



## Message from our Chief Executive



Matt Dean, Chief Executive

I am proud of the broad range of responsive services we provide and the positive impact on both individuals and the community as a whole. The Zest Centre sits at the heart of our offer, serving as a flagship for integrated and inclusive service delivery that reflects the rich, diverse and vibrant community that surrounds it.

As the challenges of austerity continue to bite, Zest have an ever important role to play to promote and enable inclusive economic growth and ensure all sections of the community have the opportunity to improve their quality of life.

Over the last 12 months we have worked effectively to engage, listen, support and enable local people. This has seen our volunteer base strengthen and grow by 40% as we continue to provide a popular volunteer managed library and increase the range of activities available at Zest.

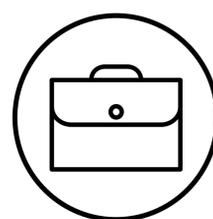
We continue to offer a broad portfolio of services, from supporting young families to engaging with socially isolated older people. Highlights from the last 12 months include the development of our new Social Prescribing service, working closely with local partners, including GP Practices, to 'prescribe' different services to support and improve people's health and wellbeing. We have also developed a fantastic portfolio of provision for children and young people in the form of free or low cost after school and holiday time activities including the ever popular homework club.

The difference we make is down to the hard work and commitment of our wonderful staff, trustees and volunteers. Thank you to all those people that are part of the Zest Community.

### Here are some of the highlights from 2016/17



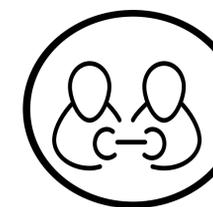
**663 people helped to improve their health**



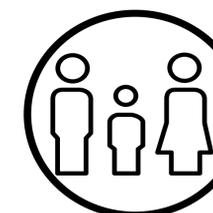
**294 people secured jobs**



**99% of Zest Centre customers would recommend us**



**82 active volunteers**



**322 families supported**

## OUR MISSION

To provide a healthy living centre delivering responsive services to tackle local inequalities, including:

- \*Health and wellbeing
- \*Employment and skills
- \*Sport, leisure and recreation

To foster communities where everyone feels welcomed, valued and can fully participate in the life of the community.

To play an active role in supporting other disadvantaged communities in Sheffield.

"All you have to do is walk through that Zest door....I come to Zest to support my wellbeing - everyone needs somewhere."

# HEALTH AND WELLBEING

Our range of health and wellbeing services help people to take control of their own health in a supportive, non-judgemental setting. They also provide the chance for people to make new friends and strengthen their social networks.

## SOME FACTS & FIGURES

98 people had health checks

53 young people trained as peer supporters to encourage other young people to be smoke free.

91 people were supported by our health trainers to lead healthier lifestyles.

482 local people attended health and wellbeing workshops; community health checks and social groups.

47 people over 50 years supported by our Age Better team.



## Case Story

Nisha joined our Women's Wellbeing Course after experiencing difficulties with her mental health. She learned the importance of having positive commitments in her diary and keeping active.

Nisha says:

"The service Zest offers in running short courses is brilliant – especially for newly retired people – you get to know other people and get signposted to all sorts of other things. All you have to do is walk through that Zest door."

How did we do this?

**HEALTH TRAINER:** our health trainer offers one-to-one support to patients with health conditions including mental health conditions such as depression and anxiety.

**WOMEN'S WELLBEING WORKSHOPS:** these help local women understand emotional wellbeing and common mental health conditions.

**FAMILY HEALTH COURSES:** these help local BME women develop their knowledge and understanding of how to keep their families healthy and which services to use.

**STOP SMOKING SERVICE FOR YOUNG PEOPLE:** we train young people in secondary schools to become peer supporters so they can support others to be smoke free.

**AGE BETTER:** we host groups and activities for people over the age of 50, who are socially isolated, to provide support to one another.

**HEALTH CHECKS:** we run drop-ins every week so people can track their physical health improvements (including BMI, weight and blood pressure)

**SOCIAL PRESCRIBING:** this year we launched our new social prescribing service. We take referrals from GPs and enable people to access a range of community based activities and support.



Photo: Zest Craft Club

# EMPLOYMENT AND SKILLS

Our experienced staff provide a range of different services aimed at helping people to find work and to improve their skills through training and volunteering. We support people locally in Netherthorpe, Uppertorpe and Langsett as well as providing citywide support services.

