Cotmandene Community Resource Centre

Jan 2008- July 09

Report

Bromley NHS

People into Employment

Bromley Primary Care Trust

www.bromley.gov.uk
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Foreword by Councillors Judi Ellis and Harry Stringer

On behalf of the Steering Group, it gives me great pleasure to present this year's annual report of The Centre to Council Members,

As you will see, it has been a successful year, with yet another annual increase in the number of visitors to The Centre, and with staff and partners consolidating existing work and developing additional services that build on The Centre’s reputation for high quality customer service and activities which support the work of the Council and the Local Economy and Regeneration Division.

The Centre has, for example, increased its profile regarding employment advice and support, a welcome and much needed activity during the economic downturn. This has been through a regular Job Club, work-based skills training and through continued surgeries via Next Steps careers advice, and through encouraging participation in the Council’s People into Employment (PiE) project. The Centre has registered 64 people on to the scheme, and continues to support them in their search for work. It is also a key base for the Pathways4Cray project, run by Broomleigh with financial support from the Council aimed at supporting local people, including the Gypsy Traveller community, into work.

Council Members may also be aware that along with its sister facility, the Mottingham Community and Outreach Shop, The Centre was awarded a Bromley Star as winners in the One Council category. The achievements of many learners at The Centre have also been recognised via the Bromley Community Learning Awards, which we hope will inspire others to participate in one of the many courses offered at the Centre.

On behalf of the Steering Group I would like to thank the staff at the Centre, volunteers and all the many partners we work with for their dedicated time and effort into making The Centre somewhere to be proud of, and more importantly, for making a difference to the quality of life for Bromley residents. Reading the case studies in the Report will provide a flavour of what this means to the individuals concerned.

We look forward to another productive year.

Best wishes

Cllr Judi Ellis
Cllr Harry Stringer
1. Introduction

It has been a busy 18 months at Cotmandene Community Resource Centre with more courses, surgeries and activities running that ever before. The Centre is now part of the Renewal and Recreation Department and this has helped to focus activity on economic activity, supporting independence and encouraging participation in employment support. The Centre’s successes in this field have been due to community word of mouth, the Centre’s open door policy, partnership activity, networking/extensive publicity (including a monthly news sheet e-mailed to over 200 people and agencies) and Centre staff keeping abreast of community need.

The Centre is situated in a shopping parade and is a focal point within the campus of provision in the area, including the library, GPs surgery, Centre for Adults with Learning Disabilities, Bromley Field Studies Centre and the Children’s Centre. It is highly valued by local communities, engaging high numbers of local people who wish to develop the skills and confidence to enable them to live more independent and productive lives, to pursue training and education and to gain employment. (A profile of the area is found at Appendix A).

2. Main achievements and new services:

Annual figures for Centre usage have continued to increase and have more than doubled from our 2004 total visitor numbers of 4064 to 2008 totals of 9435 with 2009 figures looking to retain this number. The period January 2008 to July 2009 had a total of 3429 new visitors, and we will be looking to encourage more people to use The Centre in the future. (See Appendix B for visitor number graphs and Appendix C for a breakdown of the nature of the visits).

New to 2009 has been a weekly job club run by Working Links which has so far successfully helped 14 clients gain employment. Protocol agreements are now in place with all our partner agencies, and we now have a Service Level Agreement in place with the PCT to support their Health Improvement Service. The Centre was identified as a case study for good practice by the new Homes and Communities Agency in a research study carried out earlier this year, due for publication shortly, and was a joint winner along with the Mottingham Community and Learning Shop of the One Council category in the Bromley Stars awards.

During the last 18 months The Centre has run 53 training courses. A total of 433 adults and 83 children have participated in these courses, with 61 going on to follow-on courses. The most popular courses have been for IT, with a wide range on offer from basic level to more work-focused sessions such as the European Computer Driving License. There have also been courses with a business and/or employment emphasis, health (including mental health) and Family Learning, including a popular homework club. Most of these courses were run via successful funding bids to the Learning and Skills Council’s Personal & Community Development Learning programme. (A full list of courses run is available at Appendix D). We continue to work with our local economy in Cotmandene, by hosting traders meetings and business breakfasts, providing training to local businesses e.g. first aid at work course, facilitating liaison between L.B.B. and local traders, providing referrals to
Business Focus and offering the hire of facilities to local businesses for conferences/training.

