



END OF YEAR PROGRESS REPORT

April 2010

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INVESTOR IN PEOPLE

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CHIEF EXECUTIVE'S REPORT

This report monitors progress against the achievements and challenges set in the Business Plan for the three year period 2009 – 2012 which were formulated against a backdrop of the impacts of the credit crunch and recession and the developing relationships with the new unitary council for Wiltshire.

An increasingly difficult funding situation and long term sickness of key staff has meant that some of the aspirations for the year will have to be put on hold or re-thought, including the proposed appointment of a Parish Plan Officer, sustainable funding for Wheels to Work, Store is the Core and Village Shops support, Village Agents, Wiltshire Community Web and expansion of the Consultancy Service.

Although the paper on proposals for community-led planning presented to the transition team of the new Wiltshire Unitary Authority was welcomed, the settling in of new teams and responsibilities at the Authority has made it very difficult to progress our ideas with officers. We have been informed by Wiltshire Council that they will be cutting funding for community development in our SLA in 2010 – 2011 in part due to difficulties that have arisen in our relationship with Wiltshire Council and our ability to convince them of the outcomes of our community-led planning work. Staff changes in our Community Development team have enabled us to counteract the effects of the funding cut and we are now looking to new ways of delivering this essential service.

Staff have been successful in applications to Plain Action for Project Inspire (Positive Activities for NEET young people), Wheels to Work and Post Point which will support our Village Shops service. At the end of the year we are still in discussions with SWRDA and Business Link (Rural Enterprise Gateway) for continuation of the highly successful Store is the Core programme, this is still being viewed positively by SWRDA but due to the new RDPE programme criteria it is proving very difficult to progress. The Expression of Interest for a project to pilot models to transfer land into community use in the Plain Action area has been approved and a full application will go before the panel in the new financial year.

The proposed Village Agent pilot project will go forward in the first half of 2010 – 2011 as a Wiltshire Good Neighbour Service, in partnership with AgeUK Wiltshire and Salisbury and Wiltshire Council. NHS Wiltshire agreed the Health Trainers programme and we recruited the first five Health Trainers in March to begin work in the military communities of Tidworth, Bulford and Larkhill. A successful collaboration with BTCV has led to Project Inspire, a £375,000 three year programme tendered by Wiltshire Council to provide positive activities for NEET young people, enabling us to increase our service for young people.

The HR Committee agreed a Succession Strategy developed from the Training Plan and discussions with managers. A proposal for a programme of leadership and management training will begin in May 2010. The Marketing Strategy has been approved by the Board of Trustees and an action plan will be agreed by the Marketing and Fundraising Committee. The Finance Committee and Youth Action Wiltshire Committee action plans were agreed and reported against before the end of the financial year.

PERFORMANCE MANAGEMENT - FINANCE			
Objectives	Measures	Targets	End of Year Achievements
<ul style="list-style-type: none"> Enhance and maintain long term financial stability for all services 	<ul style="list-style-type: none"> Negotiate with funders for 3-5 years funding All service areas to generate some income from consultancy Increase VATable output to facilitate full recovery of VAT input tax 	<ul style="list-style-type: none"> 3 additional services with confirmed 3 year funding arrangements by 2011 (6 agreements in place at April 2008) Reserves at 3.0 months of operating costs by 2011 	<ul style="list-style-type: none"> 3 year agreement for Positive Activities for Young People New 3 year SLA with Wiltshire Council for Village Halls and Local Councils Reserves at 2.7 months (before audit) at 31.03.10
PERFORMANCE MANAGEMENT – CUSTOMERS			
<ul style="list-style-type: none"> Improve the quality of life and economic well being of people of all ages in rural communities 	<ul style="list-style-type: none"> Increase coverage of parish plans Develop appropriate programmes of delivery Support community activity to meet community need 	<ul style="list-style-type: none"> 25% of parishes with completed parish plan or one in preparation by 2011 Parish Plan Officer in post by 2009 - 2010 	<ul style="list-style-type: none"> 20% parishes completed or preparing parish plan PP Officer post on hold but additional community-led planning support developed
<ul style="list-style-type: none"> Establish Community First regionally as a leading rural communities charity 	<ul style="list-style-type: none"> Lead and/or collaborate with SWAN and other regional partners on new areas of work Identify target groups to work with Community First 	<ul style="list-style-type: none"> 2 joint bids with SWAN partners to be completed in 2008 – 2009 	<ul style="list-style-type: none"> Continuing discussions with SWRDA re extension to Store is the Core SWAN 3 year bid to RDPE to provide social enterprise support successful
<ul style="list-style-type: none"> Build strong and effective community partnerships 	<ul style="list-style-type: none"> Deliver developmental support through mentoring, facilitation or other opportunities for community based partnerships such as community area partnerships, parish plan groups, community action groups Establish closer links with other Third Sector organisations 	<ul style="list-style-type: none"> Support offered to all community area partnerships by 2011 Establish 3 additional joint working arrangements by 2011 	<ul style="list-style-type: none"> Menu of support on offer sent to all CAPs Partnership bid with WASP and Wiltshire Council for Sport England bid to rural programme unsuccessful Positive Activities programme in partnership with BTCV Partnership proposal with AgeUK Wilts and Salisbury in preparation for GNS
<ul style="list-style-type: none"> Work through local, regional and national networks to influence policy making 	<ul style="list-style-type: none"> Maintain involvement in networks Develop understanding of the work of SWAN, ACRE and other networks amongst all staff Attempt to gain greater influence at these levels, getting staff appointed to executive boards Articles in First News about policy development 	<ul style="list-style-type: none"> 50% of all staff to attend at least 1 SWAN/ACRE networking event by 2010 75% of all staff to attend 1 SWAN/ACRE networking event by 2011 First News to take a themed approach to highlight issues to influence policy 	<ul style="list-style-type: none"> 40% of staff attended network meetings/events First News format under review

PERFORMANCE MANAGEMENT – STAFF			
Objectives	Measures	Targets	End of Year Achievements
<ul style="list-style-type: none"> Invest in staff development to encourage career progression linked to business objectives 	<ul style="list-style-type: none"> Long term training strategies developed with staff Explore and develop accredited training for staff Continue Leadership and Management Training programme for SMT 	<ul style="list-style-type: none"> Accredited training packages in specialist skills in partnership with ACRE Achieve liP Leadership and Management stretch by 2012 	<ul style="list-style-type: none"> Succession Strategy agreed by HR committee and developed in conjunction with training plan
<ul style="list-style-type: none"> Develop and maintain unrivalled expertise in service development and delivery 	<ul style="list-style-type: none"> Develop staff expertise through SWAN mentoring opportunities Ensure staff expertise is retained through succession planning and trickle down of expertise Exchange staff with other RCC's for short periods to widen experience and knowledge Liaise with local secondary schools/colleges to identify potential trainees Develop competency based recruitment to enable a balance of education, skills and experience in new staff 	<ul style="list-style-type: none"> 25% of staff access SWAN mentoring opportunities in 2009 - 2010 All staff to have had the opportunity to work across services by 2011 Trainee post created by 2010 Supervisory staff trained in competency based recruitment 	<ul style="list-style-type: none"> 4 members of staff accessed mentoring across SWAN 5 members of staff currently working across boundaries Trainee left to go to University and replaced by qualified staff to meet project needs
PERFORMANCE MANAGEMENT - INTERNAL BUSINESS PROCEDURES			
<ul style="list-style-type: none"> Develop and maintain unrivalled expertise in service development and delivery 	<ul style="list-style-type: none"> Establish 'beneficiaries focus group' to provide evidence of service delivery and inform future work Maintain comparisons with other RCC's, both in SWAN and other areas 	<ul style="list-style-type: none"> Annual Trends Analysis Report produced to influence Business Plan ACRE Level 3 re-accreditation in 2010 	<ul style="list-style-type: none"> OCSI research report completed to identify rural deprivation. Annual Trends report on hold
<ul style="list-style-type: none"> Provide robust measurements of our work and achievements 	<ul style="list-style-type: none"> Introduce and implement Performance Management System PMS training for all staff 	<ul style="list-style-type: none"> PMS champions to lead training and development PMS monitored and evaluated annually 	<ul style="list-style-type: none"> PMS champions continue to give support and training New staff trained
<ul style="list-style-type: none"> Adapt quickly to changing external sector requirements 	<ul style="list-style-type: none"> Undertake quarterly trends analysis as staff team exercise 	<ul style="list-style-type: none"> Annual Trends Analysis Report produced to influence Business Plan 	<ul style="list-style-type: none"> Annual Trends report on hold due to OCSI research Executive Summary of Rural Share of Deprivation in Wiltshire to be published with the Community Foundation in early 2010

WORK PLAN PROGRESS REPORTS

STRENGTHENING COMMUNITIES

COMMUNITY DEVELOPMENT AND COMMUNITY-LED PLANNING

Marion Rayner, Lesley Taylor, Michelle Seaman (until January 2010), (Becky Holloway until July 2009) & Sam Woolley (until December 2009)

Expand joint working between partners at local and sub-regional levels and across sectors where appropriate

Since the creation of Wiltshire Council we have been working to re-establish contacts with officers and ensure that our work dovetails with the new arrangements. We have contacted and held meetings with some of the Community Area Managers who support the Area Boards and attended Area Board meetings to provide specific information when requested.

