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**“Working to Empower the Community”  
in Lancashire and Cumbria**

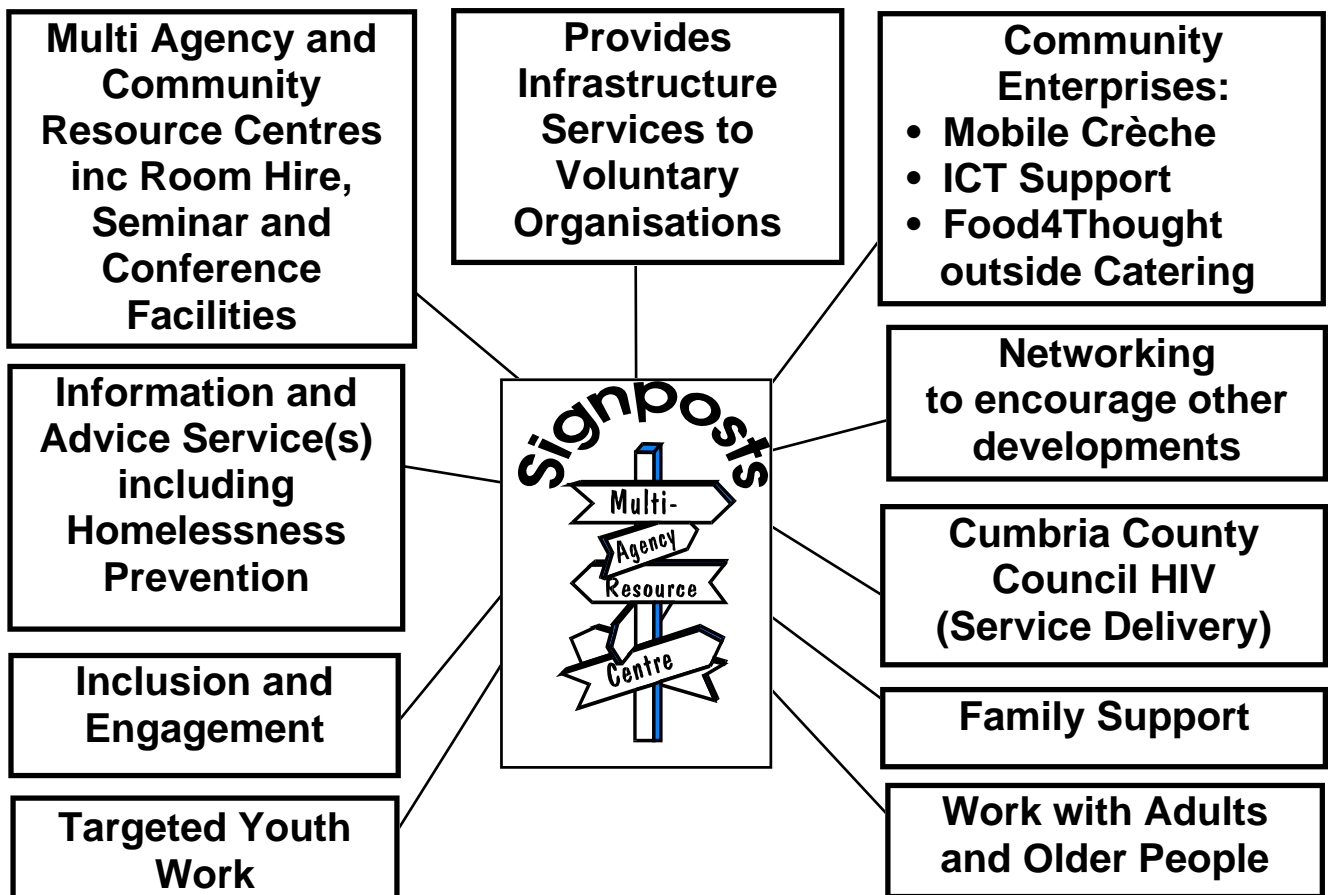
**Pamela Beswick - Chief Executive Officer**

