



PROGRESS REPORT

October 2009

Community First, Wyndhams, St Joseph's Place, Devizes, Wiltshire, SN10 1DD
Telephone: 01380 722475, Fax 01380 728476
Email: reception@communityfirst.org.uk
www.communityfirst.org.uk
Registered Charity No: 288117
VAT Registration No: 639 3860 06
Company Limited by Guarantee Reg. No: 1757334 England
Registered with the Financial Services Authority No: FRN 311971



CONTENTS

Chief Executive's Report	1
Strengthening Communities	
<i>Community Development and Community-Led Planning</i>	5
<i>Village Halls and the Insurance Scheme</i>	7
<i>Local Councils and the Parish Council Insurance Scheme</i>	9
<i>Fit Together</i>	11
<i>Youth Club Support & Activities</i>	13
Growing Communities	
<i>Rural Enterprise</i>	15
<i>Consultancy/Social Enterprise</i>	17
<i>Plain Action</i>	19
<i>Grants & Loans</i>	21
Tackling Disadvantage	
<i>Rural Housing</i>	23
<i>Community Transport</i>	25
<i>Link Good Neighbour Scheme Development</i>	27
<i>Wheels to Work</i>	29
<i>Credit Unions and Wiltshire Money Line</i>	31
<i>Young Carers</i>	33
Abbreviations and Acronyms	35

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 but we have yet to discuss with them the impact of this on delivery. However staff changes in our Community Development team have given opportunities to increase expertise in parish plan delivery and we have been able to respond positively to growing demand from parishes to develop their local plans.

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. 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 is expected to go before the panel in December 2009.

A Village Agent pilot project delivered by the Link Good Neighbour service is proposed by Wiltshire Council but, again, has stalled while the authority assesses its community service provision across a range of organisations. NHS Wiltshire has also approached Community First to host the Health Trainers programme, employing and developing a team of community based workers supporting individuals to lead healthier lives. 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 has agreed a Succession Strategy and it is now being developed from the Training Plan and discussions with managers. A proposal for a programme of leadership and management training is now being considered by the Chief Executive and Chair of the HR Committee. 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 is also developing an action plan and it is expected that a Youth Action Wiltshire Committee action plan will be in place by the end of the financial year.

PERFORMANCE MANAGEMENT - FINANCE			
Objectives	Measures	Targets	Achievements to 30.09.09
<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 funding agreement for Positive Activities for Young People Reserves at 4.6 at 30.09.09 budgeted at 2.1 at year end
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 SWAN and SWRDA re extension to Store is the Core SWAN joint bid in preparation to provide social enterprise
<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 in preparation with WASP and Wiltshire Council for Sport England bid to rural programme Positive Activities programme begun in partnership with BTCV
<ul style="list-style-type: none"> Work through local, regional and national networks to influence 	<ul style="list-style-type: none"> Maintain involvement in networks Develop understanding of the work of SWAN, ACRE and other networks amongst all staff 	<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 	<ul style="list-style-type: none"> 20% of staff attended network meetings/events

policy making	<ul style="list-style-type: none"> • 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"> networking event by 2011 • First News to take a themed approach to highlight issues to influence policy 	<ul style="list-style-type: none"> • First News format under review
PERFORMANCE MANAGEMENT – STAFF			
Objectives	Measures	Targets	Achievements to 30.09.09
<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 being 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 • 3 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. Development of 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

WORK PLAN PROGRESS REPORTS

STRENGTHENING COMMUNITIES

COMMUNITY DEVELOPMENT AND COMMUNITY-LED PLANNING

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

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

Since the creation of Wiltshire Council at the start of this year we have been working to re-establish contacts with officers and ensure that our work dovetails with the new arrangements. We have met with officers of Wiltshire Council and the Wiltshire Forum for Community Area Partnerships to create a framework for support available to Community Area Partnerships. This is due to be completed shortly and will ensure that Partnerships know where they can access support.

We have held meetings with officers from Empower Swindon about our involvement in community development and engagement work.

