
Dundee Voluntary
Action

Fair Share Trust
Programme in
Charleston

Evaluation Report
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Summary

1. The Big Lottery Fund Fair Share Trust was established by the Big Lottery Fund in 2001 in response to concerns that some areas were not getting their fair share of Lottery funding.
2. Fair Share Trust, established as a UK - wide investment trust that provides an expendable endowment to 13 Fair Share neighbourhoods in Scotland, responded by developing a targeted approach to funding specified areas across the UK, offered support to potential applicants and explored ways of devolving grant- making to grassroots level.
3. The aims of the Fair Share Trust are to:
 - Build capacity and sustainability in local communities, including support for community assets and planning and involvement in local regeneration
 - Build social capital, offering funding for local social developments, supporting job creation, skills development, social networks and community engagement in local organisations, activities and initiatives
 - Improve the local environment, enabling communities to make it safer, healthier, greener, cleaner, better designed and more welcoming and accessible to all groups
4. Dundee was identified by the Fair Share Trust as a target area. Charleston was identified by stakeholders in Dundee as the most appropriate neighbourhood to benefit from Fair Share Trust funding.
5. In each Fair Share Trust neighbourhood local panels have been created to identify themes and priorities with which to target Fair Share Trust funds. The panels are made up of local people and workers, chaired by the Scottish Community Foundation (SCF). Any applications for funding support from the Fair Share Trust must meet these priorities and are presented to the local panel for comment.
6. The priorities identified by the local panel were:
 - Priority 1: Improve community facilities
 - Priority 2: Build community capacity
 - Priority 3: Improve community safety
7. The Fair Share Trust programme in Charleston has invested in a mix of projects and initiatives that represent:
 - Existing community projects
 - Capital programmes
 - Testing out new initiatives
 - Partnership initiatives
8. Delivering the programme has posed challenges for the local Fair Share Trust panel. At times during the five years, local panel members have felt frustrated by having a chair imposed on them by a national organisation (Scottish Community Foundation), by the challenge of allocating funding to appropriate activity and by partnership arrangements which have not always been robust.

9. However, five years on a core group remains committed to the programme and the local panel. The learning gained through the local panel, particularly by community members, is significant and will remain in Charleston for community benefit beyond the life of the Fair Share Trust programme.
10. The programme has contributed to the delivery of positive outcomes in Charleston through:
- Supporting community organisations to engage with the Fair Share Trust programme: Fair Share Worker
 - Increasing sustainability of existing community organisations: St. Clement's Out of School Care Project, CHAT
 - Training that has increased opportunities for volunteering: Charleston Better Connections
 - Improving community facilities: Charleston Community Centre and Library
 - Supporting community governance and management: CHAT, St. Clement's Out of School Care Project, Charleston Community Centre
 - Engaging people least likely to engage with 'mainstream' services: Charleston Better Connections, CHAT
 - Increasing social capital in Charleston- the skills, knowledge and connections that will continue beyond the life of the Fair Share Trust programme.
11. Three critical factors have supported to the programme's contribution to sustainable community organisations:
- **The programme built on existing community capacity** developed through community development processes such as the Turnaround Project and Dundee Healthy Living Initiative
 - **Building on existing connections and partnerships** such as the community centre management group and Dundee City Council
 - **The contribution of the Scottish Community Foundation** which, through a change of personnel, positively turned around the local panel's perceptions and experience of the programme, resulting in a stronger sense of local ownership and commitment to the programme.
12. Lessons have been learned from the programme including:
- **The value of local autonomy**, reflecting the Scottish Government's stated commitment to localism
 - **The potential of community organisations to deliver and manage services** eg. CHAT
 - **The challenges of partnership work** eg. negotiating the community centre and library build
 - **The need for community development work within/from the community centre** (a temporary gap that is currently being addressed)
13. The impact of the Fair Share Trust programme will not be lost. However, the community infrastructure in Charleston remains vulnerable. Partnership structures and processes delivered through the local community planning agenda are the most viable option to maintain a community development focus on Charleston.

1 Introduction

- 1.1 devlinbeattie partnership ltd. was commissioned by Dundee Voluntary Action to evaluate the impact of the Big Lottery Fund Fair Share Trust programme in Charleston, Dundee.
- 1.2 The aims of the evaluation were to:
- Identify the achievements of individual projects and activities
 - Identify to what extent the programme has achieved the outcomes as set out in the Neighbourhood Priorities Document
 - Identify the range and diversity of beneficiaries assisted by the programme
 - Highlight the key lessons learnt from the programme
 - Update the original Needs Assessment profile of Charleston
 - Assist with the content of a 'Book of Charleston'
- 1.3 The evaluation brief detailed that local community members should be involved in the evaluation through action research as part of the desire to build social capital and sustainability.
- 1.4 The Big Lottery Fund Fair Share Trust was established by the Big Lottery Fund in 2001 in response to concerns that some areas were not getting their fair share of Lottery funding.
- 1.5 Fair Share Trust, established as a UK - wide investment trust that provides an expendable endowment to 13 Fair Share neighbourhoods in Scotland, responded by developing a targeted approach to funding specified areas across the UK, offered support to potential applicants and explored ways of devolving grant- making to grassroots level. In England, the Fair Share Trust programme was established for ten years; in Scotland, for five years.
- 1.6 The aims of the Fair Share Trust are to:
- Build capacity and sustainability in local communities, including support for community assets and planning and involvement in local regeneration
 - Build social capital, offering funding for local social developments, supporting job creation, skills development, social networks and community engagement in local organisations, activities and initiatives
 - Improve the local environment, enabling communities to make it safer, healthier, greener, cleaner, better designed and more welcoming and accessible to all groups
- 1.7 The Scottish Community Foundation (SCF) is responsible for the delivery of the Fair Share Trust programme in Scotland in its role as managing agent for the Community Foundation Network, the Trustee of the UK Fair Share Trust.
- 1.8 In each Fair Share Trust neighbourhood local panels have been created to identify themes and priorities with which to target Fair Share Trust funds. The panels are made up of local people and workers, chaired by SCF. Any applications for funding from the Fair Share Trust must meet these priorities and are presented to the local panel for comment.

- 1.9 SCF takes the recommendations made by the local Fair Share Trust Panel and presents them to the Fair Share Trust Scotland Panel. The Fair Share Trust Scotland Panel is made up of individuals from outwith any of the Fair Share Trust neighbourhoods with a strategic oversight of the voluntary sector in Scotland. The Fair Share Trust Scotland Panel ensures that all of the funding decisions taken via the programme meet the requirements laid down in the UK Fair Share Trust Deed.
- 1.10 Charleston was identified as a Fair Share Trust area by stakeholders in Dundee, including Dundee Voluntary Action and Dundee City Council, in consultation with the Big Lottery who had identified Dundee as one of the Scottish Fair Share neighbourhoods. Charleston was viewed locally as being the most appropriate of Dundee's neighbourhoods to benefit from the Fair Share Trust investment of £643,767.
- 1.11 Charleston is a distinct community within Dundee. Having been built in the 1950's to support slum clearance, it was identified for a long time as an area of good, affordable housing where people were proud to live. After several economic downturns and increasing beliefs that tenement living was not suitable for families, the area was no longer viewed as an attractive place to live and suffered the consequences; vacant houses, demolition resulting in gap sites, poor environmental and social image.
- 1.12 However, Charleston was not identified as one of the early regeneration areas in Dundee so did not benefit from some of the larger scale regeneration investment such as the New Life for Urban Scotland programme in Whitfield.
- 1.13 This left Charleston in a policy and investment 'vacuum'; recognition that the area was deteriorating but little positive action to turn this around.
- 1.14 The establishment of Charleston as a SIP 2 area created the opportunity to target resources and activity towards Charleston for the first time since it was built.
- 1.15 The Fair Share Trust programme was informed by agencies involved in the area and by the Turnaround project which was, to an extent, the predecessor to the Fair Share Trust programme.
- 1.16 The Turnaround Project was led by Dundee Voluntary Action (DVA), which has also been the lead organisation for the Fair Share Trust programme. It set out to develop community capacity in Charleston through a dedicated DVA presence in the area.

