



# Beyond Boundaries – Stronger Together for Reading People

Tuesday 8<sup>th</sup> February 2011

## Outcomes

### Table of Contents

Introduction.....	2
Conference Outline .....	2
Workshops .....	2
Scenario 1 .....	3
Scenario 2 .....	4
Scenario 3 .....	5
What Next?.....	7
Appendix 1 – Clusters .....	8
Appendix 2 – Your Suggestions.....	15
How can your group/agency contribute to practical change? .....	15
What help might you need? .....	15
Appendix 3 – Plenary session respondees .....	16
Appendix 4 – List of attendees.....	18

## Introduction

'Beyond Boundaries – Stronger Together for Reading People' was a major cross-sector conference that took place in February 2011. Organised by Reading Voluntary Action's Stronger Together team, the event brought together the local voluntary and community sector and their statutory partners to investigate how to increase referrals between agencies. With challenges including public sector cuts and the opportunities presented by the Big Society, the conference aimed to strengthen the local voluntary and community sector to meet the coming demand.

## Conference Outline

The conference included presentations from both statutory and voluntary sector speakers. Keynote speaker was from Jayne Bench of Birmingham's Local Strategic Partnership, who spoke on developing best practice. Alok Sharma, MP for Reading West, spoke on the Big Society in a local context.

Real-life, anonymous scenarios were used in two ways to provoke discussion. A plenary session led by Tim Clewer, VCS LSP representative and Director of The Mustard Tree Foundation, invited delegates to inform their peers about their current offering and how they would respond. This information can be found in Appendix 3.

Smaller workshops of up to 20 delegates were asked to focus on one of three scenarios to discuss wider prevention, provision and partnership issues.

The conference also provided an opportunity to network and build relationships. Displays invited groups to leave their contact details and areas of interest under different cluster groups. These can be found in Appendix 1.

## Workshops

At 'Beyond Boundaries', delegates were split into workshop groups and asked to discuss one of three scenarios. Using the scenarios as a starting point, each group established where interventions might happen. They were also asked to consider, for future integrated working, where and what intervention opportunities could be made at an earlier point.

The workshops were asked to consider the following:

- What are some of the flaws in the model of prevention and provision?
- With the complex inter-related needs of families and individuals, how can partner service providers share their relationship lessons to ensure better outcomes for the client?
- What are some of the practical barriers to integrated working?
- What are the potential VCF sector services that could form a supportive link to families and vulnerable individuals, complementing, replacing or preventing a need for statutory service interventions?

- What might be new ways of working/delivering services e.g. 'self-help'?

## Scenario 1

Discussed by the Blue Group, facilitated by Gabriel Amahwe of the Thames Valley Probation Service and Richard Corbett of Reading Voluntary Action, and the Green Group, facilitated by Gill Boyd of Reading Borough Council and Tim Clewer of The Mustard Tree Foundation.

- A family of mother, partner and four children face possible eviction from their cramped house due to the partner's conviction for drug offences. This offending has placed the mother in breach of her tenancy.
- An interim arrangement has been agreed regarding the tenancy but this is reliant on the family engaging with RBC's Family Intervention Project. This 'demoted tenancy' prevents that family moving to larger accommodation in the short-term.
- The partner is currently in custody and due to be released within 3 months and will be subject to a licence and therefore Probation supervision. There is evidence of a history of domestic abuse and the current daily routine revolves around his phone call from prison.
- The children's attendance at school has been patchy.
- The family have complained about anti-social behaviour towards them by neighbours and police have requested completion of detailed diary sheets to log the behaviour/incidents. However, the family cope poorly with this and are seeking a supportive intervention.

## Workshop Outcomes

The Blue Group suggested that some of the barriers to working with this family included the number of people involved; data protection issues and territoriality.

They suggested using the following to support the family:

- VCS key workers
- Involving service users – shared outcomes
- Getting into employment support
- Greater use of Talking Therapies
- Practical schemes (gardening etc.) involving whole family
- More in-depth background assessment
- Listening

The Green Group suggested combining resources, including training, to support the family. Their idea was to appoint a central point of contact – a person who could act as a conduit to pull together resources, including statutory agencies.

