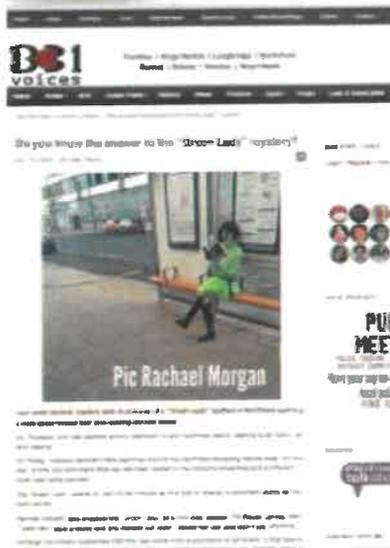
Free family and group cycle rides, training and confidence sessions, and bike maintenance will also be on offer.



Improving health and wellbeing is a growing priority for the area with nearly a quarter of local school children now leaving primary school obese.

Cycling reduces congestion and carbon emissions, and the project helps the many people who are struggling with the rising costs of living and can no longer afford public transport or to run a car.

The project is now going well, with many bikes being hired on a daily basis.



Culture Mash 2013

Northfield Town Centre Partnership received funding from Awards For All, Community Chest, and Community First to deliver a week-long event around various locations in Northfield town centre.



Local community groups were invited to hold stalls to demonstrate and promote their services

A range of cultural and performance events was held to engage local families and young people in a range of diversionary activities.

NTCP worked with many community partners to develop the project ideas, these included the Northfield Business Improvement District (BID), and older people's groups, Work in Progress Theatre Company, Circus Mash and local

schools and colleges.

Day of the Dragon

We worked with the Redditch Chinese Society to deliver a day of oriental arts and crafts. Young people and families made paper lanterns and calendars and learnt about the Chinese horoscopes. They also made dragon masks and got to dance with a life size dragon.



After the Event

After the event was supported by the Awards For All funding to work with a group of young people ranging from 16-25 to develop an outside theatre piece called 'After The Event'.

The piece contained various themes including, alcoholism, teenage pregnancy, youth unemployment, bereavement and gang culture.

Young people created the script, designed the publicity, worked on the marketing and evaluation of the event. Young people gained an enormous amount of skills from this piece of the project including:

- Admin/marketing
- Event organisation
- Arts
- Networking
- Promotion
- Practical skills such as wood work/set design
- Photography



The group worked for over 3 months to develop the piece which culminated in four performances outside in the local town centre. These were attended by local MP Richard Burden, many community groups and the general public. Through this work the group intends to carry on meeting to develop the piece further and take part in a cultural exchange to Leipzig in Germany.

Young people's confidence and self-esteem grew as part of the process and one member of the cast has found employment at the Alexandra Theatre. The group continue to meet and have become involved with other local groups including the Northfield Arts Forum.

Circus mash



The circus element to the event worked with 8 young people to produce a performance which was showcased at the event on the Sunday, regular performances were held throughout the day. Young people gained new skills including performance, photography, and agility and helped to change the perception of young people in the local area.

Young people were recruited from a range of backgrounds and were engaged over a two week period before the performances.

Flash Mob

1930s flash mob performances were held around the town working with DR. WEN and intergenerational groups. Groups hid themselves amongst the crowds and when a particular piece of music started they grouped together to deliver dance performances. These groups learnt the dance over a period of weeks with DR WEN.



This activity helped to bring older and younger members of the community together building community cohesion and building new relationships.

Community Alley

There was a very well attended community alley where many different organisations including Aquarius, NHS stop smoking service, the local CCG, Advance Employment, and Women's Aid engaged with members of the public to inform and publicise their important local services.

Music and performances

The Project was picked up by the Birmingham wide Esprito Brum festival and they sent drummers and a Brazilian DJ to complement the project.



There were also live music days including a reggae day and 1960s day other performances were made from Oyabatacuda samba band where they worked with local children to make drums and perform alongside professional samba band members.

Publicity

Over 10,000 people attended the week-long event and it was also featured on Radio WM, Central News and in the Birmingham Mail.



