

QUARTER TWO REPORT

TO

SALFORD CITY COUNCIL

FROM

**INSPIRING COMMUNITIES
TOGETHER**

SEPTEMBER 2016



Introduction

This report provides Salford City Council with an update on activity taking place against the agreed delivery plan for 2015-16 between July and September 2016.

What difference do we want to make.

Mission – We will achieve positive outcomes for local people based on the knowledge understanding and information that the community have about their area, through empowering individuals and groups to release their potential to develop their own solutions.

Vision – We will embed approaches which have worked locally in particular maintaining a culture of partnership working and working to retain specific interventions or activities where they have provided positive outcomes for local people based on the knowledge and information the community have about the area

Values –

- We will be accountable to and representative of the local community
- We will be innovative and provide value for money in our approach to deliver of every- thing we do
- We will value all volunteers, staff and members of the organisation

Charitable objectives of Inspiring Communities Together –

- To develop the capacity and skills of those who are socially and economically disadvantaged by working with individuals and groups who live or work within the neighbourhood of Charlestown and Lower Kersal and neighbouring districts.
- To work with individuals and groups within these neighbourhoods to help them to make a difference locally.

How do we know we are making a difference	what is the difference we are making
Specific aims <ul style="list-style-type: none"> • Improve capacity and skills to feel more confident to try new things • Improve self-confidence to get involved and make a difference • Nurture networking and share experiences 	<ul style="list-style-type: none"> • Strengthening local Voices • Improving peoples' lives • Creating better places to live



Strengthening local voices

We will work to:

- Enable local residents of Charlestown and Lower Kersal to come together to identify key priorities within their neighbourhood and support the engagement of seldom heard voices.
- Provide a platform for local residents of Charlestown and Lower Kersal to share their stories of challenges and achievements

Support engagement of local residents in 2 local forums to enable better partnership working to address neighbourhood priorities					
Activity	Achieved 15-16	Target 16-17	Qtr one	Qtr Two	Actual 16-17
Number of Forum meetings (collective)	11	10	3	4	7
Number of residents attending at least 3 meetings (collective)	24 (LK) 14 (Charlestown)	30	6	7	13
Number of new residents attending first meetings (collective)	10 (LK) 16 (Charlestown)	10	11	7	18
Number of new projects/activities emerging from Forums (collective)	6	4	2	4	6
Commentary					
<p>Forum Meetings</p> <p>Lower Kersal – The Lower Kersal Forum has met twice this quarter in June and September. The September meeting have a very good turn out with the highest number of attendance in two years. The key priorities coming from the Forum are:</p> <ul style="list-style-type: none"> • Motor bikes on the estate - One bike has now been confiscated by GMP. There are still 2 bikes regularly out on the estate. Addresses are being given to the police by forum members and ICT development worker has supported the PCSO for the area to identify photo's on Facebook of the bike and their owners. Neighbourhood Manager will let the control office know that the bike needs to be followed when picked up on camera. • ASB at Sports Village. Neighbourhood Manager and Centre Manager working with GMP to deal with the vandalism and ASB. • First busses will be working with LK primary school after the holidays regarding bus vandalism; this is after the successful partnership working earlier in the year. • ICT volunteer, John, is piloting a new social media hub that will be community led. This is tied into ICT social media, however, for the pilot period will not carry our logo. • Salix new structure is live. ICT Development Worker will be attending the walkabouts and surgeries to develop partnership working. <p>Charlestown Forum – The Forum has met twice in July and September, however attendance has been very low. There has also been a lack of attendance by the police due to staffing issues which has frustrated some of those attending the meetings. A new PCSO for the area has now been recruited. During October we will also review the deliver approach to the forum in Charlestown to encourage more people to attend. Key priorities coming from the forum include:</p> <ul style="list-style-type: none"> • Dog poop on and around the dog track estate. ICT Development Working is supporting the dog warden to try and reduce this. New signs have been put up 					

next to the river and the casino. It has been difficult to engage volunteers interested in picking the poop.

