

Case Study/Anecdotal Evidence from 2016/17 VCS Commissioning Evaluation.

MARKFIELD MAYFLOWER PROJECT

- 1) M aged 70. I really enjoy coming along to the sessions with my friends and it has helped me to get information and support in caring for my elderly mother who lives on her own. From information I got on Fire Safety in the Home I was given a free Fire Home Assessment and feel much safer now.
- 2) A aged 95. Her daughter who lives in Spain rang us in desperation. A lives on her own and doesn't see anyone for weeks on end other than someone popping in with her shopping. The daughter asked us for help. A is now collected from her home twice a week by members to attend both Monday and Wednesday afternoon Mayflower sessions. She tells us that she had not been out of her house for over 6 months and felt very lonely and depressed. A said recently " I really enjoy coming out to the clubs, the members are so kind and friendly and they all look after me. I don't feel so lonely anymore and love getting out of my home and meeting new friends.
- 3) P aged 90. I really look forward to coming along to both clubs each week where I can enjoy a game of dominoes with my mates. I really enjoy the activities Ron and Carol put on and often go home and tell them what we did. My Grandchildren were fascinated that I won the conkers championship and grew the second tallest sunflower. All the talks and activities are great and very interesting. The family trip to Llandudno was really good as I grew up near there and took my grandchildren along to see the sights. It's a great project and I hope we never lose it.

HINCKLEY BAPTIST CHURCH – Journey Well with Dementia

- 1) E has been attending this group since June of this year. This not only gives him a good time but gives me a break also. The staff are brilliant. (Wife)
- 2) It's a God send. Gives P something to talk about and me, his wife, time to myself. (Wife)
- 3) He enjoys the group. I have a good break to do my own things. (Wife)
- 4) It benefits me personally as it is the only break I get from caring for my mother 24/7. My mother benefits as she comes to a happy, welcoming place where she is cared for, stimulated and is able to be away from me for a while, which she also needs. (Daughter)
- 5) Happy and cheerful. She likes mixing with people, keeps her mind active (plenty of things to do). Me – Chill out. (Husband)

EMMAUS

- 1) I owe a massive amount of thanks to Emmaus. They have helped me grow up and learn to deal with life. My problems started after my GCSE's when I smoked marijuana and drank at weekends. This led on to me wanting to have a bigger and better high and I started using Class A drugs and even more alcohol. I was living with my Dad and step mum and finally after crashing my brother's car without a license I was asked to leave. I lived with my Mum for a while, working at various jobs but my demons got the better of me and I left my

Mum's, ended up living in a couple of hostels and finally got a flat through the council. I moved into my flat and things were going well. I was drinking less and only using drugs occasionally. Unfortunately, I started to drink heavily again and using more drugs, my debts started to spiral but I was living in this drug induced fantasy land. Finally, the inevitable happened and I received an eviction notice. I developed severe depression and lost my job. My Housing Association realised I was in a bad way and referred me to specialist support. I found Emmaus and moved into the Hinckley Community. When I arrived it was clear that the drinking and drugs had to stop, with their support I was able to do this. Due to my anxiety and depression at the time, I often struggled to get out of bed and leave my room. The staff were empathetic and supported me in any way necessary. Sometimes what I needed was reassurance and other days it was a kick up the backside. I owe so much to Emmaus Leicestershire and Rutland, the community helped me massively. Emmaus helped me through training and as my confidence grew, I visited local schools to chat with troublesome kids to try and steer them away from following the path I took. I've now got a job in a large supermarket chain as a Store Supervisor. I can honestly say that if it wasn't for the continuing support of Emmaus I would not be where I am today.

- 2) After the breakdown of my relationship I found myself homeless and I ended up sleeping rough in a park toilet for about 7 months. I was cold, lonely and depressed. I heard about Emmaus and was interviewed and offered a place in the Emmaus house. I was very quiet to begin with but after leaving in the surroundings I became more confident and joined in with my fellow companions. I helped with sorting out the books in the Emmaus Emporium and have now been moved onto using the tills and helping in the van with the collections. I am doing an NVQ Level 2 in customer service and have just passed a PAT course, all of which will help me do my job well and provide more in-depth information to our customers. I am very proud of what I have achieved since joining the Emmaus family.

