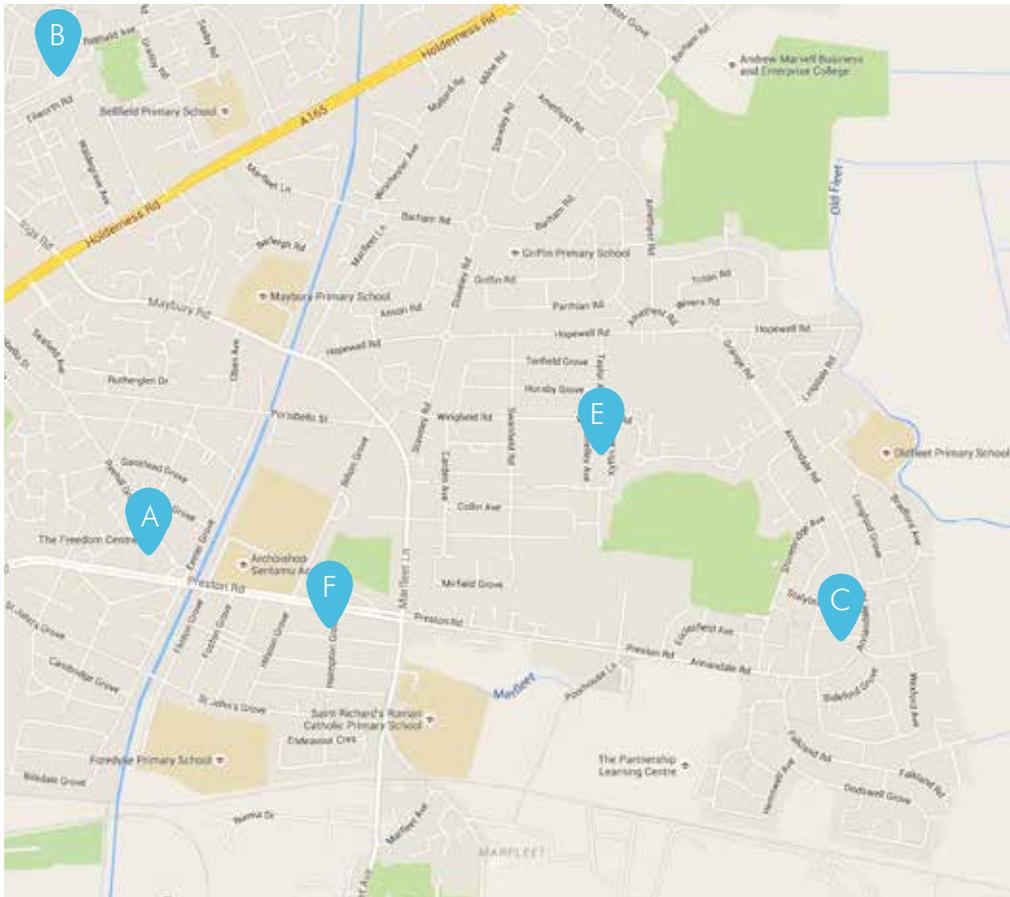




Child.
Dynamix

Communities where children & young people thrive

Our Impact 2016



- A Offices/Janet Genter nursery/
Little Stars and The Hut,
Preston Road, Hull
- B Savoy Road nursery, Hull
- C Charity shops on Elmbridge
Parade and Southcoates Lane,
Hull
- D Pinfold Lane nursery, Grimsby
- E Shelley Avenue Sports Centre
- F The Hut



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Child Dynamix would like to thank the staff, volunteers, customers and stakeholders who took part in the writing of this report, and who have supported our development.

Written and compiled: North Bank Forum for Voluntary Organisations Limited <http://www.northbankforum.org.uk/>

Designed and produced: Two Heads Design & Marketing <http://www.2headsdesign.co.uk/>

Hello and Welcome

Child Dynamix works with children, young people, parents, families, carers and anyone who lives or works in the communities we serve.

To provide excellent services, we have to have a dedicated and skilled workforce, we focus on being the best employer we can be and are proud of the teams we have across the charity, delivering in amazing ways every day. We develop partnerships with other charitable and social enterprise organisations and businesses. We also work with the public sector, including health visitors, schools and colleges, employment services and housing teams.

Our services are funded in different ways, and we build relationships with customers, grant-makers, commissioners and donors to make sure we offer sustainable services the community wants and needs.

