

SKILLS

WORK

DEVELOPMENT

PEOPLE

INCLUSION

EUROPEAN **SOCIAL FUND** **CASE STUDIES**

CORNWALL AND ISLES OF SCILLY
GROWTH PROGRAMME



European Union
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Social Fund



CORNWALL &
ISLES OF SCILLY
**GROWTH
PROGRAMME**



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FOREWORD

by **Frances Brennan**, Chair of the Cornwall and Isles of Scilly Local Enterprise Partnership Employment and Skills Board

Many organisations are working tirelessly, using funding from the European Social Fund, to help people and families across Cornwall and the Isles of Scilly access training and jobs, develop their skills and receive the health and wellbeing support they need to move forward. Here we are taking an opportunity to showcase some of the great work that is being done on the ground, highlighting the variety of support that is available all across the region for individuals wherever they might be on their life path.

As the impact of the Covid-19 continue to affect large numbers of residents across Cornwall and the Isles of Scilly, including families with high needs, the pressure is on for better collaboration to reach further. It remains essential that we use funding from the European Social Fund wisely to ensure we reach every community particularly those in more isolated places.

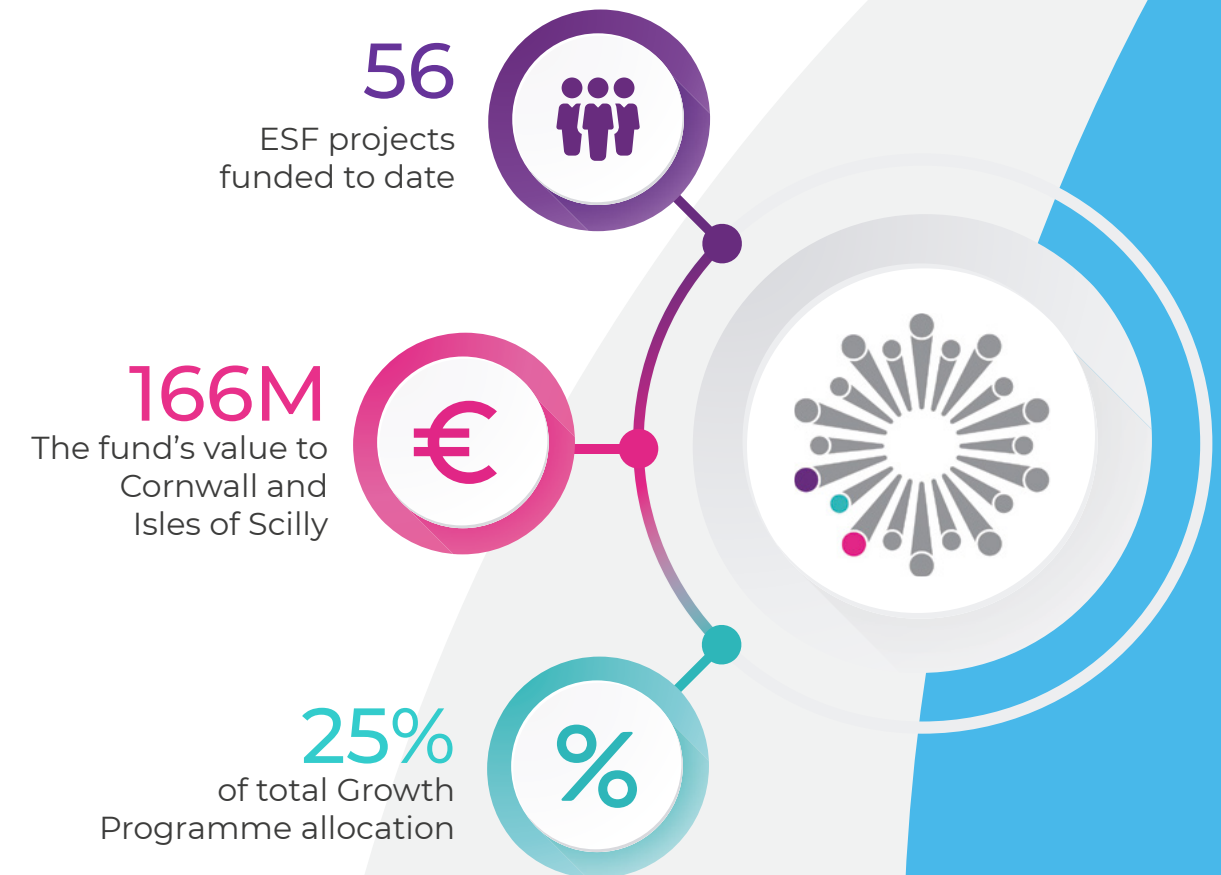
For this reason, the People Hub and the network of organisations delivering ESF funded activities are pivotal in channelling funding where it is most needed. Working collaboratively with people to identify their needs and key partners to provide the support required, the aim remains to complement the work of our core institutions such as the local councils, Towns and Parishes, the Job Centre Plus and the NHS to maximise the impact.

We still have challenges to meet with on-going low wages, increasing unemployment, high levels of insecure work as well as specific problems around the rural economy and transport. To address these issues, it is essential to align to the changing needs of businesses. This requires ESF funded organisations to keep developing their links with the Employer Skills Board, Growth and Skills hub, universities and colleges, as well as employers.

That said, we need to praise the work of those organisations and the amazing results they achieved in these most challenging times. The lessons learnt through the delivery of ESF funded projects will be used to inform the delivery of the latest funding announcements from the Government, and ensure impact of these additional funds is maximised to help more people within our community.

Together we can build the Cornwall and Isles of Scilly we want.

EUROPEAN SOCIAL FUND



The European Social Fund (ESF) aims to help people get better jobs and to ensure fairer living standards and job opportunities. It contributes to EU and local ambitions for smart, sustainable, inclusive growth.

Priorities for investment are:

- Increases in labour market participation.
- The promotion of social inclusion.
- Skills development of the existing, and potential, workforce.
- Support for young people who are not in employment, education or training (NEET), or those at risk of becoming NEET.

