



Tipton Connected Communities

May 2019

Evaluation of Reaching Communities National Lottery Funded Programme



Conducted by



COMPASS
COMMUNITY PARTNERSHIPS LTD

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GLOSSARY

BWA	Bangladeshi Women's Association
CCP	Compass Community Partnerships Ltd
JPCC	Jubilee Park Community Centre
TMCC	Tipton Muslim Community Centre
SMBC	Sandwell Metropolitan Borough Council
TCC	Tipton Communities Connected
TDG	Tipton Development Group
OSS	One Stop Shop(s)
RSA	The Royal Society for the promotion of Arts, Manufactures and Commerce

EXECUTIVE SUMMARY

Background

The Tipton Communities Connected (TCC) programme was funded in 2014 for five years via the National Lottery “Reaching Communities” programme to the tune of £291,463, matched by £339,044 from Sandwell Metropolitan Borough Council.

Tipton is an area of high levels of multiple deprivations. An additional social aspect is a pocket of far right political extremism that impacts on community cohesion.

Introduction

Under the leadership of the Bangladeshi Women’s Association (BWA), this initiative was developed in the light of extensive consultation with local people. Research by the Royal Society for the encouragement of Arts, Manufactures and Commerce (RSA) also explored the value of social networks in challenging the lack of social and economic opportunities. It also identified that community connections, reaching across place, interests and identity, are largely untapped assets that can promote wellbeing and address social exclusion.

Central to delivery were three significant aspects:

- Greater partnership working (achieved through the development of Tipton Development Group).
- Increased access to advice and opportunities (achieved through the establishing of two ‘One Stop Shops’ at the Tipton Muslim Community Centre (TMCC) and Jubilee Park Community Centre (JPCC).
- The provision of support and advice through appropriately skilled and trained staff (including the ability to converse in a range of community languages).

The aims of the programme cover both the desired outcomes and also the principle of community influence in how the initiative is delivered:

- The Tipton Communities Connected Programme will work towards improving the quality of lives of the most deprived, disadvantaged and vulnerable residents living across the three neighbourhoods of Tipton.
- The Tipton Communities Connected Programme will work with the local community to plan, design and implement a series of community based services.

The aims of the programme mean that any evaluation will not only examine outcomes in terms of breadth (data) and depth (case studies), but also the principles underpinning the delivery of the programme.

Findings

The development and establishing of **Tipton Development Group** paved the way for the successful delivery of Tipton Communities Connected. TDG is the forum for an extensive mix of local organisations from all perspectives. Central to success has been a cooperative way of working – the development of a culture of ‘this is the way we work in Tipton’. The strengths and support of TDG is central to future delivery.

Making support and advice more **accessible** to where people live has been essential in the success of TCC. This is more than just saving people catching the bus. It is about being received into a place where people feel welcome, not judged and are able to have entitlements explained

in a language they understand. It has also enabled them to access course that can have a significant impact on the physical and emotional wellbeing.

Having two '**one stop shops**' has further enabled access, one the Tipton Muslim Community Centre and one at the Jubilee Park Community Centre. The use survey indicates that about 50% of people are under 40, with a slightly older age profile at TMCC, where there is a greater diversity in terms of the ethnic origin of beneficiaries. The 'demand' factor is also greater at TMCC, with more clients accessing service on a daily or weekly basis than at JPCC.

The programme has exceeded the **outcome** targets, some of those being achieved in the early years of the programme. Of particular note is the advice that enabled clients to receive greater financial benefits. At the time of the evaluation, this figure is just over £2.5m, with 30% relating to Child Tax Credits.

The level of **client satisfaction** is very high across every aspect of the programme. This is reflected through the 2018 client satisfaction survey, across all aspects of all themes. The level of satisfaction with the two centres and the way they are run is similarly high. This is also demonstrated by the level of on going attendance at the sample of projects under the health and wellbeing theme.

In addition to the quantifiable aspects relating to satisfaction, the high **qualitative** aspect of delivery is reflected in both the comments in the client surveys and the focus groups with beneficiaries, where, despite language barriers, clients were passionate about getting across their messages of support and their vision for the future.

There is significant **value for money** in the programme from a grant point of view. Every pound of the Reaching Communities grant has realised, approximately, a further £4.40 through the matching of funding from Sandwell MBC, project income, and generated income through the social enterprise approach. The total programme value is approximately £1.5m, plus the further £2.5m highlighted above, which will also impact positively on the local economy.

It is clear that the central **principles of the programme** have enabled successful delivery. These principles relate to clients shaping the services they receive, staff having core values to help them deal with complex issues, and also partners identifying the values central to the way they work within TCC. These values are closely aligned with the principles of the Reaching Communities Guidance, which is expressed in the new programme as People-led, Strengths based and Connected in terms of strong working relationships.

There is clarity about **developments** for the next stage of TCC emerging from TDG, the focus groups with service users, and the areas for development as identified by stakeholders in focus groups. This is enhanced by a robust system for the collection of data, which shows which groups are not accessing services as they might do.

Tipton Communities Connected is providing **vital social infrastructure** in an area with multiple needs and populated by vulnerable people. It demonstrates excellent partnership working between the local authority, Sandwell Metropolitan Borough Council, and the lead Community organisation, the Bangladeshi Women's Association as the responsible organisation for the National Lottery Reaching Communities Grant. It is filling a vacuum of support, without which, it is absolutely clear, poverty, poor physical and mental health, low confidence and self-esteem, and a lack of knowledge of where to get help, would be having an even greater impact on extensive numbers of vulnerable people.

INTRODUCTION

Compass Community Partnerships Ltd (CCP) was commissioned to conduct an independent evaluation of the National Lottery Funded (Reaching Communities), Tipton Communities Connected programme.

Programme Objectives:

Outcome:

These services will directly have an impact on improving the quality of life of the residents of Tipton who face generational and multiple deprivation.

Principle:

To work with the local community to plan, design and implement a series of community based services delivered through the One Stop Shop.

Aims:

Over the course of five years and beyond, Tipton Communities Connected Programme will work towards improving the quality of lives of the most deprived, disadvantaged and vulnerable residents living across the three neighbourhoods of Tipton.

EVALUATION METHODOLOGY

The purpose of this evaluation is

- To enable learning across the delivery team to identify 'What works best'
- To share learning and good practice with stakeholders
- To provide an evidence base for future development

Consideration has been given to:

- Demographic spectrum achieved (ethnicity, gender, age)
- How achievements fit into the local context
- Learning to date and how that is shaping the future
- The level to which the aims and goals of TCC have been achieved
- The role of beneficiaries in shaping priorities and action
- What continues to matter to local people (their priorities)
- What TCC has enabled in terms of asset development (people and places)

Information sources

Focus Groups:

- Two focus groups with beneficiaries attended by 40 clients (TMCC and JPCC)
- Two focus groups with stakeholders attended by 24 partners from 21 organisations (TMCC and JPCC)
- Focus group with TDG attended by six members
- Focus group with BWA attended by 10 staff

A presentation was used and updated during the course of the evaluation. It can be accessed via this link: <http://bit.ly/TCCevaluation>

Documents:

- Annual returns to National Lottery
- Health programme analysis
- Service user surveys (200 responses)
- TCC application to Reaching Communities Fund
- TCC Clients' Register (1st January 2014 to 18th February 2019)
- The 'Celebrating Achievements' booklet (September 2017)

Ideally any evaluation should be integral from the project design and planning stage, which has not been the case in this programme. However, there is an 'evaluation culture' within the lead agency and is evidenced throughout the Tipton Communities Connected programme. There is clear evidence of transparency and that beneficiaries have been involved in the shaping the support they are receiving. Examples of this are the

- 'Celebrating Achievements' booklet and presentation evening in September 2017
- The year four progress report and presentation
- The extent of surveys completed and the testimony of beneficiaries within them
- The testimony of the beneficiaries within the focus groups
- The case studies developed from the focus groups

BACKGROUND

Tipton town is one of the poorest in Britain and the worst performing town in the borough of Sandwell - which itself is the 12th most deprived in the country. Tipton is an area of multiple deprivation relating to income deprivation, employment deprivation, health deprivation, education skills and training deprivation, barriers to accessing services, and hate crime, which reflect the broad range of deprivation that people of Tipton currently experience. Moreover, 54% of 750 residents who were consulted prior to the TCC programme considered themselves as poor and disadvantaged and 46% considered themselves as very poor and disadvantaged due to lack of access to local services.

Vulnerable groups lack the confidence to seek services which may be of benefit to them because they do not know where to go for help, with being unable to speak English as a major barrier.

WHAT IS TIPTON COMMUNITIES CONNECTED?

Since October 2013, Tipton Communities Connected Programme has been working towards improving the quality of lives of the most deprived, disadvantaged and vulnerable residents living across the three neighbourhoods of Tipton.

The National Lottery "Reaching Communities" grant (matched by funding from Sandwell MBC via an SLA) enabled the development of two "One Stop Shops" at the Tipton Muslim Community Centre and the Jubilee Park Community Centre to deliver projects, interventions and advice services. The programme has enabled the employment of key staff who have attracted in further funding for the delivery of projects. The financial aspects of the programme are examined below.

TCC was enabled through bringing partners together in 2012 via the Tipton Development Group (TDG), which developed strong working relationships to enable positive partnership working.

Achieving the outcomes of the programme is centred around four thematic areas:

1. Increased access to high quality information advice and guidance for residents (particularly individuals and families on low or no income) to make informed choices.
2. Increased skills learning and self-confidence for residents (particularly lone parents) to improve their independence and income generation prospects.
3. Increased and better access to integrated social and cultural services for residents who feel isolated and disengaged.
4. Improved psychological and physical well-being for residents with mental and physical health problems

Highlights of the Activities being delivered under the thematic areas include:

- Basic Skills and English Language courses.
- Business and social enterprise development opportunities.
- Community groups development
- Counselling/tracking mental health classes.
- Culturally appropriate exercise classes.
- CV writing, Job Search & employability training.
- General Advice and information.
- Health checks and advice workshops.
- Homework & College/UCAS application workshops.
- Learning champions classes.
- Management training.
- Range of easy to read information publications.
- Weekly and Annual community fun day & integration events.
- Welfare Rights Advice and information.
- Work placement and Volunteering opportunities.

THEME OUTCOMES (years 1-4)

The tables below reflect the returns made to the National Lottery for the first four years of the programme. The end of project target for the third indicator for outcome one has been included, pro rata. All other indicators have been surpassed with one year to spare.

Outcome 1	Indicator	Target	Achieved				
			Yr 1	Yr 2	Yr 3	Yr 4	Total
Increased access to high quality information advice and guidance for residents (particularly individuals and families on low or no income) to make informed choices.	The number of residents particularly those who are on low income are financially better off and reporting improved relationship at home.	100 by end of year one	100	153	145	162	560
	The number of families reported to have accessed new mainstream services from the new OSS.	100 by end of year two	50	60	70	55	235
	The number of families report receiving additional help and support due to the information received through the OSS	300 by end of project (240 pro rata)	60	63	68	71	262

Outcome 2	Indicator	Target	Achieved				
			Yr 1	Yr 2	Yr 3	Yr 4	Total
Increased skills learning and self-confidence for residents (particularly lone parents) to improve their independence and income generation prospects.	The number of lone parents who have access to enjoyable training & volunteering opportunities at the One Stop Shop.	50 by end of year one	50	50	54	43	173
	The number of residents reporting an understanding of western culture, with better English speaking ability.	80 by end of year two	47	55	52	72	226
	The number of residents with enhanced confidence to progress into employment, education and training.	60 by end of project	12	18	15	21	66

Outcome 3	Indicator	Target	Achieved				
			Yr 1	Yr 2	Yr 3	Yr 4	Total
Increased and better access to integrated social and cultural services for residents who feel isolated and disengaged.	The number of residents representing the diversity of the area demonstrating cohesiveness by jointly organising Community Fun Day attended by approx. 1000 Tipton residents.	40 by end of year one	40	49	50	47	186
	The number of residents demonstrating improved attitude & behaviours towards different communities by regularly taking part in weekly networking sessions.	100 by end of year two	50	56	60	48	214
	The number of residents report improved confidence and abilities to represent their area and communities & improved skills in community fundraising.	50 by end of project	15	19	22	15	71

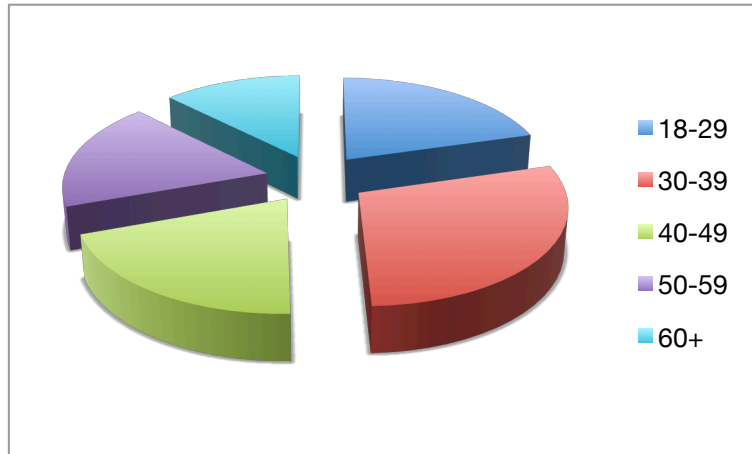
Outcome 4	Indicator	Target	Achieved				
			Yr 1	Yr 2	Yr 3	Yr 4	Total
Improved psychological and physical well-being for residents with mental and physical health problems.	The number of residents report more confidence to look after themselves after receiving information and access to professional health screening, checks and advice at the OSS.	50 by end of year one	50	65	63	67	245
	The number of residents report better wellbeing and confidence in their well health after taking part in regular exercise and sports classes	80 end of year two	40	87	68	56	251
	The number of people supported to make positive changes to their diet or lifestyle leading to a healthier lifestyle.	150 end of project	40	47	60	59	206

SERVICE USER SURVEY

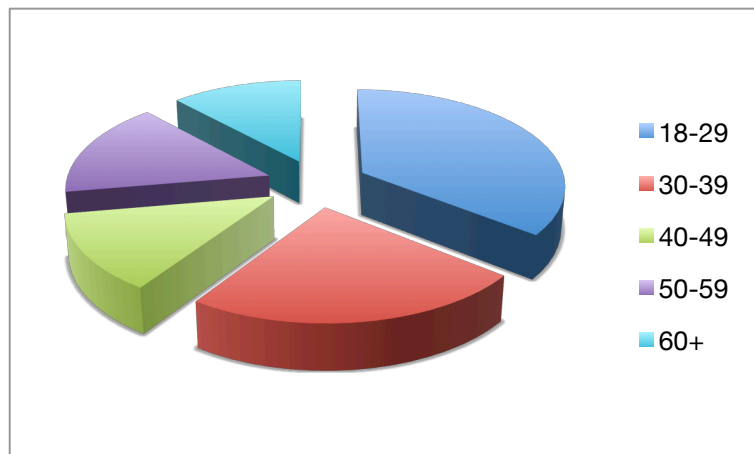
199 surveys were completed and analysed (101 from the Jubilee Park centre and 98 from the Tipton Muslim Community Centre). The analysis with comments from service users is included in Appendix one.