2 Methodology

2.1 The following methods were used to deliver the evaluation aims:

- Project set-up
- Desk research
- Workshops with local panel
- Workshop with funded projects
- Interviews with project leads
- On site and telephone interviews with project beneficiaries
- Engagement with community researchers
- Community survey
- Interviews with strategic stakeholders

2.2 Project set-up

2.2.1 A detailed commissioning meeting ensured expectations of the evaluation were shared and understood, the process agreed, contacts established and reporting arrangements agreed.

2.3 Desk research

2.3.1 The following material was analysed as background to the Fair Share Trust programme or to establish the programme's 'fit' with local and national priorities:

- Findings from the second evaluation report: UK Fair Share Trust programme
- Scottish Government's National Performance Framework
- Single Outcome Agreement for Dundee 2009-2012
- Dundee Community Learning and Development Strategy Review 2005-2007
- Community Foundation Network: Priorities Document Assessment Criteria
- Charleston Fair Share Neighbourhood Priorities Document
- Charleston Profile: Turnaround Project 2004
- Evaluation of Turnaround Project 2007
- Community Centres Consult, Dundee City Council 2008
- Applications to local Fair Share programme
- Programme monitoring material
- Local project's promotional material

2.4 Workshops with local panel

2.4.1 Early in the evaluation a workshop for panel members established the panel's views on the strengths and successes of the Fair Share Trust programme, the value of the panel, decision-making and views about how the programme's impact could be continued beyond Fair Share Trust funding.

2.4.2 A further workshop with the local panel outlined key findings from the evaluation process and identified the lessons learned.

2.5 Workshop with funded projects

2.5.1 All projects funded by the Fair Share Trust were invited to participate in a workshop designed to establish outcomes delivered, successes and challenges and the range and diversity of beneficiaries. Five projects participated: DVA, CHAT, St. Clement's

Out of School Care Project, Camperdown Parish Church and the Neighbourhood Management Group involved in both the community centre and library development and the outdoor facility at the back of the community centre.

2.6 Interviews with project leads

2.6.1 Those leading each of the funded projects were interviewed to establish each project's performance details including impact, key successes and challenges and the impact of Fair Share Trust funding.

2.7 Interviews with beneficiaries

2.7.1 On site and telephone interviews with beneficiaries of projects established:

- How they heard about the project
- Their motivation to participate in the project
- The value and impact of their involvement
- Examples of increased skills, knowledge and ability
- Support needed to sustain the impact

14 beneficiaries participated in interviews.

2.8 Engagement with community researchers

2.8.1 Two local people were engaged as community researchers. Their role was to contribute a local community perspective to data gathering and assist with the design and co-ordination of a community survey.

2.8.2 A short briefing note was distributed to all the Fair Share Trust funded projects asking them to identify potential community researchers. CHAT identified two community researchers who participated in a short training session with the evaluation team.

2.9 Community survey

2.9.1 A short community survey was designed by the community researchers in partnership with devlinbeattie partnership. It aimed to establish local people's views and experiences of the Fair Share funded projects as well as general impressions of changes within the Charleston neighbourhood. The community researchers and devlinbeattie partnership carried out the surveys on the street, in the community centre and in the CHAT one-stop-shop. 18 local people completed surveys. The survey is detailed in Appendix 3.

2.10 Interviews with strategic stakeholders

2.10.1 Interviews took place with partners who have strategic responsibilities connected to the Fair Share Trust programme outcomes. These interviews examined partners' knowledge of the Fair Share Trust programme and its connections to strategic priorities. Partners' views of the value and impact of the programme were sought during the interviews along with their views on sustaining the impact.

2.10.2 Appendix 4 lists the evaluation participants.

3 Programme model

3.1 Local Fair Share Trust programmes have some autonomy about the programme model: how often the panel meets, local decision making arrangements and accountability of funded projects or organisations are all open to local negotiation.

3.2 There are five key elements that have shaped the Fair Share Trust programme model in Charleston:

1. Previous community development activity
2. Local panel
3. Local priorities
4. Role of SCF
5. Mixed investment

3.3 Previous community development activity

3.3.1 Having previously been a Social Inclusion Partnership area, Charleston lies within Dundee's Area 1 Community Regeneration Area¹. As such it is the focus of community regeneration activity with an emphasis on effective partnership to make measurable improvements to the area. As a community regeneration area, progress towards improvement is monitored, measured and reported to the Scottish Government. The Fair Share Trust programme sits within this context.

3.3.2 Building the capacity of the community to play a central role in local regeneration is not new to Charleston. There has been a presence from Dundee City Council's (DCC) Communities Team for a number of years and the area has also been one of the target areas for Dundee's Healthy Living Initiative.

3.3.3 Dundee Voluntary Action (DVA) established a presence in Charleston with the Turnaround Project, a community capacity building project funded by the Community Fund prior to the Fair Share Trust being established. The Turnaround Project, in collaboration with other community development initiatives, formed the genesis for the Charleston Fair Share Trust programme, having identified community needs and opportunities for addressing them.

3.3.4 The lack of community infrastructure and good quality community facilities were identified by those involved with the Turnaround Project as priorities for any new community development initiative in Charleston.

3.4 Local panel

3.4.1 The local Fair Share Trust panel is made up of local people and staff from Dundee City Council and DVA. As in all other local Fair Share panels, it is chaired by SCF, a requirement of the Fair Share Trust programme.

3.4.2 The current panel is a mix of those who have been involved since the start of the programme and those who have joined at a later stage. Sadly, the panel has lost some members through ill-health and death.

3.4.3 The process to establish the panel created controversy in the area with views expressed about a lack of transparency in the process. Well known community

¹ Dundee Partnership Community Plan 2006-2010

activists, who expected to be involved in the panel, were not included and felt aggrieved. This resulted in some early reputation damage to the programme.

- 3.4.4 In the early stages of the programme the panel met monthly, moving to every two months when applications for funding began to come in. Once most of the funding had been allocated, the panel met less often, generally quarterly.

3.5 Local priorities

- 3.5.1 The Local Priorities Document prepared by the local Fair Share Trust panel drew on knowledge within the community and from services delivering in Charleston. The priorities agreed were:

Priority 1: Improve community facilities

Priority 2: Build community capacity

Priority 3: Improve community safety

Planned outcomes are detailed in Appendix 2.

- 3.5.2 This included an early commitment to contribute 40% of the total funding allocation to a capital build: a new community centre and library to replace the inadequate facilities in place at the time. In Fair Share Trust terms, this is unique to the Charleston programme as SCF had not envisaged grants would be allocated to solely capital projects. However, without a decent place for community activities to take place, the view of the local panel was that the programme would be severely limited in its impact.

- 3.5.3 The projects that have been funded accurately reflect the local priorities.

3.6 Role of SCF

- 3.6.1 SCF, as chair of the local panel and conduit between the local and Scotland panels, plays a critical role in the Fair Share Trust programme. In the early stages of the Charleston programme, there were significant relationship difficulties between SCF and local stakeholders, including senior politicians. This had a detrimental impact on the reputation programme locally, which it has not fully retrieved.

- 3.6.2 Following a change in SCF personnel there has been a more positive engagement with local stakeholders.

