



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



Annual Report April 2016 – March 2017

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

I was elected by my fellow trustees in February 2017 to hold the position of Voluntary Chair of Inspiring Communities Together (ICT), however my relationship with the organisation goes back a few years as I have shared office space at the Innovation Forum with the staff team since 2014.

As you can see from this report once again the Charity has worked hard to serve the community of Charlestown and Lower Kersal – we have positively engaged with people through our programmes of work and have seen people grow and develop – building their confidence to try new things, improve their lives and create a better place to live.

2016 was a period of change for ICT. We welcomed new staff members and new board members and have started to create new relationships with key stakeholders in the area including the housing developer Keepmoat homes who will be sharing the neighbourhood with us for at least eight years whilst the new housing is built. During the build this will provide many opportunities for local people and we will continue to strive to ensure the best possible outcomes can be achieved for as many people as possible. This has already started with the development and delivery of the Kickstart Plus programme of learning, work experience and employment opportunities.

To ensure the neighbourhood looks as good as it can our green champions working with Natalie our Neighbourhood Development Worker have been out in the area carrying out litter picks and environmental campaigns – through my own organisation Mersey Basin Rivers Trust we have been supporting this work by carrying out spraying of the hog weed in the area and helping out with the sowing of wild flowers along the river bank.

Our older residents have been doing their bit with creating a growing project at Salford Sports Village with support from Andrea our development worker (older people). The first of our lunch and learn events have provided a great opportunity for older people to develop new skills and Tech and Tea delivered by Matt our development worker (training) at the Sports Village has been a great success.

Whilst we can only offer a small amount of time for advice and guidance we are starting to see the value of this support to local people with Tina our development worker (training and IAG) helping 30 people with individual problems such as benefits claims, housing and job seeking.

We strive to ensure our governance arrangements follow best practice and this year we have seen some challenges both internally by some of our trustees and external through a minority of our membership. The staff team have remained professional throughout this difficult period and continue to deliver a first-class service. The Board have spent time working through their differences and whilst mediation is not a decision to be taken lightly it has provided a value tool for people to share their views and develop a plan to take forward the work of the Charity and understand their own roles in the governance of this work.

Finally, it is important that I reiterate that without the support of our many stakeholders we would not be able to achieve what we have this year. I will end with a quote from one of our stakeholders:

“ICT is doing what lots of organisations have not been able to do, or have not had enough resource to do, or have not wanted to do. Well done ICT for the amazing community work, and well done for your dedicated and passionate staff”

**Mike Duddy
Chair - Inspiring Communities Together**

Please visit our website to download the full copy of the annual report or to find out more about what we are doing
www.inspiringcommunitiestogether.co.uk

To receive regular updates via our e-newsletter send us an email to
office@inspiringcommunitiestogether.co.uk

What we said we would do in 2016-17



STRENGTHENING LOCAL VOICES

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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?	
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• 22 local residents attended at least 3 forum meetings each• 32 local residents attended a forum for the first time• 9 new projects developed from discussions at the forums
Maintain local online platform to share stories both about and by local residents	<ul style="list-style-type: none">• 5 e-newsletters produced• 5087 e-newsletters & flyers distributed• 71 stories produced by local people• 5 people trying new things because of information provided in the e-newsletter or flyer
IMPACT: Improved self-confidence to get involved and make a difference	
<ul style="list-style-type: none">• 39% have active or ongoing involvement in their community (up from 33.5% in 2015-2016) and 15% would like to be more involved	



IMPROVING PEOPLES' LIVES

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 measures

- | | |
|---|---|
| <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• 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? |
|---|---|

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

What we said we would do	How we did
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	<ul style="list-style-type: none">• 7 types of training course delivered• 174 people attended a course• 973 learning hours delivered• 33 people gained a qualification• 34 people volunteered with us• 481 volunteering hours recorded• 2 volunteers completed 100 hours of volunteering• 30 people received advice and guidance support with 14 different topics (top 3: benefits, housing and job-seeking)

Case study

When Inspiring Communities Together first linked me with the Food Matters café at Salford Sports Village, the only catering experience I had was one occasion dishing out ready-made food at a homeless shelter in Manchester. When I started at the cafe I felt really unsure but Jo helped me gain confidence via training in food preparation work, food storage and basic food hygiene.

