



**YOUR KNOWLEDGE, OUR KNOW-HOW
HELPING MAKE A DIFFERENCE LOCALLY**



Annual Report April 2015 – March 2016

Inspiring Communities Together

Inspiring Communities Together is a Charitable Incorporated organisation registration number 1157053

Our vision

We will embed approaches which have worked locally, in particular maintaining a culture of partnership working and working to retain specific interventions or activities where they have provided positive outcomes for local people based on the knowledge and information the community have about the area.

Mission

We will achieve positive outcomes for local people based on the knowledge understanding and information that the community have about their area, through empowering individuals and groups to release their potential to develop their own solutions.

Values

- We will be accountable to and representative of the local community
- We will be innovative and provide value for money in our approach to deliver of everything we do
- We will value all volunteers, staff and members of the organisation

Charitable objectives of Inspiring Communities Together

- To develop the capacity and skills of those who are socially and economically disadvantaged by working with individuals and groups who live or work within the neighbourhood of Charlestown and Lower Kersal and neighbouring districts
- To work with individuals and groups within these neighbourhoods to help them to make a difference locally

The difference we want to make



**STRENGTHENING
LOCAL VOICES**



**IMPROVING
PEOPLES LIVES**



**CREATING BETTER
PLACES TO LIVE**

Message from Chair

It has been a great honour and pleasure to have served this year as Chair of Inspiring Communities Together (ICT) and has given me a greater insight as to how it operates internally and the influences and changes it makes individuals personally and communities collectively.

This is the second year that ICT has operated as Charitable Incorporated Organisation (CIO) moving away from its previous status as unincorporated management group. With that there has been a need to change the constitution and responsibilities of the Board of Trustees, Chair and all who play their part in ICT. You will see from this report much of which has previously been submitted to Salford City Council in our quarterly reports, increased activities by ICT including – Tech and Tea building on a small pilot to a full scale deliver of digital skills programme for older people, Community Reporter development work including supporting adults recovering from drug and alcohol use sharing their life stories. Promotion of healthy eating with the development of the Community Orchard in River Bank Park and the creation of a community café in Sports Village run by one of our former community food champions - Joanne. Work has been commissioned by Salford Royal Foundation Trust, Salford City Council Public Health and Salix Homes all showing that ICT is gaining commissions and a reputation for achieving successful outcomes for the community.

My regular catch-ups with Bernadette have enabled me to better understand the day to day functions and needs of ICT. You can see some great reports and films on the ICT website – www.inspiringcommunitiestogether.co.uk

Staffing has increased with Lisa our administrative officer and we have seen the return of Natalie after maternity leave. Matt has been busy developing Community Reporting and Communications as well as Tech and Tea, Andrea with Salford Together and our ASDAN Volunteer programme, Tina and the advice, guidance and employment.

I would finally like to take this opportunity to thank everyone involved, all volunteers in whatever capacity they have helped, the Board of Trustees for their commitment to supporting the development and governance of the organisation and those of you who have become members of the organisation. Lastly, but not least every single member of the communities who have attended Forums or undergone training and self-development and their future contributions to making this area a place for positive change.

Spread the word about what ICT is doing locally and encourage your neighbours to become a member. They can join on-line or ring up for a membership form. The more that join us, the stronger we can be. Thanks to all supporters whatever their contribution to keeping ICT going in the right direction.

Ray Walker
Chair - Inspiring Communities Together

Please visit our website for more information of how we are doing
www.inspiringcommunitiestogether.co.uk

Or drop an email to
office@inspiringcommunitiestogether.co.uk
to receive regular updates through our e-newsletter.