We are accountable to all these groups, and to our dedicated staff and volunteer teams. This report is for all stakeholders. We believe it is important to measure and demonstrate the difference we make, and to use this information to develop and improve the services we offer.

Making a difference is about more than just numbers. This report aims to show how our work improves lives and empowers people to learn, aspire and reach their potential. It also looks at our plans for the future.

We hope you enjoy learning about the work of Child Dynamix.

Bryan Bradley

Chair



This report was written by North Bank Forum, a charity that supports voluntary and community sector organisations across Yorkshire and the Humber.

To compile this report, we worked with Child Dynamix staff and volunteers to assess information on each service area, and the organisation as a whole.

To provide insight into the work of the charity, the researcher held interviews with service users, volunteers, staff and organisations that work in partnership with Child Dynamix. Service user case studies are anonymised and names have been changed.

**Child
Dynamix**

Communities where children & young people thrive

Child Dynamix is a social enterprise and registered charity founded in 2005. Our work with children, young people and families began in 2001 when we developed a nursery on the Preston Road Estate in East Hull. Our focus was on social regeneration in areas of deprivation in East Hull, and while we continue to provide services in this area, we now also work across the Humber sub-region.

From our original childcare provision, we developed a wide range of projects, facilities and services, including youth clubs, the Little Stars Children's Centre, play work, parent peer mentoring, charity shops and sports activities.

As of March 2016, we employ 96 staff and support 55 volunteers in a variety of roles including trusteeship; together with our partners, we reach more than 6,000 people every year through our work.

Our vision

is of communities where children and young people thrive.

Our core purpose

is to create environments and deliver activities which enable children and young people to identify and realise both their aspirations and their potential.



Child Dynamix is committed to measuring how well we are meeting community needs. Each service area has a strategic plan, setting out what we want to achieve and how we will achieve it. We don't just want to know how many people we are helping, we want to understand how we are making a difference.

We measure our impact in lots of different ways. This is better than just using one type of measurement, such as surveys, because it helps us to prove we are making a difference.

To measure our impact we:

- Use quality standard organisations like Investor in People, Investors in Volunteers and the approved provider standard for Mentoring and Befriending, who evaluate our services by visiting, observing, looking at data and asking questions
- Are regulated by OFSTED for our Children's Centre and Day nursery provisions and are focused on achieving outstanding grades for our services
- Carry out an annual programme of surveys for customers, beneficiaries staff and volunteers
- Record information for funders, such as the numbers of young people attending a sport session, and case studies to show how individual lives can be changed when accessing our services
- Invest in systems to track the progress of children, young people and families, and train staff and volunteers to use these systems

To share our impact we:

- Publish reports like this one, and create annual summaries including 'How Well Are We Doing?' within our Children's Centre services.
- Send feedback to the people and organisations that fund us
- Share information online and through social media, like our website and Facebook

We use the results of our impact measurement to improve our services and set new targets.

Our annual People Survey invites every member of staff to share their views on management, communication, work-life balance, pay and development opportunities.

93% of staff completed the 2015 survey.

Our 2015 volunteer survey was completed by 32 volunteers.

96% of volunteers responding to our 2015 survey felt they received the right feedback from their mentor to improve in their role

More than half of our volunteers felt they were putting something back into the community by volunteering at Child Dynamix

91% of staff said the main reason they work for Child Dynamix was to make a difference to children and young people

Family Support – ‘is about meeting the needs of children and young people, empowering them and their families to make positive changes.’

Our family support services are currently based at the Little Stars Children’s Centre, Preston Road. We work in partnership with our nurseries, those in the wider community, as well as health services, other Children’s Centres, midwives, social workers, women’s centres, schools and housing providers – all of whom refer parents, carers and families to us for help.

We offer help with safety equipment, behavioural and emotional support, parenting and nurturing, grants and budgeting, ante-natal advice, speech and language, housing and translation/interpretation for ethnic minority groups. Our toy bank service provides a range of play equipment and games for children affected by disability, illness and deprivation. In the 12 months up to March 2016, family support services had contact with 1,186 children.

100% of the most vulnerable children in Little Stars’ catchment area are registered with our services. This includes all children known as Children in Need, children with a child protection plan and those who are looked-after (meaning children who do not live with their parents). In addition, all children with a special educational need or disability are registered.

1/3 of families said the support they received had been ‘life changing’, with **100%** saying their situations had improved

88 adults attended courses at Little Stars in 2015

81 referrals were made into other services in 2015 for a range of complex issues that required multi-agency support, including safeguarding, domestic violence and neglect

The centre received **433** requests for help in 2014/15 and increase of **143** compared with the previous year.