We have also begun to develop productive working relationships with the recently opened Childrens Centre in Cotmandene Crescent and begun discussion with CYP on how to formalise the funding arrangements with them in the forthcoming year. (see below).

2. Partnership

There are over 30 agencies or organisations with whom The Centre works in partnership, and whose services can be regularly accessed via The Centre. (These are listed at Appendix E). Access can be through drop-in surgeries, referrals, courses and information events. A key partner within the Local Economy and Regeneration Division is The Centre’s sister facility The Mottingham Community & Learning Shop; close work with them ensures consistency, quality standards and mutual support. In addition to these regular partner activities and services, The Centre’s key partnerships projects are as follows:

Children’s Centre & Working with Families
The new Cotmandene Children’s Centre (105-107 Cotmandene Crescent) is now open and the Centre has been identified as being key to delivering the extended services and Every Child Matters agenda, The Centre, along with the Mottingham Community and Learning Shop, is being funded to provide extended services in the area, and discussions will take place this year on a Service Level Agreement for this purpose. The Centre will work in close partnership with the Children’s Centre providing the advice services and training support for parents accessing the Children’s Centre services. The core offer for Childrens Centres includes an emphasis on economic well-being, helping parents and families to access employment and training support; The Centre is ideally placed to respond to any such referrals. We also regularly run Family Learning Courses in partnership with Bromley Adult Education and work in partnership with the local library to run Stay and Play activities and Story time.

P.I.E
The Centre is a key partner for the People into Employment (PiE) project managed by the Local Economy and Regeneration Division as part of the Local Area Agreement. It has a target to get 100 unemployed people across the Borough into sustained employment by March 2010. The project aims to support people such as lone parents on income support, those who have had ill health and those in receipt of Incapacity Benefit for more than 26 weeks.

Clients often start off with low self esteem and basic skills and are encouraged to try courses in an informal setting. Students receive mentoring support from Centre staff.
and are encouraged to keep motivated; this has led to clients getting into sustained employment and/or further training opportunities. A re-established Careers Advisor has been added and new for 2009 is a weekly Job-Club in partnership with Working Links and Job Centre Plus to provide additional support and mentoring for clients looking to return to work.

During the last 18 months we have hosted a drop-in event, registered 64 clients onto the programme with 6 now in employment for over 16 hours per week, 6 clients in employment for fewer than 16 hours, and 16 gaining work placements or volunteer positions.

*(Please see Appendix F for some examples of Case Studies of PiE clients)*

**Pathways 4 Cray**
The project is funded by ESF, London Councils and the London Borough of Bromley and is being delivered by Broomleigh Housing Association. The project is **free** to take part in and the Cotmandene Community Resource Centre will support the project with referrals, courses and host the Pathways Advisors’ sessions. The project is delivered locally and tailored to each individual’s needs. The project is open to those who live in the wards of the Crays and Orpington (BR5 postcode) and is targeted at helping people living in the Cray Valley region, who have been receiving unemployment benefit for at least 6 months, to get back into training and sustained employment. The project contributes directly to our stretch target outcomes through registering eligible participants on to PiE.

**Personal Best**
The Cotmandene Centre will promote and refer clients onto this exciting new project delivered by Broomleigh Housing Association and Bromley College that can support people who currently have little or no qualifications and are interested in becoming an event volunteer during the 2012 Olympics. Personal Best has been funded by ESF London Development Agency to help people across London achieve a Level 2 qualification in ‘Preparation for Event Volunteering’ and get hands on experience in volunteering at exciting events across the Capital.

**PCT**
Bromley Primary Care Trust has always recognised the contribution made by The Centre towards health improvement and the Centre is aware that for many people, health (or lack of it) is a major barrier regarding independence and economic well-being. We have now a service level agreement with the PCT where activities and services will be provided aimed at local health improvement, via courses, information, participation in national health awareness campaigns, and the provision of healthy lifestyle advice from Centre staff. The Centre will be monitoring activity in line with the SLA and will use this information as the basis for further discussions on future contributions by the PCT next year.
3. CENTRE ACTIVITIES DURING 2008 – July 2009

Regular surgeries and activities continue to be popular; this year we have ensured we have a protocol agreement with all agencies and organisations using the Centre, outlining roles and responsibilities and the service they will provide. These are listed below. In addition we have developed the following:

New Services 2009

Working Links Weekly Job Club
Advisors
Help with CV’s, job application, searching on-line for work, preparing for interviews, building confidence, and access to in-work support. A 3 day "Discovery Event" is planned for mid September, aimed at boosting confidence and motivational skills of lone parents in preparation for a return to work.