The **Age** breakdown indicates a younger clientele at JPCC.

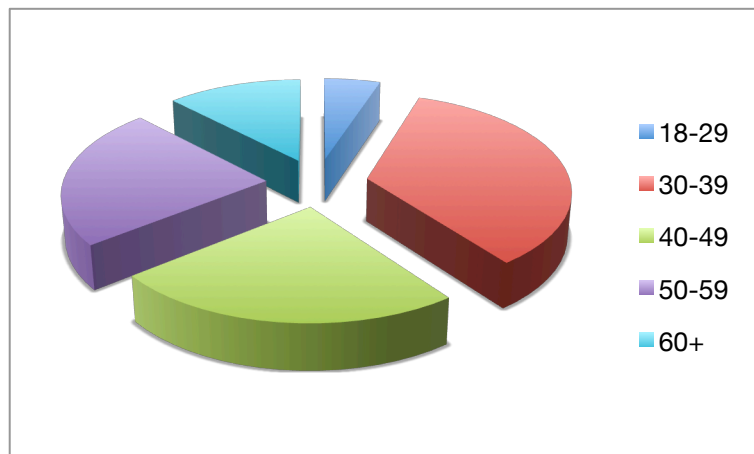
Both Centres



JPCC

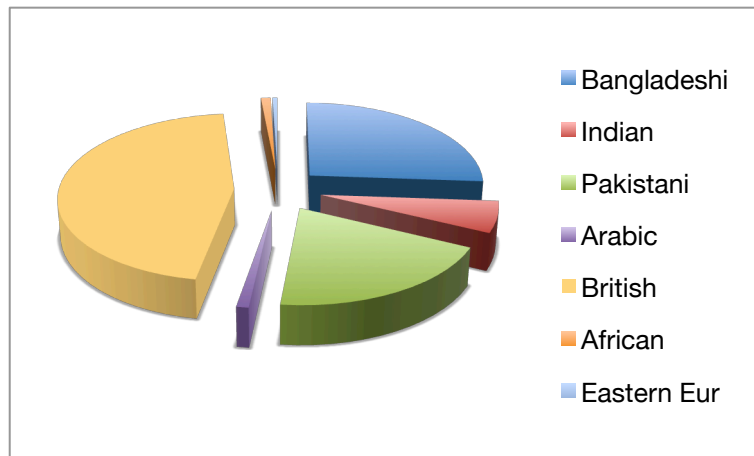


TMCC

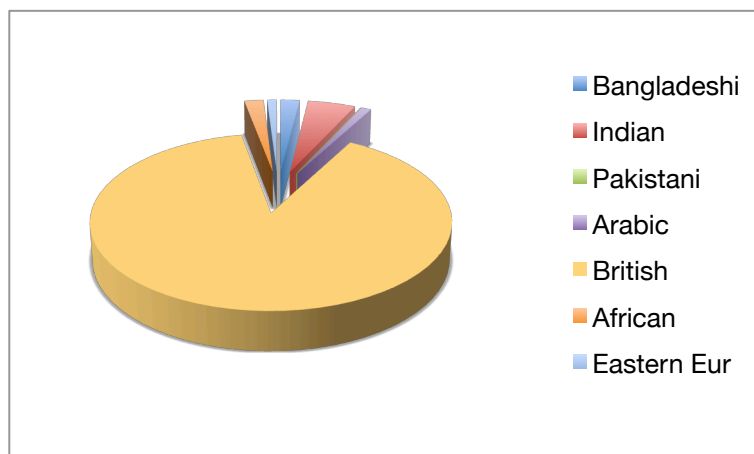


The **Ethnic Origin** breakdown indicates a greater diversity of clients at TMCC, which means a greater demand for translators. There are some anomalies in the way the ethnic origin data was collected at JPCC, which may have led to a greater number of clients listed as British.

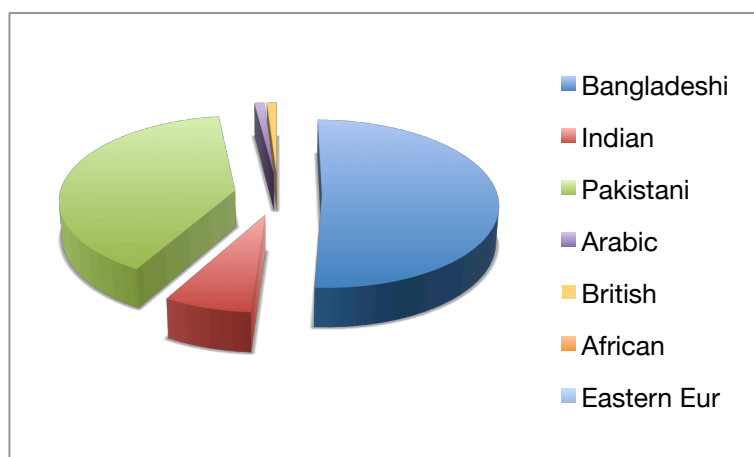
Both Centres



JPCC

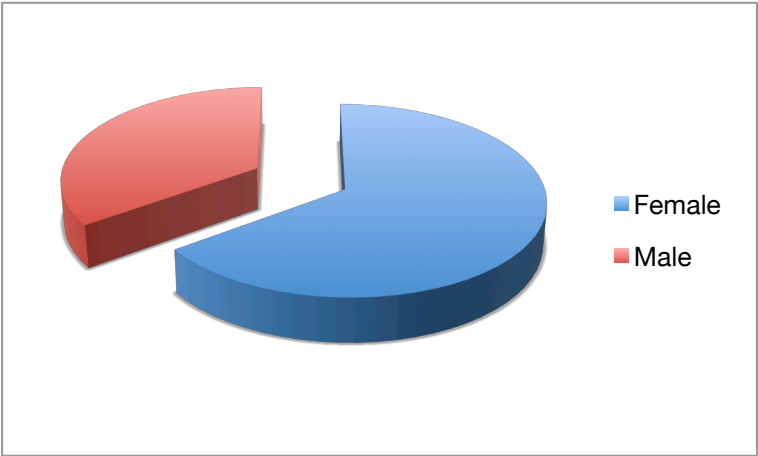


TMCC

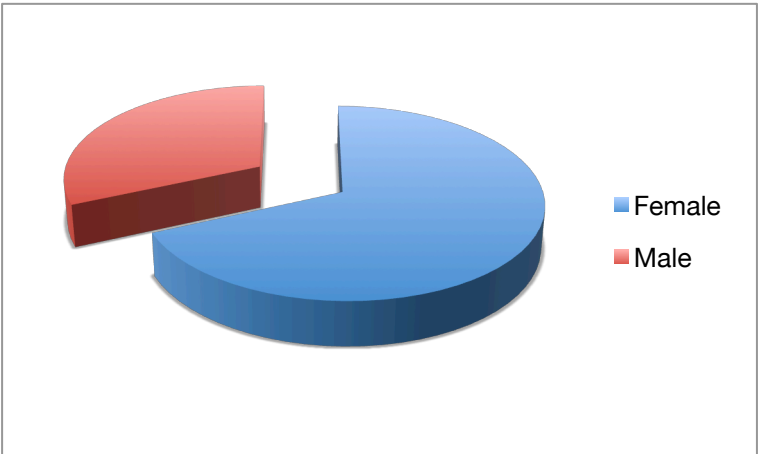


The **Gender** breakdown across both centres is approximately the same with two thirds of clients being female.

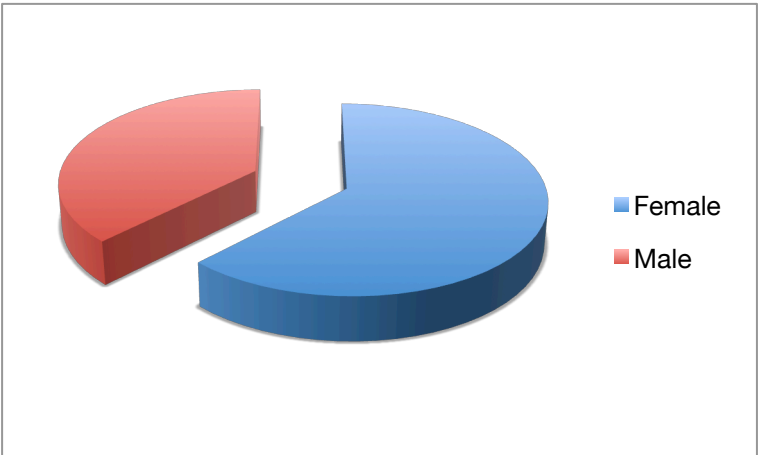
Both Centres



JPCC

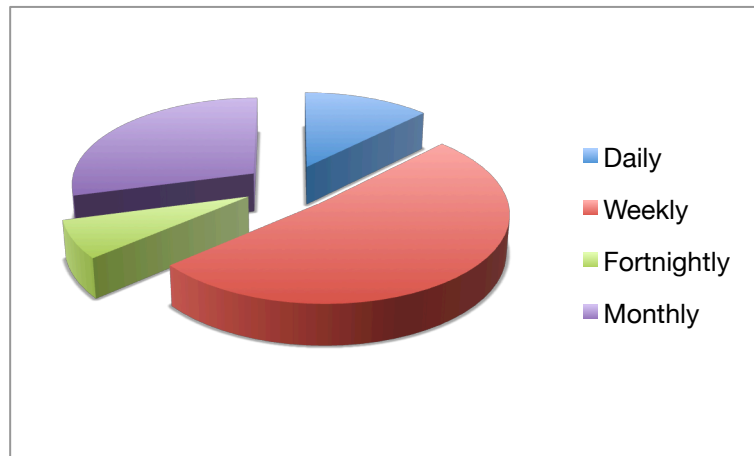


TMCC

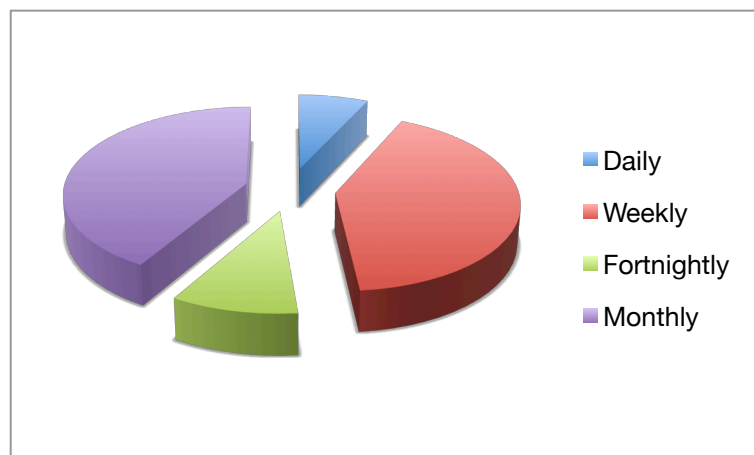


The **frequency of access** to support indicates a significantly greater demand at TMCC. The demand factors are based on number of clients and frequency of support.