Increase community participation/capacity building in community needs assessments

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

Develop capacity to enable community leadership

We have been chosen by ACRE to deliver the Collaboration Benefits Programme in the south west and will be delivering a two day training course- Developing Parish Partnerships as part of this. We are also working with parish organisations in both Rowde and Shalbourne to facilitate collaborative projects in each community, and are actively seeking two more parishes to support.

Improve awareness of community consultation and community action at the grassroots

We have had some staff changes over the summer and have created a new Community Development Officer post to assist with our community development and community-led planning work. We are currently undertaking impact surveys of parish plan projects which we hope will provide more evidence about the impact of parish plans. We also working towards making better use of information held in our database of parish plans to ensure that this is available to Wiltshire Council and other agencies.

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	Achievements to 30.09.09
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"> • 5 achieved • 5 supported • 2 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"> • 11 achieved • 3 partnerships supported • 10 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"> • 3 groups supported • 3 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"> • 1 case study produced • Impact survey underway • 1 presentation undertaken • Not yet 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 continuing the comprehensive service to village halls in the county.

This includes:

- Technical written guidance has been 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.
- 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 and licensing.

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 have been 51 initial expressions of interest for the County Grant Scheme, with 22 full applications received.

VILLAGE HALL AND PLAYING FIELD INSURANCE

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

We have continued to increase 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 been partially offset by losing existing customers. 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	Achievements to 30.09.09
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 178 • Membership 142 • 7 halls at *, 3 applying for ** • None applied yet • Monthly briefing papers instigated • 1 day event taken place so far with 40 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"> • 3 meetings held • 2 have been contributed • Accredited training for managing community buildings attended and 3 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 • 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"> • 542 village halls in 3 counties received mailing between April and Sept 2009 • Achieved 300 halls insured by 30 September 2009 • Gross Fee income £15,979 for period 1 April – 30 September 2009
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"> • 43 PFAs on scheme as at 30 September 2009 • £1,525 income generated for period 1 April – 30 September 2009

STRENGTHENING COMMUNITIES

LOCAL COUNCILS

Katie Fielding & Penny Bell (until 25th September)

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. To the end of September 2009 there have been two courses for councillors and two for clerks wishing to undertake the Certificate in Local Council Administration, all of which were fully subscribed. 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.

A list of members interested in clerks and councillors course is retained so that we can be sure that we are offering what is required by our members and when.

Enhanced relationships between all tiers of Local Government

The Local Councils' Services' Officer has been working to make connections with the new Wiltshire Council and has developed relationships with staff from the ethical governance department, and is a member of the Standards Communications sub-committee which looks at communication with local councils about the Code of Conduct and ethical governance as a whole.

PARISH COUNCIL INSURANCE

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

The first six months of the year have seen 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.

The Community First website has continued to be developed and this is the main source of direct new business.

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	Achievements to 30.09.09
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"> • 985 enquiries into the office • 2 Executive Committee Meetings • 5 County Circulars • 2 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"> • 6 training sessions • 100 clerks and councillors trained • 6 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 • 5 meetings developing relationships between local councils and Wiltshire Council • 2 meetings of SWLCA attended including an issue/solution sharing away day • 2 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"> • 451 Parish Councils on the scheme as at the end of September 2009, generating an income of £26,051

STRENGTHENING COMMUNITIES

FIT TOGETHER

Helie Franklin

Increased participation

Project staff continually work with rural community groups to support increased participation in sports and exercise programs. New groups have been established for younger people in North Bradley, Enford and Valley. Older peoples groups have begun in Broughton Gifford, Patford Surgery, Calne, Bradford-on-Avon, Hilmarton, Bromham and Rowde. Other established groups have invited coaches in and now take part in regular exercise programs.

Partnership working

Partnership working has been a key element to the delivery of the project objectives around the county. Partners involved include: Westlea Housing Association, V-Involved Wiltshire, Age Concern Wiltshire, Wiltshire Fire and Rescue Service, the County Sports Partnership, Primary Care Trust, Self Unlimited, Wiltshire Dancing and Wiltshire Walking for All.

