

Cabinet

19th January 2005

REPORT

Author: Amber Skyring,
Principal Community Development Officer
01722 434568
askyring@salisbury.gov.uk

Cllr Cole-Morgan : Cabinet Member for Community & Housing

COMMUNITY GRANTS 2005/2006

1. Report Summary

To present to the Cabinet recommendations for Members to consider for awarding the community grants budget between voluntary organisations applying for funding during financial year 2005/2006

2. Background

- There have been 23 applications received for Community Grants for the financial year 2005/2006.
- There are two new applications from groups who have not previously applied for a Community District Grant.
- Three organisations that SDC has previously funded have not applied for funding for the next financial year.
- The total amount being requested is £131,028.
- The proposed total budget available for distribution is £59,770 subject to Members retaining the current level of funding in the 2004/05 financial year.
- The CAB application, now taken separately under a Service Level Agreement, (where there is a provision of £95,250) has made an additional request for an extra £5,940.
- Each applicant has completed an application form and a précis of each application has been prepared. These summaries are attached as **Appendix One**.
- 5 applications were received after the grant deadline date. 2 applicants had informed the Principal Community Development Officers who had made allowances due to the circumstances.

- A number of applications did not provide evidence/list of policies etc. all applicants were informed in writing that this would have an impact on the assessment of their grant application. As a result of this letter a number of documents arrived late.
- A number of organisations have large financial reserves more than three months running costs, in some cases organisations have more than 6 months reserves, this has been reflected in the recommendations to members on their grant allocation. Most organisations are now operating a 6-month reserve policy in order to retain qualified and experienced staff, minimizing staff turnover and justifying investment in staff training.
- As a grant criteria, groups have to date been asked to submit an Equal Opportunities Policies, Child Protection Policies, Reserve Policy and Funding Strategies. A number of these policies are very poor and it is suggested that we encourage groups to undertake training to ensure their Policies are robust and are both understood and deliverable throughout the whole organisation.
- The Wiltshire Compact Board is currently consulting on a draft The Wiltshire Compact Code of Good Practice on Funding and Procurement Wiltshire. There will therefore be an expectation from both the statutory agencies and funded community groups to comply with the recommendations and principles established in this Code of Good Practice.
- **The full applications are available for Members to refer to in the Members Room**

Proposals

- **Appendix Two** shows the Grant recommendations for Members to consider.
- The current budget does not meet the total amount requested therefore the table in **Appendix Two** shows the amount recommended, last year's grant (where appropriate) the amount requested for 2005/2006 and is based on the grant assessment process.
- All grants are subject to grant conditions. However in light of the recommendations in the draft The Wiltshire Compact Code of Good Practice on Funding and Procurement the following changes are being proposed:
 - I. Recognize the need for greater financial stability where possible and/or appropriate by recommending 3 year secured funding (subject to the Councils Annual Budget) for those organisations that currently have in place or are developing Service Agreements with SDC and its partners (e.g. other local authorities). To date that would include:
 - Wiltshire Race Equality Council
 - Community First
 - Citizens Advice Bureau

- Salisbury CVS
 - Charities Information Bureau
2. All organisations that have in place Service Agreements with SDC will not be required to complete an annual grants applications form.
 3. Funders will work towards processes that are appropriate to the size and capacity of funded organisations, minimise the administrative burden for all parties and promote best value for money. It is therefore recommended that only organisations funded £5k and over submit a 6 monthly report on the progress of the organisation. All groups are to be asked to submit monitoring information however this must be reasonable to the size and funding of the organisations.
- It is recommended that the Principal Community Development officer put in place an appropriate and separate monitoring process for grants under/over £5k.
 - There's a general expectation that groups will be asked in all future applications to demonstrate that they are actively seeking funding from other sources and have in place where appropriate funding strategies. Groups who are not actively seeking funding over a period of time from other sources may find their funding reduced or withdrawn unless justification can be provided.
 - That groups are asked to have in place the appropriate strategies relevant and appropriate to the size and nature of the organisations. Where groups do not have the relevant policies in place these may impact on the decisions to allocate funding.
 - That a library of Constitutions and Policies is created so that regularly funded groups are not asked to submit these every year with their application forms. Groups will be asked to notify SDC in writing of any changes to either constitutions or policies.
 - Annual Accounts continue to be submitted with all grant applications.
 - CVS has made a commitment as an organisation to recruit a Community Support Worker. This post has been agreed by the board, despite not being able to secure any external funding for the post, in recognition that the organisation is currently unable to meet its commitment as an infrastructure organisation in supporting the Voluntary and community sector. Our existing funding, with an additional £2,500 can be used as match funding to ensure that the organisation can recruit a full time post. This would support the draft The Wiltshire Compact Code of Good Practice on Funding and Procurement and compliance with the draft Code where it states that it is encouraged to support joint bids to boost access to funding for partnership working, value for money, project viability or service user benefit.

3. Recommendations

- (1) That Members approve the recommendations agreed by the Grants Working Group as set out in Appendix Two.
- (2) That Members approve these grants subject to the Council's Grant Policy and Terms of Conditions,
- (3) That Members approve the CAB application subject to the Principal Community Development Officer's approval of the 2005/2006 service level agreement.
- (4) That those organisations funded over £5k as part of the grant conditions put into place robust Equal Opportunity Policy, Reserves Policy, Funding Strategies and where relevant Child & Vulnerable Adult Protection Policy.
- (5) That groups will be asked to demonstrate that they are actively seeking funding from other sources and not relying completely on funding from SDC. This will be used to influence decisions on funding.
- (6) 3 year secured funding (subject to the Councils Annual Budget) for those organisations with Service Agreements. Those organisations are no longer required to submit applications on an annual basis, however are still subject to financial amendment's based on the Councils Annual budget setting process and a satisfactory annual and 6 monthly review as stated in the service agreements.
- (7) It is recommended that the Principal Community Development officer put in place appropriate and separate monitoring process for grants under/over £5k that are not subject to Service Agreements.
- (8) That the Principal Community Development officer put in place an information checklist sheets to assist applicants on the required information to submit and information on how decisions on their grants will be made and what influences those decisions.
- (9) That CVS receives it's funding as a contribution to a Community Support Worker subject to agreement of the posts annual work programme as part of the three year service agreement with SDC and partners.
- (10) Redesign the CDG grants form to reflect changes agreed in the recommendations.
- (11) That the Wiltshire Racial Equality Council grant be approved subject to the grant being paid in two equal installments. The second installment will only be released after a satisfactory 6 month review meeting with the Community District Grants Review Panel and Principal Community Development Officer.

4. Implications

Financial

The proposed recommendations can be met from existing budget subject to Members approving a budget for 2005/2006 that retains funding at current levels. Any reduction in funding for the new financial year will reduce the levels of funding available for distribution.

Legal

None

Community Safety

Many of the grants support the work of Salisbury Community Safety Partnership's three year Crime and Disorder Strategy.

Environmental

Two applications supports the work of SW Local Agenda 21 and are in keeping with the Council's aim to raise awareness about waste minimisation, recycling and reuse in accordance with the principles outlined in the DETR Waste Strategy 2000.

Core Values

Community Grants support the following Core Values of the Council:

Fairness and Equality
Anti-Poverty and Social Exclusion
Communicating with the Public
Supporting the Disadvantaged
Protecting the Environment

Funding Code of Good Practice A new Countywide draft The Wiltshire Compact Code of Good Practice on Funding and Procurement is currently being consulted on.

SUMMARY REPORT

SPLITZ
(PARENTING ALONE SUPPORT SERVICE)
APPLICATION NO: 001
2005/2006

AMOUNT REQUESTED £4,305

FINANCE

Funding is sought for an additional 7hrs a week for a part-time employee.

SPLITZ have sought funding from:

Community Fund (3yrs funding)	£98,264	Secured in 2004 (1 st Yr of funding, £28,583)
Wiltshire County Council	£3,000	Pending

Various applications to Trust & Foundations

Income year ending March 2004 was £241,743 compared to last years income of £84,728.
 Current surplus of £69,121, Reserves £128, 652 of which £36,876 is restricted.

The organisation have a reserves policy of holding 6 months budgeted running costs. This would equate to £120K based on income year ending March 2004. Currently the group have £69k in reserves +£92K in unrestricted funds combined total £161K. This provides a surplus of £41K over their reserves policy.

IMPACT OF REFUSING A GRANT

Existing hours already inadequate and insufficient to meet need. People in crisis have 'now' need and waiting lists compound harm. Responses needs to be rapid to be effective. Our grant will provide direct and significant benefit. Impact of failed bid results in a less effective service.

HISTORY

Splitz was established in May 1989 and is a registered charity.

AIM

To provide a high quality caring service giving practical help, advice, counselling and compassionate support to lone parents and their dependant children, enabling and empowering them to be independent.

MANAGEMENT

There are 14 Trustees. Two full-time workers, 10 part-time members of staff and 2 volunteers. This is an increase in 1 new part-time worker since last year and a reduction of 1 volunteer.

WORK CURRNETLY UNDERTAKEN

- One to One home visiting service
- Work with women victims of domestic violence
- Specialist work with children who have witnessed domestic violence
- Work with young vulnerable lone parents – life skills
- Provision of workshops –e.g. Parenting Skills workshops
- Art workshops

MONITORING

4 service users sit the Trustee Board. Through statistics; monthly monitoring and annual comparisons. Group work feed back, user feedback. Feedback from referral agencies and staff training providers.

ADDITIONAL INFORMATION

Salisbury District has a dedicated part-time worker field worker (16hrs) funded by the Community Fund. The funding requested is specifically for this field worker to be able to extend the hours within Salisbury District.

