



## ABOUT NORCARE

- Norcare is a charity and company limited by guarantee.
- Provide a range of support services and accommodation.
- Age range 16 and over who are currently socially and economically excluded.



# Vision

To be the first choice for service users,  
funders and employees



# Mission

To improve the quality of life for people  
who are currently socially and  
economically excluded



# Values

- Valuing and respecting people
- Integrity
- Commitment to continuous improvement



# Service Delivery

- Young homeless people
- Ex-offenders or those at risk of offending
- People who misuse drugs or alcohol
- People who experience enduring mental illness
- Women and families fleeing violence



## 1984 - 1989

- Established first scheme at Glenco House, Blaydon
- Inner city partnership pays for 3 staff
- Expand into Sunderland



## 1989 - 1994

- Kairos opens residential centre for alcohol misuse
- Resettlement scheme funded in Blyth
- Develops more accommodation in Blyth, Gateshead, North Tyneside, Durham and Darlington



## 1994 - 1999

- SAIL opened for people experiencing enduring mental ill health
- Northumbria volunteer project established
- Gateshead addiction support started
- Awarded Investor in People standard



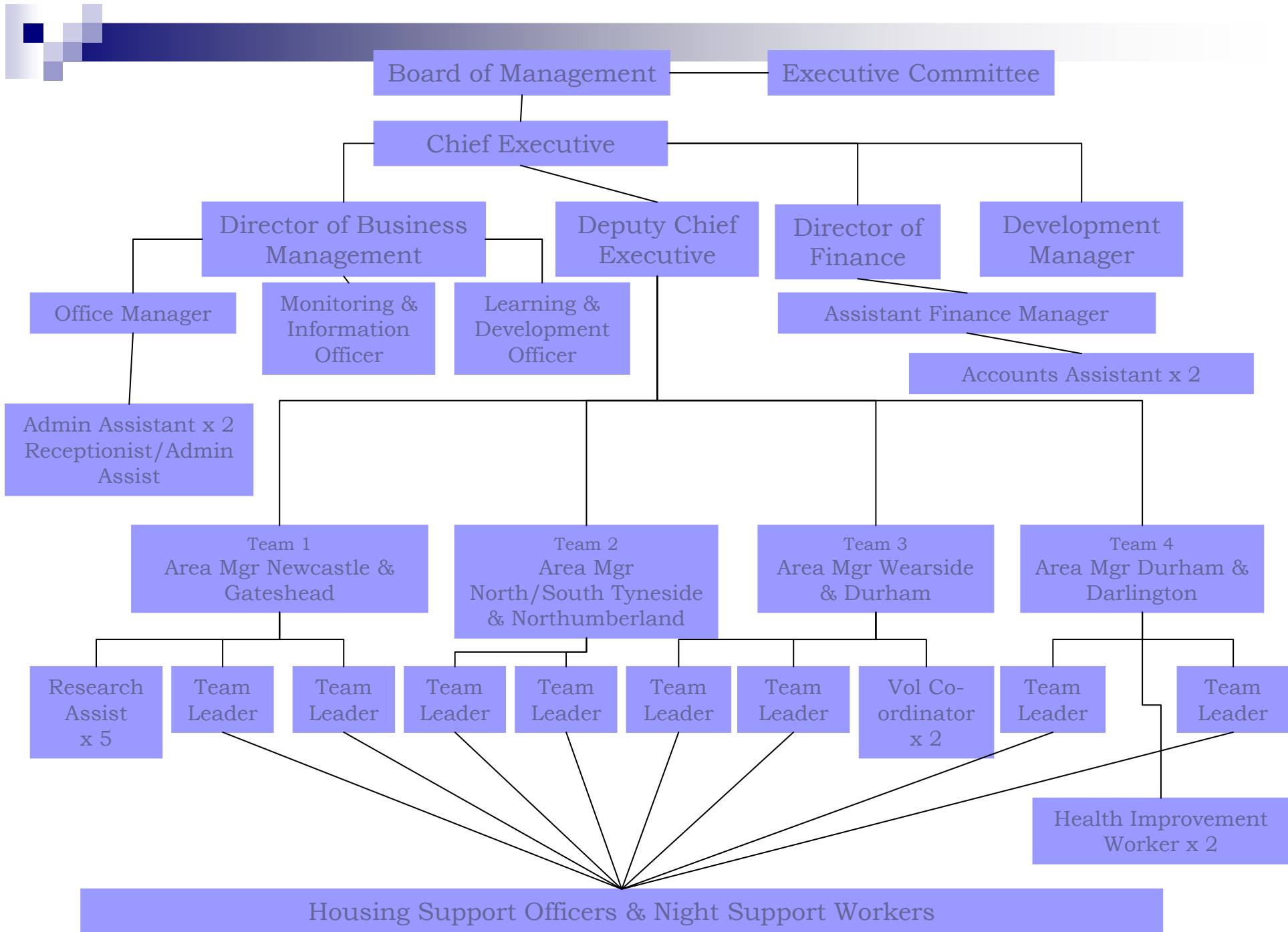
## 1999 - 2003

- Support for women experiencing domestic violence introduced
- Informal Education Scheme established
- Properties in Darlington, Sunderland, Durham and Blyth refurbished
- New hostel opened in order to support women and children fleeing domestic violence
- New working arrangements introduced providing evening and weekend support



2003 -2007

- Health Improvement Project
- Casus





# The Future

- Communicating how our work contributes to delivering social and economic regeneration
- Influencing and informing the development of policy and strategy
- Identifying need and demand and developing services to meet them



# OUR WORK WITH CLIENTS

- Norcare's focus is on supporting people to make their own decisions and find solutions to their own problems
- The primary work we do is in helping service users to develop the skills they need to live independently



# HOW WE DO THIS

- By providing one to one support
- Developing and completing a support plan tailored to address their individual needs
- Working in partnership with other agencies
- Staff who are experienced and appropriately trained
- Providing access to Informal Education Scheme, Health Improvement Project and Casus to enhance the work of staff