A 12 week pilot project to increase children's understanding of local democracy has been developed and completed with year 5/6 students at Nursteed School, Devizes. As part of the structured programme the children devised questions to put to their local Unitary Councillor and then held a final event with key local people to show a 3D model and share what they had learned.

We have contributed to a North Wessex Downs AONB project with local Wildlife Trusts and RCAN members to produce a Parish Wildlife Toolkit which will be distributed to interested parishes and contribute to creating community led plans that address some environmental issues in more depth.

Increase community participation/capacity building in community needs assessments

Officers have supported community area partnerships in Warminster, Devizes, Mere and Tisbury, Wilton, and parish plans at Atworth, Zeals, Colerne, Box, Allington and Boscombe, Nettleton, Baydon, Aldbourne, Liddington, Broad Town, Cricklade, Cherhill, and Holt. Four members of the Atworth parish plan steering group received training in consultation skills.

Develop capacity to enable community leadership

As part of our work on the Collaboration Benefits Programme in the south west we have held two 2-day training courses called Developing Parish Partnerships and trained 14 development workers. We have worked with parish organisations in both Rowde and Shalbourne to facilitate collaborative projects in each community and have actively sought more parishes to support.

Improve awareness of community consultation and community action at the grassroots

We have produced an impact survey report of some parish plan projects which were completed over a year ago. These surveys collected evidence about the impact of parish plans for the six communities that created them. The report demonstrates that having a parish plan greatly increases the Parish Council's understanding of what parishioners need, and enables them to provide strong evidence to support funding bids.

STRENGTHENING COMMUNITIES 2009 – 2010

COMMUNITY DEVELOPMENT & COMMUNITY-LED PLANNING

Aim: To promote community action to sustain local services, increase the involvement of people and empower local communities in effecting decisions that impact their lives

Objectives	Key Performance Indicators	End of Year Achievements
Expand joint working between partners at local and sub-regional level and across sectors where appropriate	<ul style="list-style-type: none"> • Collaborative working on 6 issues facilitated • 6 community area partnerships/theme groups supported • 3 liaison meetings with local authority officers/partnership organisations to deliver unified guidance 	<ul style="list-style-type: none"> • 13 achieved • 6 supported • 7 meetings held
Increase community participation/capacity building in community needs assessments	<ul style="list-style-type: none"> • 10 communities assisted with community-led plans • 5 community area partnerships assisted to develop through training, mentoring or other opportunities • Training opportunities provided resulting in training of 40 participants 	<ul style="list-style-type: none"> • 19 achieved • 8 partnership/theme groups supported • 45 participants trained
Develop capacity to enable community leadership	<ul style="list-style-type: none"> • Working with 6 existing groups or community leaders to encourage wide community involvement • Support offered to 5 communities to widen participation by children and young people 	<ul style="list-style-type: none"> • 6 groups supported • 6 communities supported on young peoples participation
Improve awareness of community consultation and community action at the grassroots	<ul style="list-style-type: none"> • 2 articles/handouts/newsletters about best practice • 4 case studies highlighting successful projects or new approaches • 2 community development services presentations • Consultancy or contract work undertaken to assist 4 communities 	<ul style="list-style-type: none"> • 2 articles • 5 case studies and impact survey report • 3 presentations • Not achieved

STRENGTHENING COMMUNITIES

VILLAGE HALLS ADVICE SERVICE

Carol Southall & Jennie Lane

Provision of a comprehensive advice and support service

Carol Southall took over the role of Village Hall Adviser in April 2009 continuing the comprehensive service to village halls in the county.

This includes:

- Technical written guidance developed through a comprehensive toolkit to support the project planning for the refurbishment of halls along with other sheets from Community First to compliment help sheets provided by ACRE.
- Another toolkit covering energy efficiency along with how to carry out an energy audit has been produced.
- A monthly briefing is sent electronically to village halls with relevant information and signposting likely grant providers both within and outside Community First.
- Training for village halls – a programme of training has been devised with two subjects being covered in an evening event, with more on full briefing days. Subjects covered include trust deeds, licensing and fire awareness. In November a briefing day was held; subjects included establishing hiring charges and Hallmark award scheme. A ‘greening’ day was held in March covering most aspects of alternative sources of heating etc.
- Joint training was held with officers of Wiltshire Council to ensure the statutory duties were relayed to the hall management committees.

Enhanced communication and co-operation

Support for the Village Hall Association continues and new members continue to join the Association. A mentoring scheme has been set up to spread the knowledge gained by various halls and their committees.

Improved liaison with local authorities

The Village Hall Association has formed a new Grants Panel with three new members from Wiltshire Council. There were 51 initial expressions of interest for the County Grant Scheme, with 22 full applications received. Eight halls were awarded varying amounts to help with their improvements.

VILLAGE HALL AND PLAYING FIELD INSURANCE

Offer of lower premiums to village halls in the South West and West Midlands

We have had a good year, substantially increasing the number of village halls insuring with us in the South West and West Midlands. Compared with when we started the market is extremely competitive, and a steady increase in new policies has inevitably been partially offset by losing existing customers. However, the net increase is satisfying and with our partner RCCs we continue to investigate the best ways of matching the opposition.

Offer of lower premiums for Playing Fields Associations in Wiltshire and Devon

We continue to operate this scheme at the same level.

STRENGTHENING COMMUNITIES 2009 – 2010

VILLAGE HALLS

Aim: Support local committees in providing, maintaining and developing village and community halls and their usage

Objectives	Key Performance Indicators	End of Year Achievements
Provision of a comprehensive advice and support service	<ul style="list-style-type: none"> • 150 individual enquiries • WVHA membership restored to 180 • 10 Halls through Hallmark * and ** • 1 Hall at Hallmark *** • 4 occasional briefing papers for Village Halls • 2 evening training events and 2 Saturday training events 	<ul style="list-style-type: none"> • Actual enquires to date 406 • Membership 174 • 9 halls at *, 7 at ** • 1 achieved *** • Monthly briefing papers instigated • 2 day events with between 30 & 40 attendees at each • 2 evenings held with 20+ attendees
Enhanced communication and co-operation	<ul style="list-style-type: none"> • 6 WVHA meetings arranged and staffed • 1 Village Hall page contributed to each issue of <i>First News</i> • 4 meetings of South West Village Hall Advisors and national Village Hall Adviser conference attended 	<ul style="list-style-type: none"> • 6 meetings held • 4 issues included VH spreads • National training attended, accredited training for managing community buildings attended and 4 meetings of SW VHA
Improved liaison with local authorities	<ul style="list-style-type: none"> • 20 applications to the County Village Hall Grants Scheme • Improved operation of County Grants Panel under unitary structure • Close liaison with appropriate Local Authority officers concerned with village halls 	<ul style="list-style-type: none"> • 22 applications received – 8 granted • New terms of reference for the panel • New Councillors appointed
Offer of lower premiums to village halls in the South West and West Midlands	<ul style="list-style-type: none"> • The village hall insurance scheme promoted through mail outs, publications and other appropriate means throughout the South West and West Midlands • 310 Halls insured • £27,000 gross fee income achieved 	<ul style="list-style-type: none"> • 1534 village halls in 11 counties received mailing between April 09 and March 2010 • Achieved 327 halls insured by 31 March 2010 • Gross Fee income £33,848 for period 1 April 09 – 31 March 2010
Offer of lower premiums for Playing Fields Associations in Wiltshire and Devon	<ul style="list-style-type: none"> • 40 Playing Fields Associations on the scheme • £1,600 gross fee income generated 	<ul style="list-style-type: none"> • 45 PFAs on scheme as at 31 March 2010 • £1,580 income generated for period 1 April 09 – 31 March 2010

STRENGTHENING COMMUNITIES

LOCAL COUNCILS

Katie Fielding & Penny Bell (until September 2009), Jessica Emery (from September 2009)

Provision of administrative support services for the Wiltshire Association of Local Councils

Staff members have continued to support WALC by offering advice and information to member councils through both the advice service and the county circular. Secretariat to the WALC Executive Committee is also provided for four meetings and one AGM per year, and decisions of this committee are actioned by staff.

Dissemination of best practice

The dissemination of best practice through the county circular, the WALC website and training continues to be key in 2009. In the last year we have held three events for new councillors, one for new clerks and three courses for clerks wishing to undertake the Certificate in Local Council Administration (CiLCA) In addition we held accounts training for both clerks and councillors and worked with the Society of Local Council Clerks on the provision of training on burial grounds. With the launch of the Power of Well Being for Local Councils in February 2009, councils are beginning to request training in the subject. 80% of council members trained in the law surrounding the new power, is one of the criteria which must be met in order for councils qualify to use the power. In the last year we have held seven events for councils wishing to work towards the criteria to use this power.

Enhanced relationships between all tiers of Local Government

The Local Councils' Services' Officer continues to work very closely with Wiltshire Council on matters pertinent to Parish Councils, particularly with the Ethics & Governance Department. This work has involved a great deal of information sharing, work to discuss the training needs of parish councils, the Code of Conduct and Freedom of Information Act (FOI) and a pilot joint training event for parish and town councils regarding local council law and procedure and the code of conduct and FOI.