SUMMARY REPORT

**WILTSHIRE BOBBY VAN
APPLICATION NO:002
2005/2006**

AMOUNT REQUESTED £4,700

FINANCE

Funding is sought for the lease of a third Bobby Van.

The Wiltshire Police Authority meets the following costs on behalf of the trust:
Insurance, Uniforms, Co-ordinators Travel Expenses, Staff Training and Supervision & Support, Office Accommodation, Heating and Lighting, Telephone, Printing, Postage and Stationary, Office Equipment Repairs and Renewals, Vehicle Running Costs.

Additional funding has been sought from:
Charitable Trust, Fundraising Events, Parish/Town Council the amounts requested was not stated in the application.

Income year ending March 2004 £153, 380 last year total income was £126,178. There was a surplus of £29,641. The organisation has £118,238 in reserves.

IMPACT OF REFUSING A GRANT

The group has stated that any reduction in the grant would inevitable result in lower service provision.

HISTORY

The organisation was established in September 1998 and is a registered charity no 1073127.

AIM

- To reduce the fear of crime
- To reduce the incidence of burglary and
- To reduce the incidences of repeat victimisation among older people the vulnerable and the disadvantaged.
- To educate people to help themselves to remain in the home

MANAGEMENT

The organisation is run by a voluntary management committee of 11 and has 3 full-time members of staff, which is an increase of 1 full time employee since the last financial year, and 1 part-time members of staff which is a reduction of 2.

WORK CURRENTLY UNDERTAKEN

During the calendar year 2003 (the group have not provided figures for this financial year) the homes of 329 Salisbury residents were secured.

The organisation also gave 13 talks to 848 members of clubs and organisations in Salisbury on the subject of home security.

The organisation provides a highly trained carpenter/locksmith, equipped with a suitably modified van, which goes to the homes of victims of burglary. On arrival he conducts a security audit and then with agreement of the occupant makes the property secure using the correct (Home office recommend) locks and security devices.

Clients are normally referred to the Bobby Van project by:

- a. Police officers who attend the incident and make a report via their control rooms
- b. Victim Support
- c. Age Concern
- d. Help the Aged

The group have stated that they now routinely help Victims of Domestic Violence.

MONITORING

A monitoring form is completed at every task location. The Householder signs the form. The organisation issue and receives customer satisfaction surveys.

**SALISBURY & DISTRICT COMMUNITY TRANSPORT
APPLICATION NO:CDG 003
2005/2006**

AMOUNT REQUESTED £24,000

FINANCE

Funding is requested for core running cost incl. salaries, administration costs, bus repairs and maintenance, insurance.

The group receives £8,500 from the Salisbury District Council Transportation Unit as a recurring budget towards their core service.

The annual Transportation grant given to SDCT of £8,500 p.a is for supporting their Community Car scheme within South Wilts. This is set to continue unaltered in 2005/06.

There is additional funding identified for a period of 3 years - to contribute match funding of start-up costs of a minibus brokerage for use by community groups - the "SAMBA (Salisbury Area Mini Bus Agency) project" of £4000 in 2004/05 and £5k for 2005/06 and 2006/07. No further funding for beyond 2006/07 is anticipated.

(the aim is to enable minibus owning groups to generate income from spare time when vehicles are not being used, and allow groups that infrequently need to use minibuses to obtain hire at low-cost rates). SDCT will only take a small % fee as commission of matching "owners" to "hirers". The majority of funding for SAMBA is from DEFRA and the EU.

The figure provided in the application form did not correspond to the annual accounts. Income year ending March 2004 is £83,568 with a deficit of £6,385, and £35,287 reserves with £1,597 restricted.

Other sources of funding:

WCC	£7,500	Secured
User Donations:	£27,000	Expected this year
DEFRA	£2,995	Secured
SWPCT	£2,000	Pending
EAGGF	£5,989	Secured

IMPACT OF REFUSING A GRANT

The group have stated that their services are currently running efficiently with passenger numbers proving popularity. Reduced funding would mean our community transport service would be placed in jeopardy. Job security would mean experienced staff would leave. IN all the effect would be to increase social isolation in the Salisbury area with many seeing their quality of life reduced.

HISTORY

The group was established in November 1995 and is a registered charity no. 1056226

AIM

To provide all forms of community transport for the inhabitants of Salisbury District in the interest of social welfare. For the purpose of improving the quality of life particularly those in need by reason of a disability, and people with limited mobility, mainly older people; thus helping to prevent rural isolation in both urban and the rural areas within the district.

MANAGEMENT

The organisation is managed by 6 management committee members. There are 4 part-time workers including the project manager. The staff manages 25 volunteer car drivers.

WORK CURRENTLY UNDERTAKEN

The organisation runs a community car scheme and have set up an accessible community bus service from rural areas around Salisbury to and from the centre including Shopmobility using part-time workers and volunteers. They also provide a bus service to local community groups for days out.

MONITORING

All statistics are automated and can be instantaneously provided by the organisation e.g. The organisation monitors for example the number of journeys in service, passengers carried, number of registered users, where users are taken, total vehicle mileage, geographical distribution of users and breakdown of registered users by way of disability. The organisation also registers user/driver complaints.

ADDITIONAL INFORMATION

The Community bus service from rural areas in South Wiltshire into and from Salisbury carried 7,277 passengers with limited mobility, an increase of 44% on the previous year. The community car scheme also remains extremely popular, transporting a total of 13,902 elderly and disabled passengers throughout the year, an increase of 7% on the previous year.

Salisbury District Community Transport remains the largest community transport in Wiltshire. Nationally it has been recognised that transport in rural areas is a major factor in the well being of people with limited mobility, including the elderly,

**Salisbury Clothing Centre
APPLICATION NO:CDG 004
2005/2006**

AMOUNT REQUESTED: £1,250

FINANCE

Funding is sought for a contribution to the rental of the building in College Street owned by Salisbury District Council (£2,500 PA). This is the first year the group have requested any funding from SDC.

The figure provided in the application form did not correspond to the Income/Expenditure Account for year ending March 2004. Figures provided were total income £3,744 with a deficit of £237. £5,501 is reserves.

IMPACT OF REFUSING A GRANT

The funding to pay the rent on the premises, currently owned by SDC will have to be sought from other fundraising activities.

HISTORY

The group was established in January 2000.

AIM

To distribute items of clothing and household equipment to people referred by a responsible body – e.g. social services, benefit agency, Doctors, Health Visitors, etc. and to seek donations of items buying small items as affordable at the time, and to seek sponsorship to pay for rented premises.

MANAGEMENT

There is no employed staff, this is a truly voluntary organisation. There are currently 9 volunteers supported by a Committee of 4.

WORK CURRENTLY UNDERTAKEN

Items of good quality, donated clothing are collected from the public or are delivered to them for re-distribution to people in need or crisis. The organisation provides clothes and household items to those referred to them by external agencies. They are able to fully clothe a person including a wide range of children clothes and basic household items that help families and individuals out of difficulty. The service is free and open 3 days a week, 52 weeks a year.

They also offer a unique service providing school uniforms, the group has worked with partners from SWAAP to ensure the process and procedures for referring clients on was in place.

MONITORING

The group keep basic paper records. Since May 2003 they have distributed over 15,000 items of clothing to vulnerable people in crisis.

Clients are referred from the following agencies:

- 70% Statutory
- 20% Women's refuge

- 5% Mental health organisations
- 5% supporting homeless organisations

**SPLASH
APPLICATION NO:CDG 005
2005/2006**

AMOUNT REQUESTED: £1,000

FINANCE

Funding is sought towards the cost of providing activities and discount cards to young people in Salisbury. In this financial year Splash ran projects costing a total of £20,2034 (mainstream £12,208 TAP £6,895) In 2004 discount cards were issues totalling £5,760 through schools in Salisbury and £9,600 to Wiltshire wide organisations which would include support for young people in Salisbury .

Income year ending November 2003 was £163,496. There was a surplus of £14,342 and restricted reserves £76,541.

Restricted reserves reflect grants/donations given to Splash for a specific purpose and on the understanding that if a specific expenditure did not take place then a grant would be returned.

Funding sought from:

Wiltshire Police	£26,610
WCC Community Safety	£5,919
TSB Lloyds Foundation	£4,000
PAYP	£3,500
Swindon Children Fund	£2,800
Swindon Borough	£7,000
WCC(Probation and other services)	£3,300
All District Councils	£2,000
Parish Councils	£6,000
Trusts	£30,000
Companies	£5,500
Fundraising	£2,000

IMPACT OF REFUSING A GRANT

The group have said "the project would still run but at a reduced capacity with no guarantee of the level of support in this area".

HISTORY

The group was established in 1989 and is a registered charity no. 1048590 and company limited by guarantee no. 3087152.

AIM

The main aims of Splash are:

The provision of opportunities for safe recreation and other leisure time occupations in the interests of welfare, crime prevention, and social development for children up to the age of 16, within Wiltshire County, with the object of improving their condition of life.

- To keep young people occupied and safe from harm, encourage positive use of leisure time, and develop new and stimulating activities so that young people return to school after the long summer break more motivated, equipped with new skills, and ready to learn.
- Provide opportunities for respite care, taking pressure away from difficult family situations and helping to prevent family breakdown during one of the most difficult times of the year.
- Provide safe venues for young people removing them from potentially abusive situations or providing safe alternatives to home environments, which may be turbulent. Many activities also provide opportunities to explore personal situations and give direct help and support in how to deal with difficulties/abusive situations so raising self esteem, confidence and an ability to cope and handle situations in a more positive way.

Splash co-ordinates a programme of activities during the summer holidays and every young person between the ages of 10-16 are given their own free copy of the Splash programme along with a travel card which allows them access to discount travel. (These cards have limited use in South Wiltshire because Wilts & Dorset Bus Company are not prepared to offer the same concessions as other operators in the county)

The group is a member of the County Crime Beat Group.