The group identified several barriers, including:

- Lack of a co-ordinator and the involvement of a large group of workers/individuals
- Lack of skills within community groups
- The ownership and autonomy for the individuals involved

A contact would be appointed to trace the journey of the family's situation, starting with the partner in prison, and inform key people and organisations before his release. The group suggested a grassroots approach in addition to plugging into existing services.

## Scenario 2

Discussed by the Red Group, facilitated by J'ulanta Carriere of RBC's Drug and Alcohol Action Team and Ben Cross of RCVYS, and the Orange Group, facilitated by Jason Murphy of RBC's Family Intervention Project and Hazel Broad of Reading Voluntary Action.

- The family of concern here is one of 3 in the same street with 7 children, all of whom are involved in anti-social behaviour, with evidence that this is fuelled by underage alcohol misuse.
- The younger children do not access youth engagement at any local facilities, seeing these as inadequate.
- Parents indicate a reluctance to allow the older children to visit facilities due to the perceptions of drug dealing and prostitution in the area.
- The local housing provider is keen to make the housing development work, but is instructed by head office to take prompt, decisive action.
- Opportunities created by the local housing provider for resident liaison and consultation are not being engaged with by the family, especially the father, who it emerges, has literacy problems and fears exposure in meetings.
- The family struggles to manage attendance at school with so many children and one barrier is the cost of uniforms – the children are often sent home if not wearing the right kit.

## Workshop Outcomes

The Red Group discussed information sharing and signposting and suggested several solutions to the problems posed in this scenario, including:

- Tapping into specialist advice for agencies to save money (e.g. insurance)
- Increasing outreach/in reach services
- Joint commissioning with other local authorities in Berkshire
- Making empty premises available for voluntary agencies, commercial organisations and Reading Borough Council
- Increasing trust from communities
- Continuing to build relationships within the statutory and voluntary sectors
- Establishing a message call centre for voluntary sector agencies, or a shared hot desk office/post box
- Continuing with conferences/events that bring statutory and voluntary and community sectors together
- Sharing multi-agency training and providing free courses
- Clustering around one outcome

They identified several gaps and barriers including the lack of appropriate volunteers and resource and capacity issues within small organisations; how outcomes are measured, and displacement from other authorities, who do not invest in services being delivered in cross-boundary areas.

However, they also identified practical support for the family including help with buying school uniforms, improving self-esteem through life coaching and using volunteers to support the family through home visits.

The Orange Group felt that we should look beyond the family and “the usual suspects” for solutions and suggested several agencies that could help including:

- CommuniCare - help with debt advice
- CAB - life coaching to counter the family’s chaotic lifestyle and relationships
- Restoration Centre – Teaching ‘mum’ to provide 3 meals a day, cheaply and effectively
- Creative Junction – partnering with different groups to run interventions to look at creative solutions
- Probation – Investigating housing tenancy issues
- SPARK/ABC to read – providing ‘catch up’ classes to sit some ‘skills for life’ exams
- RCLC - Inviting ‘mum’ to drop-in sessions with crèche facilities and learning opportunities

Barriers included reluctance, due to shame, in accessing some services; the children attending multiple schools and the logistics of getting them there, and family life becoming compartmentalised.

Practical support suggestions included enrolling the father on to a literacy programme; helping the family overcome their negative perceptions of their neighbourhood and organising a community event to encourage social mix.

### Scenario 3

Discussed by the Yellow Group, facilitated by Brigid Day of RBC’s Housing and Community Care Team and Rachel Spencer of Reading Voluntary Action, and the Purple Group, facilitated by Alan Magness RBC’s LSP Co-ordinator and Tom Hudson of Building for Strength.

A housing provider recently brought forward issues for two of its residents:

- A young man is currently having tenancy problems because he is falling behind with his rent. He is suspected of suffering from severe depression and often finds it impossible to leave the house or to engage with anyone, particularly his creditors. He is currently unemployed after a confrontation with his previous employer at a time of personal stress following a family bereavement. He exhibits low self-esteem, little confidence and motivation.
- An older lady who has some mobility problems and a number of other health issues. As a first generation immigrant her English is basic; until now she has had

family close by but they have moved away to find work and she is becoming isolated. She prefers not to attend local Old People's Lunch Club and is very determined to retain her independence. However, she is becoming more nervous about callers whether by phone or at the door. Increasingly she lacks confidence to go out in case she falls.

