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# ANNUAL REPORT

North Manchester  
Community Partnership



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Community Partnership



**2020**  
-  
**2021**

# WELCOME TO NORTH MANCHESTER COMMUNITY PARTNERSHIPS ANNUAL REPORT FOR 20/21



## NMCP & WELCOME CENTRE STAFF

**Quite a year. It started a week after lockdown. The demand on our services increased immediately with North Manchester residents facing even greater challenges because of Covid19 crisis.**

Access to support vanished overnight leaving a huge gap for vulnerable groups to get the help they needed. We initially reacted to the lockdown by setting up a home-based helpline service to deal with people's priorities: access to all online welfare benefits and HMRC applications; housing services and Council Tax issues; access to food/clothing; Health access to GPs ; emergency dentists' appointments and mental health support services; help with ordering online prescriptions; access to Food and associated

support ordering home deliveries. The diversity of our people means most have English as a second language and with everything digital this makes the problems twofold. We assisted some of our residents further with some "digital inclusion care packages" which included everything they needed to get online and all the information explaining what access was available. These were delivered with food parcels or with medication (all within guidelines)

It soon became very apparent that due to residents' digital illiteracy or lack of equipment, people were struggling to send details to complete applications. Together with Wai Yin's Welcome Centre team, we combined our services, and began working to

make the centre Covid safe so we could start delivering face-to-face appointments to support the families who were most vulnerable or unable to forward information.

Our work continued supporting parents alongside the Surestart outreach teams through the whole of lockdown and were permitted to support residents through the first lockdown at Woodville Children's Centre and from the end of July at the Welcome Centre.

# CHAIR'S REPORT

What a truly extraordinary year we have had – no-one could ever have imagined the impact that Covid 19 would have on our country and the extraordinary achievements our very small charity would make to support our people in their darkest days.



As a result of the upheaval, all of our existing funded projects had to be changed, funders contacted, and new contractual obligations made to deliver our services. It is to the credit of our brilliant team John, Natalie and Caron, that we achieved all of our targets and gained a reputation for 'getting stuff done'. Sessions moved overnight to telephone support, followed by a range of digital support tools - Zoom and Teams - that the team had to learn quickly. Denise even ran online classes which were joined by women stranded in Sudan, Somalia, Italy, and other countries. Many women had their children, including babies, joining in bringing laughter and a sense of being in this together, although thousands of miles apart, approximately 30 of whom we supported with advice and ESOL.

Development plans were suspended. However, we did meet with the Lloyds Bank Team, working on our digital presence, re-examining who we are and what our mission/purpose is. Not having real face to face time with Lloyds, became an issue so the project was suspended. The work will be continued throughout 2021/22 together with the overall development of the future of the project. Pieces of work that were put on hold were staff and volunteer training: investment in digital infrastructure to efficiently collate information; investment of time and support to small groups,

the garden at the Welcome Centre and the development of Simpson Memorial Hall as a Moston Community Hub. In addition delivery of services at Harpurhey Neighbourhood Project and venues in Charlestown and direct delivery in more Children's Centres plus a longer term funding plan we

suspended. We did manage to achieve a significant increase in our funding for the year, ending with a successful DWP contract working with those furthest away from the labour market to start in March 2021. The level of funding achieved and earned income means we are fortunate that we have not lost any of our staff and have sufficient funds to carry on our core activities next year, plus a healthy reserve, which is a major achievement for such a small group.

None of us know what next year will bring, how Covid will affect us returning to something like normal life. What we do know is that we have a clear sense of who we are, the skills and expertise we have and can share, that networking and collaboration will be central in the coming year and that small groups like ours will need us all to pull together to help our North Manchester people. We must be ready to face the challenges and support as many people as we can. We must continue to build on our relationships with other groups and organisations supporting the people of North Manchester.

Picture Above: Our chair (Collette) with a Syrian Refugee Family delivering food provisions at homeless accomodation

# KEY OUTCOMES & ACHIEVEMENTS



## Natalie helping our residents with their application

Our team was successful in generating £97,000 of income throughout the year, this came from an array of funders to cover a full range of activities and services.