- Lita from SCC to visit St Sebastian's to talk about recycling and the best way to go about it. She will provide posters and info to staff and groups.
- Street champion meeting due to take place in October

Project/activities –

Community hub support - St Sebastian's. The community garden is coming along well with the garden maintenance; volunteers have also cleared most of the rubble on the car park. 100 bags of rubble were removed in one day. Development Worker supported St Sebastian's to submit a recycle and reward bid which was successful. The funding secured will be used to decorate the hall. A very successful summer fayre also took place this quarter raising much need funds, the Beer festival will again be held in October with income generated used to support the centre activities.



Alley Gate Project - The gated alley project on Gerald Road continues. A letter of intent to put communal bins in the alley has been sent by SCC there was one objection but the Development Worker spoke to the person who appeared to have misunderstood that there would be no extra bins, They do not want to stop the project going ahead but did want their concerns noting. Group took part in an alley gate clean up over the summer and are now working on a recycle and reward bid.

Environmental/Street Champions - Project hogweed. ICT have been working with Mersey Basin Rivers Trust who have been contracted to spray giant hogweed in Lower Kersal and Charlestown along the river and on the flood basin. Almost 400 plants were successfully sprayed and killed. This will be the first stage in a 3 year project. This initial spray starts a program of once a year sprays to kill the plants completely. The Goblin hunt took place in August which encourages the children to see the great plants growing in the community orchard. 25 children from the holiday club attended the session which was funded through City of Trees. The art work created for fruit trees has been a major focal point attracting people towards the orchard and reducing the impact of damage to the trees. Working with The Urban Orchard Project the great pie off will take place of 5th October at Ordsall Hall. 3 community orchards including Riverbank Park will take place.

Work is taking place through the forums to develop an approach to bring back into community use a number of key land marks both along the river and on the flood basins. Working with key partners including Mersey Basin River Trust, SCC and Broughton Trust:

- The Arena on the River Irwell will be revamped as a community art project and provide space along the river for community events including story telling. The area around will also need to be cleared as the trees are now very overgrown.
- A river of flowers is planned for the spring to flow along the flood basin
- Development of community space and provision along the second flood basin to create a space where people choose to visit

Events

Following the success of last year's Christmas events ICT are working with the forums and Salix Homes to deliver events in Charlestown and Lower Kersal.

Charlestown summer community engagement event took place on the Whit Lane Estate in July. Over 80 people came to enjoy a fun day in Charlestown. This was an opportunity to meet with Keepmoat Developers and GMP came along with their young cadets and engagement team and there was also a new yoga instructor that came along to promote her new class. There was very good feedback from the event and the CHALK questionnaires were completed with visitors. The event was fully funded by ICT and cost £1020.

Lower Kersal fun day took place in August on River Bank Park – Over 120 people came along and enjoyed the activities - GMP engagement team and their young cadets attended as well as the fire service. The event worked in partnership with the LK forum and SCL and secured £1020 through the Tony Lloyd funding, the forum contributed £215.74 of their own funds and ICT contributed £442. Many families came to the event and there was excellent feedback given.



River Bank Park was also the location for the Goblin hunt in August. This event worked with Yogurt Pots holiday club and provided an opportunity for the children to learn about the community orchard through story telling. 25 people attended the hunt which was funded through City of Trees.



As part of our work for Salford Together we were this quarter approached by Salford University to help facilitate a focus on group with older people to discuss the topic of abuse in older age. The focus group was attended by 8 older people and has provided the university with an insight into how older people feel about abuse in older age. This work will be fed into wider research to develop a project bid for funding to develop ways of working which raise awareness of and support older people to be more aware of abuse in older age. It is expected that the university will wish to work with us further once the funding has been secured.

Local online platform to share stories both about and by local residents

Activity	Achieved 15-16	Target 16-17	Qtr one	Qtr Two	Actual 16-17
Number of online e newsletters produced (collective)	7	6	1	2	3

Number of stories produced by/about local people (collective)	42	20	9	15	24
Number of e newsletters & flyers distributed (collective)	2,822	500	350	1100	1450
Number of people trying new things because of information in e newsletter (collective)	3	10	4	1	5

Commentary

Newsletter

Our e mail contact list continues to grow and the Newsletter is now distributed to 464 people with an average of 28.5% subscribers opening the newsletter and clicking on the articles remaining higher than the industry average of 25.7%.