What we said we would do in 2015-16

STRENGTHENING LOCAL VOICES

We will work to:

- Enable local residents of Charlestown and Lower Kersal to come together to identify key priorities within their neighbourhood and support the engagement of seldom heard voices.
- Provide a platform for local residents of Charlestown and Lower Kersal to share their stories of challenges and achievements

Outcome measure		
Making a difference in your community How active are you in the community and do you feel you can influence what happens in the local community?		
Activity - CHALK		Activity – outside CHALK
Local Forums Enable local residents of Charlestown and Lower Kersal to come together to identify key priorities within their neighbourhood and support the engagement of seldom heard voices.	Community reporter programme Provide a platform for local residents of Charlestown and Lower Kersal to share their stories of challenges and achievements.	Community reporter programme Provide a platform for local residents to share their stories of challenges and achievements.
What we said we would do	How we did	
Support engagement of local residents in 2 local forums to enable better partnership working to address neighbourhood priorities.	<ul style="list-style-type: none"> • 11 Forum meetings held across CHALK • 38 local residents attended at least 3 forum meetings each • 26 local residents attended a forum meeting for the first time • 6 new projects were developed because of the Forums 	
Local online platform to share stories both about and by local residents.	<ul style="list-style-type: none"> • 6 e-newsletters produced • 1840 e-newsletters and flyers distributed • 28 stories produced by local people • 12 people trying new things because of the information provided through e newsletter or flyer 	
<ul style="list-style-type: none"> • 54% said they are actively involved and feel they can make a difference to what happens in their neighbourhood • 40.5% said that they either have some on-going involvement or do something occasionally in their neighbourhood • 28% said they would like to get involved locally • 35% said nothing they do would make a difference and they are not interested in getting involved 		
IMPACT: Improved self-confidence to get involved and make a difference		

IMPROVING PEOPLES' LIVES

We will work to:

- Deliver a programme of learning to support local residents of Charlestown and Lower Kersal to increase skills to help move into further learning or employment
- Support a programme of volunteering opportunities with accredited learning to provide a first step towards moving into further learning or employment
- Provide a programme of support to local community assets which will bring people together and support residents to age well

Outcome measure

- **Learning new activities**
Do you feel you are learning and doing interesting things in the community? Examples of this could be working on an allotment, attending classes at the community centre, attending after school projects, going to a youth club or volunteering
- **Getting to know people**
How much contact do you have with people locally? how comfortable do you feel living alongside people in the community, including those from different generations or backgrounds to you?

Activity - CHALK			Activity – outside CHALK	
Training Deliver a programme of learning to support local residents of Charlestown and Lower Kersal to increase skills to help move into further learning or employment	Volunteering Support a programme of volunteering opportunities with accredited learning to provide a first step towards moving into further learning or employment	Community assets Provide a programme of support to local community assets which will bring people together and support residents to age well	Training Deliver a programme of learning to support increase skills to help move into further learning or employment	Volunteering Support a programme of volunteering opportunities with accredited learning to provide a first step towards moving into further learning or employment

What we said we would do

Deliver a programme of learning with a focus on back to work skills including functional and core skills. Including supporting volunteer opportunities within community organisations

How we did

- 7 learning programmes delivered
- 84 local people accessing learning opportunities
- 281 hours of learning completed
- 61 individuals obtaining a certificate of achievement
- 17 individuals taking up volunteer opportunities
- 166 hours of volunteering recorded
- 12 individuals receive advice and guidance support
- 4 new activities taking place by and for local residents

- **46%** said they are learning new things and enjoying doing so. They also want to continue to do so
- **38%** said they are trying new activities or would like to try new activities but are not sure what or how
- **39%** said they are not interested in joining in or trying new things
- **79%** said they have regular contact with different people from the local area
- **55%** said they have contact with quite a few people locally. Mostly people similar to myself
- **23%** said they are trying or would like to make contact with more people locally but are not sure how
- **12%** said they are not interested in meeting new people

IMPACT: Improve capacity and skills to feel more confident to try new things

During 2015/16 a programme of learning has been developed to support people to improve skills, move into further learning and/or volunteering opportunities or progress into employment.

