

Welcome to our newsletter - keeping staff informed of all the latest developments happening across the various amazing projects we have running in Pembrokeshire.



## CATERING NEWS

From Marty Andrews

Over recent years we have increasingly worked on various projects at Scolton Manor. Later this spring, Norman Industries will be taking over the operation of the on-site Tea Room, Edie's.

This will give us the opportunity to develop our current catering team, offering a very different style of food and service, broadening opportunities and the team's development, as well as increasing the number catering places available.

We are looking forwards to working with the team at Edie's and the greater Scolton Manor Estate. We are planning a picnic hamper service, bespoke functions, themed events and lots more.



In conjunction with these exciting developments at Scolton Manor, we are also opening a café within the New Riverside Quay Hub, which will also be home to the library of things collection point. We will be focusing on becoming a venue for a cuppa, lunch, or takeaway during the day and as a safe, welcoming space for social activities or get-togethers evenings and weekends.

Our Cafe, The Social Zone will continue operate at Milford Haven Leisure Centre, being the ideal launch pad for someone new to catering. With the new outlets at Riverside Quay and Scolton Manor we will be able to offer our team a path for progression, development and a diverse experience.

While Covid 19 restrictions have meant the Social Zone has been closed to staff and customers, Steff and Calum have been busy successfully renewing their Level 3 Food Safety qualification as well offering support to the café team.



This support has included a weekly Zoom Cook Along. Recent dishes have included Jammy Swiss Roll, Quick Pizza, Coronation Chicken with Fruity Rice, Meatballs Arribiata and Chicken Stir Fry. These 30-40 minute sessions have proved very popular and Pembrokeshire People First has also slotted us into their online timetable

Anyone who would like to Join in or just watch and interact can do so via the links posted by PPF within their timetable and on the Norman Industries Staff & volunteers Facebook page.



*Steffani and Calum during the Cook Along.*



## PEMBROKESHIRE CIRCLE

*(Nigel Bevans, Marty Andrews, Lee Adams)*

Pembrokeshire Circle (Repair, Share and Extend) was launched on 31st March.

The 'Repair' side of things will consist of various repair cafes being held across the Pembrokeshire County where the public can bring in items which have a minor fault and get it repaired for a small fee. These will be held once a month in Haverfordwest, Letterston, St Davids, Crymych, Milford Haven, Pembroke Dock and Tenby.

The 'Share' element will consist of a Library of Things where people can borrow items they do not wish to buy or have room to store permanently. These items can be anything from a wallpaper steamer, power washer to a wood chipper! The warehouse for these items will be held at Norman

Industries with a click and collect service available via the website ([pembrokeshirecircle.org](http://pembrokeshirecircle.org)) with the collection point being from the main shop in Haverfordwest Town (5 Riverside) or at any Paul Sartori shop in your local area. You can also donate items to the library of things that you do not use often and then borrow them back!

Workshops will cover the 'Extend' side of things in which we aim to extend the life of our possessions... This will include furniture upholstery, tool repair, clothing and fabric repair, mechanical / bike repair and electrical items. Once again these workshops will be held across the county.

Partners involved in the Pembrokeshire Circle are ourselves Norman Industries, Pembrokeshire College, Paul Sartori, Clynfyw, Transition Bro Gwaun, Grwp Resilience, Scolton Manor, Cartrefi,

TYF, Anchorage SAC, Avenue SAC, Caffi Man Cwrdd.

For a full list of venues, dates and more information visit our website [www.pembrokeshirecircle.org](http://www.pembrokeshirecircle.org)

For volunteering opportunities within the Pembrokeshire Circle by emailing [employability@pembrokeshire.gov.uk](mailto:employability@pembrokeshire.gov.uk) or telephone 01437776609



## TACKLING IN-WORK POVERTY IN PEMBROKESHIRE

*Written by Michelle  
Workman/Mary Howes*

Supporting employers within health and social care and their supply chains.

Michelle Workman from Tackling In-Work Poverty Pembrokeshire team has been working with Rob Thomas from Cariad Pet Therapy and Cariad Pet Food Bank and fulfilment and community hub. They are a community interest company that started in September 2018 and to date they have 34 therapy partner teams comprising of pet owners and their beloved dogs. They visit a wide range of services and establishments including local care homes. Cariad Pet Therapy can be accessed by anyone and is beneficial in a wide range of areas relating to health and well-being. The Pet Food Fulfilment Centre and Community Hub is run to support pet owners experiencing hardship and adjustment during the COVID-19 Pandemic. Their mission is to ensure that pets have access to nutritious food during times of hardship by offering a pet owner a timely, consistent, individual pet food bank service.