Community  
Legal Service



Help Point

## Information Pack on Signposts Multi-Agency Resource Centre



**Visit [www.signposts.org.uk](http://www.signposts.org.uk)  
for more information about the work Signposts undertakes**

Revised September 2011

Charity Registration Number: 1117645

Member of AdviceUK (previously FIAC)

Company Limited by Guarantee: 5990592

Registered in England and Wales



North Lancashire  
Teaching Primary Care Trust



INVESTOR IN PEOPLE

Additional major funding from Preston City Council, the FC Scott Charitable Trust and Tudor Trust

# Who we are:

Signposts is an organisation that "works to empower the community" by developing and delivering a range of targeted services that are accessible and affordable to everyone. The services we develop aim to address the needs of the most disadvantaged and hard to reach people within their communities. The projects we deliver are diverse and creative, and are often delivered in partnership with other organisations.

## Trustees

Bob Raby (Chair)  
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Clare Long (Treasurer)  
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## Trustees (continued)

Eric Stead  
Peter Vreede  
Jean Withers  
Alan Beattie  
Phil Wilkinson  
Sandy Marshall  
Susan Edwards

## Staff Members

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### Volunteer Specialist Lead – Information and Advice – Dawn Mitchell

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### Volunteer Specialist Lead – Volunteer Support and Involvement – Vacancy

### Finance/Facilities/Admin Worker – June Killeen

Email: June.Killeen@signposts.org.uk      Mobile: 07825 207054

### Project Worker and Cleaner – Farringdon Park and Grange – Heather Reynolds

Email: Heather.Reynolds@signposts.org.uk      Tel: 01772 759413

### Project Worker – Tanterton – Vacancy

Email: to be confirmed      Tel: to be confirmed

### Cleaner – Tanterton – Julie McIntyre

### Cleaner – Information and Advice – Lee Reeve

### Project Support Worker

Email: Lee.Denny@signposts.org.uk      Tel: 01524 419021

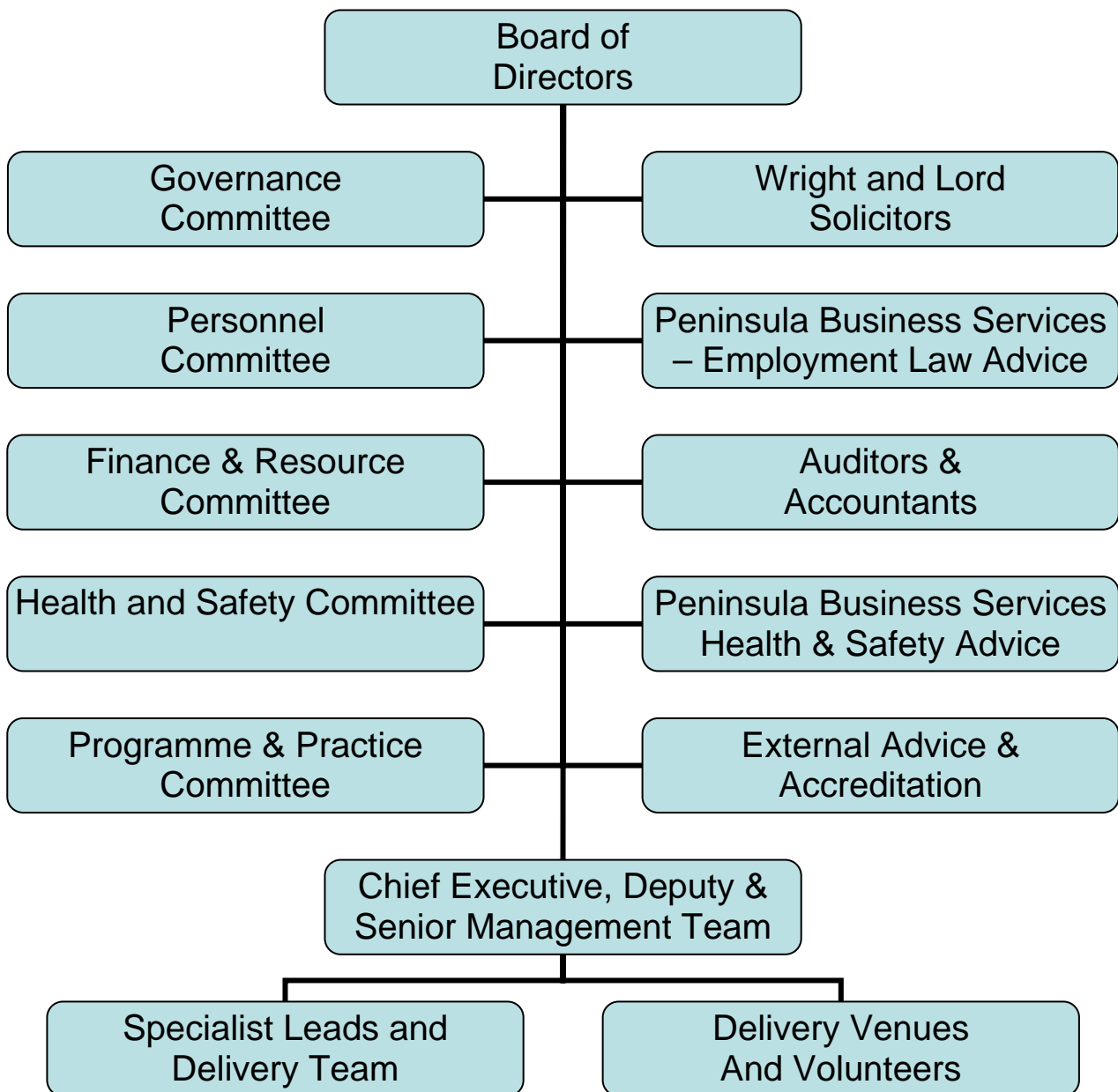
Signposts hosts a range of posts working closely with partner organisations who deliver work within the partner organisations and who are aware of and support our work within the locality

