

Community Capacity and Resilience Funding - EVALUATIONS

Round 1 Individual Evaluations, June 2016

Context

The CCRF is a pilot funding scheme that used a flexible, supportive and light-touch approach to assist local community-based organisations to pilot innovative and creative projects to mitigate the impact of welfare reform and social inequality.

This document lists the individual evaluations submitted from funded organisations that informed the SCVO evaluation report. It is intended as a learning resource for other organisations who may be considering similar activity.

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CCRF INDIVIDUAL EVALUATIONS

Bute Advice Centre

Name of project - Developing Financial Capability Skills

Please describe your project

Preparing individuals for the roll out of welfare reform, focusing on improving financial capability skills, promoting self-efficacy and transforming lives. Working with partner agencies towards community cohesion.

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To what extent did you achieve your outcomes as outlined in your application?

Met in full - Through the project Bute Advice Centre supported 43 individuals and their families to a successful conclusion with only 1 individual failing to engage. The approach with each individual has been person-centred, focusing on the areas that will benefit the client most.

Did you reach the number of people you intended to? - Yes

Did you reach the type of people you intended to? - Yes

How did you record this information?

Our case-management system records all demographic info of client. In terms of employment status, housing, ethnicity, gender and age we targeted appropriately.

What partnerships did you make or strengthen, if any?

We have developed stronger links with Adult Learning, Allenergy, the local Job Centre and Fyne Futures.

What was the impact of your collaboration with partners?

We have been better able to offer a holistic package for our clients. By working together a fuller package of support could be offered, along with advocacy.

Would the partnership have been possible without the fund? - Yes

What worked well, and why?

The one-to-one interactions have worked incredibly well. All 48 families who were given budgeting advice, were also offered the support of a money adviser who dealt with £183,657.36 debt throughout the period of the project. Personal responsibility and monthly budgeting skills were primarily promoted.

What worked less well, and why?

Individuals who are experiencing difficult family situations, poor health and debt can be difficult to engage. With persistence and a can do attitude we were very happy with the progress made.

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Are there any additional achievements that you didn't expect?

As a secondary benefit, through supporting individuals there was a client gain of £37,954.23 through maximising of benefits. This wasn't a main aim of the project, however a welcome benefit.

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

We have learnt not to assume any knowledge on the part of clients. There were a number of unemployed middle-aged individuals whose partners had always looked after the finances of the family. After a breakdown of relationships the world of finance, benefits and household management is a real struggle. With numbers of individuals worried about the impact of welfare reform remaining high, Bute Advice Centre has seen this project as a piece of work that has highlighted there is still so much to do. A primary focus needs to be on proactive learning, rather than reactively picking up the pieces afterwards. This fund has been incredibly helpful also in promoting partnership working that wouldn't have been so effective.

Have you applied for external funding before? -Yes

How did you find the process of the Fund from start to finish? –Easy. The application process was very straight forward and focused on a particular task.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

The interim report was useful to ensure that we were on target.

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome.

I have no recommendations.

Would your organisation apply to the Fund if it ran again? - Yes

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Cheviot Youth

Name of project - Budget Shop Store Cook Project

Please describe your project

We offer young people an opportunity to learn to cook healthy, nutritious and inexpensive meals in a setting that boasts confidence and raises self-esteem while acquiring valuable social skills, an understanding of the importance of team work and cooking experience.

To what extent did you achieve your outcomes as outlined in your application?

Mostly met - Our programme has changed since funding was granted. We decided to run three sets of workshops with three Pop-Up Restaurants. We decided to offer 24 placements split between the three courses. Partnership working has meant delay in start dates for courses and a delay in getting partners on Board. We know have a partnership which includes Kelso High School, Tomorrows People and Borders College which bodes well for the funding of future funding. Apart from the above protracted teething challenges we would say that the following outcomes have been met We have delivered a programme of education and knowledge on buying, storing, preparing and cooking inexpensive, healthy and nutritious meals. We have emphasised the importance to health of a good diet and the consequences of not giving the cooking of food a high importance. We have seen the increase in confidence and understanding that young people have about buying and cooking food. We have seen an increased understanding of how listening, patience and team work are all vital ingredients of preparing a successful communal meal. We have seen them better prepared to grasp the opportunities that are available for further training, education and work placement.

Did you reach the number of people you intended to?

No - We originally had stated that we would offer 28 placements. We offered 24 placements through three sets of workshops to give a better all- round involved experience for each individual. This was decided after consultation with our partners.

Did you reach the type of people you intended to? -Yes

How did you record this information?

We recorded this information through beginning and end of session feedback. Through participant exit questionnaires, staff team action research documents and interviews to camera.

What partnerships did you make or strengthen, if any?

The partnerships we made were with Tomorrows People, Kelso High School and Borders College

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What was the impact of your collaboration with partners?

The impact was such that we are already looking to continue what we started with this pilot project and in doing so have the full support of all partners. We are now at the point where we are researching further funding opportunities with a view to running three more courses between September '16 and March '17

Would the partnership have been possible without the fund? -No

What worked well, and why?

The smaller group sizes offering 8 placements per set of workshops was much better than originally planned allowing all participants to contribute meaningfully to the making of a well. Working with other organisations staff has been an excellent learning experience for all and has opened up new collaborative opportunities for all.

What worked less well, and why?

One of our partners the local authority Activity Agreement Team have not been involved at all. Initial meetings with the team had suggested that what we had planned would be ideal for their local young people to attend but a lack of promotion and no contact with the local worker has meant that this particular potential piece of partnership working has failed to materialise. Once again we understand only too well that all collaborations rely very much on the professionalism, dedication and hard work of the individual worker.

Are there any additional achievements that you didn't expect?

No not really. Just pleased how well it all went.

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

Yes. We have discovered that we and our partners are quite good at this work. We will as explained earlier be looking to do more of this work in the very near future. We would also like to look at funding a new position which would include this work in their job description.

Have you applied for external funding before? - Yes

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How did you find the process of the Fund from start to finish?

Very easy - The form that we had to fill in was very straightforward. The support from Zoe Westwood throughout the process was excellent. The training offered and accepted as well as other opportunities that were posted meant that we felt very much part of a wider learning community.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

Please see above for part of this answer. I think that the six month period could be extended by a couple of months. I also do not think that it is useful to start in the middle of the summer holidays and would have preferred a mid-autumn start finishing end of March.

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

The fund could do the following - Increase very slightly the amount on offer: Create a longer period in which to complete the project: Look to refunding successful projects

Would your organisation apply to the Fund if it ran again? - Yes

Clydesdale CAB

Name of project - Support project

Please describe your project

We will provide a new specialist service in the Bureau by delivering independent, impartial, free and confidential advice and support to residents of the Clydesdale area who have not been granted welfare benefits, relating to their health/disabilities, to which they are entitled, and who wish to challenge the decisions that were made about these benefits.

To what extent did you achieve your outcomes as outlined in your application?

Met in full - We assisted 134 clients to complete ill-health/disability related application forms, with advice given on challenging the decision if they were not happy with it. We identified 104 clients who had not made a claim for an ill-health/disability benefit. We assisted 28 clients complete a Mandatory Reconsideration forms. We assisted 14 client's complete SSCS1 forms. We assisted clients with 28 ESA50 form, with all clients being advised on how to challenge the decision, if they were unhappy. We helped clients gain £253439 during this period. We have assisted 1 tribunal, although we have three still to be

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heard. We have encouraged all of our clients to call back for further advice after the MR stage. Our Advisers are more confident in providing this advice at this level, than previously.

Did you reach the number of people you intended to?

No - Due to the length of time it can take for an appeal process to complete, we have not been able to assist as many client's as we wished at Tribunal.

Did you reach the type of people you intended to? - Yes

How did you record this information?

We have an electronic Case Management System. Records are kept to: enable other bureau workers to follow up cases give a professional service to clients protect advisers and bureaux enable managers to monitor the work of the bureau provide statistical information on the work of the bureau comply with the Association's membership scheme standards comply with CAS competences requirements provide information for social policy work.

What worked well, and why?

Having peer training worked extremely well, this allowed our advisers to grow in confidence in identifying when a client may have an entitlement. Being able to assist a client from the beginning to the end of the appeals process has been a big advantage for us and our clients. Dealing with this process can be very traumatic and stressful for the client. The client builds trust in the adviser and it can be detrimental to the client, if at the end of the process, they have to go elsewhere and start anew. More clients have not had to go through to Tribunal stage as they are getting better advice at mandatory reconsideration stage, where decisions are being revised. Our advisers have grown in knowledge and skills in how to draft a good mandatory reconsideration.

What worked less well, and why?

The time frame has been a disadvantage to us. The Appeals process can be lengthy, if the client has to continue to this stage, it can take months. We have not been able to assist as many client as we would like during the period of the Project, purely because we have not have enough time. We have further Tribunals that we are committed to seeing through after the Project ends.

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Are there any additional achievements that you didn't expect?

The impact on clients knowing that if they have to go to Tribunal has been more positive than expected. This has allowed clients to be able to fully trust our Tribunal Rep, as they know that she will be by their side the whole way. Our advisers are gaining a new sense of achievement when client's lives are being changed with the entitlement of ill-health/disability benefits.

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

This has allowed us to broaden our service and to fully complete a holistic service on a more practical level, to those most vulnerable in society. Our knowledge of ill-health/disability benefits has increased considerably along with confidence, which has had a positive impact on the clients using our service.

Have you applied for external funding before? -Yes

How did you find the process of the Fund from start to finish? -Easy

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

The support of Zoe has been very useful at application and reporting stages.

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

Larger pots of money in order to allow projects time to bed in and gather momentum.

Would your organisation apply to the Fund if it ran again? -Yes

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Community One Stop Shop

Name of project

COSS

Please describe your project

We are a local community project and we offer a citizens advice project, food bank and employability services. We support clients through periods of crisis and hardship and help them make positive steps to improving their own situations.

To what extent did you achieve your outcomes as outlined in your application?

Met in full -We believe the increase in opening hours has contributed to us addressing and achieving our outcomes which were -

- Expand/develop your organisations capacity in order to meet demand relating to welfare reform. With increased opening hours we would expand our service to prevent clients from reaching crisis point by providing them with quality advice on benefits or income maximisation, with our employability services when appropriate and practical support from our food bank. At the moment we have a two week waiting list for some of our services, with increased opening hours we would be able to reduce this waiting time and prevent situations from escalating to crisis. In many cases time is of an essence and this extended waiting period is having a detrimental effect on our clients.
- Develop people's ability to prevent themselves from reaching crisis point. We believe with earlier intervention that we could prevent crisis situations from arising (in some cases). We are aware that weekend opening and an evening surgery would allow our working poor clients to access our services and offer them preventative help and guidance on various matters. Local residents who work have expressed an interest in our service but are unable to take time of their work to be able to access it during their working hours. Again there is no other similar service in the Broomhouse/Sighthill area and we believe there is preventative work we could be doing with the working poor to prevent unemployment and poverty.
- Help bring organisations together in partnership to support people. We work closely with many external agencies to work on and develop a robust referral system for our clients. These relationship however need developed and maintained which takes time and resource. We are always looking for ways to engage more local businesses that can offer practical help for our food bank clients.

Did you reach the number of people you intended to? -Yes

Did you reach the type of people you intended to? - Yes

How did you record this information?

We record our client information on a form we ask them to complete when they present. We use the relevant information to record and evaluate our work.

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What worked well, and why?

Clients appreciated the opening hours in the evening and the weekend - especially our working clients.

What worked less well, and why?

A dependency has been created and we only have limited funding to continue with the additional hours

Are there any additional achievements that you didn't expect? - No

How useful was the Fund in helping you meet the needs of your community? -Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

We are trying to secure funding to continue with the additional hours

Have you applied for external funding before? -Yes

How did you find the process of the Fund from start to finish? -Easy

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

Streamlining the application form even further

Would your organisation apply to the Fund if it ran again? -Yes

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Crookston Community Group

Name of project - Breaking Poverty Barriers

Please describe your project

“Breaking Poverty Barriers– An outreach programme providing welfare advice, employment advice and emergency food aid in a culturally aware and sensitive manner. At Crookston Community Group our aim is to improve community cohesion, promote integration and have a improve health & wellbeing by working together as a community.

To what extent did you achieve your outcomes as outlined in your application?

Mostly met - As a development officer Crookston Community Group give me the opportunity to address these circumstances by being able to target our audience knowing what services we could provide. Our projects include delivering food parcels, mobile food bank, on top of standard foodbank services which we deliver 3 days per week. These are local people who are facing difficulties e.g. disabled, people with long term health conditions which affects their mobility and also long term unemployed. At Crookston Community Group having events such as Coffee morning, Samosa fun days , Arabic classes and arts & crafts helps the community to come together to address these wider issues by encouraging social interaction and cohesion. Money Matters, Glasgow Housing Association and Citizens Advice are making a good headway in helping tackling poverty issues as experienced by our service users. In the future our aim at Crookston Community Group is to work with other local community groups, local authority, statutory and voluntary groups as well as the private sector to achieve this.

Did you reach the number of people you intended to? -Yes

Did you reach the type of people you intended to? - Yes

How did you record this information?

As a trainee office my aim at CCG was to keep an original paper copy in a folder well as recording the accurate information on a Microsoft database. This helped any of my colleagues working at CCG to access any information which they may require in the near future well as updating any information which may occur.

What partnerships did you make or strengthen, if any?

Crookston Community Group has adopted a number of key organisations in the last few years such as Costco Wholesale, Arnold Clark, Bemis etc., this has enabled us to strengthen our partnership in order to create awareness of the services CCG provides. Within the last couple of months I have given the opportunity to make new partnerships with organisations such as Grafxmedia, Strawberry and Spice Gardens and Property

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Store, this has helped us to promote what the local foodbank delivers in order to help, reduce and prevent poverty across Scotland.

What was the impact of your collaboration with partners?

By having these sponsorships this enabled CCG to make people aware what the foodbank offers, over the last 8 years we have been able to build partnerships with key organisations as it helped promote our charity. CCG has proven to be a catalyst for social action, encouraging people to take their first steps to become active in our community.

Would the partnership have been possible without the fund? - No

What worked well, and why?

At CCG having an organised team helped us to do our duties in a professional manner, if you had any issues which occurred the secretary was willing to give a helping hand to solve the issue. I enjoyed my work carried out at CCG as I become more of a confident learner and being able to talk and listen to individuals who were in desperate need knowing you could give them a helping hand.

What worked less well, and why?

At CCG I would've liked to learn new skills and stay on put for longer as I was currently enjoying my time, I feel I was becoming more aware of my duties and interacting with locals helped me build up good relationships. As an organisation we need to promote our charity more so those who are in urgent need to know what opportunities we offer at CCG.

Are there any additional achievements that you didn't expect?

During my time at CCG I didn't expect many people to be in difficult situations knowing that they could go days without food, I was glad to given the responsibility to solve these issues by making and delivering food parcels across Glasgow. When I got the chance to work at CCG I didn't expect many challenges however being able to tackle various situations has helped CCG to be a huge contribution.

How useful was the Fund in helping you meet the needs of your community? -Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

The fund has allowed our project to further develop its service provision, as we have had additional capacity (in terms of the funded post) which enabled our Project Manager to delegate duties, freeing up his time to look at additional services to benefit our local community. We do now intend to continue delivering these services. The overall impact of

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the funding has allowed us to benefit a greater number of individuals than we previously did due to our increased capacity.

