

Fairer Aberdeen Fund Annual Report 2013-14



“

The Fairer Aberdeen Board is one of the best examples of communities being involved in decision making”

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The Fairer Aberdeen Fund (formerly the Fairer Scotland Fund) is allocated by Aberdeen City Council to tackle poverty and deprivation. The Fund is dispersed and managed by the Fairer Aberdeen Board, a sub group of the Community Planning Partnership, made up of representatives from regeneration areas, the Civic Forum, the Council, NHS Grampian, Police Scotland and ACVO (Aberdeen Council of Voluntary Organisations). In 2013-14 funding of £1.72m was made available to support initiatives fitting with the main priorities decided by the Board.

Over the year £1,642,000 was awarded to 50 projects, and 6 capital developments, supporting work in regeneration areas and across the City with vulnerable groups and individuals. Grants ranged from £2,000 to £170,000 in value.

A total of 25,285 people were involved in, or benefited from, funded initiatives, and 5,000 of them were under 16 years old.

An impressive 943 volunteers contributed 101,625 hours of volunteering time with a value of just under £1.5m*, almost doubling the value of the Fund.

*Volunteering time is generally valued as the average hourly pay rate in the area, in Aberdeen this was £14.45. (Office of National Statistics, the Annual Survey of Hours and Earnings (ASHE))



The Fund focuses on neighbourhoods that fall within the most deprived 0-15% in Scotland, according to the Scottish Index of Multiple Deprivation, as well as supporting vulnerable groups and individuals.

PRIORITY THEMES AND KEY ACTIONS

Maximising income

- Improving access to affordable financial products and services
- Supporting the delivery of financial education initiatives
- Delivering coordinated advice and information services

Getting people into work

- Providing access to support and skills needed to return to work
- Supporting personal development and training
- Delivering in work support

Improving mental health and wellbeing

- Reducing health inequalities
- Improving mental health and wellbeing
- Increasing access to affordable healthy food

Building stronger, safer communities

- Improving access to services in regeneration areas
- Increasing community safety
- Supporting community involvement and participation

Increasing skills and creativity

- Supporting learning and creative opportunities
- Improving literacy and numeracy

PRIORITY NEIGHBOURHOODS

Cummings Park

Middlefield

Northfield

Seaton

Tillydrone

Torry

Woodside

PRIORITY GROUPS

People living in poverty

Lone parents and families with children

Unemployed people

Children and young people

People with health issues

Older people

Minority groups with an identified need

Maximising Income

St Machar Credit Union improves access to affordable financial services and products. The Credit Union aims to help people who are financially excluded and those on low incomes reach financial stability, through regular savings and accessing low cost loans. They are then encouraged to access mainstream financial products such as house insurance and basic bank accounts, while continuing to use their own credit union accounts

Over the year there were **2,778 adult credit union savers and 1,211 junior savers, and total savings deposited were £1,175,840. They provided 2,643 affordable loans totalling £1,413,052, an average of £535 per loan. 14 community collection points operated and 38 volunteers contributed 13,725 hours of volunteer time.**

Help with money,
from people you
can trust.

North East Scotland
Credit Union

nescu
North East Scotland Credit Union

North East Scotland Credit Union (NESCU) Access Project improves access to affordable financial services and products. They develop credit union membership, by providing and promoting easy access savings accounts for adults and juniors and low cost loans within the community. NESCU aims to assist in decreasing levels of financial exclusion within its communities, providing people with a simple to operate savings and borrowing account and knowledge about financial planning for the future.

Over the year there were **1,370 adult credit union savers and 757 junior savers, and total savings deposited were £821,250. They provided 520 affordable loans totalling £527,980, an average of £1,015 per loan. 5 community collection points operated and 37 volunteers contributed 4,980 hours of volunteer time.**

24% of the Fund (£416,000) was allocated to initiatives that support people to maximise their income. The main themes under this priority are access to affordable financial services and products and coordinated provision of quality advice and information services.

A new project to receive funding in 2013-14 was the Food Banks Partnership, an initiative set up to maximise the benefits of food banks, through coordination and networking between organisations involved in food bank work.

Funding was also allocated to support the development of Credit Unions in schools through subsidising initial membership for every school pupil attending St Machar, Torry and Northfield academies, providing £10 initial membership for each pupil to join a Credit Union. This initiative will be progressed by St Machar Credit Union, North East Scotland Credit Union (NESCU) and Grampian Credit Union through the academic year.

Over the year a total of **4,148 adults and 1,968 juniors saved with NESCU and St Machar Credit Union, depositing £1,997,090 in savings. They provided 3,163 affordable loans totalling £1,941,032.**

2,265 people received money advice or income maximisation advice, with a total financial gain of £2,052,518, an average of £906 per person.

There were 1,848 referrals to the Cash In Your Pocket database, which supports people to access financial inclusion support.

16,308 people benefited from 8 funded initiatives and a total of 181 volunteers contributed 32,885 hours of volunteer time.

Cash In Your Pocket (CIYP) acts as a central hub for the operation of its financial inclusion partners, and provides a one-stop referral system to allow access to the full range of organisations that can assist with financial inclusion issues, and other related help, to people experiencing financial difficulty and disadvantage across the City. The staff team coordinates meetings and provision regarding financial inclusion throughout Aberdeen City, acting as a forum for discussing activity, and ensuring duplication and gaps in provision are kept to a minimum.

The project aims to ensure better coordination of, and access to, employability and financial inclusion support services, and to work with partners and community projects to ensure that community priorities are met in relation to accessing financial inclusion services.

Over the year CIYP ran community events in partnership with other organisations such as Aberdeen City Council Tenants Participation, Adult Learning and Fairer Aberdeen, working with other services to pull together a programme of events across the city's regeneration areas. Mastrick was the



The creation of a directory of services available to the citizens of Aberdeen will be incredibly valuable as the whole city comes to terms with the unpredictable consequences of Welfare Reform."

first focus for this coordinated approach, with over 130 people attending at Mastrick Community Centre. A number of smaller events were also organised in Woodside, Torry and Manor Park.

Cash In Your Pocket was successful in bidding to the National Lottery for funding to provide a telephone and frontline service, which can use the referral system to ensure those in need reach help. This will start in 2014 and will provide much needed respite for some of those individuals faced with financial problems across the city.

1,848 individuals were referred to the Cash in Your Pocket Partnership with 71% of people reporting a positive outcome following referrals. There were 60 organisations involved in dealing with referrals and 64% of referrals were processed in the same day by the CIYP Team. 31 organisations actively participated in Cash In Your Pocket Partnership meetings.

Citizens Advice Bureau (CAB) Money Advice Outreach Project

provides advice and information to clients living in regeneration areas through face-to-face work in communities, providing local drop-in sessions and appointments. They help clients maximise their income from welfare benefits and reduce levels of debt, including through creditors arrangements, sequestration and negotiation.

The project aims to bring added service, through working with other statutory and charitable organisations including Credit Unions and Cash In Your Pocket, and by linking up with other CAB services that are available.

Over the year 1,020 clients received money advice and income maximisation advice with a total financial gain of £748,521, an average of £734 per client.

Aberdeen Illness and Disability Advice Service

offers confidential and independent advice to anyone affected by illness, disability or a long term health condition, in the most suitable location for the client, including hospital wards and home visits.

The roll out of welfare reform legislation has led to the need for the CIYP team to build a new set of working relationships with different support providers. These range from the Scottish Welfare Fund, to food banks and other social enterprises involved in supporting the same client group. Over the past year CIYP has worked with a broader range of stakeholders to not only promote knowledge about the CIYP services but also to create new links with other networks. Meetings with MPs, MSPs and NHS contacts have assisted in improving the understanding of the CIYP service and ensuring a joined up approach to the client base. Considerable success has been achieved by the CIYP team in embedding CIYP as an initial point of referral for financial and welfare issues; and in building up the cross fertilisation of referrals to the most appropriate constituent organisation in as short a time as possible. This is vital for individuals who are under financial stress.

