

# CSV connect

The newsletter for CSV North East staff and partners: Issue one

## Designs on Success

CSV in Blyth and on Nelson Street have banded together to form a brand new media team that will be responsible for the output of a wide range of marketing materials for the North East.

The media team will be concentrating on the four CSV offices that are located in Nelson Street and MEA House in Newcastle city centre, as well as Hexham and Blyth and consists of Future Jobs Fund trainees Ben Cross, Stacey Storey and Karl Stewart with volunteer Alex Robson. Together the team will be responsible for designing and producing newsletter, e-zines, leaflets, posters banners and postcards for the region. Both Ben and Karl work in the Blyth office while Stacey works mainly from Nelson Street.

With the support of CSV, the media unit will receive training in the core aspects of desk top publishing and design, in addition to gaining Advice & Guidance and Business Administration qualifications.

Stacey said, "It's been really interesting to find out about the different aspects of media and work as a team to produce the CSV CONNECT newsletter. As the title suggests our new newsletter is designed to help keep all of us more updated and much more informed about what is happening within the different office locations."

Speaking about the future Karl said, "We're all looking forward to our next set of projects which are to design a series of posters for each office. I'm taking some of the pictures just now so I'm getting to know the staff at the different offices."

The idea of a media team came from CSV Manager Ian Young who believes it is a good time to help keep



everybody in touch with each other and know what we are doing as a group, bringing the four centre's closer together. We want to highlight all the people we have helped that have gone on to find employment, as well as other CSV related activities.

Karl said, "Using CSV CONNECT is a great way to show everybody just how good CSV is at helping people of all ages go on to achieve their goals. Right now it seems more and more people need good quality help and advice and that is what CSV do, so it makes sense to use the newsletter to spread the word."



### A VERY WARM WELCOME TO CSV

Hello and welcome to the first issue of our newsletter. This newsletter has been created to help inform all staff about what's going on in the different areas.

In this first issue we are going to let you know what goes on in each Centre and maybe something you didn't know about one of the other centres.

In this, the first issue, we are going to explain a little bit of what goes on in each of our centre's so that everybody realises how the fit in to the 'bigger' picture. We hope in future issues we can write about the

good things that CSV Training & Enterprise North East (TENE) do for not only clients but also for communities and ensure that our achievements are recognised. I hope you enjoy the newsletter and remember, if you have anything that you would like included in the future to contact the media team based in the Blyth centre.

Ian Young,  
CSV Manager



## Permanent Employment Secured for Craig & Nishad:

Nishad Shaikh and Craig Wilkinson are two former Future Jobs Fund trainees employees who have both been successful in securing permanent positions at a call centre company based in Newcastle city centre. Nishad has been working in Business Administration and Craig training as a classroom assistant. We'd like to wish them every success.

## Do You Have Something to Shout About?

If you have a good news story or something positive that you would like to share with everybody else, then drop us a line and you could feature in the very next issue of CSV Connect.

We want to feature case studies and success stories as well as the latest about where you are based in the North East and if possible, please include a full colour picture and send your information to [tenorthumberland@csv.org.uk](mailto:tenorthumberland@csv.org.uk)

## What Can YOU Do on CSV Make a Difference Day

Every year tens of thousands of people get together to make a difference in their communities for CSV Make a Difference Day, the UK's biggest day of volunteering.

This year it takes place on Saturday 30 October 2010 - and you can be part of it!

Think big! Set up and register your own activity for the campaign and make a huge difference!

You will be joining thousands of activity organisers - local heroes, families, groups of friends, schools, universities, charities, community groups, and companies who get together for the campaign.

If you're not sure what you could do, we provide some amazing free resources to help inspire you with ideas and advice on how to plan and carry out your activity at [www.tinyurl.com/2uehtod](http://www.tinyurl.com/2uehtod).

This year the campaign is encouraging more families to volunteer together, so if you can make your activity family friendly please do so! We'll help you every step of the way with a wide range of fun resources, help and advice. Over the past 14 years two thirds of those who volunteered for the first time on the day were still doing so six months later.



CSV City Centre Training undertake and deliver a number of projects that are centered on community participation.

As the name suggests, CSV City Centre Training are located in the city centre and it is here that we deal with challenging social exclusion in its many forms.