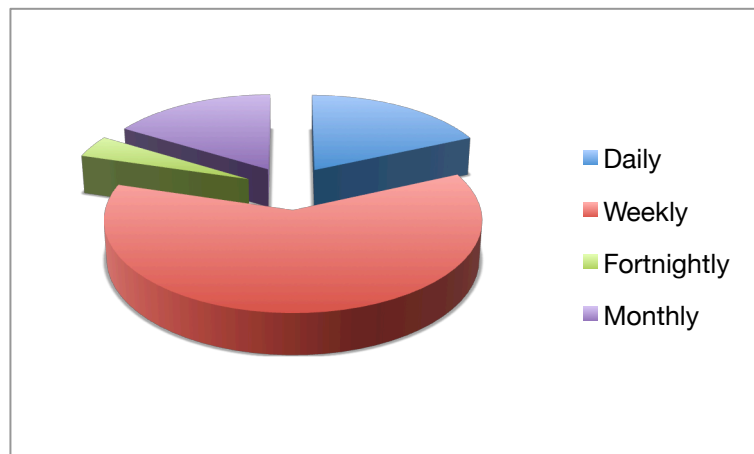
Both Centres



JPCC
Demand factor:
370



TMCC
Demand Factor:
624



The demand factor (based on the 199 surveys) in the charts above is based on the number of clients and the frequency of access:

Centre	Frequency	Clients	Factor	Total	Centre Total
JPCC	Daily	7	20	140	370
	Weekly	42	4	168	
	Fortnightly	10	2	20	
	Monthly	42	1	42	
TMCC	Daily	18	20	360	624
	Weekly	60	4	240	
	Fortnightly	4	2	8	
	Monthly	16	1	16	

Satisfaction with staff and the running of the centres is extremely high for both JPCC and TMCC:

	Running of the centre	Satisfaction with Staff
JPCC	8.8	9.1
TMCC	9.5	9.6

The level of satisfaction across themes and topics is consistently high:

Theme	Topic	Sample size	Topic Average	Theme Average
Advice, Information and Guidance	Welfare Advice	79	9.3	9.2
	Housing Advice	40	9.2	
	Referral & Signposting	31	8.9	
	Correspondence Received	15	9.5	
Healthy Lifestyle & Wellbeing	Healthy Eating	41	9.4	9.4
	Physical Exercise	61	9.7	
	Information & Counselling	20	8.7	
	Health Assessment	19	9.3	
Education, employment & Skills	Homework Club	9	10.0	9.1
	Vocational Training	23	9.0	
	ESOL Support	0	0	
	Business Setup	0	0	
	Employability Support	81	9.1	
Community and Social Cohesion	Social Clubs - Coffee Mornings, etc	50	9.3	9.3
	Community Funday	35	9.3	
	Come Dine with Neighbours	11	9.0	
	Multi-faith Activities	5	9.0	

Comments from Clients (fully detailed in appendix one)

A sample of comments regarding service users experience (arranged alphabetically):

- Able to apply for jobs by myself; being able to come out of my comfort zone
- Benefit support, and lots of support in desperate times; felt part of a group
- Benefits support as needed; attended weight watchers and improved my health
- Better health; good understanding of job search; socialising gained confidence
- Better understanding of welfare rights; better understanding on how to job search
- City Deal - better understanding of Job Search; more sociable and confident
- City Deal - upskilled with training and employment support
- City Deal help to search and apply for jobs
- City Deal improved my ability to use a computer; Gained a qualification
- Educated me on my eating habits; I gained employment; good listeners
- Gained bigger house and ESA; Better health and wellbeing; Helped me get job ready
- Gained qualifications; healthy reward scheme; enjoyed getting involved in the lunch clubs
- Gained self employment; helpful, good, services
- Get active as I have nowhere else to go; free classes is a strength
- GP advised to get fit, this class helped me improve my health
- Healthy cooking and Zumba helped me get involved with the class
- Help with translation to explain welfare rights; improved knowledge on searching for jobs
- Helped by Healthy reward scheme; signposted to ESF; made a few new friends
- Helped me get fit and make friends
- Helped me get more active; community support is a strength
- Helped me get out of debt and helped with my drink problem; more welfare support
- Helped me understand about my benefits; Pakistani speaking advisers
- Helped with bringing my wife over and children entitlement; advisers speak my language
- Helped with insurance claims; Bengali speaking advisers
- Helped with job search and CV; location of centre is close to my home
- Helped with utility and council tax refund; Mirpuri understood;
- Housing repairs completed; blood pressure reduced through better eating habits
- Increased knowledge and understanding; first aid and City Deal support
- Increased knowledge of better living conditions; Reduced isolation.
- Learn about healthy eating and get fit for free
- Lost weight via healthy reward scheme; confidence built
- Motivated by Bridges; improved on employment; boosted confidence and health
- New qualifications; made food for the community which gave me confidence
- Received PIP entitlement; better accommodation; helped me reduce alcohol intake
- Set up emails for me; staff who understand my dialect in Punjabi
- Signed on to City Deal; Volunteering now; Lost weight on Healthy Reward Scheme;
- Signposted on to City Deal and then ESF; gained my food hygiene qualification; more
- Sisters Circle - helped me with my confidence; community togetherness is a strength
- Solved welfare rights problem; support from Black Country Housing
- Support from Impact; improved job search; boosted confidence and socialising
- Training via Impact; better understanding of job finding; friendly and supportive

Suggestions for future developments from Service Users (arranged alphabetically)

- More activities for young children
- More for older people to get involved in
- More one to one support
- More staff needed to reduce waiting times
- Opening hours need extending (including weekends)
- Private areas for consultation

CASE STUDIES

This sample of 31 case studies is taken from the focus groups with beneficiaries, stakeholders and staff.

Beneficiary Case Studies:

The purpose of these examples is to highlight beneficiary insight.

Criteria	Tipton Muslim Centre	Jubilee Park Centre
The support was easy for me to get to	99%	99%
The quality of the support was high	100%	98%
I had a say in the support I was given	100%	99%
I felt really welcomed by those supporting me	100%	100%

Case Study B1 – Beneficiary insight: Focus on the difference made
Centre: Tipton Muslim Centre
The support I received: • Business and social enterprise development opportunities. • Culturally appropriate exercise classes. • Management training. • Weekly and Annual community fun day & integration events.
Experience (1 = false, 5 = true): 95% • The support was easy for me to get to: 4 • The quality of the support was high: 5 • I had a say in the support I was given: 5 • I felt really welcomed by those supporting me: 5
The difference it made to me: I feel healthier and more positive by doing the yoga and Zumba sessions. I was given help and advice when developing a business project. The cooking and embroidery session were a great experience. The support was effective in many ways. The staff members were helpful and friendly. The quality of the trainers was high. I learnt and experienced different techniques. <i>This made me feel I belong to this community and I am a valued member.</i>

Case Study B2 – Beneficiary insight: Focus on the difference made
Centre: Tipton Muslim Centre
The support I received: • Community groups development • Culturally appropriate exercise classes. • General Advice and information. • Health checks and advice workshops. • Weekly and Annual community fun day & integration events. • Welfare Rights Advice and information.
Experience (1 = false, 5 = true): 100% • The support was easy for me to get to: 5 • The quality of the support was high: 5 • I had a say in the support I was given: 5 • I felt really welcomed by those supporting me: 5
The difference it made to me: Sorted my problem. I like coming to this centre – it is near me. They helped me sort out my claims. They helped me with my council issues, which was very supportive.

Case Study B3 – Beneficiary insight: Focus on the difference made
Centre: Tipton Muslim Centre
The support I received: • Basic Skills and English Language courses. • Community groups development • Culturally appropriate exercise classes. • CV writing, Job Search & employability training. • Weekly and Annual community fun day & integration events. • Welfare Rights Advice and information. • Work placement and Volunteering opportunities.
Experience (1 = false, 5 = true): 100% • The support was easy for me to get to: 5 • The quality of the support was high: 5 • I had a say in the support I was given: 5 • I felt really welcomed by those supporting me: 5
The difference it made to me: <i>I gained confidence in speaking about what I need. I was able to call DWP by myself and provide information.</i> Due to my depression I would want to stay at home all the time, but the support I received from the centre was amazing. I felt warmth and that the staff actually listened to my needs. I felt confident to ask for help and join other classes such as Yoga.

Case Study B4 – Beneficiary insight: Focus on the difference made
Centre: Tipton Muslim Centre
The support I received: 100% • Community groups development • Counselling/tracking mental health classes. • Culturally appropriate exercise classes. • Weekly and Annual community fun day & integration events.
Experience (1 = false, 5 = true): 100% • The support was easy for me to get to: 5 • The quality of the support was high: 5 • I had a say in the support I was given: 5 • I felt really welcomed by those supporting me: 5
The difference it made to me: <i>Muslim Job Centre helped find school for my kids, a doctor, and I started an English Class.</i>

Case Study B5 – Beneficiary insight: Focus on the difference made
Centre: Tipton Muslim Centre
The support I received: • General Advice and information. • Weekly and Annual community fun day & integration events. • Welfare Rights Advice and information.
Experience (1 = false, 5 = true): 100% • The support was easy for me to get to: 5 • The quality of the support was high: 5 • I had a say in the support I was given: 5 • I felt really welcomed by those supporting me: 5
The difference it made to me: I benefited by having their backing when dealing with the Council. I also benefited by having fun in the park, on an Open Day and generally using the centre for the information I needed.

Case Study B6 – Beneficiary insight: Focus on the difference made
Centre: Tipton Muslim Centre
The support I received: • Community groups development • CV writing, Job Search & employability training. • Health checks and advice workshops. • Weekly and Annual community fun day & integration events. • Welfare Rights Advice and information. • Work placement and Volunteering opportunities.
Experience (1 = false, 5 = true): 100% • The support was easy for me to get to: 5 • The quality of the support was high: 5 • I had a say in the support I was given: 5 • I felt really welcomed by those supporting me: 5
The difference it made to me: Pension credit, school admission, residence cards, understanding letters

Case Study B7 – Beneficiary insight: Focus on the difference made
Centre: Jubilee Park Centre
The support I received: • Basic Skills and Maths courses. • CV writing, Job Search & employability training. • General Advice and information. • Welfare Rights Advice and information. • Work placement and Volunteering opportunities.
Experience (1 = false, 5 = true): 100% • The support was easy for me to get to: 5 • The quality of the support was high: 5 • I had a say in the support I was given: 5 • I felt really welcomed by those supporting me: 5
The difference it made to me: I had support with updating my CV. I have also improved my confidence and knowing what other support is out there. The amount of help is different for different people, with debt and health issues, help with cover letters, CVs, etc. <i>The difference it makes is a feeling of positivity.</i>

Case Study B8 – Beneficiary insight: Focus on the difference made
Centre: Jubilee Park Centre
The support I received: • Counselling/tracking mental health classes. • General Advice and information. • Weekly and Annual community fun day & integration events. • Welfare Rights Advice and information.
Experience (1 = false, 5 = true): 100% • The support was easy for me to get to: 5 • The quality of the support was high: 5 • I had a say in the support I was given: 5 • I felt really welcomed by those supporting me: 5
The difference it made to me: Received help and support in my time of need about benefits and help on health. <i>The team are responsible for keeping me sane – it saved my life.</i>

Case Study B9 – Beneficiary insight: Focus on the difference made
Centre: Jubilee Park Centre
The support I received: • CV writing, Job Search & employability training. • General Advice and information. • Health checks and advice workshops. • Weekly and Annual community fun day & integration events.
Experience (1 = false, 5 = true): 100% • The support was easy for me to get to: 5 • The quality of the support was high: 5 • I had a say in the support I was given: 5 • I felt really welcomed by those supporting me: 5
The difference it made to me: <i>They helped me obtain a new job</i> , helped me with focus on myself and knowing understands how I feel. I also completed a First Aid course.

Case Study B10 – Beneficiary insight: Focus on the difference made
Centre: Jubilee Park Centre
The support I received: • Community groups development • Counselling/tracking mental health classes. • CV writing, Job Search & employability training. • Weekly and Annual community fun day & integration events. • Welfare Rights Advice and information. • Work placement and Volunteering opportunities.
Experience (1 = false, 5 = true): 95% • The support was easy for me to get to: 5 • The quality of the support was high: 4 • I had a say in the support I was given: 5 • I felt really welcomed by those supporting me: 5
The difference it made to me: Helped me sort out my debts. <i>Helped me be involved in the community more and build my confidence.</i>

Case Study B11 – Beneficiary insight: Focus on the difference made
Centre: Jubilee Park Centre
The support I received: • Basic Skills and English Language courses. • Community groups development • CV writing, Job Search & employability training. • Health checks and advice workshops. • Work placement and Volunteering opportunities.
Experience (1 = false, 5 = true): 100% • The support was easy for me to get to: 5 • The quality of the support was high: 5 • I had a say in the support I was given: 5 • I felt really welcomed by those supporting me: 5
The difference it made to me: I was sent from the Job Centre for a work placement and carried on volunteering once my work placement had ended. <i>This helped with my confidence and helped with my qualifications.</i>

Case Study B12 – Beneficiary insight: Focus on the difference made
Centre: Jubilee Park Centre
The support I received: • CV writing, Job Search & employability training. • General Advice and information. • Weekly and Annual community fun day & integration events. • Work placement and Volunteering opportunities.
Experience (1 = false, 5 = true): 100% • The support was easy for me to get to: 5 • The quality of the support was high: 5 • I had a say in the support I was given: 5 • I felt really welcomed by those supporting me: 5
The difference it made to me: <i>They helped me fill out a job application and they referred me to Black Country Impact to help me get a job. I also come to the Brunch Club and got my First Aid here.</i>

Commentary on beneficiary case studies:

One of the central aspects to the TCC project is to provide access to advice, support and projects that will have a positive impact on their lives. The aim was to provide this via a single 'One Stop Shop', but in reality TCC delivered via two centres.

All the attendees at the focus groups indicated that the support was accessible and the quality of support was high. They also overwhelmingly stated that they felt a welcome, and that they had a say in the support they received, which is meeting a central objective of the programme.

The focus groups attendees also made it clear that this is an essential service for them, which is not received elsewhere. This is also evidence by the level of funding brought into the families of the service users through the advice and guidance theme.