Part of family support, the Parent Peer Mentoring Project is a new programme for families with children aged 10 to 14. The aim is to improve emotional well-being and build resilience within families, children and young people.

Parents receive one-to-one support and time, from a parent to a parent. They are offered a listening ear, support to access services and encouragement to identify areas of change, helping to build a happy family home.

All mentors are volunteers and parents themselves. They receive comprehensive training and access to ongoing skills development, an enhanced DBS check and regular individual and group supervision.

Jackie, a mother of four children, was referred into the Parent Peer Mentoring project by a care team in her locality. She had become isolated and asked the mentor for help in setting boundaries at home to improve her children's behaviour and reduce her own levels of stress, which were making her unwell.

After 10 focused sessions with her mentor, Jackie's confidence has increased and she has established a better family routine. Help with applying for grants meant she was able to improve her home environment. Her eldest child has also improved their attendance at school and is receiving support from a youth project.

"The service has been good, it has been helpful. The mentor was lovely and she has helped me learn about boundaries and sticking to them with my boys. The meetings bring you out of yourself, it's helpful to talk to another adult...there are only children in my house. I am less stressed, things are calmer. It has given me more confidence and I have started to go out more."

"I think it works because we have that trust, families trust us and that's enabled us to highlight some of the issues that have come up. And the mentors are volunteers... parents know that they've chosen to help and it's not just a job"

- **Caroline East**, head of Family Support

"It's about the family journey, from ante-natal support to nursery, and everything in between".

- **Caroline East**, head of Family Support

"My self-confidence has gone from strength to strength - a fog has been lifted and I can now see a future. So much so, that I have just applied for a University place"

- Parent supported by a mentor

In February 2016, the Parent Peer Mentoring project was accredited by NCVO's Mentoring and Befriending approved provider standard (APS). The assessor said:

'There was clear evidence that the project is meeting both the APS assessment criteria and its own aims, objectives and outcomes... the project is well managed with the safety of staff, service users and volunteers at the centre of all activities.'

“

"I have been 100% supported over the 10 months I have been a mentor".

"It can be challenging but very rewarding."

"It has given me confidence and a purpose and I have learnt new skills."

- Views of volunteer parent mentors

“

As of December 2015, the Parent Peer Mentoring project has supported 11 volunteers to complete full training and assessment, 6 of whom went on to be active volunteers. Three now have jobs.

Nine parents are actively receiving support, and early findings show the biggest areas of impact are improving social networks, establishing better family routines and improvements in boundaries and behaviour.

“Being able to meet with someone regularly has given me some confidence back as I was very isolated and insular - keeping problems and feelings to myself.”

“The mentor has been wonderful and is quite willing to just listen to me talk/ moan/ even rant if need be.”

“The mentor support has changed my life completely. I was so low with so many issues and problems. I have received fantastic support and my mentor has transformed my life”.

The Children’s Centre parent group, Friends of Little Stars, was formed in 2010 by a group of parents that wanted to provide positive experiences for families in the local community. It is now a formally constituted group that raises funds and gets involved in the planning and delivery of events including weekly arts and crafts sessions in the Centre.

In the 12 months up to March 2016, the volunteers of Friends of Little Stars:

Gave 744 hours of their time

Raised £3,708 through grants, donations and events

In the 12 months up to April 2015, family support staff:

Helped families to access £11,204 in grants and funding to pay for essential items such as cookers, floor coverings and beds.

Issued 66 Fareshare food parcels and 5 food bank vouchers

Co-ordinated a Christmas appeal generating 43 Hoggle Doggle gift donations and distributed 80 toys to families through the Viking FM Cash for Kids mission toys

In this period, 3.5 tonnes of toys were rehomed through the toy bank instead of going to landfill – which equals 14,868 individual gifts.



Childcare – ‘Families receive a positive childcare experience, parents are confident and engaged, and children are ready for school or their next transition in their learning journey’

Childcare services are provided in Hull through two community nurseries – Janet Genter and Savoy Road – offering full day care for children aged 3 months to 5 years, and a community preschool for children aged 2 years old in Grimsby. We offer holiday schemes for children 5-11 years, currently running one at our Preston Road site for the summer holidays.

Child Dynamix takes pride in providing community-focused nurseries that encourage families to get involved. We offer stay and play sessions and give regular feedback on children’s progress during their time at nursery. We invest in the very best quality nursery play equipment to create exciting and vibrant environments both inside and outside.