In March 2020, just as lockdown was announced we were awarded an ESF Project (20k) to deliver Digital inclusion, ESOL, along with Health and Wellbeing activities with 80 refugees. This was originally classroom based, then through development and working alongside Rainbow Haven we achieved the outcomes remotely via Zoom classes. We were also successful with Covid response bids from Salford CVS; Forever Manchester; We Love MCR; CAF and the National Lottery Community Fund. These funds allowed us to carry on supporting residents with vital welfare and emergency food parcels.

Manchester City Council funded us to carry on supporting North Manchester residents with job search, CV's and

pre-employment courses along with advisors' support. We beat off very tough competition to land a Power to Change/Cclors Project, to work with our culturally diverse communities to combat the inequalities they experience around health, employment, welfare, and housing.

We continued to work with Good Things Foundation with whom we have been a member of the Online Centre Networks since 2015, and were awarded Covid Response funding along with Digital Capabilities funding working with Lloyds Bank to develop our social media and online presence. In April we were invited as one of 10 centres to be part of an initial pilot, involved with DEVICES scheme to gift residents with a tablet and data. The findings from this led to the huge campaign across the UK and is still ongoing. We completed our outcomes for HMRC support and FDI using the Learn My Way platform.

John, our Project Manager, was involved in the development of a MCC Pocket Guide (helping Hands) initially working with staff from the Reform team at the council. However, this group very quickly evolved into almost 40 organizations all having input in producing this information booklet.

We were one of only 5 centres in Manchester who were successful with the Census bid and we set up the Simpson Memorial Hall as a Census Hub where the public could access support to fill out the forms online.

In February after 4 years of hard work from John, we were rewarded with a DWP flexible fund contract to work with some of the most vulnerable of our residents. This was scheduled to start in May.

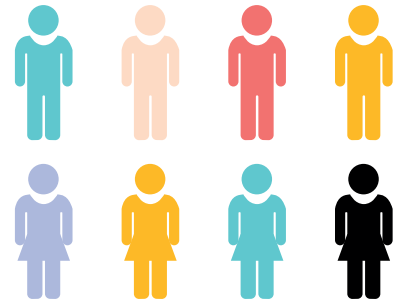
As one of the EU Settlement Assisted Digital Providers we have helped hundreds of residents with their applications.

The biggest achievement was strengthening our partnership with Wai Yin Society, especially the Welcome Centre team, setting up a triage service with the reach going across the city and Greater Manchester.

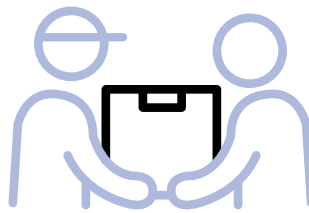
# FACTS & FIGURES



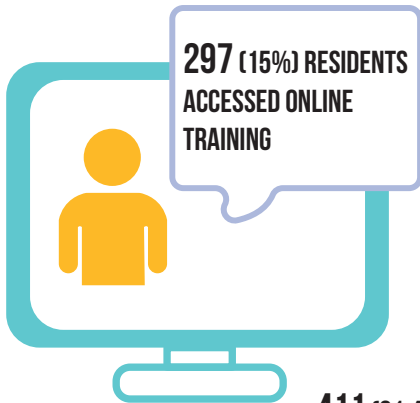
**612 (32%) RESIDENTS WERE SUPPORTED WITH COUNCIL TAX, HOUSING, HMRC, UTILITY BILLS OR OTHER HOUSEHOLD ISSUES**