### *Workshop Outcomes*

The Yellow Group also highlighted better information sharing.

They were concerned that as the person in the first case study is a 'young man', they may not be seen as a priority and would be harder to reach. They suggested that he should be assigned a befriender and persuaded to see a GP. Specialist agencies such as Cruse Bereavement Care could focus on specific areas and he should receive help in building his trust and self-esteem.

In the case of the older lady, it was also felt that she would benefit from a befriending scheme, possibly involving someone from within the community who speaks the same language. There could be some social stigma attached to her as her family have moved away without her, and she should be reintegrated into the community. She needs to be referred in order for her to access the relevant services.

In terms of barriers to joint working, issues discussed by this group included governance structures that might be too limiting; ring fencing and not sharing outcomes; requirement for more volunteers and trustees, and changing the mind set to open up partnerships.

Ideas from this group to support partnership working included:

- Linking the Reading Borough Council website and the Reading Voluntary Action directory to provide a central point of information
- Targeted networking

The Purple Group recommended that the first person to engage with the scenario clients should act as the point of referral and a 'hub' for other agencies. They stressed the importance of good relationships and communication.

In the young man's case, they identified the following barriers:

- Health/Depression – How well trained are GPs and other health workers?
- 'Wrong' diagnosis – e.g. diet and exercise rather than psychiatric help?
- Is it the practical/'little' issues that are the route to tackling health/depression issues?
- Engagement – Who can overcome barriers? What is the first step?
- Where does the housing provider go in the first instance?
- Education for housing support staff re. VCS offering
- 'Complex needs' panel. Are the right people on it?
- Mental barriers around 'professional specialisms'

In the older lady's case, they identified the following barriers:

- (Lack of) confidence of (all) agency staff – it is not all about professional qualifications – practical common sense, value of relationship
- Fear of treading on peoples' toes; getting 'stuck' with a problem
- Protocols around information sharing on clients – need 'clearance' at organisation level, not on a case-by-case basis

The Purple Group suggested using the following organisations for some of the key aspects in the cases:

- Tenancy Problems – CommuniCare
- Language/culture – Mothertongue
- Relationships – Age Concern
- Transport – Readibus
- Security – Fire Service/PCSOs
- Health Issues – GP

## What Next?

This document will be disseminated through [www.rvsforum.co.uk](http://www.rvsforum.co.uk) and other channels for use in further discussion and strategy planning.

Our Forum Voices, several of whom were at 'Beyond Boundaries' will continue to represent Reading's voluntary and community sector at strategic level on statutory partnerships. Please do not hesitate to contact them if you would like them to raise an issue, the list of Forum Voices is available at <http://www.rvsforum.co.uk/whoweare.aspx>. Forum Voice reports can be found at <http://www.rvsforum.co.uk/reports.aspx>

We would like to facilitate smaller cluster meetings on areas such as physical disability and learning difficulty/disability in order to provide further networking and partnership opportunities. If you have a suggestion for a cluster meeting, please contact Anna Fowler at [annaf@strongertogether.org.uk](mailto:annaf@strongertogether.org.uk), 0118 958 4845. For regular updates on these, and all our events, please visit [www.rvsforum.co.uk](http://www.rvsforum.co.uk) or <http://www.rvadirectory.org.uk/home>

## Appendix 1 – Clusters

# Willing to Cluster?

**Support** for individuals e.g. befriending, mentoring, caring etc. (tick as appropriate)

Your Organisation Attach your card or leave your group name, email and tel. no.	Mental Health	Older People	Families with Young Children	Young People	Drug Issues	Alcohol Issues	Anti-Social Behaviour	Physical Disabilities	Learning Difficulty/ Disability	Offenders
Salvation Army iaaw2008@o2.co.uk		✓	✓	✓						
Field Network Social Enterprise Co. Chukuemeka Obiorah <a href="mailto:chukuemekaobiorah@gmail.com">chukuemekaobiorah@gmail.com</a> 07795 993129			✓	✓						
Indian Arts Centre <a href="mailto:sharmila3123@rediffmail.com">sharmila3123@rediffmail.com</a> 0791 235772				✓						
Ryder-Cheshire Volunteers (Reading) 0118 956 0564								✓		

