



# PROGRESS REPORT

## October 2007

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INVESTOR IN PEOPLE



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## **ACCESSIBILITY & SOCIAL INCLUSION**

### **LINK SCHEMES**

**Marion Mason, Jane Sartin & Mary Hardwidge**

#### **Ensure effective scheme coverage**

The Link Project is currently working to develop new Link Schemes which will cover the areas of Brinkworth, Dauntsey and Christian Malford (Dauntsey Vale) and Market Lavington, Easterton and Urchfont. Support is also being given to Tidworth Link to consider future provision of the service in that area. Calculations by the County Council show that 92% of the rural areas of Wiltshire now have a Link Scheme service.

#### **Improve standards of practice**

Link Schemes are supported to maintain quality standards and keep abreast of current good practise through an ongoing programme of training. The Chairperson's meetings are well attended and deal with issues such as CRB checks and insurance cover. The Co-ordinators seminar and Management Committee seminar were attended by a total of 74 people. The subject of the Management Committee seminar was volunteer recruitment and retention.

#### **Partnership working**

The Link Project staff continue to work with related services in Wiltshire to support both the Project work and the work of the Link Schemes. During the year discussions have taken place with the Community Development Officers at the County Council with a view to encouraging the Good Neighbour service by volunteers.

Discussions are underway to negotiate a new service level agreement with the Funding Partnership.

#### **Publicity and promotion**

As a sponsored charity of the West Wilts Show the West Wiltshire Link Volunteers manned a stand for the 3 day event with publicity produced by Project staff.

Display boards for Volunteer recruitment have been used by several schemes at local events during the summer months.

**ACCESSIBILITY & SOCIAL INCLUSION 2007 – 2008**

**LINK SCHEMES**

**Aim: Advise and assist local communities in forming and operating link good neighbour schemes to support local people**

Objective	Key Performance Indicators	Achievements to 30.09.07
Ensure effective scheme coverage	<ul style="list-style-type: none"> <li>• 2 new Link Schemes set up</li> <li>• 40 new volunteers recruited</li> <li>• Evaluation of uncovered areas in Salisbury District</li> </ul>	<ul style="list-style-type: none"> <li>• Schemes being developed in M. Lavington, Easterton and Urchfont and Brinkworth, Dauntsey and Christian Malford</li> <li>• 32 volunteers recruited</li> </ul>
Improve standards of practice	<ul style="list-style-type: none"> <li>• 6 training sessions provided</li> <li>• 200 volunteers trained</li> <li>• Disseminate information about legislative changes</li> <li>• 3 established schemes to receive intensive support</li> <li>• 500 enquiries responded to providing information</li> </ul>	<ul style="list-style-type: none"> <li>• 3 training sessions held</li> <li>• 114 volunteers trained</li> <li>• Tidworth receiving support</li> <li>• 300 enquiries dealt with</li> </ul>
Partnership working	<ul style="list-style-type: none"> <li>• Attend local forums for discussing issues around health related transport</li> <li>• Establish working relationship with staff within Housing Associations to promote service and volunteering</li> <li>• £25,000 disbursed from the Link Scheme Grant Fund on behalf of the local authorities and the PCTs</li> <li>• Secure ongoing funding</li> </ul>	<ul style="list-style-type: none"> <li>• A draft proposal for joint working in 2008/9 has been accepted by Westlea Housing Assoc.</li> <li>• Grants totalling £33,000 have been distributed</li> <li>• SLA negotiations have started with partners</li> </ul>
Publicity and promotion	<ul style="list-style-type: none"> <li>• Produce and distribute Audit of scheme activity</li> <li>• Ensure appropriate distribution of publicity</li> <li>• Develop new ideas for promotion and publicity with Pebley Beach</li> <li>• Attend West Wilts Show as sponsored charity</li> </ul>	<ul style="list-style-type: none"> <li>• Audit produced</li> <li>• West Wiltshire Show attended</li> </ul>

## **COMMUNITY TRANSPORT PROGRAMME**

**Jasper Dorgan, Liam Tatton-Bennett & Sheila Martin**

### **Strengthen strategic partnership working**

A new strategic accessibility partnership has been established, known as the DART Partnership (Delivering Accessibility and Rural Transport). The Partnership's strategic role includes operating as the partnership for transport on behalf of the Wiltshire Strategic Board and the Rural Executive and also acting as the implementation partnership for the accessibility strategies contained in Wiltshire County Council's and Swindon Borough Councils' Local Transport Plans (LTP's).

The DART Partnership has established three taskforces to implement key aspects of the LTP accessibility strategies: access to education, employment and training; access to Tisbury and Community Transport development.

Strategic links have also been made with key partners to set the foundations to secure Partnership funding post March 2008.

### **Improve the effectiveness of community transport groups**

A new community transport small grants fund has been established to support the development of improved services by community transport groups. Training has also been delivered in a range of areas relating to operational issues and ongoing technical advice/best practice given via 'phone, e-mail, website and newsletter channels.

Training and advice given to existing community transport groups in partnership with Wiltshire County Council about new procurement arrangements relating to transport contracts. One group has also been provided with in-depth support and that group has established new services to improve income generation and broaden the range of services they offer to the community.

One new community transport hub established and a further two hub schemes in development.

### **Identify local transport needs and promote community transport**

Transport needs surveys undertaken in Westbury/Warminster and Chippenham community areas to identify local transport needs. Local Community Transport services promoted via amended Community Transport directory, Community Transport Newsletters, Community Transport website and outreach work.

Future priorities identified for new Community Transport service development.

**ACCESSIBILITY & SOCIAL INCLUSION 2007 – 2008**

**COMMUNITY TRANSPORT PROGRAMME**

**Aim: Improve access to services and facilities in a way which is sustainable and achieves social inclusion in rural areas**

Objective	Key Performance Indicators	Achievement to 30.09.07
Strengthen strategic partnership working	<ul style="list-style-type: none"> <li>• Provide secretariat for 4 DART Partnership meetings</li> <li>• Establish 4 taskforce partnerships</li> <li>• Secure Partnership funding post 2008</li> </ul>	<ul style="list-style-type: none"> <li>• Secretariat provided for 2 DART meetings</li> <li>• 3 taskforce partnerships established</li> </ul>
Improve the effectiveness of community transport groups	<ul style="list-style-type: none"> <li>• Provide active support to 25 CT groups</li> <li>• Help establish improved income generation for 5 CT groups</li> <li>• Develop 3 CT hubs</li> <li>• Develop and deliver county wide CT conference</li> <li>• Develop one new CT service initiative</li> </ul>	<ul style="list-style-type: none"> <li>• Training delivered to 6 groups in risk assessment, and 4 groups in minibus safety and disability awareness</li> <li>• 2 issues of CT News produced</li> <li>• Ongoing technical support provided to network of CT groups</li> <li>• Contracts training and advice provided to 5+ groups</li> <li>• 1 new hub developed</li> <li>• In-depth support provided to 1 group to establish new services</li> </ul>
Promote community transport	<ul style="list-style-type: none"> <li>• Map need and establish clear priorities for services development in Wiltshire and Swindon</li> <li>• Make 5 presentations about community transport potential and opportunities to local communities</li> <li>• Develop effective information resource</li> </ul>	<ul style="list-style-type: none"> <li>• 2 transport needs surveys undertaken</li> <li>• 3 presentations made and outreach work undertaken</li> <li>• Community Transport directory amended</li> </ul>

## **WHEELS TO WORK**

### **Helen Lines**

#### **Manage and allocate moped pool resource**

The scheme has continued to help a high number of people over the last six months both via the direct provision of a moped and support through the provision of transport information. The scheme continues to identify potential new users and recently a waiting list has been established due to the high volume of referrals being received to the scheme. This waiting list has enabled the allocation and management of the mopeds to be targeted towards those with the most severe transport needs.

#### **Partnership working**

A sponsorship event for local businesses is being developed to be held in the New Year. Working relationships also continue to grow with the garages servicing the mopeds.

The strong working partnerships with the Wiltshire Credit Union schemes continue to flourish. All clients accepted onto the scheme are referred to their local Credit Union for savings advice and to date we have a 100% sign up rate amongst our clients for Credit Union savings accounts. Approximately 40% of that number have gone on to take advantage of a Credit Union loan having finished on the Wheels to Work scheme.

The development of a South West regional Wheels to Work group has also been progressed during this period. The aim of this group is to offer support, share information and ideas, negotiate joint purchasing arrangements and offer a united regional presence to potential funding sources.

Activity has also been undertaken during this period to develop social enterprise activity to support the scheme from April 2008 onwards.

#### **Publicity and promotion**

Due to the relatively limited number of mopeds available and the high demand for the scheme, publicity for the scheme has been kept intentionally low key over the last six months.

Publicity and promotion activity is due to be increased over the next six months in line with the aim to secure future support for the scheme post 2008 and beyond. A DVD has been produced to promote the scheme to this end.