Stakeholder Case Studies:

The purpose of these examples is to highlight partnership working and the how the principle of community involvement to plan, design and implement was evident, with suggestions for future development. 24 partners attended the two workshops, completing the framework for 23 case studies of which these 10 are a sample. The partners are listed at Appendix 2.

Case Study P1 – Stakeholder insight: Focus on partnership and beneficiary influence
Context: Holiday Kitchen – teaching to cook from scratch, taking recipes and food home - enabling people to sit down together and eat together as a family. Participants brought in the ingredients and encouraged to cook healthy food.
Keys to success: • Working together via Tipton Communities Connected • Have a good venue and facilities • Promoting the activity together
Recognised Values: • Trained link workers • Professional approach • Enthusiasm and enjoyment
Beneficiary Influence: • Families being put first – recognising their needs in school holidays • On going listening and monitoring • End of project evaluation
Development Opportunities: • Volunteers developing and running their own sessions • Local people on planning groups • Gathering ideas from parents

Case Study P2 – Stakeholder insight: Focus on partnership and beneficiary influence
Context: Planning and delivering support via TCC
Keys to success: • Shared vision – making things better for local people • Working locally – having links to other vital agencies in the town • Strong working relationships • Commitment to improving situation for local people
Recognised Values: • Professionalism • ‘Can do’ attitude • Having care and compassion for those being supported
Beneficiary Influence: • Community at the heart of the service • Community shaping the service in how it operates and helps them
Development Opportunities: • Up-skilling community members to volunteers and go on to be leaders • People in the lead to have local connections • Self sustaining projects – peer approach • Developing programmes that hold interest and value for people

Case Study P3 – Stakeholder insight: Focus on partnership and beneficiary influence
Context: Black Country Impact helping a learner gain accommodation after becoming homeless
Keys to success: • Sharing information and good practice across a range of organisations • Local knowledge of people and organisations • Multi-agency working
Recognised Values: • Getting past the presented issue to a deeper need • Supporter being prepared to go beyond initial need • Strong working relationships with partner agencies (especially housing)
Beneficiary Influence: • Feeling they could raise the deeper issue • Being the decision maker in what happened
Development Opportunities: • Making sure a holistic approach is taken for all beneficiaries

Case Study P4 – Stakeholder insight: Focus on partnership and beneficiary influence
Context: Working together to organise community fun day. Reservations overcome – leading to success
Keys to success: • Understanding each other and being realistic • People feel connected • Working through attitudes and perceptions
Recognised Values: • Drive • Becoming aware of opportunities (around funding) • <i>The more we worked together – the more we liked each other!</i>
Beneficiary Influence: • This was a community member driven initiative • BWA a vital partner after City Challenge programme ended
Development Opportunities: • Expanding role of Tipton Development Group • Community Café – using food as a connector • Digital inclusion

Case Study P5 – Stakeholder insight: Focus on partnership and beneficiary influence
Context: Exercise and weight loss activity sessions at Jubilee Park Centre delivered by My Time Active
Keys to success: • Availability of relevant venue for local community • Providing resources in a visual form to overcome literacy and language barriers
Recognised Values: • Getting past the physical aspect of health to hear stories that enable wider wellbeing support around mental and emotional health
Beneficiary Influence: • Local community empowered by working together at a local venue • People inspire and motivate each other to achieve their goals
Development Opportunities: • Developing champion programmes

Case Study P6 – Stakeholder insight: Focus on partnership and beneficiary influence
Context: A young was able to complete training and gain employment
Keys to success: • Cross partners working (TMCC, college, youth support) • Informed guidance • Signposting to appropriate organisations
Recognised Values: • Welcoming • Shared vision to support and a passion to help / succeed • Young person was very dedicated to making a positive contribution to society • Sense of achievement
Beneficiary Influence: • Young person was the driving force – acting on provided information
Development Opportunities: • Developing aspirations in young people based on the success of others

Case Study P7 – Stakeholder insight: Focus on partnership and beneficiary influence
Context: Worker and leadership event to promote the work done in the community, sharing knowledge and making connections
Keys to success: • Enabling the community to come together • Being able to deliver in a multi-lingual manner
Recognised Values: • Having access to community members and finding out what works for them • Having a goal in leadership of empowering the community
Beneficiary Influence: • Developing the project in line with community needs • Overcoming access issues such a language and transport
Development Opportunities: • Extend training and development opportunities • Enabling community members to lead and take control • More consultation via sector organisations • Connecting volunteers

Case Study P8 – Stakeholder insight: Focus on partnership and beneficiary influence
Context: Cooking classes – involving students in what they want to cook.
Keys to success: • Focus on economical dishes from easy to obtain ingredients • Broadening to training around use of knives, storing food, hygiene • Including budgeting, understanding food labelling, reducing salt and sugar, etc
Recognised Values: • Chef is very student focused and open to ideas • Aspect at the end of each session where students can share what they have created
Beneficiary Influence: • They provided their ideas about what to cook, focussing on cultural dishes they can share
Development Opportunities: • Enabling roll out by other centres, building on previous learning • Sourcing free ingredients from supermarkets

Case Study P9 – Stakeholder insight: Focus on partnership and beneficiary influence
Context: Young volunteer at Jubilee Park CC wanted to become a health care professional. Pre-employability support was provided re applying on line and interviews that enabled confidence building – identifying possible steps forward.
Keys to success: • Building confidence • One to one bespoke support around needs • Sourcing training courses that were funded • Help with travel costs once person had started work
Recognised Values: • Being welcoming, listening and creating a realistic plan • Willingness and drive to succeed • Pushing self to do well and want to make a change
Beneficiary Influence: • Ambition came from the young person
Development Opportunities: • Closer partnership working between the two centres • Listening and adapting organisations to evolve and meet needs more effectively

Case Study P10 – Stakeholder insight: Focus on partnership and beneficiary influence
Context: General approach and values of partnership working
Keys to success: • Working together • Ensuring projects and funding dovetail into each other • Co-located working • Cross referral – holistic support for customers • BWA as a lead partner
Recognised Values: • Support • Empathy
Beneficiary Influence: • Being based in the community was key to delivering the programme and enabled the development of trust and rapport
Development Opportunities: • Community connector model as per ‘City Deal’ project – builds rapport • Community connectors are from the community and were engaged due to their local knowledge • Working with local people to see how activity can be sustained after a project end • Tailoring delivery to community need – consultation

Commentary on partner stakeholder case studies:

A key aspect of successful partnership working is strong working relationships, which was demonstrated in the focus groups and in the case studies above.

In particular, partners were able to identify how service users could shape the service they were receiving, as well how this could be developed further. This essential insight is critical moving forward as funders (including the National Lottery Community Fund) demand evidence of ‘People in the Lead’.

Staff Case Studies:

The purpose of this sample of examples is to examine the complexities that arise out of support work.

The ten case studies included below were generated by Focus Group for staff members (listed in Appendix 2).

Case Study S1 – Staff insight: Guiding principles for dealing with complexities
Context: Referral from the Children’s Trust. Asian speaking but from Italy. Intervention needed as the children had made a disclosure of violence. Isolation and lack of confidence central to problem.
Keys to Success: • Full intervention with all the family, engaging in a range of activities • Moving children to local school and changing GP and dentist • Growth in the confidence of the mother (included passing her driving test) • Gaining part time employment
Recognised Values: • Perseverance of client despite language barriers
Navigating the Complexities: • Prioritising work with the children • Partnership with Children’s Trust • Client engaged to build up confidence
Guiding principles: • Removing limitations to enable complexities to be addressed • Identifying and dealing with root cause of problems • Accepting that complexity is the norm and requires patience and empathy

Case Study S2 – Staff insight: Guiding principles for dealing with complexities
Context: Isolated wife with lack of English, being restricted in getting out and being involved in the community.
Keys to Success: • Developing ability to speak English to enable her to express herself • Earning an income and gaining independence • Being willing to change • Being supported on the journey by worker and training company
Recognised Values: • Maintaining family values and developing self confidence • Becoming a role model to others • Determination to success
Navigating the Complexities: • Languages in the team enabling good communication • Valuing person’s opinions, providing choices and opportunities to empower
Guiding principles: • Compassion and empathy • Being trustworthy and non-judgmental • Having patience to move at the right pace for the client

Case Study S3 – Staff insight: Guiding principles for dealing with complexities
Context: Came for benefits advice, but had debts of about £17,000 and facing a Court Summons. Also suffering from depression.
Keys to Success: • Developing a payment plan to manage the debt • Obtaining funding to stop her needing to go to court
Recognised Values: • Helping someone who was a vulnerable single parent, needing a lot of support • Going over and above what was expected to help meet the deeper problem
Navigating the Complexities: • Looking at different alternatives around funding • Meeting tight deadlines
Guiding principles: • Dedication, honesty and commitment

Case Study S4 – Staff insight: Guiding principles for dealing with complexities
Context: Person with no benefits who had been out of work for two years. Also language barrier and no IT skills
Keys to Success: • Applying for advanced Universal Credit payment
Recognised Values: • The person brought in a box of chocolates as a sign of appreciation
Navigating the Complexities: • Universal credit claim – which is complicated in itself • Working with the Council • Support around job search • Helping with IT skills
Guiding principles: • Working through the complexities

Case Study S5 – Staff insight: Guiding principles for dealing with complexities
Context: Asylum seeker, isolated and victim of domestic violence. Frightened, lacking confidence, language barriers.
Keys to Success: • Supporting asylum process – helping in communication • Helping skill development – which led to the gaining of a diploma
Recognised Values: • Listening carefully • Being committed and adaptable to the needs presented
Navigating the Complexities: • Breaking down barriers and being non-judgemental • Helping with correspondence around immigration
Guiding principles: • Having a mind set and mission to succeed • Keeping good records (diary, evaluation, targets, milestones, progression, feedback) • Giving people something to look forward to • Being a role model

Case Study S6 – Staff insight: Guiding principles for dealing with complexities
Context: Young person made homeless from her family leading to an unstable living environment. The young person was also isolated and lacked confidence
Keys to Success: • Working with a supportive team • Great rapport and relationship between young people and youth workers • Great skills within the youth support team
Recognised Values: • The resilience of the young person • Trust
Navigating the Complexities: • Team work essential
Guiding principles: • Empathy – but also inspiring • Having a strong support network – based on good working relationships • Safeguarding policies central

Case Study S7 – Staff insight: Guiding principles for dealing with complexities
Context: People new to the community with language barriers and no family support. The person was isolated and lonely with confidence issues.
Keys to Success: • Partnership work • Breaking isolation by helping them to feel involved • Enabling them to become champions in the community through volunteering and mentoring
Recognised Values: • How they have developed in their confidence • Determination to find work
Navigating the Complexities: • Breaking down barriers through being non-judgmental • Enabling people to feel they can talk about issues
Guiding principles: • Having a mission to succeed • Being dedicated, offering friendship, guidance and support in a professional manner • Monitoring progress, keeping logs and completing tasks

Case Study S8 – Staff insight: Guiding principles for dealing with complexities
Context: Lone parent with two young children. Domestic violence and abuse from husband and in-laws. Social services and GP intervening re children. Support offered to help with divorce petition
Keys to Success: • Trust and listening to needs of client • Sorting out income – especially DLA for child • Building up the confidence of the client
Recognised Values: • The client listened to herself and became strong due to developing some self-belief, and she also found the courage to ignore the stigma of being divorced.
Navigating the Complexities: • Being sensitive towards her and her needs – reassuring her about support • Not cancelling appointments • Providing home visits when she was really down
Guiding principles: • Being patient, listening and building trust • Recognising each case is different • Being non-judgemental and ensuring confidentiality • Not letting the client down by cancelling appointments

Case Study S9 – Staff insight: Guiding principles for dealing with complexities
Context: Client concerned she was being followed and fear of violence and even death. Partner not wanting her to attend Kaleidoscope (mental health support) and so appointments being missed.
Keys to Success: • Breaking down barriers to enable access to support • Working with the client to give her ownership of the support being received
Recognised Values: • Courage of client to attend sessions with Kaleidoscope • Client taking ownership of own aspirations and goals
Navigating the Complexities: • Working with the rest of the team and receiving support from colleagues
Guiding principles: • Empowering the individual to take ownership • Leaving support in place as long as needed

Commentary on staff case studies:

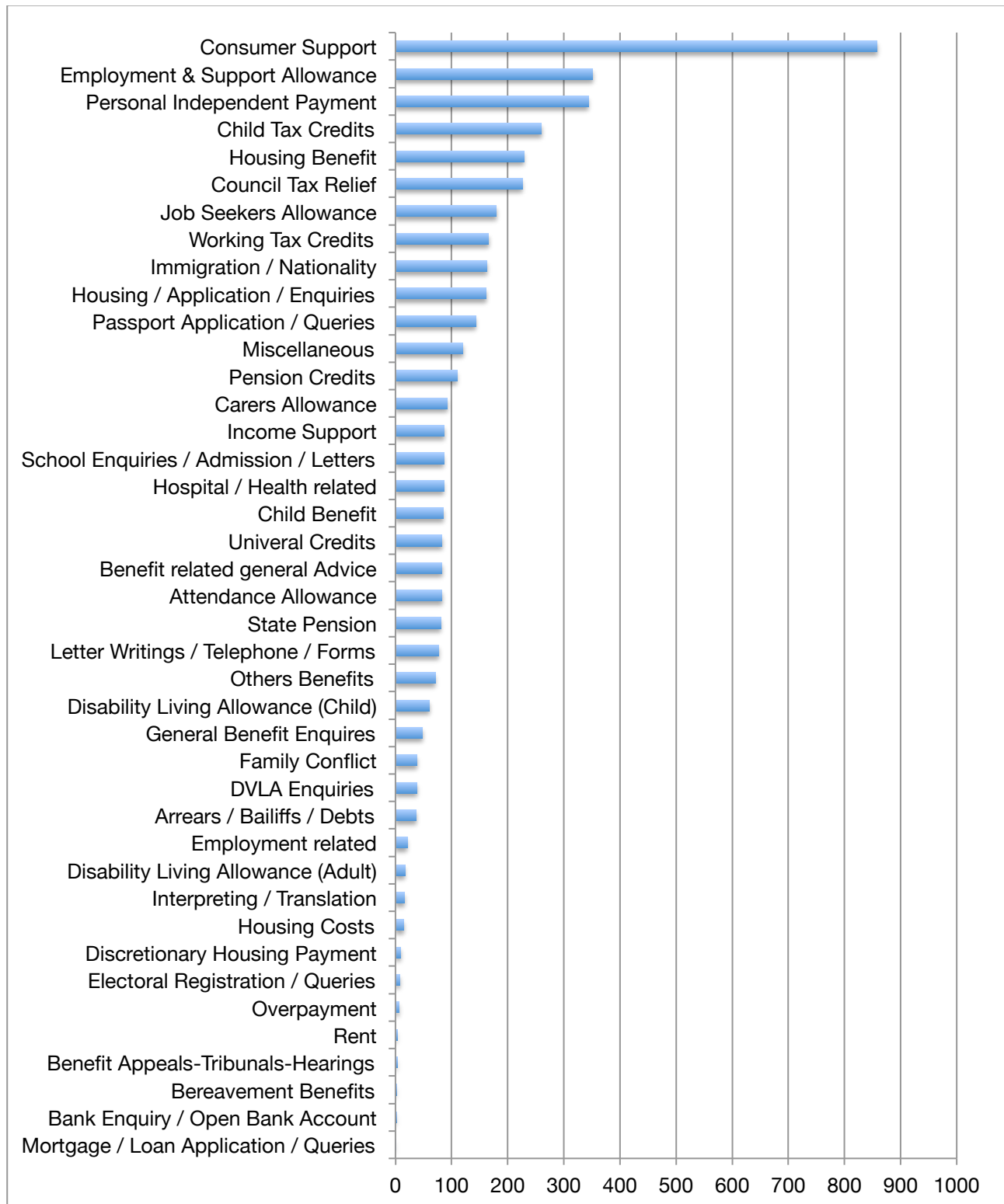
According to Michael Quinn Patton (author of Principle Focussed Evaluation), community work is either complicated or complex

“How do innovative programmes and initiatives adapt within and navigate the turbulence and uncertainties of complex systems change? They adhere to principles”

The staff members were able to identify the principles that guided them through the complexities that are regularly evidenced in the lives of the most vulnerable. There is also an extensive time demand as well as the need for trust of the advisor. This points towards a delivery agency from the community and voluntary sector being preferable.

ACCESS TO ADVICE GUIDANCE AND INFORMATION

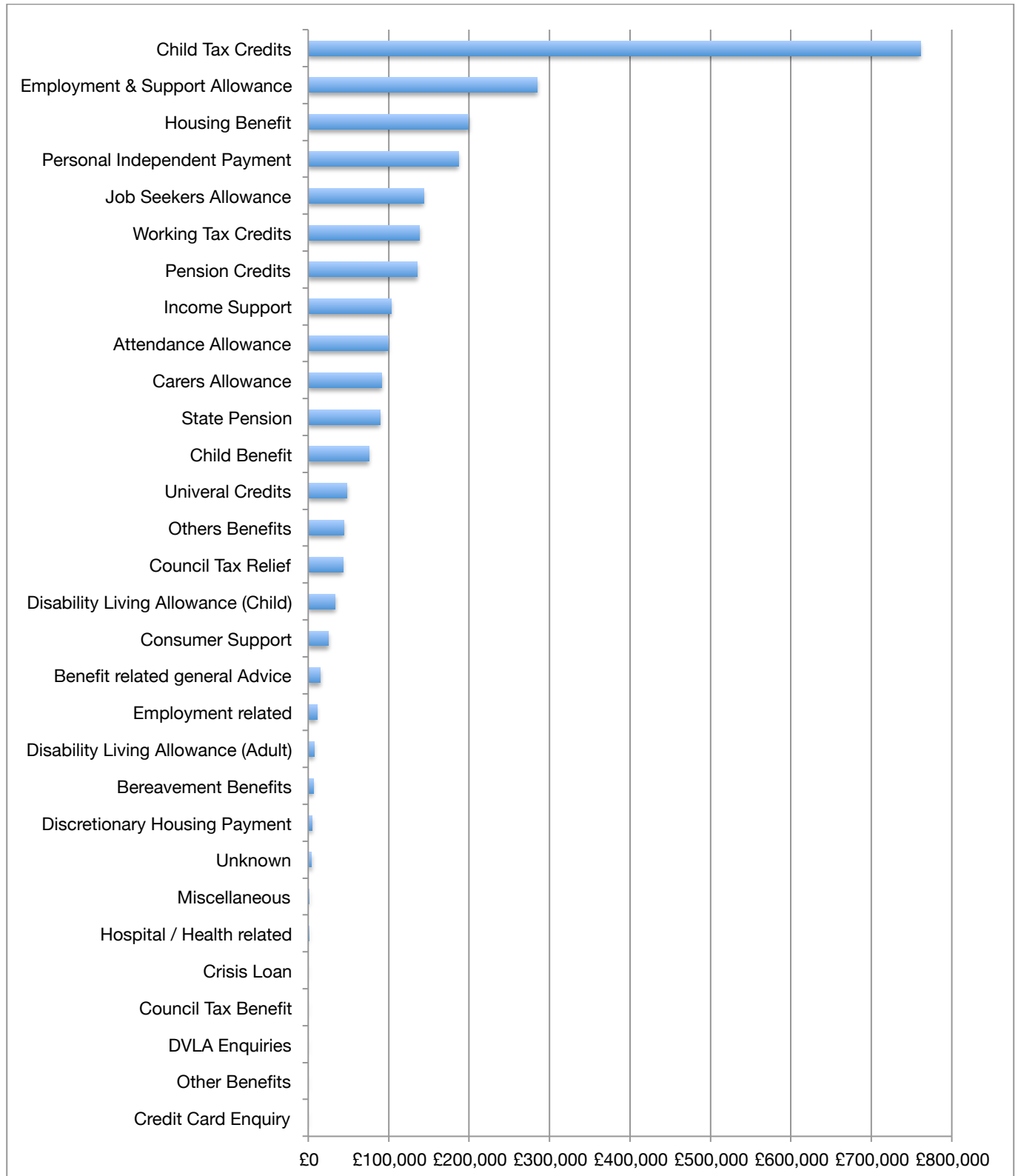
Clients registered for general advice and support between October 1st 2014 and 31st March 2019 total 1418 (722 female and 696 male). Taking into account on going and repeat supports, 4566 appointments are recorded (2040 female and 2526 male). The spread of advice is recorded in the graph below.



Financial Support

Total Clients: 1189 (55% male, 45% female)

A total of just over £2.5m was realised for clients which, as the chart below demonstrates, with 30% of that amount relating to Child Tax Credits



HEALTH AND WELLBEING

A sample of 41 health projects was analysed. The table below indicates that each client benefited from an average of 26 hours activity, totalling over 25,000 hours of delivery, with an average attendance of 81%. Some of the samples of attendance weren't available due to the need to anonymise the data.

Date	Activity	Venue	Hrs	Wks	Clients	Attendance
15/09/15	Zumba	TMCC	1	12	49	81%
19/03/16	Ladies swimming	West Brom Leisure	1	7	50	87%
26/04/16	Zumba Mania	TMCC	1	12	39	80%
23/07/16	Ladies swimming	West Brom Leisure	1	15	74	86%
27/07/16	Zumba	JPCC	1	12	18	86%
28/07/16	Zumba	TMCC	1	12	21	76%
11/10/16	Zumba	TMCC	1	12	27	No sample
03/11/16	Arts & Crafts	TMCC	2	8	9	78%
25/11/16	Healthy Cooking	Tipton Green School	2	7	10	No sample
02/12/16	Healthy Eating	JPCC	2	6	10	No sample
10/01/17	Zumba	TMCC	1	12	29	68%
10/01/17	Paediatric First Aid	TMCC	5	2	13	100%
27/01/17	Healthy Eating	JPCC	2	6	12	No sample
01/02/17	Healthy Cooking for men	Lodge Rd Centre	2	6	15	No sample
27/02/17	Smoking cessation	TMCC	2	1	11	100%
01/03/17	Zumba Ladies	JPCC	1	12	11	No sample
02/03/17	Zumba Gold	JPCC	1	12	30	No sample
24/04/17	Zumbix	TMCC	1	12	33	55%
10/05/17	Gardening Club	Victoria Park	2	6	11	68%
23/05/17	Zumba Ladies	TMCC	1	12	12	No sample
24/05/17	Health & Wellbeing event	TMCC (external)	5	1	27	100%
07/07/17	Healthy Eating	JPCC	2	6	26	95%
24/07/17	Healthy Cooking with Kidz	Wednesbury Town H	3	5	23	70%
08/08/17	Arts & Crafts	TMCC	2	7	10	56%
22/08/17	Zumba Ladies	TMCC	1	12	16	77%
26/09/17	Zumba Mania	TMCC	1	12	29	63%
19/10/17	Smoking cessation	JPCC	1.5	1	8	100%
03/11/17	Let's talk cancer	TMCC	5	1	21	100%
09/12/17	Ladies swimming	West Brom Leisure	1	4	24	83%
03/02/18	Ladies swimming	West Brom Leisure	1	4	20	83%
09/04/18	Healthy Eating	TMCC	2.5	5	20	76%
05/07/18	Zumba fitness	Wesley Centre	1	12	53	75%
19/08/18	Healthy Eating	TMCC	2	6	11	89%
20/09/18	Sewing Classes	TMCC	5	1	30	100%
26/09/18	Walkie-Talkie ***	TMCC	3	12	28	86%
05/11/18	ESOL	TMCC	2.5	10	14	60%
07/12/18	100 Anniv Women's Vote	JPCC & TMCC	5	4	50	100%
08/01/19	Zumba Ladies	TMCC	1	6	32	70%
09/01/19	Yoga	TMCC	1	12	39	85%
16/01/19	Ladies IT *	TMCC	1	12	16	73%
22/01/19	Active Man **	TMCC	1	12	11	65%
			78.5	329	992	

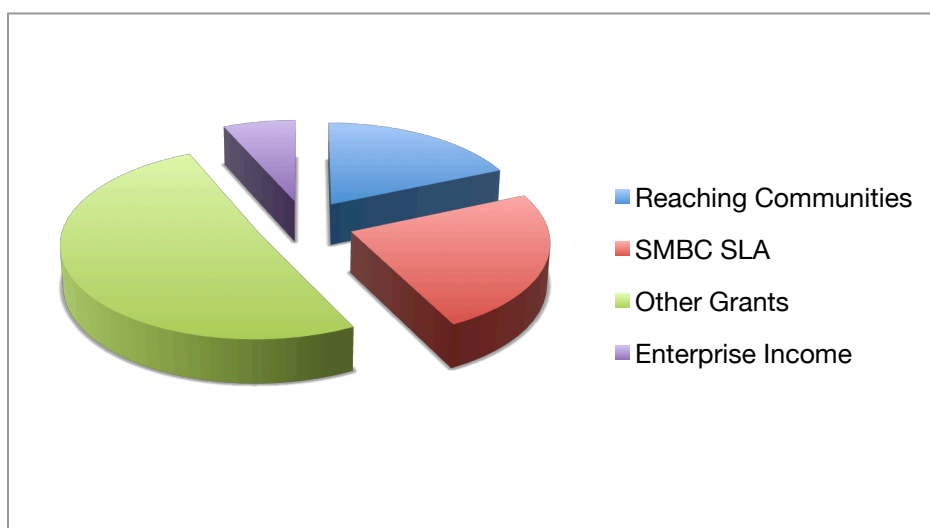
MATCHED INCOME

Income from the Reaching Communities grant was £262,390 at the time of this evaluation. The following table identifies other grant income of £718,975, plus a further £340,260 from Sandwell MBC for the SLA with TMCC. As the RC grant has enabled the development of a Social Enterprise approach, it is also appropriate to include a further £94,397 of enterprise income.

The matched income means that every Reaching Communities £1 has realised about £4.40 of added value.

Sandwell Advice Service	£124,145	Groundwork	£5,635
BBC Children in Need	£122,813	Community First	£5,000
SMBC City Deal	£87,167	Early Help Intervention	£5,000
STEP	£60,371	Esmee Fairburn	£5,000
SMBC other grants	£49,230	Tipton Development Group	£5,000
Healthy Lifestyle	£45,148	CPIF Play Intervention	£4,320
SITA trust	£44,400	Families in Tipton	£3,500
Jubilee CC	£24,000	Healthy Rewards	£3,500
Heart of England	£20,250	Newsletter funding	£3,000
Near Neighbours	£20,172	LAB	£2,500
Postcode Local Trust	£20,000	Other grants	£2,350
BHP	£16,550	One20 Timebank	£2,160
People's Health trust	£16,364	Faith Tour	£1,700
Smallwood Trust	£10,000	First Steps	£950
PCC	£8,600	JR Sutcliffe	£150

Reaching Communities	£262,390
SMBC SLA	£340,260
Other Grants	£718,975
Enterprise Income	£94,397
Programme Total	£1,416,022



MOVING FORWARD – DEVELOPING A VISION

A central purpose of this evaluation is to provide an evidence base for future development.