<b>Your Organisation</b> Attach your card or leave your group name, email and tel. no.	<b>Mental Health</b>	<b>Older People</b>	<b>Families with Young Children</b>	<b>Young People</b>	<b>Drug Issues</b>	<b>Alcohol Issues</b>	<b>Anti-Social Behaviour</b>	<b>Physical Disabilities</b>	<b>Learning Difficulty/ Disability</b>	<b>Offenders</b>
www.50plusdirectory.co.uk		✓								
First Steps in the Community denise@firststepswitley.org.uk			✓							
Reading Mencap <a href="mailto:Reading-mencap@btconnect.com">Reading-mencap@btconnect.com</a> 0118 9662518			✓  If child or carer has a learning disability						✓	
Pilgrim Heart Trust 01344 307030	✓	✓		✓	✓	✓				
Home-Start Reading 0118 942 9518			✓							
Faith Christian Group alison@fcg.org.uk										
Restoration Centre <a href="http://www.lovewhitley.com/restore">www.lovewhitley.com/restore</a>	✓	✓	✓	✓	✓		✓			
Reading Probation					✓	✓				✓

# Willing to Cluster?

**Providers** of services for individuals e.g. addiction. Or a group willing to help. (tick as appropriate)

Your Organisation Attach your card or leave your group name, email and tel. no.	Mental Health	Older People	Families with Young Children	Young People	Drug Issues	Alcohol Issues	Anti-Social Behaviour	Physical Disabilities	Carers	Learning difficulties disabilities	BME	Physical Activity
Salvation Army iaaw2008@o2.co.uk		✓	✓	✓								
NHS Berkshire West Health Trainer Service 0118 9551214						✓						
Betheli Services	✓				✓							
Life Story Charitable Trust Steve Huntridge 07812 167529	✓	✓			✓	✓						
Divert – (Reading CMHT) Mentally Disordered Offenders 01189 557358 <a href="mailto:julia.goldsmith@berkshire.nhs.uk">julia.goldsmith@berkshire.nhs.uk</a>	✓											

<b>Your Organisation</b> Attach your card or leave your group name, email and tel. no.	<b>Mental Health</b>	<b>Older People</b>	<b>Families with Young Children</b>	<b>Young People</b>	<b>Drug Issues</b>	<b>Alcohol Issues</b>	<b>Anti-Social Behaviour</b>	<b>Physical Disabilities</b>	<b>Carers</b>	<b>Learning difficulties disabilities</b>	<b>BME</b>	<b>Physical Activity</b>
Ryder-Cheshire Volunteers (Reading) 0118 956 0564								✓				
Reading Mencap <a href="mailto:reading-mencap@btconnect.com">reading-mencap@btconnect.com</a> 0118 9662518	For carers & people with learning disabilities	carers & people with learning disabilities	Parents, Carers, siblings, children with learning disabilities	Siblings & young people with learning disability	For people with learning disabilities	For people with learning disabilities	Against and by people with learning disabilities	✓	✓			
Princess Royal Trust Carers Service 0800 988 5462 <a href="mailto:information@prtberks.plus.com">information@prtberks.plus.com</a>	✓	Specialist worker and support groups	If carer issues	✓	✓	✓		✓	Speciality info + groups	Carers of LD	Specialist language and support	
The Earley Charity 01189 755663	✓	✓	✓	✓								
Indian Arts Centre 07912 357722				✓ Dance & music classes							✓ Bengali Language class	✓ Dance and music
Pilgrim Hearts Trust 01344 307030		✓		✓	✓	✓	✓					

<b>Your Organisation</b> Attach your card or leave your group name, email and tel. no.	<b>Mental Health</b>	<b>Older People</b>	<b>Families with Young Children</b>	<b>Young People</b>	<b>Drug Issues</b>	<b>Alcohol Issues</b>	<b>Anti-Social Behaviour</b>	<b>Physical Disabilities</b>	<b>Carers</b>	<b>Learning difficulties disabilities</b>	<b>BME</b>	<b>Physical Activity</b>
Alana House (H Powell) 01189 217640	✓		✓	✓	✓	✓	✓				✓	
Park United Reformed Church 0845 463 6426		✓	✓	✓				✓	✓		✓	
Home-Start Reading 9429518			✓									
Faith Christian Group Alison@fcg.org.uk												
Restoration Centre 0118 975 5822	✓	✓	✓	✓	✓					✓		
Life Pregnancy Care			✓	✓								
Reading Probation					✓	✓					✓	