PARISH COUNCIL INSURANCE

Provision of cost saving insurance for parish councils across the South West

The first six months of the year saw competition enter the parish council insurance market, resulting in the loss of some of our policies. In response to this, particular efforts have been made to make the Community First scheme more competitive such as the lowering of premiums and the introduction of Long Term Undertaking incentives. This has helped to retain a lot of business, and the scheme still continues to attract new business. A total of 48 new policies were administered this year which has effectively cancelled out the losses. At the end of the year there were 456 councils on the scheme.

STRENGTHENING COMMUNITIES 2009 – 2010

LOCAL COUNCILS AND PARISH COUNCIL INSURANCE

Aim: To support effective working and best practice within local councils in Wiltshire and Swindon

Objectives	Key Performance Indicators	End of Year Achievements
Provision of administrative support services for the Wiltshire Association of Local Councils	<ul style="list-style-type: none"> • 1200 enquiries, initial response within 4 working days • 4 Executive meetings and 1 AGM provided with secretariat support • 10 newsletters containing information relevant to the sector - production and distribution of information to members • 3 Councils achieving Quality Status 	<ul style="list-style-type: none"> • 1958 enquiries into the office • 6 Executive Committee Meetings • 10 County Circulars • 6 Councils achieved Quality Status
Dissemination of best practice	<ul style="list-style-type: none"> • 4 training sessions • 60 clerks and councillors trained • 12 updates to website 	<ul style="list-style-type: none"> • 12 training sessions • 180 clerks and councillors trained • 12 updates to website
Enhanced relationships between all tiers of Local Government	<ul style="list-style-type: none"> • Participation in 4 seminars of joint interest at different tiers of Local Government • 1 meeting of the Wiltshire Assembly • 4 meetings developing relationships between local councils and principal authorities • 4 meetings of the South West Conference of Local Councils Associations • 4 updates to regional website 	<ul style="list-style-type: none"> • Seminars with CALCs and new Unitary Authorities with CRC • WC Standards Committee input resulting in seat on Communications sub-committee & input to training task & finish group, regular meetings with Governance Team • 7 meetings of SWLCA attended including an issue/solution sharing away day • 2 meetings of Wiltshire Assembly attended • 4 updates to regional website
Provision of cost saving insurance for parish councils across the South West	<ul style="list-style-type: none"> • 470 Parish Councils on the scheme by March 2010 	<ul style="list-style-type: none"> • 456 Parish Councils on the scheme

STRENGTHENING COMMUNITIES

FIT TOGETHER

Helie Franklin

Increased participation

Project staff have worked in many rural communities to encourage increased participation. The young peoples groups have benefitted from a range of fun activities. Older people have used the indoor equipment such as the Nintendo Wii, New Age Kurling and bowling which has increased participation for their age group. New activities and exercises have taken place in Calne, Broughton Gifford, and additional group at Patford Surgery Calne, Hilmarton and Bromham. Established groups have taken on the exercise regime and have benefitted from new activities for young and old alike.

Partnership working

The project is strengthened by partnership working to deliver on many areas of work. Partners include Westlea Housing Association, V-Involved Wiltshire, Age Concern Wiltshire, Wiltshire Fire and Rescue Service, the County Sports Partnership, Primary Care Trust, Wiltshire Dancing and Natural England.

Publicity and promotion

There is also strong partnership support to promote the activities of the Fit Together coaches. Presentations have been given at the County Sports Partnership, Primary Care Trust, Natural England, Wiltshire Dancing, Wiltshire Council and displays taken to at least eight partnership events. Taster sessions to promote the project work and increase activity have proved popular in Westbury and Warminster, with partner organisations adding to the experience by offering information and advice.

Ongoing funding issues have led to a reduction in hours for the Fit Together Co-ordinator from full time to 0.5, however the project continues to meet and exceed the Sport England targets.

STRENGTHENING COMMUNITIES 2009 – 2010

FIT TOGETHER

Aim: To work across Wiltshire with rural and isolated communities to increase the availability of sport and active recreation in a co-ordinated manner in order to improve health and build stronger communities

Objectives	Key Performance Indicators	End of Year Achievements
Increased participation	<ul style="list-style-type: none"> • New participants – 300 females • New participants – 300 males • New participants – over 45's – 230 • New participants – disabled – 10 • New volunteers – supported and trained – 70 	<ul style="list-style-type: none"> • 304 new female participants • 397 new male participants • 450 over 45's • 16 disabled participants • 125 volunteers supported and trained
Partnership working	<ul style="list-style-type: none"> • 4 key partners worked with to deliver the project • 6 focused meetings attended relating to sport and activity • £38,000 raised to match fund Sport England income 	<ul style="list-style-type: none"> • Worked with 12 partners • Attended 10 focused meetings • Match funding partially raised
Publicity and promotion	<ul style="list-style-type: none"> • The project publicised to 4 area meetings • Publicity material prepared • Web and other media channels updated on progress of project 	<ul style="list-style-type: none"> • Project publicised at 6 area meetings • Publicity boards and DVD and web information prepared • Project publicised on 4 web sites and updated regularly. Other links provided on partners sites

STRENGTHENING COMMUNITIES

YOUTH CLUB SUPPORT AND ACTIVITIES

Steve Crawley, Simon Hughes and Ashley Fletcher

Offer information, advice and support to the voluntary and statutory youth clubs across Wiltshire and Swindon

We have offered advice and hands-on support to our member groups on a wide range of topics including fundraising support, CRB checks, insurance advice, creating policies for health and safety, risk assessment, vetting staff and volunteers, creating a youth club constitution, session planning, the formation of a youth committee and young people's committee's, and child protection.

Identify, support and train youth leaders

We have held youth leaders and young leaders training in leadership skills, first aid, programme planning, managing challenging behaviour, child protection and sports leadership. We have provided intensive support packages to emerging youth groups which have included individual training and support where required.

Encourage young people's positive activities in sport and arts and recognise their achievements

We have delivered five 10-week multi-sport courses, a variety of outreach multi-activity sessions, arts packs, training and equipment, and a programme of county, regional and national events. We have provided support to young leaders wishing to become involved in delivering sessions through the Day Sports Leaders Course, the Level One Sports Leaders Award and through OCN Residential Leadership Courses. YAW received two awards from national events during the year.

Pilot new innovative ways of working with young people

We have delivered our rural leisure credits programme and sought funding for future outreach leisure credit projects. We have delivered pilot leisure credit sessions in eight voluntary youth clubs. We have delivered two county young leaders training and support programmes including residential training at both OCN level 1 and level 2. In excess of 1,500 hours of volunteering has been achieved by young people taking part in leisure credits, or through our young leaders programme.

STRENGTHENING COMMUNITIES 2009 – 2010

YOUTH CLUB SUPPORT AND ACTIVITIES

Aim: To support and maintain safe places for young people to meet, learn and be valued members of their communities

Objectives	Key Performance Indicators	End of Year Achievements
Offer information, advice and support to the voluntary and statutory youth clubs across Wiltshire and Swindon	<ul style="list-style-type: none"> • 75 affiliated groups by March 2010 • 2 clubs achieved Quality Mark • Advice and information offered on insurance, governance, funding, training, legislation, and at least 50 enquires answered • Newsletter and website quarterly 	<ul style="list-style-type: none"> • 74 groups currently affiliated • 2 clubs have achieved a Quality Mark • Over 300 enquires answered and new support structure for emerging groups established • A new look clubs newsletter has been created and the YAW website is currently being re-designed
Identify, support and train youth leaders	<ul style="list-style-type: none"> • 20 Youth leaders trained in child protection, first aid, sport activity pack (SAP), managing challenging behaviour • Peer support structures developed through 2 forums per year • A programme of young people training is developed offering 5 youth leader training courses • 1 county wide residential course for young leaders 	<ul style="list-style-type: none"> • 82 youth leaders trained • 25 young leaders have accessed one day training sessions • 2 county OCN level 1 leadership courses have been delivered to 17 young leaders • 2 young leaders attended the national OCN level 2 leadership course
Encourage young people's positive activities in sport and arts and recognise their achievements	<ul style="list-style-type: none"> • 10 young people achieve Keystone awards • Offer 8 -10 week sports and arts sessions to ten clubs and localities • Offer a local and national events programme to clubs including at least 3 national/regional opportunities and 5 local • Recognise outstanding contributions at the Annual General Meeting 	<ul style="list-style-type: none"> • 8 young people gained bronze and 3 young people gained silver Keystone awards • 5 x 10 week sports courses delivered involving 10 clubs • 12 local and 6 regional/national events have been delivered • Awards for youth leaders and young people presented at the AGM
Pilot new innovative ways of working with young people	<ul style="list-style-type: none"> • 20 young people volunteer through the pilot Leisure Credits Scheme • 500 hours of volunteering achieved 	<ul style="list-style-type: none"> • 24 young people accessed the rural leisure credits programme. 8 youth clubs took part in pilot leisure credit schemes working with a further 96 young people • In excess of 1,500 hours of volunteering achieved

STRENGTHENING COMMUNITIES

WILTSHIRE INFRASTRUCTURE CONSORTIUM (WIC)

Karen Winchcombe

Current Key Objective Priorities:

- VOICE Training
- Branding
- Wiltshire VCS Assembly
- Resilient Communities Partnership
- Core Standards
- Performance Management Pilots
- WIC Processes and Governance

Overall Summary:

After a period of three months working on the tender, we have been able to focus directly on the priorities of the WIC Capacity Builders work plans. We have enabled 12 individuals to be trained on the VOICE Axis of Influence programme and a strategy has been devised ready for approval.