Bromley Mencap
Advocate
New monthly service for people with a learning Disability
Can help with Housing, Leisure, Health, Employment, Money and many other problems. Also help with reading letters and filling in forms, or just a chat and a coffee.

Bromley Mind - Cognitive Behavioural Therapy (CBT).
1 year Guided Self Help pilot project using the centre for a venue to run sessions. The project will use the free to access CBT programmes 'Living Life to the Full' and 'Mood Gym' which have proven effectiveness. The project will also offer the option of using the CBT based workbooks for people who are not confident with an IT based system.

Group Relief
Volunteer and Mental Health Advisor Bromley PCT
Support Group for any kind of mental health concerns, carers and friends also welcome. Group facilitated by Centre volunteer and Health Development Advisor PCT.

Regular Surgeries & Advice sessions

Careers advice
Next Step Weekly
Careers advice and help with CV’s and job search.

Turnaround
Literacy/ Numeracy skills Weekly
One to One tuition for reading writing and maths. Also referrals to the Turnaround Centre in St Mary Cray, The Exchange.

Legal advice
Solicitor Weekly
Free initial consultation by appointment on all legal matters but specialising in housing and family law. Sometimes we refer people to other solicitors if the issue requires a different specialist. Advice booklets from the community legal service are also on display.
BCDP (Bromley Community Drugs Project)
Advisor Weekly
Drop in surgery for clients or family members dealing with drug or alcohol issues

Councillors Surgery
Local Councillors Weekly
Councillors available to see people with local issues and council services such as parking and refuse collection. They also sometimes act as a third party in disputes with other service providers.

Bromley Advocacy Project
Advisors Fortnightly
This service supports clients suffering from mental health issues. They can advise on housing, health and benefits and can help with form filling, writing letters or attending meetings to support their clients.

Citizen Advice Bureau
Advisors Weekly (subject to funding)
Free, independent and confidential advice on legal, money and other problems.

Police Surgery
Community support officers Fortnightly
A chance for people to have a chat with their local police officers in an informal setting about any issues of concern for them.

Liberata – Housing Benefit and Council Tax Surgery
Advisor Monthly
Advice on Housing Benefit or Council Tax issues by appointment

Safer Neighbourhood Panel Cray Valley West
Joint Agency Group 6 weekly
The panel meets bi-monthly at the Centre. The Panel includes members of the local police, local councillors, community workers and local residents.

Broomleigh Housing
General Housing Officer Fortnightly
Older peoples floating support officer Monthly
Clients can speak to their housing officers to discuss any issues they have regarding housing. The floating support officer helps older people who may need extra support to manage in their homes such as arranging for hand rails to be fitted. There are also floating support officers for young people and residents with mental health issues that we can also refer people to.

In addition to the advice sessions we have a free phone service to Broomleigh for tenants and residents. This phone can also access Broomleigh’s contractors Rydons for repairs and Swale for heating and plumbing.

Trading standards
Advisor Monthly
Advice on rogue traders, consumer complaints and other issues.

Smoking Cessation
Practice Nurse Weekly
Stop Smoking Support Group with registered nurse; individual and group sessions.
CAMHS
Health visitor Weekly by appointment
Parenting Advice for coping with children with behavioural difficulties.

As well as the daily programme of services offering information and guidance, numerous training courses, The Centre is also a venue for regular meetings and community groups, community information and fun days. This friendly open door policy has proved successful in engaging the local community to access support for a wide variety of issues. (A full list of the events and community activities of the past year is attached as Appendix G)

4. Volunteers

With a small staff team and high volume of clients’ volunteers play an important role at The Centre bringing local knowledge, skills and enthusiasm, commitment and hard work to their role. Volunteers at the centre also access development opportunities and over the years have moved on to further education, employment or other voluntary positions. During 2008/9 we had a bank of between 5-7 regular volunteers all from the local community with different age ranges the oldest being 73 years old. Each volunteer has a unique role identified by their own preference and centre need through regular reviews and supervision.