3.7 Mixed investment

- 3.7.1 The Fair Share Trust funding has been allocated to a mix of:

- Local projects already established
- Capital projects
- Thematic programmes
- Staff to support engagement with the programme
- Exit strategy

- 3.7.2 Table 1 details the projects funded and the Fair Share Trust allocation.

Table 1 Projects funded by Fair Share Trust in Charleston

Applicant	Project	Fair Share Trust funding
Dundee City Council	Charleston Community Centre and Library: capital build to replace inadequate facilities in place prior to Fair Share Trust programme	£250,000
Volunteer Centre Dundee	Charleston Better Connections: programme designed to support inter-generational befriending and volunteer training	£218,176
Dundee Voluntary Action	Nae Mare Fair Share (exit strategy): programme designed to celebrate the impact of the Fair Share Trust programme and leave a legacy in Charleston	£42,766
Dundee Voluntary Action	Fair Share Worker: funded to deliver community capacity building support and encourage community engagement with the Fair Share Trust programme	£36,699
Charleston Tenants and Residents Association	Safer Charleston Project: a series of initiative designed to improve community safety and community perceptions about safety in Charleston	£32,000
Camperdown Parish Church	Accessible toilets: a refurbishment programme to make church halls accessible , particularly to older and disabled people	£23,729
Charleston Healthy Action Troopers (CHAT)	CHAT Drop-in: funding a one-stop-shop to support CHAT's advice and information, health checks and activities programme	£14,501.85
St. Clement's Out of School Care Project	Out of School Care Development Project: funding equipment and short term running costs to help the project become more sustainable	£12,000
Charleston Neighbourhood Centre Management Group Nb. This project is at the preparation stage so is not reflected in this report	Outdoor facility at community centre: environmental improvements surrounding community centre and library to create outdoor leisure area	£13,662

A profile of each project and its contribution to the programme outcomes is detailed in is detailed in Appendix 1.

4 Strategic fit

4.1 The Fair Share Trust programme reflects a number of policies and strategies that recognise the contribution of civil society to achieving a more successful Scotland. These include:

- Scottish Government National Performance Framework, detailing outcomes expected of all publically funded bodies in Scotland
- Joint Scottish Government and COSLA Community Empowerment Action Plan, outlining the government's commitment to community empowerment including expectations of community planning partnerships and a commitment to extending community ownership of assets
- The (then Scottish Executive's) Working and Learning Together to Build Stronger Communities (WALT) guidance. This identifies 'achievement through building community capacity' as one of the three national priorities for Community Learning and Development (CLD). It describes the process as 'building community capacity and influence by enabling individuals, groups and communities to develop the confidence, understanding and skills required to influence decision making and service delivery.'
- The Big Lottery Fund policy commitment to public involvement and community empowerment, reinforced in its recent UK public consultation exercise, *Big Thinking*, including a continued commitment to supporting communities to take ownership of local assets.
- Dundee Partnership Single Outcome Agreement (SOA), the driver for regeneration priorities by public and voluntary agencies in the city.
- Lochee Local Community Plan, which both reflects and informs the Dundee Partnership Community Plan covering the whole of the city
- National Standards for Community Engagement, the best practice framework used to measure engagement with communities.
- Scottish Government's commitment to establishing Third Sector Interfaces as essential partners in community planning partnerships.

5 Programme outcomes and highlights

5.1 This section details the impact the programme has had in Charleston and the successes that are evident. The main successes are:

- The growing impact of CHAT
- Achievement of new community centre and library
- Sustaining St.Clement's Out of School Care Project
- Engagement with people 'on the margins'
- Learning within local structures

5.2 The growing impact of CHAT

5.2.1 Charleston Healthy Action Troopers (CHAT) was formed by a small group of women who met through their children. Their initial motivation centred on fitness and finding affordable fitness classes locally. This quickly went on to a wider view of well being and fitness and, with support from Dundee Healthy Living Initiative and the Turnaround Project, CHAT established itself as a voluntary organisation delivering health improvement advice and information and a programme of dance and fitness classes.

5.2.2 With Fair Share Trust funding, CHAT opened a one-stop-shop in the shop front premises next to Charleston Community Centre. The CHAT shop is open 20 hours a week, staffed entirely by volunteers working to a rota and complements the popular exercise classes and organised walks.

'I never really went out of the house....now I've walked all over the place'
Walking group participant

5.2.3 Through its shop, CHAT sets out to offer advice and information about health and well-being issues as well as a direct service in the form of health checks. The shop is well used and is accessible to people in Charleston most in need of CHAT's unique form of support; those who would be the least likely to access services housed in more formal settings. The glass fronted, street accessed one-stop-shop contributes to the success of the organisation and complements the unique 'vibe' in CHAT; friendly, informal, high energy and inspiring.

5.2.4 However, to suggest this is the extent of the impact of CHAT would be a gross underestimation. CHAT's role in Charleston includes:

- Advice and support to local people on a wide range of issues from health and well-being to debt management, housing issues and family life
- Provision of exercise and dance classes with a programme of six classes a week and up to 40 people participating in any one class
- Attracting local people into Charleston Community Centre to participate in classes and take on a centre management role
- A vehicle through which local people, young women in particular, can become involved in community activity

'My eyes have been opened – there's a lot out there for me I never knew about'
CHAT user

- A route out of isolation and poor health through involvement in community activity and the supportive environment created by CHAT
- An excellent example of social capital in the community²
- An excellent demonstration of individual and group capacity developed through, and channelled into, voluntary activity
- Very positive modelling to both individuals and groups in the community

‘Everything about CHAT has changed my life- the people, the place, what I do, what I think of myself’

Young parent recently involved with CHAT

- 5.2.4 CHAT is accessible, innovative, engages with those least likely to engage with public sector agencies, is run by a management committee that has experienced the challenges and issues facing those who use CHAT’s services, makes effective use of the support available through local agencies and is striving to extend and improve its services and impact. In short, CHAT is the model health improvement community organisation others strive towards.
- 5.2.5 Like other community organisations that have become involved in service delivery, CHAT faces challenges in sustaining this element of the organisation. With shop front premises to maintain, securing funding for rent and utilities is a regular area of work for the CHAT committee.
- 5.2.6 Sustaining the input of volunteers is also challenging, particularly when volunteers are benefit claimants and likely to have to demonstrate their availability for paid employment. The CHAT members are aware of this and have begun succession planning. This is being progressed through an organic approach, in a style and at a pace that suits CHAT activists.
- 5.2.7 However, irrespective of the future of the CHAT shop, the knowledge, skills, confidence and networks CHAT has developed; its social capital, will serve CHAT members and the Charleston community well into the future, whatever CHAT members are involved in.

5.3 Achievement of new community centre and library

5.3.1 Although the decision to fund a capital project was controversial, the community centre and library is delivering positive outcomes for local people. 43% of centre users report their experiences of using the centre as ‘excellent’ which compares well to the city wide response of 29%³.

5.3.2 The centre is used for:

- Meetings
- Health activities
- Dance and fitness classes
- Activities for young people

² Social Capital: what happens when people make social links and connections, trust and shared values that act as a resource to help achieve progress or change

³ Community Centres Consult, Dundee City Council Community Information Team, Summer 2008

- Art
- Community events
- Adult learning
- Young people's learning
- Early years activities
- Accessing advice and information services

5.3.5 External agencies including Dundee Healthy Living Initiative, Dundee Law Centre and Jobcentre plus use the centre as a service point and CHAT delivers its dance and fitness classes from the centre, attracting people who would not normally be attracted to the centre.