Evaluation

Evaluation and feedback forms were collected throughout the week and below are some of the comments.

- "It's good to get the people of Northfield together and not everyone can afford to go away on holiday"
- "It's free with great activities for children and entertainment for adults"
- "Excellent atmosphere and a fabulous event, which has brought the community together"
- "It's what Northfield needs"
- "Very interactive for children and keeps them busy and it's safe"
- "Brilliant, opening people's eyes and bringing the community together. Good for kids and free"
- "Good family atmosphere, fantastic for families, especially if can't afford to go away"
- "Yes it's fantastic for the kids and community, and low cost - so important. Please fund this again!"
- "it was a fun and safe environment for me to bring children to"
- "Would like to see local businesses more involved, offering discounts"
- "Good for families, friendly and safe"
- "Love the togetherness. All nationalities together enjoying this venue (every day). All children playing happily together"
- "Great way of making new friends and community to get together. Great chance for children to socialise and interact"
- "Something so different and day costs nothing. Children interacting met lots of people, very friendly! Would seek out something like this again"



Impact

The event was a great success and made a huge impact to the lack of activities for low income families in the local area, some of the volunteers who were engaged in the activities have carried on to become regular volunteers at the NTCP shop and at other events.

The local CCG carried out community consultation activities collecting patient stories as part of their big conversation agenda, these are used to feedback and inform local services making patients experience more relevant. Since the event NTCP has developed a partnership with the CCG to work closer together on health issues in the local community.

Northfield has suffered from a negative reputation and has been lacking in cultural activities for many years, the culture mash festival has made a start to change these perceptions and put Northfield on the map as a place where other people in Birmingham come to visit.

The festival also boosted footfall in the town centre and shopkeepers reported a rise in sales during the week of the event.

The festival also built the social capital of residents in Northfield allowing them to take part in community activities and cultural experiences that they would not normally be able to afford.

Exemplar

Northfield Town centre partnership worked with 12 young people aged between 16 and 24 to deliver a program of pre-employment, using a Timebank as a mechanism to provide the work anchor element.

The young people were from the Weoley ward of Northfield which currently has the highest level of youth unemployment in Birmingham.



CASE STUDY – JORDAN KELLY

The Kickstarts Programme recruited Jordan during a 4 day recruitment campaign in the centre of Weoley Castle in January.

Jordan is aged 20 and had left school at 16 with few qualifications then had gone on to college where he completed a construction course. Following college, Jordan had applied for numerous jobs with no success and had been claiming JSA since October 2012. He decided to join the Kickstarts Programme as was desperate to gain employment and saw it as the possible breakthrough he needed.

When Jordan started the programme, it was evident that his confidence had been knocked and that he lacked self-belief in his own abilities. It was apparent from the start that he had the necessary skills to land him employment, he just lacked direction and needed appropriate support to help him on his journey.

As the programme progressed, Jordan's self-confidence began to flourish. He demonstrated great organisational skills with a 'can do' approach to all workshops, team building activities and tasks set. Throughout the two months, he showed great commitment and a steely determination to succeed even when faced with challenges and at times low group moral. His personal development skills increased and his supportiveness to other group members was second to none. The main barrier Jordan had was job interviews and even after completing interview technique workshops, he still lacked confidence in this area. However, this was about to change – as part of the programme we had arranged for each young person to attend a 'mock' interview with two local employers who would give constructive feedback at the end. Although apprehensive, Jordan prepared as best he could for the interview resulting in him receiving excellent feedback from the interviewers (one even offered to help him find a job in their own organisation if he had no success applying for apprenticeships). This was the much needed boost in confidence that he needed and from this point on there was a definite shift in Jordan's self-belief.

Jordan was also a key member in creating a short DVD to raise awareness of knife crime, which was showcased at The Factory Young People's Centre at an event supported by the local policing team and Fearless (part of UK charity Crimestoppers). This DVD will continue to be used in youth centres delivering workshops around knife crime.