# Willing to Cluster?

Support through **social** activities. (Tick as appropriate)

<b>Your Organisation</b> Attach your card or leave your group name, email and tel. no.	<b>Mental Health</b>	<b>Older People</b>	<b>Families with Young Children</b>	<b>Young People</b>	<b>Drug Issues</b>	<b>Alcohol Issues</b>	<b>Anti-Social Behaviour</b>	<b>Physical Disabilities</b>	<b>Learning Difficulties/ Disabilities</b>
Field Network Social Enterprise Co. Chukuemeka Obiorah <a href="mailto:chukuemekaobiorah@gmail.com">chukuemekaobiorah@gmail.com</a> 07795 993129	✓		✓	✓					
Life Story Charitable Trust Steve Huntridge 07812 167529	✓	✓			✓	✓			
Ryder-Cheshire Volunteers (Reading) 018 956 0564								✓	
<a href="http://www.50plusdirectory.co.uk">www.50plusdirectory.co.uk</a>		✓							

<b>Your Organisation</b> Attach your card or leave your group name, email and tel. no.	Mental Health	Older People	Families with Young Children	Young People	Drug Issues	Alcohol Issues	Anti-Social Behaviour	Physical Disabilities	Learning Difficulties/Disabilities
Reading Mencap <a href="mailto:reading-mencap@btconnect.com">reading-mencap@btconnect.com</a> 0118 9662518	All if the person also has a learning disability or they care for someone with a learning disability								<input checked="" type="checkbox"/>
Pilgrim Hearts Trust 01344 307030	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AACT for Children (Access-Ability Communications Technology) <a href="mailto:michelle.kendel@yahoo.co.uk">michelle.kendel@yahoo.co.uk</a>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Park United Reformed Church 0845 463 6426	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Restoration Centre Whitley <a href="http://www.lovewhitley.com/restore">www.lovewhitley.com/restore</a>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Appendix 2 – Your Suggestions

### How can your group/agency contribute to practical change?

**NHS Health Trainer Service** supports people to make healthy lifestyle changes and improve access to health information and services.

#### **Ryder-Cheshire Volunteers**

RCV PA Matching Service - training for people who work/wish to work in social care, personal care for disabled people. Training is currently free.

#### **CAB (Citizens Advice Bureau) Volunteering**

Training provided – range of opportunities to develop skills, confidence – improve self-esteem – work in local communities.

#### **Citizens Advice Bureau - Making Life Better Project**

1-1 coaching sessions by accredited coaches to help people to work on areas of their life that they would like to improve

#### **Betheli Services**

Giving practical help to people with mental health; supporting them to cope with household chores; shopping; befriending; filling forms and reminding them of their appointment; and generally encouraging them to self-support by life balancing activities.

### What help might you need?

We require help for facilities where we can run our classes. This will help us to run our dance, music and Bengali classes more efficiently.

#### **Indian Arts Centre**

[sharmila3123@rediffmail.com](mailto:sharmila3123@rediffmail.com)

0791 235 7722

Email your details to [fip@reading.gov.uk](mailto:fip@reading.gov.uk)  
(Tell us about yourself)

#### **The FIP (Family Intervention Project)**

## Appendix 3 – Plenary session respondees

Delegates were presented with the following scenario:

One family with complex needs provides an example of how differing needs can create difficulty in resolving long-term problems. The mother and 4 children (girl 13, girl 8, twin boys 2) are living in cramped accommodation. The current partner, and father of the twins, resides mainly at the family home and is currently in prison on drug offences but due out shortly. Concerns have been raised by the school that the 13 year old's attendance is falling off, and that she always seems to be a bit down. The 8 year old's school has also noticed that she is becoming increasingly disruptive in class, but really enjoys sports. The mother seems to be struggling to cope with two young toddlers, and has recently told a friend that she needs some help.

What support can VCF sector organisations provide to this family ( or to individuals in the family) that may help address their issues either directly, or as more general support to improve their current situation? How will this be of benefit to the different parties:

- The Thames Valley Probation service & other statutory providers?
- The family themselves?
- The local community?
- The VCF organisations?

Responses included\*:

### **First Steps in the Community**

Offering messy play for parents and children to help build up relationships.