Some volunteers excel at hospitality, housekeeping and befriending; another runs a highly successful computer workshop regularly having a full class full of students. Others like to do more administrative work and making telephone calls. Centre clients have also progressed into other volunteer positions such as:

- Age Concern Fit for Life and Community Time Bank
- Turnaround Project
- Queen Mary’s Hospital
- The Saxon Centre
- Dovetail 2 Club for the disabled
- The Oak Lunch Club
- Local Churches, Toddler Groups and Schools
- The Civic Centre
- Red Cross Shop
5. Plans for the Future

Part of the Centre success has been that it actively listens to community need, changing government and local authority strategies and policies and adapts its services and courses in line with this. It has avoided being seen as the preserve of any one group and it is equally acceptable to members of the Gypsy Traveller community and to the settled community, to young and old, people in employment and those seeking work, and people with mental health problems and disabilities.

It has become an established focal point for local activity and local social networks. The range of services, courses and activities draw in people from all parts of the community. It has become a first point of contact for people seeking advice or information on all aspects of their lives.

Courses
Courses planned for 2009/10 will continue to be primarily aimed at getting people back into employment by improving CV qualifications with short work-based courses and improving basic skills and self esteem. These include continuing to work in partnership with Bromley Adult Education, Orpington College, Bromley Mind, Bromley PCT and Broomleigh Housing Association.

The Centre will also continue to run the successful ‘Fit for Life’ over 50’s group via Age Concern which has long waiting lists and has been beneficial to both physical and mental health in older clients and courses with Bromley Mind ‘Coping with Life’.

Children’s Centres
The Centre is looking forward to supporting the Cotmandene Children’s Centre and complimenting services to meet the Every Child Matters agenda.

Renewal and Recreation
The Renewal and Recreation Department offers exciting opportunities for the Centre. It will continue to actively promote the support on offer with PiE and any other support for those seeking employment, including the Pathways4Cray project run by Broomleigh, and a three-day “Discovery Event” run by Working Links aimed at lone parents, providing motivational and confidence building skills for returning to work.

The Centre collaborates with others within the same department including partnership working with St Paul’s Cray library ‘Stay and Play’ sessions, summer holiday activities and one-off community fun events. Staff work with Bromley Field Studies Centre (FSC) with the aim of making the local community aware of areas of natural beauty on their doorsteps, and of promoting the support on offer at the FSC to unemployed residents. There are more plans for guided tours of Scadbury Woods with clients being picked up by mini-bus outside The Centre for a gentle guided walk by Friends of the Woods volunteers and a small gardening activity followed by refreshments.

Bromley Homeseekers (Choice Based Lettings Scheme)
Both the Centre and Mottingham Community Learning Shop were identified as being key to delivering this service; all staff and volunteers are trained on supporting clients to register and make bids. Staff will continue to build on this service.
Contributing to Building a Better Bromley
The Centre plans to continue its good work in the community with our own objectives in community development, learning and health as well as contributing to the ‘Better Bromley’ aims of Safer communities, A Quality Environment, Vibrant Thriving Town Centres, Supporting Independence, An Excellent Council and All Children and Young People have opportunities to achieve their potential.

An Excellent Council
Local Councillor’s surgery
Signposting to all relevant Council Departments
Making services available to hard to reach groups
Integrated approach to service provision leads to an Excellent Council

A Quality Environment
Information on waste and recycling
Reporting graffiti and uncollected waste
Road Safety Day
Community events to bring people together to respect each other/where they live

Supporting Independence
Active participation in PiE, Job Club, Next Steps Careers Advice, Courses geared to the work place, Pathways4Cray
Agencies such as Age Concern, Pension Service, Carers Bromley, 50+ Fit for Life Computer courses, Mental Health Support all delivered from The Centre
Social Prescribing and Self Help groups all encourage the most vulnerable to come into the shop.
Clients are equipped with knowledge to help them remain in their homes and The Centre provides a venue where many can remain mentally alert

All Children and Young People have opportunities to achieve their potential
Family Learning Sessions
Parenting Advice and Support
Family Matters Counselling
Signposting to Childcare Information Service & Prospects Connexions
Strong links with Family and Children’s Centre/youth work in the area
Creating partnerships with different agencies to help improve life chances and quality of life (drug/mental health services)