## SOME FACTS & FIGURES

294 people secured jobs.

107 people were supported to access training.

74% of people supported to access training were from Black and Minority Ethnic communities.

18 people supported to take on volunteer roles within Zest for Work.



## Case Story

Dagmar was referred to us from Crisis after her benefits were stopped when it was discovered that she should only have been paid for 12 months.

The termination of her income support meant that she also lost her housing benefit and child tax credits. This placed her in a very serious situation and caused her to go into arrears with her rent and be threatened with eviction.

This placed Dagmar and her 4 year old son in a very precarious position and she needed to find work quickly in order for her right to reside for benefit purposes to begin again.

With our support and that of the CAB Dagmar has got not one but two jobs, has managed to get her Child Tax credits back and used them to pay off half her rent arrears to avoid being evicted.

### How did we do this?

**WORK CLUBS:** with partners in the Zest Employment Partnership (Burngreave Works, Tinsley Forum and Sharrow Community Forum) we deliver work clubs that support people to look for jobs, build their CV and improve their interview techniques.

**CITYWIDE WORK PROGRAMME:** Zest provides support to the long term unemployed, centred on the provision of 1-2-1 key worker support, addressing barriers, developing employability skills and vacancy matching

**ACCESS TO TRAINING:** our Community Learning Champion supports unemployed people into learning.

**JOURNEY TO EMPLOYMENT:** this project provides employment support for people with health conditions and disabilities.

**STEPS TO EXCELLENCE:** a free 3-week personal development course for people not in paid employment.

**YOUTH WORKS:** a free service to help young people identify their job goal, write CVs and applications, and improve skills and confidence for interviews.

**WORKING WELL:** this service offers 1:1 guidance and information from an employment coach, personal action planning and intensive employability coaching.



Photo: Dagma and her son

# SPORT, LEISURE & RECREATION

We believe that sport, leisure and recreation services should be as accessible as possible to all people in our communities. We achieve this through offering activities for adults and children at affordable prices, women only sessions and sessions and facilities that are accessible for people with disabilities.

## SOME FACTS & FIGURES

80,483 attendances at our gyms and swimming pool

99% of leisure service users would definitely recommend us to someone else.

80% of leisure service users have made new friends as a result of coming to Zest.

81% of service users say Zest is good or very good value for money.

18% of our leisure service users have a disability.

92% of exercise referral clients who completed the 12 week programme achieved 150 minutes of moderate exercise a week by the end.

How did we do this?

**LEISURE SERVICES:** we run a public swimming pool, two gyms and exercise classes.

**CITYWIDE EXERCISE REFERRAL SERVICE:** this service is for adults who are sedentary and/or have long-term health conditions to enable them to become more active. Patients from 57 different GP practices were referred to us this year.

**FLEXIBLE OFFER:** our sport and physical activity sessions are culturally appropriate such as our women only swimming, gym and activity classes.

**RELAXED ATMOSPHERE:** our community based services are more relaxed than some of the larger leisure facilities in the city.

**WHOLE PERSON APPROACH:** our sport, leisure and recreation services are linked into other services and activities within the Zest Centre to ensure people can access a wide range of support.



Photo: Zest Gym



## Case Story

Maria is a 47 year old lady who was referred to the exercise referral service for osteoarthritis, weight loss depression and anxiety. When she first attended the service she was overweight and severely depressed. She had no social life and did not leave the house.

During her first appointment she was shaking and crying, her self-esteem was non-existent. She completed the 12 week programme with a respectable weight loss, started to leave the house more and her base line of exercise increased from 0 to 780 mins per week.

6 months on Maria was still exercising, smiling and had achieved further weight loss and even got a job.

Today: Maria has achieved a total 3st weight loss, works in a caring profession and attends the gym 4 times a week. Jean the Zest Exercise Referral Coordinator says:

"I'm so proud of Maria she walks with her head lifted, makes eye contact and conversation with people"

# CHILDREN & YOUNG PEOPLE

Our Children and Young People service provides daily engaging activities for children aged 0-19. Including sport, play, education, advice and 1-2-1 key working; children, young people and their families can create new relationships and strengthen personal skills within a positive, supportive, community focused environment.

## SOME FACTS & FIGURES

170 Children accessed summer holiday activities

48 Free summer holiday sessions provided for local children

4351 Attendances at our under 11s play and sports activities.

1758 Attendances at our over 11s youth clubs.



Photo: Children playing during summer holidays



## Case Story

Neil and Steven were brought to Zest by their mother who wanted support with home-schooling them.

