



DCC Strategic Grant: Key Findings from Joint Pilot Outcomes

October 2016

Demonstrating the value of infrastructure support in improving connectivity for VCSE sector groups and service users across Dorset.

DCC STRATEGIC GRANT: JOINT PILOT OUTCOMES

OUR BRIEF: Dorset Community Action, Volunteer Centre Dorset & Citizens Advice in Dorset would demonstrate that:

1. More people in Dorset know how to access the services available to them;
2. More volunteers in Dorset have access to the support and tools they need to carry out their role(s).

DCA was asked by Dorset County Council to work with 3 targeted community groups who wanted to take over the running of their Youth Centres as part of an asset transfer/phased lease agreement with the Council. The 3 groups identified by the Council to receive DCA's support were:

- Gillingham Youth Foundation;
- Crossways Community Centre;
- SPARKS – Southills Community Centre.

The joint outcome measures agreed for this project were:

1. What was your problem/issue?
2. What help did you get?
3. What did you do as a result of that help?
4. What has changed for your organisation and community?

These outcomes support the delivery of the Independent strand of Dorset County Council's Outcome Framework which seeks to ensure that we have:

“Strong families, confident children, people living independently, reduced isolation and loneliness, inclusive communities, and people having control over their care.”

DCA's outcome data is presented in two parts:

1. This summary of key findings, including supplementary evidence collected:
 - a. A list of signposting support offered to groups (appendix A);
 - b. Case Studies of the three groups supported (appendix B);
 - c. Group outcomes linked to DCC Outcomes (appendix C).
2. A separate evaluation report of the Youth Centre Pilot work.

SUMMARY OF KEY FINDINGS

We demonstrated the impact of our intervention through a detailed evaluation of the support provided to the three groups (see separate Youth Centre evaluation report).

As part of this evaluation process we completed case studies (see appendix B), detailing the support received by groups against the joint outcome measures agreed for this project. This is a summary of those findings:

1) What was your problem/issue?

All 3 groups had been chosen for additional support because their business case did not demonstrate the group's ability to create a sustainable project, which could either complete an asset transfer or sign a phased lease agreement.

2) What help did you get?

DCA tailored support to the individual needs of each group. The support most appreciated by the groups was:

- Transition / Action Planning – helped groups to identify work that they needed to complete and support DCA could offer;
- Business Planning – this included hands on support to write their business cases, training, business models to adopt, and mentoring support;
- Legal Status support for 2 groups was needed to minimise their liability, through registration as a CIO;
- Recruitment support and signposting was given to groups, so that they could increase their trustees, management committees and volunteer helpers.

3) What did you do as a result of that help?

All three groups had a follow-up session at the end of the intervention to assess distance travelled and outcomes achieved as a result of the work delivered by DCA. The most significant outcomes achieved by groups were:

- Action Planning - this helped the groups to successfully meet all of the requirements set by DCC for transfer of assets/phased lease agreement;
- Greater awareness of support available – 15 support services and 8 volunteer specific services were signposted to groups (see appendix A);
- Legal structure in place to minimise liability for groups;
- More robust & sustainable project – all of the groups felt they would not have been able to achieve transfer on time without DCA support.

4) What has changed for your organisation and community?

DCA then looked at the impact that these changes made to both the groups themselves and their communities, with main impacts of:

- Continuation of valued local community service & maintained youth provision for the community;
- New community asset that can be accessed by and provide services to the community;
- Creation of a valued and united community venture.

All three groups were also asked what they think the outcome would have been without DCA's support:

- They would not have been able to meet the required timescales for handover;
- They would have not had a plan for the transition of service;
- They would not have been able to retain the community asset;
- They would not have been able to maintain youth provision locally or continue to provide a service for their communities.

Through the direct support of Dorset Community Action these community assets are now back in the hands of their local communities.

APPENDICES

Appendix A. Service Connections Made

GROUPS

- SPARK – Southill Community Centre
- Gillingham Youth Foundation
- Crossways Youth & Community Centre

SERVICES GROUPS CONNECTED TO:

- 1) Run-a-club;
- 2) My Life My Care;
- 3) LiveWell Dorset;
- 4) Dorset Youth Association;
- 5) CAID;
- 6) Dorset Open 4 Community;
- 7) Volunteer Centre Dorset;
- 8) VCD Community Credits Scheme;
- 9) NCVO web support;
- 10) DCA ebulletin;
- 11) Crowdfunding;
- 12) Health & Safety Executive website support;
- 13) Chamber of Commerce;
- 14) Funding Organisations eg; Children in Need, TVT, Viridor;
- 15) Local Business's Sponsorship opportunities.