**ACCESSIBILITY & SOCIAL INCLUSION 2007 – 2008**

**WHEELS TO WORK**

**Aim: Provide managed leased mopeds for people requiring access to work or work-based training**

<b>Objective</b>	<b>Key Performance Indicators</b>	<b>Achievements to 30.09.07</b>
Manage and allocate moped pool resource	<ul style="list-style-type: none"> <li>• 40 moped users supported and on the road</li> <li>• 50 people supplied with transport information</li> <li>• Further potential new users identified</li> <li>• Explore moped pool and scheme expansion</li> </ul>	<ul style="list-style-type: none"> <li>• 15 moped users supported</li> <li>• 25 supplied with transport information</li> <li>• Scheme development being investigated</li> </ul>
Partnership working	<ul style="list-style-type: none"> <li>• Explore and develop commercial partnership support</li> <li>• Investigate potential of developing social enterprise activity to support the scheme</li> <li>• Continued development of partnership with Connexions, Job Centre Plus and Credit Unions.</li> </ul>	<ul style="list-style-type: none"> <li>• Commercial sponsorship event planned in Dec/Jan</li> <li>• Social Enterprise activity being explored</li> <li>• Ongoing partnerships continue to be developed</li> </ul>
Publicity and promotion	<ul style="list-style-type: none"> <li>• 5 press features in First News and local media</li> <li>• 4 scheme newsletters produced</li> <li>• Attendance at 3 local career fairs and youth events</li> </ul>	<ul style="list-style-type: none"> <li>• 1 press release</li> <li>• DVD production completed</li> <li>• 2 scheme newsletters produced</li> <li>• Attended 2 career fairs</li> </ul>

## **COMMUNITY DEVELOPMENT**

### **PARISH PLANS & COMMUNITY CONSULTATION**

**Marion Rayner, Sharon Leney (until June 07), Cindy Robson, Katie Fielding**

#### **Expand networking between partners at district, county and sub-regional level on rural issues**

The Community Development Manager has made contact with colleagues at Wiltshire Wildlife Trust and jointly planned and held a workshop on climate change issues for local communities called 'Changing Climate, Changing Communities' which attracted 12 volunteers from mainly rural parishes. Issues raised from this will lead to some follow on activities that can be jointly developed with WWT and it is also hoped to collaborate on organising a workshop day for community development workers to explore environmental issues.

#### **Increase community participation/capacity building in community needs assessments**

Activity has focussed on providing a new Parish Plan Workshop Programme of five sessions to parish plan steering groups which have been developed to encourage a consistent approach and high quality of parish plans. This links with the new national Parish & Community Planning Toolkit which we are trialling. All the planned sessions were held and an extra session on Questionnaire Design was organised at the request of participants. Two participants attended all six sessions.

A workshop session on 'Pulling it all Together' for parish plan groups in Salisbury District was also held.

#### **Encourage new community initiatives**

20 new enquiries have been received

Future work will focus on monitoring and evaluation of parish plans completed some time ago and to offer assistance with any unachieved projects or support for a refresh of the parish plan.

Presentations about parish plans were made at meetings of Calne Community Area Partnership and Northern Community Area Forum

#### **Improved awareness of community consultation and community action at the grassroots**

A Survey of some early parish plans was completed and results presented in an Impact Survey report and database. The database is being developed to enable tracking of progress on plans and to be able to provide collation of parish plan actions on single issues if requested.

**COMMUNITY DEVELOPMENT 2007 – 2008**

**PARISH PLANS & COMMUNITY CONSULTATION**

**Aim: Promote community action to sustain local services through vibrant voluntary groups and organisations**

<b>Objective</b>	<b>Key Performance Indicators</b>	<b>Achievements to 30.09.07</b>
Expand networking between partners at district, county and sub-regional level on rural issues	<ul style="list-style-type: none"> <li>• Facilitate collaborative working on 2 issues</li> </ul>	<ul style="list-style-type: none"> <li>• 1 (Working with WWT on climate change issues)</li> </ul>
Increase community participation/capacity building in community needs assessments	<ul style="list-style-type: none"> <li>• 5 new groups in communities assisted to identify and address local needs and, where appropriate, assisted with funding applications</li> <li>• 8 communities assisted with existing parish plans</li> <li>• 2 training sessions provided, training 20 volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• 4 new groups(Baydon, Berwick, Rowde, Wilcot)</li> <li>• 7 assisted (Figheldean, Calne W'out, Cherhill, Dauntsey, Biddestone, Steeple Ashton, Bishops Cannings)</li> <li>• 6 training sessions- 56 volunteers (some overlap)</li> <li>• 1 workshop: Changing Climate Changing Communities-12 attendees</li> </ul>
Encourage new community initiatives	<ul style="list-style-type: none"> <li>• 40 enquiries for assistance, initial response within 4 working days</li> <li>• 2 presentations made about community development support to assist with implementation of parish plans</li> <li>• 4 communities receive advice about development of projects resulting from parish plans</li> </ul>	<ul style="list-style-type: none"> <li>• 20 enquiries, all responded to in 4 days except during staff leave.</li> <li>• 2 presentation about parish plans (Calne CAP, Northern CA Forum)</li> </ul>
Improved awareness of community consultation and community action at the grassroots	<ul style="list-style-type: none"> <li>• 2 articles/information sheets disseminating information about best practice</li> <li>• 2 case studies highlighting impact of parish plans</li> <li>• 2 community development services presentations</li> </ul>	<ul style="list-style-type: none"> <li>• 3 First News articles about parish plans</li> <li>• Impact survey report completed</li> </ul>

## **COMMUNITY INVOLVEMENT**

**Helie Franklin (until May 07), Sharon Leney (until June 07), Cindy Robson (May- Sept 07), Marion Rayner**

### **Increased joint working**

Support continued for the partnership at Highworth including assistance for a launch event for their market towns project. Work was completed on evaluation of the Learning & Development programme run in North Wiltshire. It is hoped that this programme will be used in other areas of Wiltshire later in the year.

Development work has been undertaken with partner organisations in Trowbridge to agree a programme of work in the Seymour area to build on existing work mapping service provision, identify gaps and to engage with the community to build capacity for their future involvement in addressing community needs. It is expected that this will be a large part of work in the second half of the year.

### **Expanded community participation**

Work has started to investigate new community based opportunities for meal provision for elderly and vulnerable people living in rural areas of Salisbury DC and Kennet DC. Collation of case study examples and mapping of existing provision will enable identification of areas of need to target for setting up of community projects to address this issue.

### **Developing capacity to enable community leadership**

A six session workshop programme 'Beyond the Parish Boundaries' was developed with Trowbridge Parish Liaison Group. Delivery has been delayed due to the May elections but discussions are underway about adjusting content to reflect the decision about Unitary status and the sessions will be run in early 2008.

It is anticipated that support of Community Involvement Officer will be needed to assist support of Community Area Partnerships during the period of transition to a single council in Wiltshire and the setting up of Community Area Boards.

### **Better sharing of best practice**

The Aiding Independence Technical Conference was attended.

Work so far this year has been affected by staff changes and sickness absence and by evolving local priorities.

**COMMUNITY DEVELOPMENT 2007 – 2008**

**COMMUNITY INVOLVEMENT**

**Aim: Increase the involvement of people and empower local communities in affecting decisions that impact their lives**

Objective	Key Performance Indicators	Achievements to 30.09.07
Increased joint working	<ul style="list-style-type: none"> <li>• 6 community planning partnerships or working groups supported</li> <li>• 3 liaison meetings with local authority officers/ partnership organisations to deliver unified guidance</li> <li>• 4 partner organisations assisted with their training</li> </ul>	<ul style="list-style-type: none"> <li>• 3 (Trowbridge-Seymour, Highworth Trowbridge Parish Liaison Group)</li> <li>• 2 liaison meetings- NWDC, WWDC</li> </ul>
Expanded community participation	<ul style="list-style-type: none"> <li>• 8 community area partnerships assisted to develop through training, workshops or networking opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>• 3 (Trowbridge-Seymour, Highworth Trowbridge Parish Liaison Group)</li> </ul>
Developing capacity to enable community leadership	<ul style="list-style-type: none"> <li>• Work through existing groups to encourage wider engagement in community leadership</li> <li>• Work with partner organisations to support community leadership in 4 areas</li> <li>• Offering support to community partnerships to engage with Young People.</li> </ul>	<ul style="list-style-type: none"> <li>• 1(Trowbridge Parish Liaison Group)</li> <li>• 1 (Trowbridge Seymour)</li> </ul>
Better sharing of best practice	<ul style="list-style-type: none"> <li>• Disseminate information about best practice in articles, information sheets and support materials.</li> <li>• 2 regional and national events</li> </ul>	<ul style="list-style-type: none"> <li>• 1 (Aiding Independence Conference)</li> </ul>

## **COMMUNITY SUPPORT**

**Karolyne Fudge-Malik & Anne Rees**

### **Establish Wiltshire Depot, Specialist database and advocacy support.**

The Depot is now well established and known amongst the minority population. In six months we have addressed issues such as how to sell a car, racist attacks, need for translators and homelessness. Two training events were held for people new to the UK in social behaviour. Service providers have been assisted with advice on appropriate practices for working with diverse communities, on current population trends, training for workers and health and safety. Requests for information have also been received from Cornwall, Hampshire, Gloucestershire and Glasgow.