Publicity and promotion

Fit Together promotes its programs of work through leaflets and flyers, on web sites, through partnership projects and running pilot taster days. At the taster days, information is gathered from all participants to establish their interests. Coaches are invited along as well as partner information organisations.

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 six partnership events.

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	Achievements to 30.09.09
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"> • 215 new female participants • 263 new male participants • 126 over 45's • 9 disabled participants • 45 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 9 partners • Attended 6 focused meetings • Match funding 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 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

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 run youth leaders and young leaders training in leadership skills, first aid, programme planning, managing challenging behaviour and sports and activity pack (SAP). We have provided an intensive support package to two emerging youth groups which has included individual training and support.

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

We have delivered three 10 week multi-sport courses, outreach multi-activity sessions, arts packs, training and equipment, and a programme of county, regional and national events. We have also provided support to young leaders wishing to become involved in delivering sessions through the Junior Sports Leaders Award (JSLA) and Leadership courses. YAW received two awards from national events.

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 a county young leaders training and support programme including residential training at both OCN level 1 and level 2. In excess of 1,000 hours of volunteering has been achieved by young people taking part in leisure credits, through the JSLA or 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	Achievements to 30.09.09
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"> • 70 groups currently affiliated • 1 club has achieved a Quality Mark • Over 150 enquires answered and new support structure for emerging groups established • A new look clubs newsletter created
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"> • 26 youth leaders trained • 14 young leaders have accessed one day training sessions • 1 county OCN level 1 leadership course delivered to 9 young leaders. 2 young leaders attended week long OCN level 2 leadership course to
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"> • 4 young people gained bronze and 2 young people gained silver awards • 3 - 10 week sports courses delivered attended by 5 youth groups • 4 local and 4 regional/national events • 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 rural leisure credits programme. 2 outreach sessions to 14 young people, 4 conservation sessions with 20 young people • In excess of 1,000 hours of volunteering achieved

GROWING COMMUNITIES

RURAL ENTERPRISE

Tim Coomer & Jessica Emery

Expand networking between partners at district, county and sub-regional level

The Rural Enterprise team has worked closely with a number of partner organisations over the past six months, developing and submitting tenders and proposals to tackle the decline in essential services in our villages and support small rural businesses in the challenging financial climate, and awaits news on funding. Following a long and successful relationship, the Plunkett Foundation is now supporting some of our work with Community Shops, and Tim Coomer has recently been selected as a local food adviser for the national Making Local Food work programme.

In the past nine months Community First has developed 'Post Point' a concept and toolkit designed to enable communities and retailers to set-up an alternative Post Office solution in their community. Post Point will be piloted in the Salisbury Plain area and will involve a host of local organisations and service providers, many of whom have already contributed to the toolkit.

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

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 both a local and regional scheme to support and provide accredited advice and support for both rural businesses and social enterprises. Following the unprecedented success of our Store is the Core project we feel confident funds will be secured to maintain this essential support within the next few months.

In addition to our work with retailers we have been working on a project to improve the availability of Local Food. The 'Taste Wiltshire' food hub concept has been developed over the past twelve months and culminates in a comprehensive business plan. Taste Wiltshire 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.

Encourage new community based initiatives to deliver services in rural communities

As of September 2009 Wiltshire has 11 Community Owned shops and three emerging groups; most recently shops have opened in Hindon and in a joint venture in Freshford and Limpley Stoke. Community First has supported the conception of all these enterprises over the years, continues to promote and encourage their establishment, and co-ordinates information sharing across 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 place. This lull in activity has allowed us time to update our processes and marketing materials over the past six months.

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	Achievements to 30.09.09
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"> • Currently seeking funding to provide advice and training • Organised an annual Community Shop event • 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"> • Provided a skeleton advisory service whilst trying to secure further funding. • We have developed a comprehensive business plan for Taste Wiltshire
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"> • Advised emerging community shop groups • Developed Post Point, an alternative solution to provide Post Office style services, and identified communities most in need
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"> • Updated advertising material and application forms • 1 enterprise supported at Expression of Interest stage to date • Sent out 9 Expressions of Interest forms • Awarded 1 business a £6k loan to date in the current year • Continue to actively pursue capital funding for the scheme

GROWING COMMUNITIES

CONSULTANCY

David Beaton & Jessica Emery

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.

