

Supported Training and Employment Pathway (STEP) into Construction

STEP targets hard to reach groups of young people in Walthamstow under the age of 25, those not in education or work and the long term unemployed. It helps these young people enter the workforce via a programme of on the job and teacher led training which leads to accredited qualifications.

STEP started in the NOW area in 2003 with £137,294 of NOW funding. NOW's investment has enabled STEP to begin its work helping young people whilst also successfully attracting further investment to help STEP continue and grow within the area.

There is a massive demand for skilled people within the construction industry. The Construction Industry Training Board indicates the shortage is around 70,000 skilled personnel. The problem is particularly acute within London, whilst local to Walthamstow, the new Stratford City Project and the 2012 Olympic Games will require a large, and skilled, workforce.

STEP also helps young people develop social skills and self esteem, understand the culture of work and move away from anti-social activity. STEP works closely with Leyton Street Wardens and LBWF's Defending Da Hood project to reach out and engage young people and help them into work.

STEP is active in six boroughs across London and is a partnership between London & Quadrant Housing Trust and local training providers.

London & Quadrant Housing Trust purchases over £260million of construction services each year and is the largest builder of social housing in London.

STEP in Walthamstow is supported by the Learning and Skills Council, Job Centre Plus and LBWF.

Supported Training and Employment Pathway (STEP) is a construction specific employment programme that helps young people learn skills and secure jobs in the building industry.

Number of construction jobs created

Number of people in training gaining qualification

Number of training weeks provided

Number of young people benefiting



	348
ns	105
	1,997
	133

John, a Leyton resident, joined STEP two weeks after coming out of prison. He was determined to break out of his old pattern and look for a course or a job that would give him a better future. When a friend told him about STEP it was exactly what he was looking for.

"I wanted to get myself into something. Not a cash in hand job, none of that. Get myself onto a course, develop myself, getting my NVQ in bricklaying on STEP will be very big deal," he says.

John served eight months in prison, and before that had been arrested for petty offences such as graffiti art and possessing a single joint of cannabis. This life was unstable: "on and off working - cash in hand or bumming about or just surviving. It's hard to break out of," he says. But these days John is more optimistic.

John's attendance at STEP is one of the highest in the class and he has gained a reputation for being able to calm disputes and explain things rationally to his class-mates. He has so impressed the STEP managers that they have appointed him as a mentor for other STEP trainees.

Ultimately he would like to start his own business. John says: "That's what I've always wanted to do. I've done business studies, painting and

decorating, it's all there. Business studies will help. If I finish the bricklaying course, not if, I mean when, that will be my next target - to just get it all flowing in a way that I can start my own business."

John was originally signed up for the 13-week course in bricklaying but he's hoping to be able to extend it to 26 weeks if he can sign up for the New Deal. He still has to miss sessions for official appointments with his probation officer or to sort out problems with his electronic tag, but all his absences have been authorised. He's proud of what he has achieved.

"The hardest thing is when you're feeling a bit weak, to still give yourself that boost, get yourself there, do a day's work. But the main thing is knowing that my mum's proud. That's what makes me feel good, that she's happy. Yeah, I am proud.

"Now I feel uplifted. I haven't got anything to worry about. It's just the everyday problems that people have. A year ago I had a lot of stuff going on. So really I see myself as a lot more calm, collected, happy kind of thing."

Uplands House College

Uplands House was a derelict building that has now been transformed into a vibrant community college at which hundreds of people each week study for higher education or vocational qualifications.

The transformation of Uplands House into an important education hub was achieved through £545,875 of NOW funding. The revamped Uplands House opened in May 2004, following 12 months of renovation which retained many of the building's period features.

Uplands is now part of Waltham Forest College and approximately 600 students use its facilities each week making use of its purpose built resources and on site courses:

- **ESOL:** 100 students take English for Speakers of Other Languages courses six days a week.
- **Uplands Hair and Beauty Academy:** 50 students a month study to become qualified hairdressers and beauticians and take National Vocational Qualifications levels 1, 2 and 3. As part of their learning, students run salons for the public.
- **The Academy:** Held on Tuesday, Wednesdays and Thursdays. The Academy provides basic hairdressing and beauty treatments.