We have now developed seven learning opportunities delivered by ICT staff:

Digital skills			Strengthening voice	Confidence building Leading to Level one qualification		
Tech and Tea (aimed at residents over 65 years of age)	Basic IT	Basic IT Plus	Community Reporting	Volunteering	Employability	Food Matters
First Steps			Brozen Level achievement	Level one qualification		Practical skills

Terrance had suffered from three strokes and had forgotten all he know about computers but wanted to find a way of keeping his poetry which he enjoys writing. With help from a young person he is now able to write his poetry on line and has learnt to skype so he can keep in touch with his family in Australia. Maggie suffers from serve back pain and spends a lot of time in bed because of the pain. By taking part in the sessions she has found other ways of managing her pain by being engaged in activity and she now enjoys searching the internet and playing games rather than going to bed.



CREATING BETTER PLACES TO LIVE

We will work to:

- Engage partners to support us to address environmental priorities across the area including flytipping/environmental improvements
- Ensure any physical development in the neighbourhood delivers quality and added value for the community
- Identify opportunities to minimise the impact of empty homes in the neighbourhood
- Provide resources through a commissioning pot and working along-side partners to access additional resources for the neighbourhood to deliver against community priorities (linked to community plan results and Forum priorities)

Outcome measure

- Feeling safe in the community**
How safe do you feel living in the local community?
- Building healthy lifestyles**
How healthy is your life style? a healthy life style includes taking exercise, eating healthy, avoiding too much fat, sugar or salt and spending time outside in green space
- Making green choices**
How green are you at the present? being green might include choosing to walk, cycle or use public transport, recycling, using less electricity, buying environmental friendly products and local food

Activity - CHALK		Activity - Outside CHALK	
<p>Facilitate</p> <p>Engage partners to support us to address environmental priorities across the area including flytipping/environmental improvements</p>	<p>Scrutiny</p> <p>Ensure any physical development in the neighbourhood delivers quality and added value for the community.</p> <p>Identify opportunities to minimise the impact of empty homes in the neighbourhood</p>	<p>Resources</p> <p>Provide resources through a commissioning pot and working alongside partners to access additional resources for the neighbourhood to deliver against community priorities (linked to community plan results and Forum priorities)</p>	<p>None</p>
What we said we would do		How we did	
<p>Bring additional resources into the neighbourhood to support the delivery of priorities identified by local people</p>		<ul style="list-style-type: none"> 3 new projects developed through additional resources 4 regeneration team meetings held £145,000 of additional funding secured 4 networking opportunities resulting in additional resources for the neighbourhood 	
<ul style="list-style-type: none"> 57% said they felt safe or mostly safe in their local neighbourhood 37% said they feel safe in some places or in day light but not in others or at night 4.5% said they did not feel safe but it is getting better 15% said they do not feel safe and it is not getting better 63% said their life style is healthy or they try to make healthy choices most of the time 43% said I try to be healthy but it is hard 17% said I would like to take more care of my health but... 		<ul style="list-style-type: none"> 4% I am not interested in exercise, healthy food or using green space 67.5% said I am doing what I can to lessen the impact of climate change and care or the environment 59% said they make green choices in many areas but could do more in others 35% said either they try but other factors get in the way or that they know they should but it is not a priority for them 8% said they choose not to do anything about green issues or the environment 	

IMPACT: Nurture networking and share experiences

MEASURING OUR SOCIAL VALUE

The social value gained by increased revenue has enabled recruitment of additional staff into the organisation

Staff	Male	Female	Live within CHALK	Live within 5 miles of CHALK	Live more than 5 miles outside of CHALK
	1	5	3	2	1

ICT operate from space in the innovation Forum. The office space is shared with 2 other community organisations Peoples Voice Media (PVM) and Mersey Basin River Trust (MBRT))

The social value of sharing our office space with 2 other community organisation has included:

Economic	Environmental	Social
ICT have also benefited from income generation in excess of £20,000 during 2015-16 for projects secured by PVM and delivered in partnership with ICT	We have worked with the MBRT to carry out clean ups in the neighbourhood drawing on their knowledge and experience of river conservation	The community reporter model which is owned by PVM has been used by ICT as a tool for building all its engagement work by starting with a conversation
The MBRT has supported environmental projects in the neighbourhood with volunteers and volunteer management	Sharing office resources has reduced the amount of office materials required	
PVM cover the cost of running the office which reduces the costs to ICT by over £6,000 per year		

Much of the delivery of neighbourhood activity takes place in our partner hubs: St Sebastian's Community Centre (Charlestown) and Sports Village (Lower Kersal) this ensures the benefits of the Annuity are shared across the neighbourhood and that barriers to accessing activity are reduced by providing provision within the community.