Michelle worked with Rob to:-

- Gather information and apply to be a Disability Confident level 2 employer.
- Update employment policies including equality and diversity
- Linked him in with partner organisations to provide funding opportunities.
- Explained Access to Work provision and how to apply for it.

Cariad Pet Therapy and Pet food fulfilment centre and community hub has successfully recruited 2 participants for an initial volunteering opportunity and is looking to progress them into paid

employment with the support of Access to work. Rob Thomas advised “We did not know half of this help was available to us and Michelle helped us identify a path to become efficient and as effective as we should be with the right documentation and legislation in place as a rapid growing business”.

The Tackling in-work Poverty Pembrokeshire project has been supported by the European Social Fund through Welsh Government.



Rob Thomas is pictured in Cariad pet food fulfilment centre and community hub, the building is located in Haverfordwest where they deliver and collect from over the 3 counties of Hywel Dda including Pembrokeshire

Our contact details are:  
employability@pembrokeshire.gov.uk 01437  
776609



Make, Grow & Eat! Gwneud, Tyfu & Bwytal!

## SCOLTON MANOR MAKE, GROW & EAT SHOP

*From Nigel Bevans*

The 'Farm Shop' has remained closed due to the current lockdown restrictions and will remain closed while it has a redecoration and will come back as a different facility, more details to come shortly...

The 'new' Farm Shop, which will be based not far away at the entrance to the 'Steam Village' is still under construction with Dai Brock and his team doing an excellent job in getting it ready for a planned opening during May, all being well. The shop will be selling goods, old favourites and some new lines made by our talented training staff and crafts team at Norman Industries. The shop will also stock some local produce, Teas / Coffees and snacks to go. There will also be an option to hire bikes from here as well as getting your tickets for the children's indoor activity area. All exciting times and official opening dates will be coming soon...



## NORMAN INDUSTRIES – ARTS AND CRAFTS

*From Lee Adams*

All paid staff are working hard from home under constant support from Sue who is worked extremely hard to keep everyone busy and productive. Hopefully all will be able to attend Norman Industries soon as things start to relax, Meetings are now taking place to discuss which direction the Craft workshop will be heading in this year, including what new product lines could be launched and any developments in the up and coming seasons. Any ideas for possible new products are more than welcome.



*From Gill Nunnery*

At Workways, our team of Employment Mentors and Employer Liaison Officers have been busy supporting a wide range of people into employment over the past few months. We have a large number of individuals moving into work in a variety of sectors.

During the recent lockdown, the Workways Team have been working from home and supporting individuals via phone calls and video conferencing. We hope that as the restrictions start to ease, we will be able to return to meeting face-to-face in a COVID-19 secure way.

We have remained committed to supporting individuals with training, work experience and volunteering. Many of our partners are operating under strict COVID-19 guidelines, ensuring the safety of our participants.

To support the local shutdown at Valero Refinery, we assisted several participants with gaining or updating their training – such as the CCNSG card – in order for them to gain employment locally. In addition, we provided lots of support to individuals with PPE to ensure their safety in their workplace. This was crucially important, not only for standard Health and Safety, but also adhering to COVID-19 regulations.

Looking ahead, we are excited to be moving into our new office, located on the Riverside in Haverfordwest, in the next few months. This new space will also us to work flexibly and provide a welcoming space to not only meet people we support, but will also us to work closer with other partners too.

If you would like support with finding employment, accessing training or volunteering then get in touch. Email: [employability@pembrokeshire.gov.uk](mailto:employability@pembrokeshire.gov.uk) or call 01437 776609



## **Profiad am Ddiwydiant Experience 4 Industry**

*From Hayley Aspinall*

Hello All. Experience 4 Industry is ticking along nicely with a lot of referrals and a great working relationship with Job Centre Plus Kickstart team. We have so far been successful in supporting 3 young gents into employment through Kickstart .

We have also been working with PAVS to create a Volunteer toolkit which will help organisations understand what volunteers are able to contribute and that they can be supported to do this by a support worker coming with them or support the organisation to provide volunteering placements.

If you know of anyone who could benefit from our project with training, volunteering, work experience, CV writing and they are aged 16-24 please contact Hayley on 07824522471.