The Development Manager represents WIC at the Resilient Communities Partnership meetings and has become 'joint' vice chair with the CEO of the newly formed county-wide CAB and was also selected to take part on the Partnership Improvement Programme being delivered via the Voluntary Sector Unit (VCU).

WIC hosted the Wiltshire VCS Assembly in March 2010, which 94 people attended, generating useful feedback to identify WIC priorities and its role in the future. The Development Manager has also been working with three organisations to develop and implement the pilot Performance Management System and has commenced discussions to develop potential core standards for VCO's in Wiltshire.

WIC has now agreed a new logo, new promotional banners and the WIC Co-ordinator is currently reviewing and revamping the website which already has the new address of www.wiltshireinfrastructureconsortium.org.uk. The existing Training Network has reinvigorated itself and is now reviewing its role in the sector. The network will also look at supporting Community Development Workers and therefore the newly reunited group will be known as the Community Training and Development Network.

STRENGTHENING COMMUNITIES

WILTSHIRE INFRASTRUCTURE CONSORTIUM (WIC)

An achievements table has not been included for the Wiltshire Infrastructure Consortium in this End of Year Progress Report as the hosting of this service only commenced in October. A full report on achievements will be provided in the Progress Report produced in October.

GROWING COMMUNITIES

RURAL ENTERPRISE

Tim Coomer & Jessica Emery

Expand networking between partners at county and sub-regional level

The Rural Enterprise team continues to work closely with a number of partner organisations at county and sub regional level, aiming to tackle the decline in essential services in our villages and support small rural businesses in the challenging financial climate and decline in village services.

Maximise the social, economic and environmental impacts of a healthy retail and small business sector in village locations

- Our Rural Enterprise Adviser has been working as a consultant local food adviser for the national Making Local Food work programme working with shops in Wiltshire, Somerset and Devon.
- Community First remains a lead organisation supporting village retailing in both Wiltshire and across the South West region. Over the past six months we have been actively trying to secure funding for Store is the Core phase 2; a regional scheme which will support village and community retailers with a combination of expert advice and mentoring - facilitating retailers to access investment funding through the Rural Development Programme for England. Phase 1 of our Store is the Core project was an unprecedented success and we feel confident funds will be secured to reintroduce this essential support during the early part of summer 2010.
- In addition to our work with retailers Community First submitted a project to the Big Lottery Local Food Fund in November 2009. The 'Taste Wiltshire' social enterprise, food hub concept, developed over the past two years aims to improve the supply of local food from small producer to retailers and caterers across Wiltshire. Our proposal is now being considered by funders and we hope to have a final decision by summer 2010.

Encourage new community based initiatives to deliver services in rural communities

Since January 2010 Community First has been delivering 'Post Point' an innovative concept and toolkit designed to enable communities and retailers to set-up an alternative Post Office solution in their community. One Post Point has been agreed for Durrington and it is hoped a further four Post Point solutions will be piloted in the Salisbury Plain area over the next year.

As of March 2010 Wiltshire has 13 community owned shops and two emerging groups; the most recent shop opened in Rowde at the end of 2009. Community First continues to provide support to existing shops, promote new start-up shops and co-ordinates activities for the network of shops in Wiltshire.

Manage the Business Grant and Loan Fund for shops and social enterprises

The team continues to manage the BGLF. Applications for the combination grant and loan investment fund have been slow over the past six months primarily due to the unstable financial climate with small businesses unwilling to make new investments or new enterprises to enter the market.

GROWING COMMUNITIES 2009– 2010

RURAL ENTERPRISE

Aim: To enhance the financial viability of village retail services and to develop innovative solutions to the delivery of local services

Objectives	Key Performance Indicators	End of Year Achievements
Expand networking between partners at district, county and sub-regional level	<ul style="list-style-type: none"> • Co-ordinate regional support and provide advice and training for retailers seeking advice • Advise and influence local, regional and national strategies on the issues associated with village retailing and the rural Post Office network • Develop links with relevant agencies and key partners 	<ul style="list-style-type: none"> • Continue to work with key partners in support of commercial and social enterprises
Maximise the social, economic and environmental impacts of a healthy retail sector in village locations	<ul style="list-style-type: none"> • Provide business support and tailored retail advice for private and community enterprises • Promote local food and enable a viable distribution system • Encourage trials of local food and Fairtrade products 	<ul style="list-style-type: none"> • Currently seeking regional funding to provide combination advice and training • Taste Wiltshire bid submitted to Big Lottery, Local Food Fund
Encourage new community based initiatives to deliver services in rural communities	<ul style="list-style-type: none"> • Provide community groups with assistance • Identify and target communities to encourage initiatives • Encourage innovative ways of providing services locally 	<ul style="list-style-type: none"> • 1 community signed up to pilot Post Point Solution
Manage the Business Grant and Loan Fund for shops and social enterprises	<ul style="list-style-type: none"> • Enhance processes and systems to operate the scheme efficiently and effectively • Support enterprises through applications to the BGLF • Send out 35 Expressions of Interest • Award 8 rural businesses combination grants and loans • Secure further funding for the scheme 	<ul style="list-style-type: none"> • Processes reviewed and updated where applicable • 4 active enquiries to date • 8 Expressions of Interest forms sent out • 1 business awarded a £3k loan in the current year • Continue to actively pursue capital funding for the scheme

GROWING COMMUNITIES

CONSULTANCY

David Beaton & Jessica Emery (until January 2010)

Develop consultancy services to Third Sector organisations and the Public Sector

Due to long term sickness of the Principle Consultant no new pieces of work have been undertaken. However staff have submitted a number of bids for short term contracts but have been unsuccessful.

In January 2010 the Principle Consultant retired and the Consultancy Service will be reviewed to assess the business case for the future. In the meantime the Service Development Manager is overseeing potential contracts.

Utilise skills and experience of Community First staff in: Parish Councils, Village Halls, Transport, Housing, Village Shops

Bids were written in collaboration with staff from Village Shops and Credit Unions.

SOCIAL ENTERPRISE

Enhance sustainability and independence of third sector organisations in Wiltshire and Swindon by supporting the development of a range of enterprise activities

Community First staff continue to support developing social enterprises although there is no dedicated funding to do this. Community First is part of a SWAN successful bid to an SWRDA tender to provide social enterprise support across the South West. This contract will provide funding for two days a week support for three years giving us a platform to re-build this area of work.

Increase, maintain and/or improve services delivery in remote rural areas

An outline proposal for development of social enterprise Community Hubs is being discussed with Wiltshire Council and Community First has been invited to join a Wiltshire Council Social Enterprise Working Group in the new financial year.

GROWING COMMUNITIES 2009 – 2010

CONSULTANCY

Aim: To facilitate the development of CF Consultancy as the stand alone consultancy arm of Community First

Objectives	Key Performance Indicators	End of Year Achievements
Develop consultancy services to Third Sector organisations and the Public Sector	<ul style="list-style-type: none"> • Internal consultancy database established and CF staff encouraged to participate • Tenders submitted for all consultancy opportunities. Expected revenue - 4 projects at an average value of £15,000 each • Regional projects in co-operation with other RCC's considered 	<ul style="list-style-type: none"> • 4 tenders submitted
Utilise skills and experience of Community First staff in: Parish Councils, Village Halls, Transport, Housing, Village Shops	<ul style="list-style-type: none"> • At least 6 projects undertaken at an average value of £2,500 focusing on Parish Councils and Village Halls • 2 project management assignments carried out for Village Halls at a value of £5,000 each 	
Provide unrestricted net income to Community First	<ul style="list-style-type: none"> • 2 project management assignments carried out for current and new LEADER programme at a value of £6,000 each • Relationship developed with WC to become preferred supplier for small scale projects (less than £10,000) • Project management of Store is the Core regional project at annual value of £30,000 	<ul style="list-style-type: none"> • Appraiser for the Plain Action programme
SOCIAL ENTERPRISE		
Enhance sustainability and independence of third sector organisations in Wiltshire and Swindon by supporting the development of a range of enterprise activities	<ul style="list-style-type: none"> • Continued support of organisations in terms of business planning, start ups and business development • Response to unsolicited enquiries for social enterprise support 	<ul style="list-style-type: none"> • 2 Social Enterprise workshops completed for the Wiltshire Infrastructure Consortium • 3 year funding for Social Enterprise support from RDPE • Outline proposal for Community Hubs submitted to Wiltshire Council
Increase, maintain and/or improve service delivery in remote rural areas	<ul style="list-style-type: none"> • 1 meeting to improve rural service delivery including: <ul style="list-style-type: none"> ○ Development trusts or village companies ○ Joined-up parish councils ○ Tourism social enterprises 	

GROWING COMMUNITIES

PLAIN ACTION

John Dowsett & Lesley Thomas

Plain Action structure fully established

Plain Action is a Local Action Group covering Salisbury Plain, with £2.5m for rural development to distribute over six years to December 2013. Community First provides the secretariat and programme management. During the year a Programme Officer on 0.6 time was added within the existing budget. As at March 2010 the structure itself is fully operational and was subject of a major review just before the year end. The Partnership Management Group (effectively the governing body) met six times during the year at venues across the whole area.