The Social value of working across community buildings within the neighbourhood is:

Economic	Environmental	Social
Retaining income within CHALK by delivering a number of training courses from the building including Basic IT, ASDAN Level One Volunteering, weekly advice and guidance sessions, environmental management, community reporter training and tech and tea sessions	Reduce the impact on travel as people can walk to venues	Building skills of local people where they feel more comfortable
The relocation of LKC has enabled the provision to grow and now provides space for 30 children per session.	Increased provision of low cost health food in the neighbourhood	Bringing people together to learn new skills and meet new people
Ensuring local jobs as both St Sebastians and LKC employ local people		ICT supported the Lower Kersal Early Years Child Care provision to relocate to sports village as their space within the Lower Kersal School was required back for primary school provision. The relocation has provided a first class provision for early years for the children of Kersal including all day, breakfast and after school provision.
Development of a social enterprise café at sports village – run by a local person who was a Food Matters Volunteer		
Increased volunteer opportunities including café and early years		

Who have we engaged with?

Between April 2015 and March 2016 we have engaged with over 477 local people who have taken part in one of more of activities organised and delivered by ICT. 108 of those have been people who have accessed one or more of our learning programmes.

We have worked with the following organisations to deliver activity in the neighbourhood: Albion Academy, Kersal Vale Allotments, Visible Outcomes, Yogurt Pots (LKCC), Salford City Council Health Improvement Team, Broughton Trust (Communities Living Sustainably), Clinical Commissioning Group (Community Health Reporters), Salix Homes (Basic IT), Achieve, The Thomas Project, St Sebastian's Community Centre, Salford Sports Village.

We have been commissioned by 12 different customers. Two main contracts have been commissioned for over two years and both have been commissioned again for a further year (2016-17). Contracts have ranged from: community reporter training supporting young people to have a voice about their own long term condition, film making, capacity building support and digital skills training.

WHAT COMMUNITY REPORTERS MEANS TO ME?

These were then ranked in order of importance (1 being low and 5 being high). The collective answers came back as follows:

Helping improve my confidence	A place to meet new people	A place to learn new skills	It means having a voice	Finding out about my community
33	28	27	21	11

85%

of stakeholders asked felt are aims were focused on addressing the right areas of work

How well do we achieve our outcome of Strengthening local voices	70% of stakeholders asked thought we performed very good or good during the last year
How well do we achieve our outcome of Improving people's Lives	65% of stakeholders asked thought we performed very good or good during the last year
How well do we achieve our outcome of Creating Better Places to Live	60% of stakeholders asked thought we performed very good or good during the last year

What our stakeholders say about us

"ICT has taken small tests and built on the successful outcomes of those tests"

"ICT is an excellent partnership working organisation"

"ICT is very well connected to the community and always engaging in new projects which are driven by community needs"

"The staff are positive and enthused about the work they do"

"Inspiring communities have been excellent at supporting community reporters"

"ICT relates all its activities to experience with communities and involves individuals directly to help develop solutions"

"I think Inspiring communities are exceeding their vision"

"I'm really impressed by the range of community projects that ICT delivers that really get to the heart of what people want and need"

"ICT has done great inclusive work with older people in Salford working with them to shape aspects of the transformation agenda in Health and Social Care and shape projects that will direct affect their peers"

