



The Zion Centre's Outdoor Gym. Photograph by Jason Lock.

Impact Report

2010 - 2011

**The
BigLife
group**
business changing lives



Zion Centre Garden Project. Photograph by Jason Lock.

The Big Life group

The Big Life group creates opportunities for people to change their lives for the better. The group includes five social businesses and three charities: **The Big Life Company, The Big Issue in the North, Aisha Childcare, Big Life Employment, Open Door, The Big Issue in the North Trust, Big Life Centres** and **Self Help Services**.

These businesses and charities offer a range of services in areas across the North of England including:

Production and distribution of The Big Issue in the North magazine which provides **socially excluded people** with the chance to **earn an income** and signposting to services to help them move on in life

Providing **training and employment opportunities** to people who face additional barriers to employment

Delivery of **eight health and community resource centres** offering a range of health and well being services

Delivery of **mental health services** including self-help groups, structured self-help programmes and computerised Cognitive Behavioural Therapy packages and counselling

Delivery of **Supported Housing schemes**, including Summergrove in Liverpool for parents who have had a drug or alcohol dependency in the past to be re-united with their children and supported to stay together, and a domestic violence Sanctuary project

Delivery of **Sure Start Children's Centres**, family intervention and outreach services

High quality **childcare** delivered from day nurseries and mobile crèche services

Delivery of a range of **complementary therapies** including massage and homeopathy

An award winning **primary health and social care practice** delivering services to 1,000 of the most vulnerable people in Grimsby.



England's 2011 Homeless World Cup Squad. Photograph by Rebecca Lupton.

Who we work with

Between April 2010 and March 2011 over **11,450** people used services provided by The Big Life group.

Where ethnic origin was monitored, **46%** of people accessing our services came from Black or Ethnic Minority communities.



Summer Playscheme Roma Project.

Outcomes

Between April 2010 and March 2011:

We supported **11,450** people through our services

830 people undertook assessments of their Quality of Life while using our services.

100% said their lives had improved and they found our services helpful or extremely helpful

89 people moved into temporary accommodation and **35** people moved into permanent accommodation

63 people found employment

965 people took up training

363 people gained a qualification

“I knew that my criminal record was going to be a problem if I started applying for jobs with no work experience so I decided to be a trainee first with Big Life Employment. I now have skills that I didn’t have before and it has helped me be more confident. I reckon the confidence I have now will help me apply for jobs after I finish here.”

Ryan, Big Life Employment



The Willow Tree Centre.

Our centres

The **Big Life group** manages **eight** health and community resource centres

Between April 2010 and March 2011 our centres received over **275,578** visits

The centres ran **104** events this year including health and wellbeing days, open days and summer events which were attended by over **3,818** people from local communities

75% of people using our centres who completed an evaluation, say their lives have improved and **95%** rated their centre “very good”

We also run two Children and Family Centres. This year we had **12,556** visitors. We held **1,497** events attended by **12,849** people from the local communities.

“This building keeps me sane...”

Zion Centre Feedback



Volunteers and placements

Open Door Volunteers.

Between April 2010 and March 2011 The Big Life group had **429** volunteers who worked in a variety of roles, such as running self-help groups, delivering training and complementary therapies, working with Big Issue in the North vendors on their pitches and supporting clients. **39%** of our volunteers were from Black or Minority Ethnic communities.

17 volunteers moved into work during this year

98 people were on work placements within the group during this year and **7** of those moved into work or onto further training courses.

“The experience and knowledge I have from being a vendor in the past, helps me in my volunteering role in The Big Issue in the North office. It’s important to understand the problems vendors face, such as the chaotic lives some of them live.” Dave, Sheffield Big Issue in the North volunteer



Staff Member Patricia Pottinger Celebrates NVQ Success.

Our staff

In 2010/11 we had **236** staff:

49% of our staff are from BME communities - reflecting the communities in which we work

5% have a disability and **12%** have mental health needs

32% of our staff have childcare responsibilities and **7%** are carers

43% of our staff live within a **2** mile radius of work - reflecting our commitment to local employment

Sickness

This year we had a sickness absence rate of **2.5%**, compared to the 3.4% national average and 3.7% rate in the voluntary sector

Flexible working

92% of staff feel able to work flexibly when they need to and **96%** feel they are provided for as a parent and carer

Commitment to the organisation

Our staff survey showed that **98.5%** of staff are committed to the success of The Big Life group and **99%** would recommend our services to people they know.



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