Transforming the lives of young people

GAME CHANGER

Game Changer helps young people across Cornwall and Isles of Scilly aged 15-24, who are currently not in education, employment or training.

It supports them to overcome challenges, understand their strengths, develop skills and experiences and build networks.

The programme helps participants gain the confidence needed to succeed. The programme connects them from the beginning with local employers and links them to key economic growth sectors in the region. It raises aspirations, opens pathways and enables employers to recruit their staff of the future.

HEAR FROM SOME OF OUR PARTICIPANTS

Kieran – A taste of a healthy lifestyle

Kieran was stuck in a rut – having returned to Cornwall from Gloucestershire after the business he set up with friends fell through. Wanting to help, his mum soon came across Game Changer. Kieran was talking to others in similar situations and starting to come out

of his shell. He discovered a passion for cooking after joining one of the programme's cookalongs. Over the course of 8 weeks Kieran shed over two stone in weight and was hiking every day, feeling much better about himself and his opportunities.

"This is a great group of people who know exactly how to treat you like a human being, just when you need that most. And I cannot thank them enough. They are amazing. Game Changer has definitely been a game changer for me and has helped me get right back on track within, and with, myself."

George – Painting Creative Job Opportunities during a pandemic

With lockdown blocking his plans to get into bookkeeping or accountancy, George found himself at a loss of what to do with his time. Joining Game Changer gave him the chance to experience different things, from visiting local employers such as St Austell Brewery and The Eden Project and getting involved in online sessions. One of these sessions was Manga Drawing sessions with Keith Sparrow, arranged via Game Changer partner organisation Creative Kernow, which injected some inspiration back into George's life.

"Game Changer shows you different industries and how interchangeable skills can be applied to various jobs you might not have thought about. It's a versatile programme and they expand the options that are available to you. The sessions with Keith were a great distraction – educational and entertaining and teaching me things that I didn't previously know how to do. Keith is a great teacher and together we explored various techniques to help me recover my lost creativity, motivation and confidence."

"Game Changer shows you different industries and how interchangeable skills can be applied to various jobs you might not have thought about. It's a versatile programme and they expand the options that are available to you"



Photos: Real Ideas Organisation

PROJECT INFORMATION

Game Changer aims to transform the lives of young people living in challenging circumstances. The project supports young people to overcome the challenges they face, understand their individual aptitudes and interests, develop skills and experiences and build connectivity and networks. This results in young people moving into work or long term learning. Led by Real Ideas, the programme works with a range of partners, including Cornwall Marine Network, Creative Kernow, Eden Project, Pentreath, White Gold Cornwall and local businesses to provide young people with opportunities to achieve a brighter future for themselves. Game Changer is funded by the European Social Fund and The National Lottery Community Fund.

ESF INVESTMENT: £3,738,804

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🌐 www.realideas.org/game-changer

WORKING WITH PARTNERS TO OFFER EVEN MORE

Led by Real Ideas, the programme works with a range of partners, including Cornwall Marine Network, Creative Kernow, Eden Project, Pentreath Ltd and White Gold Cornwall to provide participants with opportunities to achieve a brighter future.

Partners offer expert support and every young person has a navigator to provide 1:1 personalised coaching and mentoring support for their situations.

Sector partners provide links to employers and career pathways providing expertise, brokering opportunities with employers and supporting young people to find their career pathways.

Game Changer has helped over 1,300 young people since starting in 2017. Over 58% of young people leaving the programme being in employment, education, apprenticeships or training. Those who don't find that next step leave with increased confidence, fewer barriers, and recognised skills. Real Ideas is looking forward to welcoming more young people onto the programme.

Community Grants

COMMUNITY LED LOCAL DEVELOPMENT

Community Led Local Development (CLLD) uses EU funding to make positive changes in core neighbourhoods across Cornwall.

Since 2018, they have committed over £6.6m of a total of £11.568m funding from the European Structural and Investment Funds and supported over 126 innovative projects which are making a difference to their local economies by creating jobs and opportunities, helping individuals to gain confidence and skills, and enabling businesses to grow.

CLLD recently helped Konnect Communities to realise a project that will support some of the most vulnerable in society, including those who struggle with poor physical and mental health, substance misuse, and low self-esteem, confidence and motivation.

Many unemployed people face behavioural, emotional, and social difficulties and feel disengaged from wider society. They may have barriers from their past which follow them throughout their lives, such as

"Projects like Kafe Konnect are a perfect example of how ESF, supported by Cornwall Council match funding, can be used to make a lasting difference to people, giving back dignity, purpose and a future"

school exclusions, unresolved trauma, or an offending history. The majority of training provision doesn't address these complex needs, leading to participants feeling even more excluded.

Kafe Konnect offers a unique blend of group-based therapy, 1-2-1 coaching and mentoring, employability and vocational training, and community-led support. Embedded within local communities, it develops vital collaborative relationships and trains volunteers. Participants have the opportunity to engage in group Cognitive Behavioural Therapy, helping them identify and diffuse lifelong destructive thinking & behaviours. They are supported to discover personal strengths, engage in job-searches, gain employability skills, and explore training and education pathways. The project works with local employers to facilitate work placements and, even after participants have completed their course, a network of community-led volunteers ensures ongoing support.

Kafe Konnect is already helping people across the Atlantic & Moor area of Cornwall and is soon to be rolled out in other areas.

29-year-old former serviceman Stuart* is an example of how the project has supported someone to turn their life around. He was living alone in a damp caravan, following the breakdown of his relationship, and his mental health was being impacted by a number of issues, including PTSD from a bomb in Basra, lack of money, and alcohol and cannabis use. His living conditions were also impacting his caring responsibility for his 4 children. The holistic nature of the project meant that the team were able to build a strong rapport with Stuart, giving him the confidence to confide in them about the barriers he faced.