This aspect is referenced above in the Case Studies in terms of

- Influence of beneficiaries
- Development opportunities
- Navigating Complexities
- Guiding Principles

Two further exercises were completed to help shape moving forward. The first was part of the beneficiary focus groups, and the second with members of the Tipton Development Group.

Beneficiary Visioning

A creative visioning exercise was conducted as part of the focus groups with beneficiaries.

They identified

- The core value of the support that could be built upon
- Made a wish list (a magic wand moment)
- Expressed their vision in the form of designing a paper plate.

These insights are essential to consider in designing future developments that have been shaped by service users.

Why was the support valuable?	Magic wand – what would you wish for?
• Accessibility helped by being local • Advocacy – letters and telephone calls on behalf of those needing support • Approachable people – able to balance the serious with fun • Community events – connecting to others • Confidence that support needed is available • Engagement is personal and private – great customer service • Individually focused support • Job search support • Locally accessible support • Non-judgmental • Not having to wait • Nothing is too much trouble • One to one • Privacy respected • Receiving new information • Refreshments a part of the hospitality offered • Relevant courses available • Support direct – ‘hitting the nail on the head’ • Unique and / or Rare – people feel they are being dealt with as individuals • Welcoming – people keen to help and support	• Art classes • More space for interaction • ESOL delivered locally • Facilities for children (play groups, under 10's, outings, homework clubs) • Groups to help support diet and fitness • Have the funding to continue and extend the service to more people • Integrate more refugees • Karate • More activities for men (Exercise, English learning, Breakfast Club, Cricket team?) • More facilities for youth • Opportunities to volunteer • Outdoor gym • Home visits to the single and lonely • Safe and culturally appropriate opportunities to enable relationships • Social opportunities (coffee mornings, hair and beauty, weekends, • Specialist advice (legal issues, debt, immigration, etc) • Specific support for those who children • Staff accompany people to the job centre • Support / classes for disabled people • Talent competition • Talks about religion

Future visions (logo design on paper plates activity)

- Coming together at the community centres
- Confidence building – enabling people to love themselves
- Developing the attractiveness of TMCC
- Feeling safer
- Greater cohesion – breaking down barriers through understanding history
- Helping hands always available
- Holistic personal development – needs and feelings
- Integrating values into every day living
- Jubilee Park is better known and ‘owned’ by people locally (Benches, Bins, Lighting, Toilets, Responsible dog owners)
- More facilities for young children – free child care
- Outings that bring people together
- Safe place for motor bike usage
- Stepping stones – mentoring



Tipton Development Group

The table on the next page summarises the consultation with TDG in terms of future development. It is built around the critical factors for Partnership Working (having Common Outcomes, having an Agreed Process and having Strong Working Relationships).

It focused specifically on the core principle of the programme in terms of “working with the community” – which is core to the ethos of TCC, identifying evidenced progress and areas for future development.

CRITERIA	PROGRESS / EVIDENCE	AREAS FOR DEVELOPMENT
COMMON OUTCOMES Principle: To work with the local community to plan, design and implement a series of community based services delivered through the One Stop Shop.	• Common theme amongst partners • Service opportunities to steer development • Playschemes: ○ Need identified by parents ○ Designed by parents who applied for funding ○ Parents design play area – and plans checked by them • Tipton Development Group ○ Scope for further development ○ Influence spreading beyond Tipton ○ Inspiring of new groups • Volunteer development ○ Support from staff ○ Employability enabled • Consultation culture	• Outreach ○ Extend – door knocking ○ Focus on lonely and isolated ○ Encourage responsible citizens • Gap relating to Young People ○ Strategic involvement ○ Project development ○ Focussed on need (not generic)
AGREED PROCESS How are partners working together in order to achieve this common principle? What is the governance structure? Is there clarity amongst partners?	• Partners recognise structure • There is transparency • Community trusts TDG • It has credibility • Sharing of skills and knowledge • Need to reach out to engage	• Future project areas ○ Cross generational ○ Extend cross cultural opportunities • TDG growth ○ Quarterly – regularity ○ Room for stronger relationships ○ Seek more investment
STRONG WORKING RELATIONSHIPS What evidence do you have which indicates strong working relationships between organisations and the community? What added value is there in working together rather than working separately?	• Use of skills amongst partners and team • Need exceeds funding available • Funding matched between partners • Partners signpost better to each other • Co-dependence ○ Sharing messages ○ Using each other's networks	

FINDINGS

Tipton Development Group

The development and establishing of Tipton Development Group paved the way for the successful delivery of Tipton Communities Connected. TDG is the forum for an extensive mix of local organisations from all perspectives. Central to success has been a cooperative way of working – the development of a culture of ‘this is the way we work in Tipton’. The strengths and support of TDG is central to future delivery.

Access to Support

Making support and advice more accessible to where people live has been essential in the success of TCC. This is more than just saving people catching the bus. It is about being received into a place where people feel welcome, not judged and are able to have entitlements explained in a language they understand. It has also enabled them to access course that can have a significant impact on the physical and emotional wellbeing.

One Stop Shops

Having two ‘one stop shops’ has further enabled access, one the Tipton Muslim Community Centre and one at the Jubilee Park Community Centre. The use survey indicates that about 50% of people are under 40, with a slightly older age profile at TMCC, where there is a greater diversity in terms of the ethnic origin of beneficiaries. The ‘demand’ factor is also greater at TMCC, with more clients accessing service on a daily or weekly basis than at JPCC.

Outcomes

The programme has exceeded the outcome targets, some of those being achieved in the early years of the programme. Of particular note is the advice that enabled clients to receive greater financial benefits. At the time of the evaluation, this figure is just over £2.5m, with 30% relating to Child Tax Credits.

Client Satisfaction

The level of client satisfaction is very high across every aspect of the programme. This is reflected through the 2018 client satisfaction survey, across all aspects of all themes. The level of satisfaction with the two centres and the way they are run is similarly high. This is also demonstrated by the level of on going attendance at the sample of projects under the health and wellbeing theme.

Qualitative assessment

In addition to the quantifiable aspects relating to satisfaction, the high qualitative aspect of delivery is reflected in both the comments in the client surveys and the focus groups with beneficiaries, where, despite language barriers, clients were passionate about getting across their messages of support and their vision for the future.

Value for Money

There is significant value for money in the programme from a grant point of view. Every pound of the Reaching Communities grant has realised, approximately, a further £4.40 through the matching of funding from Sandwell MBC, project income, and generated income through the social enterprise approach. The total programme value is approximately £1.5m, plus the further £2.5m highlighted above, which will also impact positively on the local economy.

The Principles of Programme Delivery

It is clear that the central principles of the programme have enabled successful delivery. These principles relate to clients shaping the services they receive, staff having core values to help them deal with complex issues, and also partners identifying the values central to the way they work within TCC. These values are closely aligned with the principles of the Reaching Communities Guidance, which is expressed in the new programme as People-led, Strengths based and Connected in terms of strong working relationships.

Future developments

There is clarity about developments for the next stage of TCC emerging from TDG, the focus groups with service users, and the areas for development as identified by stakeholders in focus groups. This is enhanced by a robust system for the collection of data, which shows which groups are not accessing services as they might do.

Social Infrastructure

Tipton Communities Connected is providing vital social infrastructure in an area with multiple needs and populated by vulnerable people. It demonstrates excellent partnership working between the local authority, Sandwell Metropolitan Borough Council, and the lead Community organisation, the Bangladeshi Women's Association as the responsible organisation for the National Lottery Reaching Communities Grant. It is filling a vacuum of support, without which, it is absolutely clear, poverty, poor physical and mental health, low confidence and self-esteem, and a lack of knowledge of where to get help, would be having an even greater impact on extensive numbers of vulnerable people.

Appendix One

TCC Participation Survey 2018

PERSONAL				CENTRE				AIG				HLW				EES					CSC				COMMENTS
P	Age	Gender	Origin	Venue	Freq	Running	Staff	WA	HA	RS	CR	HE	PE	IC	HA	HC	VT	ESL	BS	ES	SC	CF	CDN	MA	
1	60+	Female	British	JPCC	Weekly	8	8			5			10		10						10	10			Increased knowledge of better living conditions; Reduces isolation; Helpful supportive good listeners
2	18-29	Male	British	JPCC	Monthly	10	10							10			10					10			Apprenticeship in Business Admin; I volunteer and enjoy it; Helpful supportive
3	30-39	Male	British	JPCC	Monthly	9	9	8	8					10			10			10					Gained bigger house and ESA; Better health and wellbeing; Helped me get job ready
4	30-39	Female	Eastern Eur	JPCC	Weekly	9	9		10								8								Support re benefits; Loads of support with CVs and job searches; more welfare days
5	40-49	Female	British	JPCC	Daily	9	9	9	9			10								8	9				Better understanding on Welfare Rights; Improved health and eating; Upskilled via training
6	40-49	Female	African	JPCC	Fortnightly	8	10		9								10								Signed on to City Deal; Able to apply for jobs on my own now; More days for Jobs Clubs
7	30-39	Female	British	JPCC	Weekly	9	10		10				8				10					9			Signed on to City Deal; Volunteering now; Lost weight on Healthy Reward Scheme; Qualifications; Increased confidence
8	18-29	Female	British	JPCC	Weekly	8	9	9	10				9				8				9	9	9		Bought a house with my benefits; Lost weight on Healthy Reward Scheme; More days for Brunch
9	50-59	Female	British	JPCC	Monthly	9	10	10	10						10						10				Housing benefit support, stopped bailiffs; Reduced smoking; Meal and Foodbank Voucher received
10	50-59	Female	African	JPCC	Monthly	10	10	9	9					10			10			10	10				Help with finances after husband's death; counselling from Women's Aid; Qualifications and Part Time job; Confidence to make friends
11	18-29	Male	British	JPCC	Weekly	9	9														10	9			City Deal - improved ability to search for jobs;
12	18-29	Male	British	JPCC	Monthly	8	9														8				City Deal - improved my skills - better lifestyle; Good services
13	60+	Female	British	JPCC	Weekly	8	8	8												8	8				Improved lifestyle and welfare awareness; City Deal - job search on my own; sociable confidence
14	50-59	Female	British	JPCC	Weekly	9	9	10												9					Increased awareness of benefits; job search on my own; more staff needed for one-to-one support
15	50-59	Male	British	JPCC	Weekly	8	9	9	9					8							8				Housing issues resolved; Information about Adult Social Services; Reduced loneliness and enhanced my knowledge of support
16	60+	Male	British	JPCC	Monthly	8	9		7						8						7				Ground floor flat due to health issues; regular meals per day arranged; intense support offered
17	60+	Female	British	JPCC	Weekly	10	9			9										8	8	8			Better lifestyle, upskilled to find employment; City Deal support; Motivation boost through social gathering; more one-to-one support
18	18-29	Female	British	JPCC	Monthly	9	9														8				City Deal - improved my skills; Good workers
19	18-29	Female	British	JPCC	Monthly	9	9														10				City Deal - upskilled with training - better lifestyle; good comms at JPCC
20	18-29	Female	British	JPCC	Weekly	8	8														10				City Deal improved my skills
21	18-29	Female	British	JPCC	Monthly	9	9														10				City Deal improved my ability to use a computer; Gained a qualification
22	30-39	Female	British	JPCC	Monthly	8	8					10		9							10	9			Better health; good understanding of job search; socialising gained confidence; good customer service
23	40-49	Female	British	JPCC	Weekly	10	10					10									10	10			City Deal - gained employment; better health; confidence boost through social gathering; JPCC open more hours
24	50-59	Female	British	JPCC	Weekly	7	8													9					City Deal - increased understanding of job searching; need more one to-one
25	30-39	Female	British	JPCC	Weekly	10	9	10	10												10	10			Increased knowledge of benefits; City Deal - better lifestyle; knowledge of how to apply for jobs; increased motivation; more one-to-one
26	18-29	Male	British	JPCC	Monthly	8	8			9											8				Impact - help to find employment; City Deal better understanding of how to apply for jobs and CV building
27	60+	Female	British	JPCC	Monthly	9	9														10				City Deal - improved my skills
28	18-29	Female	British	JPCC	Monthly	8	9					8									10				City Deal - Improved skills to search for jobs and gained qualifications
29	18-29	Female	British	JPCC	Monthly	8	8														9				City Deal - improved my skills; good knowledge of job search
30	18-29	Male	British	JPCC	Monthly	10	10														9				City Deal - better understanding of how to find jobs through job search; continually helped at JPCC
31	30-39	Female	Arabic	JPCC	Monthly	8	10	8									8					9			Helped sort out my benefits; Gained confidence as a volunteer; loads of support but need more staff
32	30-39	Female	Indian	JPCC	Monthly	9	10														10				City Deal - gained employability support knowledge and skills
33	18-29	Male	British	JPCC	Monthly	9	9		9								9				10	10			Better accommodation; City Deal - gained employment; reduced isolation; positive approach; more staff needed
34	50-59	Female	British	JPCC	Monthly	9	9													9					City Deal improved my skills; JPCC friendly
35	30-39	Female	British	JPCC	Weekly	9	9	9	9			9	9							10		10			Better accommodation and more family money; lost 2.5 stone; gained p/t employment; better communication and made new friends
36	40-49	Female	British	JPCC	Monthly	9	9														9				City Deal - improved my skills and better understanding of employability
37	50-59	Female	British	JPCC	Daily	9	10	10	10			10			9						10	10			Improved living conditions; better understanding of health and wellbeing; p/t employment; met new friends; advisers very active
38	40-49	Female	Bangladeshi	JPCC	Monthly	9	10	9				9								9	10				Help to claim benefits; health advice; gained f/t employment; reduced isolation; JPCC one stop shop that needs more staff
39	30-39	Female	Bangladeshi	JPCC	Weekly	9	10	10				10	8		10						10	10	10	9	Awarded tax credit; better eating habits; gained employment; better communications skills; gained confidence: longer opening hours
40	30-39	Female	British	JPCC	Monthly	9	9	8	8					8							5	10			Better accommodation; help with benefits; help with relationship breakdown; job info but not ready; reduced isolation
41	18-29	Female	British	JPCC	Fortnightly	10	10	10				10	10		10	10					10				Help with maternity grant; healthy reward scheme helped improve my health; gained employment via Impact; confidence raised
42	40-49	Male	British	JPCC	Fortnightly	8	8	8	8												9	8	8	8	Support opening bank account; CV developed to hand to shops; came to activities and mixed with others; more staff needed as so busy
43	50-59	Male	British	JPCC	Weekly	10	10	10				10		10											Helped with debts; helped with health and wellbeing
44	18-29	Male	British	JPCC	Weekly	8	10														8		8		Volunteered at JPCC which boosted my confidence; great atmosphere at JPCC but more staff needed
45	40-49	Female	British	JPCC	Weekly	8	10	8				10			10										Benefits support as needed; attended weight watchers and improved my health; more intense support needed at JPCC
46	60+	Male	British	JPCC	Daily	9	8	8					10								10				Better understanding on Welfare Rights; better health via My Time Activ; better understanding of employability; friendly and supportive
47	18-29	Male	British	JPCC	Monthly	9	8														8				City Deal help to search and apply for jobs
48	18-29	Male	British	JPCC	Monthly	8	8			9											9				Training via Impact; better understanding of job finding; friendly and supportive
49	18-29	Male	British	JPCC	Monthly	8	9														9				City Deal - gained confidence, knowledge and better understanding of job search; JPCC friendly
50	18-29	Female	British	JPCC	Monthly	9	9														9				City Deal - received training and gained qualifications
51	50-59	Male	British	JPCC	Weekly	10	10	10	10					9							10				Received PIP entitlement; better accommodation; helped me reduce alcohol intake; can't cook due addiction so received hot meal
52	18-29	Male	Indian	JPCC	Monthly																10	9			City Deal - improved social skills and gained qualifications; enjoyed social gathering; good practice at JPCC
53	40-49	Male	British	JPCC	Monthly	8	8	8	8																Solved welfare rights problem; support from Black Country Housing
54	30-39	Male	British	JPCC	Weekly	10	10														10				Gained self employment; helpful, good, services
55	40-49	Female	British	JPCC	Weekly	10	10	10		10		10	10		10	10					10				Family support; different training; health improved; more qualifications; felt able to be involved with different people
56	30-39	Female	British	JPCC	Monthly	9	10	10	10	9		9			9		8				9				Helped with children's behaviour and mice infestation; lost weight via healthy reward scheme; confidence built; more staff needed
57	50-59	Female	British	JPCC	Daily	10	10	10	10			10			10	10					10				Benefits and housing support; helped with health; new qualifications; made food for the community which gave me confidence