5.3.6 The library has also delivered positive outcomes. Visitor numbers have increased from an annual low of 15,000 in the old building to over 33,000 in year 2008-2009⁴. Book issues are bucking the national downward trend and have increased from an annual low of 7,000 in the old building to 10,000 in 2008 and on target to reach 12,000 in 2009.⁵

5.3.7 PC usage is over 4,000 in the last year and tutors resourced by Working for Families support single parents to learn ICT skills, a vital contribution to the employability agenda.⁶

5.3.8 Other learning is growing within the library. Children's groups in particular are expanding including Baby Rhymetime and a childrens' reading group. A local history group now meets in the library.

5.3.8 As well as the measurable impacts of the community centre and library for local people who make regular use of the building, the development of the centre and library represents a significant investment in a neighbourhood that has felt neglected and marginalised by agencies. This is acknowledged within the community.

5.3.9 The potential of the community centre as a vehicle for regeneration is acknowledged by Dundee City Council, which has amended its community centre income targets for the Charleston centre. This is intended to maximise community use and attract those most excluded from services and community life.

5.4 Sustaining St. Clement's Out of School Care Project

5.4.1 Fair Share Trust funding was allocated to St. Clement's Out of School Care Project to help the project achieve sustainability. The project was established in 2006 out of local need and is managed by a committee of parents. Two years later, at the time Fair Share Trust funding was allocated, the project was operating with very low numbers and had difficulty maintaining the systems to publicise and maintain its service, with the co-ordinator using her personal PC and time at home to maintain records, co-ordinate play workers and deal with the administration associated with a children's project.

5.4.2 £12,000 was allocated to the project from the Fair Share Trust. From this relatively small amount the project has been able to build regular numbers up to 28 with increased demand during holidays and a strong sense of longer term viability. As well

⁴ Dundee City Council, Libraries, Leisure and Cultural Services

⁵ Dundee City Council, Libraries, Leisure and Cultural Services

⁶ Dundee City Council, Libraries, Leisure and Cultural Services

as covering short-term project costs, the Fair Share Trust funding bought the project appropriate storage units that children can access easily and safely and a laptop, printer and laminator that the co-ordinator can access easily within the school and during opening hours. This frees her up to spend more time with children, parents and staff and have a better overview of the needs and potential of the project.

5.4.3 Although the project has, at times, faced difficulties attracting enough children to break even since the Fair Share Trust grant was awarded, the co-ordinator's increased contact with parents resulted in a busy and productive crisis meeting being held and a transformation in parent's use of the service.

5.4.3 A quality service is offered with input from sports and arts specialists from Dundee City Council and access to ICT and music sessions are regular features. The service was graded 4 'Good' (on a scale of 1-6) in its most recent Care Commission inspection.⁷ The grade reflects the improvements made since the inspection 18 months previously. All recommended actions for improvement had been made. The grade benchmarks well against other out of school care projects in the city with only one graded higher. Others are graded lower than the St. Clement's service.⁸

'I like the computers best ...mmm, I think I like games in the hall best..... no, I like having lots of people to play with best'

7 year old

5.4.4 The Out of School Care project contributes directly to getting parents back into learning and work. For single parents and those without family support available locally in particular, the service provides safe, secure and enjoyable care for their children without them having to travel beyond Charleston.

'I'd be devastated if I didn't have the (Out of School) club. I'm a single parent at college full-time, going to be a classroom assistant. If I didn't have this, I'd need to leave my course and that would be it for me'.

Parent

5.5. Engagement with people 'on the margins'

5.5.1 Although the Fair Share Trust programme did not set out to specifically engage with or involve those most excluded in the community, there have been positive outcomes for people facing additional challenges to involvement. Both Charleston Better Connections (CBC) and CHAT have engaged with homeless people. Charleston Better Connections supported a young homeless person through befriending training having introduced them to volunteering via referral from a homeless unit, an experience which contributed to her transforming her personal and domestic circumstances.

5.5.2 Volunteering through CBC has attracted other people who would be unlikely to engage with formal organisations and who have used the training and development offered by CBC, including Pacific Institute programmes, to make positive changes to their lives. This includes people living in Charleston with isolating mental health conditions, poor self-esteem and no local connections or family contact.

'It (CBC) was great! It really helped me be less isolated. I wanted progress in my life and I got it'

⁷ Care Commission Inspection Report, June 2009

⁸ Care Commission website

5.6 Learning within local structures

- 5.6.1 One of the most significant examples of ‘distance travelled’ is in the learning gained within the local Fair Share panel and community centre management group. For community members on the Fair Share Trust panel, maintaining commitment to a five year programme, considering funding applications, allocating funding and managing the consequences of refusing funding to groups whose members they are likely to meet every day in the neighbourhood, all provide a challenging environment through which a huge amount of learning has been achieved.
- 5.6.2 This learning extends to voluntary and public sector partners whose role in supporting the Fair Share Trust process has generated challenges and created opportunities to test out new approaches. Developing local ownership of the programme, establishing the local panel and identifying appropriate projects to engage with through the programme have been key features of the programme that have challenged and stretched thinking amongst partners.
- 5.6.3 The local Fair Share Trust panel articulates well what it has learned over the five years, what it would have done differently and the processes and actions that have been the most appropriate. This understanding will help sustain the impact of the Fair Share Trust programme locally, particularly as the community members are active in local community organisations.
- 5.6.4 Significant learning is also evident amongst the community centre management group. Negotiating capital developments requires a set of skills not held by most of the population. The management group’s experience of planning and negotiating their aspirations for the centre and negotiating with Dundee City Council over the detail of the community centre build stretched their knowledge and experience. The resulting skill set is an asset now available in Charleston that has the potential to be transferable to other build projects.

5.7 Outcomes from other projects

- 5.7.1 All the funded projects have contributed to the programme outcomes to some degree. Safer Charleston Project, as a partnership between Dundee City Council, Tayside Police and Charleston Tenants and Residents association, has delivered a range of community safety actions, some of which directly benefit vulnerable members of the community. This includes distributing high visibility reflectors and waistcoats to local schools and parenting skills programmes.
- 5.7.2 DVA’s Fair Share Worker acted as a bridge between the Turnaround Project and the Fair Share Trust programme, contributing to capacity through information and support to community groups to access the funding available.
- 5.7.3 The refurbishment programme in Camperdown Parish Church has had an impact beyond church members, enabling a wide range of older and disabled people in particular, to access the hall for meetings and events and creating another accessible venue in Charleston, used by a wider range of organisations.

6 Critical success factors

6.1 Where the Fair Share Trust programme has had a positive impact, three critical factors contributed to this success. These were:

- Building on existing community capacity
- Building on existing connections and partnerships
- SCF contribution

6.2 Building on existing community capacity

6.2.1 Building on existing community capacity is particularly relevant for the Fair Share Trust programme in Scotland which is in place for half the period it is planned in England and Wales. Experience from a range of community development programmes tells us that a five year programme is a short time to build the necessary skills, knowledge and experience in communities to effectively manage projects, particularly in those communities that have a history of being poorly resourced.

6.2.2. CHAT, St. Clement's Out of School Care Project, Dundee Voluntary Action (Fair Share worker) and Camperdown Parish Church all evidence that capacity was already evident within their organisations and that this has resulted in the Fair Share Trust funding being more likely to have the impact the projects detailed in their funding applications. This extends to good governance, clarity of purpose, appropriate use of members' skills and experience and ability to manage resources, including funding.

6.2.3 Charleston Tenants and Residents Association has faced more of a struggle to manage its programme and has relied heavily on its partners, Dundee City Council, to help plan and manage the programme and, in particular, manage the funding.

