

Gateway

Accredited learning

NEWS MATTERS
Special



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What is Gateway?

Gateway is our very own accredited learning programme. Written in-house it gives customers the opportunity to learn, develop skills and gain accredited qualifications that are externally validated by [Gateway Assured](#).

It offers choice. Gateway has **3 categories** (Independent Living, Wellbeing, and Employment), made up of **7 modules**: Independence, Employment, Project Planning, Horticulture, Community Safety, Wellbeing and Care, Brewing, Baking and Customer Service. Each module consists of task-related units (**82 units in total**) which make the learning more achievable.

It's flexible. Customers can choose to work on all of a programme or just part of it, and together we agree on the goals and outcomes - so it works for everyone.

It's guaranteed to be hands-on and fun! We learn by doing, not by sitting in a classroom.



Team Gateway!

Ruby Winnifrieth, Gateway Assessment Support Officer and Leanne Connor, EVOLVE Gateway Assessment Support Officer both joined us this year and are playing a big part in taking our Gateway learning programme forward.

Gateway
in numbers

82

Units to choose from



120

Customers now registered on Gateway

A brilliant

532

Gateway units have been achieved to date!



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Introducing our

Gateway Assessment Support Officer, Ruby Winnifrith



Hi, I'm Ruby and I've been working for Independence Matters as Gateway Assessment Support Officer since February 2022. My background is in graphic design and retail operations, so this was a big career change for me, but one I'm very glad I made.

I've really enjoyed getting to know the customers and colleagues across the hubs since I joined, and I'm looking forward to meeting some more of you next year. My role is to help support colleagues and customers in implementing and using the Gateway Assured Learning Programme, alongside what we are already doing day to day in the hubs and out in the community. Our customers have so many wonderful skills and it's important that we recognise this and celebrate their achievements. This is where Gateway comes in, allowing them to demonstrate what they can do and giving them accreditation for it!

Outside of work I am a mum of four. I have two stepsons and a daughter and son of my own. We live just outside Norwich with our pet dog, pet tortoise and five chickens!

Ruby is pictured (above left) with Donna who is a volunteer at the Equal Brewery.

Ruby's update on Gateway activity

It's been lovely to see the Hubs start to fly with Gateway and autumn has been a particularly busy and productive period. Over the last few weeks, so many customers have gained bronze, silver, gold and platinum certificates in recognition of their achievements.



I love going out and seeing the inspiring work our customers are doing for their Gateway projects. I met with the amazing **Rachael at Holt Community Hub** which was fantastic and exactly the reason I love my job! I have issued her Project Planning certificate for the work she did for Norfolk Day and am meeting with her again shortly to look at some other work she has done – which I am very much looking forward to.

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I was very impressed with **PAS South customer, Emma**, who has already achieved 5 of the Independent Living units.

She is now planning some days out using different transport and has decided to save her train tickets as evidence. Top of her list is a day out to Harry Potter World and she's planning how to factor in her support worker's breaks and mileage.

This can all be used as evidence for the Project Planning units in the Employment section of Gateway. Emma also takes part in brewing at the Brewery and has already achieved 4 Brewery Gateway units! Well done Emma!



It was brilliant to see **customers from Ipswich Road Community Hub** helping out with the Brewery's stall at the Christmas Fair in Norwich. They did so well serving the public and using the card machine to take payments. I loved seeing how proud they were to be selling their own creations.

Photos from the day can be used as evidence for a variety of Independent Living units from Gateway, including Developing Confidence and Self Esteem as well as Money Management and Practical Maths. There are also a variety of units from Employment that have been covered, including Teamwork and Serving Food and Drink! The list goes on!

Dereham's TAPS customers used the planning of their most recent performance of 'Life in a Victorian Workhouse' as evidence for the Project Planning section of Gateway.

After three years out of performing it's lovely to see how much they have learnt about Gressenhall and how well they performed. They had great costumes and the show was very informative. It's brilliant to see Gateway being incorporated into something that the customers are so passionate about!



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Celebrating your Gateway achievements

“I liked making bread and cheese and scones”
Lou



Tim with his Silver Gateway certificate for covering over 10 units including Healthy Minds, Mindfulness, My Relationships and Healthy Eating!

“I am very happy to get my bronze Certificate”
Ben



Pam with her Independent Living certificate that covers off Developing Confidence and Self Esteem as well as ICT. She also received her Bronze Gateway certificate for covering off 5 units!

“I liked making bread and learning how to do it”
Sarah



Jasmine with her Bronze and Silver Gateway certificates for covering off over 10 units including Maths, English, ICT and many gardening ones!

