



TEN

# TEN NORTH EAST

## ANNUAL REPORT – 2020/21

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**TEN North East has been supporting local communities and delivering people focused services since 1994, with the aim of Raising Aspirations and Creating Better Prospects enabling individuals who are resilient, confident, ambitious and independent.**

To achieve our aim, we help people gain confidence and skills; to get back into training and work; and support young carers and their families to be resilient, confident, ambitious and independent. We seek to provide the support required to overcome significant challenges such as poverty, isolation, low skills and poor health.

The past year has been significantly challenging for our local communities, clients and staff. Through amazing team work, support from partners and securing emergency funds, we have adapted, embraced digital and outdoor provision and engaged our beneficiaries in new ways, ensuring we keep everybody as safe as possible.

Over the next 12 months we will continue to work with our beneficiaries, partners and funders to develop our services and assist communities with Covid-Recovery as well as the wider economic recovery of the local area. The critical services delivered would not have been possible without the support of many partner organisations, funders and commissioners, and we'd like to thank them for the on-going commitment to helping communities and supporting us in delivering our vision of "Your Future, Our Business"

**Andrew Watts**

Chief Executive

Thank you so much for all of the help and support you have given to me in the last year. I really struggled at the start of the pandemic due to the increase in my caring role and lack of control of my situation. Being able to talk to you and see your familiar friendly face via Zoom has really made things a lot easier for me.



**You all supported me and my children massively when my mental health was at the lowest point. There was no judgement only understanding and listening to me**

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## YOUNG CARERS

177 individual Young Carers have been supported this year with Young Carer respite support activities, significantly adapted to create a blended model of virtual, online and face-to-face support.

- > **Socially distanced 'bubble' family events, supporting 23 individual families with 86 attendees**
- > **1376 activity packs delivered covering mindfulness, physical activity challenges, arts and crafts, gardening and cookery**
- > **17 Young Adult Carers (Age 16-24) have been supported with transition into further education**
- > **33 Food hampers delivered, 17 Prescription collections and countless shopping trips**
- > **71 families have received significant intervention in the form of listening ear emotional support, referrals to external services, online support, home visits**
- > **99 one-to-one support zoom sessions**

Through a wide range of services, our [YOUNG CARERS](#) programme offers respite and emotional support to Young Carers in South Tyneside aged 5 - 24.

### CASE STUDY

DL age 9 and LL age 7 help care for mum who has a number of complex health conditions including; fibromyalgia, depression and COPD. As a result of the pandemic restrictions the children's caring responsibilities heightened dramatically and mum's mental health began to deteriorate. There are no family connections in the area and so support is extremely limited. Mum describes our project as a lifeline as without our help and support she would have no one. Staff have delivered groceries, collected prescriptions, provided emotional support to the children as well delivering respite activity and homework packs. LL began to struggle emotionally, he did not understand why mum was upset and tired all the time and "thought she was going to die". We needed to emotionally support LL and explain mum's health conditions to him in a way he understood. Online communication methods were not available for this family and so we regularly visited the home and conducted sessions socially distanced through the window. LL completed the Young Carer Journey Workbook, accompanied by staff, so any questions he had, we were able to help answer. A worry jar was used so LL could remove his worries from his head and write down any questions he had for his next session. Barriers to online engagement were addressed and grants applied for to make communication and access to support easier for the family. iPads were provided alongside a dongle for use of internet. As a result of intervention DL and LL are now better able to cope with their 'new normal'. They do not need as much support from staff and have adapted extremely well. They are doing well in school and now understand mums condition a lot better.

# EMPLOYABILITY SUPPORT

Our Work Coaches have supported our clients for much of the year from home through the Wise Steps Programme, via text, email, phone and video. This year the emphasis has been, more than ever before, on the wellbeing of our participants. We have provided support with isolation, coping with mental health crisis, providing referrals to food banks as well as accessing IT, supplying equipment for crafts and providing digital skills support. We have created training and service directories, and have assisted many of our customers to access remote learning during lockdown.

When able, the coaches have provided one to one and group socially distanced wellbeing walks along the stunning coastline of South Shields and Whitburn, with one of the coaches' dogs, a Cockapoo called Michael. These walks have been instrumental in supporting some of our customers to alleviate their anxiety about going outside.

One customer, Margaret reports that she now feels much more relaxed about leaving her house and the exercise and interaction with Michael has been lovely after the loneliness of lockdown.

# 85

PEOPLE

SUPPORTED THROUGHOUT THE PANDEMIC WITH A RANGE OF ISSUES

# 46

INDIVIDUALS

COMPLETED TRAINING AND GAINED A TOTAL OF 45 QUALIFICATIONS

# 15

PEOPLE

GAINED EMPLOYMENT

# 6

PEOPLE

PROGRESSED INTO VOLUNTEERING

I could not have got back into work without the help of Ten, I had been self employed for a lot of years had no CV or had an interview since 1982. I am now in a permanent post in security at Nexus Learning centre South Shields. without the SIA course that Ten put me on this would not have been possible. This is an excellent service for anybody looking for work especially for the older person who has been out of the work place for along time like me.





# TEN NORTH EAST

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Your Future - Our Business