An average of **241** children attend each month across our nurseries; approximately **60%** are on Early Education Funding places.

“ We love coming to the craft session, my daughter who is 2 loves interacting with the other children and the people who run it are welcoming and approachable. We have great fun!!”

- Parent, Little Stars

Parents and carer views are sought through surveys, one-to-ones, and feedback at Child Progress week, helping us to ensure our childcare develops in a positive way.

For example, a parent completing our annual survey asked for ways of dealing with difficult behaviour to be standardised. As a result, we sent all relevant staff on a restorative practice training session.

The most recent Ofsted report for Janet Genter nursery said Child Dynamix was able to:

'...effectively identify the strengths and weaknesses of their nursery because they are proactive in seeking the views of staff, children and parents. This helps them to consistently drive improvement.'





'If it wasn't for Lizzie... without that nursery I don't know what I would've done – I can't praise them enough'

Sarah first used Preston Road nursery in 2008: 'We looked at a lot of nurseries, my mum came with me. It was a massive ask, handing over my baby! But my daughter loved it, and she stayed until she started school.'

Within months of Sarah's second child starting nursery, the family received devastating news - Sarah's mum was diagnosed with a terminal illness.

'My daughter was just starting potty training. You think kids don't pick up on things, but they do. It took us a year to get her potty trained but it wasn't a toileting issue, it was emotional. We met with health visitors, the staff and the nursery manager, Lizzie.

We tried a child psychiatrist. Everyone suggested things but it didn't work. My mum died on the Saturday and I just took them to school and nursery on the Monday – I didn't know what else to do.'

When her daughter started deliberately soiling herself at nursery and when the family was out, Sarah began to struggle:

'I was at my wit's end, I thought it was linked to her grief. She's a really bright child and a sticker chart wasn't going to work. I rang round everywhere but I couldn't find any support for children suffering a bereavement. Lizzie suggested working with another member of staff, Liz, who'd had training in 'therapy through play'. I said 'we'll do it', because I wanted it sorted before she started school. Liz came to see us at home the first time. My daughter had six sessions with her and it was like a miracle, she stopped doing it. It worked – whatever it was, it worked, I can't describe to you the relief.'

'She started school and there were still some problems, but I gave the school Liz's number and they worked on it together. We access the holiday club now, I know my kids are safe, they get well fed, the staff that were there when my eldest was a baby are still there, she likes going back in and they tell her how much she's grown.'

'If they didn't have that holiday club, without my mother around, I don't know how I would continue to work. I can tell the staff genuinely care for those kids. If I go early to pick them up they refuse to come home, that's testament to how much they like it.'

Our childcare services aim to ensure children are ready for school or their next stage of learning. This aim runs throughout all services provided by Child Dynamix – we want every child and young person to have the best transition possible.

**Savoy Road Community Nursery April 2015
27 families responded to the question**

How well does the setting support your child's transition to other settings?



Janet Genter, April 2015, 40 respondents:

How well does the setting support your child's transition to other settings?



80% of three-year-olds at our nurseries are reaching at least expected attainment across all prime areas of learning in the Early Years Foundation Stage



'...staff focus their teaching well on the prime areas of learning to provide children with the key skills they need for their future learning and their eventual move to school.'

- Latest Janet Genter Ofsted report



'One of our children has recently joined the nursery in the baby room and we were encouraged to bring her in on induction sessions to help her adjust, we felt happy knowing we could bring her as many times as we needed or liked before she started properly. This made the transition for her and us much easier'

- Parent comment



We believe children's individual needs are met when we invest in staff. In the last People Survey, 35 staff responded from childcare services. **97%** said the main reason they worked for Child Dynamix is to make a difference to children and young people, and **89%** agreed or strongly agreed that their line manager gave them the recognition they deserve. **88%** agreed or strongly agreed that Child Dynamix respects its employees, with **76%** agreeing that they have opportunities for professional growth. **91%** felt they received the training they needed to do their job well.

'Children with English as an additional language are supported well and staff use basic picture dictionaries for words, which aid them to settle children effectively'
- Latest Savoy Road Ofsted report

71% of children that speak English as an additional language are reaching at least expected attainment of the Early Years Foundation Stage



All the staff are excellent and make time for me and my son.

I think all the staff are very friendly and welcoming, also communication is very good

I love how the staff follow the children and their interests, I think this is important for them

- Comments from parent survey at Pinfold Lane, Grimsby



...staff understand the different ways in which children learn and meet their individual needs well.