### **Service development – assessment and workshops**

The main thrust of service development takes place through the Diversity Action Group, Migrant Worker Forums, both of which are chaired by the Community Support Officer and Wiltshire Social Inclusion Partnership (CSO provides secretariat). Through these forums, information is gathered and disseminated. Practical projects include information events at libraries in North and West Wilts, presentations to Churches Partnership and the Kennet Local Strategic Partnership. Work in progress includes a diversity information book, a World in Wiltshire cultural event, the development of SPY (for young people unsure of their sexual identity) and PRRC (bringing sensitive information to isolated communities). The Community Support Officer also takes an active role in the Infrastructure Consortium Equalities group, the Police 'table top' exercise planning group and provides advice and information to the North Wilts District Council equalities and diversity group.

### **Cluster group development**

Building of relationships continues with Identified clusters across Wiltshire and established groups receive support and advice as required.

## COMMUNITY DEVELOPMENT 2007 – 2008

### COMMUNITY SUPPORT

**Aim: to identify gaps in infrastructure and to support inclusion and a representational voice for black, minority and ethnic groups and individuals.**

Objective	Key Performance Indicators	Achievements to 30.09.07
To establish the Wiltshire Depot, a virtual forum of VCS organisations, with strong links with other agencies for referral of issues from field workers.	<ul style="list-style-type: none"> <li>• 30 Minority issues referred to appropriate agencies.</li> <li>• 1 database developed of issues for tracking and analysis</li> <li>• 1 database developed of agencies for support and development</li> <li>• 30 service providers supported in providing services</li> </ul>	<ul style="list-style-type: none"> <li>• Depot and databases established</li> <li>• 16 issues from service providers addressed and agencies supported</li> <li>• Ongoing information gathering and dissemination projects for service providers via local and county forums</li> </ul>
Specialist database and advocacy support.	<ul style="list-style-type: none"> <li>• 1 database of local and regional BME and LGBT support and resources</li> <li>• 25 minority individuals, groups or clusters supported to accessing services</li> <li>• 3 Issues not referred to Wiltshire agencies addressed elsewhere</li> <li>• 3 Relationships and working links established with agencies in region</li> </ul>	<ul style="list-style-type: none"> <li>• Databases updated</li> <li>• 28 issues addressed from individuals and supported to access services</li> <li>• Working links established with 3 regional agencies</li> </ul>
Service development – assessment and workshops	<ul style="list-style-type: none"> <li>• 4 Joint assessments carried out</li> <li>• 4 development programmes run and devised.</li> <li>• 4 Follow up reviews and assessments held.</li> </ul>	<ul style="list-style-type: none"> <li>• Service development progressed through forums; DIAG, WSIP, and local migrant worker forums.</li> </ul>
Cluster group development	<ul style="list-style-type: none"> <li>• 8 minority clusters/networks identified</li> <li>• 12 Individuals put in touch with networks</li> <li>• 4 Groups/clusters joint assessments</li> <li>• 3 workshops and development programme devised,</li> <li>• 3 Follow up support and revision delivered</li> </ul>	<ul style="list-style-type: none"> <li>• 2 training events held with 30 participants</li> <li>• 5 individuals networked</li> <li>• 3 clusters supported</li> </ul>

## **LOCAL COUNCILS**

**Katie Fielding and Penny Bell**

### **Facilitate the involvement of local councils in the democratic process**

WALC continually raises awareness of local councils' powers through the County Circular and the advice line. The elections in May 2007 and first meetings of new parish and town councils created a large number of enquiries. There were questions surrounding the County Council's bid for Unitary Status and both of these major issues were reflected in the County Circular (of which there were five). An election to the Wiltshire Association of Local Councils Executive Committee saw a number of new members.

### **Provide administrative support services for the Wiltshire Association of local councils**

Over 1,000 enquiries from parish and town councils came into the WALC office in the first half of 07/08, almost double the anticipated number. There were five county circulars sent out which all included information on updated legislation and the clarification of procedural matters pertinent to parish and town councils, as well as information from the National Association of Local Councils. As ever, the efforts of local councils in Wiltshire & Swindon to perform effectively and legally and to best value are increasingly evident. The Association saw the joining of two new town councils in membership, which leaves only one town council in the county not in WALC membership.

### **Dissemination of best practice**

WALC held a training day for new councillors in June. This was over-subscribed with new members wanting to gain information about the role they were about to embark upon. There is a waiting list for a future course.

There has been promotion of the Quality Council scheme and close working with parishes interested in undertaking the accreditation. One parish and one town council have been accredited with Quality Status in the first half of the year.

There has been continuing development of the Wiltshire Association of Local Councils website as well as the launch of South West Local Councils Associations website which the Local Councils' Officer developed with the ICT Support Officer.

### **Improved Three-Tier Working**

The local councils' officer continues to communicate with principal authorities in the effort to raise awareness of local councils. There has been discussion with the County Council regarding the proposed transition to One Council for Wiltshire and the effects this may have on parish and town councils and community governance.

**COMMUNITY DEVELOPMENT 2007 – 2008**

**LOCAL COUNCILS**

**Aim: Promote effective working with all tiers of local government and best practice among local councils**

Objective	Key Performance indicators	Achievements to 30.09.07
Facilitate the involvement of local councils in the democratic process	<ul style="list-style-type: none"> <li>• Raise awareness of powers, roles and procedures through training and the promotion of good practice and Quality Status.</li> <li>• Involvement of local councils in community initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Held new councillors' training</li> <li>• Promotion of Quality Status</li> <li>• Visiting parish councils with the Community Development Manager regarding Parish Plans</li> </ul>
Provide administrative support services for the Wiltshire Association of local councils	<ul style="list-style-type: none"> <li>• 1200 enquiries, initial response within 4 working days</li> <li>• 4 Executive meetings and AGM provided with secretariat support</li> <li>• 10 newsletters containing information relevant to the sector - production and distribution of information to members</li> </ul>	<ul style="list-style-type: none"> <li>• 1111 enquiries</li> <li>• 2 Executive meetings</li> <li>• 5 County Circulars</li> <li>• 2 Quality Status Applications</li> <li>• Executive Committee Election</li> </ul>
Dissemination of best practice	<ul style="list-style-type: none"> <li>• 15 training sessions</li> <li>• 120 clerks and councillors trained</li> <li>• Development of a training programme for local councils</li> </ul>	<ul style="list-style-type: none"> <li>• 1 training session</li> <li>• 60 clerks &amp; councillors trained</li> <li>• Preparation of programme of training</li> <li>• Further development of WALC website</li> </ul>
Improved Three-Tier Working	<ul style="list-style-type: none"> <li>• Plan and participate in seminars of joint interest at county, district and local levels</li> <li>• 3 Wiltshire Strategic Board meetings</li> <li>• 3 consultation meetings</li> <li>• 4 Parish Forum, 4 meetings developing relationships between local councils and principal authorities,</li> <li>• Enhanced involvement in South West Conference of Local Councils Associations to develop practices</li> </ul>	<ul style="list-style-type: none"> <li>• Parish liaison meetings</li> <li>• Regional Quality Status Seminar</li> <li>• Attendance at WSB meetings</li> <li>• 2 SWCLCA meetings + away day meeting to discuss future regional projects</li> <li>• Launch and continuing development of SWLCA website</li> </ul>

## **RURAL HOUSING**

**Carol Southall & Penny Bell**

### **Raise awareness of the need for affordable housing**

The Rural Housing Enabler and Rural Housing Assistant continue to implement the agreed work plan. Extensive consultation has taken place with various parish councils and local communities to identify local housing need and gain local support. A lot of work has also been done by liaising with Registered Social Landlords (RSLs) and Local Authorities (LAs) to deliver affordable housing in the villages. This involves site appraisals with RSLs and Housing/Planning Officers, attending the LAs Preferred Development Partnership meetings, and holding regular meetings with Housing Officers to move sites forward and identify further potential sites.

The officers have been involved in county and regional working practices to publicise the need for affordable homes in villages. This has involved writing articles for First News, giving presentations to Parish Councils and local communities, and facilitating and attending workshops as appropriate.

Work has also begun to organise and facilitate a regional conference based around rural sustainability and the Code for Sustainable Homes. This is being organised by the South West group of Rural Housing Enablers, with the aim of continuing to raise the profile of rural affordable housing issues.