- **Image:** Held on Mondays and Fridays, level 3 students offer advanced hairdressing and beauty treatments.
- **Childcare:** 30 students study National Vocational Qualifications towards levels 1, 2 and 3 in childcare and early years development.
- **IT resources:** Uplands has 45 computers and a range of computer and IT related courses ranging from Microsoft Office skills through to the pan-European IT qualification ECDL. Courses can be taken on site or off site via remote e-learning.

The courses at Uplands are run in conjunction with the Learning and Skills Council North London branch and Learn Direct.

Uplands' conference and meetings facilities are also used by the community and other groups and can be booked by local people.



Sahar Yousefi is 22 and came to the UK in August 2003 from Iran to learn English and improve her employment potential. In making the move she left behind her family and friends.

In Iran she studied graphic design for three years but was unable to develop this in the UK because of the language barrier and her qualifications are not recognised here.

Undeterred, Sahar came to Uplands House to develop new skills and improve her English. She is currently studying hairdressing to National Vocational Qualification levels 1 and 2, which will enable her to move on to take level 3 in the next academic year.

In the future, Sahar wants to move into fashion design and the Uplands course will have helped to improve her English enough to do this, whilst also helping her to find work and continue to develop professional skills.

Sahar says "I am enjoying studying at Uplands House since the facilities are great and it has a calm atmosphere. I get on well with the staff and students; we are like one big happy family."

Number of jobs created	61
Number of construction jobs created	2,646
Number of people in training gaining qualifications	378
Number of training weeks provided	4,178

Strategic Street Properties Refurbishment

NOW funding has helped refurbish Manze's Pie and Mash shop, a much loved Walthamstow institution which has been serving customers on the High Street since 1929.

The NOW funded project responsible for enhancing Manze's building is the Strategic Street Properties Refurbishment programme. The project seeks to restore and undertake beneficial works on significant buildings, mainly commercial properties within Walthamstow's St James Conservation Area, thereby improving the built environment and assisting the regeneration of the area. The project is run in partnership with English Heritage and started in 2002 with circa £600,000 in funding - £345,000 of which comes from NOW.

Architecturally significant buildings and those with links to

Walthamstow's heritage are being helped by the SSPR programme in a way which is sympathetic to their history. The restoration carried out has made existing businesses more attractive to customers and encouraged new shops to open premises within this area. Grants of up to 80 per cent are available towards the improvement costs for key buildings.

Since April 2002, SSPR has successfully completed the regeneration of:

- The Clock House 13 Pretoria Avenue (Grade II listed).
- Amin Opticians 27 High Street.

- The Cock Tavern & Stables 67 High Street.
- Get Direct Internet Café 39-41 High Street.
- L. Manze's Pie & Mash Shop 76 High Street (LBWF Locally-Listed).
- Cassino Shoes 103 High Street.
- Compucare (PC) Centre 16 St. James's Street.



Refurbished Manze's Pie and Mash Shop

Luigi Manze built and opened 76 High Street as a Pie & Mash Shop in 1929. Originally from Ravello in Italy, the Manze family emigrated to the UK in 1878. They went on to found an empire of 14 Pie & Mash Shops across London, particularly in the East End, including the Walthamstow branch. Manze's remains a well known and much loved local institution and continues to serve a daily menu of pies, mash & liquor (sauce) as well as hot or cold jellied eels.

The building boasts a marble/tile interior fitted with dining booths. Outside the exterior has been restored to its original condition by the SSPR programme - supported by the property freeholders, their business tenants and LBWF. The restoration is not perhaps immediately obvious since it sympathetically refreshed existing quality features.

Number of construction jobs created	1,760
Number of businesses advised	117
Number of dwellings benefiting from the project	15

Industrial Areas Improvement Programme

Industry and manufacturing play an important role within the NOW area's economy. NOW understands this importance and is helping attract businesses into the area and create jobs via the NOW funded Industrial Areas Improvement Programme (IAIP).

IAIP provides grants to attract new businesses into the NOW area and help existing businesses improve their premises.

Grants are provided to companies that fulfill specific criteria worked out with the IAIP team and are given up to a ratio of one part grant to three parts funding from the business towards its objectives.

