



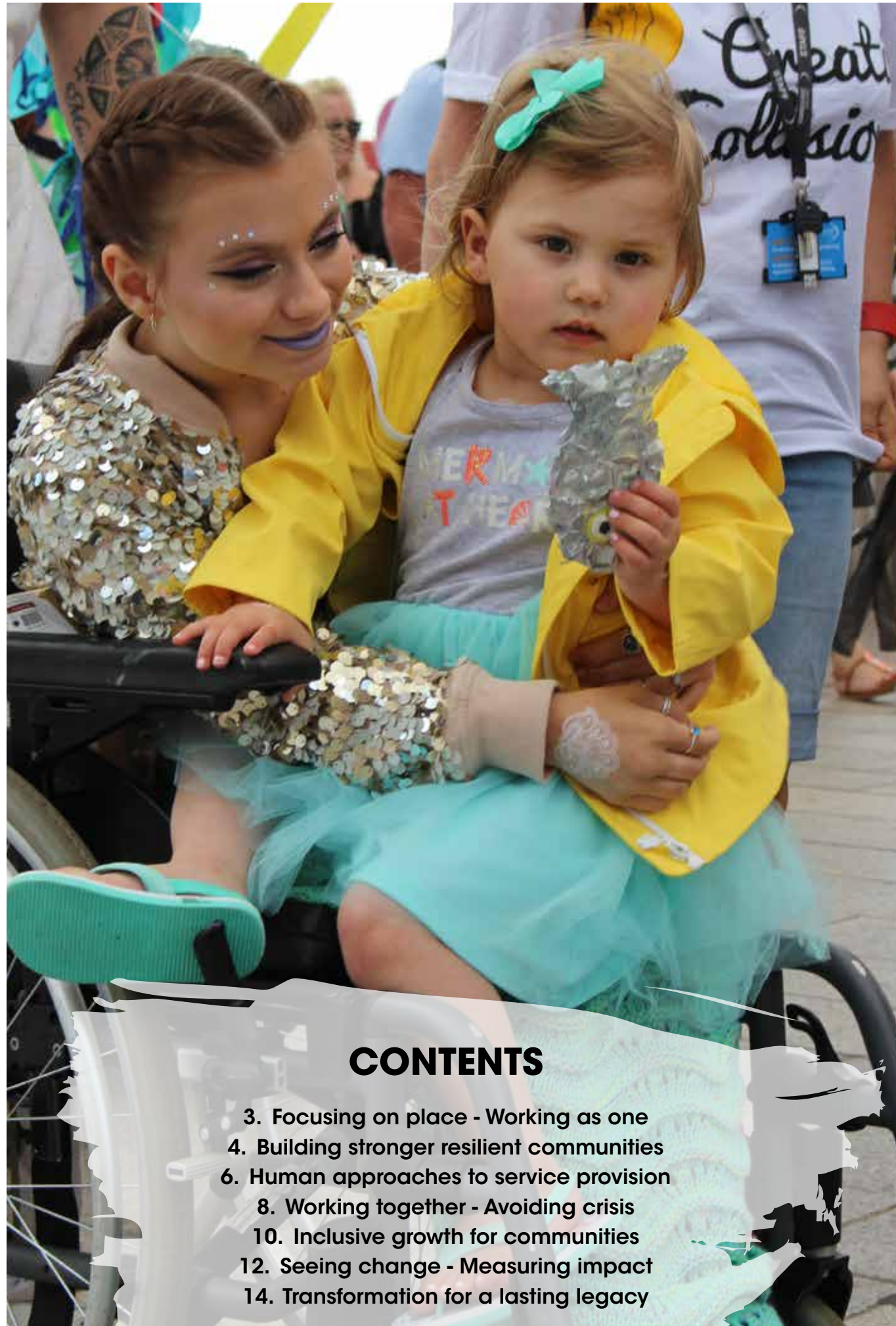
**Neighbourhoods**  
that work

# STUDY VISIT 2017

CHANGING GREAT YARMOUTH'S STORIES







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## FOCUSING ON PLACE WORKING AS ONE

**NEIGHBOURHOODS THAT WORK** (NTW) is a dynamic partnership between residents, communities and local organisations in the public, private and voluntary sectors. It works with a creative and human focus, to drive and facilitate positive change for the people living in the borough of Great Yarmouth. Through our delivery we work to inspire pride and self-belief, enabling people to become more resilient and making communities stronger.