### **Ensure establishment of suitable projects for which there is strong community support at the parish level**

Much work has been carried out with local parishes to give them the opportunity to consult on various schemes. This has been achieved by holding open meetings in villages where a potential site is found and providing both the public and local members with an opportunity to view the proposals and give any feedback. This is a highly effective way of ensuring community involvement and obtaining the views of the local people.

Three affordable housing sites have been completed and occupied by tenants, three further developments are on site now and others are still going through the planning application stages with further consultation being carried out.

### **Involvement, cooperation and networking with rural development partnerships**

The Rural Housing Enabler continues with community planning work.

Regular meetings are held with the South West group of Rural Housing Enablers to discuss good practice and share any regional issues or concerns.

The Rural Housing Enabler is part of the IDeA mentoring scheme for other local authorities.

A meeting has been arranged with an Officer of the Housing Corporation to work towards continued funding for Rural Housing Enablers and streamlining service delivery.

**COMMUNITY DEVELOPMENT 2007 – 2008**

**RURAL HOUSING**

**Aim: Implement a rural housing enabling programme to facilitate the development of affordable housing at the parish level**

<b>Project Objective</b>	<b>Key Performance Indicators</b>	<b>Achievements to 30.09.07</b>
Raise awareness of the need for affordable housing with adequate management procedures for the project	<ul style="list-style-type: none"> <li>• Make contact with Parish Councils and local landowners</li> <li>• Facilitate at least 12 housing needs surveys</li> <li>• Convene regular meetings with the CHO Forum, Steering Group and consultative partnership, involve officers from all 5 District Councils and developing RSL members as and when required</li> </ul>	<ul style="list-style-type: none"> <li>• Advice has been given to 11 parish councils and 7 landowners</li> <li>• 5 HNS are completed and 5 others have been commenced</li> <li>• Regular meeting have been held with all relevant officers</li> </ul>
Ensure establishment of suitable projects for which there is strong community support at the parish level	<ul style="list-style-type: none"> <li>• Site visit every community identified in the programme that shows an interest in affordable housing</li> <li>• Engage with a min. of 5 communities to secure support for the delivery of 30 affordable properties per year</li> </ul>	<ul style="list-style-type: none"> <li>• Every site has been visited and advice given to parish council and RSL</li> <li>• Work continues with several communities</li> </ul>
Involvement, cooperation and networking with rural development partnerships	<ul style="list-style-type: none"> <li>• Liaise between the key partners especially within the context of the community planning processes</li> <li>• Provide a forum for discussion of policy issues surrounding the provision of affordable rural housing</li> <li>• Meet quarterly with RHE for other areas to promote good practice and efficient core ways of working</li> </ul>	<ul style="list-style-type: none"> <li>• Continue working with community planning and parish plan processes</li> <li>• Holding open consultation meetings</li> <li>• Continue to meet with regional and national RHEs</li> </ul>

## **RURAL ENTERPRISE CONSULTANCY**

**David Beaton & Marion Whitehead**

### **Develop consultancy services to Third Sector organisations and the Public Sector**

CF Consultancy service has been widely marketed across Wiltshire and Swindon, targeting parish and town councils, village hall committees and Rural Community Councils, across the region and in neighbouring areas. The service has tendered for a range of contracts with organisations including NCVO and the Performance Hub in partnership with Gloucestershire Rural Community Council, for which we were short listed, Dorset Rural Transport Partnership, parish councils and villages halls in Wiltshire. The two public sector contracts that we were invited to participate in as a voluntary sector partner have been withdrawn.

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

#### **Work with personnel within Community First as and when opportunity arises.**

Through joint working with the Village Halls Adviser has led to a successful tender to Ludgershall Parish Council to facilitate a feasibility study and community consultation on a new village hall. The Principle Consultant has now been asked to project manage the new building. Through a course facilitated for the Wiltshire Forum of Community Area Partnerships a contact has been made with Seagry Village Hall for a similar project. Broad Town Parish Council contracted with CF Consultancy to carry out a consultation exercise which has led to the development of a Parish Plan group now working with the Community Development team.

### **Provide unrestricted net income to Community First**

#### **Establish target income.**

The Consultancy Service was successful in bidding to Sustain the Plain programme to undertake a trans-national project with carnival groups in Ireland and Wiltshire. The Wiltshire team had a very successful visit to County Wexford and a return event is planned for later in the year. The Principle Consultant has successfully led the development of the Store is the Core pilot for the south west, together with the Plunkett Foundation, Rural Shops Alliance and SWAN, funded for a year by SWRDA, and will provide project management for the programme.

**RURAL ENTERPRISE 2007 – 2008**

**CONSULTANCY**

**Aim: Facilitate the development of CF Consultancy as the stand alone consultancy arm of Community First**

<b>Objective</b>	<b>Key Performance Indicators</b>	<b>Achievements to 30.09.07</b>
Develop consultancy services to Third Sector organisations and the Public Sector	<ul style="list-style-type: none"> <li>• Contact all Parish Councils and Village Halls in Wiltshire</li> <li>• Contact other RCCs explaining services</li> <li>• Tender for all consultancy opportunities. Expected revenue 4 projects at an average value of £15,000 each</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Completed</li> <li>• No tenders yet successful at this value</li> </ul>
Utilise skills and experience of Community First staff in: Parish Councils, Village Halls, Transport, Housing, Village Shops	<ul style="list-style-type: none"> <li>• Undertake at least 6 projects at an average value of £2,500.00 focusing on Parish Councils and Village Halls</li> <li>• Carry out 2 project management assignments for Village Halls at a value of £5,000 each</li> </ul>	<ul style="list-style-type: none"> <li>• 2 projects completed</li> <li>• One project management assignment currently underway</li> </ul>
Provide unrestricted net income to Community First	<ul style="list-style-type: none"> <li>• Carry out 2 project management assignments for LEADER+ at a value of £6,000.00 each</li> <li>• Project management of South West Village Shops study at a value of £30,000</li> </ul>	<ul style="list-style-type: none"> <li>• One project management assignment currently underway</li> <li>• Currently underway</li> </ul>

## **CREDIT UNIONS**

**Sarah Perkins & Helen Cotter**

### **Support and strengthen local credit unions**

We have had a dynamic few months in our credit union work. The schools project in West Wilts has been evaluated and found to have been highly successful. Other schools have heard about Wiltshire Save 4 It and have asked the scheme to be extended to their establishments and so we are applying for funding to enable more hours to be put to this exciting task.

We have supported various new and emerging credit union collections through mentoring, training and backing up volunteers, identifying venues and building relationships with partners. Housing associations and children's centres, as well as schools have been particularly strong in their involvement. In addition to working locally, we have been involved in discussions to start a credit union in Newbury and have offered support to a group in Hampshire.

### **Disseminate best practice**

Wiltshire Federation of Credit Unions has continued to meet to share experiences so that the best possible service can be offered to local people. A representative of Abcul was invited down to present up to date information about current accounts that credit unions are now able to offer. It was agreed that the only prospect of this happening in the county in the near future would be for our credit unions to merge. This discussion is now being taken forward to a consultation phase.

### **Raise awareness of credit unions, GOOD and MABS services**

Community First has continued its promotional work with the development of publicity materials and submission of press releases. The success of these has been mixed with membership growth still slow but progressing.

### **Address financial exclusion**

Two major initiatives have taken place in the last six months. The first is to have secured £122,000 that can be loaned to people who might otherwise use very expensive doorstep moneylenders. Loans will be offered as a direct service from Community First although the long term aim will be to work in partnership with credit unions to deliver any similar future contracts. At present the Credit Union team are working with South Coast Moneyline which is a community development finance institution (CDFI) based in Portsmouth and loans will start to go out in October.

Preparations are under way for a financial inclusion seminar on 21<sup>st</sup> November. The aim of this event is to bring together as many people as possible in Wiltshire who have an interest in financial exclusion so that we can co-ordinate initiatives and work more closely together.