Safer Communities
Safer Neighbourhood Panel
Fortnightly Police Surgery
Community Events
Community Self Help Groups
Access to Drug and Alcohol services
Providing parents with support and knowledge to keep families safe
Creating cohesion in the community via different people coming together in the same venue for activities
Appendix A

Cray Valley Area Profile

The Centre is situated in an area where indicators for health, education, employment etc are all currently below the Bromley average. There are higher than average numbers of older people living alone, young and single parent families, people with long term illnesses, travellers, mental health problems and less life chances than most other wards in the borough. The Cray Valley Area actually displays many similar characteristics to those of deprived wards in Inner London.

Key Points: (August 2008)

- The Index of Multiple Deprivation (IMD) Average Score for the Cray Valley Area (26.19) is almost twice the score for Bromley (14.36), and is just slightly lower than the London East Sub Region (31.33).

- The Economic Activity Rate of working age residents is distinctly low (66.7% in 2001). This is 15.1% lower than the average for Bromley and even 4.7% lower than the London East Sub Region.

- Employment in the Cray Valley Area has suffered as a result of the recession, (please see attached claimant counts) and prior to this was fairly stagnant showing only a 0.24% per annum rise since 1998.

- The estimated percentage of Obesity and Binge Drinking amongst residents is over 5% higher than that for Bromley, while the proportion of smokers is 11.6% higher and even 7.8% higher than the London East Sub Region.

- Almost double the proportion of residents in these wards rent from either a Housing Association or from the Council, compared to the average for Bromley.

- The Cray Valley Area has a considerably high proportion of residents who claim Income Support (98.31 per 1000 of the 16+ population). This is higher than the Bromley and London South Sub Region put together.

- The proportion of the working age population in these wards with no qualifications (2001) stood at 33.57%, significantly higher than the average for Bromley (9.12%), London East Sub Region (18.47%) and the London South Sub Region (10.4%). The proportion of pupils obtaining 5 A* - C GCSE passes is only 36.6%.

- The Cray Valley Area has an IMD Crime Score of 0.58; this is markedly higher than the score for Bromley (0.18) and is also higher than the London East Sub Region (0.48).
### benefit claimants - working age clients for small areas

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**Warning:** This dataset now includes clients receiving Employment and Support Allowance (ESA). However, the ESA component below the claimant threshold is reported separately from the ESA component above the threshold. The number below the claimant threshold in February 2008 is provisional and is likely to be revised when data for the next quarter is released.
**claimant count with rates and proportions**

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Rates for wards in England and Wales from 2007 onwards are calculated using the mid-2006 resident working age population estimates.
## vacancies - summary analysis

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Interpretation of these data need to take account of changes in recent years to Jobcentre Plus procedures for taking and processing claims, and may not indicate developments in the labour market. A more detailed explanation is available on the nomis web site.

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Appendix A continued
Total numbers of visitors 2008 9435

Month

Jan  Feb  Mar  Apr  May  June  July  Aug  Sept  Oct  Nov  Dec

Visitor numbers breakdown

Appendix B(i)
Centre Visitors 2009

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**KEY**

**Work & Training Issues**

- **WE**: Work or employment issues
- **JS**: Job Search Support
- **CA**: Careers Advice
- **CO**: Course
- **TA**: Training Advice

**Council issues**

- **CL**: Advice from local councillors
- **TS**: Trading Standards
- **LB**: Other council issues

**Benefits Advice**

- **PE**: Pensions
- **BE**: Benefits

**Housing**

- **HO**: Housing

**Parenting Advice**

- **PA**: Parenting Advice

**Use of I Plus computer**

- **IP**: use of I Plus computer

**Mental Health issues**

- **MH**: Mental Health issues

**Community Development**

- **CD**: Community Development

**Agencies**

- **AC**: Agencies in the Centre
- **AR**: Referred to other agencies

**Note**: No Careers advisor available from Apr - Sept
Appendix D Courses

**IT Courses**
- IT for Work
- European Computer Driving License
- CLAIT (Computer Literacy and Information Technology)
- Advanced IT
- Basic IT/Beginners
- Switch On
- Email and Internet for Work
- IT Older Learners
- IT clients with mental health issues
- Touch Typing