Whilst in the Army, he gained an HGV licence but needed a CPC qualification to utilise this. However, there was no way that Stuart could afford the £500 cost. His mentor secured funding from the Veterans Charity to pay for the training, but even better news was to follow. After hearing Stuart's story, the owner of Celtic HGV Training, who was ex-Army himself, offered to provide the course for free. Stuart stopped smoking cannabis and drinking, as he wanted to pass the tests.

Poor living conditions were seriously impacting his children, particularly his son with cerebral palsy who couldn't use his wheelchair in the cramped caravan. The damp conditions and black mould were also proving dangerous to their health, so his mentor has been advocating to secure more suitable accommodation. Help was also secured for his heating, and even Christmas presents for his children.

During lockdown, his mental health was impacted by the delay to the start of his qualification, so his mentor supported him in exploring work experience opportunities and, as a result, he secured employment as a driver for DPD, with a salary of £20K.

Judith Hann, Programme Manager for Community Led Local Development says, "We work in neighbourhoods where people's lives are often impacted by unemployment and a lack of opportunity. Projects like Kafe Konnect are a perfect example of how ESF, supported by Cornwall Council match funding, can be used to make a lasting difference to people, giving back dignity, purpose and a future."

*Name has been changed.



Photo: Konnect Communities Team



PROJECT INFORMATION

Part funded by the European Structural and Investment Funds and Cornwall Council, the Community Led Local Development programme was launched in 2017 to support some of the most deprived communities across Cornwall. Focusing on four core neighbourhoods, Atlantic & Moor, Coast to Coast, South & East Cornwall and West Cornwall, the programme offers grants of more than £1000. Funding is provided for innovative projects which tackle issues such as social exclusion, low levels of employment and business start-up.

ESF INVESTMENT: £5,890,000

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🌐 www.communityledcornwall.co.uk

Support into work

WORK ROUTES

Work Routes is Cornwall based service co-funded by the Department for Work and Pensions and European Social Fund, offering tailored and practical support to individuals to help them reconnect with work.

More than 2,000 unemployed people from Cornwall have started work thanks to free support they received from Work Routes. Since 2016, the programme has been working with unemployed people all across Cornwall to find and start work. The service helps jobseekers to start working by providing training, advice, health and wellbeing support, as well as links with local employers. The support on offer is matched to each person's needs, whether it is a quick CV revamp and help with online applications, or sector- or job-specific training and practise with interviews.

Tina Beresford was referred to Work Routes by her Job Centre Plus Work Coach who recommended she joined the service to assist her with her new job search.

Tina had been previously working for 13 years supporting volunteers in Athletics but due to COVID 19, found herself unemployed and in need of reevaluating her career. Temporarily in receipt of JSA,

"It was also reassuring to know that there was outside support available from people who had my back and who I could call on if needed for extra support such as doing mock interviews"

Tina was needing some advice and training on how best to secure her next job.

After a first meeting with her employment adviser at Reed in Partnership, Tina joined Work Routes and started working closely with her adviser to discuss her options and the opportunities available to her. They worked out how to tailor the programme so that it met her needs and aims.

Together with her employment adviser, they identified her many transferable skills along with new job goals and created an action plan. Given her career history, Tina was already very good at writing job applications, and knowing how to sell herself on paper, but was keen to learn how to interview well. This was identified by her adviser as an area to focus and resulted in Tina attending Work Routes Interview Skills training sessions.

"After dedicating 13 years supporting volunteers in Athletics, where most time was spent organising face to face attendance-based courses, it was a big surprise to have my role end in October 2020 due to Covid. As I was happy, content and performed well in my previous role I never looked outside for jobs at other companies, so had little experience of applications or interviews," said Tina.

As a result of these sessions and some practice run with her adviser, Tina felt much more confident and prepared for her upcoming interviews.

Tina added: "Having support from the staff at Reed was invaluable in reducing apprehensions I had about interviews and selling myself. I was more prepared, confident and in a better mindset. It was also reassuring to know that there was outside support available from people who had my back and who I could call on if needed for extra support such as doing mock interviews," said Tina.

Given Tina's career history in coordination roles and working her way up the ranks whilst at her last employer for 13 years, she wasn't given the opportunity to continue her education and development to officially obtain a coordination or project management qualification. For Tina to progress into similar roles she found that not having such a qualification was becoming barrier to obtaining a new role.

With that in mind, her employment adviser managed to access funding through the Work Routes service and fund the qualification to enable Tina to be offered new employment at this level.

Since receiving all of this support, Tina was successful at a recent job interview and started a full-time post with the Wave Project in Cornwall.

Dan Lander, Work Routes Cornwall Senior Operations Manager said: "We are so pleased our ESF funded Work Routes service helped Tina improve her confidence and helped her to secure a fantastic new job."



WORK ROUTES

PROJECT INFORMATION

Focusing on those who are most disadvantaged and furthest from the labour market, Work Routes provides tailored support to address worklessness. Flexible, personalised packages of support enhance engagement and work readiness, and in-work support helps ensure employment can be sustained. Delivered by Reed in Partnership, Lizard Pathways and Pluss.

ESF INVESTMENT: £12,900,000

 www.workroutes.co.uk

Inclusion

RECOVERY COLLEGE

Stress, anxiety and depression can have a debilitating impact on people's lives and wellbeing, which can make looking for a job seem like an unsurmountable task, undermining confidence even further sometimes leading to financial difficulty. For individuals suffering with mental health issues it can be a challenge to know where to turn to get out of this spiralling loop. In Cornwall, a EU funded project offers a life line for people who are unemployed and experiencing mental ill health.

Run by award winning Cornish charity Pentreath and funded by the European Social Fund, the Recovery College Cornwall project run free courses that encourage participants to be the agents of their own recovery and empower them to live the lives they choose.

Led and delivered by people with lived experience of mental ill health alongside educational and mental health professionals, the project enables recovery through learning, hope, and opportunity.