MANAGEMENT

The Splash management committee of 15 is made up of representatives from agencies committed to the needs of young people. There are 2 full-time member of staff, and 1-6 part-time casual/seasonal staff.

WORK CURRENTLY UNDERTAKEN

- To produce a guide, to inform all young people of events /activities available.
- To give young people access to discount travel through the issue of a travel card to make accessing activities more affordable.
- To provide young people who are financially disadvantaged, vulnerable or in need encouraging positive activities with Discounts Cards to gain free/discount entry to events/activities.
- To directly target young people in need, YOT's and voluntary groups to ensure they have equal opportunity to attend and to improve community safety and avoid family breakdown.
- To co-ordinate activities in areas where there might otherwise be no provision.

MONITORING

Splash undertakes a full evaluation each year. All vouchers issued are tracked and monitored providing statistical information relating to their use. All Splash funded activities are also fully evaluated by face to face interviews, video interviews, questionnaires and evaluation forms and through the website.

ADDITIONAL INFORMATION

The grant will support 100 young people in Salisbury by providing them with £10 each, worth of Splash vouchers. In 2004 they ran activities in Tisbury and Mere Youth Centre, Salisbury Arts centre at Grovesnor House, the BH Neighbourhood centre, and the NCH family Centre at BH, the Salisbury Youth Development Services and the ROMP bus.

SUMMARY REPORT

APPLICATION NO: 006

**SOUTH WILTSHIRE CREDIT UNION
APPLICATION NO:CDG 006
2005/2006**

AMOUNT REQUESTED £2,500

FINANCE

Funding is requested as a contribution to the rental of the office at Bemerton Heath Neighbourhood Centre and running costs (£1,872).

Funding is sought from:

Co-op Bank	£2,500	Pending
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Income year ending September 2004 was £10,302, there was a surplus of £4,839, and reserves of £3,737.

IMPACT OF REFUSING A GRANT

Their statutory costs (FSA fees, insurance and audit) are £700 p.a. Rent of offices is £1, 872 per annum without a grant they would not be able to continue to rent premises and therefore fail to meet the criteria of the FSA for having a registered office.

The organisation has said, "If the Credit Union does not grow reasonably quickly, the FSA is likely to stop it operating".

HISTORY

The steering group have been established since 1999. The Credit Union was registered in May 2002.

AIM

- To establish a co-operative providing affordable loans to people living or working in the Salisbury DC area, with particular emphasis on those who do not have access to banks and Building Societies.
- To provide other financial services and free advice to those people within the constraints of current legislation, with the aim of encouraging more effective personal and family economics.
- To promote sensible saving and borrowing attitudes and activity in young people.

MANAGEMENT

The Credit Union has 6 committee members and 6 volunteers. There is no salaried staff, either employed part-time or full-time.

WORK CURRENTLY UNDERTAKEN

Collection points have been established around the district. Here members can deposit savings, collect loans, and repay loans and interest.

Over the last financial year they have provided over £29,000 in small and medium size loans.

MONITORING

The CU is a co-operative in which members have an equal say and rights in the organisation, policy and procedures. Formal complaints and dispute procedures have been established. All members have access on a regular basis to the Directors.

Changes in policy are subject to member's consultation and voting. The collection points provide advice and record any comments, queries or complaints from members (and non-members) for follow up by Directors.

The Credit Union attends community events, residents meetings and parish Council meetings in order that they can monitor the service by word of mouth. Door-to-Door surveys have also been completed.

ADDITIONAL INFORMATION

The organisation has said "The aim of a Credit union is to relieve the effects of poverty and social exclusion and create a focus for community involvement. A side-effect is the lowering of poverty related crime". The Union currently has over 103 depositors/members and junior members totalling 7 all regular savers. The Credit union services are available to all people who live or work in the district.

Currently there are 4 collection points that have been established; Brown St, Bemerton Heath Neighbourhood Centre, Odstock Hospital and Amesbury library. The CU's future plans are to start focusing on the western wards of Salisbury District; Tisbury and Mere linking in with others services providers established in those areas.

**SOUTH WILTSHIRE ADVOCACY NETWORK
APPLICATION NO:CDG 007
2005/2006**

AMOUNT REQUESTED £10,000

FINANCE

SWAN have identified a need to increase service provision across all areas of our work, and specifically in the field of mental health advocacy and learning disability advocacy. During 2004, SWAN has been highly successful in implementing its fundraising strategy. They have secured in excess of £150,000 of external funding. However the organisation says it now needs more than ever, to secure funding towards core costs shortfall.

Additional sources of funding are sought from:

SWPCT	£38,750	Secured
WCC	£10,000	Pending

Various applications to other Trusts and grant making bodies.

Income ending year March 2004 £76,435 with a surplus of £17,512 and reserves of £23,252

IMPACT OF REFUSING A GRANT

If SDC were unable to fund the SWAN the organisation has stated that they would have to increase their fundraising activities however as a sole provider of this service in South Wiltshire they would be disappointed not to receive support. In addition financial support from the District Council helps give organisation credibility with external funders to secure yet further funds.

HISTORY

The organisation was established in November 1999.

AIM

(Advocacy enables people, who because of illness, disability or the effects of ageing are often socially isolated, and who may find it difficult to articulate their needs, expectations and views.)

- To provide an issue based, independent advocacy service for vulnerable adults, who live in Salisbury District and who use Council, health and Social services.
- To facilitate communication with service users and statutory authorities, to ensure the views of the service user are heard.
- To help tackle social isolation, promote independence and help people speak out about the services, social, housing and economic deprivations that can have such an impact on their lives
- To promote choice and enable our clients to know what choices they have by ensuring they have access to the best possible information surrounding their issues.

MANAGEMENT

There are 5 Committee members, 2 full-time staff, 1 part-time and 15 volunteers.

WORK CURRENTLY UNDERTAKEN

In the past year the organisation have been able to respond to the advocacy needs of 124 vulnerable adults, by providing issue based advocacy to individuals struggling to be heard, to understand, or to claim their rights from service providing agencies.

Advocacy is dynamic and diverse however it is always at the clients' request and choice, and may include attending appeals, case conferences, assessments and mtgs.

SWAN work closely with Salisbury College to provide advocacy awareness to all their groups of students who have learning disabilities.

MONITORING

The nature of their service means they consult with service users at every stage of their partnership with them. They only act on the wishes and views of their clients.

Through the collection and monitoring of referrals they are able to identify needs of users and gaps in service provision.

They also attend regular client group mtgs. with service providers e.g. Mental health Services.

They produce regular newsletter to help ensure they are continually communicating with as wide a section of the community as possible.

ADDITIONAL INFORMATION

This year the organisation had to turn away in excess of 30 clients because they were unable to support their individual needs due to a lack of resources. The funding they have secured to date means that they are able to appoint a new mental health advocacy co-ordinator and at the current time they are looking to appoint a Learning Disabilities advocacy co-ordinator.

The organisation is currently working with Salisbury College Media students on the design of a website in hope that this will make their service more accessible to those who are more isolated either geographically, socially, or because of physical, sensory or mental impairment.

They sit on various partnerships including SWAAP and The Learning Disability development Group.

Training of volunteers is integral to the service and is provided in house and externally and also includes advocacy skills training validated by the Open College Network.

**SALISBURY LIFESTYLES
APPLICATION NO:CDG 008
2005/2006**

AMOUNT REQUESTED: £5,000

FINANCE

Funding is sought to help pay the cost of Enablers (half the salary of a part-time worker) to support the participants when taking part in activities within the community.

Additional Funding is sought from:

WCC Social Services	£9,000
South Wilts Golf Club	£3,500 – being raised on their behalf
WSCF	£8,975 Pending

Annual income year ending March 2004 £60,894 with a surplus of £12,572 with £23,000 reserves

IMPACT OF REFUSING THE GRANT

The group have stated that it would run at a reduced capacity, which would mean that participants would get a reduced service and they would also have to turn people away.

HISTORY

The organisation was set up in 1989 and is a registered charity no. 1003549.

AIM

- To enable and empower individual disabled people to have the freedom to live the life of their choice within the community and have control over their own lives
- To enable disabled people to be socially included in the community in which they live
- To increase the independence and self-confidence of disabled people.
- Through staff and volunteers partnering, supporting and enabling individual disabled people to fulfil their ambitions and change their lives.

MANAGEMENT

The organisation is participant led & managed by an executive committee of 9 who are predominately past participants of the project. There are 3 part-time staff and 6 volunteers.

WORK CURRENTLY UNDERTAKEN

They provide one to one support and advocacy led by the disabled person. Enabling people to speak for themselves is a central feature for a more active involvement in society through employment, training, voluntary work and a multitude of social activities. They also facilitate the Lifestyles social group for independent disabled people enabling them to use community facilities. The group also runs an independent living self-help group and have input into local forums and networks with other organisations working with disabled people. The group supports the participants to lobby for change where necessary to ensure that local services meet the needs of disabled people.

MONITORING

The ethos of Lifestyles is user control so in every aspect of their work they respond to the individual's request changing and adapting as required both by individual, group and at managerial level. Lifestyles do monitor who uses the service by age and areas participants' travel from and by word of mouth, requests from participants.

WILTSHIRE PLAY RESOURCE CENTRE
APPLICATION NO:CDG 009
2005/2006

AMOUNT REQUESTED: £5,000

FINANCE

Funding is sought for outreach scrap sessions in South Wiltshire These sessions will take scrap and other resources from the centre out to members who find it difficult to access the centre. The money sought is for the hire of a vehicle, pay for containers and trolley, contribute to fuel, staff, administration and publicity costs as well as contributing to the hire of venues.