...children with special educational needs, or those who speak English as an additional language, receive the best

possible support they can to help them make good progress.

- Latest Janet Genter Ofsted report

Youth, Sport and Play - 'young people are supported to pursue and develop their skills and interests, they have the support they need to make informed choices about their lives and are encouraged and challenged to reach their full potential.'

Child Dynamix provides a range of opportunities for young people, including youth clubs, music and sport. Young people can take part in events that are creative, thought-provoking and designed to teach life skills – including the Rock Challenge and the YMCA Sleep Easy campaign to raise funds for homeless young people. We act as a lead organisation in a partnership of youth providers in Hull, and work with sexual health charities and accommodation providers to give young people the support and advice they need.



"A 15 year old girl who lives locally to the centre came to us as a very quiet and shy person, she was reluctant to get involved with the activities and appeared a little intimidated by the other participants.

After a few weeks we noticed a big improvement in her confidence and she got more involved with the main group which in turn has raised her self-esteem. The same girl is now a big part of all the sessions, calling on friends and using facebook to get everyone to attend, she enjoys volunteering in and around the sessions as well as taking part, for example she will collect the key from the staff and open the MUGA gate for the session and lock up after, she also volunteers on the play session and helps the younger 8 –11 year olds with their activities.

She is in attendance at almost all the sessions on the site and really enjoys being involved, it is good see her having many friends and enjoying the activities.

- Tony, Child Dynamix sports, community co-ordinator





Youth Dynamix often works with young people in crisis, like Jack, whose first contact with us was when he came to a session at The Hut and told youth workers he had nowhere to stay. To address the immediate issue, staff liaised with the council's out-of-hours team, who contacted Jack's parents and resolved the problems so Jack could return home. In the longer term, Jack became a regular at The Hut, and staff worked with other young people to help them understand Jack's learning difficulties, which had sometimes been a barrier to making friends:

“

'Jack now has a local support network outside of school; this has been especially valuable during the summer holidays. He attends the Hut on a regular basis and is doing some volunteer work with us in our younger sessions which has given him a real confidence boost'

– Youth worker, The Hut

“

'Ah, that's why the estate is so quiet, everyone is in here!'

– Local Police Community Support Officer visiting

The Hut

“

One of the reasons we do outreach is because we get to work with people that are unlikely to come into town. Working in partnership with Child Dynamix means we access different young people...and it means their workers have more capacity to do other things.

– Tish Lamb, Cornerhouse Hull (sexual health)

Child Dynamix works in partnership to provide services to the community. Local housing association Affinity Sutton were looking for a community-based organisation to take over the running of a sports centre in the middle of one of their estates. The premises at Shelley Avenue had been closed for over a year, causing frustration in the local community. Child Dynamix took on the management of the building and have brought it back into regular use:



'Everything we ask them, they've been able to provide it... it's been really good so far, it's good that the Centre is open more, it's getting used more. Last week we went down to one of their boxercise sessions, and it was really good. It's one of the projects that's co-funded by us, and just seeing it... it's our tenants. The majority of participants were from the estate, which is great. And because they are in it for the long term, fingers crossed, we see them as a valuable partner.'

– Jess Duggal, Affinity Sutton

The Hull Activators programme is funded by Sport England, Affinity Sutton, Sanctuary housing and Hull City Council to engage women and girls in sport. In 12 months (March 2015 to Feb 2016), Hull Activators provided sessions for:

621 participants aged 14-25

474 participants aged 26 or over

...Through a total of 8,667 contact hours

In addition to this a further 524 participants who were 13 and under



'I'd say I've got healthier now, doing sports. I'm here nearly every night of the week. I can play for longer than I used to. I've got better at playing football and being a goalie. I might be starting a new rugby team at school, the teacher came and asked if I wanted to do it because I've been playing touch rugby and I've got better at it.'

– Young person at Shelley Avenue

Child Dynamix is also a key partner in the East Hull Youth Development Partnership, a group of diverse organisations working together to provide consistent, high-quality youth services. Child Dynamix acted as a lead body to bid for a youth services commissioning contract with Hull City Council, supporting smaller organisations to be part of the process and adding to their sustainability:



'...the East Hull Youth Partnership... I would say Child Dynamix was at the head of that. I think they were the people who got it up and running. It works so well and it's lasted so long because it was a true partnership right from the beginning. So for example we had a meeting about anti-social behaviour on one of the estates, and now we're looking at the link with mental health, and we're looking at buying in services for the partnership so that any issues that are coming up in the sessions, we've got someone we can approach – and that all came from those meetings and that partnership'

– Amanda Gibbs, Maxlife Youth Project

Youth Commissioning survey results (92 respondents):

96% of respondents felt they had access to creative opportunities.