Have you applied for external funding before? -Yes

How did you find the process of the Fund from start to finish? –

Easy - During my time at CCG I was honoured by having the opportunity to solve problems for the community who are in deceiving need, I believe the fund helped me in becoming more aware what the foodbanks offers and the work carried out by volunteers, staff. CCG has helped many locals in a number of ways and by having the foodbank this allows us to help tackle these issues in order to sustain a better standard of living.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

Especially the support from the worker, the fund allowed us to employ on a contractual basis. Also having a young person (funded Trainee) express their views on our service provision (what they felt we could improve on or do differently), was refreshing and has informed our service delivery moving forward.

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

Ideally Crookston Community Group, would have liked to have been able to apply for continuation funding that would have allowed us to keep our 'Trainee' in post for a further 6 months .We feel this would have been both beneficial to our project and the young employee we took on. This fund has helped our 'trainee' in becoming more of a confident, hardworking individual who likes to help out the community by running the foodbank or delivering food parcels. We feel that has helped our employee take more action towards poverty well as being able to resolve any issues that may occur in the near future.

Would your organisation apply to the Fund if it ran again? - Yes

Dumfries & Galloway LGBT Plus

Name of project - Out of Sight; Out of Mind

Please describe your project

Addressing the invisible impact of Welfare Reform on LGBT plus people

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To what extent did you achieve your outcomes as outlined in your application?

Met in full - "Our aims were: 1. agencies involved in welfare reform will better understand (and respond more appropriately to) the needs and concerns of LGBT plus people. 2. LGBT plus people will be better able to access support to avoid, navigate (or cope with) the negative impacts of welfare reform So far, to ensure we achieve those aims, we have: • Undertaken a programme of networking and information sharing meetings, targeting local agencies and forums involved in poverty and welfare issues. We have met with welfare rights, the Job Centre, Independent Living Service, community groups, interagency meetings so far 15 in total (out of 15 agreed) • Provided a half day training on LGBT plus issues to 10 organisations in the Nithsdale Area of Dumfries including those involved in health, social work, housing, care at home services and the third sector. • Have attended a training session regarding welfare reform & the changes. • Run 3 consultation events / seminars in Stranraer, Dumfries and Castle Douglas, which have brought together (so far) 16 LGBT plus people with 12 professionals to discuss issues relating to welfare reform and the integration of health and social care, and how both impact on LGBT plus people with intersectional identities (e.g. older / disabled / carers) • Provided 20 one to one support and advocacy sessions for LGBT plus people affected by poverty and welfare reform * Trained 8 people from Citizens Advice service from all across D and G in LGBT issues. So in total 2 training events, 4 consultation events; with in total 43 participants (25 LGBT plus and 18 agency). 20 one to one and advocacy sessions and 15 networking & information sharing events."

Did you reach the number of people you intended to? - Yes

Did you reach the type of people you intended to? - Yes

How did you record this information?

Sign in sheets, photographs, recorded notes after meetings, and feedback and exercise notes from training.

What partnerships did you make or strengthen, if any?

We have continued to make very good partnerships with locality teams across Dumfries and Galloway, not least those council, NHS and third sector leads for the Integration of health and social care, especially those working with older adults, disabled adults and carers. This would not have been possible without the fund.

What was the impact of your collaboration with partners?

That LGBT issues have been on the agenda and those agencies have become better informed about the needs of LGBT people accessing their services and considering the impact in the health and social care integration process. Partners are now looking at delivering services that will be more aware of local LGBT and wider equality needs.

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Would the partnership have been possible without the fund? -No

What worked well, and why?

Engaging the LGBT community in coming forward to have their voices heard about these issues and being able to then include this message into the health & social care integration framework locally. This was a really successful and useful process, it opened up the key issues into a wider societal context and hopes to improve the future experiences of our local LGBT community.

What worked less well, and why?

Getting people together to produce a DVD, both due to availability of time and public confidence especially regarding fears of homophobia and transphobia.

Are there any additional achievements that you didn't expect?

Integrating learning of our local LGBT community's welfare reform issues and concerns and bringing it into the local health & social care integration agenda and locality plans.

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

It has helped us see more clearly and realistically the needs of our LGBT community, it has highlighted the areas where there needs to be further support and awareness raising. We have looked at the future of our community and considered new possibilities for the way ahead. It especially had us considering long term health conditions and caring for our older community.

Have you applied for external funding before? - Yes

How did you find the process of the Fund from start to finish? -Very easy

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

Clarity on what is expected regarding reporting.

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

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I think it has been pretty fair and adequate I only hope the fund continues to support other organisations in this area.

Would your organisation apply to the Fund if it ran again? - Yes

East Ayrshire Churches Homelessness Action

Name of project - Community friends

Please describe your project

Our pilot project was to extend our drop-in provision for local homeless and vulnerable people from one afternoon per week to three. The Wednesday drop-in continued, and a parallel service was provided in nearby premises. This allowed increased provision of food, friendship, social interaction and access to statutory agencies.

To what extent did you achieve your outcomes as outlined in your application?

Met in full - We appointed a part time Assistant at the beginning of the Project. With appropriate training he has been able to support the Project Co-ordinator in delivering an improved service to the service users. In particular he is very good at building positive relationships between volunteers, service users and professional agency staff. His employment background has been valuable in training and advising the Project Co-ordinator and volunteers on security and stewarding matters. He has also provided administrative support when required. Due to having an extra staff member the Project Co-ordinator and volunteers have been able to spend more time with the service users advising and signposting on matters such as debt, food and fuel poverty, sanctions, and the imminent introduction in East Ayrshire of Universal Credit. Expansion of our drop-in to three days per week has allowed additional access to agency support such as Housing Options, Homeless and Addiction nurses, CAB and other health professionals. This has given statutory agency staff, and service users, flexibility in times of attending the drop-in. With the additional hours, we have extended our CAN (Cheap and Nutritious) cooking sessions. The presence of the Assistant has allowed the Project Co-ordinator and Secretary to attend essential training on the challenges presented by Universal Credit changes. The pilot has been an enormous success, mainly due to the additional staff member. We are delighted to report that he personally has developed new skills which will assist him in his future career path.

Did you reach the number of people you intended to? - Yes

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Did you reach the type of people you intended to? - Yes

How did you record this information?

Since we work closely with East Ayrshire Council Housing Options we are obliged to submit detailed statistics on the attendance of service users, volunteers and professional agencies. We maintain a signposting and comments book, where we learn that most of those who attend are in homeless hostels, temporary accommodation, or have serious financial or health problems.

What partnerships did you make or strengthen, if any?

As a result of expanding to three days, we have strengthened relationships with our key partners in Health and Housing. We have also built new relationships with Podiatry and the Community Development Worker of the local Church of Scotland parish. We have identified further partners to attend, specifically the East Ayrshire Health Improvement Team, and the local authority Financial Inclusion Team.

What was the impact of your collaboration with partners?

The positive impact has been clear, by helping people avoid homelessness (evidenced by specific cases), reducing financial hardship, and offering guidance and signposting to appropriate agencies for those experiencing DWP sanctions. Health advice is a priority, and the input of the Health and Homeless nurses has allowed immediate, on the spot support. Health of service users has greatly improved by having regular access to Oral Health, Smoking Cessation healthy eating advice and optical services.

Would the partnership have been possible without the fund? - Yes

What worked well, and why? (

The grant allowed us to employ an Assistant, and to run our pilot for six months. We extended the service from one afternoon to three, and has allowed us to prepare effectively for the arrival local of Universal Credit. The numbers on the extra days increased over the time of the pilot, and attracted new faces who appreciated the more informal surroundings. Spending more time with the service users has allowed relationships of trust to be established and to develop people's ability to prevent themselves from reaching crisis point. They know we do not judge, and are there to help and advise if possible.

What worked less well, and why?

We are very pleased at how the pilot has worked, but one lesson is that we have the right project, but in the wrong location. The additional premises have served their purpose well, but have not provided us with the storage and privacy areas that we anticipated. We hope

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to continue the extra days, and if possible expand to five days. To this end we are actively seeking new accommodation.

Are there any additional achievements that you didn't expect?

We were approached by the Council Housing Options to nominate service users who might take part in a Service Users group to improve the homelessness service. Several of our service users showed interest, and were instrumental in choosing a name for the group - East Ayrshire Homeless Assurance up - advising on policy and redesigning leaflets. They have undertaken training, allowing them to become office bearers of the group, increasing their confidence and employability prospects. Community Friends was also invited to join the Kilmarnock Town Centre Working Together team since we aim to provide a Community Hub for all disadvantaged and socially isolated people in our community.

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

The Fund allowed us to employ a part-time assistant for the duration of the pilot. We were able during the six months to extend our services dramatically. This has made such a great impact that we hope to be able to continue to employ an assistant to the Project Co-ordinator, since the demands placed on our service have increased. We anticipate that these demands will increase as Universal Credit becomes fully implemented locally, and sanctions continue to be applied. We fear that homelessness and severe hardship will increase and we believe we are in a good position to help alleviate the consequences for those affected.

Have you applied for external funding before? -Yes

How did you find the process of the Fund from start to finish?

Easy - We found the process fairly straightforward, and the application form easy to complete and guidance notes helpful. The Project Co-ordinator found the training day to be of great benefit. The mid-point Report was useful in evaluating whether we were meeting the intended outcomes. The Final report has been straightforward, and again has helped us, at the end of the project, to realise that we achieved most of what we planned.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

All support has been appreciated, including telephone support when requested.

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How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome.

The Fund has helped projects such as our own to run projects to alleviate the impact on individuals of welfare reform, and the implications of Universal Credit. We were able to alert our service users to the impending changes, organise training with a local credit Union, and to work with partners to drive home the message that the changes would be radical. While our own project, and probably many more, have helped individuals avoid crisis point, it is likely that there will be many more individuals and families over the next few months who find themselves suffering extreme hardship. Therefore further funding should be made available for projects to support those affected throughout Scotland in a variety of ways. We would welcome learning of the experiences of others who have benefitted from the Fund in order to improve our own service.

Would your organisation apply to the Fund if it ran again? - Yes

Edinburgh Food Project

Name of project - Niddrie Foodbank Centre

Please describe your project

Opening of a new Edinburgh East foodbank and local foodbank centre in the Niddrie area of the city part of the Trussell Trust network of foodbanks. Aim to provide free emergency food packs to those in food poverty referred to us by frontline professional care agency partners.

To what extent did you achieve your outcomes as outlined in your application?

Did not achieve - Unfortunately we struggled to find a venue early on in the project, which we could use free of charge, in the Niddrie area to set up the centre including a City of Edinburgh Council office currently vacant. We pursued a number of options but the only vacant properties are commercial with sizeable rents we can't afford. Towards the end of the period SCVO helped us by using their contacts in the area to help look for a suitable site. From this we did manage to find a possible venue but due to ill health of two key project workers and two different times meant we have not yet looked at this option.

Did you reach the number of people you intended to?

No - As above no venue to run service

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Did you reach the type of people you intended to?

No - As above

What partnerships did you make or strengthen, if any?

We deepened and strengthened our partnership with Links Community who resource the Niddrie centre and others we met through further research of the area.

What was the impact of your collaboration with partners?

A better understanding of the reasons for poverty and the need for our service from local people and organisations.

Would the partnership have been possible without the fund? - Yes

What worked well, and why?

Getting more information from the local area.

What worked less well, and why?

Unfortunately our intended venue pre-application was removed due to unforeseen internal organisation changes and we had to start the search from scratch in an area of deprivation that does not have a great deal of free community space available.

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

Would have meant that the foodbank centre was set up with equipment to make an impact on food poverty for a number of years not just the 6 months of the project.

Have you applied for external funding before? Yes

How did you find the process of the Fund from start to finish?

Easy - Not an onerous application form and a quick decision compared with other funds we have applied to.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

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Support was available if needed and additional help was given after mid-way evaluation report was submitted and administrator realised we were having trouble. This was very much appreciated.

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

For the level of investment provided I feel that the fund was very good and cannot think of improvements required.

Would your organisation apply to the Fund if it ran again? - Yes

Fife Arabic Society

Name of project - Fife Arabic Society Employment, Volunteering and Welfare Training project (EVWT)

Please describe your project

The project recruited suitable volunteers (12) to deliver key aspects of FAS's programme of activities aimed at reducing the isolation, and disadvantage of many members of the Arab community in Fife. The project also had an employment focus by creating a job club which was held once a week for 20 weeks. The project provided the opportunity to attend welfare reform training.

To what extent did you achieve your outcomes as outlined in your application?

Mostly met - The projects we believe have reached its outcomes and targets. Most of participants are from low income or unemployed, although it seems fewer women than men taken part. Volunteers came from across Fife, couple from rural area; they were given the opportunity to gain skills and increased self -confidence and self - esteem. The volunteers have benefited from increased access to resources, and services which improve their quality of life, and support their integration into the wider community. Individuals who were furthest from the labour market and who were previously economically inactive had the necessary confidence, self - belief, language and communication skills, and knowledge of the world of work, to engage with mainstream employment support agencies. Some project activities have included the Syrian refugees who came to Fife in early December 2015. This group are the most vulnerable; they have benefit greatly from the activities of this project. Four new volunteers from this group were recruited and will be of great help in supporting other Syrian refugees who are expecting to arrive in the coming months and years.

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Did you reach the number of people you intended to? - Yes

Did you reach the type of people you intended to? - Yes

How did you record this information?

We carried out weekly assessments and evaluations with individual volunteer recruits, and as a group. We monitored attendance and participation levels in all of our activities, and use a variety of formal and informal feedback mechanisms to capture the appropriateness, quality, and effectiveness of various programmes and activities. We track the progress of new entrants to our programmes and monitor the percentage of non- Arab people taking part in our activities as evidence of increasing integration.

What partnerships did you make or strengthen, if any?

Partnership with the following agencies: Fife Council, FRAE Fife, Scottish Handball Association, Princes Trust, WEA, Jobcentre plus Consultant.

What was the impact of your collaboration with partners?

FAS sit on the Strategic and Operational groups regarding the Syrian Refugees. FAS work closely with FRAE Fife on issues of joint activities, Training, use of office space and advertising our events through FRAE network. FAS volunteer attended advance Coaching course in Handball in partnership with Scottish Handball Association FAS had meetings and seminars regarding employment, welfare reform and business opportunities with Princes Trust, WEA and Jobcentre plus. A consultant was recruited to give training on aspects of volunteering, employment and community learning and development also helped in the job club.

Would the partnership have been possible without the fund? - No

What worked well, and why?

The project raised awareness among the host community about the realities of being an Arab in Scotland, and brought young people, women and communities together to share common interests. Most of the project activities were oversubscribed with entrusted participation. The project helped overcome barriers to participation, particularly for girls/women, and encouraged regular physical activity. Number of women volunteers and participants exceeded expectations. The project also provided employment opportunities to participants.

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What worked less well, and why?

Some barriers have to be overcome such as child minding requirements, specific culturally sensitive sport and the percentage of other communities involvements was less than intercepted. The participants in the job club were decreased in the later stages of the project, probably due to the festive season holidays and cold weather!

Are there any additional achievements that you didn't expect?

Some project activities have included the Syrian refugees who came to Fife in early December 2015. This group are the most vulnerable; they have benefited greatly from the activities of this project. Four new volunteers from this group were recruited and will be of great help in supporting other Syrian refugees who are expecting to arrive in the coming months and years.

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

FAS have now secured a building from Fife Council which will be used as Community Centre and a focus for educational, cultural, and social activities for the whole community. We plan to develop a Social Enterprise providing culturally sensitive Care Services for the elderly and disabled, as well as Nursery facilities, and resources to help families find and sustain employment. The (EVWT) Project has provided the opportunity for FAS to recruit and train the necessary volunteers and contribute to FAS's objective of eventually being financially self-sustaining.