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.

Provide unrestricted net income to Community First

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 bid to an SWRDA tender to provide social enterprise support across the South West.

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

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	Achievements to 30.09.09
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
Increase, maintain and/or improve services 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 now fully operational with all procedures etc in place. The Operating Manual now comprises some 40 documents, all agreed by SWRDA and Wiltshire Council, the Accountable Body.

Projects and commissioned activities under way

As at 30th September, none. As at 9th October the following list of nine projects have been approved in principle, total value of grants circa £300,000, and awaiting contracts from Wiltshire Council.

- Art in the Garden
- Project Inspire
- Plain Action Business Support
- Skilled for Health
- Supporting families in Tidworth
- Observation platform and interpretation
- Post Point
- Making Tracks
- Bustard County

Plain Action well promoted

The website has been applauded, and is attractive and simple, or simply attractive. A programme of leaflet launches, press releases and a newsletter is scheduled for October,

Plain Action well managed financially

The management and admin budget is running well inside the figure agreed for the first fifteen months. Expenditure on projects and commissioned activities is running behind that envisaged, but agreement has been reached with SWRDA that the backlog can be rolled into the next two years.

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	Achievements to 30.09.09
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"> • 3 Programme management meetings • All agreements in place • Operating manual signed off • 5 appraisers appointed and trained • Technical support in infancy
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"> • Scheme for applications under £10,000 finally approved • Application, appraisal and approval 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, has earned plaudits • 1 event held • 4 media exposures • Newsletter by end of October • No 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 well 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.

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. Plans are being made to speak to local Chambers of Commerce with a view to requesting contributions of money from smaller companies unable to make large, direct charitable grants.

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. One application for £50,000 has been made to Biffa with the probable development of two further applications for similar sums.

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

COMMA – individualised leaflets distributed through CF community development staff, and general information on the fund distributed through the Charities Information Bureau and the Central Bidding Unit of Wiltshire Council. We are loath to publicise the fund too widely due to its restrictive nature i.e. £20,000 for the whole of the county, once a year.

Landfill Communities Fund – the qualification of the 10 mile radius of landfill sites allows for almost countywide cover for Hills' grants (£120,000 a year) due to the number of sites the company has in the county. Viridor has one site in Calne and the grant money of £300,000 has to be spent within a 10 mile radius of Calne. 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 press releases will be used at appropriate times.

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	Achievements to 30.09.09
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 • 22 grants approved, totalling £7,150
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 • Almost £400,000 of grants allocated to date • Relationships being built
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 • Regular press releases issued by recipients of grants – however we could improve on this ourselves and the matter will be addressed in the coming months

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. There are another nine on site in Calne and one in Gastard. 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.

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	Achievements to 30.09.09
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 HA's are delaying • 15 homes built, another 10 on site
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 2 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

Towards the end of the reporting period, a funding bid for a centrally-run community minibus sharing scheme was accepted by the Wiltshire Post-16 Transport Partnership. It is anticipated that this scheme will be fully operational by early 2010.

Over the reporting period, the Community Transport team were asked by Wiltshire Council to review the Community Transport Grants scheme (a Wiltshire Council funded scheme to support some of the operational costs of Community Minibus groups in Wiltshire). The 2010/11 Community Transport Grants scheme will now include the former Kennet District community minibus groups. (Before the introduction of Wiltshire Council in April 2009, these groups were provided with capital support in the form of 5-yearly minibus replacement funding from Kennet District Council.)

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

A working model for a new community transport website has been established in draft format. The new website aims to make it easier for users to navigate and to use. Background work has also been undertaken to create a new Community Transport Directory.