6.2.4 Whilst the local management group has been central to the development of the community centre and library development, the group reports the experience as being mixed. Whilst the group has learnt a lot from the experience and is justifiably very proud of its achievements, at times it felt disempowered and marginalised through the development process. It acknowledges the need for pace, expertise and negotiating ability during a capital build and that officials in Dundee City Council were more equipped with the necessary skills and, knowledge and experience to make the project happen. However, the impact on local people involved was to leave them feeling their partnership with the council was far from equal, despite the intentions articulated by all the partners.

6.3 Building on existing connections and partnerships

6.3.1 The Fair Share Trust programme does not exist in isolation and the role of partners in supporting community organisations to deliver services and outcomes for local people is significant.

6.3.2 Dundee City Council, the Turnaround Project funded by the Lottery and delivered by DVA as a capacity building project in Charleston and Dundee Healthy Living Initiative have all played an important role in both informing the Fair Share Trust programme and in contributing to its success. This includes establishing a local citizens' advice service, defining the role of the DVA Fair Share Worker based on the impact of the Turnaround Project and developing the capacity of CHAT, continued by the Fair Share worker.

- 6.3.3 CHAT, identified in this report as one of the programme's successes, is clear that without the support of Dundee Healthy Living Initiative and the Turnaround Project, the organisation would not have progressed to its present success.
- 6.3.4 The community safety activities delivered by Charleston Tenants and Residents Association have been heavily supported by Dundee City Council Communities Team, the partner organisation in the project and Tayside Police. Without this partnership, the impact of the Community Safety Programme would have been more limited.
- 6.3.5 St. Clement's Out of School Care project has faced challenges in sustaining its service. Through developing a strong partnership with parents who use the service, all of whom are now involved as committee members, the project has increased both awareness and use of the service and has developed on a more sustainable basis. Throughout this process, the resilience shown by the organisation is a measure of its sustainability.
- 6.3.6 Charleston Community Centre and Library was developed on a partnership basis and has developed with adult learning provision from Dundee City Council, classes delivered by CHAT and Dundee Healthy Living Initiative and input from other providers such as Jobcentre Plus.
- 6.3.7 The Volunteer Centre Dundee launched Charleston Better Connections with a limited background of local capacity building and with no local partnership arrangement, either formal or informal. It was viewed by stakeholders as having poor local connections which impacted on the project's ability to develop and deliver the service it was initially funded to deliver. During the life of the project, community involvement and valuable working connections made with local service providers led the project to take a different direction. The Volunteer Centre recognises that better use could have been made of local connections and partnerships in the project planning stage.

6.4 SCF contribution

- 6.4.1 As its chair and as conduit to the Scotland panel that approves all Fair Share Trust spend, SCF plays a critical role in the local panel.
- 6.4.2 In Charleston, this role has been played very differently by the two SCF representatives who have been involved. In the early stages of the programme, local panel members were unhappy with both the prescribed role of SCF ie. Chair of the panel and the style in which the role was carried out. 'Dictatorial', 'allowed no room for negotiation', 'offended the Provost' and 'ignored local protocol' are terms that have been used by local panel members about their early experience of SCF.
- 6.4.3 This negative experience was turned around with a change in SCF personnel and panel members have reported that they may not have continued as panel members without this change. The current chair acknowledged the need to transform the image of the Fair Share Trust programme locally and took steps to ensure a greater sense of local ownership.
- 6.4.4 The Scottish Community Foundation points out that the framework and parameters for the programme were set out in its service level agreement with the Community Foundation Network to deliver the programme in Scotland. This specified how decisions were to be made, and how the Local Panel was to be composed, recruited, chaired and how it would work. Templates were also provided for the Priorities Document that set the strategic framework for the programme locally, with guidance

on how priorities were to be expressed and target outcomes set. This, combined with a pressure to quickly get to the point that grants could begin to be awarded meant that the Foundation had an obligation to drive forward the early stages of the work with the Panel following a set process to achieve the milestones and outputs required. Tensions may also have been created around expectations about how the Fair Share Trust funding could be used when it was announced, specifically whether large capital projects would be eligible. National guidance provided to the Foundation made it clear that the Fair Share Trust was intended to primarily support revenue projects promoting community capacity and sustainability, rather than fund building projects. A specific exception to this had to be negotiated by the Foundation in order to meet the community's strong desire to see the Fair Share Trust funds assist with the cost of the Charleston Neighbourhood Centre.

7 Gaps and challenges

7.1 Whilst there have been significant successes in Charleston delivered with the support of Fair Share Trust funding, there have been gaps in the programme and challenges that have been difficult to overcome. These are:

- The befriending element of Charleston Better Connections (CBC)
- Lack of project accountability to the local panel
- The number of local people on the panel
- The panel as a partnership
- Development work from Charleston Community Centre (temporary gap)

7.2 The befriending element of Charleston Better Connections (CBC)

7.2.1 Despite recruiting local people, including some of the most isolated and vulnerable local people, as volunteers and delivering good quality training to prepare volunteers for their role as befrienders to older people, the befriending service was not established. Explanations for this range from the lack of interest on the part of older people in having a befriender to poor planning in designing the service for which there had been no need identified locally.

7.2.2 However, CBC was not a failed project. It delivered very positive outcomes for volunteers which have had significant effects on their quality of life and life chances, including preparing them for other forms of volunteering, learning, training and employment.

7.3 Lack of project accountability to the local panel

7.3.1 Although regular reporting by projects to the panel was not planned within the programme and projects report to SCF to meet monitoring requirements, the limited dialogue between projects and the local panel has been a gap. Regular dialogue two or three times a year would have contributed to synergy between projects and generated discussion amongst all stakeholders about progress within the programme and within the neighbourhood. Gaps in services, opportunities for new approaches and how to address the changing needs of Charleston could have been highlighted through more dialogue amongst the projects and the local panel.

7.4.1 The number of local people on the panel

7.4.2 At this stage of the programme, two local people remain panel members. This is a reduction from the original seven. Sadly, some panel members have been lost to the community and others have experienced ill-health; this is not a panel that has given up because of lack of interest. Whilst additional numbers do not necessarily affect the quality of discussion and planning the panel is involved in, several stakeholders referred to the low numbers of local people currently active on the panel as an area of concern, not least in relation to the added pressure this places on the two remaining members to reflect the views and aspirations of local people.

7.5 The panel as a partnership

7.5.1 The potential for Fair Share Trust local panels to be examples of best practice in partnership working is significant. With a range of partners from the public, voluntary and community sectors they have the potential to represent the best in partnership planning, management and delivery of projects and services.

7.5.2 This potential has not been fully realised within the Charleston panel, particularly in the latter stages of the programme when the local authority representative opted to participate in an advisory only capacity. This has limited the potential of the panel to share responsibility for decisions taken across the sectors represented and does not reflect the spirit of community planning, where all partners have a stake in decision making and resource allocation.

7.6 Development work from Charleston Community Centre (temporary gap)

7.6.1 The new Charleston Community Centre and Library is undoubtedly an asset for Charleston. It has the potential to be the focal point for community activity, support and action and has already made a positive contribution (referred to in Section 5, Highlights and challenges).

7.6.2 However, because the community infrastructure in Charleston remains vulnerable with connections between community networks and organisations tenuous, there is a need to ensure the community centre meets its potential. For some months the centre has been without a manager, a key person responsible for ensuring the centre connects well with community activity and is responsive to the needs of local people and organisations.

7.6.3 This has been a gap in the potential of the community centre, one that is recognised by the local management group and Dundee City Council. Plans are in place to address this gap through council resources.