Have you applied for external funding before? - Yes

How did you find the process of the Fund from start to finish?

Easy - The best factor was the valuable advice and support by SCVO staff. The purpose and requirement was clearly identified and/or explained. The funding process well explained and decision was reasonably quick. The continuous support/advice throughout the duration of the project.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

Funding application, process and decision making was done in short time, due to the valuable advice and support by staff, who were available at all times! This made the funding more accessible than other streams.

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How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome.

The funding provided great opportunity for small groups and projects to build their capacity and address important issues such as welfare, employment and volunteering without the need to use the service of funding specialist or to wait for long time for decision. It is essential that such stream of funding to continue by the Scottish Government, hopefully with the possibility of core funding for a part time staff/admin which is essential to the development of majority of small groups. As for SCVO - just continue the good job.

Would your organisation apply to the Fund if it ran again? - Yes

Forres Area credit Union

Name of project - Family Financial Coaching

Please describe your project

To run financial literacy/Money Matters group courses for parents over 4 - 6 weekly sessions. To offer a programme of 6x1 hour coaching sessions to develop financial capability for individual parents.

To what extent did you achieve your outcomes as outlined in your application?

Mostly met - I wanted to reach those parents who felt isolated and cut off in their feelings of helplessness and despair and were wanting things to change about the way they managed their family finances, and how that impacted on their well-being and confidence. As this was a short term pilot project, in order to offer an element of continued support to those parents I worked with during the 6 months, I entered into a partnership with our local Adult Lifelong Learning co-ordinator, who would be able to offer on-going support at the end of the financial literacy courses and/or financial coaching sessions, if necessary. To attain speedy access to groups of relevant parents I also entered into partnership with a local voluntary charity, Step by Step, that befriends parents and toddlers, offering free parent toddler groups in Elgin and Forres. They were co-incidentally looking to find a way to support the parents who came along to their sessions with managing their money, so the third and final partnership with Moray Council Welfare Reform Network Officer, supported that liaison for us to work together, as they had first contacted her to help them. Step by Step family workers then highlighted the parents they knew who were looking to find ways to manage their family finances more comfortably, and they attended the 6 week financial literacy course we ran. Over the 6 weeks we had a total of 12 participants, some attended all sessions. I also wanted to do 1:1 coaching sessions with parents who wanted to go into more personal detail about their finances and learn about different ways to save, budget and manage debt, or a limited income. One parent contacted me to set up the series of 6 x 1:1 weekly sessions. She was concerned about a debt of a few thousand pounds that her husband had incurred, and wanted to explore how to move herself and

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her family off the vulnerable bread line. After the fourth session, she had found herself a part-time job, and had also helped her husband to secure part-time work. By the sixth session she was feeling a lot more confident and clear about how to continue the upwards momentum we had created in the 3 months (includes 3 week Christmas holiday break). In addition parents from the course wanted extra 1:1 sessions. One of the parents commented how much more confident she felt and after being out of work whilst her toddlers were growing, she applied for a part-time job and was successful.

Did you reach the number of people you intended to?

No- I had hoped to run 2 courses, so reach double the numbers, with Step by Step in both local towns. Due to them having to find further creche funding for the 2nd course in Forres, that course is now running in February and March.

Did you reach the type of people you intended to? Yes

How did you record this information?

Each participant completed a pre-course evaluation, for the course, or 1:1 sessions. We then asked them to evaluate each session of the 6 week Money Matters course, and a post-course valuation at the end of the last session. From these I compiled a report, of which a copy has been sent to Zoe.

What partnerships did you make or strengthen, if any?

As mentioned in Q.4 - Moray Council Welfare Reform Network, Step by Step parent befriending service and Adult Lifelong Learning/Essential Skills

What was the impact of your collaboration with partners?

The impact of this initial meeting between the WRN co-ordinator and Step by Step charity was that a 6 x 2hours/week Money Matters course was run by myself and the local Adult Lifelong Learning Co-ordinator. 12 parents engaged with the course over the 6 weeks, with 7 parents attending for the last session. Their children went in to the accompanying crèche, run by Step by Step family worker staff and volunteers. Funding for the room hire and refreshments, and for the creche was raised by Step by Step. A further impact is that another course has been set up for a different local Step by Step group. This will be run outwith the timing of the pilot project, in Feb/March. As the crèche will be run by the local mobile crèche for this next course, it took time to apply for funding for the costs. Without the CC&R Fund to pay my time/wages, and expenses, none of this work would have been possible, such as the time it takes in the initial stages of set up meetings and course material preparation. This includes attending the parent and toddler sessions prior to the course, to begin to establish relationships with the parents and workers, to ensure a successful course.

Would the partnership have been possible without the fund? - No

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What worked well, and why?

Partnership working is definitely what works, I so enjoyed it all! Huge thanks to Step by Step for their committed engagement with the pilot project to recruit the parents for the course, as well as Essential Skills Department. The 1:1 parent financial coaching sessions and the group course worked well. The parents built up their confidence and resilience, and discovered they actually have many of the skills to cope with making their life work better, financially and otherwise.

What worked less well, and why?

Great thanks to Forres Area Credit Union for allowing me to extend the financial literacies aspect of my job. This was initially a steep learning curve for me to work around, as FACU wanted to be sure that their image continued to be one of being a service to all stratas of society without engaging in an unbalanced way with those on or near the "Benefits Line", so I had to be careful to keep wider publicity to a minimum, and only work to publicise and promote the service within agency settings.

Are there any additional achievements that you didn't expect?

Additional unexpected achievements - the progress and development that the children reached in the small group with more adult focus and input, in the crèche running alongside the course. Also the decreased feeling of isolation of the parents on the course making new supportive friendships with each other, boosting their confidence knowing they are not alone in managing these issues, and actually managing things better than they thought. Ongoing professional partnerships that can be developed with other agencies, to further support parents.

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

I think it has raised the profile of the Credit Union in our wider area, as the course was held in Elgin, about 15 miles from the central catchment point of Forres. That includes for the families and friends of those parents involved in the course, and also for various staff at agencies and organisations that have been at the different meetings and Forums I attended to promote the course/Credit Union. It has contributed to internal discussions and information sharing/communications about better serving a wider catchment area, and the practicalities of paying in to a FACU account/payroll deductions/cash withdrawals/on-line possibilities etc.

Have you applied for external funding before? - Yes

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How did you find the process of the Fund from start to finish?

Very easy - All has been very easy. Zoe was supportive and helpful whenever needed. I would have preferred to have an open report format for this end-report, which for me is more conducive to flow, clarity and ease of thought in what to present, instead of this final Survey Monkey format.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

Very helpful to have the initial days training in Edinburgh to meet and hear from other grant receivers, about their project. It would have been perfect if Zoe could have come up and visited to do a mentoring session half-way through the grant period for an extra boost!
Training in advertising/marketing/promotion of service to target audience

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

For Forres Area Credit Union to apply to the Fund again, they would need to be asked to re-consider what some of the Board members think of this project, as risking the profile of the Credit Union as a savings and loan cooperative for all stratas of society. I tick YES below, but this would be me making the application under the auspices of a different organisation.

Would your organisation apply to the Fund if it ran again? - Yes

Gallatown Gala Community Group

Name of project - Gallatown Community Food and Internet Cafe

Please describe your project

We run a main community café once a week, that offers a substantial 2/3 course meal. On other days we offer smaller meals like soup, toasties, etc. The project allows us to share skills and meet with the wider community.

To what extent did you achieve your outcomes as outlined in your application?

Met in full - During the Community Café we offer access to the internet and informal support to community members including parents of young children. We have been able to signpost people who need help with benefit changes, job searches and other issues. We have linked with Citizens Advice and Rights Fife, who now offer a monthly clinic during the community café. At second, more informal community café, we offer light bites, such as soup and sandwich. On this day we also offer internet access and Credit Union operate

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from our café. These activities have helped increase social interaction and well-being, increasing skills, confidence, access to support, and has built a stronger, happier and healthier local community.

Did you reach the number of people you intended to? - Yes

Did you reach the type of people you intended to? -Yes

How did you record this information?

A register is taken for each activity where we record the name, age and if they are new or have attended previously. The registers are recorded on a monitoring spreadsheet.

What partnerships did you make or strengthen, if any?

We have strengthened our partnership with the Link-up development workers and their host organisation YMCA. We have also strengthened our relationship with other partners in the community, such as schools, nursery's and local churches. Other voluntary organisations and services. We have worked with SCDC, SURF, Fife Council and local councillors.

What was the impact of your collaboration with partners?

Increased level of trust, increased levels of partnership working, more cohesion within the community, more people engaging with services. Local people having a say, and becoming passionate about sustaining and growing their community. Increased understanding about local needs and strengths.

Would the partnership have been possible without the fund? - No

What worked well, and why?

Our profile has grown and strengthened thereby attracting more community members and partners. We have a greater understanding of our community as a whole and developed trust with those living in our community.

What worked less well, and why?

At times partnership working has been a challenge, especially adapting to the way information is communicated. Also recognizing our own limitations as volunteers, many of us with debilitating health conditions.

Are there any additional achievements that you didn't expect?

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The personal satisfaction that we as a committee have gained, we have all learned new skills over and above those expected i.e. working with people of all ages and abilities. Bringing groups together and making friends.

How useful was the Fund in helping you meet the needs of your community? -Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

With the help of the fund, our project has been very successful, to the extent we have been contacted by other groups and organisations for tips and advice on starting their own community café and other projects.

Have you applied for external funding before? -Yes

How did you find the process of the Fund from start to finish?

Easy - We were surprised, given that we have little experience of funding applications, that the process was straightforward and we were able to follow the process without difficulty.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

The support from Link-up development workers and the YMCA has been invaluable. The evaluations sessions we had from SCVO were extremely useful in allowing us to move forward in our new project.

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

Offer funding over a longer period of time, so that projects can sustain and further develop.

Would your organisation apply to the Fund if it ran again? - Yes

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Glasgow South East Foodbank

Name of project - Glasgow South East Food Development and Advice Project

Please describe your project

This pilot project aims to take the foodbank beyond an emergency food aid service and work with local partners to provide holistic advice and community support services. If the pilot is successful, we propose to start this service in April 2016.

To what extent did you achieve your outcomes as outlined in your application?

Mostly met - One of the aims was to complete and apply for funding for a joint project with Castlemilk Law Centre. The Funder has released their categories for application for this year and the application is in its final stages. We hope to submit by Mid- March 2016. While funding is still necessary for the long term aims of the project the Trustees of Glasgow SE Foodbank recognised the has now employed a full time project manager on a short term basis. Due to the Manager working full time hours Glasgow SE Foodbank were able to develop further partnerships/links within the Castlemilk area - Ardenglen Housing Association, Castlemilk Parish Church and Croftfoot United Free Church. Due to this partnership a 'food hub' will be established within Castlemilk within the next couple of weeks. This means that service users in Castlemilk will not have to travel to Govanhill to collect their food parcels, but will be able to collect either a complete food parcel or an emergency food parcel from a base in their own area.

Did you reach the number of people you intended to? -Yes

Did you reach the type of people you intended to? -Yes

How did you record this information?

Service user details were recorded in an excel spreadsheet, noting date appointment given and date of appointment, criteria for visiting foodbank, ethnicity and age, also recorded was whether service user kept appointment and outcome of appointment.

What partnerships did you make or strengthen, if any?

We formalised the partnership with Castlemilk Law Centre, and strengthened and developed relationship with the organisation who deals with fuel debt, are building relationships with other housing associations in Castlemilk who are wanting to become voucher holders

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What was the impact of your collaboration with partners?

The impact is that we are able to provide a more holistic approach to people's needs. Not just food, but legal advice and signposting to other agencies who can help the service user

Would the partnership have been possible without the fund? -No

What worked well, and why?

Having legal staff available has given us good outcomes as every service user, who required legal help, either with benefit sanctions/applications, housing, debt etc. is able to speak to a lawyer and make further appointment if necessary. Having a full time manager has worked well and helped maintain consistency in the service provided.

What worked less well, and why?

There has been little negative effect from the extra hours for the manager and the only real change we made was to ask the legal staff to dress more casually as some of the service users were put off by their suits, shirts and ties.

Are there any additional achievements that you didn't expect?

Due to the extra hours we have been able to make a link/partnership with Strathclyde University Business Department. We are now working with twelve 3rd year business students who have to complete 50hrs voluntary work for 5 of their credits. The team are working on fundraising, business plan, funding applications and some practical aspects of the foodbank - helping pack bags, stock take and paint the distribution centre.

How useful was the Fund in helping you meet the needs of your community? -Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

Due to the positive impact of a full time manager the Trustees have decided to extend the contract in the short term until we hear from the 3 year application, if that is unsuccessful then other opportunities will be sought.

Have you applied for external funding before? -No

How did you find the process of the Fund from start to finish?

Easy - The application form was quite straightforward and easy to understand. Any questions were answered quickly and helpfully by the Zoe from SCVO. The half way report was very straightforward to complete, but I have found this report more difficult to

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complete due to some of my answers have to remain the same as from the half way report, but this due, in part, to what we were using the funding for ie salary.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

The support from Zoe at SCVO was invaluable to myself as I had never completed a funding application and the training day SCVO held was very helpful.

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

I think that the Fund covers a wide variety of applications and may be improved by grouping the applications into types and making the reporting specific to the type of application

Would your organisation apply to the Fund if it ran again? - Yes

Hope Kitchen SCIO

Name of project -HOPE Access to Information

Please describe your project

We ran 6 information sharing sessions for the Gypsy Traveller Community in Oban and surrounding areas. The events involved HOPE providing a meal for members of the community and the wider community and local organisations joined the meals to share information about what services they provide.

To what extent did you achieve your outcomes as outlined in your application?

Met in full - We provided 6 events for people within Oban and Lorn to find out about local support services in an informal setting whilst providing food and drinks. Support services included welfare rights advice, citizen's advice and energy saving advice from Alienergy. We achieved over 150 footfalls at our events comprising of over 50 different people accessing information about local services available to them. Significantly many of the male members of the gypsy traveller community attended our events and have since gone on to engage with more services than they previously had done. We also reached members of the community living in Lochgilphead which is 37 miles outside Oban. As the gypsy traveller community is close knit and very dependent on word of mouth we were delighted to reach people from out-with our original plan. We achieved over 40 referrals to other services – arising as a result of people accessing our sessions. We believe that the sessions have provided a forum for increased communication between services and opportunities for closer partnership working. We have also seen an increase in

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attendance at our service for food parcels, hot meals and some of the other services that we offer at Hope Kitchen.

Did you reach the number of people you intended to? -Yes

Did you reach the type of people you intended to? -Yes

How did you record this information?

We recorded the attendance at each session on our recording sheets. Some sessions were better attended than others with issues like the weather, the venue and a death in the gypsy traveller community affecting attendance at our events.

What partnerships did you make or strengthen, if any?

Throughout the project we worked in partnership with Siubhan O'Rourke, Development Worker, MECOPP (Minority Ethnic Carers of People Project), Gypsy/Traveller Carers Project - North & Mid Argyll. We also have new partnerships with Alienergy and citizens advice.

What was the impact of your collaboration with partners? (

The impact of these collaborations are that we are now able to offer more joined up working with other agencies. This benefits the targeted client group greatly. Over Christmas we worked closely with Siubhan to provide a comprehensive service to her clients which included food parcels, Christmas presents for the adults and children in the community, blankets, warm clothing and hot water bottles to ensure her clients were prepared for the cold winter weather and to help ease the burgeoning debts of Christmas that large families on low incomes struggle with each year. This made a huge impact on our clients and we would not have been able to do this without collaboration.