**Coping With Life Courses**
- Anxiety Management
- Self Esteem
- Stress Management
- Assertiveness

**Family Learning**
- Homework Club
- Arts & Crafts

**Health & Mental Health**
- Mental Health Awareness
- Fit For Life
- Healthy Lifestyle
- Reminiscent ‘Life Histories

**Business and Employment**
- Business Start-up
- Building Self Confidence for Work
- Equipping Yourself for Work
- Food Safety Level 2
- Health & Safety at Work
- Customer Care
- Time Management
- Money Management/Credit Crunch
- First Aid

**General**
- Spanish
AGENCIES/ORGANISATIONS WORKING IN PARTNERSHIP WITH THE CENTRE
Either offering a drop-in surgery, by referrals or providing courses and information events.

Age Concern Bromley
Broomleigh Housing Association
Bromley Advocacy Project
Bromley Advocacy Service
Bromley Children Project
Bromley Community Drugs Project
Bromley Alcohol Services
Bromley Adult Education
Bromley Mencap
Bromley Mind
Business Focus
Bromley Primary Care Trust & Oxleas
Carers Bromley
Churches Together in the Cray’s
Children’s Information Services,
Children’s Centres and BCP
Citizens Advice Bureau
Connexions
Community Links
Department of Works & Pensions
Family Matters Counselling
Job Centre Plus
Prospects
Homeless Persons Unit
Local Solicitor offering free legal advice
Local GP Surgeries – making referrals for
social contact
L B of Bromley other Departments
Metropolitan Police
Mottingham Community Learning Shop
One Stop Shop
Orpington/St Paul’s Cray Library
Orpington College
Staying Put
Trading Standards
Ward Councillors/MP
Working Links
Appendix G
Events & Community Activities during Jan 2008 – July 2009

Jan
News Shopper article on 1st client on PiE (People into Employment) into employment from Cotmandene Centre
Safer Neighbourhood Panel Meeting

Feb
Safer Neighbourhood Panel
Cotmandene Business Group Breakfast
Mayor Visit to Cray Creative Art Group

March
Safer Neighbourhood Panel AGM

April
Celebratory Tea with Cllr Benington – funding secured for 3 years
Cotmandene Business Group Breakfast Meeting
Safer Neighbourhood Meeting

May
Bromley Lifelong Learning Awards – 4 winners from Cotmandene
Staff Awards – 2 Cotmandene Staff received awards

June
Oak Community Church Fun day

July
Bromley Stars – Winner of One Bromley Award
Cotmandene Business Breakfast
Safer Neighbourhood Panel Meeting

Aug
Family activities & story time run by the Library
Fit for Life over 50’s Party
Launch of Shop Safe Radio Scheme Cotmandene Businesses

Sept
Senior Citizens Info Day
Cotmandene Street Party (Road Safety Day)
Scadbury Walk and Tour
PiE Open Day Event at Cotmandene
Know your Numbers Blood Pressure (Centre Staff did over 60 blood pressure readings for local people)
Oct
- Cotmandene Business Breakfast
- Cray Valley Boxing Club funding Meeting
- Safer Neighbourhood Panel Meeting
- Scadbury Walk and Tour
- Homework Club

Nov
- Centre Presentation to Bridge building Forum (Mental Health)
- Safer Neighbourhood Panel Meeting

Dec
- Cotmandene Business Group Meeting
- Neighbourhood Watch Meeting
- Centre Christmas Event for older people and families

Jan 09
- Homework Club
- Safer Neighbourhood Panel Meeting
- Bromley Mencap start surgery
- Job Club starts

Feb
- Cotmandene Business Group Meeting
- Property Marking via Safer Neighbourhood Team

Mar
- Safer Neighbourhood Meeting
- Cray Creative Art Exhibition at Priory Gardens – Mayor attended

April
- Cotmandene Business Group Meeting
- Family Arts and Crafts in partnership with BAE Family Learning
- Safer Neighbourhood Panel Meeting
- Money Matters Event

May
- Library Story Time
- Family Arts and Crafts in partnership with BAE Family Learning
- Work Experience placement from 6th form

June
- National Volunteers Week celebration lunch with volunteers from Cotmandene and Mottingham Community Learning Shop featured
in New shopper
Launch of Cotmandene ‘Bag for Life’ partnership with LBB and Cotmandene Business Group
Promoted Centre at Bromley Mind open day