- Poulton and Heysham Children's Centres
- Lune Park Children's Centre
- SureStart West, Riverbank and St Lawrence Children's Centre, Preston

Signposts also has a large team of Sessional workers delivering the following:

- Family Support including work with Dads
- Work With Young People including Sexual Health Outreach Work and Young Carers
- Mobile Crèche – Travelling Tots
- Catering

**Our Structure**



Funding for Signposts comes from a variety of sources including:-

- North Lancashire Primary Care Teaching Trust
- Lancaster City Council
- Lancashire County Council
- Cumbria County Council
- Voluntary Sector Grant Making Trusts
- Preston City Council

Signposts is based in several buildings:

- Information and Advice Service,
- Farrington Park Community Centre
- Grange Park Community Centre
- Tanterton Community Centre
- Signposts at Carnforth – the basis for MA System Solutions our ICT partners

Signposts also delivers from a wide range of outreach venues.

## Quality Marks

We have a range of quality marks:

- Investor in People – achieved July 2004, Renewed July 2007 and July 2010
- Community Legal Services Quality Mark General Help and Casework achieved September 2009
- NAVAJO – Lesbian Gay and Bisexual Friendly Service achieved October 2009
- You're Welcome accreditation for Sexual Health Clinic achieved 2011



LESBIAN, GAY & BISEXUAL  
FRIENDLY SERVICE

## Information Packs

We have a wide range of information packs outlining our work in more detail:

- HIV work
- BME Mental Health Community Development
- Social Enterprise

These are available on our website [www.signposts.org.uk](http://www.signposts.org.uk) on the downloads page

# What we do

## Mission Statement

*“Signposts — working to empower the community”*

## The Aims of the Service

*To relieve the poverty and promote the benefits of the inhabitants of Lancashire and Cumbria with particular reference to those living in what is known as the West End of Morecambe, without distinction of sex, sexual orientation, age, race or of political, religious or other opinions.*

## Objectives

To provide services which relieve, support, help and advise:

- Those who are poor
- The unemployed
- The elderly
- Those physically, mentally ill or convalescing
- People with a disability
- People who are dependent on alcohol and drugs
- Victims of abuse, violence or crime
- Families or carers of the above
- The general community

In addition we aim to ensure that:-

- (a) The aim of the service being provided by Signposts is:
  - to alleviate poverty, unemployment and homelessness.
  - to promote equal access to services.
  - to promote service delivery
  - to increase the capacity of residents to meet their own needs
- (b) To achieve the aim, the objectives will be:
  - to provide information and advice on a range of issues including disability
  - to refer individuals to statutory and voluntary services and to secure access to services where required
  - to host the provision of specialist services on a sessional basis
  - to encourage the provision of services
  - to encourage volunteering within the local community
  - to advise statutory organisations about trends in need and to make Recommendations about appropriate responses to meet those needs
  - to reflect strategic priorities as specified by the funding authorities

These aims and objectives have been adopted across the project wherever work is being delivered – across Lancashire and Cumbria.