Our twitter engagement keeps building as we now have 465 followers and our tweets in the September had 7,400 impressions. (Impressions are when people see the tweet, engage with it or retweet it). The most popular tweet was about the event at Buile Hill Park on Older People's Day which attracted 458 impressions.

This quarter has seen local community reporters taking part in the Ambition For Aging Project which is all about helping older residents create an action plan in order to make their area more age friendly. The team of 6 reporters have begun creating stories for the Community Reporter website highlighting what difference they would like to see. Colin Bayley, uploaded a story all about visiting Kersal Allotments:

“Only to soon it was time to say goodbye and head for lunch at nearby St Aidan’s church which was served by Leslie, Tommy’s wife who made a wonderful soup from potatoes and leeks from the allotment. The reason for the visit was to gather ideas for turning some redundant flower beds and land adjoining Lower Kersal sports village into something productive”

The full story can be found here: <https://communityreporter.net/story/allotments>

Our Community Reporter Drop Ins continue to develop and we have worked with those who attend the sessions to create a programme of learning based on the feedback given by the group. This quarter we continued to build our relationship with The Lowry Theatre and Dave reviewed his experience of seeing The Shawshank Redemption. The story can be found here: <https://communityreporter.net/story/shawshank-redemption>. In January next year, the group are planning a trip to Salford Arts Museum and Gallery to find stories in there and then upload them to the site.

Ian is a 54 year old retired veteran who took part in a Veterans Community Reporter project, he decided he wanted to develop his skills further by joining the Drop-Ins and becoming a regular community reporter. Ian’s challenge has been that he suffers from PTSD and has been diagnosed with Asperger’s Syndrome, he finds it hard to socialise and was keen to meet new people and challenge himself. Since starting at the drop ins, he has managed to create his own story which had a clear beginning/middle/end (a big achievement for him) and took part in the Community Fun Day where he interviewed members of the community about what they liked about their area. He is beginning to adapt to the behaviours of the group and is learning what is appropriate to say/do in the group.

Flyers – We continue to use flyers as a way to try and engage with people in areas where we have the lowest engagement in forums or community activity. This quarter we have focused on areas around the Dog track Estate, Seaford Road, Strawberry Road and part of

the Whit Lane estate. We have seen a low attendance from the flyers but at least this has encouraged some new people to come along and find out about what is happening in the area. We will continue to approach the marketing of activity through a number of different engagement tools including twitter, face book, flyers and word of mouth.

People trying new things:

The newsletter has generated interest our community learning and volunteering opportunities and this quarter one new person has engaged as a community volunteer helping with litter picks.

Improving people’s lives

We will work to:

- Deliver a programme of learning to support local residents of Charlestown and Lower Kersal to increase skills to help move into further learning or employment
- Support a programme of volunteering opportunities with accredited learning to provide a first step towards moving into further learning or employment
- Provide a programme of support to local community assets which will bring people together and support residents to age well

Deliver a programme of learning with a focus on back to work skills including functional and core skills. Including supporting volunteer opportunities within community organisations

Activity	Achieved 15-16	Target 16-17	Qtr one	Qtr Two	Actual 16-17
Number of types of training courses delivered (collective)	10	4	2	3	5
Number of unique attendees (collective)	133	70	6	11	17
Number of hours of learning delivered (collective)	319	400	100	26	126
Number of individuals obtaining a qualification (collective)	113	50	0	11	11
Number of individuals taking up volunteering opportunities	56	50	6	8	14
Number of volunteer hours recorded	277	200	22	105	127
Number of individuals receiving advice and guidance support	22	30	17 new 6 follow up	10 new 12 follow up	45 visits

Commentary

Training courses:

This quarter has been a mixture of delivery and planning for the new term in September. Our volunteer course has now finished as ASDAN are no longer offering this option – we have therefore been developing a new employability course which started in September (6 people have started the new course which is delivered over 10 weeks at St Sebastian’s Community Centre. We have continued to deliver a Basic IT course at the Energise Centre for 6 participants. As well as this, we also ran a Community Reporter training course for 5 participants. Two of the reporters have continued to create stories:

Robert is 54 years old and suffers from severe anxiety. He found out about Community Reporting and hoped it would be an opportunity to meet some new people. When he found out more about the course, and the prospect of filming himself, he went white. He was really nervous about being filmed. By the end of the

course he had filmed an interview and interviewed another person in the group; “I can’t believe I just did that!” was his reaction.

