Project: Community Cafe
Background
Bacup and Stacksteads Sure Start is a Round 3 Programme of the recent government initiative of investment in improving the social, emotional and educational lives of pre-school children and their families.

Sure Start Local Programmes are situated in areas which fall into the 20% most deprived wards, by definition of the Indices of Deprivation in Britain, of which Bacup has three, Greensclough, Irwell and Stacksteads.

The Programme received approval in 2001 and the task of recruiting staff began with the appointment of the Programme Manager in November of that year closely followed by the appointment of the Programme Administrator. Between November 2001 and August 2004 staff were recruited and services were delivered from temporary offices and rented space around the town.

During this period architects, builders and partners met to plan and eventually refurbish an old Victorian Baths in the centre of town which would become the Sure Start building now called The Maden Centre. The team and majority of services eventually relocated in August 2004.

 Targets met by Community Café Project

Sure Start Targets
Objective 1 Improving Social and Emotional Development
Objective 2 Improving Health
Objective 3 Improving Learning
Objective 4 Strengthening Families and Communities

SRB Targets
- 1Ai Jobs Created
- 1C People trained gaining qualifications
- 1Fii People trained obtaining jobs who were formerly unemployed
- 6C Buildings improved and brought back into use
- 7Ai People given access to new community health opportunities/facilities
- 8C Individuals employed in voluntary work
- 10ai Number of new child care places

Bacup and Stacksteads Sure Start Challenge Fund
An Appraisal Form was submitted to the Challenge Fund in 2002/03. It outlined the aforementioned Sure Start Targets and SRB Outcomes and addressed the following issues:

- To improve the health of families and children in Bacup and Stacksteads by providing opportunities to access healthy eating menus in the Community Café.
- To improve the health of the young children of Bacup and Stacksteads by providing opportunities to access healthy menus and for parents to have learning chances that could lead to improved knowledge of healthy nutritional foods.
- To enable people to access training, education, employment and leisure resulting in improved physical and mental health.

Local statistics show that the identified area has high unemployment levels and this in turn leads to debt and poverty. In the East Lancashire Health Authority’s Public Health report 2001/02, Stacksteads and Greensclough are the two most deprived wards in Rossendale and Irwell ranked as 6th. Children raised in poverty are more likely to die from coronary heart disease and respiratory disease when they become adults. There is evidence to show a healthy diet can help prevent this. Also building self esteem and confidence, enabling and empowering parents, so as to encourage a healthy pathway to employment can assist in the prevention of mental health problems.

The project, Community Café/Training Kitchen, aimed to tackle these issues in the following ways:

- Provide healthy option menus in the café for the general public and in the 51 place day nursery within the Maden centre.
- Free menu and recipe cards for meals to be provided within the home.
- Cookery Classes linked with budgeting classes for referred families facilitated by Sure Start Family Team.
- Offer vocational and non-vocational training opportunities that could lead to employment.
- A non smoking environment would provide a healthy atmosphere reducing to some degree the effects of passive smoking.

Approval of the Challenge fund grant was received in April 2002 with the monies offered being:

- 2002/03 - £20,000 (or 10% of the total year costs, whichever is the lower)
- Total programme £ 243,000 (or 0.06% of the total project costs, whichever is the lower) including previous years.

However, in April 2004 we were informed that the NWDA had placed financial constraints on the SRB funds and we would be receiving £53,514 for the year 2004/05. This was stressed it was a provisional offer only. It was also stated the funding investment would be extended by a further 12 months and would not be fully invested by 2005/06. This has had implications on the sustainability of the project which has led to many meetings looking at how sustainability can be achieved at an earlier date.
<table>
<thead>
<tr>
<th>Objective</th>
<th>Projected Outcome</th>
<th>Progress to date</th>
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<tbody>
<tr>
<td>Create Jobs 1Ai 1Fii</td>
<td>1 x full time cook 2 x assistants 1 x domestic assistant</td>
<td>1 x Full Time 37hrs - Head Cook 1 x 30hrs. – Assistant Cook 1 x 25hrs – Domestic Assistant 1 x 18.5hrs – Domestic Assistant</td>
</tr>
<tr>
<td>People trained gaining qualifications by accessing education, training, employment and leisure resulting in improved physical and mental health 1C</td>
<td>3 x people training for NVQ 30 x people gain Basic Food and Hygiene Certificate</td>
<td>In negotiation with Accrington and Rossendale college to become a training establishment for NVQ 2 &amp; 3 in catering. Should commence Spring 2005. 22 people gained the Basic Food and Hygiene Certificate 2004</td>
</tr>
<tr>
<td>Buildings improved and brought back into use 6C</td>
<td>Complete the renovation of the former Maden baths to open in August 2004</td>
<td>Renovation of former Maden Baths (Victorian swimming baths) completed August 2004 houses Community Café, Training rooms, Neighbourhood Nursery, Accrington and Rossendale College, Information Lounge, Offices, Conferencing Facilities, Creche Facilities.</td>
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It is too early to demonstrate
People given access to new community health opportunities/facilities. Improve the health of children and families living in Bacup and Stacksteads.  

To provide an accessible community venue for potentially all families in Bacup and Stacksteads.  

Publicity has been in the form of Local press articles, Newsletters, Fliers, Discount vouchers, Publicity banners. Negotiation with elder citizens has proved successful with the provision of a main course and dessert and a drink for £2.50.  

Catering for training events has proved extremely successful with agencies making follow up bookings.  

any effects on the health of the community however 4 x catering staff, 6 x Family Support Staff, 6 x Volunteers/parents have attended 5 x A Day Training to promote eating fruit and vegetables who in turn are now cascading that to other parents and children. Between 10 -12 young parents attend one session per week in the Training Kitchen. They budget for and purchase their own food which they prepare for themselves and their children. In conjunction with the Community Dietician the community café staff have worked on the provision of healthy menus at affordable prices. The following figures demonstrate the growth of the use of the café since it began serving the community.  

