



CSV are an organisation that is moving forward, building upon expertise and vast experience

As CSV Training and Enterprise Regional Manager, Paul Shipley believes that by working together and putting the social economy on a more enterprising footing, we will give community initiatives a much stronger and brighter better future. "We're already looking at ways of extending the work we do with partners and building new links. We're fostering a new social entrepreneurial spirit here at CSV - where people are not afraid of adopting new approaches - such as moving from a grant to social enterprise and full cost recovery work."

"It is becoming a place where people are not afraid of taking risks but are seeking to take advantage of new opportunities as they arise. Our experience in the last twelve months is where we adopt an entrepreneurial approach in the not for profit sector, it yields success and the quality of the service just grows and grows. We are willing to embrace and try new ideas and ways to do things and we want to further build on a range of partners who bring a fresh approach to the sector," he says.

CSV have shown that they have the expertise that delivers not just with one

project or as a flash in the pan when something is fashionable, but time and time again, over and over. What's more, the experience and expertise that the management and staff command shines through when looking at and discussing new markets and opportunities.

"There is great potential in working closely with new and existing partners and acting as intermediaries between the state and individuals that we may be working with or supporting along with more traditional business organisations. As the skills gap continue to narrow within the region, there are going to be increased opportunities to expand the work we do in the fields of care provision, employment and training, learning disabilities and mental health and also in finance.

"I believe CSV are well placed to capitalise in these areas and we have an opportunity in the North East to work closely with the voluntary, public and private sectors in new and creative partnerships to ensure that good ideas for enterprise and self development are not thwarted because of lack of funding and certainly not because of a lack of vision," Paul concluded.

Train to Gain

If a business is to be successful then it needs to compete, so it stands to reason that in order to compete then it really must train its employees.

Getting the right skills advice and choosing the best and most appropriate training is essential. Train to Gain helps do this by using experienced Skills Brokers and CSV are delivering more efficient and effective training in the workplace:

Matt Gill, Manager of Halford's in Cramlington, found CSV's approach very different from other organisations that he's worked with over the years:

"Initially I was slightly apprehensive but CSV have a training officer at the end of a phoneline to help deal with any queries. The process is easy to understand and there isn't the usual mountain of paperwork associated with training, also, it comes at no cost to the company and can only benefit Halfords in the long term".

Helen Ackroyd is a Halfords employee and working towards an NVQ in Customer Service, she said: "At first I wasn't sure about the NVQ but my assessor is always there to help. I can do my training during working hours and I get paid for it."

Train to Gain is open to all employees aged 19 or over who don't possess a full NVQ Level 2 qualification or 5GCSE's passes (grades A - C).

CSV are currently offering NVQs in areas such as Customer Service, ICT, Business Administration, Retail, Health & Social Care and Literacy & Numeracy.



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Sharing Expertise and Knowledge through Training and Enterprise

For more than four decades CSV, now the UK's largest volunteering and training charity, have built upon their expertise and knowledge to provide an innovative range of training solutions for a broad and growing client base.

Here in the region, the continued success of CSV Training and Enterprise North East has seen an even greater emphasis being placed on collaborative working which allows services to be delivered in a joined up and cost effective way. This has also benefited the group both strategically, in terms of providing a well-balanced service and also operationally in terms of pooling resources.

By bringing together the various parts of service delivery they have been able to work closely with partners across the region and been afforded the unique opportunity to develop new and innovative approaches to service provision. Greater economies of scale have also been achieved through partnership working as service providers are able to pool resources and efforts as well as staff and managerial time.



As travel restrictions and barriers have been removed throughout Europe, it has allowed people to travel and seek new opportunities more easily and CSV has a built a growing reputation for working with asylum seekers and refugees along with other key support agencies. This includes working with Show Racism the Red, The Children's Society, Positive Images Gateshead and The North of England Refugee Service and these projects typify the incalculable contribution of working in collaboration within the broader voluntary sector. CSV are leaders in supporting those who are marginalized by society and real evidence of inspirational thinking, entrepreneurial spirit, and a harnessing of the power of experience in response to growing and pressing social needs.

Creating opportunities for Young People and those marginalised by society

CSV Training and Enterprise North East built its reputation helping support young people in the region with a dynamic and enterprising approach to education and training which reflects the regions entrepreneurial and creative spirit. As one of the UK's largest providers of training and education to young people seeking employment, the group also plays a significant role in developing innovative services for mental health service users and people with learning disabilities.

CSV also has close partnerships with a large number of the region's schools and believes in harnessing the power of human potential and committed to delivering opportunities and achievement to young people by promoting a better understanding of how society can overcome educational and social challenges. These collaborations ensure that practical benefits are fed back into the communities and result in strategic benefits for the North East region as a whole.