"I genuinely believe that the support that I received from Pentreath and RCC brought me out of the deep sad lonely cave of anxiety and stress that I was trapped in. I cannot thank them enough for the support they have provided me over the last 4 months as I now have strong foundations and tools which I practice daily to continue to build myself up"

George* had been experiencing months of debilitating stress and was referred by her GP to Pentreath, who suggested she enrolls on the courses run by the Recovery College Cornwall (RCC).

George described: "I was so happy to finally find a group of people that really understood how I was feeling – they could put my emotions perfectly into words, which was something I could not do.

"The sessions were held online via Skype, which was great for me and worked really well, as at the beginning I would have not ventured out to attend a course. On the first online Skype session I was extremely nervous and emotional, I cried and hardly engaged as I found it completely overwhelming. However, everyone, the tutors, learning support workers and students were always kind, supportive and respectful which made me feel safe, protected and in control. Sharing experiences, tips and 'gems of wisdom' with others going through similar situations made a huge difference. I suddenly wasn't feeling alone or so scared."

Over the weeks and months George's confidence grew. The RCC sessions gave her numerous tools to try, and the knowledge and understanding to help with what she was going through physically and mentally.

George explained: "So many things just clicked into place and finally made sense. The relief of realising it was ok to feel how I did, and how important it is too to look after yourself instead of others - without mountains of guilt.

I genuinely believe that the support that I received from Pentreath and RCC brought me out of the deep sad lonely cave of anxiety and stress that I was trapped in. I cannot thank them enough for the support they have provided me over the last 4 months as I now have strong foundations and tools which I practice daily to continue to build myself up"

George added: "If you are unsure about joining RCC then I would say jump in with both feet, you have a lot to gain and nothing to lose. In my experience the more I engaged the more I got out of it. I appreciate it seems scary right now but the difference in me is huge, I am happy, positive and see a future which is unbelievable compared to where I was a few months ago. I truly believe without the support of Pentreath and RCC I would not be where I am now and nothing would have changed."

RCC include a number of core of courses focusing on understanding mental health with further vocational and wellbeing courses being developed over the project delivery period. The courses are open to anyone with mental ill health who is unemployed (with further delivery being developed to include employed and retired people).

*Name has been changed.

Recovery
College
Cornwall



PROJECT INFORMATION

Recovery College Cornwall aims to create a new pathway for people experiencing mental ill health to learn to recover from illness and live healthy, connected and positive lives, contributing to communities in a way that benefits both them and society. Running until December 2021, the project is a three-year pilot that will support 350 people with the aim of moving 20% closer to employment

RCC has been developed through a partnership of Pentreath Ltd, Cornwall Partnership NHS Foundation Trust, Cornwall Council, Café Chaos, The Rotary Club, Invictus Trust and other 3rd Sector Partners. Running until December 2021, the project is a three-year pilot that will support 350 people with the aim of moving 20% closer to employment.

ESF INVESTMENT: £1,105,956

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Inclusion

SUSTAINABLE LIVES

Set up just over a year ago by Newquay Community Orchard, a green space built by the community offering opportunities for volunteering and education, Sustainable Lives is a ground breaking community programme designed to give people the opportunity to learn simple self-sufficiency skills as part of a wider ambition to create a better and more sustainable future for all.

Single parent Gemma moved to Newquay when her children were very small. Having given up her previous career to focus her time and energy on meeting the needs of her autistic daughter and young son, she found herself feeling isolated when he joined his older sister at school.

It was during an after-school cooking session organised by Cornwall Food Foundation at her son's primary school that Gemma first heard of Sustainable Lives. "Beth was involved with Newquay Community Orchard and suggested I go with her to a breakfast club at the site," she said.

After first joining an outdoor cooking class, Gemma became involved with a food truck project, and was soon cooking three days a week for the volunteers' lunch club. Liaising with the centre's horticultural club

to choose fresh produce for the meals led to an interest in the principle of growing, harvesting, cooking and then eating food.

"While I knew the word 'sustainability', I had not really thought about what it meant in practice," she explained. "I then had the chance to attend a Climate Change Summit held at Eden where I heard an amazing talk from one of the guest speakers. This made me want to do something more and I came home and immediately began looking at courses in sustainable development."

Having been accepted on a Masters course at the University of Sussex, Gemma is now juggling part time study with caring for her children. "Covid has made this slightly more challenging than I expected as I have also been home schooling my son at the same time as completing my course work," she laughed.

Despite a minimum of a further two years of part time study to go before she receives her Masters degree, Gemma is very excited about the future and is looking at the possibility of becoming a sustainable development consultant. "Becoming part of Sustainable Lives changed my life," she said. "I would not have gone down this path if it had not been for the support I have received from the project."

Lisa's story

When Lisa first moved to Cornwall she was in poor mental health and had not been able to work for many years. She joined The Orchard as a volunteer in October 2016, later becoming part of the Sustainable Lives project.

Following workshops in Healthy Eating, Emotional Wellbeing, Positive Communication, Interview Skills, and supported by staff, Lisa achieved a Level 1 certificate in Practical Outdoor Skills and Employability course. She has since taken part in a number of other courses run by the Sustainable Lives project.



Photo: Gemma at Newquay Orchard

Lisa is clear that joining Sustainable Lives gave her new skills and confidence, and she is now working as a member of the project's education team.

"The Sustainable Lives programme is well named" she said. "My life is now sustainable through being part of it. When I first joined the programme I had thought I may never be well enough again to work and support myself, and to not only have that proved wrong by the project involvement, but to be working now for that very team is rewarding and joyful."

"I am now mentally and physically fitter than before and am part of a fantastic group (staff, learners and volunteers), which enriches my well-being and has created a support network around me. I truly believe that without joining the programme my mental health would not be so improved and I would not be in employment now, or be able to live a life that can be called 'sustainable'."

Focused around the themes of future, health, planet and home, more than 80 people have now either completed the programme, are currently on the programme, or are enrolled to begin the programme in the future.

"Built by the community for the community is really what we're all about at the orchard," explained Becky Sparkes, Change Coach at Newquay Community Orchard. "Sustainable Lives enables us to draw together volunteers from all walks of life and very diverse backgrounds and create an environment where we can all share our skills and life experiences and work together to create a brighter future."