**August 2004**  
119 x Breakfasts, 427 x Lunches, 197 x teas, 480 x Snacks (children). 285 x adult lunches, 63 x internal catering, 70 x external catering.  

**September 2004**  
126 x Breakfasts, 398 x Lunches, 298 x Teas, 654 x snacks, 415 x adult lunches, 17 x internal catering, 70 x external catering.  

**October 2004**  
196 x Breakfast, 546 x lunches, 372 x teas, 889 x snacks, 401 x adult lunches  

**November 2004**  
251 x breakfast, 763 x lunches, 498 x teas, 1063 x
### New Developments

In January 2 staff members left to go to different jobs. The 30 hr Assistant cook acted up as supervisor and worked 7 extra hours per week, the 18.5 hour assistant increased to 30 hours and a member of the domestic team worked an extra 10 hours per week whilst the posts were advertised. The posts should be filled by March 2005. The changes in hours once recruitment commences will be as follows:- 2 x café supervisors on 37 hours, one with responsibility for the nursery and one with responsibility for the café, and an 18.5 hour assistant. From evaluation it has become evident that someone with artistic flair is needed to complement the basic cooking skills of the staff. We have purchased lunch bags in order to promote meals for young children which are healthy.

### Customer Feedback

A series of Customer Satisfaction Surveys were carried out in October 2004 to establish how parents and children felt about the meals they received from the Community Café. Responses are as follows:-

<table>
<thead>
<tr>
<th>Description</th>
<th>Quantity</th>
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<tbody>
<tr>
<td>December 2004</td>
<td></td>
</tr>
<tr>
<td>Breakfasts, Lunches, Teas, Snacks, Adult Lunches</td>
<td></td>
</tr>
<tr>
<td>January 2005</td>
<td></td>
</tr>
<tr>
<td>Breakfasts, Lunches, Teas, Snacks, Adult Lunches</td>
<td></td>
</tr>
<tr>
<td>Individuals employed in voluntary work</td>
<td>3 x volunteers per year</td>
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<tr>
<td>3 x volunteers support the café on a regular basis serving food, washing pots and clearing tables however 5 other volunteers have helped when there has been extra curricular functions e.g. Open days, conference caterings. TARGET MET</td>
<td></td>
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<tr>
<td>Number of new child care places</td>
<td>24 x FT equivalent</td>
</tr>
<tr>
<td>10 children attend 5 full days 16 attend full days but part week 11 x AM 10 x PM</td>
<td>Figures at January 2005 TARGET MET</td>
</tr>
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</table>
Are you happy with the meals your child receives?

- The menus are a good choice
- Yes. He seems to eat more variety at lunch than he would at home. Feel the teas are maybe not as healthy.
- Yes – if only he would eat them!
- Definitely – my son cannot get enough from what I have seen.
- More than happy – so it seems is my child who usually has more than one helping.
- My children have tea at the nursery and they have developed really healthy appetites due to all the activities they do.
- Yes. It is also nice to have feedback about what your child has/or has not eaten.
- Yes very happy. They are healthy and well balanced.
- Yes. Lots of variety and well balanced.

Have you ever used the café, and did you know it was open to everyone?

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>120</td>
<td>8</td>
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</table>

If you have used it what did you think of the food on offer?

- Cater for special diets such as gluten free.
- Very good, well priced, friendly helpful staff.
- Good range and good prices.
- Very good food and well priced. Very friendly service.
- Good food.
- It’s lovely.
- Very Good!
- The cakes were lovely and the food is reasonably priced.
- Not yet used but I soon will.

If not, now you know you can, will you use it?

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<tr>
<th>YES</th>
<th>NO</th>
</tr>
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If no can you say why?
The people who had not used the café before all said they would now they had seen it.

In December 2004, water school and their Board of Governors, use the premises for the interviews for Headship of the school. The community café provided the catering and this is a letter received in praise of the service and facilities.

“Dear Sue,

We would like to thank you and the staff at Sure Start for your hospitality during the recent interviews for Head Teacher at Water School. The building was excellent for our needs and the buffet and tea and coffee facilities were superb. The staff did a wonderful job and we couldn’t have asked for anything better.

Thank you once again.”
Conclusions
From the evidence provided within this report it is clear the Challenge Fund monies have been well spent and that the project is on target to meet the objectives outlined in the project proposal. The Community Café staff have worked in partnership with Sure Start workers and volunteers to provide a well received service to the families of Bacup and Stacksteads and wherever possible local suppliers have been used.

Future Plans

- To continue to provide affordable healthy meals to the community of Bacup and Stacksteads in liaison with the Health Service Dietician.
- To promote usage of the café via newsletters, press, fliers, promotional banners, word of mouth.
- To continue to provide internal and external catering for training and functions.
- To continue to negotiate with Accrington and Rossendale College in the provision of training placements for NVQ 2&3 catering which will commence in the Spring of 2005.
- Devise systems for monitoring the effectiveness of the community café on the health and eating habits of the community. This could take the form of linking with the Dental Health Service, Health Visiting Service, Dietician and Public Health reports on obesity etc.
- To continue to develop the use of volunteers who would be supported in accessing training and employment if they wished via the Training, Employment and Childcare Co-ordinator.
- To continue to provide healthy meals for the Neighbourhood Nursery.
- To continue to gather customer feedback and data on usage of the café in a Socially Inclusive way using a variety of written, pictorial and verbal systems of quantitative and qualitative questions.