8 Leaving a legacy

- 8.1 The Fair Share Trust was established to help redress the imbalance of Big Lottery funding across the country. Since the Charleston Profile was prepared by the Turnaround Project in 2004, the area has changed. The profile identified aims for the (then) planned Fair Share Trust programme as:
- Promote and support the development and creation of local voluntary sector groups
 - Increase youth work provision
 - Develop and enable interventions from city-wide organisations to Charleston
 - Promote local enterprise and social entrepreneurship
 - Develop learning programmes to increase individual and community capacity
- 8.2 The local Fair Share Trust panel identified its own priorities, detailed in the Neighbourhood Priorities Document which, though connected to the aims identified in the Charleston Profile, do not mirror them. The most obvious difference is the absence of reference to youth work provision.
- 8.3 Through the Fair Share Trust investment in Charleston, progress has been made on the other aims detailed in the Charleston Profile. This is detailed in Section 5, Programme outcomes and highlights and Appendix 1, Project profiles.
- 8.4 Sustaining the impact of community projects and activity represents a longstanding challenge to funders and community activists alike. Achieving success during a funding period is only one measure of success. Maintaining the impact of capacity building activity in the longer term is what will transform Charleston from a community with a limited infrastructure to one able to plan, negotiate and control its future.
- 8.5 Community sustainability can mean any or all of the following:
- ✓ Long term resources for community managed services and initiatives is in place
 - ✓ Services and resources are owned and governed by community members
 - ✓ Social capital has been developed to the point where community members identify need, negotiate, own and manage solutions to local need
 - ✓ Communities have the skills and ability to control development, effectively shaping the future of their neighbourhood
- 8.6 Within Charleston, CHAT stands out as an example of sustainability. Although still being supported by agencies, the process of involvement in CHAT has taken people through a journey from living isolated lives through seeking advice about lifestyle change to participation in fitness programmes, to involvement in the CHAT committee to representation on the community centre management group.
- 8.7 Crucially for sustaining its impact, CHAT is involved in succession planning. Members recognise they might not always be able to give the time needed to maintain CHAT on a voluntary basis and so actively coach and mentor newer members to take on additional responsibilities. This represents excellent practice in a community organisation.

'We need to get the others trained up so that when the original CHAT group are doing other things, the classes keep going'

CHAT committee member

- 8.7 There is evidence of a high degree of social capital built through the CHAT process. This will stay in Charleston beyond the life of the Fair Share Trust programme and is a model of community involvement that has been shown to work well for Charleston.
- 8.8 Social capital has also been built through the partnership between Dundee City Council and the community centre management group. The learning developed through involvement in the community centre build and outdoor facility is transferable to other projects and developments in the neighbourhood.
- 8.9 Skills that can be used in other, long term developments have also been built by other projects. Project management skills and community governance are evident in St. Clement's Out of School Care project and lessons have been learned about the challenges of managing resources by Charleston Tenants and Residents Association.
- 8.10 The impact of Camperdown Church hall's refurbishment on older and disabled people has reinforced the value and potential of community involvement to local people involved.

'Now everybody can use the hall whether they use a stick or just can't get about like they used to. We can't thank them enough'

Camperdown Parish Church hall user

- 8.11 The Fair Share Trust programme created an opportunity to build on the momentum of the SIP and Turnaround Project process. Crucially, it placed local people at the heart of planning and decision making. The local panel structure, established in all Fair Share areas, has the potential in itself to be vehicle to build social capital. Together with the resources allocated, the Fair Share Trust model is one that builds sustainability from 'kick off'. The skills that have been developed through managing a five year programme will remain in Charleston as long as the panel members.

8.12 Community perceptions

- 8.12.1 The community survey gathered responses from local people that provide a snapshot of current community perceptions.
- 8.12.2 Of the 18 survey responses, 17 responded that Charleston has changed for the better during the last 5 years.
- 8.12.3 Of these, 14 identified the actions of local people as contributing to the area being better eg. 'better community spirit' or 'more pride in the community'.
- 8.12.4 Asked about what 3 things would improve Charleston now, the most common responses were:
- More things to do for young people
 - Less dog mess
 - Fewer drug users housed in the area

9 Conclusions

- 9.1 The Fair Share Trust invested £643,767 in Charleston. As significantly, the Fair Share Trust programme provided a vehicle through which to test out the localism agenda; the Scottish Government's stated commitment to decisions being made in local areas by local people via Third Sector Interfaces.⁹
- 9.2 The journey for the Charleston Fair Share Trust panel has not always been smooth. For local stakeholders, the principle of localism was challenged early in the programme by the prescribed role of SCF as chair of the local panel and a strong sense of the national programme model riding roughshod over local autonomy took some time to overcome.
- 9.3 The Fair Share Trust programme has not existed in isolation. Its priorities reflect those adopted at city and national level and projects have been funded and delivered in partnership with community, voluntary and public sector organisations.
- 9.4 The local panel has faced challenges; in demonstrating transparency in its recruitment process, in identifying appropriate projects to fund and in maintaining a critical mass of local people as panel members. However, five years on a core group remains committed to the panel and to leaving a legacy in Charleston.
- 9.5 The local panel has successfully tested out different approaches to achieving its planned outcomes. Projects funded have ranged from capital to thematic programmes, staffing and investment in innovation.
- 9.6 Crucially, some funding has been directed to projects already established in Charleston, projects that have become more sustainable or increased their impact as a result of the Fair Share Trust funding eg. St.Clement's Out of School Care Project, CHAT. This represents a real investment in community projects that were already delivering positive outcomes in the neighbourhood and is evidence of significant added value delivered by the Fair Share Trust.
- 9.7 During the five years of the Fair Share Trust programme capacity has been built, social capital has been developed, new approaches have been supported and learnt from and there is a tangible legacy in the form of the community centre and library.
- 9.8 More local people are volunteering and taking on responsibility for developing and governing services and city-wide services are being delivered locally in Charleston through the community centre and library.
- 9.9 Adult learning opportunities have increased, more people are taking books out of the library and there has been a dramatic increase in use of ICT.
- 9.10 Fair Share Trust funding will cease at the end of 2009 but the impact of the programme will not. The programme has contributed to sustainable outcomes in Charleston. The community centre and library are visible changes in the community, CHAT is an excellent example of a community run service supported by capacity building work, St.Clement's Out of School Care Project has demonstrated a high degree of quality improvement and is supporting parents to return to learning, training and work. A huge amount of learning has been achieved by community members closely involved in the programme and running community organisations.

⁹ Scottish Government, Guidance on Third Sector Interfaces, March 2008

- 9.11 Maintaining the impact of the Fair Share Trust programme will happen through two key routes:
- The increased skills, knowledge and experience of community members; the social capital which will remain in Charleston beyond the life of the Fair Share Trust programme and be reflected in existing and new organisations and activity
 - Effective partnerships between all local stakeholders: local people, community organisations, the voluntary sector and public sector agencies, all of whom need to be involved in the continued development of Charleston's community infrastructure. Local community planning structures provide the most appropriate current mechanism through which to achieve this.
- 9.12 The snapshot of community perceptions gathered through the evaluation indicates that views about change in Charleston over the five years of the Fair Share Trust programme are positive. Whilst this cannot realistically be ascribed wholly to the Fair Share Trust programme, the 'better community spirit' identified most often as the reason for Charleston being a better place than it was five years ago, absolutely reflects the programme's aims and planned outcomes.
- 9.13 Charleston has changed. Those involved in the Fair Share Trust programme have contributed to this change and are committed to continuing the journey.

