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## Building Better Opportunities - Quarterly Update - April 2020

Given the current difficulties that we are all experiencing due to the Covid-19 crises, in this latest quarterly update, I thought it would be useful to share with you some of the fantastic work that projects are doing and how they are adapting their approach to deliver for participants during this very challenging time.

Below are just some of the examples of the way projects have adapted their delivery in an attempt to continue to support the people and communities which we serve. I hope you find these useful.

If you have changed the way you are interacting with your participants and would like to share this with other projects, please send details to either myself or your funding officer. Additionally, the online BBO network is still available, providing an opportunity to share tips or share experiences with other grant holders. If you are not already on the Slack network, you can [join here](#).

### New Leaf - ComMutual

New Leaf have adapted their delivery model as much as possible so that they can continue their delivery online. They also have a very useful Coronavirus section on their website.

They are also very active on social media in keeping participants informed of potential opportunities. Further information on New Leaf's approach can be found on their [website](#).

 **New Leaf**  
@NewLeaf\_NW

Think noone's hiring right now? Think again!

We've added loads of [#keyworker](#) [#jobs](#) to our portal this week, make sure you check them out:

[newleafcheshire.co.uk/jobs-portal/](http://newleafcheshire.co.uk/jobs-portal/)

[#TNLComFundESF](#)



10:17 am · 19 Apr 2020 · Buffer

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## Heads Up - Enable East

**HEADSUP CONTINUE TO OFFER OUR EMPLOYABILITY PROGRAMME**

We wanted to get in touch to let you know that despite everything that is happening at the moment with the Coronavirus, HeadsUp are still offering our employability service to people across Essex who wish to seek work, training or start job searching. We specifically support people who have had or are currently experiencing common mental health problems such as anxiety or depression.

Circumstances mean that unfortunately we will not be able to meet with participants face to face for a while, but we can support anyone who is referred using phone, email, video call and postal methods. Please do still refer anyone who you feel might benefit as we really can still help people to take positive steps.

Indeed, at a time when we are all required to adapt our approach to working with clients we invite you to get in touch if there is any activity that you feel might benefit from our collaboration or sharing of information. We look forward to continuing to work with you.

To find out more please check out our website  
[ENABLEEAST.ORG.UK/HEADSUP](https://enableeast.org.uk/headsup)

[f /HeadsUpEssex](#) [@HeadsUpEssex](#) [headsup@enableeast.org.uk](mailto:headsup@enableeast.org.uk)

HeadsUp is funded by the European Social Fund and the National Lottery Community Fund

At the outset of the crises Enable East came up with the attached communications strategy for maintaining contact with their participants, delivery partners and referral agencies. Enable East said that they recognised the need for timely, clear messaging to give reassurance about the steps they were taking to protect staff and participants, whilst also recognising the increased need for support to help participants who are

particularly vulnerable during the time of heightened anxiety and isolation.

I have also attached some of the fantastic messaging that Enable East sent to Stakeholders during the crises.

## Building Bridges - Community First

Building Bridges has shared with us some information they have received from one of their Stakeholders about volunteering & employment opportunities in the farming sector.

Industry leaders have issued an urgent plea for British people to work on farms and help feed the nation amid a burgeoning labour shortage due to the coronavirus



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pandemic. To read more, go to: <https://www.fwi.co.uk/business/coronavirus-urgent-appeal-for-brits-to-work-on-farms>

It has launched a new scheme with the National Federation of Young Farmers' Clubs, encouraging people to apply for jobs on farms. Please note, this website may not be working due to excessive traffic, if so please try again later. Alternatively, you can contact Hops Labour Solutions on +44 (0)2476 698 000.

There are also these links that you may find useful for either those you are working with or potentially family and friends, some may be volunteer roles but there are definitely paid opportunities out there.

<https://www.concordiavolunteers.org.uk/>

<https://www.thetimes.co.uk/article/pick-for-britain-growers-to-recruit-70-000-laid-off-workers-to-harvest-fruit-and-veg-5qg3xskjq>

<https://www.britishsummerfruits.co.uk/home>

### HLC - Exploring Opportunities

HLC continue to come up with innovative ideas to support their participants and are happy to share their learning. They have shared their Newsletter [here](#) and have said any Grant Holders can use the resources section of their [website](#) to share with participants for online learning/help (links to Barclays life skills etc).



**Building Better Opportunities**

14 Apr at 09:00

The BBO team are continuing to check in & support you with developing your skills from a distance. If you are in need of any additional support please don't hesitate to call us on 01482485952. Looking after your mental health & well being is especially important right now. Take care & stay safe everyone.  
**#BBOJourney #support #wellbeing #mentalhealth Goodwin Development Trust The Goodwin Pantry**



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Their partners are speaking to participants and getting them to work on their skills

A YouTube video thumbnail showing a woman, Jeanette, sitting at a desk with a computer monitor. She is wearing a patterned top and a pink lanyard. The video title is 'Building Better Opportunities - Accessing Learn My Way & Make It Click Coronavirus Hiatus Update 3'. The channel name is 'Building Better Opportunities'. The video is from YouTube.com and is titled 'BBO - Accessing Learn My Way'. The description mentions 'Jeanette from the Building Better Opportunities proj...'.