Projects and commissioned activities under way

Plain Action is now fully operational with a stream of applications, eighteen approved projects just beginning or already under way. These embrace the Local Action Group's three main areas of activity: skills and training, business and employment, and communities.

Plain Action well promoted

There is an attractive and simple website. At the beginning of the year a successful launch event was held in unusual surroundings - the Military Court Centre at Bulford. Two leaflets have been produced and published towards the year end, and arrangements were well in hand for an Open Day on 15th April 2010.

Plain Action well managed financially

The Programme is operating within its management and admin budget for the six years. This was revised during the year with no increase in the overall figure to accommodate additional programme staffing. The total Programme budget including both the management and admin cost, the main element of funding for projects and activities, was approximately 40% committed as at 31st March 2010 – roughly on timetable.

GROWING COMMUNITIES 2009 – 2010

PLAIN ACTION

Aim: To manage the Plain Action programme effectively, thus contributing to the prosperity and quality of life of all who work and live across Salisbury Plain

Objectives	Key Performance Indicators	End of Year Achievements
Plain Action structure fully established	<ul style="list-style-type: none"> • 6 Programme Management Group meetings • Partnership and all other necessary agreements in place • Comprehensive Operating Manual and guidance notes • Appraisers appointed and trained • Technical support system established 	<ul style="list-style-type: none"> • 6 programme management meetings • All agreements in place • Operating manual signed off • 8 appraisers appointed and trained • Developing technical support
Projects and commissioned activities under way	<ul style="list-style-type: none"> • Small Grants Scheme operational • Application, appraisal, approval and quarterly monitoring under way 	<ul style="list-style-type: none"> • Modified framework for grants under £10,000 established • Application, appraisal and approval processes all operational
Plain Action well promoted	<ul style="list-style-type: none"> • Attractive and user friendly website running with 5,000 hits in the year • 2 public events • 12 articles/appearances in local press, on local radio etc • 2 newsletters issued • Public attending PMG meetings 	<ul style="list-style-type: none"> • Website running and updated regularly • 1 event held and another planned • 4 media exposures • 1 newsletter and another planned • No members of the public have chosen to attend yet
Plain Action well managed financially	<ul style="list-style-type: none"> • Operations in line with budget 	<ul style="list-style-type: none"> • Project and management/admin expenditure within budget

GROWING COMMUNITIES

GRANTS AND LOANS (LANDFILL COMMUNITIES FUND, SOLVE)

Gillian Barber & Susanne Pidduck

Source new funding for community based capital projects within the county through the COMMA fund

It was hoped that there would be an increase in the amount of money being made available to this fund from Defra for the present year. It was disappointing to discover that an approximate sum of £20,000 was available for each RCC area, being the same figure as last year, but pleasing that we were successful in securing a total of £22,500 for three of our applications. At the end of March plans were in place for handling COMMA funds in 2010/11, but disappointingly with no increase in the sum available.

Identify new sources of funds for SOLVE community development

It is extremely difficult to access money for onward distribution through the SOLVE fund and we are fortunate that Cooper Tire Europe Limited has given the sum of £3,000 again this year. In addition, Wiltshire Council has made the sum of £5,500 available, being the sum previously contributed by the District Councils. Together with the additional £10,000 from the old Kennet District Council the Panel has been able to continue to make these small grants available to help small, local activities and initiatives. However the Wiltshire Council contribution has been cut for 2010 – 11.

Develop diversity and security of sources of Landfill Communities Fund funds

Funds from Hills and Viridor are distributed throughout the year with successful applications to CSG made half-yearly. At the year-end we were delighted that Hills awarded an additional £100,000 on top of their annual commitment of £120,000. Viridor honoured their commitment to provide £300,000 in the year. March 2010 saw a substantial number of interesting applications under development, destined for funding by Hills and Viridor. At the end of the year one successful application to Biffa had been made for some £35,000, with a further application currently under development for £50,000.

Develop and implement targeted marketing strategy to match available grant funds (LCF, COMMA and community grants)

COMMA – individualised leaflets were distributed through Community First community development staff, and general information on the fund distributed through the Charities Information Bureau and the Central Bidding Unit of Wiltshire Council.

Landfill Communities Fund – the qualification of the ten mile radius of landfill sites allows for almost countywide cover for Hills' grants due to their number of Wiltshire sites. Viridor has one site in Calne and their grant money has to be spent within ten miles of the site. Thus there are concerns about general promotion of the fund as we do not want to raise false hopes within the beating hearts of local communities. However, all Parish Councils and the new Community Area Boards in the Viridor area have been contacted and further contacts are under way. The Charities Information Bureau and the WC Central Bidding Unit promote the LCF scheme and articles and press releases have been issued during the year.

GROWING COMMUNITIES 2009 – 2010

GRANTS AND LOANS (LANDFILL COMMUNITIES FUND, SOLVE)

Aim: To enable groups and organisations, through the disbursement of grant funds, to address local community needs

Objectives	Key Performance Indicators	End of Year Achievements
Source new funding for community based capital projects within the county through the COMMA fund	<ul style="list-style-type: none"> • £30,000 accessed 	<ul style="list-style-type: none"> • 3 grants accessed, totalling £22,500
Identify new sources of funds for SOLVE community development	<ul style="list-style-type: none"> • Additional £5,000 sourced by year end • 5 additional grants made 	<ul style="list-style-type: none"> • £5,500 sourced from WC and £3,000 from Cooper Tire Europe Ltd • 31 grants approved, totalling £10,616
Develop diversity and security of sources of Landfill Communities Fund funds	<ul style="list-style-type: none"> • Ongoing relationships with 4 Landfill Site Operators maintained • 1 direct meeting per annum with senior staff of each LSO • £580,000 of LCF grants allocated • Maintained and improved relationships with new statutory and community bodies in Wiltshire 	<ul style="list-style-type: none"> • Maintained and improved upon • Not always possible but ongoing good relationships • Over £500,000 of grants allocated with further £100,000 ready for approval in the first quarter of 2010/11 • Relationships being worked upon
Develop and implement targeted marketing strategy to match available grant funds (LCF, COMMA and community grants)	<ul style="list-style-type: none"> • Regular articles for <i>First News</i> • Regular press releases 	<ul style="list-style-type: none"> • Article completed every quarter • Articles distributed to all Parish Councils, to all dwellings within Calne area and press release sent across the county • Many articles with photographs highlighting successful grant applications and official opening events printed in newspapers across the county

TACKLING DISADVANTAGE

RURAL HOUSING

Carol Southall

Working towards setting up an umbrella community land trust to encompass all potential uses e.g. allotments, play areas, business units, and community halls

Work continues with research into this important method of delivery. Relevant funding streams are being investigated.

Progress 'pipeline' delivery of affordable housing

Delivery of 'pipeline' continues slowly, as the Housing Associations have put sites on hold due to the recession. 15 homes have been completed this year, with four in Ashton Keynes, two in Biddestone and nine in Broughton Gifford. Nine in Calne and one in Gastard have now been completed. Three housing needs surveys have been completed, Limpley Stoke with Freshford, Wroughton, and Stourton.

Involvement, cooperation and networking relevant to community land development and affordable housing

Working with the MOD/Civilian integration team continues and appropriate sites are being looked for.

The cut in local authority funding this year had meant that the service has operated on a very restricted budget.

TACKLING DISADVANTAGE 2009 – 2010

RURAL HOUSING

Aim: To facilitate delivery of community owned assets through a Community Land Trust along with affordable housing

Objectives	Key Performance Indicators	End of Year Achievements
Working towards setting up an umbrella community land trust to encompass all potential uses e.g. allotments, play areas, business units, and community halls	<ul style="list-style-type: none"> • 6 meetings with MOD/Civilian integration representatives • 2 visits to other community land trusts to gain knowledge of best practice • Identify 2 capital funding streams for community land trusts • Identify 1 community interested in piloting CLT approach 	<ul style="list-style-type: none"> • 2 meetings have taken place • This has happened, with good networking with Devon RCC • 2 funds have been identified • Urchfont is interested but has slowed down
Progress 'pipeline' delivery of affordable housing	<ul style="list-style-type: none"> • Site visit 5 landowners identified in the programme who show an interest in affordable housing • Engagement with 5 communities to secure support for the delivery of affordable housing in their parish • Delivery of 30 affordable properties per year 	<ul style="list-style-type: none"> • All interested landowners have been visited • Engagement continues with several villages but the H.A.s are delaying • 25 homes built
Involvement, cooperation and networking relevant to community land development and affordable housing	<ul style="list-style-type: none"> • Attend 3 county wide preferred development partnership meetings • Attend 3 meetings or other opportunities to relate with other officers employed on similar work in other counties 	<ul style="list-style-type: none"> • Have attended 4 meetings with new Unitary partnerships • Continuing to work with regional and national RHE networks

TACKLING DISADVANTAGE

COMMUNITY TRANSPORT PROGRAMME

Liam Tatton-Bennett & Sheila Martin

To consolidate existing community-based transport

A centrally-run minibus sharing scheme is now fully operational. Known as the Wiltshire All Vehicle Sharing Scheme (or WAVeSS for short), the aim of the scheme is to connect local community groups that own minibuses with local communities needing access to affordable group transport. Launched in January, there are already five vehicle lender members and ten minibuses in the scheme.