**RURAL ENTERPRISE 2007 – 2008**

**CREDIT UNIONS**

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

Objective	Key Performance Indicators	Achievements to 30.09.07
Support and strengthen local credit unions	<ul style="list-style-type: none"> <li>• Participate in development of CU in one other county</li> <li>• Be directly involved in relocating one credit union collection to a shop</li> <li>• Assist one credit union to employ one local member of staff for a credit union.</li> <li>• Introduce two new branches and help re launch two branches</li> <li>• Evaluate schools branches and report – roll out if appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Development in Berkshire</li> <li>• Not yet possible</li> <li>• Latest attempt fell through</li> <li>• Wootton Bassett re launched successfully, others planned in second half of year.</li> <li>• Evaluation showed great success; funding in progress to take out across county</li> </ul>
Disseminate best practice	<ul style="list-style-type: none"> <li>• Issue 4 fact sheets to local credit unions</li> <li>• Hold 1 seminar for all credit union volunteers and workers in Wiltshire</li> <li>• Recruit 10 volunteers; train 10 volunteers</li> <li>• Attend 10 credit union management meetings</li> </ul>	<ul style="list-style-type: none"> <li>• 1 so far</li> <li>• 1 held</li> <li>• 3 volunteers recruited</li> <li>• 8 meetings attended</li> </ul>
Raise awareness of credit unions, GOOD and MABS services	<ul style="list-style-type: none"> <li>• Work on one radio campaign and produce 10 press releases</li> <li>• Make 8 presentations to groups and individuals</li> <li>• Support 4 local promotions such as doorstep awareness raising</li> </ul>	<ul style="list-style-type: none"> <li>• 1 community radio; 3 press releases</li> <li>• 5 presentations made</li> <li>• 8 local promotions supported</li> </ul>
Address financial exclusion	<ul style="list-style-type: none"> <li>• Organise one strategic meeting of those who are interested in financial exclusion</li> <li>• Pilot 1 new service aimed directly at the financially excluded</li> </ul>	<ul style="list-style-type: none"> <li>• (to be held in November)</li> <li>• Work to establish new loans facility completed during this period</li> </ul>

## **SOCIAL ENTERPRISE**

**David Beaton**

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

Following the development of the Social Enterprise Strategy for Wiltshire partners had committed to the creation of two Social Enterprise Adviser posts, one of which was to be hosted by Community First. Due to the timing of the bidding process Wiltshire County Council was only able to secure limited funding which resulted in a one year contract to provide very specific outputs. This did not allow for the employment of staff. Co-Operative Futures acted as the lead body to tender for the contract in partnership with Community First, Learning Curve and the Wiltshire Wildlife Trust. Community First is contributing support for one new social enterprise, a number of business support sessions and training through the consultancy service.

### **Create learning opportunities**

#### **Provide training courses as and when required**

Social enterprise training to be given at the Transport Conference in November.

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

With limited resources this has yet to be decided although support is being given internally to staff to develop initiatives to improve rural service delivery.

**RURAL ENTERPRISE 2007 – 2008**

**SOCIAL ENTERPRISE**

**Aim: Facilitate the development of social enterprise activity in Wiltshire & Swindon**

<b>Objective</b>	<b>Key Performance Indicators</b>	<b>Achievements to 30.09.07</b>
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"> <li>• Contact up to 50 Wiltshire voluntary groups</li> <li>• Contact up to 60 village halls</li> <li>• Contact up to 10 community transport teams</li> <li>• Deliver targeted small business social enterprise advice and support</li> </ul>	<ul style="list-style-type: none"> <li>• Working in partnership with Co-operative Futures to deliver social enterprise outputs jointly</li> <li>• 6 potential social enterprises currently being helped</li> </ul>
Create learning opportunities	<ul style="list-style-type: none"> <li>• 2 meetings to explore expanded enterprise activity</li> <li>• 1 training session</li> <li>• 5 people x 15 hours training (60 hours, approx)</li> </ul>	<ul style="list-style-type: none"> <li>• 1 training session planned for November 2007</li> </ul>
Increase, maintain and/ or improve services delivery in remote rural areas	<ul style="list-style-type: none"> <li>• 1 meeting to improve rural service delivery including               <ul style="list-style-type: none"> <li>○ Development trusts or village companies</li> <li>○ Joined-up parish councils</li> <li>○ Tourism social enterprises</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Still under discussion</li> </ul>

## **VILLAGE SHOPS**

**Tim Coomer & Marion Whitehead**

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

Over the past six months we have continued to develop a close partnership with Wiltshire County Council. Their Economic Intelligence Unit has completed an exploratory study of Village Shops and Rural Communities across Wiltshire, forming part of the Sustaining Rural Wiltshire Retailing Project. The Post Office 'change' programme has been high on our agenda over the past six months; Rural Post Office closures will have the single biggest impact on village retailing in recent years. The Village Shops Adviser has sat on the Wiltshire Post Watch panel for two years and has forged close relations with Post Office Field Change Advisors as members of the Village Shops Forum group organised quarterly by Community First. Community First has also been instrumental in sharing the concerns and issues of sub postmasters and retailers with appropriate bodies and enabled representation for all rural communities in Wiltshire and Swindon

Community First has secured funding as lead partner, supported closely by two national organisations - the Village Retail Services Association (VIRSA) and the Rural Shops Alliance - and SWAN, the regional umbrella organisation for South West RCC's, to deliver a regional project supporting Village Shops and Communities throughout the South West with a combination package of expert advice and capital funding.

The VSA also sits on the Fairtrade Coalition with the Wiltshire Wildlife Trust to support Fairtrade groups throughout Wiltshire and champion the movement.

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

The Securing the Future of Village Retailing programme has, over the past six months supported a mixture of 72 retailers, small businesses and social enterprise/ community groups. Retailers have been supported with visits profiling their stores and in some cases with intensive advice and support. A quarterly newsletter has been circulated to all retailers with topical articles, news, retail tips and sector information.

The Post Office closure programme has been an important element in our work over the past six months. Following our response paper to the Post Office Consultation we have continued to deal with enquiries, offer guidance to parishes, District and the County Councils and developed a document aimed at Parish Councils detailing the proposals, procedures, an explanation of how the programme may affect their communities and guidance on how to prepare for local consultations.

### **Encourage new community based initiatives to deliver services in rural communities**

We have been actively working with 14 social enterprise groups and supporting emerging community shop groups to develop their ideas for a community shop in their village. Following a successful two years of community shop openings we have seen a new surge of groups emerging wishing to reintroduce a service or replace a shop at risk. The VSA has undergone further Social Enterprise training and has an active role in supporting the existing community shop groups and arranging networking meetings, fulfilling a role previously undertaken by a VIRSA fieldworker.

### **Manage the Business Grants and Loans Fund for shops, small businesses and social enterprises**

We have received a total of 24 enquiries to the combination Grant and Loan Fund from businesses that fit the criteria during the past six months. 21 enquirers remain classed as active and five of these are being actively supported in making a full application. BGLF criteria, systems and procedures have been reviewed and amended as necessary.

**RURAL ENTERPRISE 2007 – 2008**

**VILLAGE SHOPS**

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

Objective	Key Performance Indicators	Achievements to 30.09.07
Expand networking between partners at district, county and sub-regional level	<ul style="list-style-type: none"> <li>• Co-ordinate existing support and provide signposting for retailers seeking advice</li> <li>• Advise and influence local, regional and national strategies on the issues associated with village retailing and the rural Post Office network</li> <li>• Develop links with relevant agencies and key partners</li> </ul>	<ul style="list-style-type: none"> <li>• A comprehensive database of village shops is maintained and 33 shops have been visited and profiled over the past 6 months</li> <li>• Submitted a response to the Post Office closure consultation and written a guidance document</li> <li>• Store is the Core project launched with key partners Sept 07</li> </ul>
Maximise the social, economic and environmental impacts of a healthy retail sector in village locations	<ul style="list-style-type: none"> <li>• Provide business support and tailored retail advice for 60 private and community enterprises</li> <li>• Research: Identify communities in rural Wiltshire and Swindon most at risk from the closure of retail outlets and Post Offices</li> <li>• Encourage trials of local foods and Fairtrade products in 10 outlets</li> </ul>	<ul style="list-style-type: none"> <li>• 72 businesses/ enterprises have received business support to date</li> <li>• A full exploratory report has been completed in partnership with WCC</li> <li>• Trials of local food have been encouraged in a number of shops</li> </ul>
Encourage new community based initiatives to deliver services in rural communities	<ul style="list-style-type: none"> <li>• Provide 15 community groups with assistance</li> <li>• Identify and target communities encourage initiatives</li> <li>• Encourage innovative ways of providing services locally</li> </ul>	<ul style="list-style-type: none"> <li>• 14 community groups/social enterprises have received ongoing support over the past 6 months</li> <li>• Following the exploratory research, at risk communities will be targeted</li> <li>• Partners have been consulted</li> </ul>
Manage the Business Grant and Loan Fund for shops and social enterprises	<ul style="list-style-type: none"> <li>• Enhance processes and systems to operate the scheme efficiently and effectively</li> <li>• Support retailers through 15 applications to the BGLF</li> </ul>	<ul style="list-style-type: none"> <li>• BGLF processes and systems have been reviewed and amended</li> <li>• New criteria and responsibilities have been completed</li> <li>• 17 retailers have been supported</li> </ul>

## **RURAL REGENERATION GRANTS PROGRAMME**

**Gillian Barber (since mid November) & Alison Crawford**

### **Review and restructure as appropriate SOLVE fund operations**

Stage one of reviewing and simplifying the paperwork relevant to the SOLVE community fund application process is complete and work on further simplifying the application form will be undertaken during the second half of the year. Membership of the SOLVE Community Fund panel has reduced in recent months and it is hoped that the new panel chair will be supportive of this work and in appointing new members. The paperwork for the Transport arm of SOLVE has been revised in consultation with the appropriate panel members and the Transport Manager in the light of new funds for distribution during the year.

