

APPENDIX A - Post Completion Feedback Survey

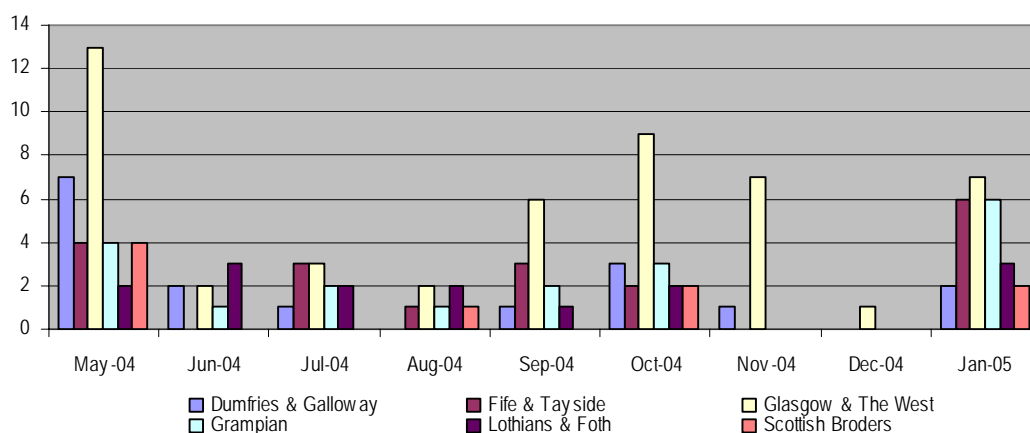
1.1 As part of the final evaluation, post completion feedback survey forms were issued to projects three months after the completion of their grant. All survey forms were issued three months after the grant completion date with the aim of determining the following:

- Find out if the organisation still operating the project
- Establish if the organisation been able to continue at the same level of activity
- Look at whether the organisation been able to sustain the employment of staff that have been recruited or create any new employment opportunities
- Find out if the funded project has resulted in a new community service being established
- Establish if the organisation has been successful in obtaining alternative grants to enable the continuation of the services or support the development of any new service in the community.
- Find out how many people that have undertaken training have progressed into further education/training
- Find out how many people that have undertaken training have secured employment.

1.2 As of 31st January 2005, 129 feedback survey forms had been issued to completed projects. To date, 99 forms have been returned representing a 76.74% return rate.

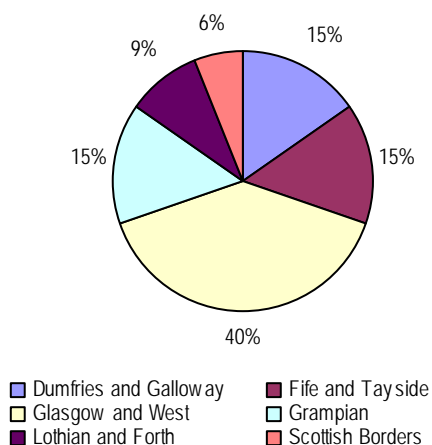
1.3 Of the 129 survey forms issued 38.76% (50) were for projects in the Glasgow & the West, 29.46% (38) for projects in Fife & Tayside & Grampian, 13.18% (17) for Dumfries & Galloway and 6.98% (9) for the Scottish Borders.

Graph 1:– Number of Survey Forms Issued Per Month



1.4 Return rates for the feedback survey ranged from 66.67% in the Scottish Borders to 88.24% in Dumfries & Galloway, with an overall return rate of 76.74%.

Chart 1: Percentage Total of Survey Forms Returned By Grant Area

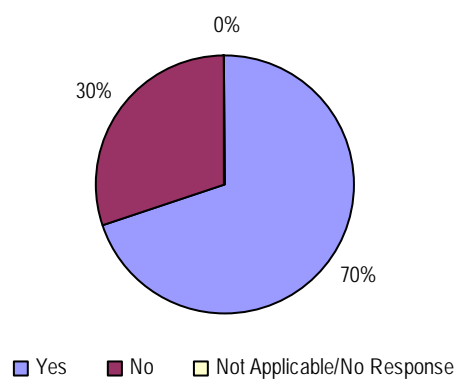


Feedback Results

Question 1a - Is the organisation still operating the project?