A review of the Community Transport Grants scheme (a Wiltshire Council funded scheme to support some of the operational costs of Community Minibus groups in Wiltshire), has enabled the inclusion of the former Kennet District community minibus groups.

To promote existing community transport services and to map detailed community transport needs

Funding has recently been secured from the Wiltshire Infrastructure Consortium (WIC) to take forward the development of a new Community Transport website. A decision has been taken to no longer circulate the Community Transport Directory because it does not suit the needs for more localised information and also information contained within it can quickly become obsolete.

In relation to mapping transport needs, the CT team has helped to shape a framework by which communities can feed back their Community Transport needs via the new Community Area Boards. Community minibus groups have also been made aware of the function of the Boards.

To enhance the capacity of local community minibus groups

In addition to providing regular operational support to local community minibus groups, the CT team has provided in-depth support to groups in Holt, Melksham, Chippenham and Salisbury to enable them to set up new services. The team has also worked with the Urchfont Community Bus and Wiltshire Council's Development Service for Young People to develop a pilot evening and weekend transport service for young people in Market Lavington to be launched in April. This service has been developed in response to needs articulated by young people at Area Board level. Preliminary work has also been started with groups in Amesbury and Westbury to help them to design similar services.

Other one-to-one work has included: assistance for a Cherhill-based community group to design a parish transport needs survey (to be circulated in the new financial year); support for an after school club in the Wylde Valley to procure a new community MPV and in-depth advice for Melksham Community Transport in amending their constitution to accommodate the range of new community transport services they are now providing.

Working with the Wiltshire and Swindon Community Transport Association (W&SCTA), the CT team has developed a CRB checking service for all local Community Minibus groups and has facilitated training for drivers and co-ordinators on handling passenger violence and aggression. Lastly, the Community Transport Officer has qualified to offer MiDAS driver training to all not-for-profit minibus owning groups across Wiltshire.

TACKLING DISADVANTAGE 2009 – 2010

COMMUNITY TRANSPORT PROGRAMME

Aim: To improve access to services and facilities in Wiltshire and Swindon by consolidating existing community-based transport resources, mapping user need and maintaining the network of local community minibus groups

Objectives	Key Performance Indicators	End of Year Achievements
To consolidate existing community-based transport	<ul style="list-style-type: none"> • New centrally-run community minibus brokerage scheme established • Review of CT grants mechanism undertaken 	<ul style="list-style-type: none"> • Centrally-run minibus brokerage scheme established • Investigation of CT grants mechanism undertaken – all former Kennet District community minibus groups to be included in CT grants scheme in 2010/11
To promote existing community transport services and to map detailed community transport needs	<ul style="list-style-type: none"> • New interactive, customer-focused Community Transport website set up and review of Community Transport Directory undertaken • Mechanism established by which communities can feed back their Community Transport needs via the new Wiltshire Council Community Area Boards 	<ul style="list-style-type: none"> • Draft Community Transport website created and funding secured to develop further • Mechanism established by which communities can feed back their Community Transport needs via the new Community Area Boards
To enhance the capacity of local community minibus groups	<ul style="list-style-type: none"> • Active operational support provided to 25 community minibus groups • 10 schools/colleges provided with technical support for minibus operations • Secretariat provided for 3 W&SCTA meetings • 15 grants given via Community Transport Small Grants Fund 	<ul style="list-style-type: none"> • Operational support provided to 17 groups with 7 groups provided with ongoing support • 8 schools/colleges provided with technical minibus support • Secretariat provided for 3 W&SCTA meetings • 8 grants given via Community Transport Small Grants Fund • In-depth support provided to 5 community groups to enable them to set up new services • Umbrella CRB service set up; passenger behaviour training facilitated and MiDAS training now available to all groups

TACKLING DISADVANTAGE

LINK GOOD NEIGHBOUR SCHEME DEVELOPMENT

Marion Mason, Helen Lines & Mary Hardwidge

Ensure effective scheme coverage

Research carried out identified potential need in Ashton Keynes where an informal system of community support – the Ashton Keynes Helpline - has existed for some years. Following community meetings a public meeting was held in September which indicated sufficient support to begin setting up a Link Good Neighbour Scheme. Volunteers and Co-ordinators are being recruited and it is expected that the service known as Ashton Keynes Link Helpline will begin operating in June 2010.

The small community of Chute decided its Link Scheme was unsustainable and plans have been put in place for the Collingbournes and Everleigh Link to take over the service in that area. The community of Poulshot would like to provide a Good Neighbour service to their residents and will become part of Seend Link rather than Devizes.

The West Lavington Care Group which has operated on an informal basis delivering a Good Neighbour service for a long time has approached the Project with a view to becoming a Link Scheme. This has now been agreed in principle and work is underway to ensure the group meets good standard criteria. Effective delivery of a Good Neighbour service has been promoted in three training sessions.

Improve standards of practice

Five training sessions have been delivered – three on providing a Good Neighbour service, one Chairperson's meeting and one Manual Handling training session. The Independent Safeguarding Authority introduction has been delayed until July 2010 – preparatory work is continuing and Link Schemes have been advised that as of October 2009 volunteers should not start until CRB clearance has been received.

Continuing intensive support has been offered to the new Link 6 scheme, Chute and Collingbournes with a view to a merger, and Bourne Valley Link regarding a Good Practise issue. Telephone and e-mail enquiries are on average 40 per week.

Partnership working

Priority has been given to developing a closer working relationship with the Community Transport Team at Community First with an aim of promoting co-operation between the two services. A partnership with Westlea is becoming established with staff attending team meetings and a partnership event. £40,000 has been distributed in grant aid. The number of applications has increased due to the effect of the recession. An amount of £10,000 has been approved within the Grant fund to support small grant applications to help Link Schemes develop services.

Publicity and promotion

Local publicity has been produced to celebrate anniversaries. Volunteer recruitment postcards are being trialled. A new DVD has been produced which will be used for promotion of both the Link service and the volunteering opportunities.

TACKLING DISADVANTAGE 2009 – 2010

LINK GOOD NEIGHBOUR SCHEME DEVELOPMENT

Aim: To advise and assist local communities in forming and operating Link Good Neighbour schemes to support local people

Objectives	Key Performance Indicators	End of Year Achievements
Ensure effective scheme coverage	<ul style="list-style-type: none"> • Research of coverage and evaluation • Volunteer numbers sustained or increased • The Good Neighbour service promoted and developed 	<ul style="list-style-type: none"> • Ashton Keynes Link Helpline to start June 2010 • Merger of Chute and Collingbournes Link • West Lavington Care Group to become a Link Scheme • 3 Good Neighbour seminars
Improve standards of practice	<ul style="list-style-type: none"> • 7 training sessions provided - 200 volunteers trained • The Good Practice Guide updated and re-issued • Planning for the introduction of Independent Safeguarding Authority requirements • 3 established schemes receive intensive support • Telephone/e-mail advice and support service provided 	<ul style="list-style-type: none"> • 5 training sessions – 311 volunteers attended training and support sessions • 3 schemes receiving intensive support • ISA planning
Partnership working	<ul style="list-style-type: none"> • Local forums attended for discussion of issues relating to access to essential services • Working relationship established with Westlea Housing to promote service and volunteering with residents • £40,000 disbursed from the Link Scheme Grant Fund on behalf of the local authorities and the PCT • Ongoing funding/exit strategy secured 	<ul style="list-style-type: none"> • Meetings re: co-operation between community buses and Link Schemes • Westlea meetings attended • £40,000 grant aid distributed
Publicity and promotion	<ul style="list-style-type: none"> • Audit of scheme activity produced and distributed • Appropriate distribution of publicity ensured. New ideas for promotion developed • Celebration of 30 years Link service 	<ul style="list-style-type: none"> • Activity Audit produced • New promotional DVD produced

TACKLING DISADVANTAGE WHEELS TO WORK Liam Tatton-Bennett & Sheila Martin

Continue to widen original scheme focus

Limited funding has meant that expansion of the Wheels to Work scheme has not been possible over this year. For example support to young people to access road safety, life skills training and volunteering has not been possible because anticipated funding for these activities has not been forthcoming. Additionally, as previously reported, a regional bid to the Rural Development Programme for England was unsuccessful meaning that fewer individuals than anticipated this year have been enabled to access employment via core Wheels to Work support.

Changes have also been made to the staffing of the Wheels to Work service. In the new financial year Helen Lines will no longer provide assistance to the service. Instead Liam Tatton-Bennett will increase the support he currently provides to the service and Sheila Martin will continue to provide administrative assistance.

Despite this background, 65 individuals have been provided with Wheels to Work support in one form or another over this reporting period, and two former clients have purchased ex-Wheels to Work mopeds with our support. Funding bids were also successfully received prior to the start of the year by Wiltshire Council's Post-16 Transport partnership and Westlea Housing Association. This funding has meant that Wheels to Work support has been provided to 'NEET' young people to enable them to access Entry to Employment (E2E) schemes and also to young people who would otherwise be unable to access college-based vocational skills training.

Partnership working

During the course of the year a bid to the Plain Action programme was successful for the 'Making Tracks' project. Making Tracks is an initiative which, over two years, will provide employment access support to up to 50 people living on or near Salisbury Plain.