VOLUNTEER SUPPORT – SIGNPOSTING:

- 1) Volunteer Centre Dorset – website and advice sessions;
- 2) Run-a-club;
- 3) Training opportunities – recruitment & retention;
- 4) Trustee support – training, advice and signposting VCD;
- 5) Factsheet information;
- 6) NCVO – website volunteering advice;
- 7) National Citizen Service – website and information;
- 8) Community Credits Scheme – run by VCD.

Appendix B. Case Studies

1) GROUP NAME & PURPOSE

SPARK – Southill Community Centre

To provide continued and enhanced services at the Southill Community Centre, for the local community in partnership with other local groups.

1	<p><u>WHAT WAS THE PROBLEM / ISSUE?</u></p> <p>DCA was asked by Dorset County Council to work with SPARK to support them to take over the running of their Youth Centre as part of a phased lease agreement with the Council.</p>
2	<p><u>WHAT HELP DID YOU GET?</u></p> <ul style="list-style-type: none"> • Support to meet deadlines set by DCC • Business Planning support • Support to write a robust business case to submit to DCC • Action Planning / Transition Planning • Support to submit CIO application • Contact with the Charity Commission • Recruitment of Volunteers - Information Advice & Signposting support • Signposting to other support networks eg; Run-a-club, VCD • Sourcing a solicitor – lease agreement work • AGM development • Community consultation advice and guidance • Support to complete DCC CIF rant programme application • Support to meet time target for lease agreement set by DCC
3	<p><u>WHAT DID YOU DO AS A RESULT?</u></p> <p>What did they achieve as a result of our help?</p> <ul style="list-style-type: none"> • We delivered on time, within budget with a clear plan of what we had to do & when • Completed Business Plan • Submitted revised Business Case to DCC on time. • CIO application completed • Solicitor advice on lease agreement • Had an effective AGM • Community Consultation started • Recruitment of Volunteers • Assumed lease of building • Met all DCC deadlines • Greater awareness of services available to offer support in Dorset • Greater awareness of how to use services to promote the services we offer • Have a more robust and sustainable project

WHAT HAS CHANGED?

What has changed for them/their organisation & their community as a result of our help?

4

- We are now providing activities 6 days a week to over 100 users
- Created a new united community venture
- Maintained a valued community resource
- Expanded services available for the community
- Maintained youth provision for the community
- Prevented a community building falling into disrepair
- Greater community cohesion around a common purpose
- Increased opportunities for health & wellbeing activities locally
- Increased volunteering opportunities & opportunities for community involvement

HOURS OF SUPPORT OFFERED:

- 12 Days support (approx. 84 hours)

WHAT WOULD OF HAPPENED WITHOUT DCA SUPPORT:

- We would not have met the required timescale
- We would not have had a plan to follow
- We could have lost one of our instructors
- Activities would have been limited
- It is unlikely that our Business Case would have been sustainable
- We would not be aware of support that is available moving forward
- The community would have lost a valuable community asset
- There would have been a reduction in local activities, especially for young people

CONTACT NAME

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2) GROUP NAME & PURPOSE

Gillingham Youth Foundation (GYF)

To provide continued and enhanced services at Gillingham Youth & Community Centre, for the local community.

1	<p><u>WHAT WAS THE PROBLEM / ISSUE?</u></p> <p>DCA was asked by Dorset County Council to work with GYF to support them to take over the running of their Youth Centre as part of an asset transfer with the Council.</p>
2	<p><u>WHAT HELP DID YOU GET?</u></p> <ul style="list-style-type: none">• Support to meet deadlines set by DCC• Business Planning support• Support to write a robust business case to submit to DCC• Action Planning / Transition Planning• Support to submit CIO application• Contact with the Charity Commission – to expedite CIO registration• Recruitment of Volunteers - Information Advice & Signposting support• Signposting to other support networks eg; Run-a-club, VCD• Community consultation advice and guidance• Support to complete DCC CIF grant programme application• Support to meet time target set for asset transfer by DCC• Support to discuss asset transfer face to face• Resources eg; financial templates, funding links, factsheets
3	<p><u>WHAT DID YOU DO AS A RESULT?</u></p> <p>What did they achieve as a result of our help?</p> <ul style="list-style-type: none">• We delivered on time, within budget with a clear plan of what we had to do & when• Completed Business Plan• Submitted revised Business Case to DCC on time.• CIO application completed – Now a registered CIO• Community Consultation started• Recruitment of Volunteers• Asset Transfer started (DCC hold-up on access arrangements)• Met all DCC deadlines• Greater awareness of services available to offer support in Dorset• Greater awareness of how to use services to promote the services we offer• We now have an organisation that is a legal entity and the advice, skills and ability to move forward• Have a more robust and sustainable project

WHAT HAS CHANGED?