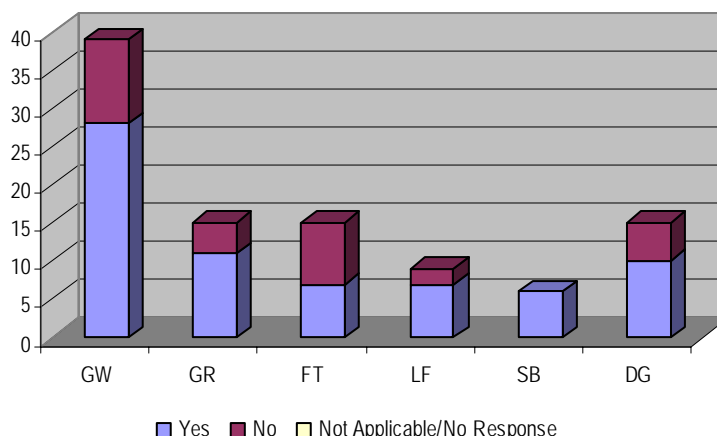
1.5 From the returns, 69 of the projects indicated that their projects were still operating following the end of their grant period. 40% of these projects were located in Glasgow and the West.

Chart 2: Percentage of Projects still in operation



1.6 With the exception of Fife & Tayside, the returns indicated that in all other areas at least 67% of those projects who returned survey forms were still operating. The information received from the projects in Fife & Tayside indicates that only 46% of these projects are still in operation.

Graph 2: Number of Projects still in operation by Grant Area



Question 1b – Please indicate the approximated date when the project was closed and a brief explanation for the closure?

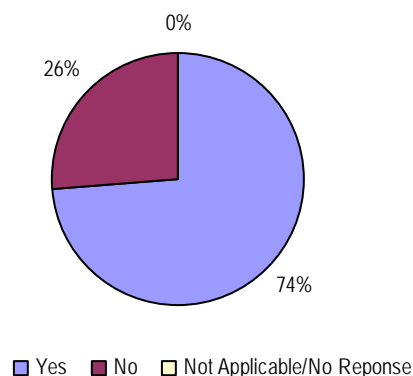
1.7 It should be noted that in many instances the projects that are no longer operating, were time specific and related to a specific task i.e. preparation of a business plan, evaluation, feasibility study etc. A summary of some of the reason why the project closed are detailed below:

- Funding ceased
- Funding was required to undertake a survey of community needs – completed and report written.
- Group is still operating, although to a lesser degree, working with volunteers and peer support when appropriate, rather than having paid workers and sessional staff.
- Project was time specific and only operated for 2 week period. Objectives were achieved.
- Premises expensive to rent and required a high level of volunteer staff to keep it open.

Question 2a – Has the organisatation been able to continue at the same level of activity?

1.8 Seventy Three (74%) of the projects who returned the feedback survey reported that they were able to continue at the same level of activity once their funding from the Direct Grants programme had ended. Projects in the Glasgow and the West grant area accounted for 39.72% of these projects, whereas the Scottish Borders accounted for just 5.48%.

Chart 3: Percentage of organisations that have been able to continue at same level of activity



1.9 At a regional level, over 86% of survey forms returned in Dumfries & Galloway indicated that projects were still providing the same level of activity with Grampian, Fife & Tayside and Scottish Borders recording levels of 66.66%.

Question 2b – Please briefly describe how the service of the organisation has been reduced?

1.10 The projects that indicated that activity levels had been reduced following the ending of their grant support highlighted a number of reasons including:

- Less admin hours / staffing continuing as a volunteer
- If groups have continued they have done so with peer and volunteer support rather than structured support and guidance from expert staff. In some cases the group have not quite ready for that.
- No dedicated person to follow up on project. This task is being shared between trustees (all volunteers) i.e. continuing but slowly
- Limited on lets/halls; limited on paying bills; limited on staff/wages; limited on equipment.
- We currently have no full time / part time staff
- Basic funding is difficult to obtain

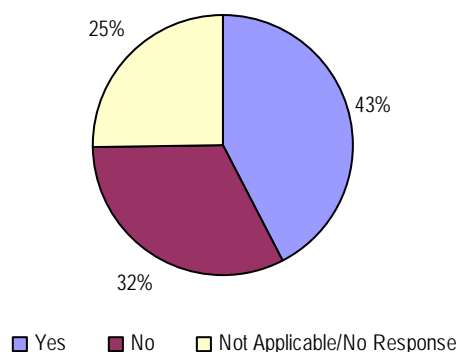
Question 3a – Has the organisation been able to sustain the employment of staff that have been recruited or been able to create any new employment opportunities?