**WE HAVE SUPPORTED 1934 PEOPLE OVER THE LAST 12 MONTHS**



**329 (17%) RESIDENTS WERE SUPPORTED WITH FOOD PARCELS OR HELP WITH ORDERING SHOPPING ONLINE**

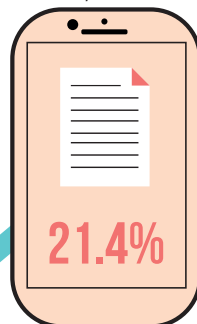


**297 (15%) RESIDENTS ACCESSED ONLINE TRAINING**

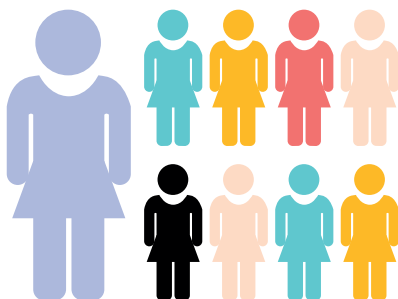
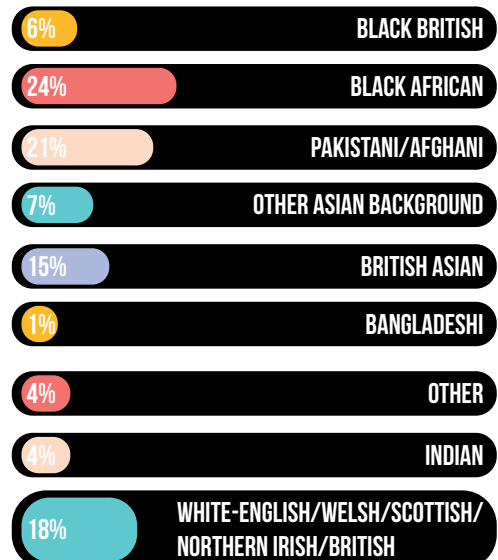


**ASSISTED 321 INDIVIDUALS AND FAMILY MEMBERS TO SUCCESSFULLY APPLY FOR SETTLEMENT OR REFUGEE STATUS**

**411 (21.4%) RESIDENTS RECEIVED SUPPORT AROUND EMPLOYMENT INCLUDING CV'S, JOB SEARCH AND APPLICATION FORMS**



## ETHNICITY



**1199 RESIDENTS (62%) WERE SUPPORTED WITH UNIVERSAL CREDIT**

# WHO IS NORTH MANCHESTER COMMUNITY PARTNERSHIP?



North Manchester Community Partnership started working with seven like-minded community-based organizations based in North Manchester. The partnership and its members work to help those in impoverished and deprived areas to become empowered and learn new skills, to gain employment and training opportunities and helps with the most basic of life skills.

We are a unique collaboration of grassroots and larger third sector groups, housing associations, health services and family services. Our approach is community-led and has provided many benefits to the communities we serve. You can find out more about our service partners in our Partners section.

In 2017, we were awarded Accredited Status with Open Awards, which allows us to deliver our own flexible courses. In the same year, we partnered with the Department of Work and Pensions to deliver contracts on their behalf. Our work has also allowed us to be held as an example of “good practice” by the Good Things Foundation, who selected us as a Pathfinder Project for their Integrated Communities Innovation Fund application from the National Lottery.

Our work and the services we have provided since 2011 have appeared in academic research. In 2013, a research paper commissioned by Manchester City Council and Sheffield Hallam University featured the Partnership as an example of community working.

## Where to find us and how to contact us :

Our Registered office is:  
The Welcome Centre, 18 – 32 Brentfield Avenue,  
Manchester, M8 0TW  
Contact 0161 5134509/ 07712633654  
Email: [hello@nmcp.org.uk](mailto:hello@nmcp.org.uk)

## Based at

Simpson Memorial Hall, 361 Moston Lane,  
Manchester, M40 9NB  
Contact: 07307206013/ 07470470429  
Website: [nmcp.org.uk](http://nmcp.org.uk)  
Twitter: @ncmp2017

Registered Charity No:1173945  
Open Awards Accreditation: 61539  
Disability Confident Committed: DCS015391 (Level 2)  
Living Wage Provider Accreditation

# M A S S I V E T H A N K S

To John and his team of staff and volunteers, who worked tirelessly throughout the year, and John even managed to find the time to volunteer at the start of the vaccination rollout at The Irish Centre and Plant Hill Road Clinic.

To our Board for their support, commitment, and endless patience

None of the above would have been possible without the support, advice, and critical thinking of the staff from the following groups and organizations, with Special Thanks to:

Wai Yin Society, Rainbow Haven, Salford CVS, Surestart Centres (Woodville), Manchester City Council (Works & Skills, Reform teams) and Homeless Unit, Yes Manchester, Simpson Memorial Hall, No93 , North Inclusion Group, Community Futures, Northwards Housing and Salford Foodbank

## FUNDERS

**Good Things Foundation**

**Manchester City Council**

**ESF**

**Power to change**

**Salford CVS**

**Forever Manchester**

**We Love MCR**

**CAF**

**Lloyds Bank**

**National Lottery Community Fund**

**We are Digital**

**Accountant:**

Geoff Kwakye-Donkor  
The Hive  
Planthill road  
Manchester  
M9 6NP

**We bank with:**

Lloyds Bank  
Lewisham High Street  
London  
SE13 6JG



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Community Partnership