PROJECT INFORMATION

Launched in 2020 with a target of supporting 130 people over three years, Sustainable Lives encourages individuals and communities to embrace sustainable ways of living by growing food locally, making do and mending using recycled materials, protecting wildlife and preserving their own health and wellbeing.

ESF INVESTMENT: £423,315

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"Becoming part of Sustainable Lives changed my life. I would not have gone down this path if it had not been the support I have received from the project"

Inclusion

VILLAGE WORKS

Having applied unsuccessfully for more than 200 jobs after graduating from university Aidan Ball was feeling increasingly despondent about his future when he heard about Village Works. Today he is working as a health and wellbeing assistant for a local council – the first step on the ladder to his dream job - thanks to the support he received from the project and his smoothie making abilities!

Run by Inclusion Cornwall and disAbility Cornwall, Village Works provides people with practical help with job applications and interviews, as well as work experience and volunteering opportunities, to increase their skills and build their self-confidence and self-esteem.

After completing a Sports Science degree at the University of Exeter Aidan began applying for jobs in his chosen field of public health. When none of his initial applications were successful, he went back to his previous summer job as a waiter at Rick Stein's restaurant in Padstow.

"I would not be here without the support of Village Works. They helped me to see how I could improve my job applications and to stand how out from the crowd in an interview. They really helped boost my confidence so when the right job came along I was ready to get it"

"While the restaurant is a great place to work, I knew that I did not want to work in hospitality for the rest of my life," he explained. "The team were incredibly supportive while I was applying for jobs, letting me help develop the restaurant's workplace health programme, and giving me a temporary placement in their HR department to gain some office experience."

In March 2020 Aidan left his job at the restaurant. Having been offered only one interview from all his job applications since leaving university, and with his confidence at rock bottom, he recognised he needed some specialist help.

"I contacted Village Works after hearing about the support they provide," he said. "The first thing they did was look at my CV and supporting statements. This showed that while I had the right qualifications for the jobs I was applying for, I was not highlighting my strengths in the right way."

After making changes to his supporting statement, Aidan continued applying for jobs. To his delight he was offered an interview for a health and wellbeing assistant role at Epping District Council.

"I knew I needed some help with building my confidence if I was going to stand a chance of getting the job and so asked my coach for advice on improving my interview skills," he said. "As well as discussing how to conduct the interview, I had a feeling I was going to be asked a safeguarding question and so we worked on a positive answer together."

Safe in the knowledge that he had all the information he needed to do his best, Aidan began the Zoom interview for his dream job with greater confidence. After successfully nailing the safeguarding question, he went on to impress the interview panel by making a fruit smoothie in response to a question on how to encourage children to eat more fruit – securing a job offer.

"I am currently working on a scheme to help older adults become more active and a girls' football project and could not be happier"



Photo: Village Works: Aidan Ball

Inclusion
Cornwall



PROJECT INFORMATION

Village Work works at local level with the most economically excluded and unemployed people in rural coastal areas to help them into personal and skills development and employment programmes. It uses methods that are sustainable and can be replicated in other locations.

ESF INVESTMENT: £588,125

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🌐 inclusioncornwall.co.uk/village-works-2/

Aidan is now living in London, close to his friends, and is enjoying every minute of his new role. "I am currently working on a scheme to help older adults become more active and a girls' football project and could not be happier."

"I would not be here without the support of Village Works. They helped me to see how I could improve my job applications and to stand how out from the crowd in an interview. They really helped boost my confidence so when the right job came along I was ready to get it."

Inclusion

LISKEARD TOGETHER

Liskeard Together Project is a placed based project supporting out of work residents to reconnect with the community and prosper, with flexible pathways for different needs.

Following the five ways to well-being principles: Connecting to Others, Take Notice, Be Active, Give and Keep Learning, Liskeard Together focuses on helping people and families to grow in confidence and improve self-esteem by getting them involved and offering the following:

- One to one support to people from the project workers, to gain trust and start where the person is at
- ECCABI Bespoke training to meet individuals needs
- ECCABI "Your Money Matters" course to help people manage their household budgets.
- Developing CVs that are based on people's life experiences and past employment history.
- Feed the Family On line cooking sessions, which helps people to connect in a fun social way while learning to cook healthy meals.

"The courses helped me feel more confident and encouraged me to get back into employment. My life has changed completely for the better now"

- Community projects funded by the Community Chest grant that is part of the project, to help participants, leave a legacy behind in the community and to give back

- Arts and crafts group to encourage connections.
- Walk and talk groups.
- On line coffee and chat group.
- Health initiatives.

It is following a presentation and a chat to a woman's group about the Liskeard Together project that Elaine*, a single mum of 4 children decided to take part in the project. During the Money Box course and despite her very low confidence and shyness, Elaine started to open to the group and make new friends. Elaine explained she wanted to look for work despite not having worked for 12 years. Subsequently she successfully gained employment as a Care Worker and started to learn to drive.

As she was now working, Elaine was offered a brand-new home with a Housing Association. She said: "The courses helped me feel more confident and encouraged me to get back into employment. My life has changed completely for the better now".

Another participant, Paula* was initially interested in completing some first aid training to help her with her son who has disabilities. Following a bereavement and added restrictions due to Covid-19, Paula felt increasingly anxious and was finding it difficult to leave her house. As the main carer for her son, she realised following a discussion about the options available through the Liskeard Together Project that she wanted to do something just for her. Looking into the future, Paula explained she wanted to return to work as a mobile carer or first responder, once her son is older.



Photo:
Liskeard Together workshop

Through completing the Money Box course, she learnt many new budgeting skills and saved herself a considerable amount of money. Paula also helped three other people create a budget and supported them to stick to it. She then joined the IT course, which gave her the skills confidence to study online. Through a referral to the National Careers Agency and with their support, Paula accessed free level 2 courses to prepare and qualify her for her future work, she also completed her First Aid course. Paula now feels she has found direction and is well on her journey back to work. She believes she can complete all the courses she needs to within 2 years, this make her feeling good about herself and with what she has achieved.

