

SALISBURY CITY COUNCIL

Report

Subject : Community Development Grants Monitoring Report
Committee : Event, Markets and Grants Subcommittee
Date : 07 Oct 2024
Author : Sarah Gregson, Communities Manager

1. Report Summary:

1.1. This report provides details of end of year and end of project monitoring forms for Community Development Grants due to report between July and October 2023

2. Background:

2.1. **Families Out Loud** – is a Wiltshire charity working with families challenged by someone else's drug and alcohol dependency, supporting them to bravely build a better life

- Grant Awarded August 2023 - £1000

2.2. **Age UK** – Age UK Wiltshire is an independent local charity working in Wiltshire and Swindon to offer support and services to older people.

- Grant Awarded August 2023 - £1500

3. Project Summaries

3.1. Families Out Loud

- Grant awarded to enable the expansion of volunteering in Salisbury and to support 6 additional families in Salisbury through 1 to 1 counselling
- Total project cost £4000
- For full detail see background paper 8.1

3.2. Age UK

- Project aims were to increase the capacity for running an information and advice service in Salisbury by recruiting, training and supporting more volunteers to publicise the service in Salisbury and to work to build referrals from other organisations to the 1 to 1 benefits advice service.
- Total project cost £1500
- For full detail see background paper 8.2

4. Monitoring Overview

4.1. Families Out Loud – Salisbury Families Support

- Families Out Loud was able to increase the families supported in Salisbury from thirteen to twenty-one in this period, exceeding the target set out in the application, to reach six new families
- The reach of this work is 105 people (within households)
- The 1 to 1 counselling sessions were delivered

- In addition, a monthly peer-to-peer support group has been developed as well as three online support group meetings per month. Both additional elements have been enabled by the staffing funded by this grant.
- Families Out Loud reached its goal of building volunteer and referral relationships through this project. There are now four volunteers in Salisbury working on fundraising and awareness raising at local events and a relationship with both Turning Point and Victim Support in Salisbury has enabled more referrals.
- They have not been unable to recruit a Salisbury-based Trustee but have recruited two new Trustees with experience in Marketing, HR and training.
- Future aims are to recruit more volunteers in Salisbury.
- If able to secure future funding the charity aims to support Thirty people (and households) in Salisbury in the next twelve months. They are also fundraising for the development of a teen support service for 13-to-17 year olds
- Families Out Loud hosted the SCC logo on their website during this period and included a thank you article in their newsletter.
- Within the monitoring report they included the following statement
“Receiving grant monies from Salisbury City Council has helped Families Out Loud to support many individuals and their families in the area who are negatively affected by someone else’s drinking or drug use. We are very grateful for their generosity.”

4.2. Age UK - Increasing Access to Information and Advice

- Age UK have reached their volunteer recruitment targets for this project, increasing the range of awareness raising activity for the service in the Salisbury Area.
- Funds were spent on advertising of volunteer opportunities, volunteer training and paid staff support of volunteer teams.
- 2893 contacts were made with or on behalf of people living in Salisbury as a result of this project
- The new charity shop in Catherine Street has been a central part to giving new volunteers a platform and a city centre location for e.g. fitness and friendship club. Attendance has increased as a result.
- Volunteers have given advice, signposting and information via this location
- Age UK have learned in this period that the charity shop information centre alongside a volunteering and awareness raising drive like this project are very effective in ensuring a wider reach for services and would like to further support and replicate this model in the future.
- SCC’s grant was referenced in their regular newsletter, via Facebook posts, within Age UK Wiltshire’s annual report and on the volunteer recruitment materials

5. Officers Notes

- 5.1. **Families Out Loud** have fulfilled all the aims of their application, exceeding the planned reach.
- 5.2. **Age UK** have fulfilled all the aims of their application
- 5.3. Both grants have had significant impact against the SCC community priority – Better Understanding Marginalised Groups

6. Recommendations:

It is recommended that:

6.1. The Committee note the content of reports.

7. Wards Affected: All

8. Background papers:

8.1. Families Out Loud – End of Project Monitoring Report

8.2. Age UK – End of Project Monitoring Report

9. Implications:

9.1. **Financial:** As shown in this report

9.2. **Legal:** none

9.3. **Personnel:** none

9.4. **Environmental Impact** none

9.5. **Equalities Impact Statement:** Nil in relation to this report

END OF PROJECT MONITORING FORM



Now your project is/has come to an end, please complete the following monitoring and evaluation form to demonstrate how you have achieved the aims and objectives set out in your original grant application.

We would like to hear what activities you have achieved, service or facilities made available and how this has benefitted the community since being awarded the grant.