Funding from other sources:

West Wilts District Council	£4,999	Awaiting Outcome
Childrens Fund	£59,000	Pending
Sure Start	£17,000	Confirmed
EAF 2005-2008	£213,877	Pending
Own Income generation	£32,000	Estimated

Income year ending 31st March 2004 £158,923 there was a surplus of £19,860 (restricted). There is £42,721 in reserves.

IMPACT OF REFUSING A GRANT

The group have stated that they would have to restrict the service to what they could afford and this may affect people in Salisbury District.

HISTORY

The organisation was established in April 1999 and is a registered charity no. 1077193

AIM

To provide, or assist in the provision of, facilities for recreation, the arts, education, childcare and other leisure time activities for children and young people, being facilities of which such children and young people have need by reason of their age, or social or economic circumstances and which will improve conditions of life for such children and young people by promoting their education, physical or mental well being.

The WPRC exists to raise the profile and underpin play as a community resource for Wiltshire based on:

- Running a scrap store, hire equipment, library, training, Accucut service and photocopying and laminating
- Support the development of play and recreational opportunities for children and young people and promote the social benefits that play has to offer in a child development.
- Provide affordable resources for projects working with children, young people, and community groups involved in the arts and recreation

- Promote the re-use of material; items that would otherwise normally end up in the landfill site but are safe for children to use in creative play, which help raise their environmental awareness.

MANAGEMENT

The organisation is run by a voluntary management committee of 5 and has 3 full-time and 6 Part-time members of staff and 18 volunteers.

WORK CURRENTLY UNDERTAKEN

Services to be developed and delivered:

- A scrap store – waste materials, suitable and safe for use in creative play activities, which are collected from companies and statutory organisations and made available to member groups
- A shop – offering bulk bought art and craft supplies to members at cost
- Hire service – with a variety of play, art and craft equipment available for a small charge. Items such as reference books, play chutes and badge making equipment are available
- Training – in the use of play material and equipment; for play, youth and community workers
- Events – external events raise profile, visits from community artists, story tellers etc.
- Support services – information and advice for groups. A range of specialist magazines and information leaflets, also a web page will be available to groups.

Outreach sessions have taken place in various venues across the district including Amesbury and Tilshead.

MONITORING

All use of the centre is monitored using IT and manual recording that enables them to show in detail the geographical spread of its services/activities and number of children and organisations benefiting. Evaluation/ feedback sheets are given to members as a regular form for them to provide the centre with details of their needs and requests. There is also a signing in and out book.

CRUSE BEREAVEMENT CARE
APPLICATION NO:CDG 010
20052006

AMOUNT REQUESTED £1,500

FINANCE

Funding is sought towards continuing to provide a free bereavement counselling service and a contribution towards core costs of the branch.

The SWPCT Trust have cut their funding of £3,677 for the next financial year.

Funding is also sought from:

WCC	£2,000	pending
Fundraising/Donations/membership fees	£10,000	

Income year ending March 2004 was £14,956, with a surplus of £616 and reserves were £5,827

IMPACT OF REFUSING A GRANT

The group has stated that they would have to consider closure.

HISTORY

The group was established in November 1980 and is a registered charity no. 208078 and a company limited by guarantee no. 638709.

AIM

- To promote the well-being of anyone bereaved by death
- to enable bereaved people to understand their grief and to cope with their loss to enable them to become integrated into society
- to provide training to other organisations to raise awareness of bereavement issues.

MANAGEMENT

There is a management committee of 7 with 1 employed part-time branch secretary. There are 39 volunteers.

WORK CURRENTLY UNDERTAKEN

- Free information, advice, support and counselling to bereaved adults & children
- Information, training and publications to organisation and individuals on bereavement issues
- Increase public awareness of the needs of bereaved people, through campaigning and information services
- Social activities to encourage people to integrate into the community and to tackle isolation
- Resources, training and development for staff and volunteers to ensure delivery of a high quality service

MONITORING

Cruse monitors the quality of their service by asking clients to complete a monitoring form which is distributed at the end of each counselling session. Users are encouraged to express their views at all times.

ADDITIONAL INFORMATION

Cruse Bereavement Care offers the only free bereavement support service.

**South Wiltshire Agenda 21
APPLICATION NO: CDG 011
2005/2006**

AMOUNT REQUESTED £3,692

FINANCE

Funding is sought for administrative support for the organisation, printing costs for newsletter, hire of a marquee for the Salisbury Show and the cost of hiring a venue for quarterly mtgs (currently provided free by DSU).

This is the first time this group have applied for funding.

No other funding has been sought however the group were successful in applying to Awards for All for the Walking Map.

Income year ending March 2004 was £2,030. Current surplus of £1,184. Reserves £3,170

IMPACT OF REFUSING A GRANT

The organisation has stated that they would be unable to reach their full potential and would fail to fulfil the expectations of their membership.

The group costs for meeting quarterly are currently met by DSU however the group are requesting some funding contribution to be able to move to a position of independence to finance this for themselves. The forum is the main mechanism for communicating with their members and the general public to stimulate discussion and maintaining interest in the aims and objectives of SWA21.

HISTORY

SWA21 was established in May 1997 they are not a registered charity.

AIM

SWA21 seeks to find ways to improve our quality of life without damaging the earth for future generations, by building sustainable communities for the 21st Century.

SWA21 will initiate and/or support local projects and lobby on behalf of its members to achieve sustainable development in South Wiltshire.

MANAGEMENT

This organisation is truly voluntary with seven steering group members supporting a range of groups and individuals.

WORK CURRENTLY UNDERTAKEN

There has been a range of projects that SWA21 have initiated or developed in partnership with other agencies 2000/03 including:

- Millennium Project on River Avon
- Salisbury Walking Pack
- Exhibitions/Events – e.g. Country & Garden Show, Rio+ 10 Earth Festival
- Fair trade Fortnight
- Talks/workshops – Schools and other community organisations
- SWA21 Representation on various groups e.g. SDC's Environment Strategy Working and Environment and Scrutiny Panel.

MONITORING

The group does not have any formal monitoring and evaluation procedures however as a voluntary organisation this is not unusual. Some support and guidance can be provided to put in place some basic and appropriate monitoring processes.

ADDITIONAL INFORMATION

The group have worked closely in partnership with SDC since their inception. SDC has a formal Terms of Reference for working with this group. The group operate as an umbrella group for affiliated organisations to promote and sustain their objectives and lobby for and on behalf of members. They initiate and support projects relating to their key objectives (see below) of SWA21 to a wider audience.

- **Conservation of Resources** by careful and efficient use of energy, water and other natural resources.
- **Reduction of Pollution and Minimisation of Waste** to levels, which do not damage the earth.
- **Conservation of Wildlife** by caring for the natural environment for the benefit of wildlife and people.
- **Supporting Local Goods, Services and Employment** close to people's homes to reduce the need to travel and provide access for all.
- **Support for Trade Justice and Fairly Traded Goods** to reduce poverty overseas and within this country.
- **Promotion of Personal Well-being** by sustaining physical, mental and spiritual health for all.
- **Promotion of Sustainable Transport** by increased walking, cycling and public transport to reduce reliance on the private car.
- **Support for Education and Training** with emphasis on environmental awareness through life-long learning.
- **Promotion of Personal Safety** by seeking a safe and secure environment for all citizens.
- **Fostering Community Involvement** by providing opportunities for everyone to participate in decision making.
- **Valuing the Unique Heritage of Our Area** by conserving and enhancing local distinctiveness.

**CHARITIES INFORMATION BUREAU
APPLICATION NO:012
2005/2006**

AMOUNT REQUESTED £3,000

FINANCE

Funding is requested to:

- Build the capacity of voluntary and community groups in Salisbury District by supporting and developing groups through the provision of information, advice and support on constitutions and charity registration, and on funding information and advice by provision of a funding information database, attendance at training sessions and advice surgeries, and one to one consultancies where appropriate.
- Support the disadvantage by the provision of information, advice and support on funding to individuals in financial need.
- Provide support to Salisbury CVS in its work on funding and charity law issues.

The cost to CIB supporting groups/individuals from South Wiltshire in the last financial year was £6,218.

The Principle Community Development Officer has also requested that this grant would cover the cost of SDC website subscription to the Funders website in order that SDC can provide up to date information on other funding sources available to local organisations at a cost £45.00.

Funding is being sought from:

WCC	£22,366	Service Level Agreement
Kennet District Council	£500	Pending
North Wilts DC	£1,500	Pending
Swindon Borough Council	£2,120	Pending
West Wilts DC	£2,000	Pending

Income year ending March 2004 was £99,721 a deficit of £10,550 and reserves of £75,009 (incl. £59,620 restricted funds).

IMPACT OF REFUSING A GRANT

CIB have said that "The level of involvement of CIB in Salisbury District would be decreased."

HISTORY

Established in October 1983 by the former Community Council for Wiltshire to promote the more effective working of Charities in Wiltshire and to help them win resources to achieve their charitable purposes, the bureau became an independent registered charity in 1987. Charity Registration no. 296534.

AIM

CIB works to relieve disadvantage in the community by supporting voluntary and community groups, organisations and individuals to build their capacity, to develop their sustainability and to realise their aspirations through the provision of information, advice and support on funding and

charity law, particularly charity registration and governing documents. They aim to be fair and equitable in all aspects of their service and their monitoring procedure are established to help capture this.

MANAGEMENT

The CIB has a voluntary management committee currently with 8 members. One full-time and 4 part-time salaried staff.

WORK CURRENTLY UNDERTAKEN

In 2003/04, 16% (158) enquires came from groups or individuals in Salisbury District, an increase of 4% on the previous year. A further 7% (69) were from Wiltshire wide organisations, a proportion of whose work would benefit people in South Wiltshire.