1.11 Following the end of their funding 43% of the projects have indicated that they have been able to sustain the employment of staff recruited during the funding programme or have created additional employment opportunities.

1.12 Response rates at a regional level indicates that 66.66% of the projects in Lothian & Forth Valley and the Scottish Borders sustained the employment of staff or created additional employment opportunities. In comparison, projects in Dumfries & Galloway reported levels of 20%.

1.13 Twenty Five percent of projects either did not respond or the issue of staff retention was not applicable to their original application.

Chart 4: Percentage of Projects who sustained staff in employment or created new Employment Opportunities



Question 3b – How many staff have been sustained in employment?

1.14 Of the 99 feedback survey forms returned 37 (37.37%) of the projects indicated that they had sustained staff in employment who had been recruited during the direct grants programme.

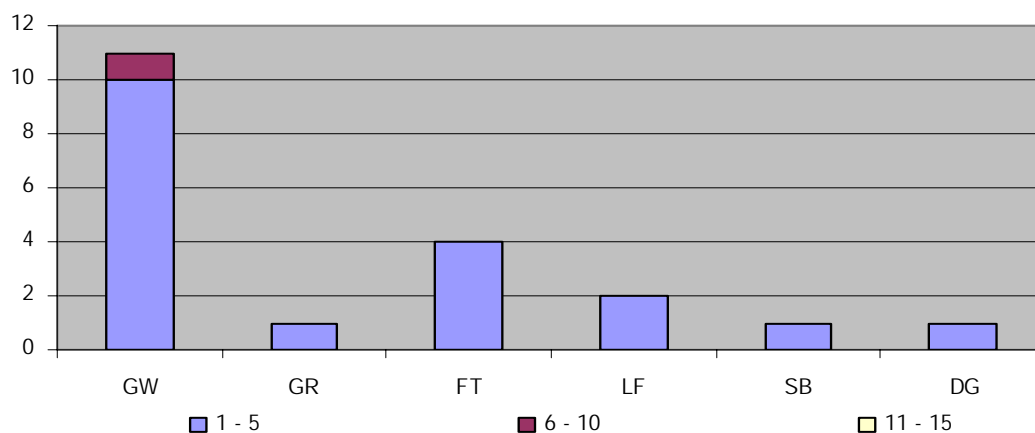
Question 3c – Number of new jobs created?

1.15 Information obtained from the feedback survey indicated that 20 of the projects had created new jobs.

1.16 The graph below highlights the following:

- 19 project have indicated that between 1 – 5 new jobs have been created.
- 10 projects within the Glasgow and the West region have created between 1 – 5 new jobs. One project in the Glasgow and the West region also created between 6 – 10 new jobs.

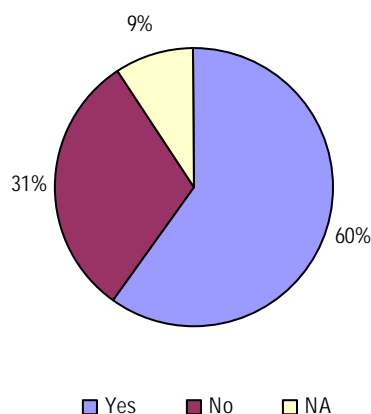
Graph 3 : Number of New Job Created



Question 4a – Has the fund resulted in a new community service being established?

1.17 Sixty percent of the projects who returned questionnaires indicated that a new community service had been established. Returns from individual regions illustrated in the table below indicate that all returns from projects in the Scottish Border region resulted in a new community service being established.

Chart 5: Percentage of projects funded that have resulted in a new community service being established



Area	Number of Survey Forms Returned	Number of Community Services Established
Dumfries & Galloway	15	8
Fife & Tayside	15	8
Glasgow & The West	39	22
Grampian	15	7
Lothian & Forth Valley	9	8
Scottish Borders	6	6