## **The Signposts Vision**

The Signposts vision, outlined below, is based upon the Aims and Objectives of the charity.

To provide services which relieve, support, help and advise:

### **those who are poor:**

by working in the most disadvantaged parts of Lancashire and Cumbria including the rural areas, providing a service that is locally based, accessible and accountable

### **the unemployed:**

by providing information and advice services, access to volunteering, gateways to employment including the opportunity to join the Signposts' team and the provision of high quality training, and the development of social enterprise models

### **elderly:**

by working in partnership with statutory services and others to enable older people to live independent fulfilled lives in their communities via volunteering, information and advice, alternatives to daycare and health drop-ins and clinic provision

### **physically or mentally ill or convalescing:**

by the provision of specialist services and encouraging health and wellbeing within the project, within the team and within the community by the provision of groups, access to information, healthy eating, work with carers and respite provision

### **people with a disability:**

by working within equal opportunities and inclusive practice which seeks to involve everyone in services and at all levels of the organisation, together with specialist provision around access to activities and leisure and young carers

### **people who are dependent on alcohol and drugs:**

by working in a non-judgemental and inclusive environment which sees the individual rather than their drug or alcohol use and which seeks to make a difference, and by working co-operatively with statutory services to offer community based provision

### **victims of abuse, violence or crime:**

by working with communities to address the causes and the fear of crime, by working with those who are the victims of crime particularly domestic violence, by providing diversionary activities for young people and recognising that young people are often the victims of crime rather than the perpetrators. By seeking to enable people to have control of their lives and circumstances so they can make positive choices around living in harmony with their family, neighbours and community

### **families or carers of the above:**

by the provision of specialist family support services, childcare, mobile crèche provision, practical help, advice and information, work with young people and young carers in a non-judgemental way which encourages those who are hard to reach to access services, to feel valued, and to gain control over their lives and circumstances and for their voices to be heard.

Please see our Strategic Plan on the Signposts website: [www.signposts.org.uk](http://www.signposts.org.uk)

# What we offer

## **Information and Advice:**

- Via one stop shop model within urban and rural areas throughout Lancashire
- Remote Access to Information and Advice via access to main service and via website and casework
- Community Development and Involvement Work in Hard to Reach and Disadvantaged Communities

## **1:1 Casework and Group Work:**

- With vulnerable adults and with children, parents and young people who are at risk (Qualified Staff and CAF and electronic database available to support work)
- Goal planning, target setting, achievement focussed
- To promote physical health, mental health, and emotional well being
- To focus on early intervention based on timely and comprehensive assessment
- To improve access to services according to need
- Tackle health inequalities, addressing the needs of communities, and those who are likely to achieve poor outcomes

## **Work With Children and Young People:**

Via targeted work including:

- Young Carers - we provide one to one work, monthly activity meets and school holiday activity provision
- Sexual Health Services - Signposts operates the C-Card system.
- Youth Groups and Youth Cafes
- We seek to encourage participation and involvement of young people in the shaping of the services which we deliver.

## **Services, Administration and Accommodation:**

- Hot Desk space available within various locations
- Community resources available to hire
- CRB Checks
- Training particularly on Equality and Diversity, Access to Services, Work with People Team Building and Development Developmental and Business Planning
- Events and Activities Co-ordination to include Conference and Seminar Planning
- Umbrella Support for Smaller Organisations - administration and meeting preparation and planning
- Provision of Travelling Tots - a Mobile Crèche Facility - available for training, events, activities and groups
- ICT Support via Circuit Rider Model (bespoke service to meet needs - small or large)
- Outside catering and food based groupwork

Currently Signposts can offer services in Lancashire and Cumbria – further information including costs, and application paperwork for Travelling Tots and CRB clearance is available on our website – [www.signposts.org.uk](http://www.signposts.org.uk) – services page.