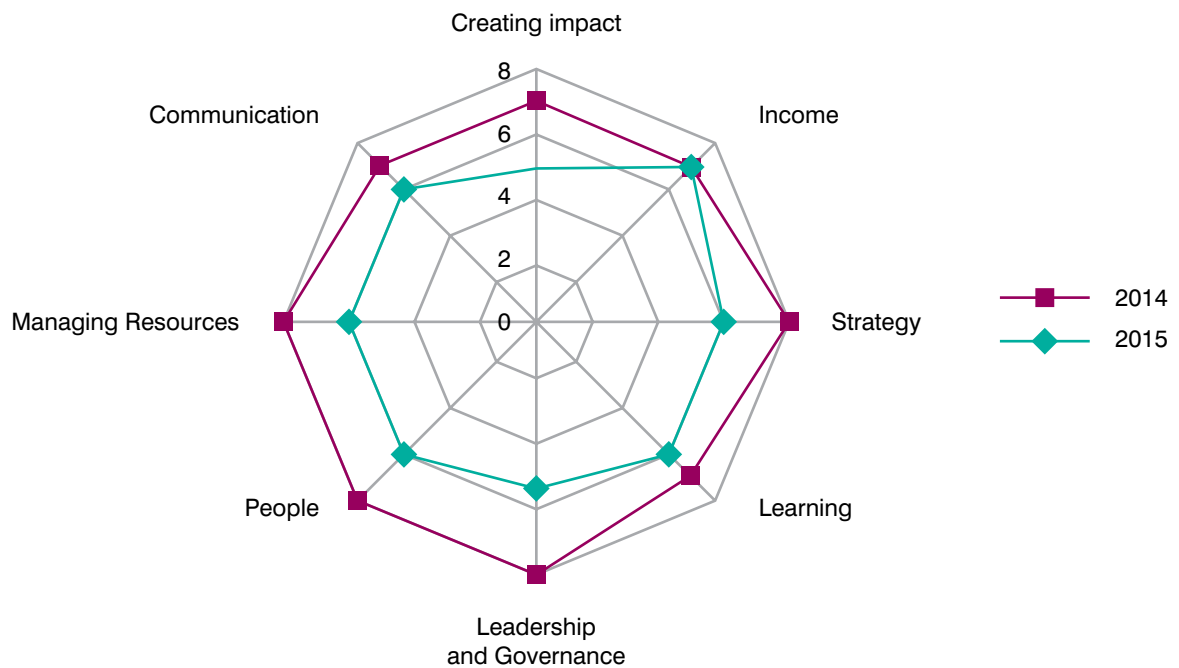
Measuring the impact of our governance

We have developed an approach which measures both strengths and weaknesses of the organisation including the effectiveness of the Board of Trustees to carry out their role in overseeing the governance of the organisation. This approach is designed to both help provide structure and focus and to give impact information about how the organisation changes over time.

The following approaches are used:

- Completion of a how did we do today form at the end of all board meetings
- Annual social value questionnaire completed by board members
- Annual completion of the organisation dial exercise (*VIP dial - NCVO and Triangle Consulting 2011*) which gives a picture of the strengths and weaknesses of the organisation at a particular point in time
- Annual joint staff and board performance review session to look at performance and plausibility of delivery

Organisational Dial Diagram



This is the second year of carrying out a performance review and building on the review in 2014/15 a performance framework has been developed. The framework looks at both outcomes and plausibility. The board and staff have identified two areas as needing further work during 2016-17:

Outcomes

- Demonstrating our social value
- Engaging diverse communities in our activity

Plausibility

- Evidence from evaluation to share best practise
- Using evidence from elsewhere to improve delivery

What we spent and earned

Income		£
Annuity		81,000.00
Rent		9,000.00
Earned income		128,449.00
TOTAL INCOME		218,449.00
Expenditure		
Salaries		125,230.00
Running costs		4,910.40
Room hire		3,980.00
Rent		9,000.00
Training		3,236.50
Grants for others		3,457.10
Volunteer expenses		13.80
Tech and Tea contract		13,438.00
Travel		2,277.00
TOTAL EXPENDITURE		165,542.00
NET OPERATING INCOME		52,907.00