Also during the year, an 18-month bid was successfully made to the Action for Wiltshire fund which will mean that 15 young people needing to access Future Jobs Fund posts will be able to do so starting in the 2010/11 financial year.

In respect of regional working; priorities of the South West Wheels to Work group have changed in relation to an original proposal to commission a study to investigate long-term sustainability for Wheels to Work schemes across the South West. Instead, information about the various types of support offered by all Wheels to Works schemes across the South West, as well as information about the number and demographics of individuals assisted by these schemes, has been collated. This information will be used to make a stronger case to regional funding bodies.

Publicity and promotion

The Community First Wheels to Work scheme website has been overhauled over the year with new sections added to the site to reflect the different types of support offered by the service. Existing scheme posters and leaflets have also been amended. In addition, new leaflets and display boards have been produced for the 'Making Tracks' scheme; press articles distributed about the scheme and radio interviews undertaken.

TACKLING DISADVANTAGE 2009 – 2010

WHEELS TO WORK

Aim: To provide managed leased mopeds for people requiring access to work, work-based training and skills development opportunities

Objectives	Key Performance Indicators	End of Year Achievements
Continue to widen original scheme focus	<ul style="list-style-type: none"> • 8 young people to be provided with in-depth road safety and life skills training plus moped support • 3 young people to be enabled to access volunteering opportunities • Up to 8 Not in Education, Employment or Training (NEET) young people to be provided with access to Entry to Employment (E2E) schemes • 2 young people to be provided with access to vocational skills training • 6 individuals living in the Plain Action programme area helped to access goods, services and employment in the area • Up to 13 individuals enabled to access employment via core Wheels to Work support 	<ul style="list-style-type: none"> • 5 NEET young people provided with access to E2E schemes • 3 young people provided with access to vocational skills training • Successful bid made to Plain Action to support up to 50 people living on or near Salisbury Plain over 2 years • 7 individuals provided with via core Wheels to Work support • 2 individuals provided with Wheels to Work support on an 'at cost' basis • 48 individuals provided with employment transport assistance
Partnership working	<ul style="list-style-type: none"> • Strengthen relationships with scheme partners and investigate opportunities to enhance sustainability of scheme • Establish client forum with a view to developing scheme according to the needs that are identified • Commission regional study to investigate collective working, scheme efficiency and long-term regional sustainability 	<ul style="list-style-type: none"> • Statistics collated relating to all South West Wheels to Work schemes • Successful 18-month bid made to Action for Wiltshire fund to support 15 young people needing to access Future Jobs Fund posts
Publicity and promotion	<ul style="list-style-type: none"> • Overhaul scheme website and leaflets • 5 press features in <i>First News</i> and local media • 3 local career fairs and youth events attended 	<ul style="list-style-type: none"> • Scheme website overhauled; existing scheme posters and leaflets amended • 4 press features produced • 3 career fairs / youth events attended • Leaflets and display boards produced for 'Making Tracks' scheme

TACKLING DISADVANTAGE

CREDIT UNIONS AND WILTSHIRE MONEYLINE

Sarah Perkins (until December 2009), Helen Cotter & Anne Rees

Support, strengthen and promote local credit unions

During the last year, significant progress has been made. The Financial Services Authority has agreed that North Wilts Credit Union can extend its common bond to 'living or working in Wiltshire' which will include both unitary authorities. Regular meetings of all credit unions in Wiltshire and Swindon have been hosted as we aim to move forward with one Wiltshire Credit Union. Funding is being worked on. Westlea Housing Association has made a donation and further applications are in the pipeline. We continue to work with Wiltshire Council to try to secure their support and funding.

North Wilts Credit Union opened the doors to a shop in Redland in Chippenham at the start of April 2009. This has really raised awareness of credit unions and Wiltshire MoneyLine in the North of the county.

It has been decided to pilot prepaid cards in North Wilts. Planning has taken place and volunteers now have ID for on-line banking in order to operate this system, it is anticipated that cards will be available in the near future. The cards will enable members to pay in shops, on the internet, over the phone or get cash from ATM's. They can use credit union shares or loans on their cards but will not be able to go overdrawn. Westlea is supporting a pilot of 100 cards and, if this is successful, they will be able to be offered across the county.

Disseminate best practice

New volunteers have been given some initial training to help them run the shop in Redland. We have also identified and recruited two volunteers in West Wilts both of whom are interested in becoming Treasurers. This is an area of need amongst local credit unions. In hosting regular Federation meetings, we have been able to ensure that success and best practice is shared for the benefit of all.

Address financial exclusion

In April, Wiltshire MoneyLine (in partnership with South Coast Moneyline) took on a Department for Work and Pensions contract with increased targets. These have been challenging to reach and at the end of the year we processed 240 loans, 110 loans below target. In the Autumn DWP suggested they wanted more loans available to people in Rural Wiltshire, so we have been working with Credit Unions, Wiltshire Money Partnership and Wiltshire Council in an attempt to make this happen. This has been extremely difficult, the foundations are now in place but there are agreements still to be reached.

Wiltshire Money has gone from strength to strength. We held events in April, July, October and February which were each attended by over 50 delegates. These are popular meetings which enable those who work with people who are financially excluded to share ideas, ask for advice and to be trained in relevant areas such as switching fuel suppliers, indications of illegal money lending, bankruptcy and where to go for affordable loans. The events have given credit unions good opportunities to feed into this group and for working relationships to grow.

TACKLING DISADVANTAGE 2009 – 2010

CREDIT UNIONS AND WILTSHIRE MONEYLINE

Aim: To promote and support credit unions to help meet the financial service needs of people in rural communities

Objectives	Key Performance Indicators	End of Year Achievements
Support, strengthen and promote local credit unions	<ul style="list-style-type: none"> • Shop open and performing well in one town • 2 new collections introduced and two branches helped to re-launch • Credit unions assisted to raise funds to support their work • Credit unions promoted through direct contact (275 people), attending events/presentations (12) and marketing (4 press releases; 2 mailings of leaflets and posters) 	<ul style="list-style-type: none"> • Shop operating in Chippenham • £2000 raised, more applied for • 500 enquiries in this time. 240 loans granted, all will have been told about the CU; 4 events; 4 press releases; 3 leafleting
Disseminate best practice	<ul style="list-style-type: none"> • 6 meetings hosted for all Wiltshire CU's to work towards merger • Business planning, common bond and policy documents developed with merging CU's • Event(s) held for all credit union volunteers and workers in Wiltshire re merger • 8 volunteers recruited; 20 volunteers trained • 8 credit union management meetings attended 	<ul style="list-style-type: none"> • 5 meetings hosted • Business plan written, reviewed and updated • 3 recruited and 9 trained • 6 Directors meetings attended
Address financial exclusion	<ul style="list-style-type: none"> • Participate in Wiltshire Money steering group • Help co-ordinate and arrange 3 Wiltshire Money Events • 'Current account' type services in credit unions developed • Offer of personal loans (150) via WML continued • Start process of localising WML via credit unions • Work in partnership with 3 housing associations and 3 CAB's • 1 meeting of RCC's from the South West organised to promote financial inclusion • Introduce budgeting schemes in North Wilts and West Wilts 	<ul style="list-style-type: none"> • 5 steering group meetings for WM • 4 events organised, run and chaired; 1 further event organised for 2010 • Pre-paid cards researched ready to use at credit unions in lieu of current accounts • 240 loans • Moves made to localise WML but protocols and contracts proving to be barriers to this • Partnerships – 2 RSL's and 1 CAB

TACKLING DISADVANTAGE

YOUNG CARERS SUPPORT

Victoria Clare, Niki Andrews, Alan Burke, Gema Harris, Sharon Worby, Sophie Templar & Mo Burgoyne

Activities - Provide safe, fun and informative local respite activities for young carers aged 5-18 years old

Regular respite activities have continued across the county with the most ambitious programme ever run this summer. Some of the activities hosted regionally for young carers included Swindon and Bath and North East Somerset young carers services. Some of the residentials were funded by Wiltshire Mental Health Partnership for those children who are caring for parents with serious mental health issues. A training package was produced for the staff of the Avon and Wiltshire Mental Health Partnership. This will now be rolled out nationally.

Advocate on behalf of individual young carers and groups of young carers to improve recognition of their role and to improve the safety of young carers within their caring roles

As well as the mental health work being developed, strategic work has included consultation with 178 young carers which has been used to form the new young carers strategy (2010-2014). A new SLA has been agreed with the Local Education Authority for work in schools to train teachers about the needs of young carers.

Mentoring for young carers between the ages of 5-13 years old (except in Westlea Housing and where additional funding allows this age range to increase to 25)

A new 1:1 service is operating in the west of the county linked to a leisure credits programme and a new participatory budgeting service for excluded young carers has begun which helps young people improve their health and to set personal targets that raise their level of aspiration as individuals.