Appendix 1 Project profiles

Project title: Charleston Community Centre and Library	
Lead organisation: Dundee City Council	
Level of Fair Share Trust funding: £250,000	Fit with Fair Share Trust Local priorities: Priority 1: Improve community facilities Priority 2: Build community capacity
	Contribution to Fair Share Trust programme outcomes: 1.1: Residents have access to more flexible and accessible community facilities 1.2: Facilities at the existing neighbourhood community centre are more suited to community needs 1.5: Agencies collaborate with each other to meet the needs of the community 2.1: New and existing groups are developed in Charleston 2.2: New and existing groups in Charleston contribute to the sustainable development of the area 2.3: Local residents are more involved in community activities 2.4: New and innovative projects are running within Charleston 2.6: There are new and effective communication opportunities available for the use and benefit of the community 2.7 There are increased support and advice services enabling residents to find employment
Evidence of need: The Community Centre and Library was built to replace an inadequate previous version. The need for a new community centre and library was raised regularly as a need by both community members and council staff. The poor state of the previous centre was perceived to be a contributor to the weak community infrastructure in Charleston.	
Purpose of Fair Share trust funding: Provide high quality meeting and activity space Upgrade local library facilities including ICT access Deliver lifelong learning programmes Develop centre as local service point for city-wide services Promote inclusive community use of centre including young people	
'Distance travelled' during Fair Share Trust programme: Community centre used regularly by local groups and city wide services eg. Dundee Healthy Living Initiative Venue for large scale community events and celebrations eg. Fest 'n' Furious Service point for city-wide services 4,000 ICT sessions accessed in last year Average 150 people a month accessing ICT Increase in book issues from 7,000 to 12,000 a year Learning groups established eg. BabyRhymetime, Homework club Author visits established	
Project title: Charleston Better Connections	

Lead organisation: Volunteer Centre Dundee	
Level of Fair Share Trust funding: £218,176	Fit with Fair Share Trust Local priorities: Priority 2: Build community capacity Priority 3: Improve community safety
	Contribution to Fair Share Trust programme outcomes: 2.1: New and existing groups are developed in Charleston 2.3: Local residents are more involved in community activity 2.4: New and innovative projects are running in Charleston 2.6: There are new and effective communication opportunities available for the use and benefit of the community 2.7: There are increased support and advice services enabling residents to find employment 3.1: Local agencies are working collaboratively to address neighbourhood safety needs 3.4: Residents have access to information and support on developing safety measures in the home and community
Evidence of need: Charleston Better Connections grew from ideas presented by a local GP. Whilst the original idea was not accepted as viable, the principles informing Charleston Better Connections were generated by the local Fair Share Trust panel based on local intelligence.	
Purpose of Fair Share Trust funding: Develop inter-generational befriending Use ICT to raise awareness of local services, particularly relating to health improvement Develop a 'lend-a -hand' service Identify and train volunteers to be befrienders Support youth activities	
'Distance travelled' during Fair Share Trust programme: Initial inter-generational befriending service did not take off in community due to lack of demand Project successfully engaged excluded and vulnerable people as volunteers Project delivered good quality training to volunteers eg. Pacific Institute Training has prepared volunteers to move on to learning, training and work – significant development as volunteers included homeless people and those with mental health conditions High level of learning achieved in both local panel and Volunteer Centre Dundee about project planning	

Project title:

Nae Mare Fair Share	
Lead organisation: Dundee Voluntary Action	
Level of Fair Share Trust funding: £42,766	Fit with Fair Share Trust Local priorities: Priority 2: Build community capacity
	Contribution to Fair Share Trust programme outcomes: This is the programme's exit strategy that seeks to evaluate programme outcomes, celebrate the programme's successes and contribute to sustaining its impact
Evidence of need: Evaluation of programme required for local partners to enable future planning Proposed training fund will help sustain the impact of the programme Marketing needed to support local groups build sustainability	
Purpose of Fair Share Trust funding: Evaluate the impact of the Fair Share Trust programme in Charleston Provide a training fund for local groups and activists Provide a local fund for marketing materials and marketing related training Hold a series of celebration events to highlight the success of the Fair Share Trust programme locally	
'Distance travelled' during Fair Share Trust programme: Exit strategy designed by panel based on learning from programme management Recognition of the outstanding needs of organisations that have been supported throughout the programme	

Project title:
Fair Share Worker

Lead organisation: Dundee Voluntary Action	
Level of Fair Share Trust funding: £36,699	Fit with Fair Share Trust Local priorities: Priority 2: Build community capacity
	Contribution to Fair Share Trust programme outcomes: 2.1: New and existing groups are developed in Charleston 2.2: New and existing groups in Charleston contribute to sustainable development of the area 2.3: Local residents are more involved in community activities
Evidence of need: Following the conclusion of the Lottery funded Turnaround Project in Charleston, DVA recognised the need for support to local groups to make best use of the Fair Share Trust programme. The Fair Share worker post was designed as a short, fixed term stimulus for groups to access Fair Share Trust funding in recognition that DVA did not have the capacity to deliver the anticipated level of support.	
Purpose of Fair Share Trust funding: Support local community groups to access and manage Fair Share Trust funding	
'Distance travelled' during Fair Share Trust programme: Support offered to local groups, particularly CHAT to access and manage Fair Share Trust funding Profile of Fair Share Trust programme raised in neighbourhood	

Project title:
Safer Charleston Project

Lead organisation: Charleston Tenants and Residents Association	
Level of Fair Share Trust funding: £32,000	Fit with Fair Share Trust Local priorities: Priority 3: Improve community safety
	Contribution to Fair Share Trust programme outcomes: 2.1: New and existing groups are developed in Charleston 2.3: New and innovative projects are running in Charleston 3.1: Local agencies are working collaboratively to address neighbourhood safety needs 3.2: Residents benefit from good road safety 3.3: The community is clear of and is able to communicate its needs for community safety improvements 3.4: Residents have access to information and support on developing safety measures in the home and community
Evidence of need: A number of surveys carried out in Charleston identified fear of crime as an issue	
Purpose of Fair Share Trust funding: Provide a series of community safety awareness raising and information events for residents of Charleston Develop, in partnership with Dundee City Council and Tayside Police, a community safety programme aiming to: <ul style="list-style-type: none"> • Reduce the fear of crime in older people • Provide diversionary activity for young people eg. street football, music events • Improve resident's confidence in dealing with safety issues e. bogus callers, identity theft, bullying • Reduce incidents of household theft eg. provide alarms, postcode marking • Improve road safety eg. cycle proficiency, road crossing 	
'Distance travelled' during Fair Share Trust programme: Monthly sub-group established to progress activities Range of activities carried out Anti social behaviour conference planned for late 2009 Wide range of partner agencies engaged in programme as providers	

Project title:

Accessible toilets	
Lead organisation: Camperdown Parish Church	
Level of Fair Share Trust funding: £23,729	Fit with Fair Share Trust Local priorities: Priority 1: Improve community facilities
	Contribution to Fair Share Trust programme outcomes: 1.1: Residents have access to more flexible and accessible community facilities 1.5: Agencies collaborate with each other to meet the needs of the community
Evidence of need: Camperdown Parish Church halls are accessed by a number of community organisations for meetings and events and have a large number of older people accessing the venue. Toilet facilities were inadequate and inaccessible to older and disabled people.	
Purpose of Fair Share Trust funding: Refurbish church hall to improve access and install accessible toilets.	
'Distance travelled' during Fair Share Trust programme: Church hall refurbished and increase in community useage evident. Now have 3,500 per year accessing church hall for meetings, activities and events.	