### **Faith Christian Group**

Supplying food parcels for two weeks. Using a home visit to put them in contact with other groups.

### **Reading Citizens Advice Bureau**

Offering advice on debt.

### **ComuniCare**

Offering finance and debt advice. Introducing the family to toddler groups, faith based organisations and employment opportunities.

### **United Reform Church**

Inviting them to toddler groups and sport activities.

### **Home-Start Reading**

Supporting mum with young kids at home with another parent volunteer and offering emotional and practical support.

### **Reading Women Community**

Linking to the statutory sector.

### **Rahab**

Supporting sex workers, meeting offenders at the prison gate.

### **Reading Borough Council Neighbourhood Regeneration**

Connecting with peers in similar situation through community workers.

### **Reading Frontline**

Providing finance and debt advice and financial training.

### **NHS Health Trainer**

Supplying information on Healthy Lifestyles for the family to access.

### **Park United Reformed Church**

Offering the teenager one-to-one educational support/a day programme out of the classroom as part of an alternative curriculum.

### **Circle UK**

Supporting sex offenders.

### **Life Story**

Counselling for parents.

### **Indian Arts Centre**

Offering a mothers' group, dance and music events locally and Bengali classes.

### **Affinity Trust**

Offering assistance to those with disabilities to find employment.

### **Spark**

Providing educational support to young people. Literacy and numeracy support for adults.

\*We apologise if we did not capture your full response

## Appendix 4 – List of attendees

	org name	attendee name
1	AACT for Children	Michelle Kendel
2	ACCG (African and Caribbean Community Group )	Safiya Francis
3	Affinity Trust	Denice Gray
4	Affinity Trust	Zoe Measures
5	Age Concern (Reading)	Janet Brown
6	Alana House Women's Community Project	Hannah Powell
7	Arcade	Kevin Woods
8	Berkshire Child Assault Prevention	Lyndsey Redford
9	Berkshire Humanists	David McKnight
10	Berkshire Scout Enterprises Ltd	Alan K B Beavis OBE
11	Berkshire Scouts	Harriet Riley
12	Betheli Services	Charity Mbui
13	Carey Baptist Church	Dave Baldwin
14	Carey Baptist Church	Jamie Cater
15	Catalyst Communities Housing Association	Tina Ford
16	Christian Community Action	Ann-Marie Paterson
17	Christian Community Action	John Turner
18	Christian Community Action	Myra Fowler
19	Churches Together in Berkshire	Louise Cole
20	CommuniCare	Sarah Mayhew
21	Community Savings and Loans - Berkshire	David Screen
22	Compass Opportunities	Susan Barton
23	Connect Reading	Clare Wright
24	Connexions Berkshire	Dianne Aston
25	Creative Junction	Christina Pepper
26	Creatrix Ltd	Natalie Ganpatsingh
27	Deafax	Ken Carter
28	Divert/CMHT	Julia Goldsmith
29	Duchess of Kent House	Jane Rankin
30	Earley Charity	Katie James
31	Faith Christian Group	Alison Peyton
32	Family Intervention Project	Jason Murphy
33	Field Network Social Enterprise Company	Chukuemeka Obiorah
34	First Steps in the Community	Denise Witham
35	Frontiers - Adventures in Learning	Mark Hillyer
36	Home-Start Reading	Jackie Oversby
37	Home-Start Reading	Jill Lake
38	Home-Start Reading	Ruth Fleming
39	Indian Arts Centre, Reading	Sharmila Banerjee
40	Interested individuals	B Holder
41	Interested individuals	Lesley Reilly