### **Identify new and/or increased sources of funds for SOLVE community development**

The money for the SOLVE community fund has remained the same over the past few years with no increase in contributions from partners. Under these circumstances it is unwise to promote the fund, as was done in Salisbury District in the first half of the year resulting in a flood of appropriate applications and the majority of the money available being allocated in the first half of the year. Applications are being made to charitable trusts and other funding raising possibilities are being explored in an effort to increase the money available for distribution, the total sum of which is presently only £10,000 for the year for the support of small, grass roots activities that benefit local communities.

### **Develop diversity and security of sources of LTC funds**

Good working relationships continue with Hills, Viridor, CSG and Biffa being the four landfill operators supporting applications for funding. An increase in funds for distribution during the present financial year has been received from both Hills and Viridor but two other operators have been contacted without success. Later in the year each operator will be asked to confirm its criteria for the coming year in order to ensure that applications from CF have the greatest chance of approval.

### **Review LTC and SOLVE admin systems**

Some work has already been undertaken towards simplifying the administration of both areas of benefit and will continue during the remainder of the year. Records in general are maintained and monitored as previously established and approved.

### **Develop and implement targeted marketing strategy to match available grant funds (LTCs and community grants)**

Promotional leaflets have been updated and distributed at meetings with community development staff in District Councils and CF development staff. A targeted marketing strategy has not been developed but the matter will be addressed in the coming months.

**RURAL REGENERATION 2007 – 2008**

**GRANTS PROGRAMME (LANDFILL TAX CREDIT SCHEME & SOLVE FUND)**

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

<b>Objective</b>	<b>Key Performance Indicators</b>	<b>Achievements to 30.09.07</b>
Review and restructure as appropriate SOLVE fund operations	<ul style="list-style-type: none"> <li>Revised publicity material promoting grants available and application system</li> </ul>	<ul style="list-style-type: none"> <li>Stage one of simplification completed – further work to be undertaken before end of year</li> </ul>
Identify new and/or increased sources of funds for SOLVE community development	<ul style="list-style-type: none"> <li>Additional £10,000 sourced by year end.</li> </ul>	<ul style="list-style-type: none"> <li>Applications sent to 13 potential sources of income to date –no positive replies and 5 refusal letters received – work continuing to identify and apply to additional sources</li> <li>Plans to approach Chambers of Commerce by end of year</li> </ul>
Develop diversity and security of sources of LTC funds	<ul style="list-style-type: none"> <li>Develop ongoing relationship with an additional LSO (currently 3)</li> <li>One direct meeting per annum with senior staff of each LSO</li> <li>£540,000 of LTC grants attracted and allocated</li> <li>Ratify grant policies with each LSO.</li> <li>Develop relationships with stat and community bodies in Hampshire and Northants.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing relationship with Hills, Viridor, Biffa and CSG</li> <li>Recent meetings with Hills, Viridor and CSG</li> <li>£198,000 of grants allocated</li> <li>Grants policies for each LSO decided by them and conveyed to CF – monitored with each LSO</li> <li>Successful grants in Hampshire and Northants in recent months – will continue to promote LCF in these areas</li> </ul>
Review LTC and SOLVE admin systems	<ul style="list-style-type: none"> <li>Production of quarterly tables of grant applications in pipeline and grant funds committed.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing records maintained</li> </ul>
Develop and implement targeted marketing strategy to match available grant funds (LTCs and community grants)	<ul style="list-style-type: none"> <li>2 promotional leaflets or similar publications</li> <li>16 articles for <i>First News</i></li> <li>4 press releases</li> <li>2 meetings pa with each DC and SBC.</li> <li>Meetings/contacts with 4 Town Councils.</li> </ul>	<ul style="list-style-type: none"> <li>Promotional leaflets simplified and distributed</li> <li>Items produced for each edition of First News and</li> <li>No independent press releases to date – to be addressed by end of year</li> <li>Meetings with NW, WW and Kennet DCs – matter of meeting Salisbury and Swindon to be addressed</li> <li>Fordingbridge-Hampshire, Wootton Bassett-Wiltshire, Kettering-Northants, Chippenham-Wiltshire</li> </ul>

## **WILTSHIRE FORUM FOR COMMUNITY AREA PARTNERSHIPS (MARKET TOWNS PARTNERSHIP)**

**Nicki Coyne**

Community First has been providing Management Support to the Forum on behalf of Wiltshire County Council from March 2006 – September 2007. The Programme Manager was seconded to Community First for the lifetime of the funding agreement between WCC, the Countryside Agency and SWRDA. Funding for the post has not continued but the Forum has received a small amount of funding for part time support until March 2008 and was offered office space at a very low rate by the Wessex Chamber of Commerce.

Community First has provided both administrative and peer support to the Programme Manager to deliver a programme of training and development to the Market Towns Partnerships. We continue to have a very good relationship with the Forum and are discussing possible support post March 2008.

The Forum has been working actively with the local authorities to support the community area partnerships in the transition to the unitary authority, facilitating a debate on the proposals with partners and inviting WCC to present plans for future relationships between the area partnerships and the new area boards at a conference in September.

**RURAL REGENERATION 2007 – 2008**

**WILTSHIRE FORUM OF COMMUNITY AREA PARTNERSHIPS**

**Aim: To regenerate the physical and social fabric of Market Towns through a programme of community engagement and investment**

<b>Objective</b>	<b>Key Performance Indicators</b>	<b>Achievements to 30.09.07</b>
Identify the technical support required for community area partnerships/ market towns groups, including skills development, training and accessing funding	<ul style="list-style-type: none"> <li>• 4 training events</li> <li>• Support local consultation events</li> <li>• Direct support to community partnerships that require it.</li> </ul>	<ul style="list-style-type: none"> <li>• 2 events held</li> <li>• Support given to Highworth</li> </ul>
Facilitate the development of the Forum through networking, sharing best practice and information and joint working	<ul style="list-style-type: none"> <li>• 1 annual Forum conference</li> <li>• 1 network meeting</li> <li>• Maintenance of the website for the forum</li> <li>• Newsletter disseminated each fortnight</li> </ul>	<ul style="list-style-type: none"> <li>• Mid-year network meeting held in September</li> <li>• Website operational and maintained</li> <li>• Newsletter disseminated</li> </ul>
To address funding issues and seek opportunities for funding, for the work of the forum and its projects and improve management of existing funding streams.	<ul style="list-style-type: none"> <li>• Liaise with funders to support activities of partnership</li> <li>• Establish service level agreements to undertake joint training activities for partnership members;</li> <li>• Establish relations with champions of LAA blocks</li> <li>• Liaise with existing funding agencies to ensure effective management of funds.</li> </ul>	<ul style="list-style-type: none"> <li>• Funding agreements ended Sept 07</li> <li>• Negotiations underway with MCTA</li> </ul>
Provide a collective voice at district, county, sub regional and regional level, with the ability to influence policy.	<ul style="list-style-type: none"> <li>• Elect representatives to sub regional partnerships</li> </ul>	<ul style="list-style-type: none"> <li>• Forum holding direct negotiations with partners to the new unitary to discuss the role of community partnerships.</li> </ul>

## **RURAL RENAISSANCE PARTNERSHIP**

**Sue Dewberry**

### **To contribute towards the management and delivery of the Rural Renaissance Programme**

Good progress is being made, and the Partnership is confident that all funding has been spent for the period to 31 March 2008. Public and private sector leverage is also on target. Any remaining small amounts of unallocated and project under-spend of Rural Renaissance and MRD funding has been allocated via a 'Small Projects Fund' mechanism, in line with the agreed Rural Renaissance & MRD funding criteria. This was managed from Community First. It is unlikely that further underspend will materialise and beyond September 07 there is insufficient time for small projects to be delivered before March 2008.

The Small Projects Fund (SPF) intended to provide an opportunity for small businesses and voluntary and community organisations to bid for small amounts of funding to deliver short, focused projects, which provide clear and tangible economic benefits in the rural communities of Wiltshire and Swindon. The award of one-off investment payment to each successful applicant was between £5,000 and £15,000.

Terms of reference have been drafted for an independent Programme Evaluation via a working group including the Secretariat. A contract is in the process of being compiled and the Consultant will be selected to commence the evaluation in early Autumn. In line with the findings of the Evaluation a conference is planned for the end of May 07 to disseminate good practice, celebrate success and look to the future.

