



## Performance Reward Grant Scheme

### APPLICATION FORM

To be returned to:

Karen Spence, Performance Manager, Performance Team

Email: [wiltshirelaa@wiltshire.gov.uk](mailto:wiltshirelaa@wiltshire.gov.uk)

Area Board	Trowbridge	
Form submitted by (contact for all queries)	Betty Wragg c/o Residents Resource Centre, 63 Manor Road, Trowbridge, BA14 9HS	
Name of initiative	Studley Green Resource Centre: new beginnings	
Brief Description of Initiative	By upgrading the IT equipment available to the public, purchasing more flexible, welcoming and moveable furniture, and providing a range of introductory courses, we want to enhance the Studley Green Residents Resource Centre as a hub for the community and an improved venue for local training delivery and information provision. The provision of new facilities will act as a catalyst in re-marketing the venue to local residents and other organisations, and allow us to develop a range of volunteering opportunities.	
Please put a cross against the ambition(s) that this initiative will support	Building resilient communities	X
	Improving affordable housing	
	Lives not services	X
	Supporting economic growth	X
	Safer communities	
	Protecting the environment	
Amount of funding sought	£9040	
	Action for Wiltshire – combating the recession X	
What will this money be spent on? (please show split between capital and revenue. For capital expenditure guidance – see Appendix 1 in the Bid Pack)	<u>CAPITAL</u> £3000 – four computers £600 – printer/scanner/fax/copier £200 – broadband router and adapters £240 – software licences £1500 – furniture <u>REVENUE</u> £2500 – training courses and launch activities £500 – promotion	

	£500 – volunteer support
<p>Please describe how your initiative will support the ambition(s) indicated above, and summarise the action that will be taken</p>	<p><u>Summary of actions</u>  The Residents Resource Centre is an established hub for the community in the heart of Studley Green (see article on final page), offering a range of information and facilities for local people, as well as providing a drop-in base for organisations such as West Wiltshire Credit Union and Studley Green TARA.</p> <p>Over the past seven years it has also been part of e-Trowbridge, accommodating three computers for public use, with volunteers providing support to residents who lack confidence or specific IT skills. This equipment is reaching the end of its life, and – with the Management Committee simultaneously wanting to rejuvenate the Resource Centre – now seems an ideal opportunity to combine a number of objectives.</p> <p>If this grant application is successful, we will:</p> <ul style="list-style-type: none"> <li>• <b>Purchase new IT equipment</b> that will be available for local residents to use on a drop-in basis; through partnerships with organisations such as Studley Green Children’s Centre, Shaftesbury Court and Selwood Housing; and at a number of training events and taster sessions.</li> <li>• <b>Purchase new furniture</b> that will be more welcoming, flexible and moveable. The Resource Centre is currently furnished with a number of desks that are difficult to move, and very little informal space. Creating a more adaptable space will allow us to use the Centre for a wider range of community activities and make it available for organisations wanting to provide community-based services.</li> <li>• <b>Provide a number of training activities</b> to promote the new facilities at the Centre as well as build the confidence and skills of potential users. These free sessions and self-paced courses will be advertised widely in the community to encourage more people to visit the Centre, and would cover subjects like basic IT skills, practical issues about accessing online services (e.g. Homes4Wiltshire) and other life skills (such as CV writing or interview tips).</li> <li>• <b>Develop volunteering opportunities</b> to support the provision of these expanded services. We need more volunteers to get involved with the Resource Centre and believe that this project will be a useful catalyst in securing these. We are working with the Volunteer Centre to identify possible recruits and plan to provide them with appropriate support and training to increase their capacity to help us.</li> </ul>

### Support for ambitions

- **Building resilient communities**

As a community-led organisation, the Residents Resource Centre is already at the heart of building a resilient community in Studley Green. By enhancing the range of IT facilities and training activities available at the Centre its role as a local hub will increase, which we hope will act as a catalyst for developing further community projects. We are also confident that if this grant application is successful we will be able to help build the skills and capacity of local residents, which will clearly have community as well as individual benefits. This work will be especially targeted at those who are often socially excluded – young people who need to be able to access IT facilities for their studies; adults who may be experiencing isolation; and older people who may never have used a computer before and so be unable to access many services. By creating volunteering opportunities we also aim to give local people the chance to give something back to their community through positive activities and gain valuable experience and skills in the process.