The IAIP has been funded since 2003 and by the end of March 2006 it will have received over £750,000 of NOW support. Businesses around Argall Avenue and Rigg Approach have been those most keen to access the IAIP with companies as diverse as scaffolders, car repair shops, structured steel manufactures, veneer makers and printers benefiting from the project. Particular examples include:

Royal Jersey Laundry

The Royal Jersey is a major supplier of clean linen to most of the top quality hotels in London. Employing 60 people and operating seven days a week, they offer a 24 hour turn around for all hotel linen. An IAIP grant enabled the laundry to modify the building and install new production line equipment. The improvement work has helped safeguard the current employees and has enabled the employment of a further 11 staff.

Northfields

Northfields - a specialist linen provider - moved into the Borough at the start of last year purchasing a redundant building on Rigg Approach. Northfields provides linen to hospitality caterers and large events across the UK, designing and making linen of any size and shape. The IAIP helped Northfields to move into the area, totally transform the interior of its new premises enabling a production line to be built. Northfields now employs over 40 people.

Number of jobs created	168
Number of jobs safeguarded	472
Number of construction jobs created	14,851
New Business/commercial floorspace	59,090m ²
Improved business/commercial floorspace	49,853m ²



A devastating fire blazed through the Cromwell Estate in Leyton in the early hours of Monday 24 May 2004 destroying all of the businesses based there. Haveland, a small car body shop specialising in top of the range cars, lost everything in the fire including a brand new car that had been left by a customer.

The owner, Trevor Gilbert, in business on the estate for thirty years, had to start again

from scratch. "There was nothing left, not even a spanner, I was totally gutted," says Trevor.

Undaunted, Trevor set about returning to the estate and during this time approached IAIP to see if he could access a grant to expand his business. Haveland moved back in February 2005, with the business reopening in April. The IAIP grant enabled Trevor to alter his premises, allow the

construction of a spray booth (pictured) and provide ancillary equipment. The IAIP funding has enabled Haveland to expand its activity and the business has significantly increased its turnover.

"The IAIP funding was vital in getting my business back off the ground again. I am very grateful for all the help and support I was given at the time - I couldn't have done without it", says Trevor.

Waltham Forest Community Credit Union

Waltham Forest Community Credit Union (WFCCU) was able to set up shop on Walthamstow's High Street and become better able to serve local people thanks to £205,939 capital and revenue funding from NOW.

WFCCU provides all residents with a safe place to deposit their money and benefits, open savings accounts, take out loans and access professional financial services. The service is particularly useful to those people who cannot open accounts with other high street banks or building societies.

WFCCU is used by almost 900 Walthamstow residents and manages approximately £200,000 in savings and £70,000 of low interest loans which are invested in the area.

The NOW capital grant paid for refurbishing a shop on Walthamstow High Street to become the new base for the Credit Union in the area. The High Street presence makes it significantly easier for Credit Union's existing customers to access its services whilst also placing the Union at

the heart of the community and easily approachable for new savers. The Archbishop of Canterbury, Dr Rowan Williams, opened the new premises in May 2004.

NOW revenue funding helped pay for a Member Support Officer and the recruitment and financial services training for permanent and volunteer staff. The Credit Union employs 2.5 permanent staff and 40 trained volunteers.

WFCCU also helps local people gain practical experience and financial services training. This is of particular use to residents who are seeking to convert foreign financial services qualifications into the UK's equivalent professional standard.

Number of people in training gaining qualifications	45
Number of new businesses supported	29
Number of voluntary organisations supported	58
Number of people employed in voluntary work	123

Paths to Progress

Many children in schools across Walthamstow and the NOW area are held back from reaching their potential by social or personal barriers that hamper learning. NOW put in place £551,810 of capital and revenue funding to help lower these barriers and enhance the education opportunities for pupils across the area. NOW funding has enabled three main areas of development:

Introduction of Learning Mentors

Learning Mentors assists pupils from all walks of life reach their full potential, by providing support and guidance and helping remove barriers to learning and promoting effective participation. All children can work with Learning Mentors, but it is often those children with social, emotional or behavioural difficulties that benefit the most from their Mentor. NOW's funding has helped establish Learning Mentors in all 17 Waltham Forest Secondary Schools and 14 primary schools in the borough. In six of these schools Learning Mentors are directly funded by NOW.

Many Ofsted reports on schools in Walthamstow contain positive judgements about the work of Learning Mentors. For example, Greenleaf Primary School's Ofsted report (December 2003) states: 'The work of the Learning Mentor is

outstanding and helps specific groups of pupils to develop self-confidence, think better of themselves and where necessary, to improve their behaviour.'