Question 4b – Description of community service established

Dumfries & Galloway	
<ul style="list-style-type: none"> ▪ DG/036 - With the additional help from new project, we have expanded original service and greatly increased community usage by addition of more facilities for community use. ▪ DG/019 – The funding has resulted in an expansion of existing operations, i.e. more teaching courses, weekend workdays, daily courses, higher courses, and an expansion of produce ▪ DG/040 – Involvement with local recreational organisations and educational authority along with the private sector kept it within a community project. ▪ DG/090 – Over a period of 4 months a series of ICT Workshops were delivered to 50 plus (majority retired) ▪ DG/006 - Glenkens Gazette designed to support community issues services and groups. Keeping an isolated community informed. ▪ DG/013 - ½ colour newsletter available across the region 	<ul style="list-style-type: none"> ▪ DG/028 – Very successful weekly meeting. Every child who could attend has been contacted. 80% attended. So popular extended to a summer activity as well. ▪ DG/052 – Working with SureStart and SPPA 2 groups continue to meet at network west. Looking to continue with MOFFAT along with Working For Families Project and Well Being Project to continue Working in Langholm and Newcastleton. ▪ DG/050 – The marketing group formed for this project is continuing and are identifying other local marketing projects to take forward e.g. town signage; + visit Dalbattie Exhibition. ▪ DG/032 – Currently in progress. Planning approval delayed until Scottish Water resolve sewage issue. ▪ DG/038 - Project ongoing further funds applied for renovation of hall.

Fife & Tayside

- FT/010 - Youth Drama, film projects/ The only other similar project is run by a drama company in Forfar. We use drama and film to explore young people's issues and ideas.
- FT/062 - The survey will help to get funding for additional community facilities.
- FT/014 - Voluntary positions for people with limited opportunities
- FT/031- The drop-ins for young mothers and the parenting group
- FT/045 – This project was developed to work with existing local groups to gain information on benefit and welfare uptake in rural areas for older people.
- FT/007 – A helpline for the members of the LGBT community in Fife. We are also in the process of writing a constitution enabling the helpline to run separately from the Fife projects.
- FT/016 - Information for mental health service users
- FT/026- Full co-ordination of charities work and services to 2000 plus families each year
- FT/011 - The funding of the project resulted in the extension and improvement of existing service
- FT/057 – We now have a new building in Arbroath that offers a dance studio, media & recording studio.

Glasgow & The West

- GW/073 - Able to establish a new multimedia project for young people, and this we have expanded it to include more activities – thus employing an Arts Development Worker.
- GW/033 – Residents are keen for the group to continue and work for the community as a whole.
- GW/006 - We have developed more ways to help people with health and disability problems and concerns in their homes.
- GW/130 – Project has expanded and increased furniture recycling.
- The project was not designed to directly provide a new community service but to assist the trust in its larger aim of providing a greatly improved museum facility in Lanark. This is still in progress
- GW/085 - now licensed with the activities licensing authority for Adventure Activities, since this we have been accepted by a number of school groups
- GW/012 - New Town centre service point established and operational 3 days per week.
- GW/060 – We have a central base in our town which act as a contact and reference resource for local club and organisation.
- GW/100 – Seafar FC are now more established with football club Clyde.
- GW/057 – The services offered in Greater Govan area have included sports, recreational activities, a youth club, 4 football teams aged 8 – 13 years old. A fitness/running club, including Bodybalance. Body attack and circuit.
- GW/125 – Internet Access
- GW/289 – Own project was to train 6 relationship counsellors for Easterhouse. As a result of this we are now in the process of establishing a new community project in Easterhouse which will provide a range of family support services, including counselling.
- GW/053 – Summer programme of youth activities
- GW/122 – The project is dependent on Inverclyde Council providing a lease for a building and financial support.
- GW/233 – We now provide a youth drop-in café 2 evenings a week for ages 12 – 18 years, it has an attendance of approx. 40 youths. The youth now have their own committee to help organise and give suggestions for activities.
- GW/154 - The grant allowed us to keep the art & drama going and to extend our achievements.
- GW/041 – Though it has resulted in a number of smaller spin off groups seeking their own project funding.
- GW/047 – At present £105.00 funding has been secured to implement the sports facilities identified in the Feasibility Study. Planning permission has been submitted but not awarded yet.
- GW/015 – Web net activities continues one day per week for individuals in the community.
- GW/081 – The local neighbourhood networks linking to a national web based learning resource
- GW/184 - Renfrewshire Food Co-op – access to affordable good quality food. Renfrewshire Retail Home Delivery service for residents in Renfrewshire.
- GW/210 – Grants expended by 30/09/2004. Trust undertaking some of the smaller projects described in Consultants report.
- GW/009 – New Collection Points established in Kilbirnie, Irvine & Saltcoats.
- GW/238 – New activities offered to young people
- GW/157 – Survey report submitted to East Dunbartonshire Council for consideration and further action.