Would the partnership have been possible without the fund? -No

What worked well, and why?

The larger events in Victory Hall in Benderloch worked very well. The larger space was the first factor and we also provided activities for the children of the community at these events so that they felt included and entertained leaving parents free to access the advice and support personnel we had invited along.

What worked less well, and why?

The events in Hope Kitchen were less well attended mainly due to the restrictions in space that we have available to us. We are aware of the lack of space however and how much it

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restricts what we can offer and we have plans to move to larger premises hopefully later this year where we will be able to offer more services and hold larger events.

Are there any additional achievements that you didn't expect?

The additional achievements are that we reached clients in Lochgilphead. This was made possible due to word of mouth within the community and due to Siubhan's work with the gypsy traveller community in Lochgilphead.

How useful was the Fund in helping you meet the needs of your community? -Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

It has impacted on our service as we are now supporting a number of families from the gypsy traveller community which we only had limited contact with before. We may need to alter our constitution as our remit was to support people in Oban, Lorn and the isles however if we continue to support clients in Lochgilphead then we will have to wider our own remit.

Have you applied for external funding before? -Yes

How did you find the process of the Fund from start to finish?

Very easy -The process of applying for the funding has been very smooth. We have had great support from Zoe Westwood when we required more advice or guidance. I especially have been very grateful for Zoe's support as I entered this post soon after this project began so I have had some catching up to do with re planning and managing our events and Zoe was very helpful.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

I'm afraid I cannot think of any further support you could have offered. As I mentioned previously having Zoe there to answer any queries we had had been very useful and the midterm report was a very straightforward document to complete.

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

I'm afraid I don't have any suggestions for how the fund could improve. We have thoroughly enjoyed participating in this project and it was only made possible through this fund. We now look forward to strengthening all the links and relationships we have made with professionals and service users over the coming months and years in our aim to

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access and support some of Scotland's most vulnerable and marginalised people and we thank you for the opportunity for allowing us to do this.

Would your organisation apply to the Fund if it ran again? - Yes

Inch Park Community Sports Club

Name of project - Sports Cafe

Please describe your project

To introduce activities for children and young people in Moredun to take part in sport and physical activities, then learn to cook a healthy meal which they share with their family - and take ingredients away to cook for themselves at home.

To what extent did you achieve your outcomes as outlined in your application?

Met in full - Thanks to match donations of food from Sainsbury's and more volunteers, we were actually able to reach a total of 40 children and young people and their families - and fulfil the full waiting list.

Did you reach the number of people you intended to? - Yes

Did you reach the type of people you intended to? - Yes

How did you record this information?

A full register was taken at the start and each week. Entry and closing interviews were done with the children and young people, and their families.

What partnerships did you make or strengthen, if any?

As a result of the success of the project, Sainsbury's agreed to sponsor part of the food. This meant we were able to support more beneficiaries

Would the partnership have been possible without the fund? - No

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What worked well, and why?

The format is very popular with children and families in the area. It's great as it addresses the issue of food and healthy eating without them having to feel like it's a hand out.

What worked less well, and why?

As we expanded the group it changed the dynamics slightly and made it more difficult for us to do one to one youth work. In the end we decided to add an extra session and split the groups.

Are there any additional achievements that you didn't expect? Please describe any here

Some of the children are now taking part in other sporting activities with our core sports clubs in the area - so have continued to lead healthy lives - and the partnership with Sainsbury's has been unexpected and very positive.

How useful was the Fund in helping you meet the needs of your community? -Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

It's given us a new programme that's delivering great things in the area and we are now building a bigger bid with a funder to sustain the programme into the future

Have you applied for external funding before? -Yes

How did you find the process of the Fund from start to finish?

Very easy - Please keep it simple! Not all funds are like this and to be able to engage with the fund in the way we did was great!

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

No further support required

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

See above.

Would your organisation apply to the Fund if it ran again? - yes

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IZZY'S PROMISE

Name of project -BRIDGING THE GAP OF WORKLESSNESS THROUGH VOLUNTEERING

Please describe your project

Our project was aimed at BME people who have never worked as a result of mental health problems, drug and alcohol abuse, asylum seekers, refugees, homelessness, ex-offenders, moving from care and survivors of abuse. We intend to recruit such people into our organisation as peer mentoring volunteers, provide them with skills and experience to assist them into work or further education and encourage them to join us as peer mentoring volunteers.

To what extent did you achieve your outcomes as outlined in your application?

Mostly met - We recruited a sessional Volunteer worker who helped in steering the project in the right direction. The seasonal worker was engaged for 12 hours per week. We had planned to recruit and train 15 additional volunteers to help in reaching out to the hard to reach people from the ethnic minorities and abuse survivors helping them to turn their lives around. However we managed to recruit and train only 10 volunteers. The 10 volunteers we recruited were people who had never worked before. We have trained them and also offered them opportunities to attend training and sessions out with our organisation. 5 of the volunteers are now enrolled with colleges doing courses that will enable them to seek employment. 2 volunteers are now applying to go to university. 1 volunteer has already enrolled in the youth apprenticeship program. The other volunteer is busy helping us to deliver our support services to vulnerable people. We also reached out to 20 BMEs helping them and supporting them in the best way we can to regain their confidence to engage in work, volunteering or further education.

Did you reach the number of people you intended to?

No - As mentioned in the previous section, our target was to recruit and train 15 volunteers but we only managed to recruit 10. But the 10 volunteers we recruited have made very big steps and we have achieved our key outcomes of helping such vulnerable people to get skills and confidence to enable them to get back into work, education and volunteering. We had also planned to work with 30 BME people but we managed to reach out to 20 BMEs and made very positive steps in their lives. Some of the people we reached out have managed to start volunteering and have also improved their well being

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Did you reach the type of people you intended to?

No - Of the 20 people we supported 11 of them were from the target group of BMEs and for the 10 volunteers we recruited and trained 5 of them were from the BME groups. We also reached out to people who had been abused and vulnerable supporting them and helping them to regain confidence.

How did you record this information?

We designed a drop in recording sheet which we recorded all the volunteers and service users we reached out. We recorded their progress and transition journey from the time they joined us and what they were doing at the end of the project. We also used feedback forms from service users and volunteers who helped in the development of our project. The sessional volunteer worker also organised workshops and sessions bringing together volunteers and service users to share and learn from each other. We also used our dairy diary where we recorded the number of hours each volunteer had been with our project.

What partnerships did you make or strengthen, if any?

We had partnerships with other abuse support organisations such as the children organisations in Dundee. We also worked very closely with the BME organisations helping us to recruit volunteers and service users. We also worked closely with the local council community centres and also with volunteer interface groups helping us to recruit volunteers. We also worked with citizen's advice and other welfare support agencies like the job centre plus in helping our volunteers in their transition period. We also worked with the food banks to identify the most vulnerable people that we could work with to help them overcome their poverty situation. We also worked with mental health, drug addiction and other substance abuse support agencies to help them access the need they may require.

What was the impact of your collaboration with partners?

The partnerships helped us to reach the most vulnerable and hard to reach people. The partnerships also helped in terms of referrals to other places for further support. The partnerships also helped in identifying the best way to support people in poverty. By working with other agencies we were able to provide the people accessing our services with an integrated support and training. We also benefited from the skills of other organisations on the best way to reach out and help the most vulnerable people.

Would the partnership have been possible without the fund? -No

What worked well, and why?

Recruiting people who were experiencing disadvantage and poverty supporting them and training them to become volunteers and hence using the same people to reach out to other vulnerable people was a very effective way of reaching out to the hard to reach and vulnerable people. We used other vulnerable people to reach out to other people hence helping them to feel a sense of worthy and building their confidence.

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What worked less well, and why?

The funding was minimal and it was in a short period. In six months we could not be able to measure change. We need a long term funding for at least 12 months to be able to measure the impact and how people's lives have been improved. Next time at least a 12 month funding will be a good benchmark to measure the impact.

Are there any additional achievements that you didn't expect? Please describe any here

The funding has helped us to reach out and connect with other community initiatives working with people who have been affected by the economic recession. We are now working with other organisations actively supporting vulnerable people on a range of issues from housing, homelessness, young people at risk of exploitation and also adult survivors of abuse. The fund has helped to publicise our services to the community.

How useful was the Fund in helping you meet the needs of your community?- Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

The fund has actually resulted in increased demand of our services beyond our means. We hope to get some funding to continue supporting the people who are in need of our services. We have also learnt to use volunteers to help in delivering our services to communities. We are also busy trying to put in place a peer support system that we hope it will help to reach out to as many vulnerable people as we can.

Have you applied for external funding before? -Yes

How did you find the process of the Fund from start to finish?

Very easy - The application form was very easy to complete. The response was also very timely and the grants officer was also very supportive throughout the grant period.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

The gathering session where all the organisations that had been funded came together to share their plans and strategies for the delivery of the project was very helpful. The networking also helped other organisations to form strong partnerships. We would say that future funding need to be long term at least 12 months and also with more funds to be allocated to deal with the problem of poverty and vulnerability which is enormous and alarming.

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How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

The fund would benefit from the long term aspect where funds are allocated for at least 12 months in order to have a measurable impact to both service users, the funders and the organisations delivering such services. There is also need for a monitoring and evaluation component added within the fund to enable organisations carry out a very detailed feedback on the impact of the fund. We need an exit strategy to help us direct or sign post our volunteers to when the grant comes to an end such as some government apprenticeships or the community job Scotland. These programs need to follow so that the people we have helped gain skills and confidence are not just abandoned mid-way the project.

Would your organisation apply to the Fund if it ran again? -Yes

Kincardine & Mearns CAB

Name of project - KAMCAB Rural Outreach

Please describe your project

The residents of Mearns will be able to access free, independent, confidential and impartial advice in their local community in relation to benefits and welfare reform. This advice will take a holistic approach as our advisers will be able to advice on a range of associated issues such as debt, housing and employment which can all be interlinked with welfare reform.

To what extent did you achieve your outcomes as outlined in your application?

Met in part - At the beginning of the project we sought to achieve the following outcomes:

- Provide advice on benefits and related issues to 100 individuals
- Provide advice on 300 issues
- Secure a Client Financial Gain (CFG) of £50,000

We met these in part as we did achieve the following:

- Provided advice on benefits and related issues to 36 individuals
- Provided advice on 99 issues over the project period
- Secured CFG of £7,250.40 (this will not be the final figure as applications for all those supported have not been awarded by the report due date)

The project lost two months at the start due to recruitment difficulties. There are various barriers that we need to address working in the rural area's that we have discovered during this project or that have taken longer than anticipated to address.

Did you reach the number of people you intended to?

No. - Due to recruitment difficulties the project start was delayed by two months. This meant that crucial time was lost in the promotion and building of the project. Due to a lack of hireable space in Laurencekirk the premises we chose to run our service from wasn't as accessible in terms of public transport as we had hoped. The fact that it was in a

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community campus with the library and school was positive but those with mobility issues found it difficult due to the distance from the centre of the town

Did you reach the type of people you intended to? -Yes

How did you record this information?

We recorded this information on the Citizens Advice Client Management System which allowed or us to collect client profile data which clients completed on their first contact.

What worked well, and why?

1- Recruiting an Outreach worker rather than depending solely on volunteers ensured that all appointments took place as planned. 2. Providing a base and appointments for our Benefits Officer meant that clients who would have had to go to the stress and cost of travel to our main office could now easily access service 3. Advertising a generalist and specialist benefits advice service ensuring all felt comfortable and appropriate accessing the service

What worked less well, and why?

1. More promotion could have helped reach higher numbers of clients particularly with other professionals 2. Launch two months before Christmas period didn't help to keep the momentum building 3. Venue wasn't big enough to have volunteer advisers working alongside outreach worker 4. Phoning to book an appointment may have been a barrier to access rather than running a drop in – however venue limited options

Are there any additional achievements that you didn't expect?

Networking with community groups on social media was an achievement we didn't anticipate and was the most effective way of communicating key messages. We also got support from local MP on sharing key messages on social media. Numbers of clients accessing the service for general advice including on employment matters in relation to the downturn in the oil industry

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

The fund has enabled us to pilot our outreach project and although not all outcomes were met we will be extending the project to ensure that those in Mearns continue to have access to a good quality advice service. We have currently looked at what we have learnt from this project and we will be further promoting the service and looking for alternative

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venues. There is scope for working with Health Centres in the area which will be developed. We have recruited three volunteer advisers from the area which will ensure the service develops in the future.

Have you applied for external funding before? - Yes

How did you find the process of the Fund from start to finish?

Very easy - The application process was very straightforward and I felt it reflected the amount of funding requested i.e. wasn't too onerous for amount of money. The reporting process was also clear and collected the appropriate amount of detail. Staff member in SCVO was very helpful and able to answer any questions that happened to arise.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

Support from SCVO was useful. However due to the application and reporting process being clear and straightforward I did not feel that much more support was necessary.

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

The fund could improve by providing larger grants that could run over a longer period of time. Just as momentum was reached it felt that the project term was over – 12 month grants would be more beneficial and allow more of an impact to be made. The application process and reporting may have to be more in-depth for this. For smaller grants under the way the fund is now there are no suggested recommendations.

Would your organisation apply to the Fund if it ran again? - Yes

Let's Get Sporty

Name of project - Housing Association Link Officer

Please describe your project

We created a Link Officer to build sustainable partnerships with local housing associations to enable us to get young people most affected by welfare reform engaged in our employability and physical activity programmes.

To what extent did you achieve your outcomes as outlined in your application?

Met in full- We have recently agreed a contract with a housing association to deliver services for the next year

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Did you reach the number of people you intended to? -Yes

Did you reach the type of people you intended to? -Yes

How did you record this information?

We used our existing monitoring to record KPIs

What partnerships did you make or strengthen, if any?

Partnership with Loreburn Housing Association

What was the impact of your collaboration with partners?

A contract to deliver services to over 500 people across the region

Would the partnership have been possible without the fund? -No

What worked well, and why?

The fund created capacity to enable us to develop effective partnership

What worked less well, and why?

We could have created more partnerships if we had more resources

Are there any additional achievements that you didn't expect? Please describe any here

A contract that was significantly bigger than we expected.

How useful was the Fund in helping you meet the needs of your community? -Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

A huge impact on securing future sustainability of our organisation

Have you applied for external funding before? -Yes

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How did you find the process of the Fund from start to finish?

Very easy

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

The support of the officer and workshops have been beneficial

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

I think if fund was larger it would enable more sizeable projects to be delivered

Would your organisation apply to the Fund if it ran again? - Yes

Luing Shopping Club

Name of project -Luing Sh0pping Club

Please describe your project

We have provided a shopping bus run on the ferry to Isle of Seil Shop/PO once a week, as our island shop closed in September this has continued every Thursday to date, but the shop on Luing is open again and PO is starting up this week, so future runs will be to our shop.

To what extent did you achieve your outcomes as outlined in your application?

Met in part - Our original project was to have an extra run to the shop or ferry. However our Island Shop closed in September, so we have had to use the grant money to pay for the shopping bus ferry fare, extra fuel and driver's wages to take passengers across on the ferry to Seil Island where there is a Shop/PO. This was a Godsend for us, we do not know what we would have done without this grant. The shopping bus is for our elderly people who do not have transport, and live in isolated villages.

Did you reach the number of people you intended to? -Yes

Did you reach the type of people you intended to? -Yes

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How did you record this information?

Our bus drivers keep a record, as we have to send this record monthly to Argyll & Bute who provide us with our main grant for the Shopping Club.

What worked well, and why?

The organisation has worked well, with one Administrator and myself (Treasurer) both volunteers, we have two part-time drivers (paid) so as well as helping community we provided part-time employment.