In relation to mapping community transport needs, the Community Transport team has had direct input into the development of a proposed structure by which communities can feed back their Community Transport needs via the new Community Area Boards. Through the Wiltshire and Swindon Community Transport Association (W&SCTA), the Community Transport team has also made community minibus groups aware of the function of the Community Area Boards.

To enhance the capacity of local community minibus groups

In addition to providing regular operational support, the Community Transport team has provided in-depth support to community minibus groups in Holt, Melksham, Chippenham and Salisbury to enable them to set up new services. These services have included those for the general public, private hire, shopper bus services and contract services. (One of these services has doubled the income of one of the groups.)

An after school club in the Wylde Valley has also been provided with in-depth support to enable them to procure a new community MPV. The club is currently looking to make the vehicle available for local youth groups, community groups and isolated individuals in addition to meeting their own needs.

The Community Transport team has developed a Criminal Records Bureau checking service for all Community Minibus groups across Wiltshire and Swindon by supporting four 'umbrella' Community Transport groups to offer these services in their local areas.

Lastly, the Community Transport Manager is now 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	Achievements to 30.09.09
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"> • Funding awarded by Wiltshire Post-16 Partnership for minibus brokerage scheme • CT grants mechanism reviewed – 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 • Mechanism proposed 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 11 groups. In-depth support provided to 4 groups to enable them to set up new services. Support also provided to 1 after school club to procure a new community MPV. MiDAS training now available to all groups • Secretariat provided for 2 W&SCTA meetings • 4 grants given via Community Transport Small Grants Fund

TACKLING DISADVANTAGE

LINK GOOD NEIGHBOUR SCHEME DEVELOPMENT

Marion Mason, Helen Lines & Mary Hardwidge

Ensure effective scheme coverage

Research 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.

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.

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 providing a Good Neighbour service, one Chairperson's meeting and one Manual Handling training. 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 the 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. The partnership with Westlea is becoming established with joint staff attending team meetings. £37,300 has been distributed in grant aid. Further applications are being received due to the effect of the recession.

Publicity and promotion

Local publicity has been produced to celebrate anniversaries.

Volunteer recruitment postcards are being trialled.

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	Achievements to 30.09.09
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"> • Potential new Link Scheme in Ashton Keynes. Merger with Collingbournes and Chute. Poulshot joining Seend Link • 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 – 115 volunteers trained • 3 schemes receiving intensive support
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 • £37,300 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

TACKLING DISADVANTAGE

WHEELS TO WORK

Liam Tatton-Bennett & Helen Lines

Continue to widen original scheme focus

Limited funding has meant that expansion of the Wheels to Work scheme has not been possible over this reporting period. 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 reported in April 2009, a bid to the Rural Development Programme for England was unsuccessful meaning that fewer individuals than anticipated have been enabled to access employment via core Wheels to Work support.

Despite this background, 11 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 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. A bid to the Plain Action rural development programme has also been submitted with a view to assisting individuals living mainly in the Salisbury Plain area to access local goods, services and employment.

Over the course of the reporting period, any clients referred to the Wheels to Work scheme who could not be supported have been referred to the Wiltshire Money Line programme.

Partnership working

Regional priorities 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. Partly, this has been because of the process involved in obtaining funding to enable this activity to be undertaken and partly because of the production and conclusion of the Wiltshire Wheels to Work social enterprise feasibility study.

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. It is intended that 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 this reporting period.

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	Achievements to 30.09.09
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"> • 4 NEET young people provided with access to Entry to Employment (E2E) schemes • 2 young people provided with access to vocational skills training • 5 individuals enabled to access employment via core Wheels to Work support
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
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

TACKLING DISADVANTAGE

CREDIT UNIONS AND WILTSHIRE MONEYLINE

Sarah Perkins, Helen Cotter & Anne Rees

Support, strengthen and promote local credit unions

During the last six months, 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 so that developments will suit as many as possible. 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. This has meant that awareness of both the credit union and Wiltshire MoneyLine has increased in the area with membership doubling in six months.

It has been decided to pilot prepaid cards in North Wilts. Planning has taken place and these should be operational in the next six months. 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 six months we had processed 186 loans, 51 loans below target. Our expectation is that we will become much busier over Christmas but more publicity and marketing will be needed to make sure.