The boys were initially quiet and shy, however they soon engaged in activities, made friends and gained confidence.

Their mother received information, ideas, activities and worksheets from Zest for her home lessons.

The boys have since been accepted into a new school and their reading age has been assessed as above average. Their mother credits Zest with much of this improvement.

### How did we do this?

**ACTIVITIES FOR CHILDREN AND YOUNG PEOPLE:** we offer a range of free and low cost after school and holiday activities, including story group, homework club, youth group, football and boxing. Regular summer activities included nature activities, sporting activities and Olympic themed sessions, arts and crafts, drama, picnics and play sessions.

**EARLY YEARS:** offers group support activities to families and children aged 0-5 years.

**KEY WORKS:** This is a support programme for 14-18year olds living in the local area. We can offer support to help young people achieve their goals, apply for college, jobs and apprenticeships, find volunteering opportunities or explore what they want their future to be. We run a programme of 1:1 and group workshops to provide practical support and skills in any aspect of their lives.

# VOLUNTEERING & LIBRARY

Volunteers play a really important role across the whole organisation. We value their commitment and dedication to ensuring that we offer a range of flexible and accessible services for everyone. This year in particular the hard work of volunteers has ensured that we could continue to offer a library service in this community.

## SOME FACTS & FIGURES

82 volunteers supported a range of different services at Zest.

25 volunteers helped to run the library.

"Volunteering has been my saving grace really for this time of my life – it has given me the feeling of being better rested in other areas and I feel more balanced."



## Case Story

Evie came to Zest looking for experience working with young children as she was particularly interested in enrolling onto an Early Years Childhood Studies course at college.

She signed up to a foundation course with home start and then began volunteering at Zest.

"I nearly gave up on trying to achieve my dream until I was introduced to this volunteering experience at Zest."

She's now enrolled in a college course and is involved in leading a toddler group, having gained more confidence.

How did we do this?

**HEALTH CHAMPION VOLUNTEERS:** our Health Champion volunteers support local people to lead healthier lives. They get involved in courses, workshops and social groups amongst other things.

**AGE BETTER:** Age Better Peer mentors and champions are volunteers aged over 50 who support other older people in the community to live healthier lifestyles and address loneliness and social isolation in the community. They work either 1-2-1 with people or set up and run groups/activities for older people.

**PREGNANCY & EARLY YEARS VOLUNTEERS:** these volunteers support new and expectant parents to cope with everything that becoming a parent involves.

**ZEST FOR WORK VOLUNTEERS:** we have supported volunteers to take on roles within our employment and skills services including working on reception, carrying out administrative tasks, and as Work Club Mentors, Digital Champions, Interpreters and General Assistants.

**CHILDREN AND YOUNG PEOPLE'S ACTIVITIES:** volunteers are involved in supporting all our activities for children and young people, from homework club to young club.

**LIBRARY SERVICE:** there are a wide range of facilities including free book loans, DVD hire, an ICT suite and regular activity groups. our library is run by volunteers, they help deal with customer queries, sort shelving and displays, and provide support in the ICT suite and with activity groups. The library is thriving with Zest being one of the most successful associate libraries in terms of IT suite usage (ranked 1 of 10) and children's book lending (ranked 3 of 10). Sheffield Volunteer libraries successfully won the 'Excellence in Supporting and Managing Volunteers' award at the VAS Make a Difference Awards.



Photo: Library Volunteers

# OUR PLANS

## In 2017-18 we plan to...

### Open new services including

-  Relaunching our cafe in an exciting new joint venture with The Real Junk Food Project Sheffield. To develop a pay as you feel community food hub.
-  Setting up a men's mental health peer support group
-  Improve our digital presence with a new more user friendly website
-  Extend our smokefree young people's service across Sheffield and into youth settings and primary schools

### Seek funding to

-  Refurbish the Zest Centre
-  Expand our social prescribing service across the North West of the city
-  Improve and grow our local skills training offer

### Responding to Local Priorities

-  Increase our work to engage and support local families to create a community where young people can thrive

# GET IN TOUCH WITH US



0114 270 2040



18 Upperthorpe, Sheffield, S6 3NA  
www.zestcommunity.co.uk



info@zestcommunity.co.uk



@ZestCentre



facebook.com/  
zestcommunity