Capital Improvements to Centres of Learning

NOW funding was used to meet the set up costs for a family learning play area, a community play programme, four community IT suites and an adult learning centre established across seven schools.

Learning Initiatives

NOW funding has helped schools across the borough tackle learning issues. Examples include: transition and citizenship conferences, language classes, assessment of English as a second language, parenting workshops, SHARE programmes, attendance campaigns; a digital video project, production of a Romany CD Rom and improvement in induction procedures; resources for a playzone project, creative dance project, lunchtime club, cookery/gardening clubs, a transition project, a playground project and a playtime buddy system.

Number of jobs created	23
Number of pupils benefiting or showing improved attainment	5,481
Number of employers involved in education	5
Number of people employed in voluntary work	173

Changing Perspectives, Changing Power

Changing Perspectives, Changing Power (CPCP) is a six year NOW funded scheme that provides help, guidance and training to local volunteer community groups seeking to help residents in the NOW area.

Such volunteer groups' programmes range from health initiatives helping people with HIV and raising AIDS awareness, through to recycling schemes promoting reuse and reduction of waste.

Community empowerment, self direction and improvement are at the core of what NOW is aiming to achieve in improving the lives and the environment for people within the NOW area. NOW has supplied almost £860,000 in funding for CPCP to provide three interlinked services:

One-to-one management support: CPCP provides higher level strategic and practical advice to community groups. This may range from setting up management boards, writing business and development plans through to filling in grant applications.

Community Grant Programme: CPCP provides funding for community groups within the NOW area. The grants take two forms:

Community Grant: To provide seed funding to help organisations get started.

Technical Support: Grants are available for community organisations to purchase technical assistance to help them strengthen or expand their current operations or develop new activities.

Structured Training Programmes: CPCP helps develop staff via a series of training and skills development programmes. These range from half-day seminars through to accredited training programmes. All are focused towards helping staff start and maintain successful, effective and well run community groups and volunteer organisations.

Number of jobs created	17
Number of people in training gaining qualifications	176
Number of people benefiting from safety initiatives	22,572
Number of new child care places provided	668

CPCP operates in the heart of Walthamstow and provides space and resources for local organisations within its offices:

Resource Library: Books are available on a range of subjects relevant to the management and effective running of community organisations and charities.

Hot Desking: CPCP provides free office space for three community organisations to have a base, meet clients and hold meetings.

NOW Area Network (NAN): NAN is a CPCP initiative that brings together community groups and organisations in the NOW area. Meetings are held quarterly to give groups a platform to meet, share ideas and form partnerships.

Partnerships and Networking: CPCP works in partnership with local voluntary and statutory organisations such as Metropolitan Police, Voluntary Action Waltham Forest, Waltham Forest Fund Raising Forum, BME Alliance, Forest Recycling Project, Waltham Forest Environmental Forum, London Borough of Waltham Forest Community Cohesive Strategy Forum and Waltham Forest College - to name a few.

INTERPRETING AND TRANSLATION ASSISTANCE

This booklet summarises the seven year regeneration programme - New Opportunities for Walthamstow. If English is not your first language and you would like a copy, please tick the box next to you own language, fill in your name and address, then return the form to the address given.