What has changed for them/their organisation & their community as a result of our help?

4

- Continuation of service for the local community (especially young people)
- Special needs provision in the area
- Lunch support for older people in the community and surrounding rural areas
- Non membership based sports facilities and activities
- A new community asset that can be accessed by, and provide services to the community
- Facility for groups to use to enable them to provide services to the local community and surrounding rural areas

HOURS OF SUPPORT OFFERED:

- 12 Days support (approx. 84 hours)

WHAT WOULD OF HAPPENED WITHOUT DCA SUPPORT:

- We would not have met the required timescale
- We would not have had a plan to follow
- Loss of valued community asset
- Loss of local facility for groups to use to provide services to the local area
- It is unlikely that our Business Case would have been sustainable
- We would not be aware of support that is available moving forward
- There would have been a reduction in local activities, especially for young people

CONTACT NAME

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3) GROUP NAME & PURPOSE

Crossways Youth & Community Centre

To provide continued and enhanced services at Crossways Youth & Community Centre, for the local community.

1	<p><u>WHAT WAS THE PROBLEM / ISSUE?</u></p> <p>DCA was asked by Dorset County Council to work with Crossways to support them to take over the running of their Youth Centre as part of an asset transfer with the Council.</p>
2	<p><u>WHAT HELP DID YOU GET?</u></p> <ul style="list-style-type: none">• Support to meet deadlines set by DCC• Business Planning support• Support to write a robust business case to submit to DCC• Action Planning / Transition Planning• Recruitment of Volunteers - Information Advice & Signposting support• Signposting to other support networks eg; Run-a-club, VCD• Community consultation advice and guidance• Support to meet time target for asset transfer set by DCC• Support to discuss asset transfer face to face• Model documents eg; financial strategy• Mentoring to move project forward• Resources eg; financial templates, funding links, factsheets
3	<p><u>WHAT DID YOU DO AS A RESULT?</u></p> <p>What did they achieve as a result of our help?</p> <ul style="list-style-type: none">• We delivered on time, within budget with a clear plan of what we had to do & when• Started Business Plan (further support needed)• Submitted revised Business Case to DCC on time.• Community Consultation meeting held• Recruitment of Volunteers• Asset Transfer completed• Met all DCC deadlines• Greater awareness of services available to offer support in Dorset• Greater awareness of how to use services to promote the services we offer• Evaluation & monitoring process started (run-a-club)• Trustee skills have improved• We now have the advice, skills and ability to move forward• Have a more robust and sustainable project

WHAT HAS CHANGED?

What has changed for them/their organisation & their community as a result of our help?

4

- Continuation of service for the local community (especially young people)
- Family support service – increased range of services
- Greater community cohesion – co-produced community resource
- Non membership based sports facilities and activities
- A new community asset that can be accessed by, and provide services to the community
- Facility for groups to use to enable them to provide services to the local community and surrounding rural areas

HOURS OF SUPPORT OFFERED:

- 12 Days support (approx. 84 hours)

WHAT WOULD OF HAPPENED WITHOUT DCA SUPPORT:

- We would not have met the required timescale
- We would not have had a plan to follow
- Loss of valued community asset
- Loss of local facility for groups to use to provide services to the local area
- It is unlikely that our Business Case would have been sustainable
- We would not be aware of support that is available moving forward
- There would have been a reduction in local activities, especially for young people

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Appendix C. Links to DCC outcomes

<ul style="list-style-type: none"> • SAFE • HEALTHY • INDEPENDENT • PROSPEROUS 	<ul style="list-style-type: none"> ➤ Safe: providing a safe place for people (especially young people) to meet, congregate, learn, and socialise locally and the surrounding rural areas, helping to direct energies toward healthy activities. ➤ Healthy: providing opportunities for local people (especially young people) to reduce social and rural isolation which are documented to have negative effects on mental health. By providing services that promote health & wellbeing people will know how to be healthier, have greater opportunities to improve physical and mental wellbeing. ➤ Independent: greater awareness of support available makes groups more able to support: strong families, confident children, people living independently, reduced isolation, inclusive communities and people having control over their lives ➤ Prosperous: providing a local service run by the community for the community's benefit. Encouraging and supporting local community and individual social enterprise. Reducing the need to travel outside of their local area to receive services. Improving the skills of local people to better meet the need of Dorset employers.
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DCA Contributes to the delivery of DCC Outcomes, evidenced through valid measures of success.

Measures of Success

All three Youth Centre projects:

- Met all delivery targets set by DCC;
- Can demonstrate they are more sustainable;
- Are delivering services to their community that their community wants;
- Are delivering outcomes that contribute to the four DCC outcomes.