Over the year they made progress in building up their volunteer base and were able to see 12-15 clients a day at the client's preferred location. Several volunteers have previous experience and training in debt and benefits advice, outreach work and social work. 575 clients were seen and the total financial gain was £1,093,075, an average of £1,901 per person. 10 volunteers contributed 2,422 hours of volunteer time.

The **Care and Repair Funding Officer** provides advice and financial assistance to older people, people with disabilities and people living in regeneration areas, irrespective of tenure. They aim to maximise household income including applying for benefits and annuities to supplement income and raising charitable funding on behalf of individuals to carry out repairs, improvements or adaptations to the home. They also support social housing tenants living in the regeneration areas, who are financially excluded or suffering from mental health problems, to carry out repairs or improvements that are not covered by their tenancy agreement.

Over the year 335 households were assisted with income maximisation and charitable funding, achieving a total financial gain of £210,922, an average of £630 per household. 32% of households assisted lived in regeneration areas, and 23% lived in social housing. A total of 434 householders accessed the subsidised gardening service and 2 volunteers contributed 940 hours of volunteer time.

WEA Count Us In aims to improve financial literacies in the courses delivered through two WEA projects, Reaching Forward and Reach Out.

Over the year they ran two 12 week programmes, one 10 week programme and a four week summer programme made up of mainly one off events. Activities included employability, IT drop in, gardening, football, arts, hill walking, basic IT, environmental issues and outdoor activities. Some of the courses had financial literacy as the main focus, for example cooking on a budget, budgeting skills and residential planning, with the others having financial literacies embedded within them.

114 learners took part in sessions and learnt skills to improve their financial literacy and 2 volunteers contributed to the 362 volunteer hours undertaken at Reach Out.



This post is an asset to Care and Repair services, with the Funding Officer being able to specialise in fundraising for individuals to carry out repairs, improvements and adaptations to the home and at the same time ensuring householders are claiming their appropriate benefits.”

Food Banks Partnership



Aberdeen Food Banks Partnership

is led by CFINE (Community Food Initiatives North East). It aims to provide food for those in food poverty, and to prevent local food banks competing to obtain food from the same sources, through coordination, information and networking between organisations. The Partnership hopes to engage and involve additional organisations involved in food bank work and provide practical support and advice to those in need, and access to support and services to address issues around health and well-being, financial capability and education, confidence, skills acquisition and employability.

As a new initiative the Partnership faced some challenges but largely met its targets. It was identified that there was a need to further refine and develop data collection and recording as the data collected is understated due to challenges in securing accurate data from some partners, partly



More people are coming to food banks as they are subject to delays in payment of benefits and sanctions by Job Centre Plus. They have exhausted their savings to pay the bedroom tax and to keep financially afloat, while they wait for the outcome of their appeals. They often have debt, are in debt to payday loan companies and so on. ”

reflecting the levels of workload and pressure that partners are under with increasing numbers of beneficiaries attending.

It was found that people in desperate need are not, certainly on the first visit, receptive to being directed to other support, they are focused on feeding themselves. Building relationships is the first step to having a discussion about other support that might be accessed.

The food bank work is generating considerable interest from volunteers which led to the need to establish a waiting list. CFINE is committed to providing a positive experience for volunteers and this takes considerable time from development staff giving support and training. There was an increasing workload and pressure around the collection, organisation, recording and distribution of produce, a logistical exercise absorbing considerable staff and volunteer time.

Over the year 78 tonnes of free produce was distributed and 7,800 food parcels given out to 6,500 beneficiaries. 141 referrals came from Social Welfare Fund applicants, and the value of crisis grant payments was £3,766.



Ethel is in her late 50s; she has worked all her life and looked after her husband who was on benefits due to illness. The company she worked for closed down and her husband died. She used savings to bury her husband and to pay the bedroom tax. She was faced with a huge reduction in income as she no longer had her husband's contribution to the household and the rent and household bills were the same. She was on ESA herself, but following a medical she was moved to JSA which was considerably less. The changeover of benefits took approximately 6 weeks and during that time she exhausted all her savings and literally had nothing. Ethel can't read or write, which limits the jobs she can apply for. In discussion she related that when she was a child she had looked after her disabled mother and her siblings, and that school had passed her by. The Scottish Welfare Fund did help with a crisis grant of £18 for food and £40 for gas and electricity. However this could not sustain her for long and she has been receiving food parcels as a short term measure until her benefit is paid. In the interim, the Food Bank referred Ethel to the Job Parents project where she gets individual support with a view to returning to work, which is all she wants to do.

Getting People into Work

16% of the fund (£275,000) was allocated to initiatives that help people get back into work. The main themes under this priority are access to support and skills needed to return to work, including initial engagement, personal development activity and in work support.

A Support Fund is available to help overcome financial barriers and this was accessed by over 150 people, providing clothing for interviews, transport, training and qualifications.

Over the year a total of 292 people moved into work. 11 access centres in areas of high unemployment offered weekly employment support drop in sessions. 154 young people were involved in activities designed to increase their opportunities to move into positive destinations, and 85 young people moved onto employment, education or training. A total of 746 participants were involved in 6 initiatives and 14 volunteers contributed 764 hours of volunteer time.

Pathways support people into employment by providing tailored support for people from the first stages of job seeking through to securing and maintaining employment. They identify and encourage participation of hard to reach residents in priority areas through weekly drop-ins, work clubs, established links with partner agencies and individually tailored one to one Keyworker support.

A team of Employment Keyworkers provide support in all aspects of job search; from initial development of CVs, identification of job goals and barriers, identification and matching to suitable vacancies, help with completing application forms, and preparation for interviews. All participants are also offered in-work support once they start work to ensure job retention.

A new drop-in at Mastrick Housing Office was established and weekly drop-ins were delivered in all the regeneration areas, with additional drop-ins arranged in areas identified as needing extra support. Keyworkers were in each priority area at least twice a week, offering advice and help with job searches and providing laptops to enable people to complete online applications with their support.

Over the year 491 people received support, which was considerably more than their target. Of these 257

moved into work, 190 into full time employment and 67 into part time employment. 5 volunteers contributed 150 volunteer hours.



I can't believe the support I got from Pathways for job searching, advice and financial support with training and gaining my SIA Licence. I could not have done it without you."

NESS (North East Sensory Services) Employment Service

provides an employment service to blind, visually impaired, deaf or hard of hearing people who live in Aberdeen City and are of working age. They provide specialist support enabling people to access relevant employment, education and training opportunities and to sustain opportunities which have already been accessed.

The service offers a comprehensive package of one to one support, with tailor-made provision to enable people



to enter or remain in the job market with confidence and follow a career path that is right for them regardless of their starting point. Group work and activities are offered, to develop skills and confidence and local employers provided with relevant information, advice and support.

The service was a runner up for a 2013 SURF (Scotland's Independent Regeneration Network) award in the Support to Work category. It also won a Clydesdale Bank's Spirit of the Community Awards, to recognise the important role it plays in the local community.

Over the year 69 clients were supported; 12 of them moved into work; 29 moved onto education and training; and 8 took up work placement and volunteering opportunities. A further 28 received support to retain employment or to look at alternative options.

One client had been made redundant from Remploy after 25yrs exemplary service. As well as the Confidence Building course, he completed our Employment Skills course and successfully gained temporary work with a solicitor in their archive department. Since completing that contract, he has enrolled on specialist IT training here at NESS and attends weekly for regular job-search sessions. He has recently started an IT course and is undertaking voluntary work at Momentum, helping out with administrative work in their office on two mornings a week. He has also been supported to participate in a mock interview to improve his skills in this area. He is one of the most committed clients who always attends appointments and who is making great efforts to get back into work.

shmuTRAIN

shmu (Station House Media Unit)

delivers **shmuTRAIN**, offering employability support and skills development training to young people aged 14-19, using community & digital media to engage young people, increase motivation and develop core skills such as confidence, communication and team work. The aims of the programmes are to support young people to move on to a positive destination.