TACKLING DISADVANTAGE 2009- 2010

YOUNG CARERS SUPPORT

Aim: To provide flexible and appropriate levels of support to Young Carers aged between 5-25 years old living in Wiltshire (excluding Swindon)

Objectives	Key Performance Indicators	End of Year Achievements
Activities - Provide safe, fun and informative local respite activities for young carers aged 5-18 years old	<ul style="list-style-type: none"> • 180 young carers accessing activities • At least 100 respite opportunities offered (2 per week) • 4 qualitative consultations undertaken to ensure that we are meeting the needs of our cohort • Provide at least 80 appropriate 'issue based group work' sessions across the county 	<ul style="list-style-type: none"> • 278 accessed activities • 114 activities provided • 12 consultations done • 78 Issue based activities provided
Advocate on behalf of individual young carers and groups of young carers to improve recognition of their role and to improve the safety of young carers within their caring roles	<ul style="list-style-type: none"> • At least 24 requests for advocacy met • At least 12 requests successfully dealt with • Lobby to influence and develop national and local strategy and attend at least 6 local or national influencing forums/events • 18 training sessions for professionals and organisations 	<ul style="list-style-type: none"> • 43 advocacy requests met • 52 requests successfully dealt with • Young Carers Strategy for Wiltshire 2010-2013 completed. To be launched in summer 2010 • Attended regional groups • Leading on environmental project for YC's across Region • Leading on Mental Health Partnership • 31 training sessions provided for over 320 professionals
Mentoring for young carers between the ages of 5-13 years old (except in Westlea Housing and where additional funding allows this age range to increase to 25)	<ul style="list-style-type: none"> • 100 young carers have a support worker to engage on a 1:1 basis • At least 240 sessions with the Young Carer on an individual basis with personal plan of action • 75% rate good or excellent in consultations • 30 young carers considered at risk receive additional support <p>The KPI's above for this objective have now been halved following renegotiation of this contract</p>	<ul style="list-style-type: none"> • 93 YC's supported on 1:1 basis • 178 sessions • 91% rated excellent in consultations • 36 at risk YC's receiving additional support
Identification and assessment	<ul style="list-style-type: none"> • Promote 100 appropriate referrals from a variety of organisations and families • Provide 100 assessments of a young carer's need before agreeing an action plan • Update Equality Impact Assessment to ensure equality of opportunity across Wiltshire 	<ul style="list-style-type: none"> • 96 referrals • 105 assessments • Updating of the Equality Impact Assessment is ongoing

TACKLING DISADVANTAGE

PROJECT INSPIRE

Rob Guy and Steve Crawley

Project Inspire is a developmental programme for young people aged:

- 13-17 year olds, at risk of offending
- 16-19 year olds, who are or have been identified as at risk of becoming NEET
(Not in education, employment or training)
- 16-25 year olds, NEET with LDD
(Learning difficulties and disabilities)

The project's aim is to increase young people's potential for moving into employment, education or training by helping them overcome the barriers that they are currently facing. This aim is achieved through individual mentoring, key work, target setting and by the use of a varied activity and training programme.

Project Inspire is a partnership project delivered by Youth Action Wiltshire and BTCV (British Trust For Conservation Volunteers) It currently employs three full time members of staff and will include a specific Plain Action project employing a fourth member of staff through 2010-2011.

Project Inspire delivers a wide ranging training and activity programme which includes:

Rewards and engagement activities – Music and arts courses, life skills projects, outward bound activities, fishing and sports training.

Accredited short term courses – First aid, food hygiene, NCFE conservation courses, CSCS (Construction Skills Certification Scheme), Sports Leaders UK day sports leaders' course, child protection and managing challenging behaviour courses.

Accredited longer term activities – Level 1 sports leaders award, On Two Wheels level 1 mechanics course, Wiltshire Awards, YAA (Youth Achievement Awards) bronze awards, CCV (Certificate in Community Volunteering) level 2, NVQ's, and V (Volunteering) awards.

Volunteering opportunities – Two weekly conservation and community volunteering groups.

Residential Courses – Adventure sports, conservation projects and leadership skills.

Project Inspire is a referral based project which provides support to young people in North and West Wiltshire, Salisbury and across Salisbury Plain.

TACKLING DISADVANTAGE 2009 - 2010

PROJECT INSPIRE

Aim: To provide targeted support to disengaged young people, which enables them to take up a place in EET, or which breaks their current cycle of anti-social behaviour.

Objective	Key Performance Indicators	End of Year Achievements
Provide targeted support to disengaged young people.	<ul style="list-style-type: none"> • 40 young people to be referred and engaged on the programme • 16 young people aged 16-19 NEET • 12 young people aged 16-25 NEET with LDD • 12 young people aged 13-17 at risk of anti-social behaviour 	<ul style="list-style-type: none"> • 79 young people have engaged with the project • 32 young people aged 16-19 NEET • 17 young people aged 16-25 NEET with LDD • 30 young people aged 13-17 at risk of anti-social behaviour
Provide opportunities for engaged young people to achieve accreditation and work relevant skills.	<ul style="list-style-type: none"> • 30 young people to gain accreditation whilst with the project • 120 accredited outcomes to be achieved • 10 young people to take part in a work experience placement • 40 young people feel an increased level of confidence and improvement in self esteem as a result of the intervention 	<ul style="list-style-type: none"> • 53 young people have achieved accredited outcomes • 152 accredited outcomes have been achieved • 77 young people have recorded an increase in confidence and self esteem
Provide supported exits from the project for young people, to education, employment or training.	<ul style="list-style-type: none"> • 20 young people to take up a place in EET on exiting the project • 15 young people to sustain a place in EET after 6 months • 6 young people to confirm a full time place in education 	<ul style="list-style-type: none"> • 20 young people have confirmed a place in EET and a further 5 confirmed destinations to begin in May 2010 • 11 young people have sustained a place in EET after 6 months • 14 young people have re engaged with compulsory education

ABBREVIATIONS and ACRONYMS

ABCUL	Association of British Credit Unions Limited	MCTI	Market and Coastal Towns Initiative
ACE	Access to Credit Unions for Everyone	MiDAS	Minibus Driver Assessment Scheme
ACRE	Action with Communities in Rural England (national RCC network)	MPV	Multi Purpose Vehicle
AONB	Area of Outstanding Natural Beauty	NACUW	National Association of Credit Union Workers
BC	Borough Council	NALC	National Association of Local Councils
BGLF	Business Grants and Loan Fund	NCVO	National Council for Voluntary Organisations
BME	Black Minority Ethnic	NEET	Not in Employment, Education or Training
BSOG	Bus Service Operators Grant (for Community Transport)	OCN	Open College Network
BTCV	British Trust for Conservation Volunteers	PC	Parish Council
CAB	Citizens Advice Bureau	PCT	Primary Care Trust
CAP's	Community Area Partnerships	PCG	Project Co-ordinating Group
CALC	County Association of Local Councils	PFI	Private Finance Initiative
CDFI	Community Development Finance Institution	PMG	Programme Management Group
CF	Community First	PTU	Passenger Transport Unit
CIB	Charities Information Bureau	RCAN	Rural Community Action Network
CRB	Criminal Records Bureau	RCC	Rural Community Council
CRC	Commission for Rural Communities	RDA	Regional Development Agency (also SWRDA)
CSCS	Construction Skills Certificate Scheme	RDPE	Rural Development Programme for England
CSG	Cleansing Services Group	RHE	Rural Housing Enabler
CSP	Community Safety Partnership	RISE	Regional Infrastructure for Social Enterprise
CTSGF	Community Transport Small Grants Fund	RPA	Rural Payments Agency
CVS	Council for Voluntary Service	RPRC	Reaching People in Rural Communities
DACS	Department for Adult and Community Services	RTP	Rural Transport Partnership (also WRTP)
DART	Delivering Accessibility and Rural Transport	SBC	Swindon Borough Council
DC	District Council	SBS	Small Business Service
DEFRA	Department of the Environment, Food and Rural Affairs	SLA	Service Level Agreement
DIAG	Diversity Issues Action Group	StP	Sustain the Plain (also LEADER+ Programme)
E2E	Entry to Employment	SWAG	South West Area Grants
EAGGF	European Agricultural Grant and Guidance Fund	SWAN	South West ACRE Network
ESF	European Social Fund	SWLCA	South West Conference of Local Councils Association
GOOD	Get Out Of Debt	SWRDA	South West Rural Development Agency
GOSW	Government Office South West	UKCU	UK Credit Unions
HNS	Housing Needs Survey	VCS	Voluntary and Community Sector
LAA	Local Area Agreement	WALC	Wiltshire Association of Local Councils
LEADER	Liaison Entre Actions Development Economique Rurale	WASP	Wiltshire Activity and Sports Partnership
LCF	Landfill Communities Fund	WAYS	Wiltshire Alternative Youth Sports
LDD	Learning Difficulties and Disabilities	WC	Wiltshire Council
LSO	Landfill Site Operator	WCF	Wiltshire Community Foundation
LSP	Local Strategic Partnership	WFCAP	Wiltshire Forum of Community Area Partnerships
LTP	Local Transport Plan	WHI	Walking for Health Initiative
MABS	Money Advice & Budgeting Service	WIC	Wiltshire Infrastructure Consortium

WML	Wiltshire MoneyLine
WREC	Wiltshire Racial Equality Council
WRTP	Wiltshire Rural Transport Partnership
WSB	Wiltshire Strategic Board
W&SCTA	Wiltshire & Swindon Community Transport Association
WSIP	Wiltshire Social Inclusion Partnership
WVHA	Wiltshire Village Hall Association
WVCP	Warminster & Villages Community Partnership
WWT	Wiltshire Wildlife Trust
WYAP	Wiltshire Youth Arts Partnership
WYPOF	Wiltshire Young Peoples Opportunity Fund
YAW	Youth Action Wiltshire