NTW is deliberately different to the short-term 'here's an issue let's fund a solution' project, which is still common across the wider social sector. Instead, NTW focusses on the place and all of the factors affecting the residents that live within it. This requires creative approaches to developing outcomes and prioritising the things that matter to communities.

NTW represents a fundamental shift in the way we approach our work with communities. Whether public sector or voluntary community service, commissioners, businesses, practitioners or a person using a service, we have all come to recognise that all our challenges are inter-related. This leads us to the conclusion that they cannot be tackled in isolation.

*"Central to Neighbourhoods that Work is the understanding that the resilience of communities, the quality of services, and local economic growth potential are fundamentally inter-connected and co-dependent."*

GREAT YARMOUTH  
BOROUGH COUNCIL

### CHANGING GREAT YARMOUTH'S STORIES

Over the last 2 years NTW has been on a journey to develop a much more integrated way of working across the social sector. Our lens for seeing the world has been established from the previous 10+ years of neighbourhood working in Great Yarmouth - ensuring that people's strengths, capabilities and assets are held in focus, rather than continually looking for what is wrong. With NTW delivery partners working in this way 'as one' and collectively working with other partners in Great Yarmouth, we have started to see more sustainable solutions being developed with communities, not only creating wellbeing and stories of positive change but preventing many issues from escalating or even arising in the first place.







**Practice insights: JENNIFER**

*"I'm new to the area, and knew no one. A year on I know more than 30 new people, and half a dozen of those I already think of as friends"*

Jennifer had recognised she needed sheltered housing and understood that this would probably mean moving to a different part of the borough. The council found her a new home in the Halfway House neighbourhood and as expected, she didn't know anybody who lived nearby.

Soon after moving in, Community Development Worker Ella and Community Connector Jane knocked on her door as they had been asking residents what sorts of activities they would like to take place at the nearby communal room. Jennifer suggested a Macmillan coffee morning. Jane and Ella, along with Jennifer, immediately got to work planning the event, as well as suggesting that Jennifer might like to go along to another regular coffee morning, held nearby.

On Jennifer's first visit to the nearby coffee morning, she was immediately recognised by Jane, who made her feel welcome and introduced her to everyone. She was

soon an active member of the group, helping them make plans for the future. The group wanted to bring new faces into the coffee morning sessions and reduce isolation within their community. Ideas get discussed with Community Connectors, who have been helping them out with publicity. Jennifer says the community spirit is growing. These days she can't walk out of her front door without bumping into someone she knows!

**BEHIND THE SCENES; NEIGHBOURHOOD MANAGER LOUISE'S PERSPECTIVE**

- Jennifer now feels settled and integrated into her community, and is a lovely welcoming person to anyone attending the weekly coffee morning. She also offered her time to launch a new youth club, she is working with Community Development Worker Lauren to get this off the ground.

## BUILDING STRONGER RESILIENT COMMUNITIES

In general, Community Development work ensures individuals and groups of residents are supported to explore ideas and to develop initiatives for specific results. Through NTW we work through a neighbourhood approach. Here our Community Development work goes further by nurturing groups in communities to work together to raise consciousness on the things that matter most and to take collective action. This enables communities to create wellbeing and positive change, whilst both alleviating inequalities at the same time as tackling root causes.

**THE IMPORTANCE OF RELATIONSHIPS: CREATING KINDER COMMUNITIES**

We have learned that everyday connections, friendships and relationships are important. Social isolation and loneliness are on the rise, impacting and compounding inequalities meaning kind and connected communities are now more important than ever.