We were invited by Salford City Council Economic Development Team to attend a jobs fayre being held at Salford Royal on 30th September. This was an opportunity for us to promote the work we do and the opportunities for first step learning and volunteering opportunities to help develop back to work skills. The event was attended by a high number of people all looking for work and whilst the majority of staffs were able to offer employment or apprentice schemes we were still able to talk to a number of people about the work we do and support 4 people who have expressed an interest in attending our training opportunities or becoming volunteers.

Gaining a qualification:

21 students completed their level one volunteer qualification in July and the portfolios are due to be accessed in October. The 11 people who have taken part in Basic IT and community reporting have all received their silver community reporter qualifications

Volunteering:

Our volunteer model continues to grow as this is an area where we are starting to see a positive impact in the local community wanting to make a difference to their own lives and the community they live in.

- Dylan is maintaining his regular volunteering at St Sebastian’s and goes there for 2 hours every Tuesday to maintain the flower beds in the car park. Brandon has also supported the garden project at St Sebastian’s although he has Brando has recently secured a job as a night receptionist at the Holiday Inn
- Gordon, Ann, John and Bill litter pick Riverbank Park every week, weather permitting. They clean the park in 3 sections on a rolling basis.
- Robyn our youngest volunteer (14years of age) gets involved in a number of projects including the pink the poop project at Riverbank Park, leaflet posting, litter picks and event preparation.
- Sue is oldest volunteer and is continuing to volunteer at the sport village café she is building up her volunteer hours and soon will qualify for her 100 hours volunteering certificate.
- Ann and Diane are both volunteering in our office doing admin work 3 hours a week each and hope to gain their level 1 in Business Administration.
- Lorraine has been volunteering for 2 hours a week at the child care provision in sports village
- John new volunteer is developing a better social media network for us and will be piloting an additional community hub which will link into the ICT website but will be a community interface.
- Two volunteers who have been sign posted to us through a back to work programme have been helping out with environmental projects. They have cleared rubble from St Sebastian’s car park and carried out leaflet drops for both forums.

X is a 36 year old man who has been in England for 16 months after seeking asylum from his country in Africa. X has been granted five years residency, after which he can apply for indefinite stay. X came to volunteer with ICT through his placement at Standguard and he was very keen to give something back to the community that had welcomed him since his arrival. X was also looking to gain some real experience that he could use to secure paid employment. X himself has said the main challenge he faces right now is that the employment experience he has from the country he came from is not valid in England and that he is finding it difficult to get into paid employment. By volunteering with ICT X has gained some project experience, has

gained a reference and has gone on to do his ASDAN in employability skills. X has also gained a sense of belonging to his new community and a structure to his time. After working with X it emerged that he was homeless and was bed hopping. X said he didn't have any support in terms of finding somewhere to live and he didn't know what to do or where to go for support. I phoned the benefit's agency on his behalf to see if he was entitled to housing benefit as I was unsure due to his refugee status.

The housing benefit said he was not entitled as he had not sat a nationality test. I did not feel this was correct so I contacted Councillor Hamilton and asked for her support. I received an email from the benefit people who explained that X was indeed entitled to housing benefit. I looked into X going on the Salix waiting list, however, it said you have to be a resident of Salford for 2 years to be put on the list. I gave X the addresses of some estate agents that he could visit to see if they had any suitable properties for rent. I also got some information regarding ongoing support for X and let him know he could go to the Rainbow haven at the Emanuel Church on a Wednesday from 10-3pm and they work specifically with refugees. X said, "it's really great to make the community better when it has been so good to me."

We continue to work with Salford CVS to deliver our Volunteer Wellbeing Champion model which supports mainly older people to deliver health and wellbeing messages. A training package has been developed which provides learning and skills on holding a conversation, sign posting and accessing health and wellbeing information alongside identifying opportunities places for this role to take place including our tech and tea sessions, exercise classes (working with Salford Community Leisure), GP practises, care homes and neighbourhood buildings. (***volunteer hours for this project are not recorded as part of this report as the work is funded for a city wide delivery***)

Advice and guidance;

As it's the new tax year so most of the clients have come into renew their child tax credits or child benefit because their children are moving onto further education. I've also helped a client to renew her blue badge and gave some advice on work related issues. I have dealt with are home search, adult social services, job searching and volunteering roles, tax credits.

