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“Working to Empower the Community”  
in Lancashire and Cumbria

Pamela Beswick - Chief Executive Officer

Community  
Legal Service



Help Point

# Signposts Multi Agency Resource Centre Limited Strategic Plan 2011 - 2014



This artwork was created by young people with the support of an artist - Shane Johnstone - as part of the Young Roots project funded by the Heritage Lottery Fund in 2007 and represents a view of Morecambe

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Charity Registration Number: 1117645  
Member of AdviceUK (previously FIAC)

Company Limited by Guarantee: 5990592  
Registered in England and Wales



INVESTOR IN PEOPLE

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

## Introduction

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.

Where do we want to be in three years time:

- Recognised as an organisation that delivers excellent high quality work
- Recognised as an organisation that meets need and can evidence impact
- Recognised as an organisation that works in partnership with others to ensure scarce resources are utilised effectively to benefit the community
- Recognised as an organisation that supports its team
- Recognised as an organisation that has safeguarding at its core

## Who We Are

Signposts was conceived as a collaborative project to meet the needs of the West End of Morecambe. The area had been identified as having particular difficulties in terms of health, housing and poverty and it was recognised that the area lacked a focus for statutory and voluntary agencies who wished to address those needs.

Signposts:

- incorporated as a Company Limited by Guarantee (05990592) with registration as a charity (1117645) on 31st March 2007.
- and is a Member of Advice UK (formerly FIAC)
- was awarded the Quality Mark at General Help level by the Legal Services Commission in November 2000 - reviewed in September 2009 to include casework (due for renewal September 2011)
- and became a recognised Investor In People in July 2004, renewed in July 2007 and July 2010
- Achieved Your Welcome accreditation March 2011

## **Our Team (as at April 2011)**

### **Trustees**

Bob Raby (Chair)

Mark Levine (Deputy Chair)

Clare Long (Treasurer)

Melanie Evans

Carol Fawcett

Rona Forsyth

Sally Pidd

Eric Stead

Melody Treasure

Peter Vreede

Jean Withers

### **Co-opted Committee Members**

Phil Wilkinson

Alan Beattie

Sandy Marshall

### **Staff Members**

#### **Chief Executive - Pamela Beswick**

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#### **Deputy Chief Executive - John Heath**

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#### **Project Coordinator - Susan Earnshaw**

Parenting/Early Intervention

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#### **Specialist Lead - Cumbria - Val Macconnell**

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#### **Specialist Lead - Young Carers and Help Direct - Steve Pedder**

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#### **Volunteer Specialist Lead - Information and Advice - Dawn Mitchell**

Email: Dawn.Mitchell@signposts.org.uk    Mobile 07825 207055

#### **Finance, Admin and Facilities - June Killeen**

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#### **Project Worker - Farringdon Park and Grange - Heather Reynolds**

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#### **Apprentice - Natasha Hankey**

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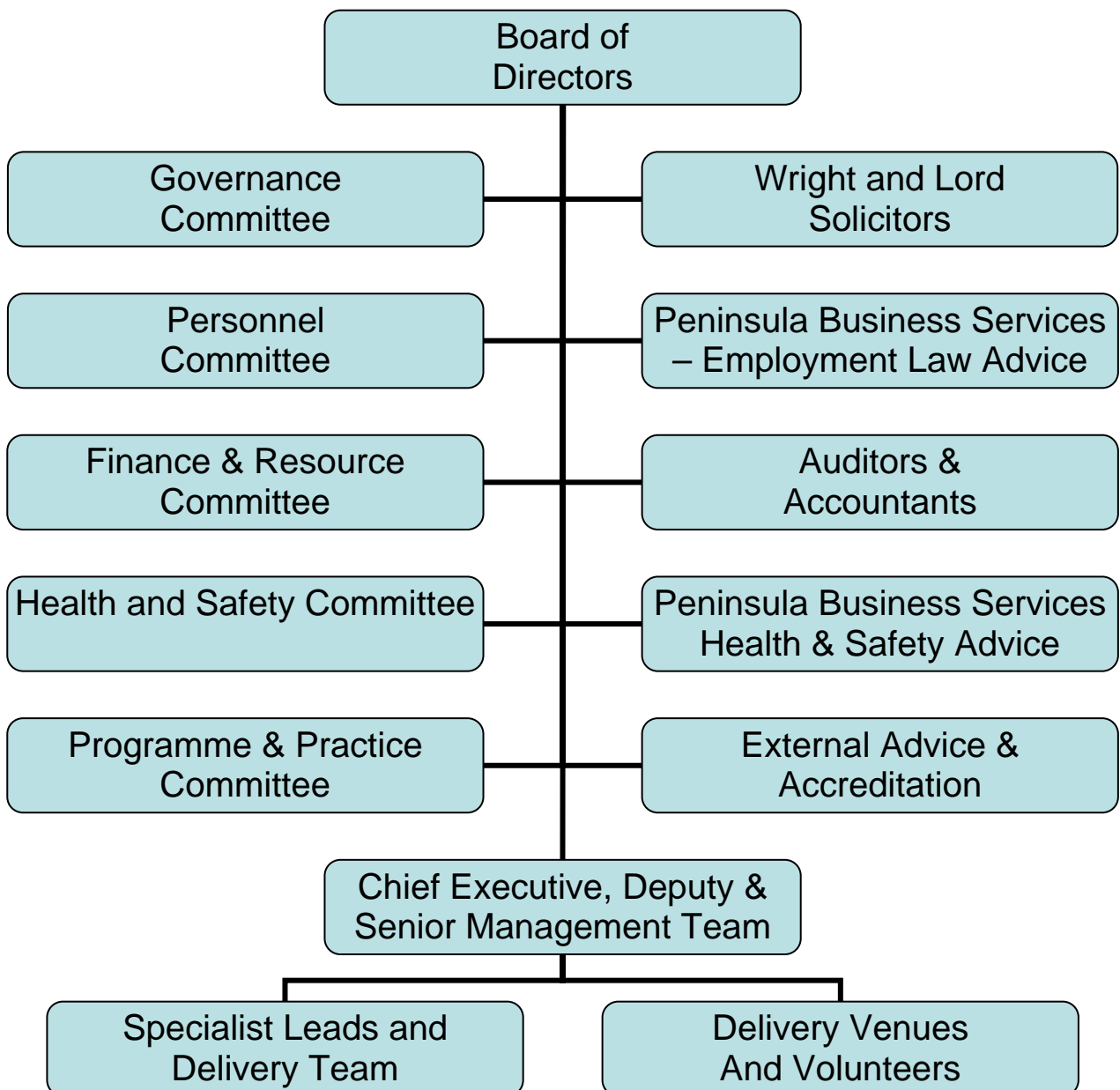
Signposts hosts a range of posts working closely with partner organisations who deliver work within the partner organisations and who are aware of and support our work within the locality