This will then be shared with the Communities Working Group committee to provide them with an update on your project.

Please complete in BLOCK CAPITALS

Name of Group/Organisation	AGE UK WILTSHIRE
Name of Project	INCREASING ACCESS TO INFORMATION & ADVICE
Contact Name	KATE BROOKS
Position/Representing	OPERATIONS MANAGER
Address (including postcode)	44 CATHERINE STREET SALISBURY SP1 2DD
Contact Number	07931 758401
Email Address	kate.brooks@ageukwiltshire.org.uk

How did the project meet its original aims and objectives that were outlined in the application?

Please give a brief summary stating what was achieved e.g. actual services provided, activities run, publications produced etc. (You can view examples in the guidance notes below)

Alternatively, if you have not achieved all you set out to do, please state what you were unable to achieve and reasons why.

Our aim was to increase the capacity of our Information & Advice service in Salisbury, by recruiting, training and supporting more volunteers; to publicise the service in Salisbury, working with other organisations; provide more one to one support for older people, supporting them to claim the benefits to which they're entitled; and to signpost internally and externally to enable older people to access a range of support.

We have maintained our Information & Advice service, recruited more volunteers, worked hard to publicise the service; and have supported more older people in Salisbury. From July 23 to June 24 we had 2,893 contacts with or on behalf of people living in Salisbury.

Our new Charity Shop and Information Point in Catherine Street has enabled older people to come into a high street shop and collect a range of useful information on a wide range of issues; and to arrange further contact with the Information & Advice team if necessary. Our high street presence has also assisted with volunteer recruitment, raising awareness of the volunteering roles within Age UK Wiltshire. We have also moved our Fitness & Friendship Club from Bemerton Heath to the city centre, which has increased attendance and given an additional opportunity to provide information and advice to older people.

Were there any changes/benefits you were not expecting?

(include here any results that were in addition to your original aims or difficulties/challenges experienced)

When this grant was awarded we did not know we'd be opening a Charity Shop and Information Point in the centre of Salisbury, which has opened up more opportunities to deliver and promote our Information & Advice service and volunteering opportunities.

What can you take from the changes/benefits to plan or develop for the future?

Our Charity Shop and Information Point in Salisbury was our first, and we have since opened in Marlborough and Bradford on Avon, using our Salisbury experience as a template. We are keen to develop more opportunities to have information points and access to advice within communities.

How many people directly benefited from your project overall?

(Please feel free to provide a breakdown for each year, if applicable)

How have you evaluated whether your project achieved what you intended?

We keep detailed records of all client contact, and we have been monitoring the information provided at our Information Point.

FINANCE**Total grant awarded overall**

£1,500

How much did the project cost in total

£1,500

Can you confirm that the whole of the grant was spent on the purpose for which it was given

(please be aware that if the answer is No, the remaining balance may need to be repaid)

Yes

If no, please explain why**If you received a grant less than the amount you requested, how did this affect your project?****How did you raise the additional funds for this project?**

(Please briefly state how, where and the total of funds raised)

What was the grant specifically spent on?

Please ensure you provide copies of your accounts, receipts and invoices to support this monitoring form.
For capital items a copy of receipts for the items should also be enclosed/attached as digital file/scan.

Supporting the costs of recruiting, training and supporting volunteers within the Information & Advice service at Salisbury.

PROMOTING THE COUNCIL

In what ways did you publicise Salisbury City Council's funding of your project?

Newsletter
Facebook
Annual report
Volunteer recruitment materials

SPECIFIC CONDITIONS

If your grant acceptance form stated specific clauses/conditions, please state how you have addressed these conditions

Please feel free to add any other relevant information, highlights or comments below

I hereby confirm that the information stated above is correct and true to the best of my knowledge.

I understand that any incorrect or untruthful information may lead to any monies awarded being reclaimed by the council. This may also prevent your organisation from applying for a grant in the future.

Signature	Kate Brooks	Date	04/07/24
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Please return your completed form to either

grants@salisburycitycouncil.gov.uk

or post a hard copy to

The Communities Team, Bemerton Heath Centre, 58-60 Pinewood Way, Salisbury, SP2 9HU

PUBLICITY

It would be helpful if you could provide us with a quote we can use on what the award has meant to your organisation or to the people that your project/organisation helps in accordance with the changes/benefits you have reported.

(Please keep this to a maximum of 50 words)

The grant has supported our Information & Advice service in Salisbury, which provides comprehensive information and advice on a wide range of issues affecting older people.