Through the advice and guidance work we have identified a company that is working in partnership with HMRC that are stopping single people benefits until they prove that they are single, this has been heart breaking to see as five single people that I know from being my clients have had this happen to them. They make them do a mandatory reconsideration which can take up to eight weeks to be sorted leaving these single parents poorer and struggling even more. This has been a really bad knock on affect for one client as she already suffers anxiety and this situation is not making it any better for her and her children, she has now had to borrow money from family members to get two of her four children their school uniforms. I took a look at the company on line and the blogs that have been left on mumsnet are horrifying, people have said they have waiting up to 12 weeks before they have had the money backdated and because it's gone over a certain amount of weeks only get 8 weeks backdated. Others have said they say they have been sent a letter 2 months before but this is not true they have not been sent anything telling them they were being investigated. This seems very true as the five people that have spoken to me have said the same? I contact HMRC to find out why they used this company and the lady I spoke to advised me to write a complaint regarding the company and to send it to head office because she said they have had loads of people complaining about the same company. The company that has been working in partnership with HMRC is now being investigated and HMRC is no longer working with this company, I am now writing complaints to HMRC for compensation for my clients.

Creating better places to live

We will work to:

- Engage partners to support us to address environmental priorities across the area including fly tipping/environmental improvements
- Ensure any physical development in the neighbourhood delivers quality and added value for the community
- Identify opportunities to minimise the impact of empty homes in the neighbourhood
- Provide resources through a commissioning pot and working alongside partners to access additional resources for the neighbourhood to deliver against community priorities (linked to community plan results and Forum priorities)

Working with partners to implement a programme of regeneration linked to forum priorities and development framework					
Activity	Achieved 15-16	Target 16-17	Qtr one	Qtr Two	Actual 16-17
Number of new projects being developed (collective)	4	3	4	0	4
Number of regeneration team meetings held (collective)	8	8	3	2	5
Amount of additional resource secured (collective)	£127,143.50	£150,000	£155,000	£1,000	£156,000
Number of networking opportunities which result in additional resources for the neighbourhood (collective)	4	4	3	1	3
Commentary					
Regeneration activity					
<p>This quarter has been an exciting time for the Charlestown Riverside physical redevelopment with the first ten houses started to be built and the land being prepared for the first major phase. We continue to work with our partners to try to ensure the greatest amount of positive impact for the community as the area.</p> <p>The second flood basin is also due to be completed in the next few months and a visit to the site was arranged with the environment agency to look at possible opportunities for further community engagement in developing the site as a community park space. We are now working with partners including the Broughton Trust, Mersey Basin Rivers Trust, Salford City Council and the Environment Agency to submit a Big Lottery bid.</p>					
New projects being developed					
<p>We continue to build on our community learning model and as outlined above have now developed a pathway to employability course which is similar to the volunteer course but looks more at the work place and preparing for work. This course is portfolio based so we will work with the learners to ensure they produce the evidence required to secure their level one qualification</p> <p>Building on the success of our tech and tea low level digital skills course for older people we have been advised that funding will be made available for another year. The project runs from November to October. We will now be working with Public Health to identify what worked well and where improvements can be made. The project has delivered low level tech skills to over 400 older people across Salford with our oldest participant being 104.</p>					

Working with our partner Mersey Basin River Trust we have been developing opportunities to improve the area by the river. This quarter we have carried out a number of community clean ups as well as removal of giant hogweed (this is a specialist task which was carried out by trained volunteers from Mersey Basin River Trust). Along the river bank is a sculpture pod which has been left in a bad state of repair with trees overgrown – making it impossible to use the facility. We are working with Mersey Basin River trust and City of Trees to develop a plan for refurbishing the area and using the space as a community provision for storytelling and social events

HeadWay a support group for people who have been affected with brain injuries meets weekly at St Sebastian's Community Centre. The group are keen to tell their own story about their experiences of having a brain injury. They feel it is a story that has not been told. We will be working with them to deliver community reporter training starting at the end of October.