### **Contribute towards delivery of contracted outputs in partnership with GWE and Wiltshire County Council**

Delivery of outputs is currently meeting the targets identified in the Delivery Plan. Over the coming months the achievement of outputs is expected to increase significantly as the projects begin to complete for 31<sup>st</sup> March 08. The Secretariat is confident that all of the outputs specified in the RDA contract will be met. Quarterly monitoring of all contracts by the Secretariat is carried out to ensure satisfactory progress is being made

### **Co-manage and deliver existing full Rural Renaissance Programme projects and new Modernising Rural Delivery (supplementary to the RRP) projects**

The Secretariat meets every two weeks for regular monitoring of RRP and MRD projects where it is felt they may be underperforming. The project is visited by a Development Officer and where it is felt necessary the project is asked to provide additional evidence, reports and cash flow / forecast spreadsheets. Action is taken on the basis of individual project reviews should failure to meet contracted outputs becomes evident. If needed, additional support is provided.

All current projects will be required to complete a Project Closure Report that will be reported to the RRP Management Group and will be used to inform the overall programme evaluation.

### **To work with the Market and Coastal Towns Initiative**

Two projects were identified from Calne and Melksham for potential MCTi funding. Unfortunately both were rejected for not meeting the criteria for economic regeneration and/or delivery within the tight timescales.

**RURAL REGENERATION 2007 – 2008**

**RURAL RENAISSANCE PARTNERSHIP**

**Aim: To address areas of economic, social and environmental imbalance to improve the quality of life and well being in rural areas**

Objective	Key Performance Indicators	Achievements to 30.09.07
To contribute towards the management and delivery of the Rural Renaissance Programme	<ul style="list-style-type: none"> <li>• Prepare papers and reports for 7 RRP Management Group meetings</li> <li>• Prepare papers and reports for 7 Programme Executive Group meetings</li> <li>• Maintain working contact with key members of the Partnership and liaise with partners, the Accountable Body and funders, as appropriate</li> <li>• Complete and submit all output reports on a timely basis</li> <li>• Compile and monitor financial reports and submit in the required format on a timely basis</li> <li>• Prepare and submit Quarterly Claim to RRP Accountable body</li> </ul>	<ul style="list-style-type: none"> <li>• 3 RRP Mgt Group Meetings</li> <li>• 3 PEG meetings</li> <li>• Continued working relationships with Partnership and funders</li> <li>• Output and financial reports submitted to PEG &amp; Mgt Group meetings</li> <li>• Quarterly claims prepared and submitted.</li> </ul>
Contribute towards delivery of contracted outputs in partnership with GWE and Wiltshire County Council	<ul style="list-style-type: none"> <li>• 140 jobs created</li> <li>• 150 people assisted to get a job</li> <li>• 15 new businesses created demonstrating growth after 12 months</li> <li>• 1200 businesses assisted to improve their performance</li> <li>• 1500 people assisted in their skills development as a result of the RDA programme</li> <li>• 200 adults gaining basic skills as part of the skills for the strategy that count towards the Skills PSA target</li> <li>• 4000 sq metres of workspace created</li> </ul>	<ul style="list-style-type: none"> <li>• Awaiting updated figures from April 07 to be prepared by the RRP Manager.</li> </ul>
Co-manage and deliver existing full Rural Renaissance Programme projects and new Modernising Rural Delivery (supplementary to the RRP) projects	<ul style="list-style-type: none"> <li>• Co-manage 31 'live' full Rural Renaissance Programme projects to the value of approx £1.9m</li> <li>• Co-manage 7 'live' MRD projects to the value of £476k</li> <li>• Co-manage 'Big Ideas Fund' – to be developed</li> </ul>	<ul style="list-style-type: none"> <li>• RRP &amp; MRD revenue &amp; capital fully allocated. Monitoring Project outputs &amp; expenditure.</li> <li>• 26 projects developed and 7 approved for Small Projects Fund</li> </ul>
To work with the Market and Coastal Towns Initiative	<ul style="list-style-type: none"> <li>• Provide advice and guidance to 6 potential projects for MCTi funding</li> <li>• Attend 4 Area Community Partnerships Meetings</li> </ul>	<ul style="list-style-type: none"> <li>• 2 potential projects for MCTi</li> <li>• 2 ACP Meetings attended</li> </ul>

## **SUSTAIN THE PLAIN**

**John Dowsett**

### **Maintain and improve management procedures**

The Programme was given a favourable audit comment following its inclusion in a sampling of LEADER programmes. It is thought that this Programme's overall administration and management systems compare very favourably with those of other LEADER + Programmes in England. The increasing involvement of the community area representatives in the running of the Programme has been one of its strengths.

### **Facilitate funding and development of appropriate initiatives**

The Programme is in its final stages now, with all of the funds allocated apart from those in its Small Grants Fund. In the delayed start to the Programme there was enormous pressure to allocate funds and start the claims process, and this probably led to less time and resources going into identifying and working up the most innovative and effective projects than would have been desirable. However, in the later stages of the Programme and with more funds being made available it has been possible to extend and shape existing projects, concentrating particularly on activity in the areas and villages where the military presence is strongest.

### **Manage relationships with organisations, groups and communities**

The Programme has continued to work closely with a large number of groups and organisations in its target area. In this respect it is worth emphasising the Small Grants Scheme which by the close of the Programme will have distributed more than £200,000 to some 150 groups.

### **Work towards sustainability of the Programme's work and funding post LEADER+**

Considerable work is now being invested in working with the County Council and other partners in developing a successor to the Sustain the Plain programme in Wiltshire. The new funding falls within England's overall Rural Development Programme 2007 – 2013. A bid to SWRDA is currently under construction which will build on the work of Sustain the Plain.

**RURAL REGENERATION 2007 – 2008**

**SUSTAIN THE PLAIN**

**Aim: Improve the quality of life in communities around Salisbury Plain and make best use of natural & cultural resources**

Objective	Key Performance Indicators	Achievements to 30.09.07
Maintain and improve management procedures in accordance with the Programme Business Plan and with LEADER + requirements	<ul style="list-style-type: none"> <li>• All projects to receive Level 2 monitoring visits</li> <li>• 4 PMG meetings and project visits</li> <li>• 1 training session for PMG Small Grants Panel members</li> <li>• Total 15 projects wound up with all admin procedures complete</li> </ul>	<ul style="list-style-type: none"> <li>• 75% complete</li> <li>• 2 meetings and 2 visits</li> <li>• No longer required</li> <li>• 4 wound up in first 6 months</li> </ul>
Facilitate funding and development of appropriate initiatives that will fulfil the Programme's objectives, target outputs and results	<ul style="list-style-type: none"> <li>• 3 international cooperation projects approved and running</li> <li>• 1 local cooperation project complete</li> <li>• 95% of output targets in 05/08 Plan met.</li> <li>• Programme expenditure matches forecast agreed with GOSW/DEFRA.</li> <li>• Admin and management expenditure on track within 15% cap</li> </ul>	<ul style="list-style-type: none"> <li>• 4 international cooperation projects approved and all running</li> <li>• 1 local co-op project complete, and another approved and running</li> <li>• Completely on target</li> <li>• Currently 13.5%</li> </ul>
Manage relationships with organisations, groups and communities in the Programme Area	<ul style="list-style-type: none"> <li>• 4 press releases</li> <li>• Website updated</li> <li>• 4 articles in <i>First News</i></li> </ul>	<ul style="list-style-type: none"> <li>• 0</li> <li>• In hand</li> <li>• 0</li> </ul>
Work towards sustainability of the Programme's work and funding post LEADER+	<ul style="list-style-type: none"> <li>• 5 SW LEADER+ liaison meetings</li> <li>• Participate in minimum 2 regional and national LEADER+ events</li> <li>• Participate in design of framework for delivery of funding under LEADER process 2007 – 2013.</li> </ul>	<ul style="list-style-type: none"> <li>• 2 meetings held</li> <li>• Participated in 2 events</li> <li>• Several meetings and briefings</li> </ul>

## **VILLAGE HALLS**

**John Dowsett and Jennie Lane**

### **Provision of a comprehensive advice and support service**

The Village Halls Advice Service remains much in demand. The vast majority of enquiries revolve around funding issues or the increasing burden of legislation. Occasional Briefing Notes were introduced some two years ago as an efficient means of getting key information out to hard pressed village hall committees without burdening them with unnecessary reading matter.

### **Enhanced communication and co-operation**

The Village Halls Adviser works very closely with, and provides the Secretariat to, the Wiltshire Village Halls Association. There are very few of these in the country, and it provides a valuable focal point for Wiltshire Village Halls. The AGM and the regular briefing days are increasingly well attended, and membership for the WVHA has finally hit the magic 180!

### **Improved liaison with local authorities**

Considerable effort is going into improving the operations and servicing of the County Village Halls Grants Panel to which all of the District Councils contribute. It is the main vehicle through which the Districts, County and Community First come together on village hall issues. This year nearly twice as many Halls as hitherto applied to the Panel for funding, and the Village Hall Adviser visited and met all of their Committees.