The shmuTRAIN Early Interventions programme targets young people (14-16) who show an increased risk of not progressing on to education, training or employment after leaving school. It combines community media training with employability support.

Over the year 64 young people took part, 36 of them moved onto positive destinations; 7 into employment, 27 into education and 2 into training. 23 participants secured an interview for college and 5 for work.

The shmuTRAIN Positive Transitions programme targets and engages young people (16-19) who are not in education, employment or training, through 12-week full-time courses offering positive hands-on experiences, which participants build upon to develop both personal and vocational skills which help them move on to a sustained positive destination.



During the year shmuTRAIN developed a strong partnership with BP/Aramark and now have a formal agreement where a trainee will be offered a 3 month placement working at their HQ in Dyce, a total of 4 placements over the financial year.

The trainees will learn catering skills and be provided with full training, including first aid, manual handling, food & hygiene and COSHH. At the end of every 3 months the placement will be reviewed and if BP/Aramark are happy with the progress made during the placement then a full-time post will be offered.

Over the year 27 young people participated in the 4 courses held. 16 of them moved into work, 4 into education, 5 into training and 11 into volunteering. 28 secured an interview for work and 3 for college; while 27 showed improved communication skills and readiness for work.

We first started working with Aaron at the beginning of 2012 on our Early Interventions programme in Torry Academy. His attendance was sporadic at school, however, and his level of engagement in the course was not as high as we had hoped for. Aaron left school in the summer of 2012 and did not progress on to a positive destination. In December 2012 we contacted Aaron and invited him to join our Positive Transitions course starting in January 2013.

Aaron does not noticeably suffer from lack of confidence and easily made friends on the course; indeed, his outgoing personality helped to bond the group quickly. He did have some early problems with attendance however, and a pattern emerged which revealed that while he happily attended the media modules, he often found excuses for not attending the employability sessions. We had a long and productive chat about what he wanted to achieve in life and how he might do that. He agreed that he needed to make some changes, as his attention flitted from one potential career to the next with no apparent goal. We worked on building an action plan to help him focus on what he wanted to achieve.

While this course was running, the shmuTRAIN Coordinator, Brian Webb, attended a local Rotary Club meeting to deliver a presentation on the employability work carried out by shmu and to discuss the merits of young people and the benefits of employing them. Brian talked about the barriers facing young people and how, in our experience, many are motivated and enthusiastic and just need someone to give them a much needed opportunity. As a result Charlie, who owns his own small drain cleaning company, approached Brian to say that the presentation had a significant impact on him; he had experienced trouble hiring young people in the past and had purposefully discounted them in his recruitment process. However after Brian's presentation he was keen to give young people a chance again. A few weeks later he contacted us with an opportunity which Aaron was very interested in. We explained the importance of taking this opportunity seriously; not only was this a great opportunity for him personally, but also for shmu as an organisation as we wanted to prove to Charlie – and others - that young people like Aaron are worth investing in.

Aaron started work on 1st July and has progressed well, learning new skills, gaining a good understanding of health and safety issues and has worked hard. "His three-month probationary period is coming to an end", explained Charlie, "and he is where we would expect a bright young lad to be at this stage in his role. For our company to thrive we need to look to the future. If Aaron continues to show initiative and interest then he will continue to learn the core skills required to enable him to run a CCTV rig. Norman, my Operations Manager, who has been with me for 26 years, started working with me at the age of 18, learning everything about drain maintenance and coordinating site operations safely. For the last 15 years I have been looking for the next Norman. I think I have found him"

Prince's Trust Team Programme

provides a 12 week personal, social and employability skills development programme for participants aged 16-25 who are disadvantaged, with a high proportion having complex needs including offending behaviour, drug and alcohol issues, behavioural issues, problems with literacy, numeracy, mental health and homelessness.

One of the teams chose to undertake their Community Project by improving the nursery garden at Middlefield Community Project. Their Team Challenge included organising and delivering a sports day at Aberdeen Sports Village for Middlefield Nursery children; preparing and delivering a presentation and pamphlet to Middlefield Community flat about the Prince's Trust Team programme; and preparing a PowerPoint presentation about the programme for Aberdeen Foyer Board members.

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We received very positive feedback from organisations and companies involved in the community project, team challenge and work placements. They noted the positive attitudes, enthusiasm and work ethic of the young people.”

Particular successes included the Team 40 participant who did so well during his work experience that he was offered full-time employment on completion of the programme and also 8 young people who chose to take part in the Young Leaders programme, an intensive and challenging programme which will build on the skills and attributes they developed during their time on the Prince's Trust Programme. As part of this they were also selected to volunteer during the Commonwealth Games, which will be a very positive and worthwhile experience for them.



Over the year 42 people took part with 18 of them completing the programme successfully. 21 participants progressed on to employment, training, education or volunteering. 22 achieved SQA units, 29 achieved Food Hygiene certificates and 31 achieved First Aid certificates. 24 took part in a community challenge, and 5 volunteers contributed 252 hours of volunteer time.

Dynamics is a series of courses run by WEA for young adults between the ages of 16-25 who are finding the transition from school to work, training or further education particularly challenging. Courses include cooking, IT, cultural tours, outdoor activities, budgeting skills, job search skills, interview skills and general good citizenship.

Over the year they ran 3 courses lasting 10 weeks each. In total 21 young people participated and 3 moved on to employment, education or training. Others have returned to the course to take on a mentoring role with new participants, or have been integrated into other WEA Reach Out provision. 2 volunteers contributed to the 362 hours of volunteer time undertaken at WEA's Reach Out project.

Employability is run by WEA to deliver basic IT courses with a focus on IT for employability. These include getting familiar with Microsoft Office packages as well as online job searches and applications. Learners are supported to access follow on courses where appropriate. They are also able to use the informal drop in provision to consolidate their learning.

Over the year 3 courses were run as well as drop in sessions. Participants learnt how to create CVs and cover letters as well as developing interview and presentation skills. A total of 32 learners took part and 5 moved onto employment or volunteering. 2 volunteers contributed to the project.

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Participants find it difficult to understand their own potential so we work on raising self-esteem and confidence levels to the point where participants feel confident enough to phone potential employers and blow their own trumpets.”

Improving Health and Wellbeing

The Community Food Development Project is run by CFINE (Community Food Initiatives North East) to maintain and develop existing Community Food Outlets (CFOs) and establish and develop new CFOs in Aberdeen. They provide support and training for existing volunteers and recruit, support and train new volunteers both in the CFINE warehouse and office, and in the CFOs. They also organise and promote training events and courses, and raise awareness of cooking and health.

During January and February a volunteer with a food science degree undertook some research on Community Food Outlets, which found that 83% of customers questioned said that using the CFO had helped save them money, 47% said they used the CFO because it was convenient, and 61% felt that they ate more healthily as a result of shopping at the CFO.

Over the year they supported 71 community food outlets, 35 of them in sheltered housing complexes, with a total of £72,000 worth of sales. They provided work experience placements for 38 people, 114 volunteers were involved, 52 of them took part in manual handling and health and hygiene training, and a total of 19,146 volunteer hours were contributed.



18% of the Fund (£310,000) was allocated to initiatives that improve health and wellbeing. The main themes under this priority are reducing health inequalities; improving mental health and wellbeing; and increasing access to affordable healthy food.

Over the year 71 Community Food Outlets operated in local communities, 35 of them in Sheltered Housing complexes, and 78 tonnes of free food was distributed through FareShare.

615 people accessed 4,296 sessions of counselling provision, 244 of them were under 16 years old, and counselling was provided in 7 regeneration neighbourhoods.

1,294 people benefited from 13 initiatives, and 387 volunteers contributed 30,545 hours of volunteer time.

Seaton Recovery Project provides an accessible facility for residents in Seaton who have substance misuse issues, offering a rehabilitation and recovery programme tailored to individual needs. Clients are encouraged and supported to work through personal issues that have arisen through substance misuse and also deal with issues which may have contributed to drug and alcohol use in the past.