What worked less well, and why?

We had a period where the bus broke down and had to go away for repair. We could do nothing about that.

Are there any additional achievements that you didn't expect? Please describe any here

The moral of elderly and vulnerable people improved, people who could not normally see each other because they live opposite ends of the island, met on the bus and enjoyed seeing each other, as they got their weekly shop.

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

We could not have managed without your fund this year. Although the shop now has a new owner it is still very fragile and we do worry if it doesn't make enough money it could close again. We are also relying on our wider community 50 people to pay £26 per year to help keep the bus on the road. The majority who pay this do not need to use the Shopping Club as they have their own transport.

Have you applied for external funding before? -Yes

How did you find the process of the Fund from start to finish?

Very easy - The application was not complicated. Receiving the grant as one payment was also reassuring for us as we know we have the money to pay our bills.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

The support of your Administrator Zoe Westwood was very helpful because I live on an island I could not manage to get to the training days.

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How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

I am not sure, I have found the Fund very good, and I hope I would be allowed to reapply for funding in the future.

Would your organisation apply to the Fund if it ran again? - Yes

Midlothian Voluntary Action

Name of project - Better Banking

Please describe your project

Better Banking is a pilot project to see if we can improve the range of banking options available to vulnerable groups and those in receipt of benefits in Midlothian, as well as improving the banking information available to financially excluded people.

To what extent did you achieve your outcomes as outlined in your application?

Mostly met- Capacity of thirty advice agencies...: Our Better Banking Leaflet outlining new basic bank accounts and ID requirements has been circulated online and in paper form to all MFIN member organisations. This means that the knowledge of frontline staff around banking issues will be improved. As planned, we have engaged more with accommodation services too, such as housing associations, and Midlothian Council's Homelessness and Temporary Accommodation departments. - Inequality in accessing banking services...: Our research has identified geographical inequalities regarding access to cash in some Midlothian communities. In addition we have clarified ID issues with several local banks, and have a stronger understanding of the new basic bank accounts, and which banks are most dedicated to responding to welfare reform. There is scope for future work because of the project. - Thirty advice agencies can better support each other...: To utilise the links made with high street banks, future MFIN meetings, attended by advice agencies, will include a 'banking issues' section, to discuss and feedback issues when they arise. - Benefit claimants are less likely to experience crisis...: Our basic bank accounts leaflet will have a direct impact on benefit claimants who are seeking further information about bank accounts in preparation for Universal Credit. In addition, the Better Banking project has raised the profile of banking issues in the third sector and amongst advice agencies in Midlothian. We hope that our final research report will have an impact on future work around improving access to cash locally, but cannot measure this impact at present.

Did you reach the number of people you intended to? - Yes

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Did you reach the type of people you intended to? - Yes

How did you record this information?

The organisations we worked with for research and information dissemination were targeted in accordance to client type (e.g. accommodation services - homeless individuals and council tenants, job clubs - JSA/UC claimants, advice agencies - other vulnerable adults).

What partnerships did you make or strengthen, if any?

MFIN made new partnerships with three high-street banks: Royal Bank of Scotland Group, Bank of Scotland (Lloyds Group), and Clydesdale (CYBG), which will now allow us to feedback local concerns. This was a key step as MFIN has not successfully engaged in the past. We are waiting to hear back from two other major banks that operate locally, and hope that these will be also open to further collaboration in future. In addition, our work with Midlothian Council's Temporary Accommodation Service, and Melville Housing strengthened relationships with these accommodation services (useful as proof-of-address for bank accounts is an ongoing, but often resolvable issue). The project has also set the groundwork for future work with local Credit Unions such as Castle Credit Union, who will be presenting at an MFIN meeting in the next couple of months.

What was the impact of your collaboration with partners?

Collaboration with partners was key to researching the banking needs of service users and clients. Whilst we struggled to engage with some organisations, those that were involved were enthusiastic about the project, carried out the survey and provided their own views on how banking provision could be improved. Melville Housing also provided some of their own recent survey data to help strengthen our research. Another key impact of collaboration with others has been the ability to disseminate information about basic bank accounts to over 40 organisations and agencies locally.

Would the partnership have been possible without the fund?-No

What worked well, and why?

Two elements of the project worked particularly well. Mapping cash machines provided a visual indicator of gaps in provision across Midlothian. This task was improved by the utilisation of ALISS as a simple, and publicly accessible mapping tool. In addition, banks that we spoke to were very keen on sharing their work on financial exclusion, and open to questions about ID and bank account accessibility, especially when we stated that we were carrying out a research project. We did not anticipate they would be keen on working together in future but positive groundwork has now been laid.

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What worked less well, and why?

Our client research survey didn't work particularly well as frontline staff at several organisations did not manage to get feedback from clients, despite offering to participate initially. In addition CAB, a key partner with a high throughput of clients could not participate due to overlap with current banking research by CAS. Instead we focused research on organisations that participated with particular reference to a local job club and Melville Housing Association who provided extensive survey data. Focus groups may have been a more appropriate and engaging means of researching these issues. There was also uncertainty around whether local businesses could provide small amounts of cashback to customers, which couldn't be clarified by the Federation of Small Businesses.

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

As mentioned previously, we now have the scope to feedback any banking issues to several major banks, meaning that the issue is 'back on the agenda' locally, and within MFIN. We are also keen to seek further funding for future work relating to the project, such as targeting particular vulnerable groups, especially as Universal Credit rolls out further in the coming months and years.

Have you applied for external funding before? - Yes

How did you find the process of the Fund from start to finish?

Easy - MFIN applies for external funding from a range of organisations and this was a relatively swift and simple procedure for our small-scale project.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

Additional procedural support, such as arranged meetings with other projects would have been useful for sharing ideas and best practice (although we appreciate that projects are very different in aim and scope).

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

Not sure how the fund could improve from our experience. As mentioned above, it would be useful to liaise with other project participants over the course of the project, especially as the impact of Welfare Reform can be similar in different parts of Scotland. In addition, opening up funding for ongoing project development would be useful (e.g. any loose ends from first round could be continued in future rounds of funding.).

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Would your organisation apply to the Fund if it ran again? - Yes

Pennyburn Community Association

Name of project - Support Help Advice Reassure and Enable (SHARE)

Please describe your project

The project was about providing a local resource for people to access computers and services that combat poverty and enable applications to Universal Credit. Job centre refer people, Housing Association started a drop in for affordable warmth and employability, referrals to the credit union and food bank.

To what extent did you achieve your outcomes as outlined in your application?

Met in full - We exceeded all expectations of the project. 111 people have used the project enhancing their ability to apply for jobs, share experiences, grew in confidence and access new services at a local level. The start- up of the affordable warmth service has resulted in people getting cheaper utility tariffs. The employability service provides access to the jobs market and assistance with resources. The support we have through the funding for travel and subsistence has proved useful, we still have 3148 left of this for further support as we have been able to maximise this budget with that of the employability service. We exceeded all expectations of the project. 111 people have used the project enhancing their ability to apply for jobs, share experiences, grew in confidence and access new services at a local level. The start- up of the affordable warmth service has resulted in people getting cheaper utility tariffs. The employability service provides access to the jobs market and assistance with resources. The support we have through the funding for travel and subsistence has proved useful, we still have £148 left of this for further support as we have been able to maximise this budget with that of the employability service. The funding of this project means that this community resource is available in the longer term, it has encouraged other organisations to provide localised drop- ins in our centre.

Did you reach the number of people you intended to? - Yes

Did you reach the type of people you intended to? -Yes

How did you record this information? (50 to 100 words)

People registered their postcodes, employment status and name

What partnerships did you make or strengthen, if any?

Housing Association, Job Centre Local welfare rights project Foodbank

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What was the impact of your collaboration with partners?

Working with these organisations has resulted in enhanced support to those using the facility. Access to cheaper utilities, benefit checks, universal credit claims, employability support and a network of people in similar situations.

Would the partnership have been possible without the fund? - Yes

What worked well, and why?

Word of mouth has worked but also the joint work with other organisations has developed and will continue to provide support.

What worked less well, and why? (

The start- up of a job club has been slow however we are now in a position to provide this, the club needed supporting agencies which we now have in place.

Are there any additional achievements that you didn't expect? Please describe any here
Additional resources for travel and subsistence.

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

We are a part of other organisations plans now that we have a resource fit for purpose.

Have you applied for external funding before? - Yes

How did you find the process of the Fund from start to finish?

Very easy - Easy application asking the crucial questions without repeating.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

Subsistence. Further support could be for mentors/befrienders and self- esteem training.

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

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I think the fund works because it recognises that local projects have a role to play. It allows us to build our capability to deliver services to local people.

Would your organisation apply to the Fund if it ran again? - Yes

SHAX

Name of project -SHAX Emergency Starter Packs and Homemaker project

Please describe your project

Our project had two aims: 1. to increase and expand our capacity to provide emergency Starter Packs to our homeless clients/those in crisis need due to welfare reform; and 2. To develop a pilot project to support our clients to manage their money better, in partnership with our local Credit Union

To what extent did you achieve your outcomes as outlined in your application?

Mostly met - Referrals for emergency Starter Packs were higher than expected (more than double). We estimated we'd provide 25 packs. We actually supported 56 clients, 5 partners and 9 children - 70 people in total. Not every client took a full Pack, which allowed us to support more people during the period of the award. This part of the project has been very successful. We supported 17 Homemakers; however 8 are in default, owing a debt of £525 to SHAX. The second part of our project, to work in partnership with the local credit Union, was unsuccessful. We were unable to progress a partnership with Solway Credit Union; they have informed us that no DGHP tenants receiving universal credit payments opened an account with them (this in spite of a £50 incentive from DGHP).

Did you reach the number of people you intended to? -Yes

Did you reach the type of people you intended to? -Yes

How did you record this information?

Through client referral forms, listing what emergency Pack goods were received and what items were taken as Homemaker goods.

What partnerships did you make or strengthen, if any?

We continued to work with a large number of partner referral agencies

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What was the impact of your collaboration with partners?

That people in crisis received our emergency support at their time of greatest need

Would the partnership have been possible without the fund? - Yes

What worked well, and why?

Being able to buy new Starter Pack goods meant we didn't have to leave any clients short of items they needed. This meant they could immediately move into their new tenancy and avoid going into debt for basic essentials e.g. a kettle, toaster, crockery or bedding

What worked less well, and why?

We were unable to progress the partnership with Solway Credit Union during the short timescale of the project. This has left us with £525 of debt that our clients are unlikely to pay

Are there any additional achievements that you didn't expect? Please describe any here

The number of requests for Starter Packs during the project was more than double our expectations. Having the CC&RF award meant we were able to help those in crisis immediately

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

The fund has really helped us to help people in crisis need. Knowing we can buy new goods to help them in their first tenancy takes away the stigma of having to receive our support.

Have you applied for external funding before? - Yes

How did you find the process of the Fund from start to finish?

Very easy - Straightforward, clear, uncomplicated application process

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

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Being able to talk to Zoe about our service/bid and seek her advice before submission was very helpful. It would be really helpful if the fund continued to be available; whilst we know there's no guarantee any future bids would be successful, it's been a great help to us

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

Our potential partnership project failed as there wasn't enough time to move things forward in the award period. It would be helpful if the fund could cover 1 year or longer.

Would your organisation apply to the Fund if it ran again? - Yes

Shetland Islands Credit Union

Name of project - Shetland College Outreach Collection Point

Please describe your project

The Credit Union provides a source of affordable credit to the people of Shetland in order to help alleviate poverty. The project serves two purposes: a recruitment drive to increase our volunteer base, and an outreach to promote responsible borrowing to young people who are just becoming financially active.

To what extent did you achieve your outcomes as outlined in your application?

Mostly met -We successfully increased our volunteer base, recruiting more volunteers than we anticipated, including a couple from the more rural parts of the island. We sent volunteers to the League Conference, obtaining useful information in return. We have created volunteer time to work on small but important projects such as installing a large second-hand TV screen in our window to project marketing advertisements to passers-by. We have trained our recruits with transferable skills. One of our new recruits wishes to stand for board membership at our forthcoming AGM. We made considerable progress with the college toward setting up an outreach, and a couple of our new recruits are college students, but at the last hurdle the college pulled out of the arrangement and we are now left to seek an outreach elsewhere. Nevertheless, in the course of our marketing for volunteers we have made contacts who may provide the basis for such an outreach. Time will tell.

Did you reach the number of people you intended to? - Yes

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Did you reach the type of people you intended to? - Yes

How did you record this information?

Information regarding our volunteers is recorded on our Volunteer Application Forms, which record information such as name, address, age, reasons for volunteering, employment experience, current skills base, etc. We have been very happy on the whole with the number, type and ability of volunteers we have recruited during this project.

What partnerships did you make or strengthen, if any?

We have made contacts in several agencies, including Shetland College, Shetland Women's Aid, the Moving On project, the West Side churches, and the Unst Partnership.

What was the impact of your collaboration with partners?

College lecturers have cascaded information about the Credit Union to students and colleagues throughout the college and its own outreaches, and we hope that the college may review its decision regarding an outreach as their time permits. Advisers at Women's Aid are promoting the Credit Union to their clients as a discreet loan source to escape domestic abuse. We have provided a volunteer placement for a Moving On client, improving his CV and providing a reference. We hope that the west side churches and the Unst Partnership may provide new outreach opportunities.

Would the partnership have been possible without the fund? - No

What worked well, and why?

Our recruitment drive, bolstered by the ability to pay out of pocket travel expenses, has been very successful, and demonstrates what a difference even a small sum of money can make for small organisations. We are hopeful that most of our new recruits will stay on even if we are unable to cover their expenses in the coming year. We have at least been given the opportunity to get them hooked.

What worked less well, and why?

Unfortunately, at the last hurdle, the college pulled out of creating a Credit Union outreach on their premises. We believe this to be a staffing issue, as we have been unable to convince them that our proposal would require negligible input from college staff. Nevertheless, we remain confident that the door has not been closed permanently on our proposal.

Are there any additional achievements that you didn't expect?

We were fortunate enough to receive a capital grant from Unity Bank to purchase some new IT equipment, and it happened that a couple of our new recruits from the college were

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more competent in IT than our existing volunteers. The new volunteers have therefore been instrumental in helping us to upgrade our IT capability, which we hope will better prepare us for Welfare Reform issues in the coming year.

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

Thanks to this funding, we have increased our volunteer base by a sizable margin, we have released time for projects such as an electronic window display and offers of partnerships across the islands, we have maintained a presence on the mainland with the SLCU, and we have used our new volunteers to help install a new IT system. We look forward to building on these successes.

Have you applied for external funding before? - Yes

How did you find the process of the Fund from start to finish?

Very easy - All too often, external funding generates exhaustive processes which tie up precious volunteer time in the application and monitoring requirements, and therefore detract, sometimes significantly, from the benefits the funding provides. The SCVO has created a straightforward process that gives organisations time to actually use the funding to its maximum benefit.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

Zoe has been extremely helpful in supporting us in our project. As it happened in this case we didn't need a great deal of support, but Zoe has been very approachable throughout and I have every confidence that she would have provided as much help as we needed. She provided all the information I needed to reach the initial meeting in Edinburgh, and helped with completing the paperwork.

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

My suggestions for improvements to the fund are essentially of a practical nature. It think it would be a great improvement if the funding was available for a longer period of time. Six months is a short time period to set up a viable project, and funding for this time period can never be more than a kick start to an activity. Sustainability is the difficulty. There is little point in creating a new activity if it only lasts for six months and then slowly dies from lack of further funding. Specifically for the Scottish Government, I would raise the issue that too many funding rounds are targeted at 'new projects'. The government is relying more and more on the Third Sector to carry out mainstream activities, but core funding for

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organisations to pay salaries and overheads is very difficult to obtain, making sustainability of our services questionable. Creating more core funding for voluntary organisations via this fund or others would be a boon to the sector.