GREEN TOWERS CLUB 4 YOUNG PEOPLE

- 1) K completed her Level 1 and Level 2 NICAS awards. She thoroughly enjoyed the course. The instructors were helpful, friendly and patient towards my daughter who has special needs. She continues to rock climb and is gaining in confidence
- 2) A achieved both her Level 1 and Level 2 NICAS awards. She learned to be confident and the safety aspects of the wall. The training was first class, would highly recommend, with lovely staff and volunteers. Amelia has continued to climb at the Tower in Leicester and is thinking about doing the NICAS Level 3 there.
- 3) E improved her confidence and ability and gained her Level 2 NICAS award. She learned various climbing skills, belay and how to rescue a climber if stuck. Friendly, supportive and informative instructors. E has really enjoyed the NICAS course and intends to progress her new favourite sport.
- 4) C achieved his Level 1 & 2 awards. He has learned teamwork and independent study and dedication to learning knots and climbing techniques. He has also developed a keen awareness of safety. He has achieved confidence in his knowledge and abilities which has been carried over into his reading, research and peer relationships. I had concerns at first that C would not be able to grasp what he needed to

know in order to keep up but was happily proved wrong in this regard due to the outstanding instruction. C is currently doing his Level 3 at the Tower in Leicester and ideally like to do as a GGSCE.

BURBAGE YOUTH PROJECT - Classic Car Restoration

- 1) My Grandson has been working with Burbage Youth Project for the last 6 months. He looks forward every week to his Monday sessions and has really gained in confidence and is always ready to talk about his experiences at the Project.
- 2) My Son has been attending the Car Restoration Project for over 3 years. He was extremely shy when he started but has gained in confidence. He has recently obtained an apprenticeship in the automobile trade and has been chosen by BYP to be a Youth Mentor. We are extremely proud of him and his achievements at BYP.
- 3) I have recently joined the Restoration Club and really look forward every week to working on the cars. I have learned about the different tools and their uses and have been working on stripping, cleaning and rebuilding the chassis and running gear on the Triumph Spitfire.
- 4) I have been a volunteer at BYP for over 5 years. The weekly sessions are normally attended by 6-8 young people who are of different ages and differing ability. As a volunteer I feel that my personal life skills can be of great benefit to the intergenerational conversations that always take place during the evening sessions.

TIME OUT FOR CARERS

- 1) As a carer, I find unless one is a carer, one does not know what it is like caring for another person in the way that we do. No matter how empathetic a person is or wants to be, one cannot feel nor understand the burden, the frustration, the immense demand on our patience etc. It takes a carer to understand another carer. The group offers this and makes the world of difference every day.
- 2) As the group continues to evolve with new members comes new creative ideas for support. Often group members recommend the group to others that they know and bring them along. The group offers a supportive, caring space for carers but also indirectly has a positive impact on those that they care for and their families.
- 3) I attended the art sessions. They gave me a sense of purpose, something for me, and when I look at my art it makes me feel good.
- 4) It made me happy to do something creative. I often feel isolated as I care for 4 family members and can find myself losing my identity as I do much for others and nothing for myself. I also have used the counselling service and find this incredibly helpful as my issues are very personal to myself. To have the opportunity to offload my worries and anxieties to someone who will not judge me and everything is confidential. Also, knowing that I have somewhere to go each week helps me cope with problems and makes me feel stronger.

ACCEPT Allotment Project, Barwell

- 1) It has helped me so much in my own development and mental health and has opened up a whole new world. I would like to say a huge thank you and I am not sure if you realise the difference your project makes to people's lives.
- 2) It feels as if my life has changed from being isolated to having a new family and I never expected so many doors to open through

being involved.

HINCKLEY AND BOSWORTH COMMUNITY TRANSPORT

- 1) I have much appreciated the service provided whilst recovering from a hip replacement. I would like to say a big thank you to all the drivers who assisted me – they were always very prompt, courteous, helpful and patient as I never knew how I would be at my various appointments. Thanks also to the Office Staff as they were very helpful when I telephone to make arrangements. (Burbage Passenger)
- 2) If I could not use your shopping services I would lose my independence and be unable to do my weekly shop. (Groby Passenger)
- 3) Thank you to you all for providing me and others with a lifeline. (Barwell Passenger)
- 4) Many thanks for your help in getting me to see my brother. Sadly he passed away but with your help I was able to spend more time with him before he died. (Burbage Passenger)

BURBAGE YOUTH PROJECT – COUNSELLING

- 1) Owing to the confidentiality of the service provided we are limited in the information we are able to disclose.
- 2) However, we are able to disclose that in the majority of the young people we have helped the outcome has been that they feel more settled and more positive in their health and wellbeing.