Fundamentally we deal with challenging social exclusion in its many forms such as unemployment, low educational attainment and/or language difficulties.

We empower people through activity and facilitate a friendly atmosphere that encompassing learning, training and volunteering through the following projects:

**Foundation Learning** - situated on the first floor where we provide friendly supportive training to students learning English. We also liaise with local businesses to provide work placements for learners to engage socially and gain more work experience.

In addition, one project helps find volunteers

## CSV Hexham

CSV have been operating in Hexham for 3 years, where the building had previously been used by Links to train young people in life skills.

CSV has taken over a further section of the building expanding our provisions across two floors and recently made some very big changes for the better. We now have a large New Deal Training Room that has been equipped with computers that are to be used for job searching purposes.

An ESF room is also available and this is equipped with computers and we also have laptops which can be used for searching for vacancies when required, so there's lots of tech involved.

We have Kitchens, staff offices and a meeting room which also is used for one-one support with clients.

CSV Hexham has also had some very big changes in staffing as Sean Beattie has been appointed as Centre Coordinator, Carol Johnson as ESF Training Officer, Paul Aske as New Deal Training Officer and John Johnson as Employability Engagement Officer.

We have some fantastic support staff

work placements that enable unemployed people to share their skills and gain work experience, which is becoming more essential.

**The computer refurbishment workshop** is located on the second floor and it is here that students can learn PC repair and also gain hands-on workshop experience.

Refurbished machines are then donated to charities or to people who can't otherwise afford a PC. We have previously shipped over 40 working computers to projects in Sierra Leone and Columbia.

We have a computer suite that is set up to help teach students PC repair, web design and also provide effective job searching.

Students on our courses are actively engaged and CSV City Centre Training has a number of projects centred on the theme of community participation.

You can contact CSV City Centre Training direct on 0191 230 3833.

with Vicky Robson and Elizabeth Rowland as Administration Assistants, Amy Hunter as European Social Fund (ESF) Training Assistant and Hayley Purves as Community Engagement Assistant.

CSV has very strong working partnerships and links with other training providers and support networks within the Hexham area.

CSV share the building with Barnardo's who house young people and has created a partnership with Barnardo's through our ESF provision to assist these young people into finding substantial employment.

This ensures we can meet the needs of any clients who we have on any programmes to increase their chances of employability in a joined up way. You can contact CSV Hexham direct on 01434 607 850.



CSV CONNECT



CSV Northumberland's training centre is located just off the town centre, inside the old Harbour Commissioner's office, which has been a local landmark since 1913.

Our aim is to help local long term unemployed people back into work. We help people tackle their barriers to unemployment whether it's a lack of qualifications, experience or simply a lack of confidence, we provide effective and innovative solutions.

CSV run a variety contracts such as New Deal, ESF Foundation Learning and Future Jobs Fund. The geographic

area covered by CSV Northumberland takes in the whole of the coastal stretch from Berwick to Blyth and includes larger towns as well as smaller villages.

As a result of the large area covered, there is always a varied mix of people inside the building and lots of activity taking place.

Through the programmes that are hosted here we hope to improve the employability of our small community and help those that need support and guidance most.

You can contact CSV Northumberland direct on 01670 544 445.



MEA House is an office block that is dedicated to providing office space to registered charities, such as CSV.

It is a 5 storey city centre building which is located on Ellison Place in the centre of Newcastle, adjacent to the central motorway.

Other tenants within MEA House include Age Concern, Newcastle Society for the Blind, Relate and Children's International Summer Villages.

The CSV team at MEA House work with volunteers and run Volunteer Centre Newcastle and are dedicated to helping people find interesting and worthwhile volunteer opportunities within the Newcastle area.

More and more volunteering opportunities and volunteers are appearing and the team provide everyone the chance to help with volunteering no matter what their background.

They also offer guidance and support for organisations, giving help through their team of experienced staff, allowing them to be run effectively as well as helping them find new volunteers that would be suited for the right role.

Lot of people are now turning to volunteering as a way to boost their CV or just because they like helping people. What ever the case the team are able to help facilitate this. You can contact CSV at MEA House direct on 0191 232 6616.

