



## REPORT FOR INFORMATION

Item No:- FC23/011

Committee:-	Finance and Governance Committee
Date:-	21 <sup>st</sup> June 2023
Author:-	Martin Hammond, Clerk
Report Title:-	Monitoring of Grant Outcomes 2022-23
Wards Affected:-	All

### 1. Purpose of Report

To report back on the progress of those projects delivered by organisations to whom the Council made a grant in 2023 of £1000 or more

### 2. Recommendations

That the report be noted.

### 3. Information

3.1. The Council has made a variety of grants of £1000 or more during 2022.23. On each occasion, the recipient was asked to sign a service level agreement and provide data as to the outcomes secured by the making of the grant.

In 2022/3, the qualifying grants were:-

Grant category	Date paid	Organisation	Purpose	Amount
Voluntary sector	June 2022	Kettering Community Unit	Transport costs for delivery of furniture and food parcels	£4000
Voluntary sector	June 2022	Homestart	Running costs	£5000
Voluntary sector	June 2022	Civic Society	Education materials for children on history of Kettering	£5000

Voluntary sector	June 2022	Friends of Rockingham Rd Pleasure Park		£1000
Community resilience	November 2022	Citizens Advice	Recruitment and training of volunteers	£1000
Lottery and Community Resilience	December 2022	Accommodation Concern	Outreach housing advice sessions	£2000

- 3.2. Each organisation was asked to report back at appropriate intervals on their achievements. Appendices A-F below set out what they have reported and the extent to which they have fulfilled the criteria of the grant. The reporting periods were influenced by the nature of the project being funded.
- 3.3. Most organisations have fully complied with their SLA and in some cases, exceeded it. The only organisation to struggle has been the Friends of Rockingham Rd Pleasure park who are behind on the timetable for a new notice board and website; and quotes received for the notice board suggest they can only afford one, not two
- 3.4. Since March 2023, further SLAs have been agreed with the following organisations, and progress of these should be reportable during this calendar year.

Grant category	Date paid	Organisation	Purpose	Amount
Love Wildlife*	March 23	Southfield school	Creation of pond	£1000
Voluntary sector grants	March 23	North Northants Sports and Wellbeing Club	Womens Safe Workshop in the Avondale Grange area.	£1000
Voluntary sector grants	March 23	Kettering Food Bank	Running costs	£1000
Voluntary sector grants	March 23	Off the Streets	Workshops for young people with an anti-gang, anti-knife message and bleed kit training	£1000
Lottery	May 23	Kettering Allotment Association	Removal of asbestos from Margaret Rd Allotments	£1000
Lottery	May 23	Groundwork Trust	Creation of hedgehog highway, Ise Valley	£600.

\*NB all the other 7 Love Wildlife grant recipients have also been asked to keep the Council informed as to progress and will be contacted every three months for a summary report.

#### **4. Consultation and Engagement**

None as such – all grant recipients agreed to the SLAs offered to them.

#### **5. Finance, Legal and Resource Implications**

The Council's grants were all met within budgetary limits

#### **6. Climate change implications**

None specifically- , some of the grants are explicitly aimed at achieving an improvement in the environment and all successful grant applications are tested on the sustainable impact of their projects

#### **7. Policy Implications**

The Council is committed to making best use of its resources and being transparent about how money is used and this is one way of going that.

#### Background Papers

Service level agreements and corresponding returns by organisations.

*Reporting outcomes requested*

- no of items delivered within the period 1<sup>st</sup> July 2022 to 31<sup>st</sup> March 2023, broken down as follows, by 30<sup>th</sup> April 2023

- food parcels

- furniture and household goods

- for each category, households within Kettering Town and those outside it

- no of distinct clients supported in this way during the period, broken down by whether or not they live within Kettering Town

- summary of any information KCU holds in respect of the age, gender, disability and ethnic origin of those who are provided with items delivered to their home address.

- no. of hours driver is employed in this period, by 31<sup>st</sup> April 2023.

**RESULTS**

Please see below the required data for the grant of £4,000 from Kettering Town Council for the period 1<sup>st</sup> July 2022 to 31<sup>st</sup> March 2023. As previously discussed, it is not always appropriate to try and gather equality data from people in crisis. We are able, however to capture the number of adults and children fed by size of food parcels and these are reported in the following data.