Staff help clients with form-filling, appointments, telephone calls, finances, benefits, housing, health and mental health issues - signposting clients to appropriate agencies and organisations. Working in partnership with other agencies, clients are also encouraged to develop new skills that will benefit their personal development and increase their life chances and future employment opportunities.

Over the year 74 people were involved, with 47 new and existing clients using the service and support on a regular basis. 16 people attended classes to support personal development and life skills, and 8 people attended classes to improve employability skills. In all, 46 people were referred to specialist debt and financial support and advisory services and 3 volunteers contributed 297 hours of volunteering time.



The Project has been inundated with new clients; the majority have been people in crisis. Once they register with us they receive a voucher for Seaton Food Bank and they can use our phone and get staff support to help with sorting out sanctions and referring to other agencies such as Welfare Rights, or the Credit Union.”

M26 provides activities and drop-in sessions for men aged 26+ in Tillydrone. This volunteer run project supports individuals to develop a range of skills, including confidence building, anxiety management and assertiveness, and encourages them to positively improve health and wellbeing. Participants are supported to plan and deliver the provision including activities, classes and sessions that promote a healthy life style and encourage volunteering.

10 men were involved over the year, 2 have stopped their methadone use, 2 moved into full time employment and 3 into part time work. 3 volunteers contributed 704 volunteer hours.

Street Alternatives



Street Alternatives is run by Aberdeen Cyrenians to provide a volunteer led service offering practical support to people in Aberdeen City who are sleeping rough or who have no access to cooking or personal care facilities. They offer practical help and assistance including hot, nutritious two course meals, clothing and access to showers and laundry facilities. They encourage service users to access the Advice and Information Service to address their homelessness situation, and signpost service users to other agencies including residential projects, supported accommodation units, Marywell Homeless Health Centre, GPs, Penumbra Supported Living Service, substance misuse services, Aberdeen City Council Homelessness

Service, Aberdeenshire Council Homelessness Service and various temporary accommodation units.

A Volunteer Coordinator is employed to recruit, induct, train and support the large pool of volunteers. The volunteers then in turn manage the Street Alternative sessions; cooking the meals from scratch, organising incoming donations and food rotation, supporting the Fundraising team to generate income, assisting at events and appealing for gifts in kind.

Over the year 20 people attended sessions held 4 times a week. 177 volunteers, 4 of them previous or current service users, contributed 4,839 hours of volunteering time.



Street Alternatives helped me a lot when I was out on the street. Staff went out of their way to help me with the council and fill in forms. Street Alternatives gave me somewhere warm to go. Even if you're on the street, having Street Alternatives means you have somewhere to go for a wash and a shave, get your clothes washed and get food. You get a welcoming friendly smile when you arrive."

Michael came to Aberdeen Cyrenians looking for advice as he had found himself homeless and sleeping rough. Initially the Advice, Information and Support team referred Michael to the Street Alternatives service to ensure that his immediate needs could be addressed. This allowed him to get a meal, shower and laundry four times a week.

During these Street Alternative sessions the Advice, Information and Support drop-in worker could get time to sit with Michael to look at the reasons that had led to his homelessness and help to advise him what to do next. From his time in Street Alternatives Michael gained trust in staff and engaged with the support offered to him, which allowed the staff to help him appeal the no duty decision from the local authority. Street Alternatives provides a regular relaxed environment in which the staff can build relationships with service users and begin the process of addressing the various issues such as debt, relationship breakdown, substance misuse, and benefit issues that may be contributing to their homelessness.

Now Michael is a success story of how Street Alternatives and Aberdeen Cyrenians can help people move on from homelessness and rebuild their lives. The Street Alternatives service was the stepping stone and helping hand Michael needed on the way to finally gaining his own property.

Pathways to Wellbeing provides immediate access to a locally based generic counselling service, improving mental health in the community through the delivery of a point of need counselling service with easy access and minimal waiting times. The high number of sessions delivered was an indication of the complex needs presented by clients, resulting in a higher number of average sessions per client.

Each client is asked to complete an Evaluation Form at the end of their counselling. These evaluations showed that all clients had found the counselling to be beneficial and reported a reduced attendance at their GP as a result of counselling.

Over the year they provided counselling in 6 regeneration areas, and 92 people accessed 723 counselling sessions delivered. 5 volunteers contributed 150 hours of volunteering time.



This service was crucial for me. At times I felt I was on the verge of a breakdown and things had got out of control. The counsellor helped me to manage my feelings and see there was a way out.”

ACIS Youth Counselling is run by Mental Health Aberdeen (MHA) and provides a counselling and information service for young people aged between 12 and 18 to address a range of emotional and health issues that can cause distress. They offer an early intervention service for young people in the hope that they can be supported to address childhood trauma thus avoiding significant difficulties as adults, and offer a trustworthy source for young people in emotional distress.

The waiting list for the service continued to grow during the year. MHA were successful in attracting private sector money to develop a training programme for volunteers with the aim of increasing the number of therapists available to offer counselling to young people.

178 young people accessed the service, 1,125 counselling sessions were provided and 6 volunteers were involved in delivering the service, contributing 246 hours of volunteer time.

Torry Adult Counselling & Torry Talk is run by Mental Health Aberdeen, and delivers counselling to clients in Torry, referred by GP practices and other health workers, social work, education, police and other agencies, as well as self-referrals.

During the year it was decided to

integrate the youth provision of this project with ACIS Youth which allowed them to greatly increase the youth provision in Torry, and provide a more integrated service to the schools with a greater variety of counselling available.

128 adults completed a course of counselling and 48 young people accessed the service. A total of 689 counselling sessions were provided for adults and 562 for young people. 2 volunteers contributed 95 hours of volunteering time.

Calsayseat Counselling is provided by Mental Health Aberdeen to provide a counselling service within Calsayseat surgery, addressing all mental health issues such as depression, anxiety, substance misuse, relationship issues, parenting issues, phobias, as well as problems related to unemployment, and literacy and numeracy issues.

The service continued to be oversubscribed. MHA provided additional resources and moved clients to alternative provision within the organisation, where appropriate.

Over the year 151 people took part in counselling, and 63% of them showed a decrease in depression as shown in the Hospital Anxiety Depression monitoring forms. A total of 1,197 counselling sessions were provided, and 3 volunteers contributed 271 hours of volunteering.





Tillydrone Health & Well Being Project aims to increase relaxation and wellbeing by providing Complementary Health sessions including Reflexology, Reiki and Indian Head Massage accessible to everyone within the area of Tillydrone and delivered by a qualified and experienced Complementary Health Practitioner.

During the year there were more people coming forward who had been affected by welfare reforms and with a high level of stress. As well as practical help they are encouraged to book a health treatment. After attending the health treatments they all said that it had helped to improve their mental, emotional and physical wellbeing. From the end of January a crèche was offered at one of the weekly sessions allowing parents of younger children to be able to access the service.

60 people accessed the 396 sessions provided, and 1 volunteer contributed 20 hours of volunteer time.

Printfield Feel Good Project aims to increase relaxation and wellbeing by providing Complementary Health sessions including Reflexology, Reiki



I feel less anxious and stressed, more able to cope with life.”

and Indian Head Massage accessible to everyone within the area of Woodside and delivered by a qualified and experienced Complementary Health Practitioner.

Over the year 24 people accessed the 90 sessions provided.

Give Kids A Chance (GKAC) is run by Children First and they aim to support disadvantaged young people between the ages of 10 – 18 years to become involved in activities to increase their self-confidence and self-esteem and develop social and practical skills. They coordinate access to a range of activities in Aberdeen; some of them run solely for the benefit of GKAC participants. The project also has links with a wide number of independent sports clubs and activity providers. Up to 100 young people are supported at any one time. They attend on a regular weekly basis and work towards achievement goals in their chosen activities.

Over the year approximately 20 activities were on offer, including Sooyang, music, dance, drama, ice skating, football, boxing, trampoline, horse riding, Sea Cadets, snooker, crafts, golf and BMX biking. GKAC received 82 new referrals, 90% of them from regeneration areas.