Although public services do not readily talk about 'kindness' in policy circles, research has shown that kindness demonstrated through everyday relationships has a positive impact on individuals and communities in creating wellbeing (Joseph Rowntree Foundation and Carnegie UK Trust 2017).

NTW works to turn everyday connections into close social bonds amongst people in the places they live, through finding out what matters and what we have in common. Through this, social capital is created - an essential component of strong and resilient communities.





# HUMAN APPROACHES TO SERVICE PROVISION TAKING THE TIME TO FIND OUT WHAT MATTERS

**WE HAVE LEARNED THAT SERVICES ARE MOST EFFECTIVE** when the communication and interaction is right and when the support is seamless. No one wants to be treated like they are a problem, and "Sorry, I need to send you to..." is not something any of us want to hear when we need support in a complex world. NTW staff are empowered to focus on the person, over and above the parameters of their specific job role. Through taking the time to find out what matters, staff are better able to ensure a person gets the right kind of help signposting, connecting and introducing people to community based support and to the wide range of specialist services available in the borough.

*Let me introduce you!*

Most of us would favour a human introduction to a person who can help, rather than a lengthy referral form sent off to an unknown face. In our conversations, we are acutely aware of language used to describe people. At the start of NTW terms such as client, service user, and beneficiary were being used to talk to and about people we were working with. Whilst there is perhaps a debate as to the actual impact of certain terms, what was clear is that any labels which lead a person to feel stigmatised, ashamed, marginalised or even just less positive about themselves should be avoided at all costs, if work and support is to be meaningful and as effective as possible. This recognition occurred at the start of NTW, where our common language (free from jargon and stigma) was established. Staff proudly, only talk about 'residents' or about 'people'- no labels needed!

By partners developing honest, trusting and supportive relationships with one another (within NTW, the Great Yarmouth Early Help collaboration network, and other practitioners in the borough), timely and human introductions are made, ensuring residents actually get the help they need. This reduces unnecessary delays, minimises duplication or avoidable demand and prevents situations from becoming acute and costly.

**"Staff,  
proudly, only  
talk about  
'residents'  
or about  
'people'-  
no labels  
needed!"**



## RECOGNISING THE VALUE OF COMMUNITIES

By knowing and understanding communities and the activities they are leading on in neighbourhoods, NTW staff and partner practitioners in the borough have a channel through to communities. Many specialist service providers often know that a community solution is needed, but have struggled to know 'how to'. NTW and the link to patch teams has created a channel through to the neighbourhood level, enabling services to ensure that the people they are supporting are able to gain appropriate support through community based connections and grass roots self-help networks.

### Practice insights: PETER

*"Doctors are great when you're feeling unwell, but being active in the local community is great for improving your wellbeing"*



Peter had been to see the doctor several times; since recent bereavements, within a few months of one another, he had been finding life difficult. Recognising that there wasn't necessarily a medical solution to Peter's concerns, his doctor asked Clinical Support worker Katrina to talk to him about different kinds of support that may be able to help him through this difficult time. Katrina learned that along with managing the bereavements, Peter is also acting as a carer for his son who lives in a neighbouring flat. Katrina suggested that they pop along to the library cafe to meet up with Life Connector Sue.

After visiting Peter and his son, Sue realised that his son's flat was very damp and in poor condition. Peter explained that he finds his landlord difficult, so Sue and Peter spoke to the landlord together and they managed to agree an action plan for improvements to both the properties.

Sue and Peter talked about his interests, and he explained that he would like an allotment. Sue suggested a couple of community gardening projects that Peter could attend as a first step. He found that he really enjoys the 'Green Gym', a local community project which promotes health and wellbeing through nature conservation. He now attends Green Gym sessions two days per week, working with the group to look after local green spaces. He says people are always happy to talk, he has learned new skills and it gets him out of the house, whereas before he didn't have anything to do.