- **Lives not services**

With the internet and computers forming an increasingly central part of modern life we believe our project will give residents the facilities and ability to access information and services crucial to their independence and well being. The contribution this will make to building the broader capacity of the Resource Centre to promote independent and fulfilling lives will also reap rewards in the medium term.

- **Supporting economic growth**

An enhanced Residents Resource Centre will contribute to this aim in two ways. Firstly, by providing facilities and training so local people can begin to build their IT skills and confidence, which is crucial for so many jobs. Secondly, by improving access to information about job opportunities that are available – both online, in paper formats, or through outreach work with organisations such as Studley Green Children's Centre and Selwood Housing.

- **Action for Wiltshire – combating the recession**

This project will help to combat the recession by preparing more residents for employment, in an area of high unemployment, high levels of economic inactivity, and above average numbers of residents with low or no qualifications.

<p>What makes this initiative a local priority (eg evidence from research and local support)</p>	<ul style="list-style-type: none"> <li>• Research carried out by Selwood Housing earlier this year has shown that around 30% of tenants do not have access to the internet, with most of these people (especially those under-35) really wanting to get online. Employment opportunities are increasingly only being offered through the internet so the IT project will help facilitate both training and access to more employment opportunities.</li> <li>• John of Gaunt ward has above average levels of unemployment, economic inactivity and people with low/no qualifications. Bearing in mind these statistics include the more affluent Broadmead area of Trowbridge area, these figures are likely to be more stark in Studley Green alone.</li> <li>• This project has the backing of Studley Green TARA and Studley Green Children's Centre.</li> </ul>
<p>How will you know you have been successful?</p>	<p>Our success could be shown in a number of ways:</p> <ul style="list-style-type: none"> <li>• More people using the Centre – all facilities, but especially the computers.</li> <li>• More people gaining skills at the Centre – through specific training sessions or more self-taught approaches.</li> <li>• A wider range of services and information being provided at the Centre.</li> <li>• A larger group of volunteers involved in running the Centre.</li> </ul>
<ul style="list-style-type: none"> <li>• How will you measure the impact? (may have more than one measure)</li> </ul>	<p>We will measure the impact of the project by:</p> <ul style="list-style-type: none"> <li>• Recording the number of people who visit the Centre and making a note of the facilities they use.</li> <li>• Recording training completion rates and asking users to reflect on skills they have gained through the Centre.</li> <li>• Monitoring the range of services and information being provided at the Centre, whether by the Centre itself or other organisations using it for outreach work.</li> <li>• Recording the number of volunteers helping at the Centre.</li> </ul>
<ul style="list-style-type: none"> <li>• What is your improvement target (s), and when do you expect to achieve this/these?</li> </ul>	<ol style="list-style-type: none"> <li>1. Increase the average weekly number of visitors to 40 (December 2010) and 60 (March 2011).</li> <li>2. Deliver training to 30 people (March 2011).</li> <li>3. Secure regular bookings from 5 organisations who want to use it for outreach and community-based service provision (December 2010).</li> <li>4. Expand our volunteer base so the Centre can be open every weekday (December 2010).</li> </ol>
<ul style="list-style-type: none"> <li>• How will you ensure that the improvement continues after the end of the initiative?</li> </ul>	<p>Clearly the investment in the IT equipment and other facilities will outlast the funding period, with Selwood Housing's business systems team committed to providing ongoing technical support.</p>