Healthy Roots maintain and develop Manor Park, a community-run park in Middlefield, by cutting the grass and hedges, weeding flower beds and repairing any damage that occurs in

the park. They aim to improve the park by planting more flower beds, installing more benches to create more sitting areas, and developing and promoting the new allotments area.

Over the year 288 participants were involved, 103 of them under 16 years old. The number of visits to the park totalled 32,000, 16 Park Rangers were recruited and 16 allotments leased. 41 volunteers contributed 1,901 hours of volunteering time.

Outdoor Explorers at Ashgrove Family Centre encouraged young children and families to build confidence, team work, healthy living and physical development, through making use of the local environment by planting, growing, harvesting, photography and exploring new and exciting challenges. They provided support to children with challenging behaviours to overcome anxieties, help build positive relationships with their peer group and promote a nurturing, safe and stimulating place to explore. Over the year funding was used to buy outdoor waterproof clothing, cameras and camping equipment.



Home-Start

Home-Start coordinates home visiting support to families in the regeneration areas who are identified as at risk and hard to reach, working to prevent further crisis and family breakdown. Volunteers aim to develop parent and child confidence leading to happier, healthier more enjoyable family relationships, reduced isolation and increased resilience to cope with challenges in their lives. They offer emotional and practical support as needed, building on positive existing attributes, role modelling and encouraging increased parent/child activities and routines. They identify additional suitable support for health, further education and financial issues, and accompany people to appointments where necessary. The Health Development Co-ordinator through the "Recipe for Life" project works with families on budgeting, practical cookery, breast feeding and weaning, oral health and general advice on healthier lifestyles.

Over the year 35 families in regeneration areas were supported. 31 families reported reduced isolation, 27 reported reduced levels of family conflict or stress, and 8 families no longer required Social Work support. 14 families were supported with financial issues, 9 people moved into training or volunteering, and 28 children accessed play and learning opportunities. 32 volunteers contributed 2,876 hours of volunteering time.



Pat lives in Northfield and was referred to Home-Start when her children were small. She really appreciated the support she was given, and as her children got a little older she decided that she would like to volunteer and help other families.

While being supported by Home-Start Pat started to attend local adult education classes and when she started volunteering she also decided to start attending Aberdeen College on a part time basis. Pat went on to complete an HNC in social sciences and was able to combine both the college learning with the practical experience she gained volunteering with Home-Start.

During her time as a volunteer Pat has supported many Home-Start families and has made such a difference to them.

Pat went on to attend RGU and this summer she completed a BA Hons in Applied Social Sciences and is now working with Aberdeen Cyrenians as a support worker.

Pat says that she will always appreciate that Home-Start was there for her. She knew she wanted to make changes in her life and she has worked really hard to do so. We are grateful for the time she has given Home-Start as a volunteer.

One of our families required a great deal of emotional and practical support regarding domestic violence and police issues; bereavement support following the death of a young child; support to attend a variety of GIRFEC (Getting It Right For Every Child) and other professional meetings; and help with budgeting, shopping and cooking. At a recent Children's Panel meeting the supervision order was lifted and Home-Start was praised for the intensive support given. All children in the family are being given bereavement counselling and the volunteer ensures that they are able to get to the appointments, and encourages mum and the children to follow through on the work done with the counsellors by giving space to talk about their feelings about the child's death. We expect this support will start to reduce in the year ahead. Mum recently said to us "The volunteer is like a mum to me – she asks if I'm okay and if I say yes and I'm not she knows straight away that I'm not telling the truth".

“

I feel that Home-Start is the only agency that doesn't judge me, but listens to me.”

Building Stronger, Safer Communities

19% of the fund (£331,000) was allocated to initiatives that help build stronger safer communities. The main themes under this priority are improving access to services in regeneration areas, Community Safety and supporting community involvement and participation.

Over the year a total of 2,935 people participated in activities and services provided in Community Projects and Flats. Cummings Park, Seaton and Tillydrone Community Flats are wholly funded by Fairer Aberdeen, and a number of organisations use these venues to deliver services within the areas. The number of attendances to use their facilities including phone, computers, making enquiries and getting information totalled 13,267.

There were 1,016 hours of additional police patrols engaging with sex workers. The numbers of calls to the Police regarding on street prostitution for Aberdeen City reduced from 50 to 40 and for the Local Policing Areas of City Centre and Seaton from 41 to 26.

Operation Begonia is delivered by Police Scotland and provides dedicated, directed patrols with the aim of tackling prostitution; by encountering, identifying and engaging with sex industry workers and offering safety advice and fast track appointments to key partners who can help to address the background causes leading to the behaviour.

The project aims to enable and empower sex industry workers to address problems that have led to them becoming involved in this dangerous work and reduce the number of women operating in the locality, thus benefitting local residents and businesses in the long-established and renowned 'red light' area of Aberdeen.

During the year patrols began to be used for both on and off street sex workers, as numbers of women encountered on the street reduced to 15. There were 1,016 hours of additional patrol time undertaken and the number of calls to the police regarding on street prostitution for Aberdeen City reduced to 40, compared to 85 in the previous year, and calls relating to the City Centre and Seaton area were 26 compared to 70 last year.

13 women completed consent forms and were referred to partner agencies and 9 were issued with panic alarms.

Relationship Revolution is delivered by Choices and works to break the cycle of gender based violence and sexual exploitation in victims and perpetrators, and potential victims and perpetrators, in areas of high level recorded incidence in the city. They deliver an early intervention programme to raise awareness and challenge prejudice and stereotypes amongst young people. Participants are provided with tools to assist them identify, avoid and navigate violent and exploitive relationships and signpost them to additional support services. They also provide a therapeutic support service for young people affected by violence or exploitation, along with support for the adults in the young person's life. Training in support and development of a young person's mental health and resilience is provided for staff groups working with vulnerable young people.

Over the year 892 participants were involved, 126 educational workshops and 116 drop in clubs held. Around 90% of young people reported being able to identify violent and exploitive relationships and increased knowledge of support services following participation in the workshops. 30 young people took part in 3 or more sessions of counselling. There were 17 young people trained and supported to volunteer and 401 volunteer hours contributed.

Free To Succeed - Closing the Gaps works with HMP Aberdeen to provide an effective throughcare service by supporting women offenders pre and post release.

The transition from HMP Aberdeen to HMP Grampian will mean that they are in contact with more women. It is estimated that 70% of the population of HMP Grampian will be from Aberdeen City, so those returning to the City after release will continue to be supported.

The project was recognised by the Butler Trust, which promotes excellence in correctional settings, and a commendation was received from HRH the Princess Royal (Patron of the Butler Trust) at Buckingham Palace for "dedication and skill in supporting the care and resettlement of women offenders, in custody and after release."



Over the year they worked with 9 women, helped to source voluntary or paid employment for 6 clients and provided positive activities within the prison setting for all clients. They supported clients to settle into suitable accommodation and helped them to resolve financial issues. 14 volunteers contributed 1,970 hours of volunteer time.

“ Spending time with you just helps with the boredom. It helps to sort my head out. Nobody else gives me this amount of time. I've stopped drinking and I have a job now.”

Community Flats and Projects

Tillydrone Community Flat provides a resource for community activity; a venue for a range of organisations that offer support, information and advice; and supports community capacity building and learning.

During the year they started two new adult learning classes, after a survey was conducted to see what type of activities people were interested in.

Creative Communities workshops were provided by Aberdeen City Council's Creative Learning Team, building on the previous year's successful partnership. They held a workshop at the Gala Day, and 4 workshops at the flat with a crèche provided, as well as workshops in the wider community. They used this project to launch a regular art group at the flat on Friday mornings, which has attracted new people to the flat. They are now going to work in partnership with the Creative Writing and History Group to create an exhibition of their work.

They also piloted a Family History group and have successfully run four blocks of this class. The participants now meet each week to dedicate time to research their family history with the support of the tutor.