Peter's living conditions are improving, he says that he will now only go to the doctor if he feels ill, and finds that his new activities, and the friends he has made, help him to deal with the challenges life has thrown at him. Peter feels a lot happier and more confident.

#### BEHIND THE SCENES: LIFE CONNECTOR SUE'S PERSPECTIVE

- Since meeting Peter I have seen a marked improvement in his confidence and wellbeing. His involvement in the Green Gym has had an incredibly positive effect on him and he has made a lot of new friends as well as being able to spend time outdoors learning new skills and helping to improve the environment.

#### BEHIND THE SCENES: THE NHS PERSPECTIVE

- Peter was making almost weekly visits to the GP and continually using NHS medical services 111, 999 and A&E, due to difficulty coping with his current life circumstances. We sent a note to Clinical Support worker Katrina to meet with Peter and assess whether more appropriate sources of support were available.
- Katrina had a chat with Peter and discovered that he faced multiple life challenges including recent bereavements, caring responsibilities and financial pressures. Katrina also drew in the support from Life Connector Sue to work with Peter as he worked through this difficult time in his life. Katrina arranged to personally introduce Peter and Sue at the cafe in Great Yarmouth library.
- Over the course of four months or so leading up to Katrina's involvement, the cost of Peter's use of medical services was in excess of £1500. Since engaging with Katrina and Sue, Peter has taken control of his life, feels more stable and has not accessed NHS services at all.



# WORKING TOGETHER AVOIDING CRISIS



## Practice insights: EDITH

*"I moved to Great Yarmouth with the help of social services following a marriage breakdown. My second husband then disappeared, leaving me distressed and unwell."*

Edith had reached a point where she felt she could no longer cope, but she had been told by a friend that DIAL and GYROS' office 'Kingside' was a place she could go for help. At Kingside she was introduced to Service Connector Inese. Edith explained that she had moved to Yarmouth with help from social services following a marriage breakdown. Soon after this she met her second husband and since then the two of them had been living in a flat in town, until his recent disappearance. Her husband had been managing all the bills, and when he disappeared she wasn't equipped to take on this responsibility. Edith had some health concerns too, suffering from glaucoma, but hadn't visited her GP for a very long time and was generally struggling to maintain her physical health. Edith missed her husband and wanted him to come back, and the distress left her feeling unwell. This situation had continued until she could no longer ignore the unpaid bills and decided to seek help from DIAL and GYROS.

Inese spoke to social services on Edith's behalf and arranged for practical support with living arrangements and for a Social Worker to visit on a regular basis to help with self-care. Inese bought in Multi-Disciplinary Worker Jude and she was able to help Edith manage her debts and claim the benefits to which she was entitled. Inese also introduced Life Connector Nancy, who is now supporting Edith as she regains her independence and confidence.

### BEHIND THE SCENES; INESE'S POINT OF VIEW

- When I first met Edith I suspected, from her appearance, that she needed help with multiple challenges. When we visited Edith at home we noticed that her flat was unsafe. There were issues with hoarding and there were no cooking or washing facilities.
- We linked in with Social Services and they arranged for someone to provide Edith with the support she needed.
- Our Multi-Disciplinary Worker and Life Connector are now supporting her with both her finances and her confidence as she regains control of her life.



## Practice insights: JADE

*"I felt so alone, but then I met the Life Connector who helped me find the courage to keep going - now I'm back in control!"*



Jade works as a veterinary nurse and moved to Southtown to be close to her place of work. Then, over a period of months, she had started to feel unwell. Eventually she realised it was time to seek medical help; she was diagnosed with a glandular condition. Her health deteriorated further and she was unable to work, which meant her financial situation became a worry. Determined to find a way through this difficult time she consulted the Citizens Advice Bureau and the council's housing department, before ending up at DIAL.

At DIAL Jade met Multi-Disciplinary Worker James. James was able to help Jade manage her benefits and his colleague Jude was able to support with financial advice. Feeling she might benefit from additional support through her ill health James introduced Jade to Life Connector Sue.