Food support

Total 3 day food parcels during the period	1,453
Parcels by post codes NN15 (5,6,7) and NN16 (8,9,0)	1,130
Total number of adults fed	3,530
Total number of children fed	128
Adults fed in postcodes NN15 (5,6,7) and NN16 (8,9,0)	2,143
Children fed in postcodes NN15 (5,6,7) and NN16 (8,9,0)	94
Driver hours during the period (food parcel deliveries and food pick-ups)	150

Furniture deliveries

Total deliveries during the period	360
Deliveries by post codes NN15 (5,6,7) and NN16 (8,9,0)	200
Driver hours during the period (furniture deliveries)	405

## APPENDIX B HOMESTART

### *Reporting outcomes requested*

- No of supervision sessions with volunteers for the period 1<sup>st</sup> July 2022-30th June 2023, with six monthly reporting by the 1<sup>st</sup> February 2023 and 1<sup>st</sup> August 2023
- No of families supported during the period July to June and total number of children benefitting from that support, compared to the previous year.
- No of referrals to other agencies during the period July to June and number of referrals from other agencies
- Total income and expenditure of Homestart for the financial year 2022-23

## RESULTS

- I completed **144 face to face supervision sessions with home visiting volunteers** between 1<sup>st</sup> July 2022 and 31<sup>st</sup> December 2022

In that same 6 month period we:

- supported **56 families with 137 children** compared with **46 families with 107 children between 1/7/21 and 31/12/21 (Home Visiting)**
- **supported 45 additional families with Christmas presents and food parcels (not included in above figure)**
- made **2 MASH referrals**
- made **5 referrals to the Social Inclusion Team to help with tenancy support**
- Worked with **3 families to prepare them for work with Citizens Advice Bureau**
- Supported **2 families to engage with Stepchange and address their debts**
- received **25 referrals from other agencies requesting home visiting support for families**
- Income in the period **£46,258 (including £12,970 in donations, £4,585 in fundraising activities, £28,630 from 9 grant applications and £73 in interest)**
- **Expenditure in the period £39,612**

## APPENDIX C CIVIC SOCIETY

### *Reporting outcomes requested*

- when known, the number of publications planned and the timetable for publication – please let the Council have a copy of each publication as they are produced.
- upon publication, the number of copies produced of each publication and the website address where the publications are held.
- the number of schools engaged with the design of the publications and their names
- the number of schools using the publications in their syllabus and the number of children reached – by 1<sup>st</sup> May each year after first publication, for five years.
- the number of views of each publication held on the Society's website, annually, by 1<sup>st</sup> May in each year, for five years.

### **RESULTS**

**when known, the number of publications planned and the timetable for publication – please let the Council have a copy of each publication as they are produced.**

The first issue of the magazine was completed and launched on 2<sup>nd</sup> July at KETTfest. Since then, four more issues have been produced, copies of which have been given to the Council.

The next and fifth issue, '*A few writers and poets past and present from Kettering and beyond....*' has been written and is now being illustrated. It will be used during the Festival of Literature on 16<sup>th</sup> September 2023.

It is difficult to give a timetable for the completion of each issue, due to personal circumstances that arise without warning; for example, the editor suffered family bereavement. However, we aim to produce one magazine every 6-8 weeks.

Whenever the magazines are referred to in newspapers and newsletters, the Council has been informed and copies given to them.

**upon publication, the number of copies produced of each publication and the website address where the publications are held.**

The application made little reference to website use, the magazine was intended to be offered as a hard copy, hence the sum of £2000 for printing.

100 copies are printed each time an issue is produced and one copy is sent to each primary school in Kettering. To date, over 150 copies have been well received and distributed to schools and adults.

As yet they have not been put on the Society's website, however, they will be available on the website in due course. [www.ketteringcivicsociety.net](http://www.ketteringcivicsociety.net)

**- the number of schools engaged with the design of the publications and their names**

Buckleuch Academy and Compass School teachers showed initial interest but following curriculum constraints they have not been involved in the research or design. The research has been carried out by a Civic Society volunteer and the illustrations have been done by a young man with additional needs.

It was never intended for schools to be part of the production of the magazine, but to use them as a resource for teachers, parents and pupils.

*- the number of schools using the publications in their syllabus and the number of children reached – by 1st May each year after first publication, for five years.*

As yet, we have not received any communication from schools using the magazines within their curriculum. They are being used for pleasure and extracurricular activities. From now we will attempt to monitor this.

### *Application Statement and Evaluation*

*This will be an ongoing project where booklets will be produced as a series, which can be added to.* Progress is being made in covering a variety of Kettering History topics.