Wiltshire Money has gone from strength to strength. We have held two events in April and July 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 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	Achievements to 30.09.09
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 • Devizes CU undergoing renewal • £2000 raised, more applied for • 184 enquiries in this time. 186 loans granted, all will have been told about the CU; 4 events; 2 press releases; 1 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"> • 3 meetings hosted • Business plan written, reviewed, changed, updated • 2 recruited and 6 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"> • 3 steering group meetings for WM • 2 events organised, run and chaired; 1 further event organised for October 2009 • Pre-paid cards researched ready to use at credit unions in lieu of current accounts • 109 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, Zoe Aspinal, 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.

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	Achievements to 30.09.09
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"> • 116 accessed activities • 67 activities provided • 6 consultations done • 37 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"> • 37 requested met • 31 successfully dealt with • Have completed Young Carers Strategy for Wiltshire 2010-2013. To be launched in Feb 2010 • Have attended regional groups. • Leading on environmental project for YC's across Region • Leading on Mental Health partnership • 15 Training sessions provided
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"> • 31 YC's supported on 1:1 basis • 67 sessions • 91% excellent in consultations • 23 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"> • 50 referrals • 51 assessments • Updating of the Equality Impact Assessment is ongoing

ABBREVIATIONS and ACRONYMS

ABCUL	Association of British Credit Unions Limited	NACUW	National Association of Credit Union Workers
ACE	Access to Credit Unions for Everyone	NALC	National Association of Local Councils
ACRE	Action with Communities in Rural England (national RCC network)	NCVO	National Council for Voluntary Organisations
AONB	Area of Outstanding Natural Beauty	NEET	Not in Employment, Education or Training
BC	Borough Council	NWDC	North Wilts District Council
BGLF	Business Grants and Loan Fund	PC	Parish Council
BME	Black Minority Ethnic	PCT	Primary Care Trust
BSOG	Bus Service Operators Grant (for Community Transport)	PCG	Project Co-ordinating Group
BTCV	British Trust for Conservation Volunteers	PFI	Private Finance Initiative
CAB	Citizens Advice Bureau	PMG	Partnership Management Group
CAP's	Community Area Partnerships	PTU	Passenger Transport Unit
CDFI	Community Development Finance Institution	RCAN	Rural Community Action Network
CF	Community First	RCC	Rural Community Council
CIB	Charities Information Bureau	RDA	Regional Development Agency (also SWRDA)
CRB	Criminal Records Bureau	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	SDC	Salisbury District Council
DIAG	Diversity Issues Action Group	SLA	Service Level Agreement
EAGGF	European Agricultural Grant and Guidance Fund	StP	Sustain the Plain (also LEADER+ Programme)
ESF	European Social Fund	SWAG	South West Area Grants
GOOD	Get Out Of Debt	SWAN	South West Area Network
GOSW	Government Office South West	SWLCA	South West Conference of Local Councils Association
HNS	Housing Needs Survey	SWRDA	South West Rural Development Agency
KDC	Kennet District Council	UKCU	UK Credit Unions
LAA	Local Area Agreement	VCS	Voluntary and Community Sector
LEADER	Liaison Entre Actions Development Economique Rurale	WALC	Wiltshire Association of Local Councils
LCF	Landfill Communities Fund	WASP	Wiltshire Activity and Sports Partnership
LSO	Landfill Site Operator	WAYS	Wiltshire Alternative Youth Sports
LSP	Local Strategic Partnership	WCC	Wiltshire County Council
LTP	Local Transport Plan	WCF	Wiltshire Community Foundation
MABS	Money Advice & Budgeting Service	WFCAP	Wiltshire Forum of Community Area Partnerships
MCTI	Market and Coastal Towns Initiative	WHI	Walking for Health Initiative
MiDAS	Minibus Driver Assessment Scheme	WIC	Wiltshire Infrastructure Consortium
MPV	Multi Purpose Vehicle	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