Sue supported Jade as she underwent treatment for her health condition. The condition impaired Jade's energy levels and her short term memory, meaning medical appointments were difficult to access and communication with medical professionals was challenging. Sue supported Jade to remember and attend appointments, acting as an advocate and intermediary when required. Jade is regaining her strength and has begun a phased return to work. Now that she is regaining her independence she sees Sue less frequently, but she says Sue felt like a friend when she was at rock bottom. She was warm and caring and treated her like a human being, with respect.



### BEHIND THE SCENES: SUE'S PERSPECTIVE

- When I first met Jade she was struggling financially and needed support with the complex benefits situation that had arisen from her moving from employment to statutory sick pay.
- I have given Jade emotional and practical support, both concerning her medical care and with her employment circumstances.
- I know that Jade finds her return to work tiring, but work helps her maintain her confidence and self esteem. She feels she has purpose and is once again doing the job she trained for. She is a determined woman and this is helping her to regain her strength and independence.



## INCLUSIVE GROWTH FOR COMMUNITIES

The strengths and asset-based approach to community development work has been the key framework for our delivery on employment and skills. We know that the resilience of communities, the quality of support services and the growth potential of the local economy are fundamentally interconnected. We also know that economic models which assume natural redistribution to reduce inequalities, often end up leaving people behind, resulting in them feeling disconnected from the economy.

In NTW we have focused on skills and talents, nurturing these and supporting confidence around them so that people can use them towards gaining meaningful occupation. This could include polishing up a CV and taking that first step in returning to work after a long period of absence or volunteering in a community project for the first time. For some it might mean the development of fledgling community enterprises with local people creating, shaping and undertaking the work.

To move towards an inclusive growth model in Great Yarmouth, we need to ensure that we create the conditions to allow everyone to contribute to the broader local economy. Although it is important for us to connect people to new and emerging higher value jobs, we also need to focus our attention on creating sustainable jobs for people who are most marginalized from the mainstream labour market. To do this, Neighbourhoods That Work is committed to going further, by providing support to micro and small community enterprises that are started and run by local people. This commitment will enable us to strengthen the resilience of the local economy, so that it can withstand the pressures imposed by unpredictable and global markets. In helping us to realise this ambition, we are inviting our communities and partners to join us in articulating what inclusive growth needs to look like here in Great Yarmouth. Critically, we want to make sure that inclusive growth doesn't get lost or diluted as a separate theme, having to jostle for position and status amongst many other priorities. For us, it is the theme that needs to run through all of our practice, planning and investment.



### Practice insights: LIAM

*'My wellbeing is transformed. I can't wait to see what the future brings!'*

Liam has lived locally all his life but after leaving education, with diagnoses of depression and anxiety, he wasn't able to get out much during his 20s and at times found it difficult to feel positive about the future. Great Yarmouth and Waveney Mind supported him to attend a local art group at Community Roots, a community gardening and conservation project. Liam began to attend outdoor gardening sessions there too, and met Training Connector Tim, Volunteer Coordinator Jo and 'Make it Happen' Community Connectors. Liam enjoyed being outdoors and his confidence began to grow. Liam began to help prepare lunch for those working in the Community Roots garden and took on an active role in evaluating one of its projects. Jo suggested that Liam try volunteering at other places and he soon became a committee member of befriending group Claydon Friends and worked with Make it Happen Neighbourhood Manager Louise and Community Development Worker Lauren to negotiate pool table use and storage space on behalf of the group.

Liam is now in paid employment as a member of the Community Roots staff team. On a personal level, the Skills Connector is working with Liam to reflect his skills and experience in his CV and apply for further paid work.

Most importantly for Liam, his health and wellbeing have been transformed. He is physically more active and he now manages his mental health without medication using the Five Ways to Wellbeing that he learned through Mind. Liam feels optimistic about the future and remains active in his community work.