This document is also available on Audio Tape Braille Large Print

<p>Kjo broshurë përmbledhë programin shtatëvjeçar të programit të regjimerimit - Mundësitë e reja për Walthamstow (New Opportunities for Walthamstow). Nëse Anglishtja nuk është gjuha juaj e pare dhe ju e kishit dashur një kopje, shenoni katrorin pranë gjuhës suaj, plotësoni emrin dhe adresën tuaj dhe ktheni formën në adresën e dhënë.</p> <p style="text-align: right;">Albanian <input type="checkbox"/></p>	<p>Este folheto resume o programa de regeneração de sete anos - New Opportunities for Walthamstow (Oportunidades Novas para Walthamstow). Se o inglês não for o seu idioma principal e gostaria de obter uma cópia, assinale o quadrado ao lado do seu idioma, preencha o seu nome e morada, depois devolva o formulário para a morada dada.</p> <p style="text-align: right;">Portuguese <input type="checkbox"/></p>
<p>يلخص هذا الكتيب برنامج السبع سنوات للتحديث - الفرص الجديدة في واثامستو. إذا لم تكن الإنجليزية لغتك الأولى وأردت نسخة فالرجاء وضع علامة بالصندوق أمام لغتك وملئ اسمك وعنوانك وتم إعادة النموذج للعنوان المذكور.</p> <p style="text-align: right;">Arabic <input type="checkbox"/></p>	<p>Waraaqaahaani waxay soo koobayaan barnaamijka dib-u-dhiska - Fursadaha Cusub ee Walthamstow (New Opportunities for Walthamstow). Haddii afka Ingiriisku uusan ahayn afkaaga koowaad, aadna jeclaan lahayd in aad heshid koobi ama nuqul, fadlan calaamadi khaanadda ku ag taal afka aad ku hadashid, kuna buuxi magacaaga, cinwaankaaga iyo lambarka teleefoonkaaga, kadibna ku soo celi waraaqda cinwaanka lagu siiyay.</p> <p style="text-align: right;">Somali <input type="checkbox"/></p>
<p>本宣传册是对为期七年的《为 Walthamstow 带来新机遇》(New Opportunities for Walthamstow) 这一综合整治项目的概述。如果您的第一语言不是英语，因此需要我们为您提供您使用语种的译本，则请在您使用语种旁的方框里打勾，并填写好您的姓名和地址后，将该表寄回给指定地址。</p> <p style="text-align: right;">Chinese <input type="checkbox"/></p>	<p>இக்கைப்புத்தகம் வோல்தம்போறஸ்ட்ருக்கான புதிய சந்தர்ப்பங்கள் பற்றிய எழுவுருட புனருத்தாரண திட்டம் பற்றிச் சுருக்கமாகக் கூறுகிறது. ஆங்கிலம் உங்கள் முதல் மொழியாக இல்லாதிருந்து இக்கைப்புத்தகத்தின் பிரதி உங்களுக்கு வேண்டுமாக இருந்தால் தயவுசெய்து உங்கள் மொழிக்கான சதுரத்தில் குறிவிட்டு, உங்கள் பெயர், விலாசம், ஆகினவற்றைக் குறித்து கீழே தரப்பட்ட விலாசத்திற்கு அனுப்பி வைக்கவும்.</p> <p style="text-align: right;">Tamil <input type="checkbox"/></p>
<p>Cette brochure est une synthèse du programme de rénovation de sept ans - De Nouvelles Opportunités pour Walthamstow. Si l'anglais n'est pas votre langue maternelle et si vous souhaitez en obtenir une copie dans votre langue, veuillez cocher la case correspondante, indiquer votre nom ainsi que vos coordonnées et renvoyer le formulaire à l'adresse indiquée.</p> <p style="text-align: right;">French <input type="checkbox"/></p>	<p>"New Opportunities for Walthamstow" adlı bu kitapçıkta yedi yıllık imar, yenilenme ve kalkınma programı özet olarak yer almaktadır. Programın Türkçesini okumak istiyorsanız, lütfen yanında "Turkish" yazılı kutuyu işaretleyin. Adınızı, soyadınızı ve adresinizi yazdıktan sonra bu formu belirtilen adrese gönderin.</p> <p style="text-align: right;">Turkish <input type="checkbox"/></p>
<p>Ta broszura opisuje w skrócie 7-letni program regeneracyjny „Nowe perspektywy dla Walthamstow”. Jeżeli angielski nie jest Twoim językiem ojczystym i chciał(a)byś otrzymać egzemplarz w innej wersji językowej, zakresi krótkę obok Twojego języka, wpisz imię, nazwisko i adres, a następnie wyślij formularz na podany adres.</p> <p style="text-align: right;">Polish <input type="checkbox"/></p>	<p>اس کتابچے میں دائیہ فارم کے لئے معلومات کے نام سے تجویز نو کے سات سالہ پروگرام کا خلاصہ بیان کیا گیا ہے۔ اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ اس کی ایک کاپی حاصل کرنا چاہتے ہیں تو براہ کرم اپنی مطلوبہ زبان کے نام میں ایک کاپی لکھیے اور اپنا نام اور پتہ لکھیے اور اس فارم کو پتے کے پتے پر واپس بھیجیے۔</p> <p style="text-align: right;">Urdu <input type="checkbox"/></p>
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