Describing the success of Liskeard Together as lying in the listening skills of the staff and volunteers, John Ede, Eccabi Manager said: "The saying from the Citizen's Advice Bureau that everybody needs a good listening to rings true."

*Names have been changed.



LISKEARD COUNCIL
WORKING FOR YOU

CORNWALL
HOUSING



PROJECT INFORMATION

Liskeard Together supports people who are not working to develop their confidence and life skills through training and connections with the local community, helping them progress towards employment. The project involves a network of local partners including, Liskeard Town Council, the schools, the food bank, local doctors' surgery, social prescribers, The Real Junk Food Project and Children Schools and Family workers.

Running until December 2021, Liskeard Together is a place shaping project between, Cornwall Housing Limited and ECCABI, funded by ESF and part match funded by Liskeard Town Council and Cornwall Council Children Schools and Families.

ESF INVESTMENT: £726,109

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Skills for businesses

GROW DIGITAL

Creating and growing a successful business takes more than a great idea or a new product, in today's digital world this often involves using the internet and social media to promote your work. Set up to research and develop new digital skills training to help local small and medium sized businesses to grow, the Grow Digital Cornwall (GDC) project provides courses on a wide range of topics, from IT and digital design, to building websites, and social media marketing.

Funded by the European Social Fund, GDC is one of the many projects delivered as part of the Cornwall and Isles of Scilly Growth Programme to help people develop new skills and qualifications so they can progress their careers or find employment.

Based in West Cornwall, Katy Teare is one of the many thousands of people who have learnt new digital skills to help promote their business through Grow Digital Cornwall.

Proud owner of "What Katy Stitched", Katy Teare runs sewing classes and workshops for adults and also has an online shop for the fantastic items she hand sews using new, vintage and recycled fabrics.

"Taking part in the courses has given me confidence to be myself as well as learning the digital skills I need to grow my business"

Having always been passionate about sewing, Katy set up her new business in 2018 when her twins were at nursery. "It really happened by accident," she laughed. "I started doing weekly sewing and craft sessions with the three and four year olds at the nursery, which then led to doing sessions for Mums and grandparents. I loved sharing my skills with other people and so 'What Katy Stitched' was born."

For Katy a big part of the attraction of sewing, and especially hand sewing, is the way it has helped her with her own mental health and wellbeing. "I know what a difference it has made to my life and I want to offer other people a way to switch off and relax as well as learning a new skill. "

Confident about using social media such as Facebook and Instagram in her personal life, Katy found using it to promote her business was totally different and found herself struggling. She also knew she needed a website and could not afford to pay someone to build it for her.

"Luckily I had worked for a number of projects which had received EU funding, and had previously completed some Work Routes courses so was aware that there was support available. Having done some research I discovered Grow Digital Cornwall. "

After initially attending a "Using Facebook for Business course", Katy completed a number of other GDC courses which have enabled her to build her own website and set up and manage Instagram and Pinterest sites, and, more recently, joined GDC's Shopify course which has given her the skills to build an online shop.

Although Katy had worked hard to successfully develop her new skills during 2019, just as she was planning to take her business to the next stage, her husband became very ill, leading to a spell in hospital and a long period of recovery. While he is now much better, COVID-19 and the challenges of home schooling then arrived.



Photo: Grow Digital Business Workshop

GROW
digital
CORNWALL

With her twins now back at school Katy is ready for the next steps and is incredibly grateful for the support she has received from Grow Digital Cornwall.

"Taking part in the courses has given me confidence to be myself as well as learning the digital skills I need to grow my business," she said. "I would not have my website without GDC and I am looking forward to using what I have learnt to expand my business."

Delivering until May 2021, Grow Digital Cornwall recently launched a new apprenticeship scheme and have also held a number of digital events and provided 1-2-1 support sessions.

PROJECT INFORMATION

Managed by Digital Peninsula Network, Grow Digital Cornwall works with small and medium businesses, charities and organisations to identify their digital skills needs in order to increase their productivity, improve competitiveness and access new markets.

ESF INVESTMENT: £641,184

✉ training@digitalpeninsula.com

🌐 www.growdigitalcornwall.co.uk

Skills for business

SKILLS HUB

Apprenticeships are a popular and cost-effective training solution to help businesses develop skills that they need, while also having been proven to increase productivity by an average of over £200 per week. They provide a real job with substantive, sustained, high-quality training in order to become occupationally competent in the chosen industry, with a broad range of industries on offer.

There are many out there who believe that an apprenticeship is solely for those who have finished school and don't have the desire to head to university, but that couldn't be further from the truth. Many adult employees are also training through the apprenticeship programme. In fact, over 150,000 apprentices are currently aged 25 years or older and many are existing employees looking to expand their skills

One Cornish company who has looked to take on an apprentice in 2021 is Redruth's JR Flat Roofing. With a staff of 18 employees, JR Flat Roofing was looking to add some extra muscle to their office staff, however the idea of an apprentice to do just that was something not originally considered.

New skills and the desire to make regular training a part of the JR Flat Roofing ethos led the team to

"It's totally new, many years ago we had apprentices who went out to be a roofer, but once again I'd never considered someone being an admin apprentice for our office. Even though I did it myself 30 years ago"

the Cornwall and Isles of Scilly Skills Hub for their independent, impartial and expert skills support. This push for new skills has since prompted JR Flat Roofing to take on an apprentice, something that Marion Rogers hopes will benefit their business for many years to come.

"It's totally new, many years ago we had apprentices who went out to be a roofer, but once again I'd never considered someone being an admin apprentice for our office. Even though I did it myself 30 years ago," said Marion.

"If someone wants to make a career of it, it's a good investment for us as a business as they will become invested in us, and hopefully they think about staying on," she added.