BARWELL COMMUNITY HOUSE – MIND OVER MATTER

- 1) My life and my wellbeing has felt great since I joined in with this group. I've been able to come and talk with other people in a friendly, relaxed place where everybody helps each other with their problems.
- 2) I really like coming to the aromatherapy sessions with Shirley and I have learned that there may be some answers to my problems. The sessions have got me out of the house and joining in with other people who are in the same position as me.
- 3) The group has been to an Art Studio in Hinckley where we tried different ways of painting. I found this very relaxing and I'm very proud of my picture. I never thought I would be able to paint in such a way. I certainly want to continue with this.
- 4) I've had counselling sessions with the Next Direction counsellor who comes to the Community House which is very near to where I live. It would have been very difficult for me attend counselling outside of the village. I feel much better now I have talked to the counsellor.

THE WAY OF THE HORSE – PROJECT REHABILITATION PONY

- 1) The reason for me going to The Way of the Horse is, I lost my son in September 2012. He was 20 years of age and died in a car accident. I have not been able to cry or feel any connection with his loss. I have received 2 other types of counselling, which I felt really did not benefit me. I have noticed that since I have been going to WOTH, I have been able to cry and feel a reconnection with my feelings. I started off with Boundaries. When Dina explained what we were going to do I was a bit apprehensive as this was outside my comfort zone. I also did not understand how this would work with a horse. I was a bit sceptical. When I first tried it Harry did not come to me, I

had to go to him, even though he kept scratching himself on the fence. He followed me but I then lost concentration and he walked off. I tried again, I connected with him this time he walked in front of me. Dina explained what I needed to do, so I tried again, this time Harry followed me around the menage. I had to take control. The feeling of control was amazing, I could not stop smiling, and it felt so amazing. Afterwards, when we went back to the stable to reflect, I just sat there and took a few minutes of enjoying that feeling. For the rest of the day I was high with emotion. Everyone noticed and commented. Every time I think of this it gives me an amazing lift in my spirits. Thank you Dina for all your hard work, it's been an amazing journey.

- 2) I referred one of the young people I was working with to WOTH and he had his first session on Jan. 11th, 2017. He was 11 years of age. For the purpose of this report I will call him M. He went to sessions with Dina until May 2017. I referred him due to his anger issues, he was bed wetting, had experienced some trauma, witnessed domestic abuse and was abused by his step father when he was younger. His relationship with his Mum was quite volatile. Dina worked with M around boundaries. This was something that Mum struggled to implement and I was able to work with Mum whilst Dina worked with M to ensure that boundaries could be put in place and Mum was able to put in consequences when M over-stepped the boundaries that Mum had laid out. M's bed wetting reduced whilst he was working with Dina and the horses. His relationship with his Mum improved dramatically and Mum was able to put boundaries in place for M. His anger also improved and he was able to recognise when he was beginning to feel angry and find ways to calm himself down and to stop his anger escalating.

LEICESTERSHIRE AND RUTLAND YOUTH SAILING ASSOCIATION

- 1) Colin Magee, Principal and Senior Coach of the LRYSA - This project has enabled the LRYSA to ensure that our willing volunteers are qualified to the high standard required by the RYA to ensure a high standard of training and safety cover. The Project has also enabled us to replace instructors and safety crew who have either retired or left to go to university.
- 2) Aged 17 – Student. I have been a member of the LRYSA youth racing team for 5 years. However, I have always wanted to be an instructor and safety boat driver so that I can help to train the new students and the more vulnerable people that the LRYSA help. Over the past year I have achieved my power boat level 2. My family would never be able to afford the cost of these courses, the funding has helped me to achieve my ambition.
- 3) LRYSA instructor. I have been an instructor for 2 years and with the LRYSA training adults and children as a volunteer. The funding provided by the Commissioning Board enabled me to go to Rutland Water and train as a keel boat instructor. Keel boats are used to train the severely disabled adult students.
- 4) Aged 18. I have only 50% sight. Although I have been in the youth racing team since I was 12 years old, I never thought I could

become an instructor or a power boat driver. I have had special training to enable me to become an assistant instructor and a power boat driver.

PEGGS COMMUNITY GROUP – Volunteer Development

- 1) I suffer from depression and I'm a carer for my Mum. My mate got me to start going. I'm also a volunteer at the house now and really enjoy helping out.
- 2) I learnt to sew, cook and mix with people and now enjoy doing crafts and I meet some lovely friends there who I care about.
- 3) Michelle grabbed me off the street and persuaded me to come to do the activities. I now meet nice people and enjoy myself and learning exciting things and have a good laugh.
- 4) Gets me out of the house and gives me satisfaction to know that I have made a contribution to my community.
- 5) To be able to share my knowledge and gardening skills has given me satisfaction at 80.