29 agencies used the Flat to deliver advice and support services for a range of issues including Health, Education, Employability and Financial Inclusion. There were 2,140 recorded uses of the Flat facilities, including use of the washing machine, phone and access to computers. A total of 402 participants were involved, 79 of them under 16 years old. 111 people were involved in adult learning activities, 8 people were on the Tilly Tattle editorial group and 16 volunteers contributed 700 hours of volunteer time.



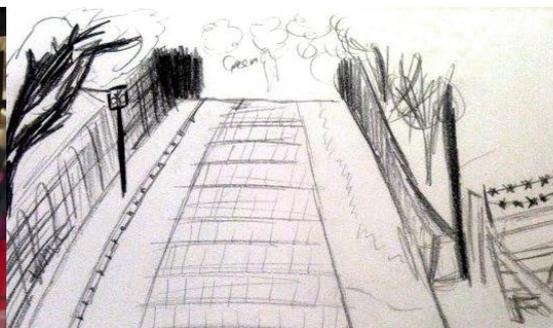
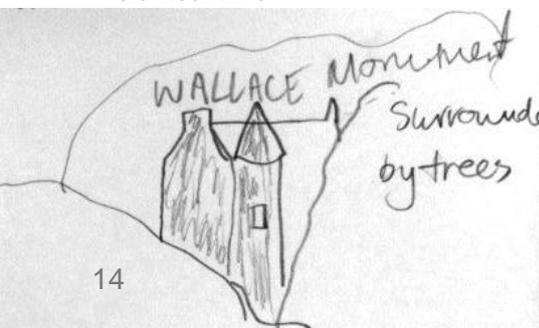
“

Tillydrone Community Flat continues to be a hub for community activity in the area. We have been busier than last year and have exceeded our predicted usage for the year by over 5 times. There has been a big increase in numbers of people accessing the flat for support with benefits and the bedroom tax.”

Printfield Community Project

provides a resource for community activity; a venue for a range of organisations that offer support, information and advice; and supports community capacity building and learning. Services for families and residents include After School Childcare, youth services, Adult Learning classes and tenants support.

Over the year they upgraded the project premises; acquired funding to provide school holiday activities for 80 children and young people aged 5-16 years; and increased the capacity of their Out of School Care. 32 adult learners attended 5 adult learning courses, and 40 people were involved in the Woodside Network, which held 10 meetings though the year. A total of 190 participants were involved, 138 of them under 16 years old, and 32 volunteers contributed 600 volunteer hours.



STAR (Seaton Taking Action on Regeneration) Community Flat

provides a resource for community activity, a venue for a range of organisations that offer support, information and advice and supports community capacity building and learning.

Local residents see the flat as a one stop advice shop to go when seeking help and advice with their problems. Some residents use the computers to search for jobs and print off CVs, others rely on the free phone line to call about medical appointments, housing issues or benefit queries. This service was used 327 times within the year.

The provision of food bank vouchers was a new development for the flat and approximately 20 vouchers were issued per week, making the service more accessible for those in need.

Pathways used the flat as a base to meet Seaton residents to help them with creating their CVs, job search and job applications, whilst also identifying training needs and helping with appropriate funding.



The Credit Union operates weekly sessions providing saving and loan facilities and is always busy with regular customers. CFINE provides competitively priced fruit and vegetables with their fruit and vegetable and stew packs proving popular. The flat sells fresh haddock at competitive prices and the weekly ordering service is popular, with new customers using the service and 15 to 30 fish packs are ordered per week. The art and craft class included new activities and techniques such as collage, glass etching and wood

burning, and a new Silver Darlings project focused on sewing and cooking, with the cooking class based around a fishy theme to tie in with the fish that is delivered weekly.

Silver City Surfers continued to be busy and their regular sessions and drop in facilities were complimented by a range of free basic skills computer classes provided by Aberdeen City Council.

Over the year there were 3,220 attendances at sessions provided by 11 partner agencies, 31 people attended sessions supporting people to get back into work and 60 people attended adult learning sessions. A total of 510 people were involved and 7 volunteers contributed 455 hours of volunteer time.

Cummings Park Community Flat

provides a resource for community activity, a venue for a range of organisations that offer support, information and advice, and supports community capacity building and learning.

A 'Cumming-In' community open day encouraged an attendance of 91 people. The volunteers led the event by contacting people, liaising with partners, organising donations for the raffle, running a BBQ and bouncy castle, and consulting people on what they would like to see done to improve the local environment.

A Litter Pick session was held with Northfield Academy's Eco group and Bramble Braes p7s, supported by Aberdeen City Councils environmental team.

The Big Dig was a community garden event. Local people of all ages, staff



and partners, and 3 volunteers from an oil company spent the day digging, painting the fence and creating the garden. Since then there have been boxes made, fences built, gravel laid, locks fitted, fruit trees and vegetables planted and maintained. Volunteers continue to grow vegetables and fruit for the benefit of the community. The garden has received an ECO friendly award from ACC which they are very proud of.

15 partner agencies delivered services from the Flat over the year. The total number of participants was 1,441 with the number of contacts accessing activities being 894 and the number of uses of the Flat facilities, including phone, computers and enquiries being 456.

There were 91 adult learners involved; the Flat was open for 25 sessions per week, and 24 volunteers contributed 1,225 volunteer hours.



Middlefield Youth Flat supports young people, especially those with low literacy skills, low self-esteem and lack of confidence. Youth workers provide positive adult support that meets the needs of the young people by understanding the barriers they face and supporting them in working to overcome these.

Over the year the Flat was open for 246 days, providing 1,235 sessions with a total of 164 young people attending. There were 24 day trips and 1 residential trip organised and 8 Youth Committee meetings held. 45 young people had individual learning plans in place and 19 were in work or training.

Supporting Volunteers and Under 11s work is delivered by Middlefield Community Project, to encourage local people to volunteer to plan, organise and participate in play schemes & clubs. Training is provided, including First Aid, Health and Hygiene and Child Protection, and volunteers are given opportunities to learn skills and build their confidence and self-esteem to improve their chances of moving on to education or employment. The project also provides positive on going activities to children and families who are often unable to access these themselves due to not being able to afford entrance fees or transport costs. In this way the project can ensure children have positive choices.

Over the year 40 participants were involved, there were 38 sessions provided for P1-3 and 40 for P4-6, as well as 16 parent and child swimming sessions. 2 volunteers contributed 430 hours of time and 2 volunteer training events were provided.

A **Family Support Worker** supports vulnerable families at Fersands Family Centre, providing regular one to one support and advice on a wide range of issues including housing, employment and child protection. They involve parents in group discussions and activities aimed at making them feel less isolated and increasing their parenting skills. Linking with Social Work and other professionals that can offer support to the families, they provide opportunities for families to benefit from, or become more involved

in, community activities or volunteering. They help individuals to access employment or educational chances, offer direct practical support and play a key role in representing families during family case meetings.

Over the year 42 families received support and 3 parent groups ran weekly. More intensive, long term support was provided to 14 families who have social work involvement and where child protection issues had led to compulsory measures of supervision or, in some cases, where children have had to be accommodated by the local authority.

Youth Work Support at Fersands Community Project provides a wide range of youth work services to encourage young people to experience new activities, gain new skills, build relationships and learn about health issues, employment and other issues relevant to them. They provide free alternative activities including day trips and residential camps which take the young people into different environments, new situations and new challenges, helping them become more independent and to work as a team.

Over the year 90 young people participated, 70 of them were under 16 years old. The Job Club was attended by 12 people, and 12 volunteers contributed 300 hours of volunteer time.



The **Twos Group** at Fersands Family Centre provides a safe, welcoming and stimulating environment to deliver good quality play and learning experiences to encourage motivation, and enthusiastic learning. They target

the most vulnerable families and work with parents, health visitors, education support workers and Social Work to maximise the child's development opportunities.

30 children attended and 3 pre nursery groups were held per week. 11 volunteers were involved.

Big Bang Drumming Group at Aberdeen Lads Club provides percussion workshops for young people, to create a performance band to enhance participants' confidence, self-esteem and social skills.

14 young people were involved over the year and 2 volunteers contributed 80 hours of volunteer time.