# How we do it

The project is delivered in Lancashire and Cumbria via:

- Prevention, effective signposting to other services, and the reduction of inappropriate referrals to other agencies.
- Intervention at a low level to identify the correct route into services
- Partnership work with others around casework and ongoing support and intervention
- Empowerment of people beyond crisis
- Empowerment of communities to meet their own needs
- Provision of intervention and support work at a level appropriate to need, providing services below the threshold criteria, and on behalf of, local statutory service providers

## Aims and Objectives

The central aim of Signposts is to consolidate the core business of Signposts, to include:

- Information and Advice (One Stop Shop model)
- Housing Support
- Specialist and targeted work with children, families, young people and adults
- Capacity Building Other Organisations
- Education and training

## Gateway/Access Route

Via Information and Advice, Family Support, Housing Support, Work in the community, events and activities.

## Access/Resources

Within the whole project the following practical steps have been taken to ensure the project is accessible to all:

- Facilities and equipment for people with physical and sensory impairment
- Information in large print, on video, in different languages (by request)
- Men's and women's sessions with childcare (as needed)
- Shower and washing facilities for homeless people
- Work around Gay men and HIV
- Information appropriate for people with learning difficulties
- Services for parents – including teenagers
- Providing a local base for specialist agencies
- Development work with young carers
- Internet access

Signposts has various policies which underpin the work. These include:

- Equal Opportunities
- Confidentiality and Safeguarding
- Information and Advice Giving
- Contraceptive Advice to Young People
- Washer/Drier
- Whistleblowing
- Data Protection
- Health & Safety (including Sharps)
- Internet Use
- Complaints
- Travel
- Mobile Phone
- Lone Working
- Team Health and Wellbeing

For a full list visit the website – [www.signposts.org.uk](http://www.signposts.org.uk)

## We can help you if you:

- ◆ are homeless
- ◆ are in debt
- ◆ need a doctor or dentist
- ◆ need Benefits advice
- ◆ need legal advice
- ◆ need Furniture
- ◆ need a job or training
- ◆ are pregnant
- ◆ want to know more about HIV
- ◆ are a carer or young carer
- ◆ are concerned with your drinking
- ◆ are concerned with your drug use
- ◆ need sexual health advice
- ◆ want to get involved in your community

## Where we do it

### Information and Advice Service

**Telephone: (01524) 419597**

North British Housing (now Places for People) met the capital costs of converting the ground floor of the building into a Centre as part of their development of the whole building, and the upper floors have been converted into flats. The Centre has been furnished to a very high standard and this has been appreciated by all who work there and by those who use the services contained therein.

The design of the building means that it can be put to a variety of uses. It has:-

- One reception area for Information and Advice Work
- One reception area for administration
- A kitchen
- A meeting/training room for a maximum of 16 people
- 2 small counselling, interview/meeting rooms
- 1 medical room
- A toilet with baby changing table and an adapted toilet and shower area

From the beginning it was envisaged that Signposts would have a multiplicity of roles and would respond to the needs of the community as they evolved.

To assist in its work, Signposts is equipped to a high level with the provision of a range of resources including computers with Internet access (including one for public use), a telephone in each room, and a fax, photocopier and laminator.

This equipment is used to facilitate its own work but can also be used by other agencies using the building - voluntary groups and the public. A small charge may be made to cover the actual costs incurred by Signposts in offering these services.

Signposts has a Washer/Drier which has been purchased to launder the linen of the Centre particularly in relation to the use of the shower facility. It is also possible for users of the Centre to launder clothing and other linen in accordance with the Policy devised for this purpose. The Centre has a dishwasher to comply with health and safety advice.

### Signposts also manages Community Centres in Preston

Each centre has an individual identity and Signposts hopes to develop a range of services from each including 1:1 support, information and advice and community activity.

**Tanterton**

**Phone: (01772) 723329**

Tanterton is a traditional community centre with a large catchment area and offers a range of activities across all age ranges.