Would your organisation apply to the Fund if it ran again? - Yes

Solway Credit Union Limited

Name of project - SCU Rent First Account

Please describe your project

Our project is to bring to market and run our new Rent First Account, which will require additional administration capacity in our business. This product will fill a current gap in the market. The principle is that a claimant's Universal Credit will be paid in to the credit union account, then under a signed agreement the Housing Cost Element will be deducted and paid direct to the Landlord, followed by the remaining balance being made available on a prepaid debit card.

To what extent did you achieve your outcomes as outlined in your application?

Met in part - our outcomes were met in part because we achieved three out of four stated criteria. We have expanded our organisation's capacity in order to meet demand relating to welfare reform by recruiting an additional member of staff to increase the administration capacity required to run our Rent First Account which is specifically aimed at helping those who are affected by the coming of Universal Credit, helping them to budget and make sure their rent is always paid. We have developed a pilot project which focused on tackling the impact of welfare reform and inequality through our new product. While this is a new product to our credit union, Universal Credit is also new to DWP locally, so the project was a pilot for these reasons. By offering the product to those who are financially excluded, we hoped to also help deal with the issue of inequality. We have brought organisations together in partnership in an attempt to support people through working together to make this project work. We have worked with the DWP to deliver training and inform their staff about this new product so that they can make referrals to us. We are working with the Registered Social Landlords and The Council to identify people who would benefit from the support of this new product. They are also contributing financially by funding our Development Officer post. We are also working with the Financial Inclusion Assessment Team and Scottish Welfare Fund Team to identify people who would benefit from using our Rent First Account. Our partnership with Third Sector Dumfries and Galloway has helped us to develop a business plan and direct us towards potential funding so that we are in a better position to offer this new product. As yet the take up of our new product has been slower than anticipated so we are not able to demonstrate that we have developed people's ability to prevent themselves from reaching crisis point, but we continue to strive to let people know about the benefits of our Rent First Account and how it could save them from the crisis of losing their home.

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Did you reach the number of people you intended to?

No. Due to the slow uptake of our new product we are not able to say that we have reached the number of people we intended to. We continue to market the new account and work with our partners to ensure that the take up increases.

Did you reach the type of people you intended to?

No. The Rent First Account is aimed at people who are in a fairly specific set of circumstances. When the uptake increases we will definitely be reaching the type of people intended. We are also now looking at broadening the qualifying criteria so as to be able to help a wider group of people

How did you record this information?

We keep a log of all new account openings, and reasons for joining the credit union.

What partnerships did you make or strengthen, if any?

As previously mentioned, we are working with the DWP, the Council, two Registered Social Landlords, the Financial Inclusion Assessment Team, and the Scottish Welfare Fund Team.

What was the impact of your collaboration with partners?

We have managed to bring a new product to market, worked jointly on promoting it, we have secured additional funding, and significantly raised awareness of the credit union and the benefits that membership can bring to people`s lives.

Would the partnership have been possible without the fund? - No

What worked well, and why?

We were able to recruit a very able additional member of staff. We have designed and brought to market a new product which is run by two financial partners (credit union and card provider). We have established strong links and partnerships with other organisations. We are now in a much stronger position as an organisation than before the project started.

What worked less well, and why?

We are disappointed with the take-up of the new product but remain convinced that there is a need. Perhaps our qualifying criteria have been too tight, so we are looking to widen those in the future.

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How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

Our credit union has grown its admin capacity (additional member of staff) which would not have been possible without the Fund. We are stronger and better placed to achieve growth and ultimately more sustainable. We would very much like to hold on to our extra staff resource, and will be seeking to fund this post going forward.

Have you applied for external funding before? - Yes

How did you find the process of the Fund from start to finish?

Easy - The application was short enough to be appropriate for the amount of funding on offer. Acknowledgement of the application was prompt and only sought appropriate further supporting information. Decision making was relatively quick, certainly by comparison with other funders. We liked the fact that the funding was released upfront, and also that more interest is taken in outcomes rather than scrutinising every receipt before release.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

All the support provided by SCVO has been timely, polite and helpful. In our circumstances there was no further support that could have been offered.

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

The Fund was a great fit for our particular project and overall we have had a very positive experience. If the Fund was run again then we would definitely apply because of the simple application process, timely decision making and helpful support. There is little we can suggest to improve on how the Fund has been run, other than perhaps to make larger sums available.

Would your organisation apply to the Fund if it ran again? - Yes

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Souper Saturday

Name of project - Souper Saturday

Please describe your project in around 50 words

Souper Saturday seeks to provide a warm, friendly and informal environment where people can enjoy a meal and engage in social interaction and can, for a few hours, relax and feel safe and warm.

To what extent did you achieve your outcomes as outlined in your application?

Met in full - 1. We have more than doubled the amount of food that we serve to our guests - increased to 1.743 tons for the past 8 months, up from 1.08 tons for the previous 12 months. 2. Numbers of Guests have increased significantly. 3. We have had volunteers take training in REHIS food Hygiene and boundaries. 4. We have worked in partnership with Soul Food, Edinburgh Cyrenian Trust and The Big Issue Edinburgh in order to reach more people as well as bringing in specialist workers such as complex needs outreach workers from Cyrenians who helped on a voluntary basis. 5. We have taken on two new supported volunteers and are planning to extend this part of the project by implementing a peer support mechanism which we hope would be a path for more people to enter the volunteering programme. 6. We have doubled the number of non-supported volunteers and are looking to recruit more in the coming weeks. 7. We had guests, volunteers and supported volunteers take part in our planning meeting on the 30th of January.

Did you reach the number of people you intended to? - Yes

Did you reach the type of people you intended to? - Yes

How did you record this information?

We receive regular updates on the food we receive from FareShare, As well as a weekly receipt we get an update on the food that they supply at least once per year. We keep a tally of meals served. We have volunteer monthly sign-up doodles and weekly rotas which record volunteer hours. We speak to other agencies and make sure that there are as few gaps as possible in our marketing so that everybody who might want to attend is at least aware of our existence. We keep detailed minutes of our meetings.

What partnerships did you make or strengthen, if any?

We have strengthened partnerships with FareShare, The Big Issue and Realise and we have formed new relationships with Inch Park Community Sports Club, Edinburgh Cyrenians and Soul Food.

What was the impact of your collaboration with partners? (50-100 words)

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Our relationship with the Big Issue office in Edinburgh triggered a project by one of our occasional volunteers where she painted portraits of all of the vendors. The relationship with Cyrenians has allowed us to attract volunteers who are skilled support workers in areas such as conflict resolution. We were part of a consortium of four organisations which organised a one day pilot to provide a similar service to Souper Saturday in the week between Christmas and New Year. This pilot was deemed a success and we will be looking to provide this for the full week in 2016/17.

Would the partnership have been possible without the fund? - No

What worked well, and why?

We have been based in two location during the funding period which has forced us to experiment a fair amount with how we run the service. The most successful change was to provide table service. This has resulted in two positive benefits: the more introverted service users are now more likely to be served their food timeously – under the queuing system some of the less gregarious service-users would hang back until the queue died down which could mean that they ran the risk of having less choice or even, on busier days, missing out completely.

What worked less well, and why?

We had been struggling to control the preparation and/or consumption of alcohol and drugs in and around the premises. We have made massive inroads here by having regular toilet checks and by moving the tea and coffee station to the back of the room which means that there are now staff at each end of the room to keep an eye on service-users without it looking like we are spying on people. It is also becoming more difficult, as the project grows, to properly manage the number of volunteers needed.

Are there any additional achievements that you didn't expect?

There has been a much increased level of positive feedback from guests received via support workers from other agencies which has not only given us an increased sense that what we are doing is helping but it is making our profile as an organisation higher and should, in time, make it easier for us to have impact with our awareness raising efforts.

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

The fund has been a godsend for us. It has allowed us to concentrate far more of our resources on service provision and planning and far fewer on fundraising. There had been a steady growth up to the point of receiving CCRF funding which became a rapid

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acceleration afterwards. In future we will be concentrating our funding efforts more towards grant funding and less towards the events based and/or private donations model.

Have you applied for external funding before? - No

How did you find the process of the Fund from start to finish?

Very easy - I had never filled out a funding application before so the prospect was somewhat daunting for me however I needn't have worried. The process was very straightforward and Zoe and the team was there to help if there was anything I wasn't sure of. The report planning and writing stages have also been less of a challenge than I had envisaged and I have nothing but good words for the way in which this funding stream has been implemented: it has made such a hugely positive difference to Souper Saturday and to our service-users.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

The Report Writing training day was hugely useful. Because the fund attracted very small organisations and projects there were many people involved who were completely new to the world of funding applications and reports so having some training available helped immensely. The level of support has been perfect - I never felt that I was lacking support at any stage of the process.

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

It would be great if the fund could provide a reliable income stream for the projects it supports with perhaps an annual payment provided over a two or three year cycle. This would allow projects to put longer term plans in place. The report writing training was an extremely useful part of the funding package and whilst the Doodle to determine availability was fantastic, it would be great if it were held two or more times in future since I imagine that some people were unable to make it on the day.

Would your organisation apply to the Fund if it ran again? - Yes

South Ayrshire Foodbank

Name of project - CAN Cook Pilot

Please describe your project

A six week basic cooking course to equip clients on how to prepare low cost nutritious meals for their families using both fresh ingredients and also foods contained in emergency food packs

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To what extent did you achieve your outcomes as outlined in your application?

Met in part - We were not able to hold as many courses as we would have liked to due to staff changes at foodbank. We did hold one course within Ayr in partnership with South Ayrshire Community Development Team. Course ran for 6 weeks with 6 clients (5 completed the course. We demonstrated and supported these clients to prepare and cook 5 two course meals using both fresh foods such as vegetables & meat and also meals made from ingredients contained in food box from the foodbank. As part of the course we discussed health and nutrition with clients and helped them to recognise salt, sugar, fat etc. contents in foods in a fun and engaging way. Meals prepared included home- made soups, main courses such as bolognese, tuna burgers, pancakes, pizza and many more. Feedback from clients was positive they enjoyed the content of the course and were surprised by the variety of meals they prepared and to find these meals cost so little to make. We were able to run day course as a taster for young people. We are planning 2 more courses in the coming months and have booked further training on running the course for a further 4 volunteers.

Did you reach the number of people you intended to?

No. We had planned to hold 4 courses but were unable to due to a staffing issue that arose.

Did you reach the type of people you intended to?

No. We were able to reach out to people on a low income who struggle to provide meals for their families. Some clients had in the past had to use the foodbank. The aim of the course is to enable people to realise that they can prepare cheap nutritious meals on a very low food budget.

How did you record this information?

We registered clients for course and at the end of the course we asked them to complete a course evaluation sheet. We also took some photographs with their permission during the course.

What partnerships did you make or strengthen, if any?

We made partnerships with the NHS who trained our course facilitator and also the Community Development team at South Ayrshire Council who carried out risk assessments on the centre where we held our course.

What was the impact of your collaboration with partners?

We were able to arrange course effectively and they were able to support us in our evaluation of the courses effectiveness.

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Would the partnership have been possible without the fund? - No

What worked well, and why?

Taking the course out in to a community centre near to where those attending the course worked well as it made it easy for client to attend, Also having our own portable equipment meant clients were able to actually prepare the meals themselves. The number of clients 6 was a good number to ensure they could all actively partake in the discussions.

What worked less well, and why?

Running the course for 6 week may have been too long a period for clients to commit to as one of the six dropped out in week 4, Course was run with 2 facilitators and it may be better if we have 3 in future courses.

Are there any additional achievements that you didn't expect? Please describe any here

We were able in partnership with Community Development to run a 1 day course with young people in our community, We were able to share with them about the ingredients in foods and we prepared and cooked a few meals with the young people

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

It has helped us as we can now reach out to clients who attend the foodbank for emergency food for 3 days by allowing us to offer them this course, Our aim is to equip clients to provide nutritious meals for their families at a low cost in order to prevent them having to use the foodbank in future,

Have you applied for external funding before? - Yes

How did you find the process of the Fund from start to finish?

Easy - We found the application process was explained well and that guidance available was clear. We have a volunteer who is designated to the role of sourcing funding for us as an organisation.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

Clear guidance on criteria for the funding as well as the support of SCVO contact was invaluable. Reminders when feedback due has also been invaluable.

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How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

I think that to continue providing a contact within SCVO would be useful.

Would your organisation apply to the Fund if it ran again? - Yes

South East Integration Network

Name of project - South East Community Action

Please describe your project

Provide training courses for local voluntary organisations who are working with clients impacted by welfare reform, namely "Supporting Vulnerable Clients" and "Dealing with Destitution". Disseminate information to local people affected by welfare reform, including those who do not speak English.

To what extent did you achieve your outcomes as outlined in your application?

Met in full - We will develop the capacity of between 20 and 40 organisations to meet increasing demand from people in crisis. This outcome was achieved. The training course "Supporting Vulnerable Clients" was attended by 15 delegates; the training course "Dealing with Destitution" was attended by 12 delegates. Delegates including staff and volunteers from small organisations called the Space and the Well, who give advice and advocacy in Govanhill particularly to EU migrants and people from the Pakistani community. 4 volunteers from Castlemilk Against Austerity came to the training- they have no funding and would not have been able to afford to pay for CPAG's training courses without CCRF funding. A number of their delegates were in receipt of welfare benefits, including 2 unemployed disability rights activists. Also delegates from Glendale Women's Cafe, Afric Alba, Crossroads Youth and Community Association, Amina Muslim Women's Resource Centre, North Glasgow Integration Network and Govan and Craigton Integration Network. A number of delegates spoke community languages and this knowledge increased their ability to offer quality advice to those in the community who did not speak English, which is a big unmet need in SE Glasgow. Develop people's ability to prevent themselves from reaching crisis point. This outcome was achieved. An information session was held where local people could access welfare rights information and advice, and this was attended by 13 people. They heard talks from community activists from Castlemilk Against Austerity and Disabled People Against the Cuts, and discussions were

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held about the possibility of extending peer support and help reach people suffering destitution. In addition, leaflets outlining how to help yourself if you face benefits sanctions have been translated into Urdu and Romanian, a resource which was not available before.

Did you reach the number of people you intended to? - Yes

Did you reach the type of people you intended to? - Yes

How did you record this information?

We kept attendance records for those who attended the training, and asked participants to fill out questionnaires before and after the training to assess how they had benefited.

What partnerships did you make or strengthen, if any?.

1. This funding enabled us to reach out to community group Castlemilk Against Austerity. As a part time worker I would not have had the capacity to make links with this group. 2. Engaging with people in receipt of benefits, rather than simply workers. This is a challenge for SEIN as our meetings are aimed at workers, and we want to reach out to residents who may be experiencing difficulty because of welfare reform, or are involved in supporting people on an informal or campaigning basis.

What was the impact of your collaboration with partners?

One impact is closer links with Castlemilk Against Austerity and Castlemilk Law Centre, and it is hoped that partnership working will continue into the future. Another impact is that an unemployed disabled activist, who attended the "Dealing with Destitution" course has started regularly attending South East Integration Network meetings, and played a large part in organising the information event, where she arranged speakers, and spoke about her experiences with benefits system. She has gained confidence and her input to the Network is very valuable.

Would the partnership have been possible without the fund? - No

What worked well, and why?

The Dealing with Destitution course was a particular success, and organisations who attended had chance to discuss issues facing their service users and got to learn about each other's work. This has led to increased referrals between organisations.