PERSONAL				CENTRE				AIG				HLW				EES					CSC				COMMENTS
P	Age	Gender	Origin	Venue	Freq	Running	Staff	WA	HA	RS	CR	HE	PE	IC	HA	HC	VT	ESL	BS	ES	SC	CF	CDN	MA	
58	18-29	Male	British	JPCC	Weekly	10	10	10		10		10	10			10					10				Improved confidence and health and wellbeing; referred to Impact for training; met new people; opening hours need extending
59	18-29	Female	British	JPCC	Fortnightly	8	10														8	9			Boosted my confidence and got involved with others; the staff work as a team; more sessions needed
60	50-59	Female	British	JPCC	Weekly	8	10	10								10					10				Helped with benefit problems; being able to get involved with other people; happy at JPCC providing different services
61	18-29	Male	British	JPCC	Monthly	10	10	10				10				10									Supported by City Deal, Impact and ESF; gained an apprenticeship; good support at centre
62	30-39	Female	British	JPCC	Fortnightly	10	9									10					10				Gained qualifications; met new people; extremely happy with JPCC
63	60+	Female	British	JPCC	Weekly	10	10	10								10									Upskilled CV and loads of job searches; I am able to do job searches on my own
64	18-29	Female	British	JPCC	Daily	10	10			10		10					10				10				Helped my confidence and health and wellbeing; gained new qualifications; JPCC promotes community cohesion
65	50-59	Male	British	JPCC	Fortnightly	8	10										8					9	9		Had training experience; helped out cleaning as a volunteer at JPCC; great being part of a team at JPCC
66	50-59	Female	British	JPCC	Weekly	10	10			10		10									9	10			Motivated by Bridges; improved on employment; more knowledge of healthy eating and social gathering; boosted confidence and health
67	18-29	Female	British	JPCC	Fortnightly	9	10			9			10								9	10			ESF training and employment support; support from Weight Watchers; City Deal - how to apply for jobs; raised confidence
68	18-29	Male	British	JPCC	Monthly	8	9			8		9									8	9			Support from Impact; better health awareness and eating; improved job search; boosted confidence and socialising
69	60+	Female	British	JPCC	Monthly	10	9	10							9						10	10			Problems and Issues solved quickly; better lifestyle due to knowledge; better socialising; staff try to help all but more needed
70	18-29	Female	British	JPCC	Daily	9	9		9								10				10	9			Increased knowledge and understanding; first aid and City Deal support; gained confidence and more sociable
71	18-29	Male	British	JPCC	Weekly	9	10			10			10								10				Housing repairs completed; blood pressure reduced through better eating habits; gained qualifications for employment
72	30-39	Female	Indian	JPCC	Weekly	8	8	8				8									8	10			Help with translation to explain welfare rights; improved knowledge on searching for jobs; motivation to socialise; good communication
73	18-29	Male	British	JPCC	Weekly	8	10			8							8					10			City Deal, ESF & Impact support; Customer service qualification; always something new to do & try; not enough opportunities for children
74	30-39	Male	British	JPCC	Monthly	8	8			8											8				Referred to City Deal and ESF; centre needs to be open longer
75	30-39	Female	British	JPCC	Fortnightly	8	9	10	8	10				8							9				Referred to ESF; helped with my benefits; upskilled my CV; more days for welfare support
76	60+	Male	British	JPCC	Weekly	10	10	10				10													Helped me get out of debt and helped with my drink problem; more welfare support
77	50-59	Male	British	JPCC	Weekly	10	10	10						8									9		Benefit support, and lots of support in desperate times; felt part of a group
78	30-39	Female	British	JPCC	Monthly	9	10		8			10									8	10	10	10	Helped by Healthy reward scheme; signposted to ESF; made a few new friends; something needed for children
79	30-39	Female	Indian	JPCC	Monthly	8	10			9	9						8								Signposted to City Deal and ESF; food hygiene qualification; bigger classes for training
80	40-49	Female	British	JPCC	Weekly	9	10	10		8		9			9		8				9	10	10	10	City Deal and ESF support plus welfare; healthy reward scheme; gained loads of qualifications; been able to try new things each week
81	40-49	Female	British	JPCC	Weekly	10	10										10				10	9			JPCC helped me get a job (City Deal) which has improved my life; increased social wellbeing and motivation; more staff needed
82	40-49	Female	British	JPCC	Monthly	8	8														9				City Deal support increased motivation to look for work and gain understanding of how to search; good practice at JPCC
83	18-29	Male	British	JPCC	Monthly	10	10			10											9	10			Impact support for training and qualifications; City Deal soft outcomes & accredited courses; boosted confidence; more one-to-one staff
84	18-29	Male	British	JPCC	Daily	8	8	10	9								10				10	9			Increased understanding of housing and welfare rights; how to apply for jobs online; improved self esteem; open longer and more staff
85	18-29	Male	British	JPCC	Monthly	10	8														10	8			City Deal - gained employment; boosted confidence and improved work in a team; always supported; need more staff
86	30-39	Female	British	JPCC	Weekly	8	9			8		8				10					10	9	9	9	Able to apply for jobs by myself; being able to come out of my comfort zone; more staff needed - very busy
87	18-29	Female	British	JPCC	Weekly	8	10			10							9				9				Upskilled my job search techniques; training is a strength of JPCC
88	30-39	Female	Indian	JPCC	Monthly	8	9			8							8								Signposted on to City Deal and then ESF; gained my food hygiene qualification; more classes for children needed
89	30-39	Male	British	JPCC	Weekly	8	8			10											8	8			Bridges upskilled me towards employment; City Deal - how to apply for jobs; better confidence and health; more one-to-one needed
90	18-29	Male	British	JPCC	Monthly	8	8						8								7				Better health; City Deal improved my job search skills
91	30-39	Female	British	JPCC	Monthly	9	10					7			7						8				Educated me on my eating habits; I gained employment; good listeners at JPCC
92	50-59	Female	British	JPCC	Monthly	8	8														8				City Deal - upskilled with training and employment support
93	50-59	Male	British	JPCC	Fortnightly	8	8			7				7							8	7			Information given about smoking cessation classes; one-to-one employment support offered; reduced isolation and made new friends
94	60+	Male	British	JPCC	Weekly	8	8	8													8				Better understanding of welfare rights; better understanding on how to job search
95	40-49	Female	British	JPCC	Weekly	9	9														10	9			City Deal - better understanding of Job Search; more sociable and confident
96	30-39	Female	British	JPCC	Weekly	10	10					10	10								9				Improved mannerisms over food; more healthy lifestyle and knowledge about food; City Deal - improved Job Search skills
97	18-29	Female	British	JPCC	Fortnightly	10	10	10		10		10	10				10				10		10		Improved confidence and health and wellbeing; referred to Impact for training; met new people; opening hours need extending
98	60+	Male	British	JPCC	Weekly	8	8			8			8		8		8								Able to do job club on my own now; group exercise with My Time Active; regular at jobs clubs
99	30-39	Female	British	JPCC	Weekly	10	10		9	10		8			8		10				10	8	8	8	Gained experience and qualifications; healthy reward scheme; enjoyed getting involved in the lunch clubs
100	18-29	Female	British	JPCC	Weekly	9	9	9													8	10			Improved on welfare rights; improved skills, qualifications and confidence; more sociable and able to work with groups now
101	60+	Male	British	JPCC	Weekly	8	9	8													9	9			Helped me with daily queries on welfare rights; better at job search; socialising and motivation; more opening hours needed
102	30-39	Female	Bangladeshi	TMCC	Weekly	10	10					10													Helped me get active
103	40-49	Female	Bangladeshi	TMCC	Weekly	10	10					10													Helped me get fit and make friends
104	18-29	Female	Bangladeshi	TMCC	Weekly	10	10					10													Helped me get more active; community support is a strength
105	30-39	Female	Pakistani	TMCC	Weekly	10	10					10													I enjoy the classes and meeting new people; need more classes
106	40-49	Female	Pakistani	TMCC	Weekly	10	10					10													Help me get active
107	50-59	Female	Bangladeshi	TMCC	Weekly	10	10					10													Community support is a strength
108	30-39	Female	Bangladeshi	TMCC	Weekly	10	10					10													Help me build my confidence
109	30-39	Female	Bangladeshi	TMCC	Weekly	10	10					10													Help me get more active; friendly staff
110	30-39	Female	Bangladeshi	TMCC	Weekly	10	10					10													Community support is a strength
111	30-39	Female	Bangladeshi	TMCC	Weekly	10	10					10													Helped me learn community cooking and get more active
112	30-39	Female	Bangladeshi	TMCC	Weekly	10	10					10													Helped me get more confident; community support is a strength
113	30-39	Female	Bangladeshi	TMCC	Weekly	10	10					10													Community support is a strength
114	30-39	Female	Pakistani	TMCC	Weekly	10	10					10													Helped me get more confident and fit
115	60+	Female	Pakistani	TMCC	Weekly	10	10	10				10													Helped me with my benefits and to get active
116	40-49	Female	Bangladeshi	TMCC	Weekly	10	10					10													Helped me get active and make friends
117	30-39	Female	Bangladeshi	TMCC	Weekly	10	10					10													Friendly staff
118	30-39	Female	Bangladeshi	TMCC	Weekly	10	10					10													Helped me get fit; community support is a strength