Northfield Eco Centre had approached Northfield Town Centre Partnership, as they wanted to offer an apprenticeship to one of the young people we had been working with. Having completed a three day placement with the Eco Centre, they had already expressed an interest in Jordan, therefore he was encouraged to apply. Jordan was shortlisted for interview and after plenty of preparation he learnt that he had been successful in gaining the apprenticeship. Jordan was thrilled as this was his first break into employment and it also included working with bikes (which is his hobby). Jordan's mum was equally happy and even brought in a gift to thank us for supporting Jordan throughout the programme.

Jordan commenced his apprenticeship on Monday 7th April 2014



Jordan (to the left) during 'Walk the Job' week at Strip Tinning

Jordan's view

I think the programme was the turning point for me really, before it I had lack of motivation and self-belief in terms of finding employment. The fact that I could make new friends and still have fun and have a good time whilst also learning a lot and developing my skills at the same time was brilliant.

All the staff from Northfield Town Centre Partnership was wonderful and so supportive throughout and even after the programme had finished. From when I started the programme up until the end it was such a huge improvement for me, everything I wasn't sure about was resolved in an outstanding way. I was so worried about how I would perform in an interview and I really thought I would never be able to get a job, to then have positive feedback from mock interviews was a massive boost in my confidence.

I think in February when we spent a few days at Northfield Eco centre that was vital in me gaining my apprenticeship. It seemed like Georgia was impressed with me right from the start, then during my work placement at the Visit Northfield shop, She spoke to me a little bit about the apprenticeship and she seemed really keen for me to go for it. When I was shown the job description I saw it as the ideal position for me and I saw it as a big opportunity to start off my career path.

I am so thankful for the help and support I have received from Northfield Town Centre Partnership and it is because of this that I have gained an apprenticeship.

Time Bank

Overall aim

To raise the level of community engagement and learning with residents from the Northfield District, and addressing the significant gaps in health, worklessness and opportunities for cultural and social learning.



Summary

Time to Learn ran from September 2012 to the end of July 2013. This work was funded as part of NIACE's Community Learning Innovation Fund (CLIF), funded by the Skills Funding Agency. Participants were engaged in the Northfield District, which encompasses the Northfield, Kings Norton, Weoley and Longbridge Wards.

Time to Learn was led by Northfield Town Centre Partnership (NTCP) who, in partnership with Northfield Ecocentre, made up the steering group of Time to Learn.

Time to Learn was developed by NTCP as a mechanism of engaging hard-to-reach groups; these included low income families, isolated elderly people, those in financial crisis and those with mental health problems.

Volunteers were engaged in a range of Time Banking opportunities to promote community learning, health benefits, increase employability, increase voluntary opportunities and increase cultural capital by:

- Developing a Time Bank to increase knowledge, training and skills
- Developing a community garden, including environmental projects and opportunities for social enterprise
- Delivering family learning days to build learning opportunities for low income families
- Providing intergenerational activities to increase community cohesion and harness transferable skills
- Increasing leisure activities
- Creating work experience opportunities through the functions of the Time Bank, Northfield Business Improvement District and partner projects

Summary findings

In total the Time Bank total of members was 477. They were supported to develop individual exchanges and projects, and in total 4675 hours were banked.

The Time Bank has only been funded for a ten-month period, but in that time it has made a big impact in the local community and wider south Birmingham area.

Time Banking is being highlighted as a new method and way of working, and as a tool for social change. The Time Bank has been asked to contribute to the 'Making Birmingham an Inclusive City' paper, and is being recognised by key partners, such as Birmingham South Central Clinical Commission Group (CCG), as a way to engage service users in meaningful practice.



Core activities

The project's four core activities were:

- Establishment of a Time Bank hub
- Development of a community garden and harvest project
- Deliver a programme of intergenerational projects reflecting community history
- Family learning activities

Innovation and organisational learning

Innovation was a key focus of the Time to Learn project, with organisations, members and learners learning how to share skills and do things in a different way. Bringing many different people together to exchange ideas and learn from one another was new as professionals, ex-offenders; probation officers etc. had a forum to share key issues in the community.

To exchange skills and use Time Bank hours for social opportunities is also a new concept, with the value being shifted from monetary terms to skills that everyone possesses.