**Grange**

**Phone: (01772) 653539**

Grange is a community and enterprise centre and has a range of spaces available for both ad hoc and long term hire including offices, storage units and a community hall.

**Farringdon Park**

**Phone: (01772) 759413**

Farringdon Park is a community centre close to the M6 with a small catchment area and has potential for use as a small training and conference facility

Space can be booked at any of the above venues by contacting Signposts Main Office on 01524 419021 or by completing a booking form (available at [www.signposts.org.uk](http://www.signposts.org.uk))

**Outreach venues**

We deliver from other locally appropriate venues including Auction Marts and Community Centres.

# How you can contact us

Please note that if you would like more information about Signposts please do not hesitate to get in touch.

	<p><b>Signposts Main and Registered Office</b> 58 Regent Road, Morecambe, LA3 1TE Tel: 01524 419021 Fax: 01524 411541 <a href="mailto:signpostsmarc@signposts.org.uk">signpostsmarc@signposts.org.uk</a></p> <p>And: <b>Information and Advice Service</b> 93 Westminster Road, Morecambe Tel: 01524 419597 <a href="mailto:info.and.advice@signposts.org.uk">info.and.advice@signposts.org.uk</a></p>
<p><b>Farrington Park Community Centre</b> 18-24 Thirlmere Road, Preston, PR1 5TR Tel: 01772 759413</p>	<p><b>ICT Support Service</b> Tel: 01524 427788 or 732807 Email: <a href="mailto:support@vcfs-icts.org.uk">support@vcfs-icts.org.uk</a> Web: <a href="http://www.vcfs-icts.org.uk">www.vcfs-icts.org.uk</a></p>
<p><b>Grange Community Centre</b> 2-4 Hazel Grove, Ribbleton Preston, PR2 6PT Tel: 01772 653539</p>	<p><b>Tanterton Community Centre</b> Kidsgrove, Tanterton Preston, PR2 7BX Tel: 01772 723329</p>

# How you can get involved

## **Volunteering**

Signposts provides a chance for people to volunteer in whatever capacity suits the individual. Whether it is brewing up for one of our events, being involved in information work at the centre, work with children, families and young people or doing administration, your time will be valued. Volunteering information can be found at [www.signposts.org.uk/VolunteerWithUs.html](http://www.signposts.org.uk/VolunteerWithUs.html)

## **Join the Trustees**

Signposts has an active group of Trustees. If you wish to receive more information about Trusteeship, or to consider becoming more actively involved, please get in touch.

## **Become a Paid Member of Staff**

See our website for current vacancies which may include joining our sessional team. [www.signposts.org.uk/Recruitment/Recruitment.html](http://www.signposts.org.uk/Recruitment/Recruitment.html)

## **Refer to Signposts**

Visit the Refer to us page of the website [www.signposts.org.uk/ReferToUs.htm](http://www.signposts.org.uk/ReferToUs.htm) for our referral form, which can be completed online and printed for signature, or can be downloaded and copied.

## **Book our buildings for Groups, Seminars and Conferences**

The Social Enterprise page at [www.signposts.org.uk/sepack.htm](http://www.signposts.org.uk/sepack.htm) has more information including booking forms and indicative prices.

## **Purchase the Travelling Tots Service**

The Travelling Tots mobile crèche service is available for use across the Lancaster District. The services page at [www.signposts.org.uk/SignpostsServices.htm](http://www.signposts.org.uk/SignpostsServices.htm) has more information including booking forms, indicative prices and the policies that govern this work.

## **Purchase ICT Support**

The ICT Support service is available for use across North Lancashire. The services page at [www.signposts.org.uk/SignpostsServices.htm](http://www.signposts.org.uk/SignpostsServices.htm) or [www.vcfs-icts.org.uk](http://www.vcfs-icts.org.uk) has more information.

## **Purchase from our Outside Catering Service**

An outside catering service is available for use across the Lancaster District. The services page at [www.signposts.org.uk/SignpostsServices.htm](http://www.signposts.org.uk/SignpostsServices.htm) has more information.

For further information contact Pamela Beswick, Chief Executive or visit [www.signposts.org.uk](http://www.signposts.org.uk)