In 2003/04 their work in Salisbury included involvement in SWAAP, in particular work on school uniforms provision, charity law support to 12 groups, including in depth support on the closure of the Well Woman centre and constitutional advice to SWA21: funding information, advise and support to 55 groups, following the closure of Salisbury CVS funding advice service; support SDC staff on various charity matters.

In 2004/05 they have been actively involved in SWAAP and supporting the development of Job Description and person specification for the External Funding Officers Post. And have developed with CVS interim funding surgeries provided every fortnight and supporting CVS funding workshops held in October 2004.

MONITORING

Monitoring takes place on a quarterly basis from users and priorities are set in accordance with monitoring and reviewed regularly by the management committee.

ADDITIONAL INFORMATION

A report on the voluntary and community infrastructure in Wiltshire and Swindon produced in July 2004 further reinforces the value of, and respect for, CIB's services locally together, making the point that it is under-resourced.

In 2003/2004 CIB was appointed as the Wiltshire and Swindon advice and support agency for the Local Network Fund stream of the governments Children's Fund and it is expected that this work will continue into 2005/06. 42 groups from South Wiltshire have directly benefited from this fund.

CIB also acts as mentors and consultants for various organisations such as the Community Innovators Millennium Awards scheme and Learning Curve. CIB has active involvement in the Wiltshire and Swindon External Funding Network (they currently hold the Chair) , the South West Centre of Regional Funding (membership on the steering group) and the Wiltshire Compact (membership of the project board).

CIB provide an information service to Wiltshire where there is a continuing need for support in funding advice and issues of governance.

Smaller publications have been developed in response to need.

**HOMESTART SOUTH WILTSHIRE
APPLICATION NO:CDG 013
2005/2006**

AMOUNT REQUESTED £9,180

FINANCE

Funding is sought towards a contribution to the general running costs of the organisation

Additional funding is sought from:

Fundraising Concert (Feb 2005) - £2,000
Tudor Trust - £2,000
Various Fund raising events - £2,000+

Income year ending March 2043 was £50,023 with a surplus of £4,841. £32,762 is reserves.

IMPACT OF REFUSING A GRANT

The scheme would run but at reduced capacity.

HISTORY

The organisation was established in July 1999 and is a registered charity.

AIM

Each Homestart scheme is a an independent voluntary organisation its aims:

- To safeguard, protect and preserve the good health, both mental and physical of children and parents of children
- To prevent cruelty to or maltreatment of children
- To relieve sickness, poverty and need amongst children and parents of children
- To promote education of the public in better standards of childcare within the area of Homestart and its environs.

MANAGEMENT

The organisation has a voluntary management committee of 10, with 3 part-time members of staff, and 27 volunteers.

WORK CURRENTLY UNDERTAKEN

Homestart offers free support; friendship and practical help to families with at least one child under 5yrs. Volunteers visit families regularly in their own homes once a week for up to 3 hours. It is recognised that the early years are crucial; parents may struggle to give their children the stimulation, and guidance and support they need to secure responsible and active members of the community.

MONITORING

In 2001 Homestart introduced a monitoring and evaluation model which enables individuals schemes to gather information in a cohesive way which measures the outcomes for the families. They have in place referral forms, family forms, review forms and final review forms.

ADDITIONAL INFORMATION

During the past year volunteers have been involved in a variety of tasks:

- 25hrs spent taking families to hospital appointments
- 15.5hrs to baby clinics
- 11 hours to Dr's appointments
- 13 hours visiting solicitors & courts
- 16 hours helping with decorating (especially children's bedrooms)
- 4 hours attending parenting courses with the family

The help offered by volunteers has a very positive effect on the parents and children.

Homestart are a partner in the Sunshine Healthy Living Project delivering services in the western part of Salisbury District.

They are also a member of SWAAP, and Homestart were an active member of the working group set up to produce the SWAAP handbook.

Homestart are also a member of the Domestic Violence Forum as they often support families who suffer from domestic violence.

**Alabaré Christian Care Centres
APPLICATION NO:CDG014
2005/2006**

AMOUNT REQUESTED £10,000

FINANCE

Funding is requested as a contribution to the core costs of running the Drop In Centre (total cost £57, 027)

Funding sought from other sources:

SWPCT	£10,000	No
Building safer Communities	£10,000	No
(previously funded the project for 2 years as policy re funds is to pump prime projects only)		
Charitable Trusts	£2,500	Secured

The following figures are for the whole of the organisation. Income year ending December 2003 was £3,472,5641 there was a surplus of £1,003,026 and reserves of £1,834,866.

IMPACT OF REFUSING A GRANT

The service is provided at a reduced capacity already e.g. 2 x 0.5 days and 1 full day

HISTORY

The organisation was established in March 1991.

AIM

The provision of special accommodation and ancillary services such as day centres and counselling to assist in the relief of poverty for adults who by reason of social emotional and /or physical disadvantage (impairment) are in need of sustained support to enable them to lead lives which permit choice and the development of their potential and an assured place in society the relief and prevention of sickness disease and physical or mental disability and the advancement of religion.

MANAGEMENT

Alabaré is governed by a board of Trustees. The senior management team is lead by the Chief Executive. The Drop in centre is run by 1 full time staff, 2 part-time staff and 2 volunteers.

WORK CURRENTLY UNDERTAKEN

To maintain basic health and well being of Roofless, hidden homeless and marginalised groups. To provide a point of contact between groups and services to assist them. To alleviate isolation and associated difficulties (including alcohol and drugs misuse, mental health and offending) within these groups of individuals.

To develop the capabilities of these groups to facilitate and contribute to the community.

MONITORING

The service measure the number of people accessing the centre, meals and washing machine usage. The numbers referred by other agencies including employment and education and the numbers found accommodation. They also measure the number of clients using ADAS on site.

Users are also asked for their comments each session. These are reviewed quarterly. Feedback from other agencies is also sought.

ADDITIONAL INFORMATION

There are a number of benefits that the project brings:

- Reduces the number of rough sleepers
- Reduced number of drug users on streets
- Crime safe meeting point leads to greater safety on the streets.

On average the centre has 32 clients visit the centre each session. There is currently no other crisis provision for homeless people in the area.

SALISBURY PRE-SCHOOL LEARNING ALLIANCE
APPLICATION NO:CDG 015
2005/2006

AMOUNT REQUESTED £7,800

FINANCE

The organisation is seeking funding for the office rent and administrators post, new equipment for the toy library, newsletter publication, photocopying and postage. Also it is to purchase insurance for the branch, training including volunteers, resources and hall hire. The funding is also sought to cover their cost to hold an AGM and for PR.

Income year ending March 2004 was £3,031 with a deficit of £656 and with reserves of £2,455.

An additional £37,631.07 restricted funds were received as a result of a disposal of assets by the Charity Commission on the closure of a large local pre-school. It is not however part of the branches funds. A Community Account has been established to give grants to member groups.

The group continues to fundraise however the group is predominately made up of volunteers with on one part-time worker who only works 1 day a week as overall office administrator.

IMPACT OF REFUSING A GRANT

They have for the first time has to use up their reserves this year to continue to survive in their office and in order to employ their administrator. They intend to continue running the office and the Toy Library but will have to reign up other activities.

HISTORY

The organisation is affiliated to the National Pre-school Learning Alliance, which has been established for nearly 40 years and is a registered charity.

AIM

The main aims are to:

- Encourage groups to offer appropriate play facilities and provisions
- Encourage parents to become involved in their child's pre-school education in helping with these groups and having responsibility for their organisation of the groups
- To offer support and encouragement to help such groups and ensure they offer opportunities for all children regardless of race, culture, religion or means
- To hold courses, discussion meetings, conferences and to arrange purchasing of magazines and books relating to the aims of the organisation
- To develop liaisons between statutory bodies and share information and advice.

MANAGEMENT

The organisation is voluntary run with 5 committee members, 2 volunteers and 1 part-time member of staff.

WORK CURRENTLY UNDERTAKEN

The Salisbury Branch serves more than 60 pre-schools, nurseries, playgroups and parent & toddler groups.

The organisation currently provide a toy library from their office, produce newsletters, run workshops and training courses as well as selling publications and bulk-buying of products for groups.

They liaise with Salisbury College to arrange courses for parents and pre-school staff and work closely with the pre-school development worker to visit groups.

Provide advice and information through their office ensuring all enquiries are dealt with.

MONITORING

The organisation appears to monitor its service through feedback from the newsletter, AGM's, and training activities and questionnaires.

Some additional monitoring appears to be provided through the county pre-school development worker.

ADDITIONAL INFORMATION

There is no evidence in the application of this group actively fundraising.

**CITIZENS ADVICE BUREAU
APPLICATION NO:CDG 016
2005/2006**

AMOUNT REQUESTED £101,190

There is a three year Service Level Agreement in place for £95,250.

- This does not include provision for unforeseen expenditure.

FINANCE

The funding for the CAB has been removed from the Community District grants budget based on previous recommendations to Committee. Total amount agreed on a recurring basis to the CAB is £ 95,250.

Additional funding is sought from:

Wiltshire County Council	£ 54,451
Interest and donations	£ 2,600
Management charges	£ 8,829
Operations charges	£ 13,999
Other income	£ 5,658

Income year ending March 2004 was £220,135 with a deficit of £9,314. and £56,052 in reserves

In March 2003 the Legal Services Commission contract for the delivery of specialist Welfare Benefits and Debt services was renewed for a further three years.

Funding is being sought for a specialist debt project to assist those clients who are not eligible for help under the Legal Services Commission contract.

The Welfare Benefits Take-Up Project, funded by Wiltshire County Council, is due to end in October 2004. Wiltshire County Council is confident, however, that the contract will be renewed for a further three-year period.

A small amount of funding is received through the Sunshine Healthy Living Project for the provision of Money Advice Skills training in the Western parishes.