Maths and English training is going ahead online and working well, with participants continuing to achieve results. Workbooks have been approved and with a new IQA on board we can now start planning a course of action for when we are fully open once again.

Hopefully, as restrictions relax, we can continue with the development of our CNC and how we can involve this with the rest of Norman Industries. We also have a new addition to work alongside the CNC: a 3D printer. Another exciting addition is coming soon - find out more about this in the next newsletter!

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## **SCOLTON GROUND MAINTENANCE & TIMBER 2 PROJECT**

*From Dai Brock*

Work over the last few months at Scolton Manor Park has been really busy with the construction of the new Farm Shop which will form part of a new "Scolton Village". We have gone from bare ground to a nearly complete new shop in the last 3 months.

The participants have learned new skills in general construction work and are working really well as a team. The team has worked incredibly hard over the months in some really difficult conditions and I want to express my thanks to them all. They have really gone above and beyond to get the work done in such a short timeframe.

Opening of the signal box and platform has again been delayed due to the current COVID-19 lockdown. It is now scheduled for end of June.

On the saw mill, we have completed ground clearing and the site is ready to go. Processing of timber will start very soon. This will create some really exciting new opportunities for people to learn new skills.

We have continued with our grounds maintenance work. Mark Thomas from Scolton Manor Park is



## **NORMAN INDUSTRIES - TRAINING**

*From Lee Adams*

Training at Norman Industries continues to be on hold as it was in our last newsletter update, and only paid staff are continuing to work on the premises at the moment.

Paid staff have been working really hard on the upscaling of items from Paul Satori and we are extremely proud of the dedication and effort the guys are continuing to put in. They continue to work under safe conditions and comply with COVID-19 measures we have put in place.

really pleased with the work that the team has done on the new play area in the woods. He says that they could not have done the changes and completed the build without the work done by the ground maintenance team.

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## A special thank you from the manager, Karen Davies



(from a video posted on Facebook 31/03/21: <https://www.facebook.com/100034312031407/videos/478986799921717/>)

Hello Everyone.

I wanted to give a really public thank you to all of the staff and volunteers at Norman Industries and at Employability Pembrokeshire. You have all worked incredibly hard this year and I wanted to thank you for your continued support for everyone that we work with.

This year we have launched or extended a number of programs and without exception, everyone has worked with commitment and passion to get that work done. I know we have been working within COVID-19 restrictions and that has made it doubly difficult, but you have all adapted, developed and delivered in a way that I would have never dreamed of, so well done.

We have launched the Pembrokeshire Circle. This has been, a mad three month dash to get and create a share, repair and extend network with fifteen partners.

I am so impressed and proud of the work everyone has done. It is amazing to think, that we had an idea over three months ago, and that we are now ready to deliver the work in such a short time.

I want to say a massive thank you to everyone who has supported me on this. I am not going to name you all because I am bound to forget someone, but you know who you are. I also want to thank all the

external organisations who worked with us on this. We could have never got it done without you.

I know that I ask a lot of everyone - I have an idea, you all think I'm mad. But we run with it anyway, and hopefully it works. Well this has definitely been one of those projects. Hopefully you all agree though, that the result is something to be really proud and excited about. Think about all of the additional opportunities that we can now offer.

The hard work is not over, we've set everything up, but now we have to deliver it. So, I don't only thank you for all of the hard work up to now, but I thank you for all the hard work that is still to come. When we look back in a few months, after we have reopened our services. I'm sure we will all be proud of what we have achieved.

Please keep an eye on our social media today to see everything that is coming up, and I look forward to seeing you all soon.

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Here are a few good news stories from the Workways team!



### Good News Story: Donna

When Donna first came onto the Workways project she had been out of the workplace for 15 years bringing up her family. Prior to this in her professional life she had worked for large organisations and really enjoyed looking at operational and administrative systems and working out how they could be improved and made more streamlined. Donna had also had some health issues and this had affected her confidence and she also wondered if she had the stamina to go back out into the work place. Donna felt that she needed to improve her IT skills if she was ever going to get back into the role that she loved.



Through Learning Pembrokeshire she enrolled on the ECDL course and totally committed herself to regaining her old skills and getting new ones. Whilst doing this she gained a PWO at Workways+, working part-time hours as a supported administration assistant and Donna's confidence soared.