Working with a number of partners from across the city we are supporting the work to engage with older people to develop an action plan to create Salford as an age friendly city. This work will link with the Locality Plan for aging well and the GM model to become an age friendly city region. We are using our community reporter model to support older people to tell their stories of life in their neighbourhood. The stories and data is then used to create a neighbourhood action plan and small scale projects for which small scale investment funding is available through the Big lottery ambition of Ageing and Salford Together.

Over the next quarter we will be working with Salix Homes to organise festive events in both Charlestown and Lower Kersal building on the model tested last year.

We have been approached by a number of partners to support co-design and co-production work. Next quarter we will be working with;

- Manchester University to deliver a research project with older people looking at how data can be used to improve your own health and wellbeing – this is part of a national programme (Data saves lives)
- Salford royal dentist team to develop tools which can be used by older people to raise awareness of the importance of good oral health in later life
- Greater Manchester Devolution team through the Institute of community reporters to collect stories of how people live in Salford to develop a living history of live across GM

This is an area of work we wish to build on and will continue to look at opportunities to develop the model.

Networking

We value the importance of building partnerships and make sure we take up opportunities to build links with new partners whilst ensure our current partnerships are positive. This quarter we have engaged with:

- Mersey Basin Rivers Trust – environmental projects
- National Citizens service – Young person projects
- Keepmoat Charlestown Riverside physical regeneration
- GMP – Cadet scheme attended Summer events
- Fire Service – attended LK event
- Standguard – supported volunteer opportunities
- Salford Credit Union – setting up a collection point in the neighbourhood
- LK primary School – attending the forum
- First busses – attending the forum
- City of Trees – Goblin hunt

- Heathlands Village – Tech and Tea Event
- The Lowry Theatre – Community Reporter opportunities.
- Manchester University – research project

To develop and manage the organisation effectively

We will work to:

Ensure the internal workings of the organisation are of the highest standards. This will include all elements identified below. All these areas combine to provide the organisation with the infrastructure it needs to operate effectively.

Activity	Commentary
Financial accounting and reporting	We have finalised our annual accounts with Slade and Cooper which has provided us with an opportunity to review the way we capture income and expenditure. As we continue to grow and secure increased numbers of contracts and project funding we have had to rethink how we ensure all our core costs are covered, along-side ensuring we can demonstrate the annuity income benefits the local residents of CHALK.
Monitoring and returns	<p>We continue to work on how we capture information, record data and create regular meaningful feed back to our funders. As with our income and expenditure this is now becoming an area of work which needs further development. We are now looking at the option to setting up a contract management system to enable us to store data safely and create a number of reports when required.</p> <p>The CEO attended a lead member briefing for health and social care to feed bac on the development of the age friendly city model and highlight some of the positive work happening across the city to support older people live well in later life.</p>
Organisational administration	Unfortunately our admin support has been on long term sick over this quarter which has had a negative impact on the ongoing updating of our admin system and meant that all team members have had to carry out more of their own admin tasks. We have now secured a reduced hours temporary admin support which is helping with these issues
Supervision and staff development	<p>Our new operations and development manager started work this quarter and she is now spending time understanding the workings of the organisation and provided 1-1 support to the staff team. We are also recruiting a part time project assistant to help with the data collection of project activity and support for the delivery of the tech and tea equipment.</p> <p>One staff member has accessed training this quarter in presentation skills as this was identified as an area for development in the annual appraisal.</p>
Social accounting and reporting	We continue to look at ways to promote our social value and ensure this is captured in the work we do. As part of our reporting for 2015-16 we have identified that for every £1.00 spent from the Annuity we secured a further £2.50 of additional income alongside the additional resources provided through those contracts to delivery in CHALK
Marketing and communications	We now use our twitter account as a way of raising our profile and showing the activity which is taking place across the

	neighbourhood. By using # we are able to group projects which makes it easier for our funders to identify activity taking place and retweet to their own contacts and networks
IT support	We continue to review this area of work and have identified a need to improve our storage system. This work will be carried out by admin once they return to work. Not every one finds the goggle drive easy but as we continue to use it people are becoming better and ensure documents are accessible.
Recycle and reuse	We strive to be better at recycling and now have a recycle bin in the office.