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Holt *superstars!*

Huge well done to our Gateway students at Holt Community Hub on their brilliant learning achievements. Together Steven, Heather, and Rachael have completed an amazing 70 units from the Gateway Programme!

Steven, Rachel and Heather have all achieved Bronze, Silver, Gold and Platinum certificates for completing over 20 Gateway units each!

Holt currently have 21 of their customers registered on Gateway so no doubt some more certificates will be popping up over there soon!



Dereham *first aiders!*

Our Dereham students took part in a first aid course which they were then able to use as evidence towards one of their Gateway units! This is a perfect example of how Gateway is used to accredit the fantastic work that is already going on in the hubs!

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Introducing our EVOLVE Assessment Support Officer, Leanne Conner

Over the years, I have worked with people in customer service roles, whether it be in travel agencies, call centres or leisure centres, communicating with different types of people - but I always wanted to work in a more supportive role where I was making a difference in the community.

I started a counselling course back in 2013 and qualified in 2017, but I realised that I didn't enjoy just sitting and listening, it was the personal growth and development/training side of it that I loved. So, after two years of volunteering as a counsellor, I decided to start my own business mentoring and supporting people in their own personal growth with tools/exercises etc.

I was also looking for something like this in an employed position, so I was delighted to see the EVOLVE Assessment Support Officer role come up as I loved the fact that it was supporting people to learn, grow and develop their skills and confidence. I hadn't worked with people with learning difficulties before, but I was keen to learn more and it felt like it would be a rewarding role.

I am passionate about mental health, wellbeing and self-care so I loved that both Norfolk Industries and Independence Matters make this a focus for their employees as well as customers. As soon as I came into the building, I knew that this company would be a good fit for me. I could tell that they focus on you as a person and your values rather than just your qualifications or what you can 'do' and this was very important to me, they made me feel at home from day one.

I like that I can use my creative skills in my role with the learning tools and coursework on the programme and that I can make use of the person-centred skills that I gained in my counselling training too. It's also so lovely to see our customers grow, learn and reach their goals and potential.



Gateway and EVOLVE

EVOLVE is a bespoke strengths-based work placement programme that's tailored to the individual and aimed at supporting them to achieve their employment goals.

Based at Norfolk Industries in Norwich it's available to people who are disadvantaged in their search for work eg long term unemployed, disability or other barrier such as parenting, criminal record, lack of work or life skills.

EVOLVE uses modules from the Gateway programme, however the coursework is adapted to suit the customer.



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EVOLVE case study

A customer from one of our Hubs recently completed 13 weeks on the EVOLVE work placement programme. They came to us wanting to build their skills and confidence, meet new people, and gain experience with a view to obtaining voluntary work after the programme, preferably in a café.

They were very eager to learn and chose to work through some of the Employability Skills units (communication skills, teamwork, conduct at work, and applying for work) and some Life Skills units (developing confidence and self-esteem, money management, speaking, listening and communicating, and housekeeping), as well as our in-house manual handling training.

Initially they struggled with their confidence in communicating with others and with working as part of a team, but as the programme went on, and after working with others in the factory and working through their chosen modules, their confidence really started to grow.

Throughout the programme we offer a soft skills assessment in-house to monitor their progress, where we ask them how they feel in each area eg: confidence, teamwork, work experience, communication etc. By the end of the programme the customer showed a great improvement in their communication and teamwork skills. They were chatting a lot more to the people around them and their family member commented that their confidence had grown a lot.

This customer completed the EVOLVE programme and got some amazing certificates which they were very pleased with. They then went on to do voluntary work at a community interest company in their home town where they are getting involved with cooking, gardening, woodwork and various other activities.

They are learning so many more things and seem to be getting on really well. They have also expressed an interest in coming back to Norfolk Industries in the future to carry on as a volunteer as they really enjoyed their time here and we would love to have them back.

Did you know?



We're not just about pet bedding manufacture! EVOLVE work placements also have opportunities to work in Norfolk Industries bespoke packing service. This provides an alternative to working with machinery, which doesn't suit some people due to their disability. The packing tasks available depend on the work we have in at the time but examples include educational toys, dog treats and chews, nuts and bolts, lightbulbs, electrical components and seeds.

We get to know each individual to establish what they want to learn, how they like to learn, what their work and life goals are, and we play to these strengths and capabilities. We offer work that meets their support needs, assists with team working and helps with growth and development. We take into consideration the amount of variety they are comfortable with and if they prefer to work alone or in a team.

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