This has been written by

Name (CAPITALS please)	KATE BROOKS	Position (e.g. Committee member, clients, helper etc)	OPERATIONS MANAGER
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PHOTOGRAPHS

Do you have any photographs that are suitable for inclusion in our Annual Report or similar publication? If you do, please send it via email to grants@salisburycitycouncil.gov.uk with your organisations name and details of the activity etc.

If you do not, would you be agreeable if we were able to arrange for a photographer to visit?

If you are agreeable, the following information would be helpful

Is there a regular day, time and place that would be convenient? If so please give details:

Alternatively, please provide a name and telephone number of the person to contact if we can arrange for a photographer to visit

Contact Name		Contact Number	
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MONITORING AND EVALUATION GUIDELINES

Monitoring and evaluation of your project is not just important to us and our residents, but also to your organisation for future planning purposes and possible funding applications.

Being organised to monitor progress from the outset will help you evaluate your work and most importantly, the difference made to your beneficiaries. Focusing on the changes/benefits your project has achieved will help with your report.

Please take time to familiarise yourself with this form and the information you will be required to supply – ensure everyone knows what is required and when the form is to be returned.

Think about what you said the award would be used for and why. If this was for a small project within your organisation you need to report on the changes/benefits of the project itself, not on those of the organisation as a whole.

Changes/benefits should be linked to the aims of the project, though some may be unexpected. Use/adapt your existing systems and information wherever possible. Examples could include questionnaires, feedback forms, recorded observation, interviews, and attendance sheets and so on.

Here are some examples of the types of information we are looking for	
Example 1	
Purpose for which award was made	Towards refurbishment of the community hall kitchen
Activities	Hall bookings increased by 50% Luncheon club for 40 elderly people launched, once a week Toddler group now prepares fresh healthy snacks on the premises for 35 under fours Youth club now teaches 30 teens simple food prep
No of beneficiaries	450
Unexpected outcomes	Five of the volunteers who took part in the project have joined the management committee and further improvements to the hall are being planned and funding sought
Example 2	
Purpose for which award was made	To buy IT equipment for a disability help-line support group
Activities	Two computers purchased and broadband installed New marketing material produced

	Website designed
Changes/Benefits achieved	Email facility now available in addition to telephone help (now averaging 12 emails per day) Four new volunteers recruited and IT training took place Four existing and four new volunteers gained basic certificates in IT communication skills Website launched to allow signposting to resources outside help-line hours
No of beneficiaries	85 per week on average
Unexpected changes/benefits	Now working in partnership with a recycling project that installs computers, free of charge, into home of people with a disability. Recipients identified through helpline Client surveys suggests that we are now helping a wider range of disability needs though email/website for those that find telephone a difficult medium, due to hearing or speech difficulties. This will require additional training for the staff and volunteers for the organisation

Remember – you have signed a contract with SCC

Non return of the Monitoring and Evaluation form may result in preventing your organisation from applying for a grant in the future.

Here are some general hints and tips regarding managing and returning monitoring on time for any award recipient:

- Share and pass on the monitoring requirements and form with others in your organisation
- Diary return dates for Monitoring and Evaluation forms (Check with your Salisbury City contact if unsure)
- If you are unclear about what is expected ASK!
- Put systems and good practices in place to collect quantitative data (things that can be measured numerically) as a matter of course over the award period
- Incorporate required monitoring data into feedback forms completed by your users and volunteers
- Keep copies of all receipts and invoices
- If the main contact we correspond with leaves your organisation, ensure the requirements are handed over to the person taking on the role and inform us of the new contact straightaway
- If there are changes to, or problems with your planned activities, talk to your SCC before your monitoring is due, don't assume you can use the award for other purposes
- Regard the exercise as a positive one. Lessons learned from monitoring and evaluation can feed into your future strategic plans and other funding applications
- Allow good time for posting the report and take copies of completed monitoring forms for your files before you send them to us
- Focus on the changes/benefits achieved through your activities
- Do not wait to be reminded or chased for the monitoring form – it may appear unprofessional and chasing by SCC puts a strain on administrative resources

END OF PROJECT MONITORING FORM



Now your project is/has come to an end, please complete the following monitoring and evaluation form to demonstrate how you have achieved the aims and objectives set out in your original grant application.

We would like to hear what activities you have achieved, service or facilities made available and how this has benefitted the community since being awarded the grant.

This will then be shared with the Communities Working Group committee to provide them with an update on your project.

Please complete in BLOCK CAPITALS

Name of Group/Organisation	Families Out Loud
Name of Project	Salisbury Family Support
Contact Name	Debra Hawley
Position/Representing	Trustee & Co-founder
Address (including postcode)	28 Victoria Road Trowbridge BA14 7LH
Contact Number	07986 181504
Email Address	debra.hawley@familiesoutloud.org

How did the project meet its original aims and objectives that were outlined in the application?