42	Life Pregnancy Care Centre	Chris Burton
43	Life Pregnancy Care Centre	Christine Wall
44	Life Pregnancy Care Centre	Kathleen Hamilton
45	MS Society. Reading, Wokingham and Districts Branch	Heather Cresswell
46	Nacro	Adam Tombs
47	Nacro	Tim Waters
48	NHS Berkshire West Health Trainer Service	Ukonu Obasi
49	Nigerians in Reading	Ngozi Fakeye
50	Park United Reformed Church	Julie Cameron
51	Park United Reformed Church	Rev Robert Weston
52	Pilgrim Hearts Trust	David Chalmers-Brown
53	Pilgrim Hearts Trust	Elaine Chalmers-Brown
54	Princess Royal Trust Carers Service (PRT)	Sue Hunter
55	RAHAB (The Rahab Project)	Lorraine Joslin
56	RBFRS (Royal Berkshire Fire and Rescue Service)	Matt Taylor
57	Reading Community Learning Centre	Shaheen Kausar
58	Reading Area Charities Together (RACT)	Karen Morton
59	Reading Borough Council - Local Strategic Partnership	Alan Magness
60	Reading Borough Council - Children's Action Team	Andy Fitton
61	Reading Borough Council	Cllr Bet Tickner
62	Reading Borough Council - Funding Services	Irene Cameron
63	Reading Borough Council - Drug and Alcohol Team	J'ulanta Carriere
64	Reading Borough Council - Children's Services	Louise Palmer
65	Reading Borough Council - Adult Social Care	Brigid Day
66	Reading Borough Council - Drug and Alcohol Team	Kim McCall
67	Reading Borough Council - Neighbourhood Regeneration	Chris Bloomfield
68	Reading Borough Council - Safer Communities	John Wright
69	Reading Borough Council - Thriving Neighbourhoods Team	Ron Mason
70	Reading Borough Council - Get Involved Reading!	Clare Muir
71	Reading Children's & Voluntary Youth Services (RCVYS)	Ben Cross
72	Reading Christian Ecology Link	Joanna Laynesmith
73	Reading Christian Network	Barry Kirk
74	Reading Churches Men's Group	John Ledger
75	Reading Citizens' Advice Bureau (CAB)	Alastiar McTegart
76	Reading Citizens' Advice Bureau (CAB)	Alice Baillie
77	Reading Citizens' Advice Bureau (CAB)	Deborah Wilson
78	Reading Citizens' Advice Bureau (CAB)	Rachel Morgan
79	Reading Council for Racial Equality	Nina Sethi
80	Reading Crossroads	Mary Jacobs
81	Reading Faith Forum	Nigel Hardcastle
82	Reading Family Aid Group	Sallie Wall

83	Reading Frontline	Stephen Magee
84	Reading International Solidarity Centre (RISC)	Martin Mikhail
85	Reading Mencap	Alison Carroll
86	Reading Mencap	Mandy Smith
87	Reading Refugee Support Group	Alison McQuitty
88	Reading Street Pastors	Matt Hearn
89	Reading Voluntary Action	Hazel Broad
90	Reading Voluntary Action (RVA)	Nakhat Zahir
91	Reading Voluntary Action (RVA)	Rachel Spencer
92	Reading Voluntary Action (RVA)	Richard Corbett
93	Reward Your World Ltd	Nick Crowder
94	RVA and RBH	Lydia Grant
95	Ryder-Cheshire Volunteers (Reading)/PAMS	Alan Fleming
96	Ryder-Cheshire Volunteers (Reading)/PAMS	Jill Hunt
97	Ryder-Cheshire Volunteers (Reading)/PAMS	Martin Geoffrey
98	Salvation Army Reading Central	David Coe
99	Salvation Army Reading Central	Major Iain Hudson
100	Salvation Army Reading Central	Stuart Scott
101	SPARK Educare Learning Centre	Joe Akem-Che
102	Speaker	Alok Sharma MP
103	Speaker (Be Birmingham)	Jayne Bench
104	St John & St Stephen's Church of England	Alison Marshall
105	Stronger Together	Anna Fowler
106	Stronger Together	Anne Laing
107	Stronger Together	Jan Hearn
108	Stronger Together	Yasmin Bador
109	Thames Valley Police	Chief Inspector Jim Weems
110	Thames Valley Police	Saika Chaudhry
111	Thames Valley Probation	Catriona Reeves
112	Thames Valley Probation	Gill Boyd
113	Thames Valley Probation	Lucy Jennings
114	Thames Valley Probation	Sabina Cannell
115	Thames Valley Probation Service	Gabriel Amahwe
116	Thames Valley Probation Service	Helen Bull
117	The Mustard Tree Foundation	Gareth Owen
118	The Mustard Tree Foundation	Tim Clewer
119	The Restoration Centre	Charles French
120	The WELL Centre	Susan van Beveren (Chair)
121	WEA Reading Branch	Paul Kingston
122	Wokingham Volunteer Centre	Rosalind Ridd