ACT Attack provides drama classes as a means to help promote a sense of value, self-worth, and self-confidence in young people, and give them an appreciation of Arts, drama and music while having fun and enjoying themselves.

Over the year sessions were held weekly at St George's Church and Riverbank School in Tillydrone, as well as a week long course during the Easter holidays and a two week course during the summer. 32 young people were involved and they wrote and produced their own work as well as a DVD. 7 volunteers contributed 180 hours of volunteer time.

Increasing Skills and Creativity

Creative Communities is delivered by ACC's Creative Learning Team to explore new cultural opportunities, develop inclusive projects that link with regeneration, heritage, public art, new media and volunteering. It aims to break down barriers to participation in cultural activity, promote community engagement in culture and the arts, and create projects recognised locally and nationally.

Following a number of consultation events the Creative Communities programme was delivered across the

15% of the fund (£253,000) was allocated to initiatives that help increase skills and creativity. The main themes under this priority are supporting learning and creative opportunities, improving literacy and encouraging volunteering.

Over the year 904 people participated in Arts activities and 990 in Adult Learning. Of these, 124 people were involved in producing community media, 90 producing weekly radio shows in 6 regeneration communities and 34 producing a total of 20 community newsletters. A further 40 young people were actively involved in producing Youth Radio and TV.

A total of 3,050 people, 969 of them under 16 years old, participated in 9 initiatives, and 228 volunteers contributed 31,089 hours of volunteer time.



seven priority neighbourhoods, and offered opportunities to take part in a varied programme of arts workshops, projects and events which ran from August 2013 to March 2014. Each neighbourhood had a different artist leading a unique participatory project. A printed brochure and event flyers were produced along with frequently updated social media to promote the project.

The Creative Communities 2013/14 culminated in a celebration event on 29 March 2014. The event invited participants, artists and partners to celebrate achievements from throughout the project and enabled a further sampling of project highlights. There was also the showing of the 'Step into My Parlour' film featuring groups from Cummings Park and Northfield.

The **Cultivate Creative Volunteer Training Programme** was delivered from the Creative Learning Team's workshop base at Rosemount Learning Centre. The two accredited training programmes successfully ran



“

Thank you so much for a wonderful afternoon at the outdoor kiln firing. My boys had a great time listening to the stories and making their clay tiles. It was so lovely to have an event like this on in Woodside - great community feeling all at the end of our road - perfect!”

parallel to the delivery of the Creative Communities outreach workshops and events across the regeneration areas.

Fourteen individuals signed up to the accredited training course over the 2 programmes and 11 individuals successfully gained their SQA Volunteering Skills Award level 4.

Cultivate volunteers made a significant contribution to the Creative Communities programme in regeneration areas. Throughout the two programmes, Cultivate volunteers contributed a total of 736 hours to the training, preparation, supporting and delivery of creative activities, workshops and events in Torry, Northfield & Cummings Park, Seaton and Woodside.

Over the year 904 people participated, 380 of them under the age of 16 and 870 of them from regeneration areas. 398 people attended Creative Communities events and 437 attended workshops. 11 events were led by volunteers and 14 volunteers contributed 786 volunteer hours.

Station House Media Unit (shmu)

Connecting Communities Through Community Media is delivered by SHMU and supports the production of community media in regeneration areas, exploring and addressing local community issues and developing skills by providing training and support. Community media aims to develop opportunities for underrepresented voices to be heard across the city; creating a wide range of benefits for individuals and communities, fostering a spirit of engagement and partnership working; developing transferrable skills in participants; and contributing towards increased social capital.

Over the year 90 volunteers were supported to produce radio programmes. Weekly hour-long community radio programmes, representing key issues and news, continued to be supported, produced and broadcast by residents of 6 regeneration areas. They were broadcast live during the day, and then repeated in the evening. These community shows are discussion based, magazine format programmes which offer a platform to each community to discuss the issues affecting their area, while also offering an insight to life within the target communities.

The Community Newsdesk continued to gather information on events and activities specific to each of the seven target neighbourhoods and broadcast daily bulletins through the What's On guides on Breakfast Show, Packed Lunch and Cruise Control. Daily community news bulletins also continued to be incorporated into the key community shows.

34 volunteers were supported to produce community magazines 3 times a year in 7 regeneration areas, all had editorial teams that received regular support. In all 140 organisations worked in partnership with SHMU over the year, and a total of 803 participants were involved, 258 of them under 16 years old. 124 volunteers contributed 18,176 hours of volunteer time.



“

One of our new volunteers who joined an editorial team about 6 months ago has written their first article, which was allocated a full page in the last edition. This was a major step forward for the individual concerned who has an offending history and has been suffering from alcohol and substance misuse. This person was so delighted that they came into shmu on the day the magazines were due back from the printers just to collect a hard copy so this could be passed onto their support worker. They have also signed up for the next Journalism Course.”

Youth Media provides creative opportunities for young people (between the age of 12-19), primarily from the regeneration areas of Aberdeen, to train and take part in all aspects of the production of regular radio and television programmes (researching, writing, presenting, performing, filming, vision mixing and editing). SHMU supports young people in personal development, notably through increased confidence, communication and self-expression.

Youth Radio Project members spent the year working on their Youth Achievement Awards, 14 worked towards Bronze awards and 7 worked towards Gold awards. The group also continued to record their volunteering hours using the Saltire Award. 12 Youth Radio Project members and 1 Youth TV member achieved Saltire Awards in recognition of their volunteering hours, of these, 6 Youth Radio Project members received the Saltire Award for 500 hours of volunteering last year – the highest level awarded.

Over the past year, every Saturday from 10 am to 1pm, young people worked as a team to produce and broadcast a radio show that presents a young person's perspective on a variety of issues and themes. Issues explored included education, health,

employment, community safety and peer relationships. In addition, young people had the opportunity to present individual weekly shows from 4pm to 5pm Monday to Friday. These shows explored the participant's diverse taste in music and allowed for the exploration of other current topics of interest.



The group showed great commitment to the project and clearly demonstrated their ability to work as part of a team contributing towards raising awareness to other young people through the medium of radio. The broadcasts covered events such as the Aberdeen International Youth Festival and the Celebrate Aberdeen Parade. **There were 28 young people volunteering on a weekly basis, presenting 8 hours of live radio broadcast per week, with a total of 314 hours of live broadcasts during the reporting period.**

Two Youth Radio Project members produced a special one-hour radio show, titled 'Lessons from Auschwitz', following their visit to the former Nazi extermination camp of Auschwitz-Birkenau. The show was produced for broadcast on Holocaust Memorial Day on 27 January, and the young volunteers hoped the programme helped to encourage discussions about the Holocaust in their schools and communities.



In early 2013 one of the shmu volunteers from the Torry area approached us with a film idea – to capture World War 2 veterans stories. The idea was to make this a local intergenerational project where young people from Torry interviewed older people from the Torry area. The young people were brought together from shmu and they all volunteered their time out with the other shmu projects they were involved in.

The project worked in partnership with the Gordon Highlanders Museum to connect with the veterans and the group also spoke to older people who had been young children growing up in Aberdeen during WW2. The Gordon Highlanders arranged an education session to give the group an introduction to the history of the Highlanders. The interviews and filming all took place over a very hectic 2-3 week period in early August with editing taking place at the end of August. The group were supported by tutors at SHMU but did the majority of filming, directing and planning themselves.

All of this hard work was rewarded on the 10th September at the official screening at The Belmont Cinema as part of the 50+ Festival. There were over 70 people in the audience including some of our young people and a few of the veterans and older people who had appeared in the film. The audience were treated to a question and answer session after the screening providing an opportunity to ask the young people questions about their experience making the film. When asked what making the film meant to them, one of the young people commented that it had really helped to boost her confidence. The group also agreed that it gave them a much greater insight into the realities of war and of just how close to home it came and found the subject matter all the more interesting hearing it from a local perspective. It also made them see and think of older people in a different light, now knowing some of the fascinating and sometimes harrowing stories behind them. It made them grateful to be living in a time of relative peace; knowing that the veterans were their age when they were conscripted.