#### BEHIND THE SCENES; VOLUNTEER COORDINATOR JO'S PERSPECTIVE

- I have really enjoyed seeing Liam grow from a very quiet and isolated man into a very confident and sociable individual

#### BEHIND THE SCENES; MAKE IT HAPPEN NEIGHBOURHOOD MANAGER LOUISE'S PERSPECTIVE

- We have watched Liam grow into a real community leader. Our teams are regularly at Community Roots, which has helped them to create meaningful relationships with Liam and with other people there.
- Last month, Liam called by specifically to tell us that he has had a new job offer through another local charity!

### Practice insights: AMINA

*'I only enquired about an English course, but that was only the start- now I have a job!'*



It was at her children's school that Amina saw information about the free English courses taking place at the MESH office. English isn't Amina's first language, and although she already had a good understanding of the language she hoped that the course would help her listening skills, particularly understanding people who spoke English with the local accent. She also realised that learning more about the ways people use language within her local community would enable her to support her children's learning at school.

Through attending the course, Amina's confidence grew, and with regular visits to MESH she got to know Community Connector Julie. Julie suggested that she might enjoy some of the other courses on offer. She went on to learn about all sorts of subjects, including money management, photography and gardening and found that the courses were an enjoyable way for her to spend time whilst the children were at school, whilst assertiveness and wellbeing courses offered practical ideas she could apply to her day to day life. All the time she was also practicing conversational English, which had been her original intention.

One year on, not only is Amina able to keep up with her children's English language development, she has developed friends and connections in her local community, has new skills and experience, and following the support offered by MESH she has entered into paid employment, working for the local hospital.



### Practice insights: CONNECTING EMPLOYERS AND COMMUNITY GROUPS *Seeing is believing*

Transformation Manager Leanne worked with local employer Tesco to organise a community convoy; a minibus trip around various projects in Great Yarmouth. These included Mind's Community Roots, Age Concern's Acorn Centre and Great Yarmouth Foodbank. Various local employers were invited to attend the event to learn more about local community activities and initiatives.

Employer Advisor Nita and Disability Employment Advisor Penny, both from Great Yarmouth Job Centre Plus (JCP), were on the convoy. Following their visit, all of the projects have now been added to JCP's Great Yarmouth electronic fact file, available to their staff, and JCP has since made referrals to all the places visited, linking local people to community projects that might benefit them.

JCP advisors now make a point of knowing about community projects in Great Yarmouth, meaning they can tell their customers about the different support options available to them. JCP workers are now much more familiar with the range of NTW Connector roles. Work Coaches know that they can introduce people to Life Connectors who can help people overcome complicated life challenges, and will then introduce them to Skills Connectors to help people move towards work readiness and make the transition into employment. JCP recognise that because NTW is able to spend much more time with customers than they are able to, it is of huge benefit to Yarmouth residents.

# YEAR 2

## SEEING CHANGE MEASURING IMPACT

To help us capture the impact of our work at NTW, we have created a bespoke database. This allows practitioners from all of the funded partner organisations to record interactions, introductions, collective outcomes and monitor contributions to collective targets. We report these back to the Big Lottery fund. Qualitative and quantitative recording like this helps us to build a picture of what things are like, aids understanding of complex and multifaceted circumstances, aids us in identifying impact, and importantly helps us to spot where systems could be improved.

Numbers and statistics are key to measuring progress and making a case for change. Stories connect us and create empathy, highlighting nuance, changing the way we see things and challenging our assumptions. Through collecting and sharing stories, and through presenting our NTW Theory of Change through a story, we create new ways of seeing people, ourselves, and the wider system- ultimately making space for developing newly informed ways of working, together.

The University of East Anglia is the evaluation partner for NTW. Throughout the lifetime of the programme they will be gathering data from our monitoring and evaluation records, collecting stories from local residents and other stakeholders, and analysing it all to demonstrate effectiveness and impact. Through this work we aim to show the pivotal relationship between the creation of stronger communities, service transformation and inclusive economic growth.

