

**QUARTER ONE REPORT
TO
SALFORD CITY COUNCIL**

FROM

**INSPIRING COMMUNITIES
TOGETHER**

July 2016



Introduction

This report provides an update on activity taking place against the agreed delivery plan for 2015-16 between April and June 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



Outcome	Strengthening local voices
Outcome measure	Making a difference in your community – how active are you in the community and do you feel you can influence what happens in the local community?
2015-16 neighbourhood questionnaire results	<ul style="list-style-type: none"> • 54% said they are actively involved and feel they can make a difference to what happens in their neighbourhood • 40.5% said that they either have some on-going involvement or do some- thing occasionally in their neighbourhood 28% said they would like to get involved locally • 35% said nothing they do would make a difference and they are not interested in getting involved
We will work to	<ul style="list-style-type: none"> • 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

Strengthening Local Voice activity quarter one

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
Number of Forum meetings (collective)	11	10	3
Number of residents attending at least 3 meetings (collective)	24 (LK) 14 (Charlestown)	30	6
Number of new residents attending first meetings (collective)	10 (LK) 16 (Charlestown)	20	11
Number of new projects/activities emerging from Forums (collective)	6	4	2
Commentary			
Forum Meetings			
<p>Lower Kersal- The Lower Kersal Forum has met twice in this quarter – April and June. Two new residents have started attending following contact with ICT Neighbourhood Development Worker. First buses attended the April meeting to look at improved ways of working with the Forum to address bus vandalism and improve the service for local residents. At the June meeting First busses reported that they have seen a significant reduction in vandalism to busses in the area after working with residents at the last forum.</p> <p>Mathew Payne from Cats.org at national charity which provides services including homing of cats, neutering and information to improve understanding of cats and their care. As a result of him attending the Forum 2 people have accessed these services.</p> <p>Residents highlighted issue of a motor bike speeding around the area and provided information to support the police in finding the person responsible.</p> <p>Lower Kersal Primary School has asked for help and support to address issues of ASB</p>			

which is on the rise at the moment in the area.

The Forum had submitted a bid to the Tony Lloyd fund to run an event on the park during the summer holidays and they have been advised that the bid has been successful – work will now start on planning the event working in partnership with SCC, Salford Community Leisure, GMP, local community groups and Forum members.

Charlestown Forum - Charlestown resident's forum has met once the quarter in May. Keepmoat updated on development plans. Charlestown 'sharing' and meet Keepmoat event is planned for the end of July working in partnership with Keepmoat and GMP. A key priority from the development is to ensure as many local residents as possible can benefit from opportunities. The first of these will be the recruitment of an admin apprentice position which ICT have been offered the opportunity to support. 2 local residents have been recruited as admin volunteers for ICT and will follow a 10 week programme of work based experience and learning to build their skills and enable them to apply once the position becomes available. The Forum is continuing to build a relationship with the local primary schools and support their engagement in the redevelopment.



The archaeological dig is one example of where local residents and schools have been able to go and see the dig and experience first-hand the history of the area. The key Issues identified at the forum were ASB on the dog track estate. Salix Homes are working with residents and were able to answer questions relating to this. Complaints of excessive dog fouling next to the river and also next to the casino. ICT Neighbourhood Worker has been working with environmental volunteers to run a pink poop campaign alongside dog warden service. This has proved very successful in Riverbank Park and will now start in along the river in Charlestown.

Projects/activities

Environmental/Street Champions - Work has started with a group of environmental volunteers to develop a river of wild flowers along the grass verge where the bund is on Lower Kersal. The project is working in partnership with the Broughton Trust Communities Living Sustainable programme and Salford City Council. We are currently waiting for planning permission from Annie Surtees (SCC) and the environment agency. It is expected that the planting will happen next year as we will need to ensure ground is treated and weeded in preparation and is ready for spring next year. Street champions are continuing to carry out regular litter picking of Riverbank Park Permission and support given by Ross Spanner, Howard Lund and Joe Regan. Rubbish collection has already been agreed by SCC. River Irwell clean up event resulted in nearly 50 bags of rubbish being collected. Environmental Champions continue to work on the planters at St Sebastian's and a project is now being developed for the school holidays with young people taking part in the National Citizen Service programme which will see the planters having a community art project alongside the flowers, fruit and herbs

Alley Gate project - A group of residents on Gerald Road are keen to improve their gated alley way. Partnership working with Communities Living Sustainable programme

and Salford City Council. Funding options currently being explored and plan is being developed with the residents to enable the project to start.