## Last Month:

Blyth CSV has been successful in helping 16 learners secure full time employment recently, bringing them to 27% of leavers into work.

## About Blyth:

At it's peak, Blyth was once a very busy Port and exported over 6 million tonnes of coal and thousands of tonnes of salt. The dry docks here also built the first aircraft carrier in the Royal Navy the HMS Ark Royal

## About MEA House:

MEA House is for registered charities and there are currently 15 registered charities in the building.

## Health & Safety:

Each of the 8 Future Job Fund (FJF) staff that took part in their Health & Safety certificate at CSV in Nelson Street, Newcastle have all passed with flying colours - well done from all at CSV.

## Giving to Gain

David McCarthy was referred from Jobcentre Plus to CSV and started volunteering for the North East Ambulance Service (NEAS) in June. He has now been successful in landing permanent employment with the NEAS and starts in October 2010.

## Tea 'n' Talk

MEA House is holding a tea 'n' talk event for existing volunteers, although those who have signed up with Volunteer Centre Newcastle, but have not yet taken up a position are also welcome to attend. The event will be held on Friday 8th October 2010 between 10am and 12pm. The venue is the CSV Volunteer Centre Newcastle, 3rd Floor, MEA House.

## Sam Seeking New Horizons in Germany

Many of you may have met Sam Reid who has been employed through the FJF at MEA House. Sam has now left to volunteer with children who have learning difficulties and currently in London training to be a classroom assistant and will be heading off to Germany for one year.

# CSV Helped Me...

When Joyce Anderton first arrived at CSV in Nelson Street she was very quiet and kept herself out the way of others, and it took a couple of weeks before she really started to get involved with her colleagues.

There was noticeable change in Joyce and she went from being quiet and slightly withdrawn to being confident and much more outgoing after she began a computer maintenance course that was run by Gordon Gray.

Gordon pairs individuals together so they can get a better idea of team work and Joyce was paired with another client, which over time helped her to become more comfortable and confident in herself within the office environment.

Joyce has a natural and bubbly personality and is quick learner and got along with everybody and continually progressed whilst she was at CSV, gaining good communication skills just by being on programme. She never treated anyone differently and always spoke to her work colleagues and staff in the same friendly manner.

While at CSV she was lucky to secure a placement, for which she had help from staff member Jamie Rossiter. Joyce was on placement for around 4 weeks where she gained more experience within the customer service environment. When Joyce came to CSV at the beginning of September to do job search she discovered Arcedia Direct Sales & Marketing and gave the employer a call straight away whilst she was at CSV. After a series of interviews she was informed that she had been successful and had secured employment with the company and started to work for Arcedia Direct towards the end of September.

CSV, which is situated in Nelson Street Newcastle, has helped Joyce gain more experience in computers, improve her communication skills and boost her confidence. Everything she has achieved at CSV has helped her in the current job role: improving her knowledge and use of Microsoft Office and understanding how to correct hardware or software problems that may arise.

Joyce has gained a lot from her time with CSV and said, "I enjoyed my time at CSV a lot, mainly because all the staff were so friendly, I was able to progress at my own pace with the computer maintenance and job search."

Everybody at CSV know that Joyce will be successful within her role at Arcedia Direct and we wish her every success for the future.



## HOW WELL DO YOU KNOW CSV?

Founded in 1962, CSV is the UK's leading volunteering and training charity. CSV's vision is of a society where everyone can participate to build healthy, enterprising, inclusive communities.

Every year, CSV involves over 150,000 volunteers in high quality opportunities that enrich lives and tackle real need. Between them, they help transform the lives of over 1million people across the UK.

CSV trains over 12,000 young people and adults each year, helping them build the skills and confidence they need to progress to further education or employment or to set up in business. We are dedicated to building the skills and capacity of the voluntary sector and share almost 50 years of experience and expertise through our professional training and consultancy services.

Our most recent Annual Review "Letters from the front line" (2009) focuses on the people CSV partners with, and highlights CSV's success in leading citizen engagement in the UK.

For general CSV enquiries, please call 0191 230 8333, or email [iyoung@csv.org.uk](mailto:iyoung@csv.org.uk)

*We are putting together more content for the next issue of CSV CONNECT, if you would like to include something please contact 01670 544 445.*

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