The Bureau continues to explore and identify potential sources of additional funding through charitable grants, fundraising activity and the provision of specialist services.

IMPACT OF REFUSING A GRANT

Over the last two years the Bureau has managed to increase substantially the number of volunteer Advisers, which has enabled us to cope with the growing demand for our services. During this time the number of General Help enquiries handled at the Salisbury Bureau has increased by 29%.

During the past six months the General Help (core) service handled 11.5% more enquiries than in the same period the previous year. The Salisbury Bureau alone has handled 6,950 General Help enquiries, which averages:

- 267 enquiries each week.
- 10 enquiries each hour.

This increased workload, while enabling the Bureau to help more people, has placed considerable pressure on the supervisory roles responsible for monitoring the quality of advice. To avoid having to reduce the service, in order to relieve strain on the staff concerned, a part-time Advice Support Worker post was created, to support supervisory staff. The post was funded on a temporary basis, to the end of March 2005, using a budget allocation that had been set aside for vital repairs to premises.

Should funding not be available to continue the Advice Support Worker post after March 2005, the service will undoubtedly need to be reduced, as follows.

Depending on the level of any shortfall in funding, the Bureau would;

- first reduce the level of outreach activity,
- then close outreach services, and
- finally, reduce the opening hours at the Salisbury Bureau.

There is, however, a minimum level of funding below which the Bureau's activities would become unsustainable, particularly if its small cadre of paid staff, and the training of volunteer staff, became unaffordable in whole or in part. In this event Salisbury and District Citizens Advice Bureau would be wound up.

HISTORY

The bureau is an independent registered charity no. 9600036 that was accepted as a member of the National Association of Citizens Advice Bureaux in 1965. The bureau is a company limited by guarantee no. 2476808.

AIM

The aims of the CAB service are:

1. To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them or through an inability to express their needs effectively
2. To exercise responsible influence on the development of social policies and services, both locally and nationally.

MANAGEMENT

A voluntary management committee of 11 runs the organisation. There are 2 full-time and 8 part-time members of staff. There are also 51 trained volunteer advisers.

WORK CURRENTLY UNDERTAKEN

Salisbury and District Citizens Advice Bureau is an urban and rural bureau, which has provided a service in the Salisbury District for over 35 years. The Bureau is an accredited member of Citizens Advice (the National Association of Citizens Advice Bureaux) and is subject to independent and rigorous audit of service standards. It is an independent, registered charity and was incorporated as a Company Limited by Guarantee in 1990.

Advice Services

- **General Help Service**

Through its General Help service, the Bureau delivers advice, information, casework and representation on a wide range of issues, including housing, money advice, welfare benefits, employment, consumer, family and personal matters, income tax, health, education and social care. Volunteer Advisers are trained, supported and supervised by appropriately qualified staff and subject to Citizens Advice and Legal Services Commission Quality Assurance standards.

Generalist advice is delivered from the Bureau in Salisbury, and at outreach centres in Amesbury, Mere and Tisbury. Advice is available in person (one-to-one), by telephone or by e-mail. The Bureau aims to help its clients to gain knowledge, confidence and understanding, which enables them to make choices and to handle their problems.

- **Specialist Services**

The Bureau provides the following Specialist Services (projects and contracts).

- Welfare Benefits and Debt advice through the Bureau Solicitor, funded by the Legal Services Commission.
- Welfare Benefits Take-Up, through home visiting, funded by Wiltshire County Council.
- Money Skills Training in the Western Parishes, through the Sunshine Healthy Living Project, funded by the New Opportunities Fund.
- Hospital outreach service, funded by Salisbury District Hospital Spinal Unit.

Social Policy

The Bureau aims to influence the development of social policies and services, both locally and nationally.

Social Policy issues arising from advice work are identified, recorded and sent to Citizens Advice for collation and reporting at a national level.

The Bureau's Social Policy Action Group comprises Trustees, General Help Advisers, the Social Policy Co-ordinator, the Bureau Manager and the Advice Services Manager. The group seeks to take action, through partnerships at local level, to reduce the number of Social Policy problems faced by the local community.

Partnership working, particularly with local organisations and other bureaux, remains a strong commitment. The Bureau works in partnership to maximise resources and to influence responsibly local policies and the delivery of local services.

Long-term Aims and Key Objectives for 2004-2007

1. Continuously to improve the quality and accessibility of the service by;
 - sustaining and developing the General Help service, and developing specialist services,
 - improving service access, including maintaining and developing outreach services,
 - continuing to meet quality standards,
 - maintaining I.T services, and
 - developing fundraising activity.
2. Work in community partnerships to maximise the use of resources and develop services to meet clients' needs by;
 - maintaining working relationships with Salisbury District Council and Wiltshire County Council,
 - maintaining existing partnerships, and
 - exploring new possibilities for partnership working.
3. Attract and retain qualified staff by support, training, development and good working conditions by;
 - maintaining the Investors in People accreditation,
 - continuing to invest in accredited training for paid and voluntary staff, and
 - implementing a continuous improvement programme to upgrade working conditions.
4. Help shape social policies and services by feedback to local and national policymakers by;
 - maintaining and developing partnership work to promote social inclusion throughout the Salisbury District,
 - identifying local Social Policy issues and taking appropriate action, and
 - monitoring and reporting clients' experiences to Citizens Advice (the National Association of Citizens Advice Bureaux), to influence national Social Policy.

[See Business Plan 2004-2007 – Pages 1,9,11-13, for further details.]

MONITORING

Advice Services

- 1) The Bureau is able to demonstrate clearly its value to the Salisbury District community through recording;
 - the number of client contacts,
 - the number of enquiries handled,
 - the nature of enquiries handled,
 - the number of people accessing rural outreach services, and
 - outcomes achieved for clients, including benefits gained and debt negotiated.
- 2) In 2003/04, the Bureau had contact with 10,405 clients, representing approximately 9% of the local population (Census 2001 – population of Salisbury District 114,613). These 10,405 clients raised a total of 18,506 enquiries, an increase of 6.4% on the previous year. A breakdown of the main issues and number of enquiries is given below.

2002-2003 figures for the same period are shown for comparison

Issue	Number of enquiries		Percentage of total enquiries	
Debt	6,512	6,602	35%	38%
Welfare Benefits	4,347	3,532	23%	20%
Employment	1,574	1,638	9%	9%
Legal	1,317	1,198	7%	7%
Housing	1,298	1,116	7%	6%
Consumer	1,258	1,093	7%	6%
Other (relationships, tax, utilities, community care)	2,200	2,221	12%	14%
Totals	18,506	17,400	100%	100%

[For further statistical information please see the Annual Report 2003/04, pages 16-18.]

- 3) Non-measurable client outcomes include less stress, more knowledge of rights and responsibilities and improved levels of self-esteem. This results in a greater ability to deal with situations in the future, an improved quality of life and a greater level of social inclusion.
- 4) The Bureau's advice, ranging from advising clients on minimum wage entitlements to solving complex benefits problems, injects millions of pounds into low-income household budgets, which provides a springboard for wider community regeneration.

- 5) Good advice and good health are considered to be strongly related. The Bureau increasingly delivers services in conjunction with health professionals.
- 6) The Bureau is in a unique position of being able to identify the issues and challenges faced by local communities, particularly the most disadvantaged, and to use this knowledge to advise on effective solutions.

Social Policy

- 1) In 2003/04 186 Social Policy issues arising from advice work were identified, recorded and sent to Citizens Advice for collation and reporting at a national level (2002/03 – 159). Evidence from Salisbury and District CAB was included in national reports on debt, rural transport, holiday clubs and mental health. This year Bureau case studies have been placed before the Select Committee inquiry on homelessness, and have featured in Citizens Advice evidence reports on call centres, telephone mis-selling, mental health and social exclusion, tax credits and the geography of advice.
- 2) A weekly column, 'Adviceline', published in the Avon Advertiser, provides up-to-date advice and information on local and national issues.
- 3) Through working with the local media, the Bureau has in the past year raised awareness of disability benefits, debt, holiday scams and the low take-up of Council Tax Benefit.
- 4) The Bureau remains at the forefront of creating partnerships with statutory, not-for-profit, community and user group stakeholders, and is actively involved in the following partnerships.
 - South Wiltshire Action Against Poverty (SWAAP).
 - South Wiltshire Strategic Alliance.
 - Sunshine Healthy Living Project Steering Group.
 - Voluntary and Community Sector Forum.
- 5) The Bureau's Professionals Help-line continues to provide a valuable service to statutory and voluntary organisations in the district. As well as providing advice and information to other organisations, the Professionals Help-line facilitates the process of client referral to the Bureau.
- 6) The Bureau strives to ensure that its services are accessible when most needed, and that the community has a clear understanding of the support available through the CAB.

Delivering Best Value

Trained volunteer Advisers, supported by qualified supervisory staff, deliver professional advice services to the Salisbury District community. Working with volunteers not only promotes community engagement, but also provides value for money. In total, 61 volunteers support the work of the Bureau, giving more than 11,000 volunteer hours each year, an in-kind contribution of approximately £87,000. The average cost per enquiry in 2003/04 was £12.40.

Quality-Assured Services

The Bureau provides generalist advice, information and representation delivered by trained advisers, supported and supervised by appropriately qualified staff and subject to the Citizens Advice Quality Assurance standards. Information is provided from the Citizens Advice Information Service (EIS2), and is supplemented by local knowledge, information about other agencies, and specialist software packages such as PG Debt and Lisson Grove Quick Benefits.

The Bureau was assessed this year against the Citizens Advice Membership Standards and achieved an outright pass in both assessments (Quality of Advice Assessment and Organisational Audit). This places the Bureau in the top 16% of CABs nationally.

The Bureau continues to monitor closely the quality of its services and to seek feedback from its clients.