# 1592

PEOPLE MAKING NEW CONNECTIONS  
WITHIN THEIR COMMUNITY

# 739

PEOPLE REPORTING  
NEW FRIENDSHIPS

# 2893

PEOPLE PARTICIPATING IN AT  
LEAST ONE COMMUNITY EVENT

# 40

SELF-HELP RESIDENT-LED COMMUNITY  
GROUPS SUPPORTED TO DEVELOPMENT

# 302

PEOPLE PROGRESSING TO JOIN  
A NEW GROUP OR NETWORK

# 1115

VOLUNTEERS REPORTING THEY FEEL  
MORE ACTIVE IN THEIR COMMUNITY

# 81

PEOPLE SUPPORTED  
TO OVERCOME AT LEAST  
ONE PERSONAL CHALLENGE

# 40

PEOPLE MAINTAINING FIRST-TIME  
INVOLVEMENT IN COMMUNITY  
ACTIVITY / EMPLOYMENT

# 212

PEOPLE EXPERIENCE SMOOTH  
SEAMLESS REFERRALS INTO SERVICES  
FROM ONE CONTACT POINT

# 183

PEOPLE REPORT IMPROVED  
WELL-BEING FROM HAVING  
ISSUES ADDRESSED

# 324

PEOPLE COMPLETE AT LEAST  
ONE TRAINING SESSION

# 458

BENEFICIARIES RECEIVING  
FIRST STEP SUPPORT VIA COMMUNITY  
BASED GROUPS / NETWORKS

# 302

PEOPLE REPORT IMPROVEMENT  
IN SKILL LEVEL FOLLOWING COMPLETION  
OF AT LEAST ONE TRAINING SESSION

# 183

PEOPLE WITH COMPLEX  
NEEDS REPORT IMPROVED  
CONFIDENCE COMPETING FOR  
JOBS FOLLOWING AT LEAST  
ONE VOLUNTEER POSITION/  
'TASTER' DAY/WORK PLACEMENT

# 65

PEOPLE WILL HAVE  
OVERCOME ISSUES  
PREVENTING THEM FROM  
GETTING AND HOLDING DOWN  
A JOB RESULTING IN  
THEM SUSTAINING EMPLOYMENT

# 42

LOCAL EMPLOYERS  
REPORT BEING  
ENGAGED AND INVOLVED  
WITH THEIR  
LOCAL COMMUNITY



## TRANSFORMATION FOR A LASTING LEGACY WE ARE ONE SYSTEM

Now more than ever, organisations providing support (from the voluntary, public and private sectors, commissioners, investors and grant-making bodies) recognise the need for major transformation to ensure positive sustained change for communities.

We know that to undertake this transformation, we need to get our starting point right- and for this to be collectively determined. We also need to recognise that support services will always benefit from working deeper within communities.

The collaborative approach we have developed, (within the NTW programme, in the Early Help network, and beyond) credits its many successes to trust, flexibility and dynamism- recognising that sustainable change is only possible through multiple players working together. By embodying this approach partners have been able to work closer to ensure a person is supported comprehensively. Even if it is beyond the normal remit of an individual service. Where previously issues might have gone unresolved with problems recurring and demand increasing, the flexibility to explore, try, and test together with partners has allowed for timely, creative, and sustainable solutions.

Central to the NTW philosophy to transforming services is that communities must be at the heart of everything we do, framed around a place- rather than around a theme or specific outcome. Through focusing on what is strong- rather than what is wrong- in communities and in the wider system, we are able to create a truly strengths based model where communities can thrive and services can be seamless and more efficient.

### Practice insights: ADAPTING, SHARING AND INNOVATING WAYS OF WORKING A PERFECT FIT

**NORFOLK BASED YOUTH CHARITY** Mancroft Advice Project (MAP) has a strong track record of offering advice, counselling and youth work, targeted at specific groups of young people. Recently MAP have been awarded funds from the Big Lottery to broaden their approach across the Make it Happen and Comeunity patches, allowing delivery to be informed and shaped by young people and other local residents across the neighbourhoods.