What worked less well, and why?

On the first course we had some negative feedback about a delegate who kept interrupting the course and was disrupting the flow of information. I discussed this with the trainers at

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CPAG, to ensure that if that situation arose again the trainer would take a more pro-active stance in managing the challenging behaviour. On the first course, several delegates left without filling in the evaluation forms. I ensured that we took steps to gather more evaluation forms after the second course.

Are there any additional achievements that you didn't expect? Please describe any here

We did not expect for unemployed community activists to attend courses, and this gave them skills to take back to their campaigning groups and broke down some barriers between their work and that of funded local organisations who provided advice and advocacy support. Also Child Poverty Action Group were delighted to speak with "harder to reach" groups who don't often attend their training courses.

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

The Fund has widened knowledge of SEIN across groups who previously did not attend our meetings. Since delivering the training Child Poverty Action Group have attended our Network meetings, and there is potential for further training and joint working.

Have you applied for external funding before? - No

How did you find the process of the Fund from start to finish?

Easy - I thought the application form was straightforward and concise, and clear about the aims and objectives the funder was looking for. Communication was Zoe has been excellent, and she has kept regularly in touch. She has given us adequate time to fill out reporting forms, which is appreciated.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

If the funding was larger, support would be more important. Fortunately we had the capacity and skills to complete the funding application. Smaller orgs with less experience may have more useful comments about how the support and processes could be improved.

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

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The fund could perhaps publicise itself more, and perhaps target organisations led by unemployed people/those facing welfare reform/ those who have multiple barriers to accessing advice and information.

Would your organisation apply to the Fund if it ran again? - Yes

Speak Out Advocacy Project

Name of project - Speak Out

Please describe your project

We wanted to provide an advocacy service for people, affected by learning disability, who are subject to welfare benefit appeals, sanctions and tribunals. Our many years of experience told us that many people with learning disabilities require more specialist support whilst negotiating the benefit system.

To what extent did you achieve your outcomes as outlined in your application?

Mostly met - We did manage to provide the service to 25 people - not 50 as we originally anticipated. We were of the view that the impact on migration from DLA to PIP would have created a significant demand for our service. However, the migration process hasn't really gained momentum in South Lanarkshire, but for those that we supported through this process, we did achieve excellent personal outcomes. For what it's worth, I am sure when the migration from DLA to PIP bites, referrals for this type of service will soar. Another welfare related issue that has been emerged is that people who live in South Lanarkshire Council are now being asked to contribute their care component of DLA/PIP to supplement the funding for care packages. We've had requests for advocacy input when this happens, and again, I anticipate that more people will refer these issues to us in the future. We did promote the service amongst other agencies, who in turn sign posted people to us, and we delivered awareness raising events to other agencies, colleges, and day centres.

Did you reach the number of people you intended to?

No. - Please see above.

Did you reach the type of people you intended to? - Yes

How did you record this information?

Through our referral allocation system that records the presenting issue and referral agency.

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What partnerships did you make or strengthen, if any?

The most important partnership link that we developed was with the DWP. The link between other advocacy agencies was strengthened as we were able to support people with welfare related issues that may not have received a service formerly.

What was the impact of your collaboration with partners?

The impact of the collaboration with the DWP is that we now have a named person that we can seek support/advice and information from when required. She also has an understanding of the issues faced by people who have limited communication and cognition,

Would the partnership have been possible without the fund? - No

What worked well, and why?

The actual service that we delivered - it made such a significant impact upon those we supported. Some went from "0" points in the assessment process, and losing all benefits, to securing enhanced rates when we supported the appeal process. I think this is due to our experience whilst working with people with learning disabilities, and understanding the supplementary questions that need to be posed in an appeal situation.

What worked less well, and why?

Outreach work: we under-estimated the time that it would take to help with appeals and visits to agencies such as money matters. This impacted on our plans to promote and deliver more out-reach. However, as the funding that was available was so short in terms of time, it would have been difficult to manage expectations and potential demand.

Are there any additional achievements that you didn't expect?

The link with the DWP- the officer that we have a connection with now consults with us, and refers people on to us who clearly have limited cognition.

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

We will include welfare issues as a priority in our strategic plan, and try to seek funding to help address this clear need,

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Have you applied for external funding before? - Yes

How did you find the process of the Fund from start to finish?

Easy - I found the application easy to understand to complete. I also thought that the reporting mechanisms were straight forward and very proportionate to the amount of funding that was granted. Communication from SCVO to funded services was excellent, and overall, I found the process easy to manage.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

I thought that the initial meeting with other funded services at the start of the process was a great idea and very helpful. Perhaps a mid-term meeting with other funded projects to share information might have been useful. I do however, understand the limitations imposed upon arranging this type of event when the service delivery time is so short.

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

I know that as a recipient of the fund, you won't be surprised to hear that I think that the funding should have been longer term in order to properly establish and consolidate service provision. This would also allow us to assess the impact of the service on a longer-term basis.

Would your organisation apply to the Fund if it ran again? - Yes

Sunny Govan Community Media

Name of project - Eco Radio

Please describe your project

Eco Radio will create weekly programmes to explore, discuss, high-light the underlying reasons of climate change. Eco Radio encourage access, engagement, participation of local people, agencies, previous & future recipients of Climate Challenge Fund, taking the issue of climate change "beyond conferences, forums & leaflets" using a medium that transmits in to homes, businesses , vehicles to a wide demographic audience. Radio Eco will be a catalyst within the community to provide an opportunity for local people to inform & influence agencies, stakeholders on current & future developments around climate change & its affects.

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To what extent did you achieve your outcomes as outlined in your application? - No response

Did you reach the number of people you intended to? – No response

Did you reach the type of people you intended to? – No response

How did you record this information? – No response

What partnerships did you make or strengthen, if any? If none, please skip this page. – No response

What was the impact of your collaboration with partners? (50-100 words) – No response

Would the partnership have been possible without the fund?

What worked well, and why? (50-100 words) – No response

What worked less well, and why? (50-100 words) – No response

Are there any additional achievements that you didn't expect? Please describe any here (50-100 words) – No response

How useful was the Fund in helping you meet the needs of your community? – No response

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future? (50 - 100 words) – No response

Have you applied for external funding before? – No response

How did you find the process of the Fund from start to finish? – No response

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What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project? (50 -100 words) – No response

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome (100-200 words). – No response

Would your organisation apply to the Fund if it ran again? – No response

The Larder West Lothian

Name of project - Let's Cook

Please describe your project

Linking with food banks our aim was to encourage those experiencing food poverty to plan for their food, budget, shop and cook. The aim was to build resilience so that there would be less reliance on emergency food in the future.

To what extent did you achieve your outcomes as outlined in your application?

Mostly met - As attendance on groups was at times sporadic I think it would be difficult for us to say that everyone was better equipped to deal with crisis situations relating to food poverty.

Did you reach the number of people you intended to?

No. - We worked with 40 people the main problem was getting referrals from partners

Did you reach the type of people you intended to? - Yes

How did you record this information?

Registration forms

What partnerships did you make or strengthen, if any?.

We made new partnerships with Bles Training, West Lothian Council Steps 2 success programme, Broxburn United Football Club, Broxburn Academy and strengthened our partnership with West Lothian Food Bank and The Vennie

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What was the impact of your collaboration with partners?

We understand better the needs of clients that experience food poverty and that not all of them will experience a food bank. We also better understand the difficulties that people experience in committing to cooking when they have the risk of homelessness or no money to buy food hanging over them. Where we were able to engage with clients there was an element of trust brought through the partnership.

Would the partnership have been possible without the fund? - No

What worked well, and why?

Course delivery, participants enjoyed the courses once they got started. Recipes worked well as did the food tasting e.g. porridge which started as a yuk and ended up a yummy!!

What worked less well, and why?

Difficulty in getting referrals and therefore participants. This was mainly due to timescale. Such a small budget made it difficult to recruit staff with all the skills we required so had to do much of the work internally by part-time staff doing extra hours to fill the gaps. The timescale for the fund was far too short, robust evidence based outcomes take much longer to achieve if resilience is to be a key part of the response to welfare reform/inequality and poverty. Having to use community facilities was problematic as not all of the would let you cook in them. On one occasion we fused the electrics because of our cooking equipment. Many community facilities are fully booked months in advance which meant we were restricted to which communities and partners we worked with to deliver. Courses were too short to fit in all aspects that we had wanted to cover.

Are there any additional achievements that you didn't expect? Please describe any here

We worked with many young people that were identified through schools and partners as being in a family that were living in poverty. This helped build the skills of the family by the young people learning to budget and cook. Some of the young people were carers for their parents and did already prepare ready meals. They learnt that cooking from scratch was easier than they thought it would be and could be very cheap too. Most people say they don't like porridge but once you make it and spice it up a bit they found that they loved it.

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

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It has highlighted even further that there is a need to teach people on low incomes how to cook. The key requirements are that you need a proper budget so that you can recruit the right staff, otherwise it puts too much pressure on an already thriving and busy staff team.

Have you applied for external funding before? - Yes

How did you find the process of the Fund from start to finish?

Very easy - The application was most definitely user friendly and Zoe was a great help with any questions that needed answered. Some funds are faceless but this one was not. The information day at the start was very good and informative which again added to the accessible nature of this fund.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

See above

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

A larger fund for a longer period of time. It takes time and consistency to build community capacity and resilience. The voluntary sector is well placed to meet the needs of our communities in responding to welfare reform/inequality and poverty but time is needed to evidence robust results.

Would your organisation apply to the Fund if it ran again? - Yes

The Libertie Project Limited

Name of project - Better Off

Please describe your project

Providing bags of essential non- food items to people in need to prevent them reaching poverty related crisis alongside free access to internet, online learning and information on managing healthy eating on a budget.

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To what extent did you achieve your outcomes as outlined in your application?

Met in full - We ran a weekly digital cafe that provided free internet access and free online learning accounts with Learn My Way, digital champion support and a friendly cuppa. As individuals became more settled, they opened up more about issues and the digital cafe became a safe place to explore and research ideas and solutions. We helped individuals with things like: * learning how to report a broken heating and shower system online to the housing department * researching the best shopping deals to make the most of the money they had * finding out about local support groups and working out directions and travel options * comparing energy prices for pre-payment electric meters and swapping to cheaper suppliers to prevent fuel poverty We provided better off bags of non- food essentials to prevent poverty related crisis, we developed a referral system via key stakeholders after we found that the self- referral system was beginning to be misused. The bags contained essential toiletries, laundry and cleaning products. These products were sourced from In-Kind Direct (a charity that supplies end of line or donated household items at a fraction of the cost). The average bag had a net cost of £2.50 to us but was worth up to £25.00 in new products to individuals in need, which had a significant impact on their ability to meet priority costs and avoid poverty related crisis. The healthy eating on a budget course ended up being delivered on a one to one basis rather than in a group and we used online resources to look at healthy eating, create menu planners and shopping lists to make the most of the money that people had.

Did you reach the number of people you intended to? - Yes

Did you reach the type of people you intended to? - Yes

How did you record this information?

We recorded the number of better off bags given out, with information relating to age, postcode, reason for need and the difference it made. We registered individuals with learning accounts under our learning centre code that tracked their learning progress. We used a sign in sheet for the digital cafe to record the number of people attending. We spoke with beneficiaries about their views and feedback on the service.

What partnerships did you make or strengthen, if any?.

We developed a stronger partnership with the Through Care Team at Inverness Prison and with the Beechwood and Crossreach rehabilitation and Homeless accommodation providers/

What was the impact of your collaboration with partners?

These partnerships have impacted by developing other joint working initiatives resulting in beneficiaries having a broader access to services.

Would the partnership have been possible without the fund?- No

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What worked well, and why?

The Better Off Bags worked extremely well and had a significant impact especially on young males leaving prison with a liberation grant of up to £53 to last them until their Universal credit applications were processed (sometimes taking 12 weeks).

What worked less well, and why?

The digital cafe worked well, but we underestimated the level of support individuals needed and so we added in extra support from digital champions.

Are there any additional achievements that you didn't expect?

We were able to contribute to the Poverty Alliance the benefits of our pilot and the difficulties facing prisoners upon release from prison. We also managed to get 2 beneficiaries a City and Guilds qualification in Online Basics.

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

We have been able to develop strong relationships with key stakeholders and see a real difference in people's ability to solve their own problems and develop a sense of resilience. We have seen that preventing poverty related crisis by identifying high risk situations is a far better way of helping people.

Have you applied for external funding before? -Yes

How did you find the process of the Fund from start to finish?

Very easy - The application process was very simple and allowed us to develop an innovative idea based on delivering outcomes rather than being bogged down by milestones

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

Funds like this allow us to create solutions that are tailor made to the individuals we support rather than developing a one size fits all model. It has allowed us to develop niche solutions that have exceeded our expectations.

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

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If funds like this were available on a regular basis, lessons learned and what works well could be shared so we can continue to deliver the best value and most successful services for people in need

Would your organisation apply to the Fund if it ran again? - Yes

North West Womens Centre

Name of project - Supporting Women on benefits & back into work

Please describe your project

On the 1st of August the Women's Centre in Glasgow appointed a Welfare and Financial Inclusion officer. This project was set up to help and support women. Since 2010 there has been £26 billion of cuts made to benefits, tax credits pay and pensions. 85 percent of these cut have been taken from women's incomes. The UK Government has a policy of "Making Work Pay". The Women's Centre has recognised the affects this has caused to the women within the community. We offer advice and support regarding issues they are having especially surrounding welfare reform. There has been a significant rise in women attending the centre who are unemployed. Many of these women have not been in the employment market for a long time. This can be for a variety of reasons and the occupational gap can cause them to lose confidence. Women are being placed under extreme pressure by the Department of Work and Pensions to move into employment. The introduction of Universal Credits is slowly being introduced in to Glasgow and we are already experiencing a high rise in women seeking financial advice and support surrounding this change. We have expectations the need for this service will increase as more claimants are moved on to Universal Credits.

To what extent did you achieve your outcomes as outlined in your application?

Met in full - This project has played a vital and crucial role within our centre. The service we are currently providing is desperately needed within the community. Many vulnerable and disadvantaged women are using this service as they feel more comfortable within the environment we are providing. Women who are using our benefit system feel helpless and vulnerable and we provide information and advice to help them make informative choices. Unfortunately our welfare advice is only providing a 10 hour service at the moment. We believe that to target and meet the needs of more women within the community this post would need to be increased. Currently paperwork takes up around 50 percent of the hours allocated. So many women are having to make appointments over a week long to be seen regarding advice. Ideally we would like to see this post have an increase in hours to meet the demand within the area. We are already expecting this number to rise significantly when Universal Credits and other social security cuts are introduced fully within the Glasgow area.

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Did you reach the number of people you intended to? - Yes

Did you reach the type of people you intended to? -Yes

How did you record this information?

We use a separate data base to record and create a unique identifier relating to the service user who attends our project. They will be identified from that information that records every visit and contains sufficient information for the information and help they have received to facilitate their problems. There may be numerous visits for ongoing enquiries, these are all contained within the clients unique records are totally confidential.

What partnerships did you make or strengthen, if any?.

The Women's Centre has actively engaged with the Scottish Government about Scotland's new powers on welfare. We have been able to increase our volunteer and training opportunities including an employability programme for the Department of Works and Pensions working in direct partnership with Maryhill, Springburn and Partick Job Centres. We also have a partnership with DEBRA a voluntary charity shop organisation who are taking on women from our employability programme to work within their local store. We have also been working with GCVS and Poverty Alliance on changes to the Social Security in Scotland.