	<p>By developing a team of volunteers to staff the Resource Centre through this project we will ensure the expanded facilities remain available to residents into the future. Medium term support for the continuing development of this team is anticipated through Selwood Housing.</p> <p>If we are able to increase footfall at the Centre we believe the organisations using it for outreach and community-based service provision will find it a useful base, so are more likely to continue their bookings. We would like to gain some additional revenue in this way, which can then be ploughed back into the Centre.</p> <p>Since the funding for training contained in this application will only cover the cost of a finite number of sessions, it is clear that this area will require further work to become sustainable. We are actively exploring options for this, which include alternative funding sources, partnerships with training providers and capacity building the volunteers to deliver basic support and advice.</p>
<p>Who will benefit from this initiative?</p>	<p>Everyone who lives in Studley Green will be welcome to access these facilities. As explained above (building resilient communities) we are especially keen to direct them towards young people who need to be able to access IT facilities for their studies; adults who may be experiencing isolation or looking for work; and older people who may never have used a computer and so be unable to access online services.</p>
<p>Confirm no unfunded commitments from this initiative</p>	<p>Please delete the statement that does not apply:</p> <ul style="list-style-type: none"> <li>• There may be on-going commitments, which will be funded from in kind support from Selwood Housing's business systems team.</li> </ul>
<p>What are the key risks to success and how will these be managed?</p>	<ul style="list-style-type: none"> <li>• Problems with installation of equipment or subsequent system breakdowns – Selwood Housing's business systems team will provide ongoing technical support.</li> <li>• Insufficient volunteers – we are working with the Volunteer Centre and Selwood Housing to identify and support more volunteers, and we will promote opportunities and build capacity through this grant.</li> <li>• Low take-up by residents – we will promote the new facilities vigorously, work closely with partners so they can introduce their clients to the Resource Centre, and offer training tasters through this grant to encourage people across the threshold.</li> <li>• Lack of interest amongst other organisations in using the space – many agencies want to provide more community-based services so proper marketing of the venue for specific outreach sessions will, we believe, be successful.</li> </ul>

Who will manage the initiative	Betty Wragg; Secretary; c/o Residents Resource Centre, 63 Manor Road, Trowbridge, BA14 9HS or 01225 765881.
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Signed:

Dated:

Chairman of Area Board



# Resource Centre here for you!



Nearly 10 years since it opened, the resource centre has come a long way and has so much to offer! But, we think it can do more so we need your suggestions.

Our resource centre management committee started with an empty building when it opened on 16 November 2000 and, with lots of hard work and fundraising, turned it into what it is today.

### What's on offer?

The resource centre is open to all of you, and we hope you'll start using some of the things available, such as:

**Free space** for meetings and training

**IT equipment** including computers and a photocopier, and even training on how to use them

**The garden with gazebo** an ideal location for coffee mornings and cream teas as we head into spring and summer

**Kitchen facilities** enjoy a cuppa

**Book club** with a bring one, borrow one system

**A television** great for training

**Everything is fully accessible** with a ramp to get into the building,

a disabled loo and computer benches high enough to accommodate wheelchairs!

### What's on now?

**Credit union** Start saving with the credit union on Mondays from 3-4 pm

**Computer access** Come check your emails or bid for a new home on Tuesdays from 1:30 pm - 3 pm or Thursdays from 10 am - 11:30 am

**Drop-in sessions** Fridays from 10 am - 12 noon, come and talk to us.

### How do I book in an event?

We'd like the centre to be of more benefit to more people!

if you would like to use the centre for an activity, contact us and let us know. We'll take the idea to the management committee to agree if it should go ahead.

Shaftesbury Court approached us about a lunch club, and now they have a nice outing every Monday from 12 noon - 2 pm!

### What next?

We're working on getting new computers now, but there's always 'something,' and it tends to be the same people. We'd like to find some others who have fresh ideas on how to celebrate our 10th anniversary and bring the Resource Centre forward!

### Who should I contact?

if you'd like to get involved or use the centre for your event, please contact one of the committee members listed below:

**John Alford, Chairman**  
01225 777 926

**Betty Wragg**  
01225 765 881

**Andrew Myatt**  
01225 715 780

*We hope to see you soon!*

**The Selwood Tenants' Voice  
Resource Centre Committee**