

## Appendix B: Case Studies

### Better Skills, More Good Jobs and a Growing Economy

#### Keighley 'Vibe' Employment & Skills Hub

The Youth Service Advanced Practitioner has been working closely in partnership with DWP, Bradford and Keighley Colleges, local business, and other specialised partners to deliver employment and training opportunities in an accessible way to enable successful outcomes for young people.

From January – September 2023 we have had over 272 young adults (16-24) visiting the centre. All sessions have access to information, advice and guidance which is delivered to/with and by 16–24-year-olds focusing on Advice, Advocacy, Action. A total of 1510 interviews have been attended by young adults a total of 56 drop ins have been delivered and a total of 76 young adults have started new jobs.

A couple of case studies explaining some of the support that has been on offer are highlighted below:

#### **Holly**

Holly has been claiming Universal Credit since January 2022. She was referred to the Youth Hub 5 months ago. She attended with very low confidence after being made redundant in December 2021. Work took place with her to help to build her confidence up. This involved her attending the jobs' club and supporting her with good quality applications and job interview preparation.

She was referred to the wellbeing café (Bradford College) where she got involved in shopping with the tutor, cooking and then serving food to the work coaches and youth workers. This built her confidence up and she felt ready for work.

We spoke about the different swaps on offer and a referral was made for an ambulance health care worker. She enjoyed the training and had a job interview which went well. She has now been offered a job.

She attended in September and told us the good news and thanked us for all the support she had received from the Keighley Vibe - youth hub.

#### **Finlay**

Finlay has been claiming UC since September 2022. Finlay needed additional support with her job searching and was referred to the Youth Hub to gain additional support with applications, including civil service competencies, interview techniques, and support with providing feedback on applications. Finlay has been successful in obtaining a role with Home Office as an AO which she has accepted and submitted her pre-employment checks. She has also provided some feedback regarding the support she has received:

***“The youth hub has been great with helping me find a job. Not only do they provide a 1-to-1 service to help you find a job suited for you, but they help you through CV writing and applications that you may not be confident completing alone. I have mainly focused on applying for civil service jobs and have recently been offered a job at the home office. The youth hub was a big help getting me to where I am now”.***

## Decent Homes

### Fell Lane tenant engagement

Various partner agencies came together to organise a tenant engagement day, visiting residents in the Fell Lane area of Keighley West.

Organised by Yorkshire Housing, who have many tenants here, the morning brought together Neighbourhood Police Team PCSO, CBMDC Area Office WO and AWO, CBMDC Neighbourhood Warden, Ward Cllrs, Centre Point charity staff, Manningham Housing association officers and Yorkshire Housing officers.

The day included litter picking and speaking to tenants about how they feel about their area.

Many residents said that they enjoy where they live, get on well with their neighbours and feel safe. It also gave an opportunity for the staff working for the different agencies attending to meet and discuss ways to work more effectively together.



### Residents invited to come forward for free insulation scheme



*Sue McHale in her daughter's newly insulated attic bedroom*

People are being invited to come forward to apply for free insulation which will make their homes warmer, more energy-efficient and reduce carbon emissions.

Phase 3 of the Local Area Delivery (LAD) Green Homes Grant is the result of a successful bid by Bradford Council for a £5.3m share of Department for Energy Security and Net Zero's Sustainable

Warmth Fund last year.

The grant means that work can be carried out completely free of charge to residents. It involves fully insulating attic space, plastering and redecorating the area, installing trickle vents in the windows for air flow and, if needed, providing mechanical insulation to bathrooms, such as an extractor fan.

The measures will improve the properties' EPC ratings by up to two bands - reducing a household's annual energy bills and, in a lifetime, saving 75.26 tonnes of carbon per property.

The McHale family in Keighley had the work done last year under Phase 2 of the scheme. It has enabled them to turn their thermostat down by two degrees, saving money on energy bills and making the home feel warmer. Their daughter is also enjoying her much warmer attic bedroom.

Sue McHale said: "Making energy improvements to our home was something we'd been considering anyway and we'd actually never considered getting our attic room insulated but now it makes perfect sense. With energy bills rising we are reassured we have taken some simple steps to help keep costs as low as possible".

## Good Start, Great Schools

### The wheels on the bus....



Parents and children attending the Good Shepherd Centre and students from Our Lady of Victories Catholic Primary School (OLV) in Keighley West benefited from an interactive and exciting reading journey on board the Literacy Trust's "big yellow bus" (the Bradford Stories Bus).

A partnership between the Literacy Trust, the Good Shepherd Centre and OLV, brought about by Assistant Ward Officer at Keighley Area Co-ordinators Office, enabled parents, children and students to "hop on" the bus and enjoy some storytelling, drawing and writing as part of their experience. Over 70 children, students and parents were involved during the visit from the bus, which gets into the heart of communities.

This was the first visit of the bus with future events and connectivity planned. The Literacy Trust will link into the Keighley Schools Together partnership, there will be further work developed with the Good Shepherd Centre,

support for the Ukrainian community and events will be widened across the Keighley area.