Also the work that we have done with other organisations to time bank our own resources has been endorsed by local councillors, the MP and many community organisations, as it is a way to respond to collectively to the cuts in services that are affecting our community.

Time Bank members reported:

- Increased self esteem
- Less isolation
- Improved physical health
- Improved acceptance of people with long term mental health issues.
- Increased commitment to further learning
- Increased employability
- Increased sense of engagement with the community
- Increased friendships
- Increased access to the arts and community events
- Increased family learning and sharing skills
- Feeling part of something
- Increased confidence



In taking next steps into formal learning opportunities, members reported:

- Greater tolerance of younger people by older members of the community
 - Increased computer literacy amongst benefit-dependent people
 - A voice for local people on housing issues and redevelopment of their community facilities
 - Enhanced CVs, aspirations and social capital through work-based volunteering placements



Time to Learn made a difference to the Northfield community by:

- Providing enhanced community facilities
- Greater opportunities for community learning
- A community garden
- A variety of no-cost community activities and events
- Development of Northfield as a place to hold cultural festivals and events
- Improved community cohesion through acceptance of community members' age, ethnicity and background
- Older people's groups
- Computer literacy for the wider community, addressing the significant pressure and drain on resources that the welfare reform is bringing
- The development of a residents' group giving greater co-operation between Bromford Housing Association clients and housing managers
- Mechanisms for people to have a voice on local health issues
- Putting Northfield in the public eye through a range of high profile media opportunities including television coverage twice, radio interviews and several newspaper articles
- Befriending scheme developed by Wychall Farm Family Club, subsidising provision for older people who are housebound



Case Study - Time Bank Member

Question: How did you get involved in the Time Bank?

Answer: I was actually on Face Book and Rebecca Debenham read my comments and responded to me by asking if I would like to volunteer with NTCP.

Question: What did you feel about being asked to volunteer?

Answer: My first feelings were that it wasn't for me. I associated volunteering with [for example] working in a charity shop. I didn't see why anyone would work for nothing. But Rebecca talked me through what opportunities were available and I decided to give it a try.

Question: What were you doing before joining the Time Bank?

Answer: I had been doing an Open University course in Childhood and Family as I am interested in this from a domestic abuse perspective. However, I have not been able to continue with my course and was keen to get involved in a practical way in anything that might help me further my ambitions. I feel that when I was younger that I had no-one to guide me and show me what direction to follow and that a lot of young people today are in this position. I would like to help them and share my experience in order to give them more opportunities. I have a three year old son and I want to show him that it is possible to work hard and improve our lives so that he knows that he can do anything he wishes in his life.

Question: What would you say are your aims by volunteering?

Answer: I want to build my confidence and find out what skills I do have so I can develop them. I also want to learn new skills.

Question: What have you got out of Time Bank so far?

Answer: I have done an IT course which has helped me lot. I have been developing IT skills, people skills and organisational skills. One example is that I have learnt about sending emails. I am doing a Food Hygiene course which will help me as I would love to have my own catering business. I am used to cooking and have worked a lot in catering outlets so would love to put these skills into my own business.

I have been able to exchange some of my voluntary hours for childcare for my son. This has been fantastic as he has benefitted from this as well as me. In the short time he has been going, I can really see how he has changed by mixing with other children and learning to socialise.

Question: What are you enjoying about the volunteering you are doing?

Answer: I am enjoying it because it is 'pushing me'. I enjoy meeting new people, learning about myself and finding that I can stick at things and achieve something worthwhile. In fact, it is proving to me that I am worthwhile because people are putting their trust in me which is encouraging me to do even more.

Question: What are you doing at the moment for the Time Bank?

Answer: I am helping to organise an event to officially launch Time Bank. This has helped me to put what I have learned from the IT training into practice. I am also learning loads about organisation of events and I can't believe what I have achieved so far.

Question: Finally – how would you sum up your volunteering experience so far with Time Bank?

Answer: It is totally different to what I expected and it has given me lots of opportunities to develop and learn new skills. It has definitely come up to my expectations and I now feel more confident about myself and my career path.