No complaints were received in 2003/04. Client feedback continues to be extremely positive.

The Bureau received a clean bill of health from the 2003/04 financial audit.

Preventing Social Exclusion

CAB services are free, confidential and impartial. They are offered to all, regardless of means, race, colour, ethnic or national origins, sex, marital status, sexual orientation, disability, age or religion. High quality, timely and accessible advice prevents problems from worsening and saves considerable social and personal cost. Advice on securing entitlement to benefits, taking back control over debt problems and coping with the practical problems when relationships end, all help people to remain independent in their communities. The Bureau also seeks out sustainable solutions, promoting credit unions, advocacy services and anti-poverty networks and contributing to local social inclusion policies.

Community Engagement

The Bureau provides volunteering opportunities for 61 people in the Salisbury District. These consist of Trustees, volunteer Advisers, Social Policy workers, and IT and administration support staff. Volunteers receive a high level of support and supervision, including opportunities for personal development. Volunteer Advisers work towards the 'Certificate of Competence in Advice Giving' and are offered the opportunity to undertake an Open College Network qualification. Following the initial training, Advisers are encouraged to undertake further specialist training in such areas as debt, welfare benefits, housing and employment. The Bureau actively seeks to recruit volunteers from all sections of the community.

Additional Information

The Bureau closely monitors its service provision, demand for which always exceeds the Bureau's ability to supply. The CAB continues to be the only voluntary organisation delivering free, quality assured advice and information services in the district.

In the first six months of the current financial year, the number of enquiries handled by the core service increased by 11.5% on the same period the previous year.

General Help Service – Total Enquiries and Client Contacts, April to September 2004:

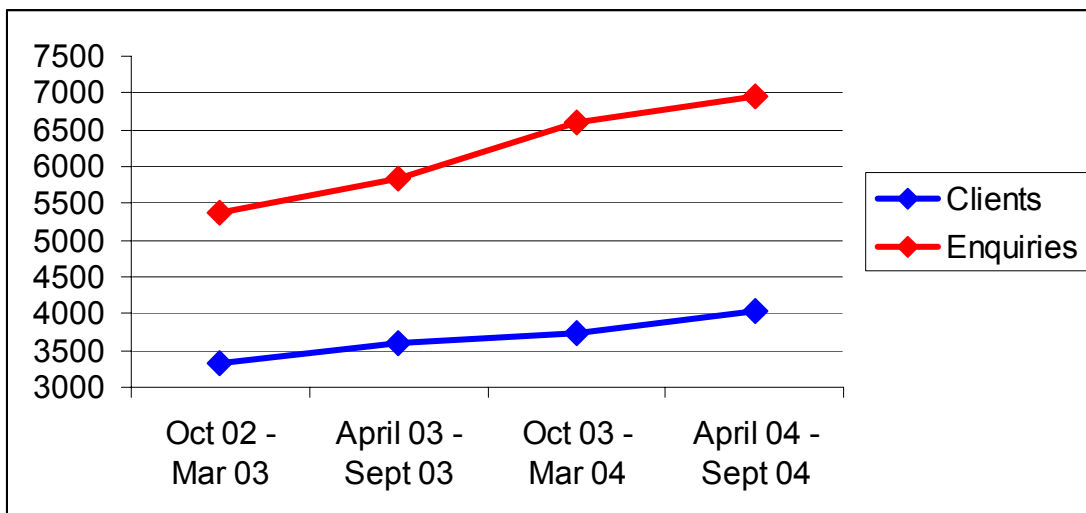
2002-2003 figures for the same period are shown for comparison

Location / Project	Client Contacts		Enquiries	
Salisbury	4,035	3,660	6,950	6,008
Amesbury	320*	381	497*	540
Mere and Tisbury	82	88	132	161
Total	4,437	4,129	7,579	6,709

* The Amesbury outreach service was closed during April 2004 due to relocation.

The Salisbury Bureau has seen a steady increase in demand for its services, and has seen a **29% increase in enquiries handled** over the past two years.

General Help Service, Salisbury Bureau – Total Enquiries and Client Contacts, October 2002 – October 2004



ASK
 (ADVICE ON SERVICES FOR KIDS)
APPLICATION NO:CDG 017
2005/2006

AMOUNT REQUESTED £2,000

FINANCE

Funding is sought for:

- Development and dissemination of play scheme leaflet
- Telephone conference x3
- ASK info stores
- Display board co-ordination in 6 locations in South Wiltshire
- Support on the lo-call enquiry line

Other key core funders include:

		Awaiting confirmation
PCT's	£10,000	"
WWDC	£1,000	"
KDC	£1,000	"
WCC	£264,000	Secured
Parenting Support	£100,000	Secured

ASK have stated that whilst many of their services are funded through Service Level Agreements with Wiltshire County Council securing funding from local stake holders is vital to the strategic development of **ask** and the services its provides.

Income year ending March 2003 was £289,572 with a surplus of £31,389 and £50,000 reserves.

IMPACT OF REFUSING A GRANT

The group have stated that SDC support is a crucial to **ask's** continued success in South Wiltshire. The work of **ask** has increased as has the income, however to remain an impartial independent service gaining financial support from a range of funders is very important.

ASK would not be able to conduct the telephone conferences and the information would not filter through to some of the most isolated people in South West Wiltshire.

The display boards would not be sited in so many locations

They would not be able to provide the 'info store' to 10 key locations.

The children's information service would also continue to provide a service, however, with a reduction in publicity within the district, they would therefore expect a drop in calls.

HISTORY

The organisation was established in April 1994 and is a registered charity no. 1068175 and company limited by guarantee no 3463369.

AIM

- To make parenting easier through the provision of information on all day care services, leisure groups and family support issues including those related to disability and disadvantage.
- To support early intervention through working with Parent & Toddler groups and hard to reach parents such as those living in hostels and teenage parents. (0-3's service)
- To promote the inclusion of disabled and special needs children and young people in and out of school and leisure activities. (Equal Access Service)
- To support parents of children and young people with special educational needs with advice about the Assessment Process using key staff and volunteers. (SENSS)
- To support parents of children and young people 8-17 yr. who are experiencing difficulties with their teenagers' behaviour through individual and group work. (Wiltshire Parenting Service)
- To work with strategy and planning groups in the development of new services that meets identified need.

MANAGEMENT

The organisation has a voluntary management committee of 9, with 5 full-time and 21 part-time members of staff, and 5 volunteers.

WORK CURRENTLY UNDERTAKEN

ask is a unique service within Wiltshire providing a number of services to make parenting easier .

The Children's Information Service (CIS) provides parents and carers with information on any subject related to family life. We work closely with and complement other information services such as the Citizen Advice Bureau and Benefits Administrator at the Independent Living Centre. We are solely responsible for the maintenance and dissemination of information on registered day-care including Childminders, Pre-schools and Out- of- School Clubs. To support the work on the lo-call line we also publish a range of topic based information leaflets such as – How to choose a Childminder or Out-of- School Club, as well as information on funding support for example Funding for 3 & 4 Year Olds and Tax Credits. A further unique service provided free of charge to parents and carers is a "brokering" role for those who are lost in the 'information maze'. We offer a research service to find the correct service or individual to meet the enquirer's needs.

The 0-3's Service supports existing Parent and Toddler groups and works with parents and other interested professionals to initiate new groups in areas of need. Recent work with the 'harder to reach family' has included the development of an information pack, in partnership with the Health Visiting service, aimed at homeless families in hostel and B&B accommodation.

The Equal Access Service promotes and motivates the development of leisure and out of school services for children and young people with special needs and/or a disability, by energizing sports and leisure services to provide accessible provision.

The Special Educational Needs Support Service works to improve relationships between parents of children and young people with Special Educational Needs, schools and the local Education Department. The Development Worker in Salisbury provides impartial information to improve parental understanding of education practice and procedure to enable them to make choices on behalf of their children and young people.

Parenting Wiltshire Service provides a structured programme of learning for parents of teenagers to reduce family breakdown and youth offending and improve communication. Courses are regularly held in the Salisbury District with good attendance.

- ASK are currently Chair of South Wiltshire Action Against Poverty.

MONITORING

All calls on the enquiry line are monitored and systems have been set up that every 7th caller receives an evaluation form.

Members of staff also attend parenting groups to discuss with parents their information needs. Scheme providers e.g. summer play schemes confirm that the information leaflets provided have enabled them to fill places effectively.

Following the reorganisation within ASK, steering/planning groups have been initiated for each project and service users sit on each group.

The Children's Information Service audits 400 parents annually through questionnaires and interviews about their parenting needs and experiences.

ADDITIONAL INFORMATION

Statistics for Salisbury January 2004 – September 2004

- Between April – September we received 4151 calls
- 923 were from Salisbury District
- This shows that 22% of our calls are concerning Salisbury District
- We had Fifteen calls from parents from an ethnic minority

<u>Number of males/females calling</u>	<u>Males</u>	<u>Females</u>	
	56	867	

<u>Age range of parents calling</u>	<u>Under 25</u>	Over 25	<u>Not Recorded</u>
	36	310	264

<u>Number of parents calling</u>	<u>Parents</u>	<u>Professionals</u>	
	610	313	

<u>What people called about</u>	
Activities	71
Childcare	540
Disability	13
Education	20
Family Support	17
Health	2
Information Map	63
Leaflet Request	68
Money	26
Moving to Area	28
Nursery Education Grant	75

<u>How callers heard of ask</u>	
Leaflet/Card	76
Red Book	4
Word of Mouth	344
Press	13
Internet	55
Repeat Customer	295
Telephone Directory	19
Outreach/Event	27
Not Recorded	90

Telephone conferences

These take place on a termly basis and attract up to 10 participants in the Community Area 16, the south western edge of the district. The conferences attract representatives from local day care services including a childminder nursery manager, pre-school provider and wrap around care provider, the Fovant Rainbow Centre. ASK also arrange for a representative from the early years dept of Children Education and Libraries and have in the past invited presentations from new initiatives such as the Healthy Living Centre.