As a result of this project shmu has had interest from schools wanting to use the film in their history lessons to give pupils a greater insight into the local history relating to the war. There has also been a lot of interest in continuing this project, in gathering more stories and encouraging the intergenerational aspect by including knowledge transfer whereby young people will teach older people to use the camera equipment, about sound and lighting and film directing.

The Youth TV project has a core group of 10 young people from the regeneration areas who have been participating in weekly training sessions. The group worked on monthly plans to produce live and pre-recorded issue-based broadcasts that are relevant to the participants and the audience alike, and issues included bullying and exam stress. **Over the year the participants produced 11 live broadcasts, 13 TV shows which can all be viewed on You Tube, and an intergenerational World War II film which was screened at the Belmont Cinema.**

A total of 92 young people participated in Youth Media, 57 of them under 16 years old. 42 volunteers contributed 8,585 hours of volunteer time.



Positive Lifestyles is a programme run by St Machar Parent Support Project to help parents identify issues and support them to engage with the relevant agencies to deal with these before they reach crisis point, preventing future long term need for statutory services.

Over the year a young mums group was supported; looking at health issues; helping to build relationships with their Health Visitors; and taking part in cooking sessions. There was a waiting list for this group as demand was so high, and people were signposted to other agencies until a place became available for them. Individuals were supported and helped with a variety of issues, such as parenting skills; challenging behaviour; benefits; looking for work; and accessing other support such as counselling sessions; grants for clothing, furniture and white goods; and vouchers for food banks.

197 people participated in the programme and 102 parents were referred on to relevant agencies for further support. 13 people received help with CVs and interviews, 32 people took up volunteering opportunities and 46 people were supported to claim grants totalling £8,378. 12 volunteers contributed 25 hours of volunteer time.

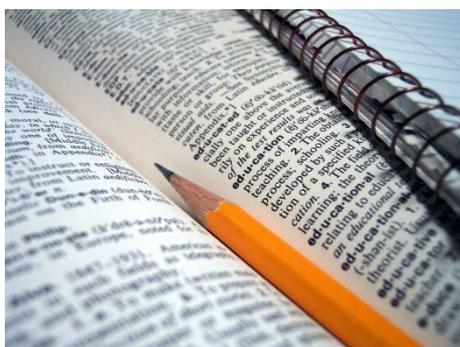


The families we have supported have 314 children that we have helped, either directly or indirectly. We still have a high percentage of users who are coming to the project for support due to welfare reforms. One person had not received benefits for a year, with our support he has recently attended an appeal and received over £4,500 backdated money.”



Coming to Adult Learning has given me the confidence to start a part time job. I have to do a bit of writing and stock taking and I have to handle money sometimes. I was nervous about taking it but feel more confident now. Being able to get help at my class stops me panicking if I can't understand what I'm supposed to do at work.”

Literacies for Life is delivered by Aberdeen City Council and it aims to engage individuals in learning opportunities which will assist them to overcome barriers to further learning, employment, volunteering and engagement in their local community. The Lifelong Learning Team deliver a programme which is focussed around integrated literacies, having the specific aims of providing adult learners with help in developing confidence; in overcoming barriers to learning; and in developing skills for life.



Over the year learners came from the target groups of unemployed people; individuals on a low income; young people; homeless people; migrant workers; and offenders. The learners identified significant skills gaps in communications, basic IT, numeracy and literacy, problem solving and team working; these are collectively known as Core Skills and they underpin Employability. Using the Fairer Aberdeen funding the adult learning

team was able to increase the amount of work carried out in this vitally important field; tailoring programmes to meet individual needs and making courses relevant and interactive.

Over the year 243 new learners participated in integrated literacy provision, 36 received support with financial literacy, 32 undertook job search related activities and 10 volunteers were recruited and provided with support and training.

Alternative Literacies by WEA provides literacy opportunities for non-traditional learners who are hard to engage in learning. They offer flexible literacy programmes which are accessible, inclusive and appropriate to learner needs and which provide progression routes to volunteering, alternative WEA provision and employment if appropriate.

Over the year 91 people participated in three 10 week programmes, a summer programme and a residential trip. The classes covered environmental awareness, gardening, football, residential planning, residential participation, the students soap box, arts and crafts, and environmental art. 4 volunteers contributed to the 362 hours of volunteer time undertaken at Reach Out.

The **Reading Bus** delivers creative family sessions in schools and communities to increase confidence and enjoyment in reading together, with positive skills development in reading and the spoken word. It aims to promote reading as a source of life long pleasure; raise attainment and achievement of children at risk of early failure; encourage family learning in a non-school environment; and involve and empower parents in their children's learning.

They introduced a Scots programme through creation of simple, poems, stories and songs, extended to embrace other languages within the school community. Family sessions were a central focus of this programme, encouraging parents to develop and share their creativity; drawing from their own cultures; and culminating in community gatherings to celebrate Scots and the global community.

“The children have enjoyed exploring stories from across the globe, including tales from Nigeria and Russia. The teachers have noted that the sessions demonstrated great inclusion by incorporating bilingual stories.”

Each school presented a celebratory assembly, which combined music, drama and creative play, and parents were invited to attend these events. One school choreographed dances and re-enacted Doric stories. Puppetry and drama was used to engage EAL and ASN pupils. Parents engaged with storytelling classes and teachers were supported to embed Scots across the curriculum. The project also highlighted Scotland's place in the community and raised interest in the Commonwealth games, which was used as the learning context.

Over the year 400 pupils and 50 parents participated in 160 sessions.



Regeneration Matters is a group of community representatives from the regeneration and priority areas of Aberdeen. It has a membership of approximately 25 people who meet monthly to discuss issues of relevance to all the regeneration areas. Over the year meeting topics covered the Scottish Index for Multiple Deprivation (SIMD) and its use as a tool for identifying small area concentrations of multiple deprivation; welfare reform and the effects the changes are having; housing and the role of the new Housing Officers; food banks; drug and alcohol issues; and employability. The group invites guest organisations along to meetings in which the group can get questions answered, and the guest organisations have the opportunity to learn about the priorities, concerns and experiences of the community.

Regeneration Matters also manage the Community Support Fund on behalf of the Fairer Aberdeen Board. Over the year funding was awarded to support communications, training, community capacity building and community involvement in regeneration.

Silver City Surfers provide one to one computer tutoring for over 55s in the City Centre, Seaton and Cummings Park areas, so that they can confidently learn how to use the computer and surf the internet safely in a welcoming and social environment.

Over the year they delivered 4 sessions a week as well as a monthly information session. Learner numbers at sessions in Cummings Park increased over the year with a well-attended open event. Sessions were promoted with posters, in the local press and on SHMU radio. Sessions were delivered by volunteers who helped many older people to stay in touch with family and friends, with services and with what's going on locally and nationally. **206 people participated and 30 volunteers contributed 6,800 hours of volunteer time.**

“Volunteering for Silver City Surfers really suits me. Older people, like myself, there's a bit of fear when you touch a computer and we help to break down that barrier. We don't make people computer experts, they do that themselves. We open the doors to help them start to learn.”

Stockethill Step Up delivers a range of groups and classes for adults, particularly those living in poverty, lone parents, unemployed, older people and people with health issues. Classes focus on getting people back into work, improving health and support for parents.

“We have an older lady who attends this class while her husband, who suffers from senile dementia, attends respite. She sees the class as a lifeline where she can have contact with others rather than feeling isolated.”

During the year they set up two computing groups, one for beginners and an intermediate class for students who attended in the previous term, giving them the opportunity to increase their skills and confidence further. These two computing groups mainly attracted older adults living in the area. They also ran a Healthy Cooking Class and a Keep Fit class. Healthy Cooking had a positive impact on the adults and their families in term of losing weight, saving money and eating a healthier diet.

64 people were involved over the year and 2 volunteers contributed 150 volunteer hours.

Thanks to all the staff, volunteers and users of funded projects and organisations who have contributed reports, case studies and photographs for this report.



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