Donna's levels of confidence have increased so much. She tested her stamina levels very gradually by increasing the hours that she was working and this combined with her training/study and family commitments have really shown her what she is capable of doing. She has become stronger, more resilient and her knowledge of the office procedures has grown very quickly. She shows such commitment to finding out how things are done and her attention to detail is incredible.

Donna said:

“ *The support and guidance which was available to me through Workways+ mentors has been invaluable. I was given the confidence to take on training to bring my skills up to date and to put myself forward for a work based opportunity. I am now part of a Team, where my skills are helping to support others which makes me feel I am constantly achieving and making a difference.* ”

Here's what her employer has to say:-

“ *Donna has fitted in so well- in fact everyone feels like she's always been here. She is a ray of sunshine in the office.* ”



### Good News Story: Essya

Essya got in touch with Workways+ because she wanted to get back into work in the security industry, but her SIA license had expired. Essya was learning to drive and so was relying on public transport. Essya also had childcare responsibilities to manage. She started to work with her mentor who told her how



we could help her to achieve her work goals.

Essya's mentor supported her with job applications and then made a referral for support from one of the team's ELOs. After an online meeting via WhatsApp, the ELO started working on a CV and application documents that

highlighted the skills that the Security sector are looking for. Her ELO also researched potential employers who would consider Essya for their vacancies based on her skills and experience.

Contact was made with a local DWP Employer Adviser who suggested Total Security Services, so her allocated ELO got in touch with the manager and sent Essya's CV over. This resulted in an interview the next day. The Workways+ team then worked together to prepare Essya for her interview.



At her interview, Essya made a great impression and was offered full time work, starting the next week. The employer even arranged a SIA license renewal.

The security work sector has changed because of the Coronavirus pandemic. Jobs that Essya had held previously were no longer available. In addition, it was important that Essya found work locally, with family friendly hours, as she was reliant on public transport.

Here is what Essya has to say about the support received:-

“ *Since becoming a candidate at Workways, I have accomplished skills to enable me to find work. The team there have fully supported me, even throughout the lock down. I am extremely grateful for the opportunity to employment in Security which was my aim from the start.* ”

The Area Manager for Total Security Services is positive about Essya's future with the company, saying that he is...

“ *pleased to welcome our new officer to TSS. I'm sure with her personality she will be an asset to the company* ”



### Good News Story: Michael

Michael came to workways unsure of which direction he wanted to pursue after being out of work for more than ten years. He had anxiety, stress and a back issue, which meant that for a long time he was unable to look for work, and resulted in this long gap in employment. After doing some volunteer work at



Make, Grow & Eat! Gwneud, Tyfu & Bwyta!

Norman Industries for a little while gave the participant the confidence and the boost to start seeking work again, and during lockdown

attended an interview for the Scolton Manor farm shop, and started a paid work opportunity for 16 weeks.

Although again this was an environment that the participant was not familiar with, he invested his time into learning about the produce, the way the shop ran, how to deal effectively with customers who visited the shop, and in time even started to supervise other people working in the shop. During his time on the project he also completed a level 2-food hygiene course, which has supported him in his role. After finishing his paid work opportunity, Michael moved into employment and is really enjoying and thriving in this role. His easy manner and great retail and customer service skills prove popular with the team and customers alike.

Michael said:

“ *I'd practically given up all hope of finding employment again, and would like to thank P.Dock JCP, Paul, Yasmin and Marty for giving me the confidence to 'Just Do It'. I am now working both indoors and outdoors in a beautiful country park whereas previously I had imagined I would end up in a small office or doing something incredibly boring for the rest of my life. Best of all I now get to help others who struggle with finding work, help to train them up in new skills, encourage and motivate others. The skills gained and motivation received encouraged me to also start a new hobby crafting and repairing jewelry, something I would have never dreamed of doing if it hadn't been for the training and inspiration I've received on this* ”

*journey. I now consider myself blessed and eternally grateful for having landed a 'perfect' job and will always be happy to recommend Workways+ to anyone who finds themselves in a similar position to mine*

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Here is what his employer has to say:-

“ *After successfully completion of his paid work opportunity, Michael was employed to work at the shop at weekends. He has been very diligent, reliable and conscientious. During firebreak and lockdown, he has been flexible in his approach, carrying out repairs and remerchandising of the retail areas as well as working on the general Scolton Manor Estate. His easy manner and great retail and customer service skills prove popular with the team and customers alike. Something that is especially pleasing is seeing him grow in confidence, making suggestions for improvements to the customer experience and his proactive approach to training and his personal development*

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