Project title:

CHAT Drop-in	
Lead organisation: Charleston Healthy Action Troopers (CHAT)	
Level of Fair Share Trust funding: £14,501.85	Fit with Fair Share Trust Local priorities: Priority 1: Improve community facilities Priority 2: Build community capacity
	Contribution to Fair Share Trust programme outcomes: 1.1: Residents have access to more flexible and accessible community facilities 1.5: Agencies collaborate with each other to meet the needs of the community 2.1: New and existing groups are developed in Charleston 2.2: New and existing groups in Charleston contribute to sustainable development of the area 2.3: Local residents are more involved in community activities 2.4: New and innovative projects are running within Charleston 2.6: there are new and effective communication opportunities available for the use and benefit of the community
Evidence of need: With a focus on improving health and wellbeing in Charleston, CHAT needed a base from which to operate its information and support role. The base needed to be accessible to local people. A shop front was the best option.	
Purpose of Fair Share Trust funding: Open shop front as accessible base/one-stop-shop from which to deliver CHAT activities: <ul style="list-style-type: none"> • health information • health checks • affordable fitness classes and programmes 	
'Distance travelled' during Fair Share Trust programme: CHAT has developed as an organisation to be recognised as a significant presence in Charleston. The one-stop-shop is open 20 hours a week, supported entirely by CHAT volunteers Dance and fitness classes delivered 6 times a week- accessed by people unlikely to access other fitness programmes eg. people with additional support needs Weekly walking group established Free health checks delivered fortnightly 368 beneficiaries of CHAT activities in last year Up to 40 people participating in any one class 3 CHAT committee members trained to deliver fitness classes CHAT model of supporting local people to participate in fitness classes, then supported to become active in the community and consider becoming involved in CHAT committee, taking on project management responsibilities is an excellent example of how to build social capital and community sustainability. CHAT members demonstrate capacity building in action ie. through personal growth and development and group development Skills, experience, confidence and self-esteem build through involvement in CHAT are all sustainable in Charleston beyond Fair Share Trust programme	
Project title:	

Out of School Care Development Project	
Lead organisation: St. Clement's Out of School Care Project	
Level of Fair Share Trust funding: £12,000	Fit with Fair Share Trust Local priorities: Priority 1: Improve community facilities Priority 2: Build community capacity Priority 3: Improve community safety
	Contribution to Fair Share Trust programme outcomes: 1.1: Residents have access to more flexible and accessible community facilities 1.5: Agencies collaborate with each other to meet the needs of the community 2.1: New and existing groups are developed in Charleston 2.2: New and existing groups in Charleston contribute to sustainable development of the area 2.3: Local residents are more involved in community activities 2.6: There are new and effective communication opportunities available for the use and benefit of the community 2.7: There are increased support and advice services enabling residents to find employment 3.1: Local agencies are working collaboratively to address neighbourhood safety needs
Evidence of need: St. Clement's Out of School Care Project was established to reduce the need for Charleston primary aged children to travel to out of school care services by public transport outwith Charleston. A relatively new project in the neighbourhood, it was at the vulnerable early stages of development, with limited resources with which to attract parents and their children to the service. The project needed support to become more sustainable which was the focus of the Fair Share Trust funding	
Purpose of Fair Share Trust funding: Buy equipment to support sustainability of project Use funding to cover running some costs in the short term	
'Distance travelled' during Fair Share Trust programme: Project has become more sustainable through use of laptop and printer which is flexible enough for project co-ordinator to use on the premises rather than on the basis of time away from the service to maintain records, prepare information, publicity and monitoring reports. New, appropriate storage makes toys and games more attractive and accessible to children Publicity material produced has encouraged parents to become more involved in the project Beneficiaries have rise from a low of 1 child to 28 on a regular basis with increased demand for holiday places. Care Commission inspection report evidences significant improvement in quality of service Project now well established in community enabling parents to access learning, training and employment in the knowledge that their children are safe, well cared for and happy.	
Project title:	

Outdoor Facility at Community Centre	
Lead organisation: Charleston Neighbourhood Centre Management Group	
Level of Fair Share Trust funding: £13,662	Fit with Fair Share Trust Local priorities: Priority 1: Improve community facilities Priority 2: Build community capacity
	Contribution to Fair Share Trust programme outcomes: 1.1: Residents have access to more flexible and accessible community facilities 1.2: Facilities at the existing neighbourhood community centre are more suited to community needs 1.4: Disused green spaces around the neighbourhood are developed and maintained for the community by the community 1.5: Agencies collaborate with each other to meet the needs of the community 2.2: New and existing groups in Charleston contribute to sustainable development of the area 2.3: Local residents are more involved in community activities
Evidence of need: The new community centre offered no outdoor space for use by groups using the centre. An overgrown and unused area behind the centre was identified by user groups as the best space to be developed for outdoor recreation and relaxation use.	
Purpose of Fair Share Trust funding: Contribute to construction of amenity area behind community centre.	
'Distance travelled' during Fair Share Trust programme: Project has carried out consultation to inform design of area and construction is underway.	

Appendix 2 Fair Share Trust in Charleston: Programme outcomes

Priority 1: Improve community facilities

Outcomes:

- 1.1 Residents have access to more flexible and accessible community facilities
- 1.2 Facilities at the existing neighbourhood community centre are more suited to community needs
- 1.3 The village green is a useful space which brings together everyone in the community
- 1.4 Disused green spaces around the neighbourhood are developed and maintained for the community by the community
- 1.5 Agencies collaborate with each other to meet the needs of the community

Priority 2: Build community capacity

Outcomes:

- 2.1 New and existing groups are developed in Charleston
- 2.2 New and existing groups in Charleston contribute to sustainable development of the area
- 2.3 Local residents are more involved in community activities
- 2.4 New and innovative projects are running in Charleston
- 2.5 Divisions which have existed between sections of the community have been removed
- 2.6 There are new and effective communication priorities available for the use and benefit of the community
- 2.7 There are increased support and advice services enabling residents to find employment

Priority 3: Improve community safety

Outcomes:

- 3.1 Local agencies are working collaboratively to address neighbourhood safety needs
- 3.2 Residents benefit from good road safety
- 3.3 The community is clear of and is able to communicate its needs for community safety improvements
- 3.4 Residents have access to information and support on developing safety measures in the home and community

Appendix 3 Community survey

Fair Share Evaluation Community Survey

We're doing a short survey on how Charleston has changed over the last 5 years.
Explain you don't need to know people's names or anything personal and that their responses will be treated anonymously.

1. Do you think Charleston has changed for the better or worse during the last 5 years?

Better Worse

2. What's better?

3. What's worse?

4. Do you think there's more of a community spirit now compared to 5 years ago?

Yes No

5. Do you know about any of the projects in Charleston, like: *(tick the project they know about)*

Community Centre & library

CHAT

Better Connections

The village green

St. Clement's Out of School Care project

Disabled toilets in the white church

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

6. Do you use any of the projects?

Yes No

7. Which project?

8. If you don't use any of the projects, what would encourage you to use them?

9. What 3 things would improve Charleston now?

- 1.
- 2.
- 3.

Thank the person for their time and tell them their responses will be used in an evaluation of the Fair Share programme.

Appendix 4 Evaluation participants

Peter Allen	Dundee City Council
Tony Belford	Charleston Community Centre Management Group
Stella Carrington	Charleston Tenants and Residents Association
Lesley Docherty	CHAT
Billy Gartley	Dundee City Council
Ros Houldsworth	Scottish Community Foundation
Jacki Hughes	CHAT
Gillian Lawrence	St. Clement's Out of School Care Project
Kathryn McKenzie	Volunteer Centre Dundee
Moira Methven	Dundee City Council
PC Ewan Murdoch	Tayside Police
Gladys Ramsay	Camperdown Parish Church
John Stanners	Dundee City Council
Morna Wilson	Dundee Voluntary Action

Members of CHAT committee
Parents and children of St. Clement's Out of School Care Project
Users of Camperdown Parish Church Halls
Volunteers from Charleston Better Connections
Participants in CHAT exercise and Salsa classes