Grampian

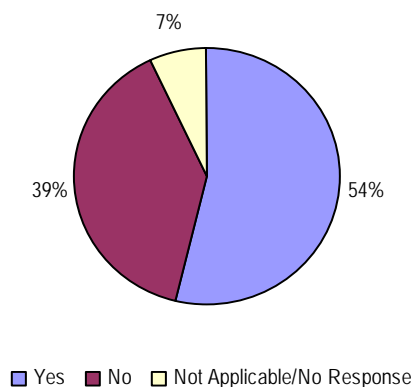
- GR/013 - Regular training sessions have been established and will continue for the foreseeable future
- GR/024 - Playscheme for local school age children throughout the school holidays.
- GR/033 - We were aiming to inform people of the importance of being prepared for retirement and possibly becoming involved in their community.
- GR/021 - Other than in the voluntary work I have continued to do.

<ul style="list-style-type: none"> ▪ GR/046 – Regional Credit Union (NESCO) to serve 525,000 people – more than 300,000 of these were previously excluded from Credit Union services by Common Bond regulations. ▪ GR/075 – Community meeting place including a café and regular creative and health workshops. ▪ GR/120 – Database set up to support flower basket scheme. Database set up to support regular environment day ▪ GR/039 – We now have a Service Level Agreement with Aberdeenshire Council 	<ul style="list-style-type: none"> ▪ GR/001 – This was a gala application based on bringing the community together. This has been rolled out each year for 3 years and is scheduled to go on anyway. ▪ GR/112 – Has stimulated subsequent community activity. ▪ GR/084 – The carers garden is an attraction open to the public all year round. Visitors appreciate the surrounding including the mosaic.
Lothian & Forth Valley	
<ul style="list-style-type: none"> ▪ LF/023 - It has mainly provided us with an opportunity to extend and improve the service we currently provide with a refurbishment of the premises. ▪ LF/033 – Participation by families assisting on the farm – all aspects of animal husbandary etc. – young volunteers. ▪ LF/028 – Expansion of existing services to community groups ▪ LF/002 – We will be commencing the construction of our day centre in January 2005. The profits made from the shop have gone into our day centre building fund and volunteers in the shop are more committed to the project. 	<ul style="list-style-type: none"> ▪ LF/048 – Focussed activity for pre-schoolers, using an eco & ethical approach wherever appropriate. Also co-ordinating various courses for children/adults (e.g. first aid, baby massage). ▪ LF/003 – We managed to secure funding Awards For All to create a new club for the older children who will now have their own youth club. ▪ LF/088 – During 2004 6 new watches were established.. ▪ LF/108 – More activities for various age groups
Scottish Borders	
<ul style="list-style-type: none"> ▪ SB/053 – New Rehearsal Space, Girls Group ▪ SB/001 - Provides a well maintained premises for the use of community individuals and groups, eg the Jedburgh out of School Club, The Jed Singers, Yoga, Borders Youth Theatre. ▪ SB/025 – Use of village green for activities i.e. barbeques, spring gathering etc. 	<ul style="list-style-type: none"> ▪ SB/029 - The Community service established can be seen at www.stronanspipingsociety.org ▪ SB/049 – Offer free counselling to people unable to afford to pay for it on a short term basis. We are planning 2 more workshops in 2005 and further training sessions in Bach Flower therapy. ▪ SB/011 - Facility for recreation and social development for young people.

Question 5 – Has the organisation been successful in obtaining alternative grants to enable the continuation of its service or support the development of any new service in the community?

1.18 The chart below illustrates that 54% of the organisations participating in the feedback survey have been able to obtain alternative grants to enable the continuation of their services.

Chart 5: Organisation been successful in obtaining alternative grants to enable the continuation of its service or support the development of any new service in the community?



1.19 An overview of the main sources of funding are detailed below:

Amount	(£)
Sources	
Local Authority	218,294
Scottish Enterprise	64,000
Community Fund	60,803
Big Lottery Fund	261,000
Sportscotland	303,718
Social Inclusion Partnerships	260,000
Awards For All	39,507
Communities Scotland	169,371
Scottish Natural Heritage	3,000
Scottish Arts Council	21,500
Charitable Trusts / Foundations	347,000
Europe – ESF / ERDF	106,800
Other	170,256
Direct Grants	46,525
Total	2,071,774

1.20 The main sources of additional funding for projects are through the Local Authority, Big Lottery Fund, Sportscotland, Social Inclusion Partnerships, Communities Scotland, ESF/ERDF, Charitable Trusts / Foundations and Other Funding Sources. It should be noted that almost 20% of responding projects are now in receipt of ongoing support from their local authority.