- 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 and Young Carers
- Mobile Crèche - Travelling Tots
- Catering

### Our Structure



## Our Purpose - Mission, Aims and Objectives



"Signposts - working to empower the community"

### The Aims of the Service

(Extract from our Memorandum and Articles of Association)

Charity Registration: 1117645 & Company Registration: 5990592

'to relieve the poverty and promote the benefits of the inhabitants of Lancashire and Cumbria with particular reference to those in the area 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
- elderly
- physically or 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

## Our Vision

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.

## **Our Culture – values on which the service is based**

The agreed values on which the Service is based are:-

- everyone should be seen as unique and individual and accorded dignity, respect and status
- service users should be given opportunities to develop skills and capabilities that enable them to make choices and take decisions about their lives
- comments or complaints about services can be used positively to highlight or remedy service deficiencies
- relationships with service users should be conducted in an open manner
- confidentiality is a major right

## **Our Service – What we do and how we do it...**

### **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 groupwork:**

- 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)

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

Via targeted work including:

- Young Carers - we provide one to one work and monthly activity meets
- Sexual Health Services - Signposts operates the C-Card system.
- Detached Work
- Young Inspectors Programme informs the work Signposts carries out with young people. We seek to encourage participation and involvement of young people in the shaping of the services which we deliver.
- Summer Support Scheme for young people with disabilities - Signposts has successfully delivered a summer programme for young people with disabilities enabling young people to access activities in the summer holidays.

### **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 service

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.

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

### **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. Individual guidance booklets outline provision at each base:

- Facilities and equipment for people with physical and sensory impairment
- Information in large print, on video, in different languages (on 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 Child Protection
- Information and Advice Giving
- Contraceptive Advice to Young People
- Washer/Drier
- Health & Safety (including Sharps)
- Internet Use
- Complaints
- Travel
- Mobile Phone
- Working Alone

**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
- ◆ 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
- ◆ want to know more about HIV / AIDS

## Our Future

- to create a culture of innovation and quality driven services which meet need and where impact can be evidenced
- to ensure the organisation is "fit for purpose" in terms of its curriculum, listening and responding to external evaluations and the achievement of quality marks
- to drive up quality standards by investment in the team and resources and to support the team through a time of considerable change and turbulence at a time of economic downturn
- to embed volunteering at the centre of a delivery methodology recognising the value of this both to the organisation and the individual
- to prepare a portfolio for achieving future funding
- to work in partnership and collaboration with other agencies and organisations to maximise funding opportunities and enhance the quality of our services to those who are the most in need in the community
- embrace the coming changes with detailed planning and preparation

# Our Strategic Drivers

## Key Strategic Drivers

- To deliver against our core purpose, mission, aims and objectives and to ensure that we are clear what this means in practical and is clearly understood by the team and stakeholders
- To involve stakeholders and those who use our services to check that we are clearly meeting identified need
- To commission new work to address need and to decommission work that can no longer be justified
- To retain a sense of purpose in this role within a constantly changing climate
- Develop Strategic Focus Group to market our products and individual staff specialisms
- To be and to receive value for money
- To constantly deliver a high level of customer service
- Continue to deliver with confidence and passion

Bob Raby  
Chair

Pamela Beswick  
Chief Executive Officer  
April 2011