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

Activity	Achieved 15-16	Target 16-17	Qtr one
Number of online e newsletters produced (collective)	7	6	1
Number of stories produced by/about local people (collective)	42	20	9
Number of e newsletters & flyers distributed (collective)	2,822	400	350
Number of people trying new things because of information in e newsletter (collective)	3	10	4

Commentary

Newsletter – One on line newsletter has been produced this quarter 27.2% of those that received the newsletter opened it and interacted with it. The industry average currently stands at 20.1%. We also continue to build our twitter presence with new hashtags being developed for different projects including #tech&tea and #AfA alongside our @ict We now have 412 followers and many of our tweets are regularly retweeted by our followers.

Stories produced by and about local people – The community reporter meet ups now take place once a month alongside opportunities for group members to engage in events and projects. This quarter the group have been supporting a project which links to the national programme of dying matters. Group members have been interviewing friends and family about what preparations they have in place for when they pass away and also interviewing people from different cultures to understand how death is viewed from different perspectives. A film will be produced of the content which will support the work of the Health Improvement Team is raising awareness of planning for the future.



The group have also attended an event ran by the CCG looking at dementia where they interviewed people who are living with or supporting people who live with dementia, again a film will be produced which will be used by the CCG to improve support for people.

Flyers – We continue to use flyers along-side our other forms of promoting opportunities. Whilst word of mouth and tweeter has the biggest impact we continue to promote the job club and IAG session on a Friday at St Sebastian’s community Centre alongside sending out posters to community venues in the area. In advance of the Forum meetings the Neighbourhood Development Worker continues to encourage new residents to attend through distribution of flyers in key areas. This quarter that has included local shops, sports village, bus stops and lamp posts for Kersal Forum and house to house for Charlestown Forum.

We have also started to advertise more in the East Salford Friday bulleting and then use this forum as a way of thanking those who have helped at an event or activity.

People trying new things- As already outlined above this quarter we have recruited 2 volunteers to support ICT with admin roles and 2 volunteers who are regularly engaged

as environmental champions. The Environmental Champions are also completing their Level One Volunteer Qualification.

A new volunteer is now helping out at the sports village café. This lady has recently lost her husband and the volunteer opportunity has given her a new focus. She started on one day a week and is now volunteering for 2 days per week.

Outcome	Improving people's lives
Outcome measure	<ul style="list-style-type: none"> • Learning new activities – do you feel you are learning and doing interesting things in the community? Examples of this could be working on an allotment, attending classes at the community centre, attending after school projects, going to a youth club or volunteering • Getting to know people – how much contact do you have with people locally? how comfortable do you feel living along-side people in the community, including those from different generations or backgrounds to you?
2015-16 neighbourhood questionnaire results	<ul style="list-style-type: none"> • 46% said they are learning new things and enjoying doing so. They also want to continue to do so • 38% said they are trying new activities or would like to try new activities but are not sure what or how • 39% said they are not interested in joining in or trying new things • 79% said they have regular contact with different people from the local area • 55% said they have contact with quite a few people locally. Mostly people similar to myself • 23% said they are trying or would like to make contact with more people locally but are not sure how • 12% said they are not interested in meeting new people
We will work to	<ul style="list-style-type: none"> • 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

Improving people's lives activity quarter one

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
Number of types of training courses delivered (collective)	10	4	2
Number of unique attendees (collective)	133	70	6
Number of hours of learning delivered (collective)	319	400	100
Number of individuals obtaining a qualification (collective)	113	50	0

Number of individuals taking up volunteering opportunities	56	50	6
Number of volunteer hours recorded	277	200	94.5
Number of individuals receiving advice and guidance support	22	30	20

Commentary

Training courses – We continue to deliver our celebrating volunteering qualification which is delivered over 2 five week sessions. Eight learners have accessed the course this quarter which will be the last programme for volunteering as ASDAN are no longer offering this course as accredited learning. We have however been working on developing a new model Pathway to Employability which will start in September – again delivered as 2 five week sessions and enable learners to gain a level one qualification. Most of our current learners are complementing their learning with volunteering in the community either at the local primary school or at the sports village café. We now deliver a regular basic IT course at the Energies Centre which has been well attended and is delivered as a five week session.

We have been developing our learning offer over the last quarter ready for the September start. The offer will support our Pathway to employability level one as the main accredited offer complemented by vocation learning in key themes;

- Introduction to environment
- Introduction to child care
- Introduction to administration
- Introduction to catering

Alongside the learning offer we will be supporting people to take up volunteer opportunities in community venues across the neighbourhood.