**Building Better Opportunities** ...  
7 Apr at 13:09 • 🌐

Building Better Opportunities - Accessing Learn My Way & Make It Click  
Coronavirus Hiatus Update 3

Building Better Opportunities

YOUTUBE.COM  
**BBO - Accessing Learn My Way**  
Jeanette from the Building Better Opportunities proj...

sets through BKS online, they are sending out quizzes, one partner is offering online Tai Chi and they have issued participants with wellbeing/activity packs which included sewing, (with a plastic needle) colouring, coronavirus information, all staff details, mental health phone numbers and a personalised positive message for each of them to look at and read if they are having a low day and struggling. In addition, they are having regular video/phone chats with them

to continue to support them as effectively as possible.

Please see attached some further examples of the fantastic work that HLC are continuing to deliver.

### SEK - Lots More to Offer

SEK in Margate have been proactive in sharing the changes they have made to their project which supports people aged over 45 into work. The project has strong links with employers and support agencies across the area. The shift from face to face meetings to online and phone support has resulted in more pastoral support to keep participants engaged and support their wellbeing more generally.

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The team have set up a plan to maintain regular contact with all participants remotely, by phone and text. They share details of local services still available and also online training. It is being well received, and feedback indicates the project now has a wider remit than purely employment. It is

also building rapport that will stay with the participants beyond this current situation, particularly for people who cannot access their existing support network.

### ROAD - Groundwork North East and Cumbria

ROAD continue to support participants either by phone/email and increasingly various video channels, skype, etc and have weekly video calls with their delivery teams.

They have also shared a newsletter (attached above) which they have produced and is being circulated to all participants, they currently gathering information on the most effective ways to contact them and support them in what is fast becoming a very digital age.

### Routes- Community Works

Routes have adapted their approach by providing activity resources for participants relating to the employment field they have expressed an interest in. Two examples of this include providing seeds and some gardening equipment for a person interested in horticulture whose volunteering placement at a garden centre has been

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postponed; and providing some woodworking tools to a person whose college course in carpentry has been postponed. It's reported that this feels constructive and reduces the sense of isolation.

### Game Changer - Real Ideas

Game Changer held a very useful webinar on 16<sup>th</sup> April titled Business in Extraordinary Times. The webinar looked at support for young people, as well as exploring how organisations that support young people and adults are responding and adapting to the crises. The panel explored the adjustments to practice that organisations are making during the COVID 19 lockdown, shared key learning and best practice, whilst also discussing new opportunities that are being imagined in order to continue to support vulnerable people during unprecedented times.

If you were unable to view the webinar, you can catch up via the following link:  
<https://realideas.org/coronavirus-support/>

There are another two webinars planned for this Thursday and Friday.

All they need to do is the following:

1. Click on the link below
2. Click the date for each webinar
3. Enter details in the sign-up boxes provided and click "Register"
4. Rio will send a link that enables the viewer to log-in at the appropriate time

<https://www.gotostage.com/channel/0f4bb11ab5be4e99b10634c681979972>

The first webinar tomorrow is about Digital Credentials, a topic very relevant with many project staff and participants working remotely at present. The webinar on Friday is about Restoring Nature.



## Awards

### WRAP - Goodwill Solutions (CIC)



Goodwill Solutions wanted to share some very good news during this very difficult time. I am honoured to announce and celebrate that Goodwill Solutions Community Interest Company [CIC] has been recognised as a winner of the Queen's Award for Enterprise 2020 - the UK's highest accolade for business success.

Please take a look at the official press release below.

<http://www.goodwillolutions.co.uk/queens-award-winner-2020>

## Case studies

### Positive people - Pluss

Megan joined our Positive People programme in February 2020 and began working with Kirsty (Change Coach). Megan's initial ambition was to learn to read and write Braille, due to being visually impaired. But now what she really wants is to share her knowledge and skills and go and teach others who have a visual impairment.

I was clear from the outset that Megan was an incredibly determined and focused young woman. She had tried numerous avenues for support to enable her to reach her goal, but without success. Funding for the courses that she wanted didn't appear to be available, no matter where she turned.

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But then she found Positive People !

Megan has been a true joy to work with, her happy nature, sense of humour and fantastic work ethic have made supporting her to achieve her goals both easy and wonderful to be part of. Megan is an inspiration as she refuses to let obstacles stop her from achieving and fulfilling ambition to teach others. Her strength, dedication and independence has enabled her to succeed in all that she puts her mind to.