After a while I gained enough skills & confidence so that when I arrived at the cafe I was able to start all the preparation work for the cafe by myself without needing to ask what needed doing. Jo gave me more responsibilities as my skills and confidence grew, e.g. serving customers by myself, while she stayed nearby. I can now check stock and do the re-ordering if needed. When I think back to how nervous I felt when I first started volunteering in the cafe to how confident I am now, I feel proud of myself and the skills I have learned and I am very thankful to Inspiring Communities Together and Food Matters for giving me this opportunity.



During 2016–17 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.

ICT staff delivered 7 types of course:

Digital skills			Strengthening voice	Confidence building Leading to level one qualifications		
Tech and Tea (aimed at residents over 65 years of age)	Basic IT	Basic IT Plus	Community Reporting	Volunteering level one (until June 2016)	Pathway to employability (from September 2017)	Kickstart Plus (in partnership with Keepmoat Homes)
First Steps			Silver level achievement	ASDAN Level one qualification		
Case study						
Our first Kickstart Plus course was delivered from St Sebastian’s community centre in March 2017. Eleven adults signed up and nine completed the course. The course consisted of employability modules and construction specific modules, including a site visit and the opportunity to take the CSCS test. 3 people secured apprenticeship, 1 went into employment, 7 passed the exam for their CSCS card and all 11 achieved their ASDAN level one in employability. We have also developed a Kickstart taster programme which will be delivered to young people (15/16 years olds still in education). The first taster programme will run in April 2017.						
IMPACT: Improve capacity and skills to feel more confident to try new things						
<ul style="list-style-type: none">• 59% are trying new activities or learning new skills (up from 38% in 2015-2016)• 41% stated they had regular contact with different people in the local area (up from 32.5% in 2015–2016)						



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

What we said we would do	How we did
Bring additional resources into the neighbourhood to support the delivery of priorities identified by local people	<ul style="list-style-type: none">• 11 new projects developed through additional resources• 12 regeneration team meetings held• £183,600 of additional funding secured• 5 networking opportunities resulting in extra resources for the neighbourhood

IMPACT: Nurture networking and share experiences

- 57% stated they felt safe or mostly safe in their neighbourhood (no change from 57% in 2015-2016)
- 56% stated said their life style is healthy or they try to make healthy choices most of the time (down from 63% in 2015-2016)
- 71% are making green choices (up from 63% in 2015-2016)



100
bags of rubble were removed from St Sebastian’s car park

400
giant hogweed plants were successfully sprayed and killed

2
new gated alleyway projects started

90
bags of rubbish cleared from Littleton Road/River Irwell area as part of the Great British Spring Clean

MEASURING OUR SOCIAL IMPACT

Over the past couple of years we have tried to map the outcomes of our work using a social value framework. This year we are presenting this annual report using the Salford Social Value Alliance 10% better model.

For People: Building Community Spirit (increased community strength and resilience)	Achieved 2015–16	Achieved 2016–17
10% Better Outcome 10% MORE volunteering means ... individuals, groups and communities learning and sharing skills and expertise whilst providing assistance and support to others.	17 individuals taking up volunteer opportunities 66 hours of volunteering recorded	34 individuals taking up volunteer opportunities 481 hours of volunteering recorded
Outcome star measurement: 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?	33.5% have active or ongoing involvement in their community	39% have active or ongoing involvement in their community

10% Better Outcome 10% MORE Salford people saying that they have good wellbeing means ... they are likely to be healthier, happier and more able to learn, work, earn and be socially active.	17 individuals taking up volunteer opportunities 66 hours of volunteering recorded	34 individuals taking up volunteer opportunities 481 hours of volunteering recorded
Outcome star measurement: Building healthy lifestyles How healthy is your lifestyle? A healthy life style includes taking exercise, eating healthy, avoiding too much fat, sugar or salt and spending time outside in green space.	63% stated their life style is healthy or they are trying to make healthy choices most of the time	56% stated their life style is healthy or they are trying to make healthy choices most of the time