Supported by funding from the European Social Fund, the Cornwall and Isles of Scilly Skills Hub can help you navigate the ins and outs of apprenticeships, taking the hard work out of finding the right solution to see your business thrive.

Getting beneath the skin of your business to uncover the skills you need, the Skills Hub will spot the things that you might not see for yourself. Who knows, maybe the thing that is missing is an apprentice.

Skills Hub Project Manager, Bethany Allen, said that for businesses looking to take on an apprentice it certainly proves to be a worthwhile investment.

"Recruiting and training an apprentice allows you to promote the specific skills required by your business, therefore you're not only investing in the future of your people, you're investing in your business as a whole," she said.



PROJECT INFORMATION

The Cornwall & Isles of Scilly Skills Hub is part funded by the European Social Fund and is match funded by Cornwall Council and the Cornwall & Isles of Scilly Local Enterprise Partnership.

It is a service that connects businesses with training and support to help them grow. The expert team can help identify skills gaps or barriers to growth and navigate the range of skills and training opportunities. Since starting in 2016, the project was extended for another three years enabling the support of businesses until 2023.

ESF INVESTMENT FOR PHASE 1&2: £2,885,993

✉ hello@ciosskillshub.com

🌐 www.ciosgrowthhub.com/the-skills-hub

"Recruiting and training an apprentice allows you to promote the specific skills required by your business, therefore you're not only investing in the future of your people, you're investing in your business as a whole"



KEY

- I** INDIVIDUALS
E EMPLOYERS

CURRENT PROJECTS

BUSINESS CLUSTERS

As lead partner, Truro and Penwith College has engaged seven sector lead partners to review and revise the local training offer in line with industry requirements. Truro and Penwith College will maintain the successful Hospitality Table Cornwall (www.hospitalitytablecornwall.co.uk) and REACH Cornwall (www.reachcornwall.org.uk) activities through the Business Clusters project, which respectively engage and assist businesses from the Hospitality, Leisure, Hair and Beauty industry and the Health, Social Care and Early Years sector.

COMMUNITY LED LOCAL DEVELOPMENT

Making positive change in core neighbourhoods across Cornwall, CLLD supports businesses and people to gain funding for projects that will make a difference to their communities and the local economy; creating jobs and opportunities, helping individuals to gain skills and confidence, and enabling businesses to grow.

www.communityledcornwall.co.uk

CORNWALL AND ISLES OF SCILLY SKILLS HUB

The Skills Hub connects businesses with training and support to help them grow. The expert team can help identify skills gaps or barriers to growth and navigate the range of skills and training opportunities.

www.ciosgrowthhub.com

CULTIVATOR SKILLS

Cultivator Skills provides tailored provision of relevant, advanced skills for Cornwall's Creative Industries sectors SMEs.

www.cultivatorcornwall.org.uk

DEVELOPING LEADERS

Developing Leaders focuses on training people to gain recognised leadership qualifications and provides a range of wrap services to meet individual and employer needs such as 1:1 coaching. The project can also offer leadership courses tailored to specific organisations.

www.truro-penwith.ac.uk/working-with-business/how-we-support-you/esf-developing-leaders-project

DEVELOPING RESTORATIVE LEADERSHIP

This project delivers a Level 3 qualification for Teaching Assistants and Healthcare Assistants using the Restorative Practice model. The course champions inclusion, participation and empowerment and focuses on communication and problem-solving for preventing conflict or responding to it constructively.

www.restorativeleadership.org.uk

EMPLOYER LED SKILLS

This project offers practical, flexible, and effective accredited, non-accredited and bespoke training to up-skill and re-skill over 3,000 individuals across the county. The consortium, led by Cornwall Marine Network and supported by eight delivery partners, supports employers to address identified skills gaps across a range of sectors.

www.cornwallchamber.co.uk/employer-led-skills-project

FLOURISH

The Flourish project is promoting a culture of lifelong learning, personal growth and development. It helps individuals increase their skills, achieve new qualifications and embrace digital technology to enable them to access more sustainable employment with less reliance on benefits. It also supports people with accessing apprenticeships.

GAME CHANGER

Game Changer supports 15 – 24 year olds in Cornwall and Isles of Scilly to develop the skills they need to get into work, education or training.

www.realideas.org/Game-Changer

HEALTH WORKS FOR CORNWALL

Health Works Cornwall supports people who have health-related and other complex barriers preventing them to work or re-engage in the workforce. Managed by Cornwall Development Company alongside an extensive network of delivery partners across Cornwall and the Isles of Scilly, the project provides specialist engagement, careers education, information, guidance and support into or towards employment.

INNOVATION IN HIGHER SKILLS

This project is improving the labour market relevance of skills by developing links between small businesses and educational institutions. This includes work experience placements for students so businesses can benefit from new knowledge and students can gain industry-relevant experience.

www.truro-penwith.ac.uk/iHls

LISKEARD TOGETHER

Liskeard Together supports people who are not working to develop their confidence and life skills through training and connections with the local community.

PEOPLE HUB

People Hub provides practical support and information to people who are currently unemployed or inactive to help resolve the key issues that may be preventing them from moving on in life, ultimately supporting them to take key steps towards mainstream work.

www.ciosgrowthhub.com/peoplehub

BOOSTING CAREERS WITH DIGITAL SKILLS

Managed by Digital Peninsula Network, this project is focused on upskilling members of the workforce who experience in-work poverty. It is delivering a range of digital skills complemented by Basic Skills training to enable participants to progress their careers and address issues of in-work poverty.

www.digitalpeninsula.org

PROGRESSING BUSINESS THROUGH DIGITAL SKILLS

Managed by Digital Peninsula Network, this project supports the need of developing a digitally skilled workforce for small businesses in Cornwall and the Isles of Scilly. The project offers opportunities for individual employees to develop their digital skills at basic, intermediate and advanced levels, leading to professional growth and improved employability.

www.digitalpeninsula.org/progressing-businesses





KEY

I INDIVIDUALS

E EMPLOYERS

POSITIVE PEOPLE - COAST TO COAST

I

Covering mid-Cornwall, Positive People Coast to Coast offers a lifeline to people who are not in work no matter what the reason. The project helps people build confidence, skills and find a sense of hope for the future.