July
Economic Partnership visit to Cotmandene
Participation in Orpington Town Centre Summer Fete
Participation at Oak Community BBQ promoting the Centre and Healthy Eating on behalf of Health Development LBB & PCT
Safer Neighbourhood Panel Meeting
Volunteer starts NVQ in IAG
Community Trip to Scadbury Woods in partnership with Bromley Field Studies and Friends of Bromley Field Studies

Community Activities

**Age Concern Community Volunteer Time Bank**  
Mondays 10-12
Time Bank is a skills swapping scheme that encourages volunteers to help one another. There is a weekly Coffee morning for members and visitors. Every week they do activities such as crafts or play games and sometimes they have a speaker on an interesting topic such as tracing family trees or healthy eating and exercise.

**Anxiety Group**  
Mondays 7-9
A self help group for people with mental health issues but particularly depression and anxiety. The group is run by members of the community who use the Centre as a venue.

**Cray Creative Art Group**  
Tuesdays 10-12
Members of all abilities are welcome. The group includes young and old as well as people with physical and learning disabilities. Members pay a fee of £1 a week for materials and towards the cost of a tutor. The group has put on several exhibitions including one recently at the Bromley museum in Orpington.
Appendix F

Case Studies

Client A
Single parent on Benefits – initially came into the Centre with isolation issues and a housing problem. Was also interested in training courses.

- Attended several courses – Self development & confidence - First Aid
- Advice & Guidance from Careers advisor & Job Centre Plus Advisor
- Won BLLP Learning Award
- Volunteer at the Centre
- Progression to work placement at Civic Centre Housing Dept

Client B
Single unemployed young man – Housing and relationship issues.

- Attended self development course
- Appointment with Next Step Careers advisor
- Support from Centre staff with Job applications
- Volunteer work at local Charity shop
- Started part time work at newsagents
- Increased to full time work
- Now off benefits

Client C
Single woman mid 40’s on benefits and coping with health issues and depression.

- Attended several courses – IT, First Aid, Self Development
- Saw Link Local Careers Advisor
- Volunteer work at the Centre
- Updated CV with new learning & Volunteer work
- Nominated for BLLP learning award
- Self esteem and confidence vastly improved
- Obtained 2 part time jobs
- Now off benefits

Client D
Single woman early fifties on benefits
- Attended several courses, First Aid, CV & Interview Skills
- Volunteering for Age Concern as Fit 4Life Mentor

**Client E**
Single Parent coping with separation and divorce
- Attended courses at the Centre CV & interview skills, Touch Typing
- Completed return to teaching course at Mid Kent College
- Volunteered at The Centre teaching Spanish
- Also obtained volunteer work at LBB Primary school
- Work Placement at LBB Registrars Dept

**Client F**
*Appendix H continued*
Single parent who had not worked for a long time
- Attended centre to use internet for job search
- Appointment with Next Step Careers advisor to update CV
- Increased in confidence and self esteem
- Started work at Wilkinson’s part time
- Was then offered extra hours
- Job at cashiers LBB
- Completely off benefits

**Client G**
Single Parent on benefits
- Attended Pie event at Cotmandene
- Saw next Step careers advisor
- Referred to Community links regarding volunteer work
- Started as volunteer in housing dept LBB
- Transferred to volunteer at Liberata
- Work Placement LBB

**Client H**
Single man in early 50’s
- Supported into rehab for drug and alcohol issues
- Attended courses (Customer Care, First Aid, Food Safety, H & S & IT)
Through PIE project completed CSCS, IPAF, PASMA (building qualifications), Job prep and Confidence courses
Work placement at LBB
Enrolled at North West Kent College for further education

**Client I**
Single lady aged 76
- Sought help with Debt issues and son’s drug issues
- Persuaded to join community groups (coffee morning and art group)
- Past year eye health problems – now registered blind
- Enrolled on Reminiscence Course ‘Life Histories’ found very beneficial.
Course Photos

Computer Class

Family Learning (Arts and Crafts)

Fit For Life Over 50’s course

First Aid Course
June 2009

Cotmandene Business Group in partnership with LBB and Metropolitan Police launch the Cotmandene Bag for Life designed by a local school child

Appendix K