For the Planet: improve environmental sustainability (improved impact of the local environment on people’s wellbeing)	Achieved 2015–16	Achieved 2016–17
10% Better Outcome 10% LESS waste means ... cleaner streets, reduced fly-tipping, more recycling and each of us thinking ‘do we really need to buy it (whatever that thing is) before we do?’ ... could we borrow it instead?	No data collected	100 bags of rubbish collected Weekly litter picks taking place in community gardens
10% Better Outcome 10% MORE use of parks means ... fitter and healthier individuals with positive wellbeing and communities who are better able to learn, work, earn and be socially active.	No data collected	3 community events held in community parks
Outcome star measurement: Making green choices How green are you at present? Being green might include choosing to walk cycle or use public transport, recycling, using less electricity, buying environmental friendly products and local food.	63% are making green choices	71% are making green choices

For Prosperity: increase local economic benefit (increased number of quality employment opportunities and reduced poverty for local citizens)	Achieved 2015–16	Achieved 2016–17
10% Better Outcome 10% MORE local people from vulnerable groups accessing new jobs, apprenticeships, training and work experience placements means ... increased numbers of disabled people, LGBT and other often excluded or under-represented communities gaining skills and work experience, possibly money in their pockets, an opportunity to realise their aspirations and a greater sense of wellbeing.	7 types of training delivered 84 people attending training 281 hours of learning delivered 61 individuals obtaining a qualification	7 types of training delivered 174 people attending training 973 hours of learning delivered 33 individuals obtaining a qualification
Outcome star measurement: 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 club or volunteering.	38% are trying new activities or learning new skills	59% are trying new activities or learning new skills

Who have we engaged with?

PEOPLE

During 2016 – 2017 our work has seen over 3,000 engagements either through people attending event, volunteering or participating in one or more of our neighbourhood activities.

- 73% of people describe themselves as White
- 80% of participants were between 18 – 60 years old
- 39% were female and 61% were male
- 3% identified as LGBT
- 49% considered they had a disability
- 151 local residents were consulted during our community consultation exercise
- 7 staff and volunteers contributed to the annual stakeholder survey



ORGANISATIONS

- 29 stakeholders contributed to our annual stakeholder survey

This year we have been working closely in partnership with Salford City Council, St Sebastian's community centre, Salford Sports Village, Keepmoat Homes, Salix Homes, Incredible Education, Energise Centre, Salford Community Leisure, University of Manchester, Salford University, Salford CVS, Public Health, Salford Community Leisure.

In addition, we have been commissioned to deliver a number of existing (renewed) and new contracts across Salford, including:

- Ambition for aging (Lottery funded)
- Tech and Tea (Public Health)
- Basic IT (Salix Homes)
- Project management of the community asset element of the Salford Together programme (Public Health & CCG)
- Volunteer wellbeing champions (Salford CVS)
- Community events (Salix Homes)
- Lunch & Learn (Little Pots of Health)



What our stakeholders say about us

"Empowering people and developing local existing partnerships/skills/appetite is exactly the right approach". "It's not look at what we have done, it's look at what YOU have done".

"I feel that you are bringing my local community closer together and giving everyone equal opportunities to get involved".

"Excellent service. I don't think the local community realise how lucky they are to have this service".

"ICT do an amazing job in the local community always ensuring value for money, putting residents and their children first along with looking after and recognising the great work their staff and volunteers do".

"[ICT] is good, I'm always made to feel welcome there."

"I think you're amazing. It's been a pleasure working with you this year".

"ICT work at a grassroots level, have an amazing knowledge about the community they serve and work for. Their projects are very innovative and empower people rather than patronise them (eg Tech and Tea). Their outreach staff are incredibly good at engaging with people and support them to bring the best out of people and communities. ICT is a brilliant example about how bottom up / neighbourhood level activity brings communities together and make Salford a better place to live and enjoy a later life."

"Local people are starting to take pride in their area and ownership of what is theirs. This is a great achievement".