MAP was able to make an immediate start to engaging with residents, initially through attending the Make it Happen neighbourhood board meeting. MAP spoke about the Life Skills course that had been running from their town centre premises, and the challenge of recruiting young people. Members of the board suggested that the course be renamed and take place in the community centre in Cobholm. The Neighbourhood Manager pointed out that DIAL could add value by including financial literacy workshops, and it was suggested that the sessions could be open to both young people and older members of the community. As a result of this MAP and DIAL are collaborating and starting delivery of this project in October 2017.

MAP's new project has been able to start engaging with young people and the wider community straight away, using the NTW community networks. Through the project a youth worker will be embedded within each of the Comeunity and Make it Happen patch teams. As there is no specific NTW Connector role tasked with working with young people this fills a gap for NTW, enabling it to better reach the wider community. The youth workers will train community volunteers to work with young people, increasing opportunities to participate in positive activities that are sustained.

In the longer term communities will be more resilient as they will have provision for young people that takes place on their doorstep. This sits alongside other community activity, seamlessly integrates with the breadth of support offered by NTW.



#### BEHIND THE SCENES: GYBC COMMUNITY DEVELOPMENT MANAGER HOLLY'S PERSPECTIVE

- During the NTW 2016 study visit-, I met with the Youth and Communities manager from MAP and discussed how much the NTW approach complemented their current thinking on how they wanted to develop the youth work offer in Great Yarmouth.
- Recognising the potential of this collaboration, GYBC wrote a supporting document to accompany MAP's bid to the funders, to make sure they could see that an investment in this project would be building upon a broader place-based initiative, complementing, adding value, increasing reach, resources and effectiveness.
- Neighbourhoods That Work is transforming service provision for the people of Great Yarmouth into a place-based lens. Through human approaches and joined up working it is generating friendships, creating confidence in individuals and strength in communities to learn, grow and to become more resilient.

#### THE FUTURE

Going forward, to ensure we are all effective in the work we are here to deliver in Great Yarmouth, we need to ensure our focuses are on 'the place' rather than a specific outcome. We need to work dynamically as one, instead of slipping into separate operations. And importantly, we need to let go of specific agendas to allow for a collective recognition of the things we have in common.

This is the starting point to developing a commitment to a truly integrated vision and approach for the long-term in Great Yarmouth. Central to our success is finding and understanding the best ways to really collaborate whilst also keeping community priorities at the heart of decision making.

NTW is a 3-5 year Big Lottery funded initiative. By the end of the funded period we aim to have brought you with us to a point where we are all ready to move forward in Great Yarmouth, together.



#### NOTES

##### Reference:

The place for kindness. Combatting loneliness and building stronger communities. Joseph Rowntree Foundation and Carnegie UK trust. 2017.

**Credits:** Photographs were commissioned from Wide Angle youth photography project in Great Yarmouth, part of the Creative Collisions programme delivered through Norfolk Museums service. Case studies and stories. Many of the names and specific locations featured in people's stories have been changed to protect identities.

For more information on Neighbourhoods that Work, please visit the website [www.neighbourhoodsthatwork.org](http://www.neighbourhoodsthatwork.org) Neighbourhoods that work is a big lottery funded initiative and delivery is focused within the urban wards of Great Yarmouth borough.





# JOIN US ON THIS TRANSFORMATION JOURNEY

For more information contact

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[www.neighbourhoodsthatwork.org](http://www.neighbourhoodsthatwork.org)



**TO WORK WITH US, PLEASE USE THE CONTACT DETAILS BELOW**



## NEIGHBOURHOODS THAT WORK

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## NTW PATCH TEAMS



**MAKE IT HAPPEN**  
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Southtown  
Great Yarmouth  
NR31 0LE  
01493 651081



**COMEUNITY**  
The Neighbourhood Centre  
135 King Street  
Great Yarmouth  
NR30 2PQ  
01493 846710



**MESH**  
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Shrublands Youth & Adult Centre  
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