- *The Society will work with primary schools teaching local history- (other subjects will be explored too) through the National Curriculum.* The Society is working with schools using the magazines as a tool for inspiring literature through holding workshops offered by 'The Bubble Theatre Company'.
  - *The Society will work with Kettering Museum staff; texts will refer to the resources/exhibitions that are available for public view.* Unfortunately, this has not been possible due to the Museum being closed. However, the museum manager was helpful in providing research information for the magazines.
  - *A team of history enthusiasts will carry out the research and an artist with additional needs, (also working with Picture the Difference) will be providing exciting fun illustrations.* This has happened, resulting in a well-received set of magazines.
  - *The project will benefit those researching and working within a team; they will share their expertise and widen their knowledge of local history.* This has happened, an example is the offer of guided tours of the town and talks to community groups such as Teamwork.
  - *The artist will develop his understanding of local history and this experience, together with his participation and art will benefit his curriculum vitae to further his career.* This has been achieved and he has shown evidence of understanding by interpreting the text using his own humour.
  - *The publication will add to resource material for teachers as well as being of general interest particularly to school children.*
  - *The aim is to encourage young people from diverse backgrounds to explore the town making history fun as well as developing a sense of place and an understanding of culture and heritage.*
  - *The Society promotes the town and with that firmly supports and encourages tourism with its guided walks and collaborative workshops with the museum. The publication will encourage and enhance this.* 'The Story of the Kettering Mosaic' magazine has been successful and compliments the documentary film, 'The Lost Mosaic'. Adults as well as children have been pleased to have a copy.

## APPENDIX D FORRPP

### *Reporting outcomes*

- website usage statistics by quarter for 2022 and 2023 – annually by 15<sup>th</sup> April in each year, showing comparisons with the previous quarter. Please provide a link to the website that we can provide on our's.
- date on which the notice board is erected – please provide a photo which we can use in our publicity material as well
- date by which and number of bulbs planted in 2022/23 ( a photo would also be useful for our promotional purposes)
- final cost of each of the three elements of the project, by 1<sup>st</sup> April 2023

### RESULTS

- 500 bulbs were planted in December 2022
- The two noticeboards have been ordered but need to be installed on poles which NNC will need to provide and install.
- Not much progress has been made on the website overhaul, as the Friends Group is suffering from a shortage of active volunteers with appropriate time and expertise to progress this.

## APPENDIX E CITIZENS ADVICE

### *Reporting outcomes requested*

- No. of new volunteers recruited within 3 months of the project commencing
- No. of new volunteers recruited who have completed their training and are deployed within 6 months of the project commencing
- Average no. of hours of new volunteer time provided per week from the point at which volunteers are deployed 6 months after the project commences
- No of new cases supported over the first 6 months and then the subsequent 12 months after volunteers have been first deployed.
- Total cost of the recruitment and training project once completed.

RESULTS - See attached report



*Reporting outcomes requested*

- No of sessions held and number of hours in total that clients were able to access the service, by location. (by end March 2023)
- No. of individuals accessing the service by location and by day of the week (by end March 2023)
- Nature of advice sought and given by categories as follows:- (be end March 2023)
  - Housing advice and Homelessness
  - Money and debt advice
  - Welfare benefits advice
  - Warm referral to other providers and other AC services
- Summary of known outcomes per category (by end June 2023)

## RESULTS

### OUT OF HOURS SERVICE EXTENSION

#### Background

Accommodation Concern is an advice charity based in Kettering, North Northamptonshire, offering debt, housing, and benefit advice to clients in need. Our core services are typically available from Monday to Friday, 9 am to 5 pm. However, we recognised that the “cost of living crisis” in the UK has led to an increasing number of clients, particularly those working standard 9-5 hours, requiring access to our advice services.

To address this need, Kettering Town Council generously provided funding to implement an “Out of Hours Advice Service”. The aim was to extend our service availability to clients who were unable to access our support during regular weekday hours. The service was held for 10 weeks, with sessions on Wednesday evenings from 5 pm to 8 pm, after our Meadow Road office would usually close, and on Saturday mornings from 9 am to 12 pm. These Saturday sessions alternated between our Meadow Road office and the Highfield Barnes Community Centre.

Each session was staffed by an Adviser and a Manager to ensure that clients received the support and guidance they needed.