"Great organisation that delivers on what it says it is going to do".

"From the work we did together, ICT has shown itself willing to work in partnership and to engage with the local community positively both to deliver and to assess impact."

"I have really enjoyed volunteering with ICT and I look forward to helping in the future".

"Congratulations on making a difference to local people with local people; and being able to evidence the difference you are making :-)"

What we spent and earned

Income		£
Annuity		81,000
Rent		9,000
Earned income		287,223
TOTAL INCOME		377,223
Expenditure		
Salaries		135,000
Running costs		95,518
Community Training		131,000
TOTAL EXPENDITURE		361,518
NET OPERATING INCOME		15,705



What we plan to do in 2017-18



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LOCAL VOICES

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- 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 WE SEE:

- An increase in % of people who say they feel mostly safe in their local neighbourhood at all times
- An increase in % of people who say they are actively involved and feel they can make a difference to what happens in their neighbourhood



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 WE SEE:

- An increase in the % of local people who say they are trying new things and enjoying do so
- An increase in the % of local people who say their lifestyle is healthy or they are trying to make healthy choices most of the time
- 10% more people saying they have good wellbeing
- 10% more local people accessing training, apprenticeships, work placements and jobs



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PLACES TO LIVE

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- Provide resources and work 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 WE SEE:

- Increase in % of people who say they feel mostly safe in their local neighbourhood at all times
- Increase in % of people who say they are actively involved and feel they can make a difference to what happens in their neighbourhood
- An increase in % of people who say they are doing what they can to lessen the impact of climate change and care for the environment
- 10% less waste, cleaner streets, reduction in fly tipping
- 10% more use of parks



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 stakeholders is the best it can be

Special thanks to Board of Trustees, staff and volunteers

Board of Trustees during 2016-17

Current	Dates
Ray Walker	Elected October 2016 Chair October 2016 – February 2017
Mike Duddy	Elected February 2017 Chair February 2017 – present
Lynne Marsland	Elected October 2016 Vice Chair February 2017 – present
James Eagle	Treasurer reappointed February 2017
Ruth Potts	Secretary reappointed February 2017
Ann-Marie Pickup MBE	Elected October 2016
Gerry Stone	Elected February 2017
Cllr Jane Hamilton	Nominated February 2017
Served as Trustees during year	
Harry Davies	– Died November 2016
Linda Carr	– April 2014 – February 2017 (not re-elected)
Cllr Ann-Marie Humphrys	– Resigned August 2016 (change in constitution)
Cllr Steven Ord	– Resigned August 2016 (change in constitution)
Sandra Derbyshire	– Resigned August 2016 (change in constitution)
Staff	
Bernadette Elder	Chief Executive Officer
Antonia Dunn	Operations and development manager
Matt Bell	Development worker (Training)
Andrea Whelan	Development worker (Older People)
Natalie Muresan	Development worker (Neighbourhoods)
Lisa Berry	Admin and reception (currently on maternity leave)
Susanne Bebro	Project assistant (Older people)
Tina Tudor	Development Worker (Advice and Guidance) (employed by SALT)
Joanne Inglis	Development worker (Food Matters) (employed by LKC)
Nadine Murray	Nursery manager (employed by LKC)

Media and social media



To sign up to our e-newsletter send us an email:

Office@inspiringcommunitiestogther.co.uk

- Now distributed to 509 people with a click rate of 27.1% (charity average is 18%)



Follow us at:

@ICTsalford 564 followers

- In March 2017 our page was visited 1,477 times and our tweets received 15,800 impressions (views, retweets, replies)
- Our total number of tweets in the past 12 months was 438



Like us at:

Facebook.com/ICTCHALK relaunched in February 2017

- 31 people have liked our new page which is more than our previous page
- In March 2017 our posts reached 628 people



Flyers

- This continues to be one of our main ways of engagement for the forums with flyers distributed to the local primary schools and via the Energise Centre, St Sebastian’s community centre and Salford Sports Village



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HELPING MAKE A DIFFERENCE LOCALLY

Contact details

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Inspiring Communities Together is a Charitable Incorporated Organisation
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