www.positive-people.org.uk

POSITIVE PEOPLE - SOUTH & EAST

I

Covering south east Cornwall, Positive People South & East offers a lifeline to people who are not in work no matter what the reason. The project helps people build confidence, skills and find a sense of hope for the future.

www.positive-people.org.uk

RECOVERY COLLEGE CORNWALL

I

Recovery College Cornwall aims to create a new pathway for people experiencing mental ill health to learn to recover from illness and live healthy, connected and positive lives, contributing to communities in a way that benefits both them and society.

www.recoverycollegecornwall.org.uk

RISE

E

Raising Industry Skills for Employers (RISE) project offer businesses financial support for workforce development across a range of non-accredited and accredited skills programmes. Employers can apply for a 50% discount (up to £500 per learner) on a variety of eligible Part-Time and Business and Professional courses developed and piloted by Truro and Penwith College for the digital, Health and Social Care and Hospitality and Leisure sectors.

www.truro-penwith.ac.uk/why-choose-us/esf-programme

SHINE

E

Run by Truro and Penwith College, SHINE (Skills Help for Individuals and New Enterprises) offers provide tailored careers advice and financial support for employed or self-employed individuals to access training that will improve their professional prospects, earning potential and job security.

It also assists individuals who are thinking about starting a business, or who have started one within the last three years, with support to access professional training, engage in networking opportunities and receive expert expert coaching and mentoring and develop a bespoke business plan.

www.truro-penwith.ac.uk/why-choose-us/esf-programme

SUSTAINABLE LIVES

I

This project aims to help people take gentle steps back into work or training, while building friendships and connections with people in their community. Based at Newquay Community Orchard the project offers hands-on experience in gardening, outdoor cooking, construction, crafts, conservation and more.

www.newquayorchard.co.uk/sustainablelives

VILLAGE WORKS

I

This project works at local level with the most economically excluded and unemployed people in rural coastal areas to help them into personal and skills development and employment programmes. It uses methods that are sustainable and can be replicated in other locations.

www.inclusioncornwall.co.uk/practice/village-works-2/village-works

WHO DARES WORKS

I

Who Dares Works brings together seventeen social enterprises to help people who need the most support to connect or reconnect with work, education and training. The partnership helps participants help themselves, wherever possible through helping others.

www.activeplus.org.uk/who-dares-works

WIDENING PARTICIPATION IN HIGHER LEVEL SKILLS

E

Delivered by Truro & Penwith College and the University of Plymouth, this project aims to raise aspirations and awareness towards higher-level skills opportunities and support mature learners to trial and access learning at Level 3 and above, with financial support to progress on to a degree-level professional short course.

<https://www.plymouth.ac.uk/business-partners/business-services/enterprise-solutions/esf-widening-participation-skills-partnership>

WORK ROUTES

I

Focusing on those who are most disadvantaged and furthest from the labour market, this project provides tailored support to address worklessness. Flexible, personalised packages of support enhance engagement and work readiness, and in-work support helps ensure employment can be sustained. Delivered by Reed in Partnership, Lizard Pathways and Pluss.

www.workroutes.co.uk

WORKING TOGETHER - ATLANTIC & MOOR

I

Working Together Atlantic & Moor helps tackle the poverty and social exclusion faced by the most disadvantaged people. The project is managed by The Learning Partnership for Cornwall and the Isles of Scilly and delivered by a network of partner organisations.

www.cornwall-learning-partnership.org

SKILLS YOUR WAY

I

This project offers young people who are disengaged (or at risk of disengaging) from education, employment and training support appropriate to their individual needs to help them move into sustainable education, employment or training.

www.cornwallmarine.net/skills-your-way

SMART SPECIALISATION

E

Led by the University of Exeter, this project supports the development of higher level skills aligned to Cornwall and the Isles of Scilly's five smart specialisation sectors - marine technology, space and aerospace, digital, e-health and agri-tech – which have been identified for research, development and innovation investment.

www.cornwallislesofscillygrowthprogramme.org.uk/projects/smart-specialisation

PROJECT LOCATIONS

CORNWALL AND ISLES OF SCILLY WIDE

PROJECTS

- Business Clusters (E)
- Boosting Careers with Digital Skills (I)
- Cornwall and Isles of Scilly Skills Hub (E)
- Cultivator Skills (E)
- Developing Leaders (E)
- Developing Restorative Leadership (E)
- Employer Led Skills (E)
- Flourish (E)
- Game Changer (I)
- Health Works for Cornwall (I)
- Innovation in Higher Skills (E)
- People Hub (I)
- Progressing Businesses Through Digital Skills (E)
- Recovery College Cornwall (I)
- Rise (E)
- Shine (E)
- Skills Your Way (I)
- Smart Specialisation (E)
- Widening Participation in Higher Level Skills (E)
- Work Routes (I)

ATLANTIC AND MOOR

- Community Led Local Development Atlantic and Moor Local Action Group (E & I)
- Working Together Atlantic and Moor (I)
- Sustainable Lives (I)

SOUTH AND EAST CORNWALL

- Community Led Local Development South and East Cornwall Local Action Group (E & I)
- Positive People South & East (I)
- Liskeard Together (I)

COAST TO COAST

- Community Led Local Development Coast to Coast Local Action Group (E & I)
- Positive People coast to Coast (I)

WEST CORNWALL

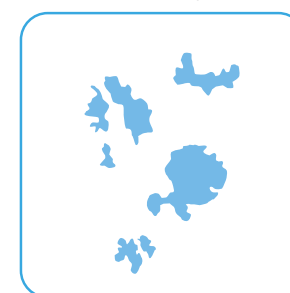
- Community Led Local Development West Cornwall Local Action Group (E & I)
- Who Dares Works (I)
- Village Works (I)

(I) support for individuals

(E) support for employer



Isles of Scilly



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