91% have access to sports opportunities.

88% feel they can manage their feelings better

93% felt more confident in making informed and positive health choices

83% more aware of the damage caused by smoking

83% more aware of risks and damage caused by substance misuse

81% more aware of sexual health issues and support available

98% felt the club they attended was a friendly meeting place

96% felt they were treated fairly and with respect

93% felt their views were listened to and acted upon

From March 2015 to Feb 2016,

1,113 young people took part in East Youth Partnership activities including

- Rock Challenge
- Sport and recreation sessions at Longhill
- Youth club sessions at Maxlife, Preston Road Women's Centre and Longhill

Many young people took part in multiple sessions – the total number of attendances in a year was 8,647, reaching more than 21,000 contact hours.



Child Dynamix Enterprise

Volunteers have supported access to quality opportunities to build skills and experience; the organisation has a diverse income to increase its sustainability.'

In addition to our other services, Child Dynamix runs two charity shops, which provide a valuable community service, volunteering opportunities and employment. We offer vital, supported placements to people on the work programme. Our charity shops also support the organisation's belief that the environment should be at the heart of services, by helping to reuse and recycle.

A volunteer at the Elmbridge Parade shop explained why she continued volunteering after her original placement:

'It's brought me out of myself. In the morning I'm up, and I'm out. When I was at home I couldn't be bothered. Now you're up and you're looking forward to doing something, and meeting the people that come into the shop... my daughters, they think it's brilliant for me.'

Volunteers learn a wide range of skills at the charity shops. Jane, who started at Southcoates Lane through the work programme, is now a member of staff:

'I came here on a four-week placement then decided to stay on as a volunteer. I've learned to work the till, I know how to cash up, how to bank, how to deal with petty cash. I've learned how to do stock rotation and sort out the good from the bad. I'm a keyholder as well, so most mornings I open up and close up. And I think patience as well, it's taught me patience!'

“

Our shops are like hubs for accessing services, they are more than just a shop. We are proud to generate vital income for the charity – we sell things online too. We have 11 full-time regular volunteers across both shops. We are reaching the communities we work in – if someone comes in off the street with nothing, we'd make them up a parcel. We provide a valuable service and people know we're raising money for community projects.

- Mel Brooks, retail manager

Child Dynamix - plans for the future

Over the coming months we will be carrying out a full review of our strategic plan, reviewing our progress so far and agreeing with all stakeholders what we will be doing over the life time of the next strategy which will take the charity to 2020.

We are working on improvements to our data collection, storage and evaluations across the charity. We have recently gone through the level 2 Information Governance (IG) scheme successfully which has improved our systems and processes for collecting and storing data.

2016 and 2017 will see us go through all of our chosen quality standards and 2016 will be our fourth Investor in People assessment and our sixth people survey. These activities will give us a focus for improvements which will be articulated through our people strategy. We will also be assessed to retain our Investor in children and young people standard and in early 2017 we will be assessed for the second time to retain our Investor in Volunteers standard.

The work of the current strategy is ongoing, we are expanding our reach and working on the quality of our contacts and projects to further improve our offer for the people we work with every day. We have identified new areas of work and are developing these in partnership with other organisations and our public sector partners. The next 12 months will see us embark on new and exciting projects which will enhance what we deliver.

Jane Stafford

Chief Executive



People across the organisation are interested in the changes we can make, in how much more we can do, how we can learn and improve:

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'We don't always get all the information we need on volunteers, like exit interviews, but we've redesigned the process and we've got an 'app' now, so it should be easier'

- Jane Lambert, Finance and Personnel Officer

“

'We do so many things it can be hard to measure everything, sometimes you know there has been a lot of informal advice and guidance, like the nursery cook giving healthy eating information, but recording it all is difficult'

- Caroline East, head of Family Support

“

'We're still not getting the trade we should... people come in on the off chance because they've seen it, and said they didn't even know it was here. We always need to look at different locations'

- Jane Brown, Southcoates Lane charity shop

“

'We need to get more parents signed up as volunteers, so they can help around the site. But it's a work in progress'

- Tony Baker, Sports Community Coordinator

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