Please give a brief summary stating what was achieved e.g. actual services provided, activities run, publications produced etc. (You can view examples in the guidance notes below)

Alternatively, if you have not achieved all you set out to do, please state what you were unable to achieve and reasons why.

Existing/ new clients

12 months ago, Families Out Loud was supporting 13 people in Salisbury who are affected by someone else's drug or alcohol abuse. Our target, which was to reach 6 new families, has been exceeded and we now support 21 people in the area.

As well as 1-1 counselling sessions, Salisbury clients have had access to monthly in-person peer support group meetings held in the city centre, as well as access to 3 online support group meetings per month. We also provide family group support, bereavement counselling and a new teen support service.

Families Out Loud is holding a craft stall at the Salisbury Hospice Summer Fair on 3 August, and we attend the Winterslow Christmas Fair every year.

Volunteers and relationship building

- We have 4 volunteers in the Salisbury area who make craft items (sold on our stalls), help on craft stalls, and deliver flyers to local doctor's surgeries and community spaces.

- Families Out Loud has developed a collaborative relationship with Turning Point in Salisbury. We are now a designated after-care service for families who have completed Turning Point's 5-step family programme but need further ongoing support.
- In March we reached a reciprocal referrals agreement with Victim Support in Salisbury.

Were there any changes/benefits you were not expecting?

(include here any results that were in addition to your original aims or difficulties/challenges experienced)

We have not yet recruited a trustee based in south Wiltshire. Over the last 12 months we have recruited two new trustees with experience in marketing, HR & training but we have been unable to attract anyone in the south of the county. This autumn our new trustee recruitment campaign will specifically target candidates who live in or around Salisbury.

The charity wants to further expand our volunteer team in the city so in September we will have a social media marketing campaign calling for volunteers in the area.

What can you take from the changes/benefits to plan or develop for the future?

Recruiting a trustee who lives in or around Salisbury is now a priority for the charity. The role is key to further building relationships with other agencies, as well as increasing the number of volunteers in the area.

How many people directly benefited from your project overall?

(Please feel free to provide a breakdown for each year, if applicable)

For every individual who engages with our services, at least 4 others in their immediate circle feel the benefit in terms of their own mental wellbeing. With 21 current clients, we are therefore improving the lives of about 105 people in the Salisbury area.

How have you evaluated whether your project achieved what you intended?

Over the last 12 months we have exceeded the number of new clients engaging in our services – with the added positive knock-on effect gained by their families.

If we are able to secure funding, over the next 12 months we aim to help 30 adult clients in Salisbury. In addition, the charity has recently launched a new teen support service for those aged 13-17 who are affected by a loved-one's drinking or drug use so we also aim to support 5 teenagers over the next year.

FINANCE

Total grant awarded overall	£1000
How much did the project cost in total	£4000

<p>Can you confirm that the whole of the grant was spent on the purpose for which it was given (please be aware that if the answer is No, the remaining balance may need to be repaid)</p>	<p>Yes</p>	
<p>If no, please explain why</p>		
<p>If you received a grant less than the amount you requested, how did this affect your project?</p>		
<p>Income from other funders, client donations and fundraising events were used to make up the shortfall.</p>		
<p>How did you raise the additional funds for this project? (Please briefly state how, where and the total of funds raised)</p>		
<p>Grant applications and fundraising events, such as our craft market stalls.</p>		
<p>What was the grant specifically spent on? Please ensure you provide copies of your accounts, receipts and invoices to support this monitoring form. For capital items a copy of receipts for the items should also be enclosed/attached as digital file/scan.</p>		
<p>Providing family support services in and around Salisbury.</p>		
<p>PROMOTING THE COUNCIL</p>		
<p>In what ways did you publicise Salisbury City Council's funding of your project?</p>		
<p>Salisbury City Council logo is on our website. A thank you message in our quarterly newsletter and on social media.</p>		
<p>SPECIFIC CONDITIONS</p>		
<p>If your grant acceptance form stated specific clauses/conditions, please state how you have addressed these conditions</p>		

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Please feel free to add any other relevant information, highlights or comments below

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**I hereby confirm that the information stated above is correct and true to the best of my knowledge.
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Signature	Debra Hawley.....	Date	17 / 7 /2024
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Receiving grant monies from Salisbury City Council has helped Families Out Loud to support many individuals and their families in the area who are negatively affected by someone else's drinking or drug use. We are very grateful for their generosity.

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Name (CAPITALS please)	DEBRA HAWLEY	Position (e.g. Committee member, clients, helper etc)	TRUSTEE
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