Below are the outcomes and impact of these Out of Hours Advice sessions

#### Total Clients / Cases

Category	Number of Clients
Charity Applications	1
Debt	6
Food Parcel	3

Housing	8
Miscellaneous	1
Safeguarding	1
Welfare Benefits	6
Welfare Rights	1
<b>TOTAL</b>	<b>27</b>

During the 10-week period of the Out of Hours Advice Service, we assisted a total of 27 clients with various issues.

The cases were distributed among the following categories: Charity Applications (1), Debt (6), Food Parcel (3), Housing (8), Miscellaneous (1), Safeguarding (1), Welfare Benefits (6), and Welfare Rights (1).

It is important to note that the ratio of matter types was broadly similar to that of our usual client base, suggesting that the Out of Hours service attracted clients with a range of concerns comparable to those seen during our regular operating hours.

Additionally, the single Charity Application we processed was a "Charity Link" application for white goods, which was successful in securing the necessary assistance for the client.

#### Outcomes Achieved: Financial gains

Gain Type	Financial Gains
Benefit/tax credit - estimate (annual gain)	£838.50
Benefit/tax credit - one off confirmed (gain)	£2,375.00
Benefit/tax credit - ongoing confirmed (annual gain)	£1,201.20
Food Parcels	£80.00
Household items	£600.00
Other financial gain - confirmed (annual amount)	£15.00
Credit Reports Obtained	£2.00
<b>Report Total</b>	<b>£5,111.70</b>

Our Out of Hours Advice Service clients experienced a variety of financial gains because of the support they received. These gains encompassed different aspects of their lives, such as benefits, food provisions, and household items.

Clients saw estimated and confirmed annual gains in benefits and tax credits, as well as one-off confirmed gains. In addition, we provided food parcels to those in need, which contributed to their overall financial relief.

Some clients also benefited from assistance with obtaining household items, further alleviating their financial burdens.

Case Outcomes	Cases
<b>One Off Advice only with no further action</b>	13
<b>Case Concluded Successfully</b>	7
Client Stopped Engaging	1
Client Withdrew or Took Own Action	1
Case Ongoing	5
<b>Total</b>	<b>27</b>

The outcomes of the cases we achieved through the Out of Hours Advice Service varied according to the clients' needs and circumstances.

The majority of cases were either successfully concluded or only required one-off advice, which indicates that clients were able to receive the information they needed or have their concerns effectively addressed.

In a few instances, clients stopped engaging or decided to withdraw and take their own action.

Additionally, there are still some ongoing cases where our team continues to work with clients to provide the necessary support and guidance until a resolution is reached.

### Review of Sessions

Number of Sessions	Total Hours	Sessions	Clients
<b>Wednesday 5-8pm</b>	30	10	15
<b>Saturday Meadow Road</b>	18	6	6
<b>Saturday Highfield Barnes</b>	12	4	6
<b>Total</b>	<b>60</b>	<b>20</b>	<b>27</b>

The attendance at each of the Out of Hours Advice Service sessions varied, with a total of 27 clients seen over the 20 sessions.

The Wednesday evening sessions at our Meadow Road office saw the highest number of clients, with 15 clients attending over 10 sessions. These sessions provided the advantage of offering both face-to-face and phone appointments, catering to a range of client preferences.

The Saturday sessions were split between our Meadow Road office and the Highfield Barnes Community Centre, with each location hosting six clients over six and four sessions, respectively.

It is worth noting that the attendance at the Highfield Barnes sessions was inconsistent and seemed to be heavily influenced by the amount of promotion carried out by Kelly Mercer, who helps run the community centre. When the sessions were actively promoted, several clients attended in a row; however, on other days, no clients were present. This suggests that the success of the Highfield Barnes sessions may be dependent on effective promotion and collaboration with the community centre.

## **Summary**

Although there were 27 people who actively received support from the out of hours sessions and financial outcomes of £5,111.70 were achieved the overall effectiveness of the service needs to be considered against the initial cost of £2,000 funding.

Having considered the outcomes achieved against the cost we have decided to trial a different flexible approach where when a client cannot engage during the standard Monday to Friday, 9am to 5pm opening times the advisor will liaise with their manager to agree an out of hours appointment that suits the client and the members of staff. Since we started this approach we have seen approximately 1 client per week.

We are also considering whether offering advice sessions at the local primary school would be more effective in reaching the needs of the community on a regular basis, in which case we may apply for more pilot funds in the coming months.

We would like to thank the town council for funding this pilot to assess the needs of the community, however if they do feel the results are sufficient to warrant a longer term project on the Highfield estate we would be very happy to consider other options.

25<sup>th</sup> May 2023