What we plan to do in 2016-17



**STRENGTHENING
LOCAL VOICES**

WE WILL WORK TO:

- Enable local residents of Charlestown and Lower Kersal to come together to identify key priorities within their neighbourhood and support the engagement of seldom heard voices
- Provide a platform for local residents of Charlestown and Lower Kersal to share their stories of challenges and achievements

WE WILL KNOW WE HAVE ACHIEVED THIS IF:

- Increase % of people who say they feel mostly safe in their local neighbourhood at all times to 70%
- Increase % of people who say they are actively involved and feel they can make a difference to what happens in their neighbourhood to 30%
- Increase % people say they had regular contact with different people from the local area to 60%



**IMPROVING
PEOPLES LIVES**

WE WILL WORK TO:

- Deliver a programme of learning to support local residents of Charlestown and Lower Kersal to increase skills to help move into further learning or employment
- Support a programme of volunteering opportunities with accredited learning to provide a first step towards moving into further learning or employment
- Provide a programme of support to local community assets which will bring people together and support residents to age well

WE WILL KNOW WE HAVE ACHIEVED THIS IF:

- Increase the % of local people who say they are trying new things and enjoy doing to 60%
- Increase % of local people who say their lifestyle is healthy or they are trying to make healthy choices most of the time to 70%



**CREATING BETTER
PLACES TO LIVE**

WE WILL WORK TO:

- Engage partners to support us to address environmental priorities across the area including flytipping/environmental improvements
- Ensure any physical development in the neighbourhood delivers quality and added value for the community
- Identify opportunities to minimise the impact of empty homes in the neighbourhood
- Provide resources through a commissioning pot and working along-side partners to access additional resources for the neighbourhood to deliver against community priorities (linked to community plan results and Forum priorities)

WE WILL KNOW WE HAVE ACHIEVED THIS IF:

- Increase % of people who say they feel mostly safe in their local neighbourhood at all times to 70%
- Increase % of people who say they are actively involved and feel they can make a difference to what happens in their neighbourhood to 30%
- Increase % people who say they are doing what they can to lessen the impact of climate change and care of the environment to 50%



**DEVELOP & MANAGE
THE ORGANISATION
EFFECTIVELY**

WE WILL WORK TO:

- Ensure the internal workings of the organisation are of the highest standards
- Ensure the infrastructure needed is provided to enable the organisation to deliver effectively
- Ensure our staff and volunteers feel valued and supported to carry out their roles
- Ensure our offer to our stakeholders is the best it can be

Special thanks to our Board of Trustees, Staff team and volunteers

Elected Trustees - local residents:

Ray Walker | Chair

Linda Carr | Vice Chair

James Eagle (local business Rep) | Treasurer

Ann-Marie Pickup | MBE Trustee

Lynne Marsland | Trustee

Harry Davies | Trustee

Nominated Trustees:

Cllr Ann-Marie Humphreys | Salford Council

Cllr Steven Ord | Salford Council

Sandra Derbyshire | Salford Council

Ruth Potts (Secretary) | Salford University

Advisors:

Ross Spanner | Neighbourhood Management

Jonathan Drake | Salix Homes

Brian Enright | Salford City Council - Physical regeneration

Staff:

Bernadette Elder | Chief Executive Officer

Matt Bell | Development Worker (Training)

Natalie Muresan | Development Worker (Neighbourhood)

Andrea Whelan | Development Worker (Salford Together)

Tina Tudor | Development worker IAG & Training (employed by SALT)

Joanne Inglis | Development Worker Food Matters (employed by LKC)



YOUR KNOWLEDGE, OUR KNOW-HOW
HELPING MAKE A DIFFERENCE LOCALLY

Contact details

Inspiring Communities Together

Innovation Forum
Frederick Road
Salford M6 6FP

Email office@inspiringcommunitiestogether.co.uk

Website www.inspiringcommunitiestogether.co.uk

Telephone 0161 743 3625

Inspiring Communities Together is a Charitable Incorporated Organisation
Registration number 1157053