Other Side of the Door



This group was formed as a result of a photographic activity early on in the Time Bank project. Members of the community were given a short photographic course and also went out and about in the community taking photographs. They enjoyed the course a great deal and also bonded as a group, so decided to continue to meet as an intergenerational group.



The Group got there name because of one member's experience:

"I originally moved to Northfield about five years and I actually live in a care home, Thomas Pocklington, a home for people with sight loss or sight problems.

The main reason for coming here was with my husband was very disabled and I was finding I couldn't cope. Unfortunately my husband died about 6 weeks before we were due to move. My son asked what I wanted to do and I thought: 'if I was unwell there is someone there, I don't have to fetch my son out in the middle of the night because I'm unwell or ill, so I'll live at Pocklington'.

I also help and volunteer with the stroke group we try to take people out as much as possible, last week zimmer frames, sticks and hobbling we went to play bowls and they loved it!

Oh and this group, well the photography, I love photography and also met some new friend and it keeps the old grey matter working. You've got to do and stay involved. My kids say 'mother you're not going out again?!' well **life is the other side of the door** and not sitting in watching the telly."

Other Side of the Door have taken part in many community activities like the Northfield Carnival and has tried many activities including:

- Painting
- Creative writing
- Card making
- Knitting
- Collage
- Photography
- Family history



The group is now constituted in its own right and has started to apply for funding with the support of Northfield Town Centre Partnership.

Bromford Community engagement project

NTCP were commissioned by Bromford Housing Association to engage local residents in a range of community initiatives with the aim to:

- Enable tenants to become more self-reliant
- Take pride and ownership of the areas that they live in
- Improve community safety and levels of anti-social behaviour of tenants
- Implement an information point and mentor in each area.



So far we have worked in 3 different areas, Fox hollows in Longbridge, Catshill in Bromsgrove and Bromford Dell in Northfield.



Fox hollows worked to create a community garden and residents group, young people were engaged in a young time bank swapping their volunteer hours for rewards from the time bank. Bromford have reported a downfall in anti-social behaviour since the scheme has been set up. The adults have formed a resident group and now apply for funding in their own right with support from NTCP staff.



Marketing and Media

Marketing and social media has become an integral part of Northfield Town Centre Partnerships success and helps to build our profile in the local community but also further afield in the wider Birmingham area.

During the past year by far our highest profile media campaign was our work to win the peoples millions for Cycle South Brum which involved green people. The campaign led to press coverage from the Daily Mirror, Birmingham Mail and several local papers. We also featured on Free Radios morning breakfast show, and gained a huge following on Facebook where people shared and followed the sightings of the green people.



We have also been interviewed on Midlands today to cover our food bank and the impact on families of welfare reform.



As part of our time bank project we were asked to appear on Carl Chinns Breakfast program to discuss the importance of community learning.

Central News delivered the weather from the Beach and we were interviewed to promote our community events.



End of Year Finance

NORTHFIELD TOWN CENTRE PARTNERSHIP COMPANY LIMITED BY GUARANTEE

PROFIT AND LOSS ACCOUNT

YEAR ENDED 31 MARCH 2014

	Note	2014 £	2013 £
TURNOVER		48,939	29,080
Administrative expenses		238,151	161,728
Other operating income	2	(217,407)	(152,710)
OPERATING PROFIT	3	28,195	20,062
Interest receivable	4	13	–
PROFIT ON ORDINARY ACTIVITIES BEFORE TAXATION		28,208	20,062
Tax on profit on ordinary activities		2	–
PROFIT FOR THE FINANCIAL YEAR		28,206	20,062
Balance brought forward		47,377	27,315
Balance carried forward		75,583	47,377

The Coming Year

Areas for development during the coming year

- To gain charitable status and re launch the organisation to reflect the wider work of the partnership and enable the charity to access different funding streams
- To continue to develop our offer to young people through a range of services and employment opportunities.
- To develop a robust funding strategy to create sustainability for the second period of our operation whilst lottery funded.
- To develop closer opportunities for employment through the Northfield BID.
- To continue to develop our work on food poverty with Northfield Eco Centre and Northfield Baptist Church
- To achieve 100 % rentals for the lettings of the shop.
- To develop social enterprise opportunities for young people