Fantastic Year for CSV and Long Term Partnerships

Through coming together and focusing on a common goal, a shared vision of what partners want to achieve and how they want to achieve it is often formed. Co-ordinated action between organisations can provide additional momentum in order to complete tasks within budget and the given time frame. Paul Shipley, CSV Regional Manager, said: "Partnership working allows us to join with smaller voluntary sector organisations to better access funding and comply with Government requirements. It makes financial sense to develop longer term and stronger relationships and we believe a consortium approach can add a something special to the delivery of a given service, over and above the time and resources that have gone into its provision.

"There is a huge future for strategic partnerships where like-minded organisations can explore their synergy and share their expertise whilst undertaking businesses with a real social purpose. Gone are the days when the voluntary sector was labelled as being a bunch of organisations that were totally dependent on charity. It is only now that the sector is being recognised as playing a massive role in community and social regeneration and we are currently engaged with Working Together Tyne & Wear on capacity building and training initiatives aimed at the voluntary sector. These initiatives are aimed at the upskilling the not for profit sector so that it can play a strong part in revitalising the region.



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make a difference

CSV creates opportunities for people to take an active part in the life of their community



Training in Newcastle Leads CSV to New Pastures

Tucked away behind a discreet green door opposite the very popular Café Royal on Newcastle's Grainger Town is CSV's well established and prestigious Training and Enterprise Centre. Established in 1998, the Training Centre has been at the heart of a number of successful initiatives to help improve people's lives.

Centre Manager, Ian Young told us: "CSV have worked with almost every major training provider in the North East at some point or other." The reason behind this is quite simple, as Ian explains, "We are regarded as a safe pair of hands as well as a caring organisation that always provides a quality service."

CSV have been involved in helping people move into employment in the North East for over 20 Years. In this time they have worked with Training and Enterprise Councils, Employment Services, Local Authorities, through to Learning and Skills Councils and Jobcentre Plus as well as many other organisations. "We have delivered large scale employability programmes and some small specialist project too. But we understand the strength of working in partnership" Ian explains "In an ever changing world where clients can often have multiply barriers to overcome it's often a range of specialist interventions which succeed " The measure

of success of this is demonstrated by CSV's involvement with Oakfield Solutions in the delivery of Entry to Employment (E2E). Oakfield Solutions are the main contractor for E2E in Newcastle and have established a comprehensive and diverse delivery network within the city. Patrick Tully, Oakfield Solutions General Manager states that: "CSV have been an integral part of the success achieved by E2E in Newcastle. They consistently achieve high levels of performance, they always achieve excellent results in learner satisfaction surveys and they have demonstrated a commitment to working in collaboration with other agencies."

When BTCV were looking for a partner to help deliver their ESF co-financed programme "Skillsfit" they came to CSV to help with the delivery in Newcastle. "We needed a partner with a history of success and also one who shared our own vision." Explained George Allon, Director of BTCV. "CSV share the same values and standards as we do plus their location, in the heart of the city was ideal for our clients."

The Skillsfit programme is aimed at helping unemployed people find the right training to get them into sustained employment. Currently 40% of the Skillsfit clients have found work as a result of the programme.

CSV also have partnerships with other organisations to deliver key elements of larger programmes or who hire the facilities and staff. For instance they are a Learndirect Centre but it's QGS who deliver the programme. "We have some of the most highly qualified and well trained staff in the business and our customers know that," says Janice Redhead who has been with CSV for over 20 years. "We are a well established organisation with a wealth of experience and can design effective programmes to meet the needs of the client group."



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Northumberland Opens Doors for CSV

With over forty years' experience of creating opportunities for people to take an active part in the life of their communities, CSV are well placed to consistently build upon their expertise to work in a community setting that other providers often struggle with or don't consider to be important to them.

This often includes engaging volunteers and training people of all ages and abilities and the CSV Training and Enterprise Division supports over 10,000 learners nationally each year.

CSV's Volunteer and Training Centre, which opened in Blyth in 1998 helps young people and adults, particularly those with special or different needs, to progress and achieve in education and the workplace, helping them build confidence and develop personal and work skills at the same time.