Our digital offer will include:

- Tech and Tea (very low level digital skills mainly aimed at older people)
- Basic IT as a progression route or standalone course for people with some skills. This can lead to people volunteering as digital champions with tech and tea courses
- Basic IT Plus includes elements of our community reporter training and once completed people will be supported to become community reporters

Gaining a qualification:

There has been on qualifications gained this quarter as people are completing the course ready for submission of work in September.

Volunteering – we are continuing to build our volunteering opportunities linked to our learning offer and supported by the advice and guidance session.



On Thursday 26th May we had a community celebration event held at Salford sports village. Parents brought their children along to watch as they received awards/qualification for taking part in various volunteering activities and courses which include community reporting, street champions, environmental champions including children from the local nursery and volunteers who have completed the ASDAN volunteering qualification.



The community had a fantastic afternoon there was a lot of very proud people, parents, children and groups who received awards afternoon was very successful.

Our current volunteers are working across the neighbourhood

supporting:

- Sports Village café
- Yoghurt Pots Nursery
- St Sebastian's Community Centre
- Environmental clean ups
- ICT admin

We continue to promote and recruit to these opportunities and have been working with the Work Company to provide volunteer opportunities for those individuals who may need some support on their journey back into work. We have met with 3 new potential volunteers at the sports village who are interested in volunteering in the childcare or café. From those visits 1 volunteer has already started at the sports village café. Sue is 65 and lives in the local community and is now volunteering 2 days a week in the café following the death of her partner – this has given her an opportunity to start to build her life again.

Mr X is a 33 year old male who came to volunteer at the Riverbank Park community orchard after we were given his phone number by someone who knew he liked gardening. From this project Mr X has become one of our environmental champions and has been involved in river clean ups, painting, planting days and maintaining the garden at St Sebastian's Community Centre. Mr X volunteers several hours a week and would like to learn more gardening skills and hopes to do his horticulture qualification with us. Mr X had served a short period of time in prison on remand and said when he came out he was feeling really motivated to take control of his life and make something of himself. He said he has done a lot of voluntary work in the past and felt really good about it so would really like to get back into it and give something back to society. Mr X has had problems getting into work because of his criminal record and felt very positive about this volunteering role being a great step forward that would give him experience and also a reference when applying for paid work. Mr X has been involved in several projects with ICT and has nearly completed his ASDAN level 1. Mr X has not only gained new skills and experience but has also gained new friends, social network and a greater sense of self-confidence and feeling of achievement. Mr X has said that he is really glad he got involved and that he feels like he is accomplishing something, especially watching the garden grow every week. He gets a great deal of satisfaction from this. Personal circumstances meant that Mr X was not allowed to come to the Forum and he thought he may lose the opportunity to carry out his volunteering role because of this. Through staff support he has been able to continue his role and this has been extremely valuable to him in terms of having a social structure and safe and nurturing environment to go to. "This volunteering has saved my life in a way. I use it to calm down and focus myself. When I am stressed, I know I can just come and do the gardening. It makes a big difference."

Advice and guidance - This quarter has shown that a lot of clients are not dealing well with some of the changes to benefits as we have supported a number of appeals for reconsideration. We are also providing support with job searching and CV preparation. One individual wished to take up a volunteer role so we were able to link them into our volunteer programme.

Outcome	Creating better places to live
Outcome measure	<ul style="list-style-type: none"> • Feeling safe in the community – how safe do you feel living in the local community? • Building healthy lifestyles – how healthy is your life style? a healthy life style includes taking exercise, eating healthy, avoiding too much fat, sugar or salt and spending time outside in green space • Making green choices – how green are you at the present? being green might include choosing to walk, cycle or use public transport, recycling, using less electricity, buying environmental friendly products and local food
2015-16 neighbourhood questionnaire results	<ul style="list-style-type: none"> • 57% said they felt safe or mostly safe in their local neighbourhood • 37% said they feel safe in some places or in day light but

	<p>not in others or at night</p> <ul style="list-style-type: none"> • 4.5% said they did not feel safe but it is getting better • 15% said they do not feel safe and it is not getting better • 63% said their life style is healthy or they try to make healthy choices most of the time • 43% said I try to be healthy but it is hard • 17% said I would like to take more care of my health but • 4% I am not interested in exercise, healthy food or using green space • 67.5 % said I am doing what I can to lessen the impact of climate change and care or the environment • 59% said they make green choices in many areas but could do more in others • 35% said either they try but other factors get in the way or that they know they should but it is not a priority for them • 8 % said they choose not to do anything about green issues or the environment
We will work to	<ul style="list-style-type: none"> • 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)