PERSONAL				CENTRE				AIG				HLW				EES					CSC				COMMENTS
P	Age	Gender	Origin	Venue	Freq	Running	Staff	WA	HA	RS	CR	HE	PE	IC	HA	HC	VT	ESL	BS	ES	SC	CF	CDN	MA	
119	30-39	Female	Bangladeshi	TMCC	Weekly	10	10						10												Helped me get active; need more young children activities
120	30-39	Female	Bangladeshi	TMCC	Weekly	8	9						10												Helped me get active
121	30-39	Female	Pakistani	TMCC	Weekly	10	10						10												GP advised to get fit, this class helped me improve my health
122	40-49	Female	Pakistani	TMCC	Weekly	7	9							8											Sisters Circle - helped me with my confidence; community togetherness is a strength
123	30-39	Female	Pakistani	TMCC	Weekly	10	9							8											Sisters Circle - helped me with my confidence
124	40-49	Female	Pakistani	TMCC	Weekly	10	10							8											Sisters Circle - helped me with my confidence; spiritual strength at TMCC
125	40-49	Female	Pakistani	TMCC	Weekly	10	10							8											Sisters Circle help with communicating with the community; motivating; need air conditioning
126	30-39	Female	Bangladeshi	TMCC	Weekly	10	10						8	8											Zumba and Sisters Circle helped me; a lot of help and support; rooms to hot in summer
127	50-59	Female	Pakistani	TMCC	Daily	10	10					8	8	8											Healthy cooking, Zumba and ESOL classes helped me.
128	40-49	Female	Bangladeshi	TMCC	Weekly	10	10	10																	Motivated
129	40-49	Female	Pakistani	TMCC	Weekly	10	10	10	10			10	10												Helpful; motivated
130	40-49	Female	Pakistani	TMCC	Weekly	10	10						10												Zumba helps me get fit and socialise with others; friendly staff
131	50-59	Female	Indian	TMCC	Daily	9	10					10	10												Healthy cooking and Zumba helped me get involved with the class
132	40-49	Female	Pakistani	TMCC	Daily	10	10					9	9												8 Healthy cooking and Zumba helped me get fit and cook healthy foods; Sister Circle was Multifaith activity
133	18-29	Female	Pakistani	TMCC	Daily	10	10					10	10		10									10	Social networking and getting fit
134	40-49	Female	Bangladeshi	TMCC	Daily	10	10					8	8											10	Get fit and look after my health; community support is a strength; need more opportunities for youngsters
135	30-39	Female	Bangladeshi	TMCC	Daily	9	9					10	10		10										Get active; good community support
136	50-59	Female	Pakistani	TMCC	Daily	10	10					8	8		8										Get active; friendly staff; need more activities for children
137	30-39	Female	Pakistani	TMCC	Weekly	10	10						10												Getting active and fit; important that classes are free; need more of them
138	30-39	Female	Pakistani	TMCC	Weekly	10	10						10												Helped me get active and take care of my health
139	30-39	Female	Bangladeshi	TMCC	Weekly	10	10						10												Getting active and fit; important that classes are free; need more of them
140	30-39	Female	Bangladeshi	TMCC	Weekly	10	10						10												Getting active and fit; important that classes are free; need more of them
141	40-49	Female	Bangladeshi	TMCC	Daily	10	10						10												Improve my health and become active; community service is a strength
142	30-39	Female	Bangladeshi	TMCC	Daily	10	10						10												Get fit; always feel welcome and involved
143	18-29	Female	Pakistani	TMCC	Weekly	10	10						10												Get active with friends; community togetherness
144	30-39	Female	Pakistani	TMCC	Weekly	10	10					10													Learn to eat clean and healthily; important activities are free; need more activities
145	30-39	Female	Bangladeshi	TMCC	Weekly	10	10					10	10												Good community involvement; need more classes
146	40-49	Female	Pakistani	TMCC	Weekly	10	10						10												Get active; community spirit
147	30-39	Female	Pakistani	TMCC	Weekly	10	10					10	10												Learn about healthy eating and get fit for free
148	30-39	Female	Bangladeshi	TMCC	Weekly	10	10						10												Get active as I have nowhere else to go; free classes is a strength
149	50-59	Female	Bangladeshi	TMCC	Weekly	10	10						10												Get active; friendly staff
150	30-39	Male	Bangladeshi	TMCC	Weekly	10	10		8																BWA help me bid and look for property for me and my family
151	50-59	Female	Bangladeshi	TMCC	Weekly	10	10						10												Helped me get fit and improve my health; friendly staff
152	18-29	Female	Bangladeshi	TMCC	Weekly	9	10						10												Helped me get fit; need more classes; great community spirit; more needed for older generation
153	40-49	Female	Pakistani	TMCC	Weekly	9	10						10												Helped me make friends and get active; friendly staff; more activities needed for young children
154	30-39	Female	British	TMCC	Weekly	10	10						10												It helped me improve my health and wellbeing; strong community support
155	40-49	Male	Bangladeshi	TMCC	Fortnightly	8	9	8	9																Helped advise on difficult situations; based in a good location; need more advisers
156	60+	Male	Pakistani	TMCC	Weekly	8	8	9																	Helped me financially; different cultures working together
157	40-49	Male	Bangladeshi	TMCC	Weekly	9	10	9																	Helped with bringing my wife over and children entitlement; advisers speak my language
158	30-39	Female	Bangladeshi	TMCC	Weekly	10	10	10																	Helped me know my rights; help is accessible when needed; sometime long wait for appointments
159	50-59	Female	Bangladeshi	TMCC	Monthly	10	10	9																	Helped me gain information of what I am entitled to; great location; privacy needed in advice area
160	50-59	Female	Bangladeshi	TMCC	Weekly	9	8	9	8																Helped me get housing; overcome language barriers; need more privacy
161	50-59	Male	Pakistani	TMCC	Monthly	9	8	9																	Helped improve my knowledge on various issues; good mix of staff; lack of space
162	60+	Male	Pakistani	TMCC	Weekly	8	8	9																	Helped me understand about my benefits; Pakistani speaking advisers; more capacity for appointments needed
163	30-39	Female	Bangladeshi	TMCC	Monthly	9	9	9																	Helped me understand tax calculations; more privacy needed
164	30-39	Male	Bangladeshi	TMCC	Monthly	9	9	9																	Helped with insurance claims; Bengali speaking advisers
165	40-49	Male	Pakistani	TMCC	Weekly	8	9	8													9	9			Helped me work out tax credits; gained working and child tax credits ;staff are respectful and dedicated; more IT courses for men
166	50-59	Male	Indian	TMCC	Monthly	8	9	9			10														Advice around insurance; set up emails for me; staff who understand my dialect in Punjabi; more room in recpetion for families
167	60+	Male	Pakistani	TMCC	Fortnightly	8	9	9																	Helped claim council tax return and 80% water discount; friendly staff; staff should text us to remind us about appointments
168	50-59	Male	Pakistani	TMCC	Weekly	8	10	10	9													8		7	Helped with utility and council tax refund; Mirpuri understood; need to open weekends
169	60+	Male	Bangladeshi	TMCC	Monthly	9	8	9														10			Helped me get attendance allowance; they help anyone at any time
170	40-49	Male	Pakistani	TMCC	Weekly	8	9	9														8			Helped me understand letters; helped me with socialising; more appointments
171	50-59	Male	Pakistani	TMCC	Weekly	9	9	8		2												9			Understanding DWP; stopped me being nervous about security questions; helped with CV; helped me socialise; speak my language
172	40-49	Male	Arabic	TMCC	Monthly	10	9	9		10	9														PIP refused and they helped me appeal; advisers listen; large print materials needed
173	60+	Male	Bangladeshi	TMCC	Monthly	10	10	9				8										10			Helped me understand pension due at 65; advisers listen and understand; need privacy for advice
174	60+	Male	Bangladeshi	TMCC	Fortnightly	9	9	9				9													Helped me with pension credit and attendance allowance; always ready to help and next day appointments
175	18-29	Male	Bangladeshi	TMCC	Monthly	9	10			10	10														Helped me complete immigration form on line - I lack confidence in using computers; advisers have our best interest at heart
176	60+	Male	Pakistani	TMCC	Monthly	8	9	9	9													8			Advised on how long I could be abroad without affecting benefits; meet all our needs; need to text to remind about appointments
177	50-59	Male	Indian	TMCC	Weekly	9	9	9		10	9										8	9			Confidence now in reading basic letters; they work with the community; lack of job opportunities
178	50-59	Female	Pakistani	TMCC	Fortnightly	9	9	10														8			Helped me with benefits after losing my mother and becoming carer to my brother; help me with interpretation; long waiting times
179	40-49	Female	Bangladeshi	TMCC	Weekly	10	10	10	10		10											10			Helped me with Pip and ESA claims;

PERSONAL				CENTRE				AIG				HLW				EES					CSC				COMMENTS
P	Age	Gender	Origin	Venue	Freq	Running	Staff	WA	HA	RS	CR	HE	PE	IC	HA	HC	VT	ESL	BS	ES	SC	CF	CDN	MA	
180	50-59	Male	Bangladeshi	TMCC	Weekly	10	10	10	10		10											10			Medical and benefit claim help; best centre in the UK
181	60+	Male	Indian	TMCC	Monthly	10	10	10																	Checked my income tax refund
182	30-39	Female	Bangladeshi	TMCC	Monthly	10	10	10	10	10	10											10			Help with housing benefit, council tax and bills
183	50-59	Female	Bangladeshi	TMCC	Weekly	10	10	10	10			10	10									10			Help with carer allowance and income support
185	40-49	Male	Pakistani	TMCC	Weekly	10	10	10	10		10											10			Would be lost without this as I don't speak English; brings people together
186	50-59	Male	Bangladeshi	TMCC	Monthly	10	10	10	10																Explained process of ESA and made claim
187	50-59	Male	Pakistani	TMCC	Monthly	10	8		9	9	9											10			Help gain my benefits
188	50-59	Male	Bangladeshi	TMCC	Weekly		8	8														10			ESA claim help
189	40-49	Male	Bangladeshi	TMCC	Monthly	10	10	10	10					10	10							10		10	Maximised my income and benefits; meeting people, getting out of the house; strength re languages and advise
190	40-49	Male	Bangladeshi	TMCC	Monthly	10	10	10	10	10	10				10	10						10			Support with my disabled child; social engagement; language and welfare advice; need more advisers
191	30-39	Female	Bangladeshi	TMCC	Daily	7	9														8				Confidence to use computer and Google; brilliant staff; need job clubs on weekends too
192	50-59	Male	Pakistani	TMCC	Daily	10	10														10				Opportunity to look for employment; well located centre
193	50-59	Male	Pakistani	TMCC	Daily	8	8														9				Help with CV layout and presentation; lots of IT equipment; more one-to-one IT support
194	60+	Female	Indian	TMCC	Daily	8	9														9				Access to services; daily access is a strength
195	60+	Male	Indian	TMCC	Daily	8	9														9				Help with jobs
196	30-39	Female	Indian	TMCC	Daily	8	9														9				Learnt how to job search on line; nice IT suite; need more IT staff support
197	60+	Female	Pakistani	TMCC	Daily	8	8										8				8				Learnt how to post CV to different websites; lots of computers available, adviser too busy to give one-to-one support
198	50-59	Female	Pakistani	TMCC	Weekly	8	8														9				Helped with job search and CV; location of centre is close to my home
199	40-49	Female	Pakistani	TMCC	Daily	10	10														10				It helps me apply for jobs; easily accessible
200	50-59	Female	Bangladeshi	TMCC	Daily		10														10				It has given me better opportunities; job club is a strength

732 369 275 142 387 591 174 176 90 208 0 0 734 465 327 99 45

Glossary

- P

Participant Survey Number
- TMCC

Tipton Muslim Community Centre
- JPCC

Jubilee Park Community Centre
- AIG

Advice, Information and Guidance
- WA

Welfare Advice
- HA

Housing Advice
- RS

Referral & Signposting
- CR

Correspondence Received
- HLW

Healthy Lifestyle & Wellbeing
- HE

Healthy Eating
- PE

Physical Exercise
- IC

Information & Counselling
- HA

Health Assessment
- EES

Education, employment & Skills
- HC

Homework Club
- VT

Vocational Training
- ESL

ESOL Support
- BS

Business Setup
- ES

Employability Support
- CSC

Community and Social Cohesion
- SC

Social Clubs - Coffee Mornings, etc
- CF

Community Funday
- CDN

Come Dine with Neighbours
- MA

Multifaith Activities

Appendix 2

TCC – Stakeholder Workshops attendees (arranged alphabetically by organisation)

Organisation	Attendee
Accord Housing	Sallyanne Garner
Adult and Family Learning (Sandwell MBC)	Shaun Honeyghan
Adult and Family Learning (Sandwell MBC)	Linda Matthews
Black Country Housing Group	Rupee Mann
Children's Trust	Kate Griffiths
City Deal Project (Accord Housing Group)	Jacki Lakin
Community Connect Foundation	Jalal Uddin
Cotterills Farm Tenant Management Organisation	Les Turner
Esteem (Emotional Health and Wellbeing)	Tracey Rhodes
Friends of the Park	Pauline Hodgetts
Mytime Active	Jackie Wilson
Neighbourhood Services (Sandwell MBC)	Bethany Robinson
Neighbourhood Services (Sandwell MBC)	Joshua Davies
Public Health (Sandwell MBC)	Tom Richards
Sandwell College	Naheed Gultasib
Sandwell Consortium	Rezina Choudhury
Sandwell MBC	Surinder Singh
Skills Work and Enterprise Development Agency (SWEDA)	Davinder Kaur
Think Sandwell (Sandwell MBC)	Kam Kaur
Think Sandwell (Sandwell MBC)	Saj Kaur
Tipton Cluster Children Centre	Julie Smith
Tipton Libraries	Robert Hazel
WEA West Midlands	Katherine Brown
Welfare Rights Service (Sandwell MBC)	Samantha Creary

Tipton Development Group Focus Group attendees	Staff Members Focus Group attendees
- Anam Choudhury - Cllr Ann Jarvis - Cllr Derek Rowley - Hazera Zehora - John Lawley - Rushpal Dhaliwal	- Emaan Syed - Harjinder Ganger - Mirwan Yafai - Naheed Gultasib - Rothna Begum - Sabrina Arif - Salaha Begum - Suzanne Hartwell - Syeda Khatun - Taz Uddin