### Youth Service – working in partnership

The Youth Service – Keighley is supported by a wide range of partners in each community. This enables us to understand the needs of the community and help build capacity to deliver bespoke projects. Using a strengths-based approach to build stronger relationships within communities and increase participation, action, and ownership on local neighbourhood issues.

The Youth Services facilitates three 'Youth Offer' groups covering Keighley, Ilkley and Craven. Youth Offer Groups meet regularly over the last year. This has meant working closely with other organisations running youth provisions across the Keighley Area. This year, we have strived to develop a co-ordinated approach to the delivery of the 'HAF' Holiday Activities Funding to ensure that we have delivered a programme in each of the wards.

We have continued embedding our 'Keighley Youth Voice Strategy' and a youth conference was delivery with the attendance of young people from across the 6 wards. We have a strong youth ambassadors' group who meet regularly to consider and challenge workers to see if the different elements will all link to ensure that needs of young people across the constituency are considered.

Within each ward Youth Workers work alongside Ward Officers and the ward partnership meetings to map strengths, issues and support community and young people to develop responses. This approach has been effective in addressing anti-social behaviour in several areas where youth workers, ward officers and police officers have worked together to identify hot spots and develop strategies to address these behaviours.

Mapping and understanding the root causes of local issues provides an opportunity to plan and develop appropriate responses that local communities and partners are supported to

lead on. This enables funding to be secured and additional resources to be invested. For example, the Oakworth youth project.

## **Better Health, Better Lives**

### Supporting Health and Well-Being across Communities



### Wharfedale and Silsden

The Wharfedale and Silsden Health Partnership covers the areas of Menston, Burley-In Wharfedale (part of Shipley Constituency), Ilkley, Ben Rhydding, Addingham and Silsden.

The partnership is made up from member's representative of the Voluntary and Statutory Sectors. The Partnership is Chaired by Liz Horn Ward Officer and meetings take place on a monthly basis.

The partnership meets to discuss Health and Well-Being Proposals, share information, local and medical knowledge. The Partnership in 2022 agreed 4 priorities to take forward Mental Health, Weight Management, Deprivation and Poverty and Alcohol Services.

Moving forward in 2023 the partnership will focus on engagement and coproduction. Two recent projects supported via the partnership are:

Wharfe Valley Pathways supporting people with mental or physical health issues, offering an open door policy, on Thursdays at Christ Church Ilkley.

The Wharfe Valley Family Links Programme, supporting families in Burley In Wharfedale – Nurturing Groups in the community.

The partnership operates a hybrid meeting organised from Silsden Town Hall and will continue to meet in 2023.

### Mainly Men Project, Silsden



The Mainly Men Project takes place in the Foyer Café, Silsden Methodist Church and meets on the second Tuesday of the month between 11am- 1pm. The aim of the group is to bring people together to socialise, enjoy time with others outside of the home environment and provides opportunities to make and meet with friends old and new.

The Mainly Men Project was formed to meet the needs in the community and supports those who may be experiencing loneliness or isolation. The building is easily accessible and around 20+ people attend on a regular basis and the atmosphere is easy going and

welcoming. On offer is homemade soup freshly prepared by Chef Terry served around 12 noon followed by a few sweet treats provided by Joy at Crag & Coffee on Farnhill Moor!

The get 'Togethers' on the second Tuesday of every month are informal and anyone is welcome, not just men. Also, on offer is a takeaway for anyone who would find that helpful. There is no charge, but donations are welcome, and the group is on-going.

## **Safe, Strong and Active Communities**

### **Ilkley PRIDE 2023**

The second Ilkley PRIDE event took place at The Kings Hall and Winter Gardens on Saturday 1<sup>st</sup> July 2023. The event was family-friendly with a fun, educational feel in the afternoon, with lots of activities for children and young people, including face painting, a free phot booth, karaoke, crafting activities. There were information stalls, workshops, merchandise, raffle and tombola. Proceedings were kicked off by Rock Choir singing outside the venue as attendees arrived.



The evening was filled with more entertainment, the main stage saw drag queens and local bands wowing the crowd, while in the winter garden there were performances from an acoustic band, with a more relaxed atmosphere. The Ilkley PRIDE committee is heavily supported by the Keighley Area Office with area co-ordinator and ward officer both spending time at the event and assistant ward officer spending the full day supporting the event.



## A Sustainable District

### Eco-Day at Cliffe Castle



Cliffe Castle Museum and Park was host to a Family Fun Eco-Day on Saturday 1st July. The event, organised by Heritage Parks Officers and Keighley Ward Officers, was a celebration of nature and all things green with a huge variety of things on offer for the nearly 600 visitors.

This included the chance to see rare breed sheep, nature arts and crafts, film screenings, an eco-market and even a solar powered DJ Set! Mind the Gap Theatre Company also performed 'Birdie', a story about friends working together to make a difference in the climate crisis, at points throughout the day.

Amongst all the highlights, the organisers were most proud of the fact that visitors had the chance to interact with over 25 local and national eco-focused organisations in a fun and meaningful way.

Despite a bit of wind and rain, the day was heralded as a great success, and plans are already underway for an even bigger and better event next year.