**RURAL REGENERATION 2007 – 2008**

**VILLAGE HALLS**

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

<b>Objective</b>	<b>Key Performance Indicators</b>	<b>Achievements to 30.09.07</b>
Provision of a comprehensive advice and support service	<ul style="list-style-type: none"> <li>• 400 enquiries, initial response within 4 working days</li> <li>• Increase WVHA membership from 170 to 180.</li> <li>• Coordinate pilot of ACRE Hallmark scheme.</li> <li>• 2 occasional briefing papers for Village Halls issued</li> <li>• 4 briefing events for Village Hall Committees facilitated – total 120 attending</li> </ul>	<ul style="list-style-type: none"> <li>• 30 enquiries (change in recording system)</li> <li>• Just reached 180</li> <li>• Pilot has taken place</li> <li>• 2 papers issued so far</li> <li>• AGM/briefing day held</li> <li>• 2 briefing events being arranged</li> </ul>
Enhanced communication and co-operation	<ul style="list-style-type: none"> <li>• 6 WVHA meetings arranged and staffed</li> <li>• One Village Hall page in each issue of First News</li> <li>• WVHA AGM with national level speaker</li> <li>• Participation in organisation of annual national Village Hall Advisors conference.</li> <li>• Attendance at 6 meetings of SW Village Hall Advisors</li> </ul>	<ul style="list-style-type: none"> <li>• 4 meetings held</li> <li>• Achieved – 2 issues to date</li> <li>• Achieved</li> <li>• 2 regional meetings attended</li> </ul>
Improved liaison with local authorities	<ul style="list-style-type: none"> <li>• 15 applications to the County Village Hall Grants Scheme</li> <li>• 6 technical assessments for SWAG</li> <li>• Continue close liaison with appropriate Local Authority officers concerned with village halls at individual meetings</li> </ul>	<ul style="list-style-type: none"> <li>• 21 applications processed</li> <li>• 2 assessments made</li> <li>• 2 meetings held</li> </ul>

## **COMMUNITY INSURANCE SCHEME**

**John Dowsett and Jennie Lane – and Penny Bell from March 07**

### **Offer lower premiums to village halls in the south west region**

This six month period has seen a major emphasis on agreeing with our partners (Suffolk ACRE and Community Lincs) the details of the new national 'Village Halls Plus group' insurance for village halls, a logical extension of the previous work more locally. It is finally being launched in October and November. Part of the process has been the agreeing of the policy details and premium rates, and we have played a major hand with Zurich in creating a policy which we believe is highly competitive and meets the needs of Village Halls. There are now a number of players in the market, but we are hoping to achieve around 25% penetration in our area, South West and West Midlands, within three years. Premiums are certainly lower than they were a year ago, so the main stated target has been achieved.

### **Increase WVHA membership income and financial support for the village halls advisory service**

A target of 180 Halls in membership has been achieved, but it has to be said that the insurance related business has probably not played a major part in this.

### **Offer lower premiums to parish councils in Wiltshire, Devon and Dorset and Gloucestershire**

This six month period has seen the successful expansion of the parish council insurance scheme into the county of Gloucestershire, therefore the scheme now operates in four counties across the South West. The scheme this year attracted 86 new parish councils, bringing the total number of councils on the scheme to 402, which is well above our target of 360 by March 2008.

As well as extending the scheme to Gloucestershire, we are continuing to attract new parish councils from Wiltshire, Devon and Dorset, proving that the premiums are competitive and of financial benefit to local councils.

Staff have been concentrating efforts towards streamlining the administration of the scheme, and are working closely with other RCCs to achieve this. Work has already begun on simplifying the proposal form and other relevant documents, and further work is to take place around the Community First website. The aim is to simplify the administration process as much as possible to allow for further expansion into other South West counties, thus securing further income for Community First.

**RURAL ENTERPRISE 2007 – 2008**

**COMMUNITY INSURANCE SCHEME**

**Aim: Provide local councils and village hall committees with competitive insurance cover**

<b>Objective</b>	<b>Key Performance Indicators</b>	<b>Achievements to 30.09.07</b>
Offer lower premiums to village halls in the South West and West Midlands.	<ul style="list-style-type: none"> <li>• Promote the village hall insurance scheme in RCC publications and at events throughout the South West and West Midlands</li> <li>• 450 village halls on the scheme by March 2008.</li> </ul>	<ul style="list-style-type: none"> <li>• Major launch during October – 900 leaflets to all Halls</li> <li>• 172 Halls on scheme</li> </ul>
Increase WVHA membership income and financial support for the village halls advisory service	<ul style="list-style-type: none"> <li>• Promote benefits of scheme to non members of WVHA</li> <li>• 180 WVHA members</li> <li>• £5,000 net financial contribution</li> </ul>	<ul style="list-style-type: none"> <li>• £2,500 imminent</li> </ul>
Offer lower premiums to parish councils in Wiltshire, Devon and Dorset	<ul style="list-style-type: none"> <li>• Promote the parish council insurance scheme in the appropriate local council association publications</li> <li>• 360 parish councils on the scheme by March 2008</li> </ul>	<ul style="list-style-type: none"> <li>• Promotion done through relevant County Association publications</li> <li>• 402 parish councils on the scheme as at October 2007</li> </ul>
Increase WALC membership income	<ul style="list-style-type: none"> <li>• Promote benefits of scheme to non members of WALC</li> <li>• 5 new WALC members</li> </ul>	<ul style="list-style-type: none"> <li>• Letters to all non members sent out explaining benefits of WALC membership, including the insurance scheme</li> <li>• 4 new WALC member councils</li> </ul>
Offer lower premiums for Playing Fields Associations in Wiltshire and Devon	<ul style="list-style-type: none"> <li>• Publicise the Playing Fields Association insurance scheme as appropriate</li> <li>• 40 Playing Fields Associations on the scheme</li> <li>• £1,000 fee income generated</li> </ul>	<ul style="list-style-type: none"> <li>• Under discussion</li> <li>• 40 on scheme</li> <li>• £1,581.64</li> </ul>

## ABBREVIATIONS and ACRONYMS

ABCUL	Association of British Credit Unions Limited	PC	Parish Council
ACE	Access to Credit Unions for Everyone	PFI	Private Finance Initiative
ACRE	Action with Communities in Rural England (national RCC network)	PCG	Project Co-ordinating Group
BC	Borough Council	PMG	Partnership Management Group
BME	Black Minority Ethnic	PTU	Passenger Transport Unit
BSOG	Bus Service Operators Grant (for Community Transport)	RCC	Rural Community Council
BTCV	British Trust for Conservation Volunteers	RDA	Regional Development Agency (also SWERDA)
CAB	Citizens Advice Bureau	RHE	Rural Housing Enabler
CDFI	Community Development Finance Institution	RIPE	Rural Inclusion Practice Exchange
CIB	Charities Information Bureau	RISE	Regional Infrastructure for Social Enterprise
CRB	Criminal Records Bureau	RPA	Rural Payments Agency
CSP	Community Safety Partnership	RPRC	Reaching People in Rural Communities
CTSGF	Community Transport Small Grants Fund	RTP	Rural Transport Partnership (also WRTP)
CVS	Council for Voluntary Service	SBC	Swindon Borough Council
DACS	Department for Adult and Community Services	SBS	Small Business Service
DC	District Council	SDC	Salisbury District Council
DEFRA	Department of the Environment, Farming and Rural Affairs	SLA	Service Level Agreement
DIAG	Diversity Issues Action Group	SPY	Salisbury Pride Youth
DVIP	Domestic Violence Intervention Project	StP	Sustain the Plain (also LEADER+ Programme)
EAGGF	European Agricultural Grant and Guidance Fund	UKCU	UK Credit Unions
ESF	European Social Fund	WALC	Wiltshire Association of Local Councils
GOSW	Government Office South West	WAYS	Wiltshire Alternative Youth Sports
HARTSPOG	Hard to Reach Strategic Planning Group	WCC	Wiltshire County Council
KDC	Kennet District Council	WCF	Wiltshire Community Foundation
LEADER	Liaison Entre Actions Development Economique Rurale	WEA	Workers Educational Association
LGBT	Lesbian, Gay, Bisexual and Transgender	WFCAP	Wiltshire Forum of Community Area Partnerships
LSP	Local Strategic Partnership	WREC	Wiltshire Racial Equality Council
LTCS	Landfill Tax Credit Scheme	WRIF	Wiltshire Rural Initiatives Fund
LTP	Local Transport Plan	WRTP	Wiltshire Rural Transport Partnership
MABS	Money Advice & Budgeting Service	WSB	Wiltshire Strategic Board
MCTA	Market and Coastal Towns Association	W&SCTA	Wiltshire & Swindon Community Transport Association
MCTI	Market and Coastal Towns Initiative	WSIP	Wiltshire Social Inclusion Partnership
MPV	Multi Purpose Vehicle	WVHA	Wiltshire Village Hall Association
NACUW	National Association of Credit Union Workers	WVCP	Warminster & Villages Community Partnership
NWDC	North Wilts District Council	WYAOP	Wiltshire Youth Arts Partnership
PALS	Patient Advice & Liaison Service		