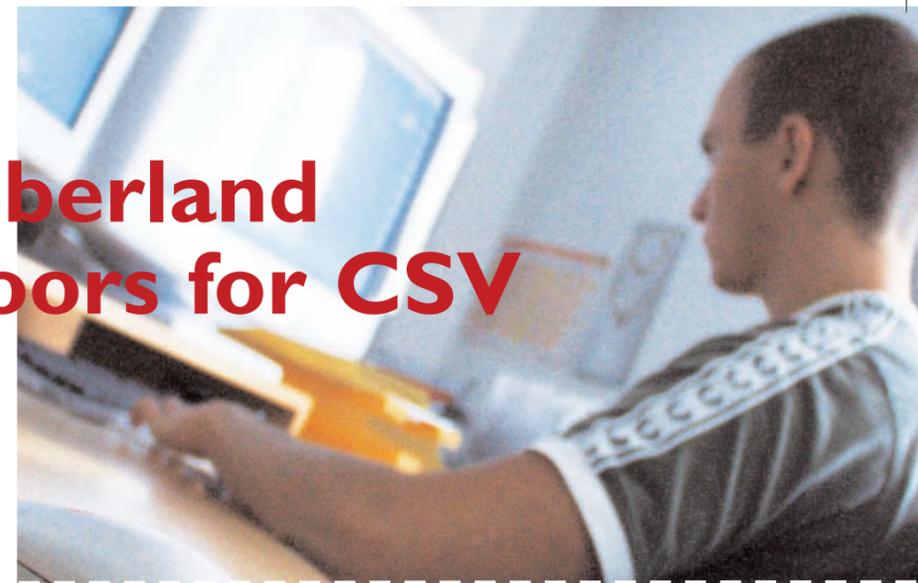
Pauline Boundy is CSV's Northumberland Manager, responsible for an experienced and skilled team that deliver training right across the district and says: "We work closely with key partners such as Jobcentre Plus, Learning and Skills Council, Care Trusts, local schools, colleges, other training providers and of course local employers.

Our expertise enables us to develop and deliver a wide range of programmes for young people and adults who may find it harder to access mainstream provision, which is a key growth area and allows us to build upon the knowledge and experience we have already gained."

CSV constantly seek and evaluate new methods of supporting learners and all programmes are designed to deal effectively with basic and other skills needs, health and motivational issues and social and economic barriers.

ALTERNATIVE CURRICULUM: For 14 -16 year olds at risk of exclusion from mainstream education. A collection of programmes which include: **Youth Reach**, **Youth Futures** and **Media Magic** that are designed to improve social and employability skills such as equality and diversity, communication, teambuilding and leadership. Young people are encouraged to identify and develop their positive qualities and skills to help them re-engage with mainstream education and the wider community.

ENTRY TO EMPLOYMENT (e2e): For 16 -18 year olds and aimed at young people who are not participating in any form of post-16 learning. The aim is to support the young person to develop their personal, social and essential skills to enable them to progress to further education, training or employment.



The range of training solutions that are available is diverse and includes:

NEW DEAL: a range of programmes to support unemployed people back into work, where participants are offered a variety of options to choose from to gain new skills and experience in order to create better work opportunities.

A specific development plan that is right for each participant is put in place which enables them to gain support in career development and employment training, including job search techniques during a 13 week programme. Personalised support is given to compile an effective C.V. and practice interview skills. In addition, we secure each participant a work placement in local voluntary, public and private sector organisations, to gain work experience.

This can be delivered through any of the following:

New Deal VSO: For 18 - 24 year olds. Participants who have little or no previous work experience are supported in to the Voluntary Sector.

Environmental Task Force (ETF): A programme that focuses on protecting and enhancing the landscape and its wildlife, promoting opportunities for community enjoyment of the countryside.

Routeway for 25 years+: Is aimed at people who require support and training to secure employment. Training is offered to break down barriers participants may have affecting the transition back into work. Support is given to gain a qualification, to develop skills, build confidence and improve motivation to enable participants to return to the labour market.

Full Time Education & Training: Where CSV match the aspirations of participants to their required vocational areas, by securing a suitable work placement. Training is given to enable people to gain a qualification and develop their skills to enhance employment opportunities.

SPRUCE: A programme that has been developed by CSV to engage and motivate learners (aged 16+) who are economically inactive and estranged from mainstream

education and the employment market.

It is a bespoke programme to develop learner's confidence, skills and knowledge and importantly provide a learning experience to match their needs and aspirations. Learners will be encouraged to build self-esteem, gain ICT, vocational, environmental, employability and skills for life. As with all CSV programmes, Spruce is flexible and based on the needs of the individual.

TRAIN TO GAIN: We can deliver Level 2 National Vocational Qualifications (NVQ) in Business Administration, ICT, Customer Service, Retail, Health & Social Care and Basic Skills up to Level 2 throughout the North East. NVQs allow employees to demonstrate skills, knowledge and competence against nationally agreed standards. Training and support is provided where a Tutor will visit the workplace at least once a month to support learners to compile a portfolio of evidence and undertake workplace observations to demonstrate the agreed standards. A Level 2 NVQ can be completed within 6 months.

CSV will develop a personal plan that is right for each participant and will offer support throughout all training programmes. In addition, we will use our experience and expertise to provide bespoke training and management solutions for private, public and voluntary organisations.



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