



# Compass Support

*Passion for people*



## All about Compass Support

*Helping people to reach  
their true potential*



quality standard for information  
advice and guidance services  
● approved by the **matrix** Accreditation Body

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## Our Values:

*We treat people with **dignity** and **respect***

*We act with **integrity** and take personal responsibility*

*We deliver **quality** and achieve value for money*

*We are **innovative**, making good things happen*

*We are **community** and **customer** focused*

## Our Vision:

*Helping people to reach their true potential*



# Welcome to Compass Support

We have been a social business since 2004, helping thousands of people make positive changes in their lives in many different ways.

Everything we do is informed and driven by local communities. Our expertise is in:

- **Analysing community dynamics**, developing community hubs and proactively working in partnerships to empower local areas to overcome challenges around employability and skills, social connectivity, health and wellbeing, family or youth support
- **Outcomes** – achieving successful outcomes for people, having a positive impact upon their lives
- **Quality** – delivering quality services evidenced by our approach, systems and standards
- **Delivering outreach services** and mentoring that is tailored to individuals, ensuring high levels of success



*“All of a sudden it clicked with me how much help you have given me and how many opportunities/doors you have opened for me....”*

Service User, Castle Vale

Our track record is evident in the transformations in and around Castle Vale, where we began life.

Compass Support is the social business arm of The Pioneer Group. This enables us to offer the best of our expertise to more communities and people across Birmingham and the Midlands.



**We:**

- **Understand** people and communities
- Create **independence** not dependency
- Offer a **responsive** and **holistic approach** to benefit individuals
- Provide **quality opportunities** and work in **partnership** with like minded organisations who want to make a real change
- Are **outcome** and **impact** led, innovating and sharing

Details of how we help individuals and communities follow. If you feel we can help you, your community or work in partnership with your organisation, get in touch. Details are on the back cover.

# Help people reach their true potential

We offer a unique menu of opportunities, each of which can be offered as standalone services or part of a wider package.

## Helping young people

We offer a number of services to help young people develop confidence through new experiences and opportunities.

Our specialist mentoring service and a growing 5 star careers service have opened new doors for many. Our volunteering and training initiatives also help young people acquire skills and experience required by local employers.

Compass Support's experienced teams can work within the community to reduce antisocial behaviour and improve community safety. We can also work with individuals to increase engagement with schools.

## Improving health and wellbeing

Our highly successful targeted health and wellbeing programmes inform, advise and guide people to make decisions that will improve their physical health and mental wellbeing.

This can range from tackling obesity in all ages to links to the citizenship and personal, health, social and education (PHSE) agendas within school settings.

Compass Support actively develops opportunities for people to engage and build social connections through social prescription and community activities.

## Supporting families, vulnerable groups and older people

Working within communities means we offer easy access to our opportunities. Our 'whole family' or 'person' approaches help meet complex needs, building individuals' abilities to respond to challenges within the home (such as relationships, financial, education, employment or health) and increase independent living.

Our programmes reduce social isolation, in particularly for older people, linking in with the Ageing Better campaign in Birmingham.

## Increasing skills and employability

Compass Support can offer drop-in sessions to develop employability skills, often via training or volunteering opportunities.

We have a particular expertise in providing opportunities for those furthest away from employment; working with partner organisations to help people overcome barriers in their lives to paid employment.

We also support skills and career development to reduce in-work poverty.

*"Being part of 'swap a tablet for a tablet' has made a real change to me and my health... I get out to meet people and feel better for it."*

Social prescription participant

# Empowering communities

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Within every community there are the talents, skills and enthusiasm to help drive change – the trick is to find and foster those energies.

That is where Compass Support can help. We build community presence by working with individuals and partners to maximise impact and we identify strategies which will benefit local people, communities and housing.