During her time at Positive People Megan has engaged with WESC and has passed the Level 1 Braille with flying colours. She is now progressing fast through the Level 2 qualification. She continues to push herself and has started the 10 week Assisted Technologies Tuition course., which will enable her to use Braille Notebook and NVDA software package. In addition to all of this, Megan is also learning hoe to use VARK, which is a talking technology software package.

Megan has also recently been involved in a trial using ORCAM, which is a small camera which sits on a pair of specs, providing great focus on those smaller items such as menus and letters.

Megan continues to enjoy her studies and with a beaming smile says *“my braille reading writing is getting really good and I am learning lots”*

It has been a real honour and pleasure to be able to work alongside Megan and support her on her journey to becoming a teacher. It’s impossible not to feel pride for such an inspirational young woman. (Kirsty, Change Coach).

### **All Together Shropshire - Landau**

Chris came to the Evolve project at Landau following trying to job search himself with no response from any application. He sadly could not receive any support from Tamworth JCP as he had been made redundant from his current employer and had

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received a redundancy pay-out.

Chris booked to meet a project officer at Landau and discussed support they could offer and what he wanted to achieve. He joined the Evolve project with very low confidence and had lost his self-esteem as he didn't know what to do. We worked with him to gain his confidence back through reviewing his CV updating where necessary and looked into various jobs that suited his needs.

Within a week of applying for roles, Chris was beginning to get responses and, more importantly, interviews which really boosted his self-esteem.

He started at Ocado on a 6-week trial however in week 3, Chris realised that it was too much due to a back issue he'd not made us aware of in our previous meetings. Ocado looked at other roles that may have been more suitable for him however nothing else was suitable, so the work trial had to end. We continued to support Chris and got his CV back out there again. Within a few days of applying again, Chris was invited for an interview with Cadet Gas/Man Power and started a 10-week course with a possible job at the end. Unfortunately, with Covid-19 impacting on many UK industries, the 10-week course ended abruptly, and Chris was told they sadly would not be able to keep him on.

Despite these numerous setbacks, Chris continued to engage with us. We contacted Cadet gas/Manpower who have provided us a glowing reference stating Chris's determination, skills, knowledge and experience and apologised that the trail had to end.

Chris continued to work with us to create a joint enroll address to work remotely as to job search and apply for jobs given Landau's Covid-19 protocol of no face-to-face meetings. Using emails, Zoom and phone calls, we applied for an Administration position within Aldi and Chris has now got through to the second stage of interviews.

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We have also been working with Cadet Gas/Manpower to see if Chris could be considered for a job given how well he did on the course. As such, with our advice and guidance, the company set up a Zoom interview for Chris and he again has got to the second stage of interview.

Whilst Chris is still waiting to hear back from both Aldi and Cadet Gas/Manpower, both he and I have identified just how determined and resilient Chris is in what is a difficult time for UK businesses. Landau continue to support and guide our clients wherever possible and Chris is a perfect example of how will power and confidence can make all the difference. We wish him all the success and luck with regards to his interviews and hope to receive an email any day now to say he is in employment.

### Advertisement Scam

We have been made aware of a potential fraudulent advertisement scam that has been targeting one of the partner organisations of a BBO project. It is believed to be part of a national fraud that is targeting public funded services in an attempt to intimidate and frighten individual/organisations to pay rather than have a debt collector turn up to seize goods.

The matter has been reported to the police. However, we felt it was important to share the following links with you that highlights the potential scam and to recommend that you stay ever vigilant.

<http://www.syfire.gov.uk/beware-of-magazine-advertising-scam/>

<http://www.tapa.co.uk/police-advertising-advertisements/>

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### Essential updates

- [Essential update March 2020](#) - Covid-19 response
- [Essential update March 2020 - Part 2](#) - Covid-19 response - part 2

### GDPR

There have been a number of data breaches reported on the BBO programme. These mainly relate to unauthorised access to paper versions of participant records, several involving thefts of records from vehicles. There has also been some confusion around how these data breaches are reported. We advise all grant holders to review the ESF Action Note 020/18 for additional advice relating to the General Data Protection Regulation that is available [here](#).

We also advise all lead and partner organisations to review storage arrangements for both paper and electronic records and carefully consider this in relation to mobile workers, and to ensure staff understand the organisational requirements.

Data breaches must be reported to [ESFDATA.BREACH@DWP.GOV.UK](mailto:ESFDATA.BREACH@DWP.GOV.UK)

### Reporting Fraud

To be consistent with organisational policy, we request that grant holders should in the first instance report all potential fraud concerns to The National Lottery Community Fund's central fraud inbox: [fraud@tnlcommunityfund.org.uk](mailto:fraud@tnlcommunityfund.org.uk)

Fraud concerns can also be reported through the fraud hotline number which is: 0800 496 9991.