Creating better places to live activity quarter one

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
Number of new projects being developed (collective)	4	3	4
Number of regeneration team meetings held (collective)	8	8	3
Amount of additional resource secured (collective)	127,143.50	£150,000	£155,000
Number of networking opportunities which result in additional resources for the neighbourhood (collective)	4	10	3
Commentary			
<p>New projects being developed – We have continued to build on the work started in quarter four last year including:</p> <ul style="list-style-type: none"> • Ambition for Aging the lottery funded project is a three-five year programme which will support Salford to become an age friendly city. The bid submitted in partnership with ICT, Age Uk Salford and Salford CVS was successful and includes using the community reporter model to training older people to collect stories of lived experience to develop actions plans. The plans are supported 			

by funding for small scale investment which will help to build the age friendly city model. The funding is secured to cover three wards of Salford, Broughton, Seedly and Langworthy and Weaste.

- Yogurt Pots nursery has now moved into sports village and we continue to support the development of the start, live age well model working with Salford Community Leisure.
- The tech and tea project was funded in November 2015 for a one plus one contract and work is now taking place to secure an additional years funding. The programme has support over 300 older people to improve their digital skills.
- As outline above we have secured funding from the Tony Lloyd fund to deliver activity in the Riverbank Park over the summer
- We have continued to build our relationship with Salford Royal and have worked with people living with long term conditions to share their story and create a film which will be shown on Salford Royal website
- Salix Homes have provided funding to deliver basic IT classes for their tenants and it is expected that this work will start in July
- Public Health and CCG have again funded us to deliver the project management of the Community Asset element of the Salford Together model
- The Riverbank Park orchard project continues to flourish. The next stage is to work with the NCS program to create and paint murals on the flower planter boxes in the orchard area.

Regeneration team meetings – The social value group has continued to meet on a monthly basis to develop a social value action plan for the physical regeneration. The group have looked at a number of options and are now working on the plan which will be used as the bench mark for physical regeneration schemes across Salford in the future.

Networking - We continue to look for opportunities to develop our model of place based working and are:

- Holding conversations with SCC as to how we might support the work being developed across the city including:
- taking part in discussion at a GM level to look at opportunities to scale up place based projects using innovation funding which could see some of our model of working scaled up across GM
- Working with Manchester university a bid has been submitted to test the use of fit bits with older people to measure their physical mobility
- Working with St Sebastian's community centre we are developing a bid for the reward and recycle funding
- supporting the allotments to submit a bid to install solar panels on the allotments which will generate income from the national grid
- Signed up to the volunteer database at the university so we can post future clean up events on their social media.
- Supporting the social work team to test the wellbeing conversation model using a conversation and a bit of hand holding to help people get back into community life

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	This quarter we have been working with Slade and Cooper to produce our annual accounts. This has once again helped us with our financial management systems and as we continue to grow we continue to look at the best way to present our financial information.
Monitoring and returns	We have been working hard to set up systems to ensure we monitor and evaluate all our work. This quarter we have been working on our annual report for 2015/16 which highlighted a number of gaps in the way we have been collecting and collating data. Improved systems have been developed which we hope will provide a better picture of the work we do and the impact this has on both individuals and the wider community.
Organisational administration	Our administration is an area we have not been good at keeping up to date. With the support of the volunteer admin workers we are spending time sorting the office and setting up improved filing systems. We have already started to see an improvement in the amount of paperwork stored in the office but we still have work to do to ensure the online filing system is working better.
Supervision and staff development	All staff have now had their annual appraisal and regular 1-1 sessions are planned in for the year. We the number of projects we now deliver increasing all the time it is important that team members are able to manage their work load and feel supported when things are not going well. We have this quarter been recruiting for an ops and development manager to help with this work and interviews will take place in July.
Social accounting and reporting	Our annual report for 2015/16 was our first attempt at trying to produce social accounts. To enable the report to be submitted it will need further work which we will programme in once the ops/dev manager starts in post.
Marketing and communications	As outlined above we continue to build on our marketing and communications. We still struggle to keep the website up to date and are not as good as we could be at producing E newsletters but we continue to work on this and without a dedicated member of staff to fulfil this role the use of twitter has been a quick and productive tool for promoting our work to a wider audience
IT support	The team continue to get to grips with the IT system and on the whole it works well most of the time. Most team members now have lap tops and can access the drive virtually which helps to improve productivity. We continue to review our IT equipment and may over the next year need to purchase new equipment
Recycle and reuse	As an organisation we use limited resource as most of our work is stored on the google drive. Where possible we try to recycle and reuse.

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