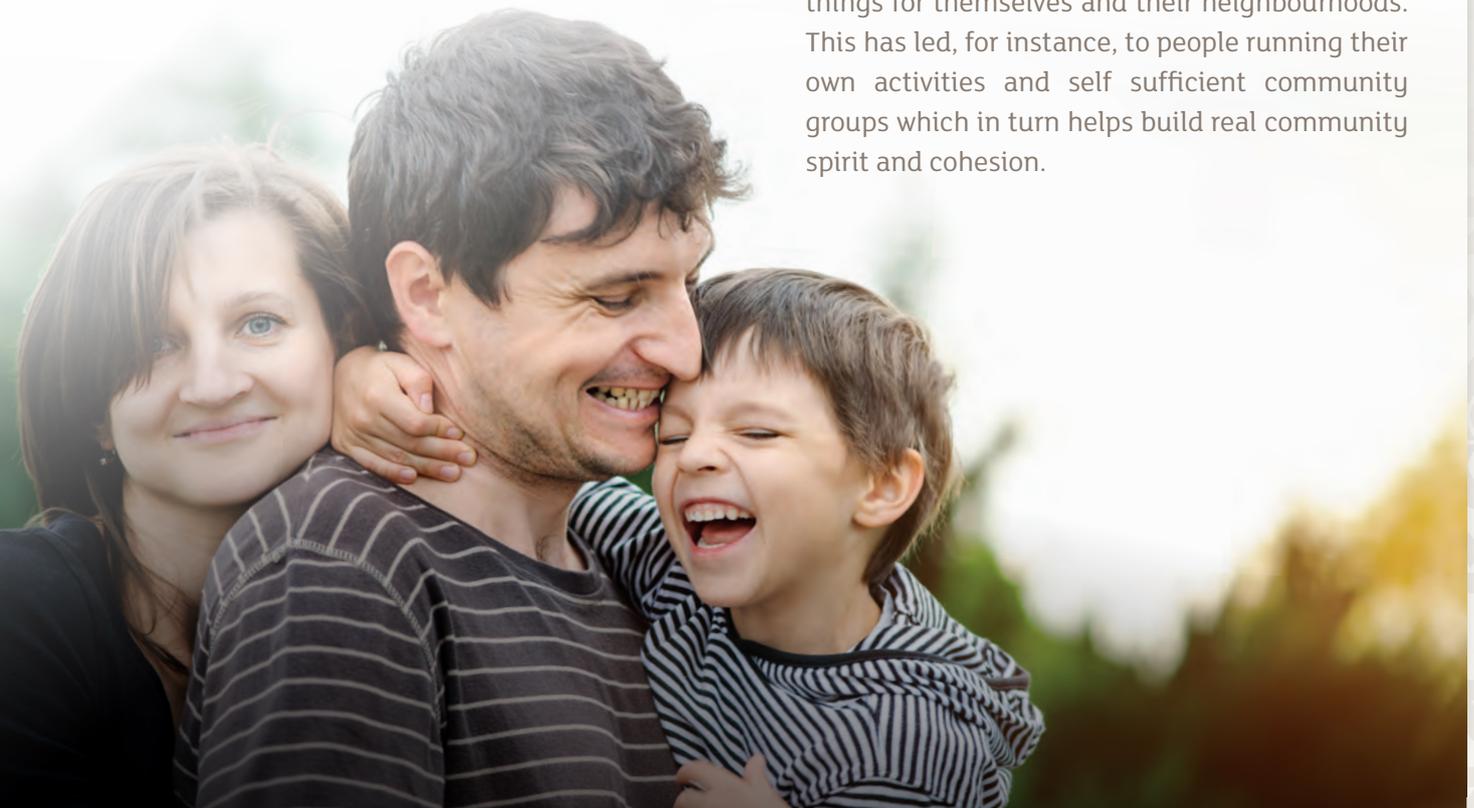
We can also create new community ‘hubs’ that will provide safe and valued spaces for people to meet, share experiences and build lasting relationships.



*“You have given me opportunities. I would never have been able to go out there and achieve without you, your help and faith in me helped me to know that I could do it if I put my mind to it.”*

Service user, Castle Vale

Much of our work focuses on increasing confidence and resilience so individuals can go on to do more things for themselves and their neighbourhoods. This has led, for instance, to people running their own activities and self sufficient community groups which in turn helps build real community spirit and cohesion.



# Value for money services

Compass Support is outcome and impact led and believes in being effective, efficient and economic.

Our strong reputation opens new doors. Positive partnerships have been formed with:

- *Community groups*
- *Local and national voluntary and community sector agencies*
- *Health providers*
- *The local authority*
- *Police*
- *Schools and many others*

Our high customer satisfaction level (98%) and quality provision have secured MATRIX accreditation for our opportunities. We have also received several awards for our delivery.



Our services add value. For instance, between 2012-2018 our social return on investment increased from £3.18 to £12.05 with the overall financial public benefit totalling over £18m.

We recognise there are often income challenges in setting up new community initiatives, and we will be clear about the impact our opportunities bring, the cost benefit and our contributions through social value.

By using the Pioneer Group's expertise and by maximising opportunities through digital technologies, we are able to keep our back office costs low and our impact high!



*Every £1 invested in Compass Support is the equivalent of £12.05 of social value (March 2018).*

# Compass Support in Castle Vale and Falcon Lodge

## Compass Support makes a huge difference to local people's lives.

The Sanctuary, already a thriving hub of activity at the heart of Castle Vale, will continue to develop and respond to local needs. It remains a first point of contact where we are able to signpost people in the right direction for support. Our commitment to Castle Vale runs through the Pioneer Group's Community Pledge.

We will continue to provide a universal service to children and young people, alongside outreach, issue-based projects and 1-1 support.

Our healthy lifestyles support will be providing more opportunities for people to engage and build social connections through social prescription and community activities.

## Falcon Lodge

We have been managing 'The Lodge' community centre since 2017 and have already developed positive relationships with key stakeholders and local residents. During this time we have developed a Community Plan which sets out the priorities for the neighbourhood, and as a result

we have established a Community Forum. We have plans to develop the centre further, ensuring it remains a hub of activity for local residents.



*"Staff are incredibly helpful and friendly. Would 100% use again."*

Customer feedback – Sanctuary

We will continue to support residents of Castle Vale to enable independent living providing support to families and vulnerable adults. Our door at the Sanctuary and The Lodge is always open to past, present and future users.

## Castle Vale Stadium

Our local football stadium has been redeveloped following nearly £1m of investment by the football Foundation, a local Trust Fund and The Pioneer Group.



This local hub is home to 12 clubs and supports the development of local football teams. Our full-size 3G pitch and grass pitch, along with our mini-pitches provide the ideal surroundings for league games, training and academies.

Our social facility is used to support local games and for private hire.



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