What was the impact of your collaboration with partners?

The Welfare and Financial Inclusion officer organised a conference for partner and future partner organisations to discuss the effects of welfare reform. This event was very productive. It was funded by the Scottish Government and has helped us strengthen and expand our well established partnership working. A follow up workshop was held for women who are being affected by the benefit changes. It was a very successful and busy event. This project has helped strengthen and expand our long established partnership working.

Would the partnership have been possible without the fund? - No

What worked well, and why?

We have a high success rate in helping women deal better with their finances. Having a Financial Inclusion officer has helped them make better informed choices on how to shop around for better deals on things like shopping, utilities, insurance and mobile phone contracts. Some of these savings have saved them as much as £150.00 per year. Guidance on opening bank accounts and using debit cards and direct debit has also helped them reduce costs on bill payments and managing their finances correctly. Many of our clients have only had basic post office accounts and now realise the significance of having a bank account helps them save money and also is needed for future employers when they go back into employment. We encourage all our clients to open a savings

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account with their local credit union. We have established strong partnerships with these organisations who regularly attend our budget classes to talk to the women about how to save. We highlight the high interest rates and try and deter them from taking loans from quick cash companies and stores who offer household items at highly increased interest rates. We promote other options on how to furnish or replace items that may be needed. Our benefit checks have been an important and vital part of this project. Many of the women have little or no knowledge of how they will be supported within the benefit system when they have to return to work. Our service has given them the opportunity to make informed choices and decisions about their future.

What worked less well, and why?

Benefit form filling and phoning the various Department of Work and Pensions has been an essential part of this project but is extremely time consuming. Many of the women who attend this project have problems filling in the forms correctly. They need help and support to complete them accurately. Phoning regarding benefits is a crucial role for a officer. Many women need someone to speak for them on the phone. The cost implications for phoning a benefit centre are also very expensive. Providing this service allows woman to deal with any issues quickly having to worry about call charges. Many women are unable to access these centres on their personal phones as most of the benefit lines charge a premium rate. The financial Inclusion Officer is only employed for 10 hours a week. This leaves limited time to help and support users. Paper work is an essential part of the project and time has to be split so the officer can work to full capacity. Limited time can mean women have to make for an appointment. This can mean something that needs dealt with urgently is not being met until the client is able to speak to the Welfare and Financial Inclusion Officer.

Are there any additional achievements that you didn't expect?

We believe this project is a successful and essential service and we would like to see it continue and run simultaneously with our employability course. We realise that the UK Government are actively seeking to make a working nation. This project is providing the useful tools to implement this. Our guidance and support are allowing women to move on into employment, volunteering or further education. Helping them understand the importance of budgeting and knowing their benefit entitlement plays a major part in making this shift happen. We are now able to help women make informed choices and are helping them to prepare and return to work.

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

We would like to expand the hours of the Welfare and Financial Inclusion officer. We would like to offer more workshops and classes on finance and budgeting exercises. We have held a large conference and workshop style events and these have proved very

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popular. If we had not been given funding for this post we would not have had the capacity to help women make informed choices on their finances. We hope to expand on the hours that we employ the officer so we are able to help and advise women more quickly on finance and benefit issues.

Have you applied for external funding before? - No

How did you find the process of the Fund from start to finish?

Easy - This process was straightforward. There were three parts to it and the forms have been uncomplicated to fill in and process.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

The support for this project has been good and we have been given plenty notice regarding deadlines for the monitoring and evaluation forms. We are extremely concerned that the welfare reforms being implemented at a UK level may not be appropriate in a Scottish context. The introduction of Universal Credits is a worrying time for us and we know we will feel the backlash within our service when it is fully introduced within Glasgow. The new powers of devolution being given to the Scottish Government could help empower individuals and we hope that this is implemented appropriately to allow this to happen. We have found the Scottish Government has been very approachable. The Scottish Government needs to keep working closely with key partners across the voluntary sector to identify and mitigate the negative impacts of welfare reform.

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

Giving the project a higher budget to continue to grow would be advantageous to our centre. We will not be able to retain the member of staff who currently undertakes this post if funding is cut. We do feel that this project needs to expand and that would mean a continuing fund to allow us to do this. We believe this project is a successful and essential service and we would like to see it continue and run simultaneously with our employability course. We realise that the UK Government are actively seeking to make a working nation. This project is providing the useful tools to implement this. Our guidance and support allow women to move on into employment, volunteering or further education. Helping them understand the importance of budgeting and knowing their benefit entitlement plays a major part in making this shift happen.

Would your organisation apply to the Fund if it ran again? - Yes

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The Zone Youth Committee

Name of project - Outreach Welfare Advisor

Please describe your project

Serves a wide range of people within the Doon Valley areas especially the youth sector for those on welfare, eligible for welfare, or living at or below the poverty level. Also train some of our youths and staff to be able to help and guide others and make sure they know their entitlements.

To what extent did you achieve your outcomes as outlined in your application?

Met in part - The outcomes we outlined were met only in part due to the fact that the time scale for this funding was not sufficiently long enough to make an impact for the people and communities we hoped to reach. We really needed more time for this project to get established and make contact with the most hardest to reach people. The outreach welfare advisor connected with as many people as possible within the short time frame and helped as many as was possible. The outreach welfare worker was also tasked with training and passing on skills and knowledge to our staff and youth committee for them to be able help others. However we feel and so did the welfare worker that we needed more time for this to be as effective as it should be.

Did you reach the number of people you intended to?

No. - unfortunately again because of the time scale for this funding we reached as many as the six month period would enable us to. Although we leafleted and put posters up we found that it was word of mouth that most people actually heard about the project most of them were people using our food-bank. We have helped as many intended people as possible however we know because of the high unemployment and deprivation within these areas we only reach the tip of the iceberg.

Did you reach the type of people you intended to? - Yes

How did you record this information?

We record every person that has asked for help from the outreach worker. We keep a record of the type inquiries that are made and the help they receive also whether it is by telephone, coming into the work place or a home visit. We keep a record of the outcome whether it has been successful, unsuccessful or a continuation

What partnerships did you make or strengthen, if any?

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Our local GP, health visitors and other voluntary organisations sign posted some of their clients to this programme for help and advice.

What was the impact of your collaboration with partners?

We already work with most agencies and other local voluntary groups within the Doon Valley on various programmes the Zone is a well -established community hub. However this particular collaboration would not be possible if we had not received this funding. We would not have been able to assist these vulnerable people with the advice and guidance they needed.

Would the partnership have been possible without the fund? - No

What worked well, and why?

The outreach welfare worker was able to help more people who came along to the surgeries that were provided. It was easier to help with filling in forms and getting the exact information that was required. The home visits worked well for the older people who needed help it was more difficult by telephone as most time this needed to be followed up by a visit to the work place or home visit.

What worked less well, and why?

As was stated before the telephone service did not work so well as quite a number of people needed assistance to fill in forms etc. We felt that people received a better service when the worker dealt with them face to face. A number of people seeking help had numerous literacy problems and were not able to complete the forms by themselves. This put a lot of strain on these vulnerable people

Are there any additional achievements that you didn't expect? Please describe any here

The outreach welfare worker accompanied one of the clients who was turned down for his PIP (personal independent payment) to help at his tribunal this decision was overturned and the client received their claim in full. We have also had an increased interest for people wishing to volunteer at the project. One of our youths who volunteered to work with the welfare worker is looking to go to college to learn modern studies

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

The fund helped us to assist vulnerable people who have been let down by the benefit system. We have been able to support people at a very critical point in their lives

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especially when they had nowhere else to turn. The demands for this service continually increase, although some of the staff was trained by the welfare worker they are not yet at the stage where they are confident to deal with clients by themselves. The funding has made a difference however we needed more time to train people, we are not sure we can meet all the demands being made as we will have to reduce the service

Have you applied for external funding before? - No

How did you find the process of the Fund from start to finish? - Easy

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

The support we received from the staff has been great. Anything we were not sure about was dealt with in a very friendly and professional manner. Further support would be an extension of the funding to allow us to further develop the project and also allow us to look for funding elsewhere

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

Extension to the fund would benefit organisations and give them time to help the people who most need it. Six months was far too short to pilot this programme and meet the demands that have been made. An extension would also give organisations time to look for funding to develop this project and make it sustainable

Would your organisation apply to the Fund if it ran again? - Yes

WestGAP

Name of project - Skill Share

Please describe your project

An opportunity for those activists, campaigners and those working within the third sector to learn from each other, gaining practical skills to eliminate poverty and build resilient communities. A variety of groups and campaigns working in community groups, anti-poverty, immigration and asylum, housing, disability and mental health will host practice-led workshops to other groups.

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To what extent did you achieve your outcomes as outlined in your application?

Met in part - Due to on-going practical difficulties we have had to postpone the main event until 2nd April 2016. This was a result of a number of difficulties we faced. 1. Scheduling As many of our partner groups, including ourselves, are run by volunteers, it has been very difficult to secure the time commitments and availability of a variety of people in order to make the event as diverse as possible. Also, as many of the volunteers themselves are living in poverty, or with disabilities, or caring commitments etc. This has made it more difficult to arrange suitable times. To mitigate these problems, we have scheduled the event in a time with plenty of notice so that as many as possible can arrange to be available. This also meant that our venue would need to be as accessible as possible and that we also arrange childcare and travel if they were barriers to participation. 2. Building Problems Our day-to-day service has seen a huge increase in the number of people using it. Mostly because of the impact on welfare reform. In addition to this, our building was badly damaged in recent weather that had worsened existing problems of frequent flooding and leaks. This meant that we had to close our service for nearly 2 weeks. This caused a substantial backlog of casework to be deal and on- going IT problems that has impacted on the amount of time our volunteers could spend on Skill share planning activities.

Did you reach the number of people you intended to? - Yes

Did you reach the type of people you intended to?

No. Feedback from our participant list shows a diverse range of people planning to attend the event.

How did you record this information?

Information on demographics of participants will be recorded at the event. We will use anonymous paper surveys to gauge participant's responses.

What partnerships did you make or strengthen, if any?

We have already made stronger links with Unity in the Community and with Scottish Unemployed Workers Network through the planning of this event. We predict these will be built upon during the workshops.

What was the impact of your collaboration with partners?

We have already seen an increase in service users signposted from partner organisations.

Would the partnership have been possible without the fund? - No

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What worked well, and why?

We will provide more detailed feedback after the event. But, so far, the contact with other groups has greatly benefited our service.

What worked less well, and why?

Time-management needs improved. We had perhaps underestimated the problems of securing time and scheduling from a wide range of volunteers working in extremely busy services. We have tried to mitigate this but re-timetabling to allow for better planning.

Are there any additional achievements that you didn't expect?

Increased awareness of other services

How useful was the Fund in helping you meet the needs of your community? - Extremely helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

This fund has greatly increased our ability to build our relationship with our community and with other organisations. We hope that the skill share will enable WestGAP to diversify its activities and assist its users in other areas of their lives. We already realise the importance this fund has had in giving WestGAP the opportunity to further embed itself in the community.

Have you applied for external funding before? - Yes

How did you find the process of the Fund from start to finish?

Easy - The questions are clear and easy to follow. The skills of our volunteers vary but we have found this application process to be relatively clear and understandable. As we are a voluntary organisation, we have no paid staff and we are all ourselves learning these processes that we can hopefully take in to the workforce. This application has been one of the more understandable to complete.

What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

The detailed questions are useful in order to know exactly what information is needed.

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

Perhaps to see more for others that have received the fund in future years.

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Would your organisation apply to the Fund if it ran again? - Yes

Woodlands Community Development Trust

Name of project - Local Food Social Support Hub

Please describe your project in around 50 words

To develop a structured volunteer training programme so as to boost capacity of our Pop-Up Community Cafe to support people in need plus to more actively involve volunteers in planning future development of our food aid work.

To what extent did you achieve your outcomes as outlined in your application?

Mostly met - In the main our outcomes were met. A new volunteer training course was designed and developed with consultation with volunteers. The number of active volunteers has increased and volunteers have got more involved in different aspects of our work. As well as volunteer training we have held two volunteer meetings (30 people attending), a volunteer social to help discuss priorities in a more informal setting (23 volunteers) and also succeeded in building stronger links between volunteers from our food and garden projects. One training session shortly before Christmas was poorly attended (in part due to atrocious weather) and had to be rescheduled until early February which has affected our reaching of outcomes ahead of your end January deadline.

Did you reach the number of people you intended to? - Yes

Did you reach the type of people you intended to?- Yes

How did you record this information?

Volunteer registration forms completed at cafe, training and during one to one sessions.

What partnerships did you make or strengthen, if any?

We consolidated relationships with Zero Waste Scotland and Maryhill and Possilpark CAB who have contributed to the volunteer training as well as with NHS Glasgow Health Improvement Team. We have also built new relationships with Fair Share Food Cloud. The extra capacity from volunteers has helped us build up on links with local businesses who have started to donate produce to the cafe and helped us bring down operating costs.

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What was the impact of your collaboration with partners?

Volunteers have increased knowledge and confidence. Our menu planning has become more flexible as we respond to what produce is donated on the day and we have been able to support volunteers in running more cookery demonstrations, freeing up paid staff to provide more one to one support to cafe users and to develop other aspects of our work.

Would the partnership have been possible without the fund? - No

What worked well, and why?

Volunteer training has worked well - having full days training has helped volunteers to get to know one another, break down barriers and feel more actively included in what we do

What worked less well, and why?

We have not had sufficient time to review our information resources and have not yet found a volunteer who is able to step up to join our board of directors as a representative of the project.

Are there any additional achievements that you didn't expect?

The extra volunteer capacity has enabled us to pilot event catering for a local food festival event - this option for bringing in income from non- grant sources is one which we may develop further as a way to sustain our work.

How useful was the Fund in helping you meet the needs of your community? -
Quite helpful

How has the Fund impacted on your service/organisation? Will this mean you make any changes in the future?

The fund helped give us some breathing space after our main Lottery funding came to an end. It gave us the impetus to review how best to support and involve volunteers in our work.

Have you applied for external funding before? - Yes

How did you find the process of the Fund from start to finish?

Easy - Straightforward and clear information and easy process. For a grant of this size it is unusual to have to do 2 monitoring forms in such a time limited period and a single end of grant report would normally suffice

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What support has been useful and what further support, if any, would you have liked in applying for this funding and carrying out your project?

We were unable to attend initial networking meeting and some opportunities to meet other local funded projects could have been beneficial.

How could the Fund improve? Comments for the Scottish Government who set the rules of the Fund as well as to SCVO who manage the Fund are welcome

Consider having a higher level of funding and/or a longer period to run activities over.

Would your organisation apply to the Fund if it ran again? - Yes

Contact

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About us

The Scottish Council for Voluntary Organisations (SCVO) is the national body representing the third sector. There are over 45,000 voluntary organisations in Scotland involving around 138,000 paid staff and approximately 1.3 million volunteers. The sector manages an income of £4.9 billion.

SCVO works in partnership with the third sector in Scotland to advance our shared values and interests. We have over 1,600 members who range from individuals and grassroots groups, to Scotland-wide organisations and intermediary bodies.

As the only inclusive representative umbrella organisation for the sector SCVO:

- has the largest Scotland-wide membership from the sector – our 1,600 members include charities, community groups, social enterprises and voluntary organisations of all shapes and sizes

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- our governance and membership structures are democratic and accountable - with an elected board and policy committee from the sector, we are managed by the sector, for the sector
- brings together organisations and networks connecting across the whole of Scotland
- SCVO works to support people to take voluntary action to help themselves and others, and to bring about social change.

Further details about SCVO can be found at www.scvo.org.uk.

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