ASK have conducted an evaluation with participants and comments received included

“I have always learnt something useful from the conference”

“It is a good way to get a fuller picture of what’s going on”

“ It’s a very worth while source of information which is not otherwise available”

“ from my role it has been useful to listen to other participants as they know more than me “

**COMMUNITY FIRST
APPLICATION NO: CDG 018
2005/2006**

AMOUNT REQUESTED £7,000

FINANCE

Funding is sought to finance the following specific areas:

- Village Halls Advisory Service
- Town & Parish Council Support
- Community Development /Needs Assessment
- Multi-Agency Group Secretariat/Policy Development

Community First is a partner to a Joint 3 year Service Level Agreement with each of the principle authorities in the County.

Funding secured from other sources:

Countryside Agency	£92,790	Agreed-3 year SLA
WCC	£63,919	Agreed -3 year SLA
Tudor Trust (Credit Union)	£81,533	Agreed
Landfill Tax credit Scheme	£44,500	Anticipated income
District Councils x3	£30,070	Agreed

Income year ending March 2004 was £1,710,781 with a surplus of £200,794. There is a reserve of £851,878 of which only £81,795 is unrestricted.

IMPACT OF REFUSING A GRANT

As is evident in the end of year report 02/03 and the six monthly reports 2003/04 CF staff are far exceeding the work currently funded through the district council. To date they have had to make cuts to the village halls service.

HISTORY

The group was established in December 1965 and is a registered charity no. 288117 and company limited by guarantee no. 1757334.

AIM

- Working in partnership with communities and funders to encourage and support social, economic and environmental initiatives in Wiltshire & Swindon.
- To promote best practice among community/voluntary organisations
- To inform policy makers in the development of policies and practices

MANAGEMENT

The organisation is run by a voluntary management committee of 14. The organisation has 16 full-time and 15 part-time workers.

WORK CURRENTLY UNDERTAKEN

- Village hall advisory service
- Rural field work
- Community involvement
- Community transport
- Link development
- Credit Union
- Community regeneration projects
- Social enterprise
- Sustain the plain
- Community Insurance
- Grant funds
- Community First are involved in the South Wiltshire Action Against Poverty Group, COMPACT, Transportation Partnership and the Wiltshire Multi-Agency Poverty and Social Exclusion Group. It also supports and supplements Community Planning in the area.

MONITORING

Community First is a partner in the joint service agreement that has been established with all the local authorities in Wiltshire, the agreement sets agreed targets, monitors and evaluates the process, Regular mtgs. are held between all the LA's and CF.
All staff, as part of the regular record of outputs, will record all groups and communities assisted.

ADDITIONAL INFORMATION

COMMUNITY GOVERNANCE & FACILITIES

Local Councils

Aim: To promote best practice among local parish and town councils

The Wiltshire and Swindon Training Partnership and the Training Strategy was launched in order to provide councillors and officers with the skills to make local councils dynamic and informed, well represented and offering the best possible service to their communities, and to enable members to get the most out of their role as a councillor and thus stand again at future elections. Later in the year Melksham Without Parish Council and Calne Town Council became the first councils in Wiltshire to achieve their Quality Parish Status Certificates, demonstrating a high level of competence and able to take on enhanced roles.

Village Hall Advisory Service & Insurance Scheme

Aim: To support local committees in the provision of community facilities

The increasing difficulty in accessing external funding for village halls continues to be a concern. During the last 12 months, using the local authority funded Village Hall Grants Scheme, projects in Wiltshire and Swindon successfully levered into the County approximately £300,000, but this was half the figure obtained in 2003-04.

In March 2003, 151 of 220 halls were in membership of the Wiltshire Village Hall Association, an increase of almost 40% on 2002-03, despite the higher subscription fee of £35. The increased membership, and the 800 requests for assistance, indicates there is need and wide support for the specialist services provided by the Village Halls Advisor.

Community Insurance Scheme

Aim: To provide a competitive insurance scheme and a high quality service

The Community Insurance Scheme was launched in late April 2003 in Partnership with Zurich Municipal. In its first year of operation the scheme was a success, 45 village halls (and 50 parish councils) had bought policies as at 31 March 2004. The scheme has made good process towards meeting its target of 100 policies in its first full year of operation,

COMMUNITY INITIATIVES

Rural Services

Aim: To sustain local services through vibrant community organisations

The decline of rural services continued in 2003-04. In particular village shops, the focal point of many rural communities, continued to close at a rapid rate. Staff continued delivery of the Vital Villages Programme, in its final year of operation, including Parish Plans and the Community Service Grant scheme. The Programme has been widely used in Wiltshire for a variety of projects providing services in rural communities.

Village Design Statement initiatives, parish plans, were undertaken in several communities, and best practice was disseminated through training sessions and newsletters. In total staff responded to more than 1000 enquiries for assistance with volunteer recruitment, technical advice and support.

Community Involvement

Aim: To empower people in affecting decisions impacting their communities

The project officer has supported many groups in a variety of communities in their activities developing parish and community plans. In particular towns working under the Market and Coastal Towns Initiative have received support and assistance engaging the local community in developing action plans, as required under the Programme guidelines.

Engaging young people in these planning initiatives to address the need for skateboard parks has been a focus of the work during the year. Other joint working ideas were developed and established with the County Council Youth Services and the Wiltshire Children's Fund to involve young people in local community activity.

Community Support

Aim: To facilitate the inclusion of isolated minorities in rural areas

Advice and consultancy continues to be provided on request to voluntary organisations and statutory bodies seeking practical assistance and support concerning diversity and equal

opportunities issues and legislation. Through membership of task groups, committees and through participation in multi- agency meetings, staff continue to raise awareness of diversity issues and its application to work in the field.

A networking and information service has been established and promoted to minority groups and isolated individuals, grass roots workers and voluntary organisations across the county. A diversity awareness raising project was planned and funded through the Community Safety Diversity group and work started on the Wiltshire Equalities and Diversity Compact. Promotional material has been designed produced and distributed to 250 grass roots workers.

GRANTS PROGRAMMES

Community Innovators Millennium Awards Scheme (CIMA)

Aim: To provide grants to individuals for local community projects

CIMA was successfully completed in March 2004. The target of 144 Awards was exceeded, 153 grants of between £1,000 and £3,000 were awarded, 226 expressions of interest (EOI) were received and 165 full applications were made. An external audit was conducted successfully and a positive report issued. The Exit Action Plan was negotiated with the Millennium Commission, the Scheme Final Report produced and the financial reconciliation completed as required and on time. The scheme was considered by all partners to be highly successful, enabling a large number of creative people with innovative ideas to implement projects delivering direct benefits to local people.

Landfill Tax Credit Scheme

Aim: To assist voluntary organisations in accessing landfill tax credit grants

Almost £500,000 of landfill tax credits was allocated to Community First in 2003-04, enabling more than 20 groups to implement their projects or to lever in additional funds from other funders. Relationships with Viridor, Hills Waste, Swindon Services and RWE Innogy continue to be strong. Community First now receives all of the tax credits from Swindon Services, most of those available from RWE Innogy and Hills has increased significantly the number of projects it has funded this year. The number of projects funded by Hanson, a large landfill site operator, increased significantly in the last six months of the year.

SOLVE Fund

Aim: To promote the availability of small grants to community groups

The SOLVE Fund (successor scheme to CIMA and WRIF) was launched in February 2004. A large number of eligible applications for small grants was received and £5,390 was spent on a range of innovative projects allocated through quarterly panel meetings. These small grants were made available through contributions made by the district and borough councils and by Cooper Avon Tyres Ltd who provide a £2,500 sponsorship and participate on the SOLVE Grants Panel.

In 2004-05 SOLVE will have responsibility for distributing a further £60,000 of grants available through the delegated grants schemes offered by the Rural Transport Partnership and the Sustain the Plain Programme. These funds will be available to support community transport initiatives throughout the county and rural development initiatives in communities on and around Salisbury Plain. In addition SOLVE was allocated £10,000 for village hall grants.

LOCAL ECONOMIC DEVELOPMENT & HOUSING

Credit Unions

Aim: To promote and support community based credit union development

With the end of the Community Fund grant in 2003, continuation funding was successfully obtained from the Tudor Trust, the Gulbenkian Foundation and Sustain the Plain. Work supporting credit union development has continued and been expanded, particularly in communities on and around Salisbury Plain.

The West Wiltshire Credit Union was registered in July and held its first collection in Melksham in October. In South Wiltshire there is greater activity in central Salisbury and hospital staff are now able to pay by payroll deduction. Community First continues to support efforts to publicise and promote the credit union and advise where possible. The Kennet Credit Union Steering Group met and trained regularly, policies and procedures were finalised and an application prepared to register with the Financial Services Authority in 2004. The Calne Credit Union was assisted in improving its level of professionalism and applying to expand its activities to cover the whole of North Wiltshire.

With funding from Sustain the Plain, an exchange was arranged this year between Irish credit unions and five counterparts from Wiltshire who visited five different credit unions in Ireland from small rural ones (with only 4000 members) to large town based credit unions with 26,000 members and an ATM. They also visited an office of the Money Advice and Budgeting Services (MABS) that addresses the problems of financial exclusion, poverty and debt in an innovative and practical way.

Rural Housing

Aim: To facilitate the development of affordable housing at the parish level

The Wiltshire and Swindon Rural Affordable Housing Partnership was set up and the first meeting convened in March. All five local authorities and other interested stakeholders agreed Terms of Reference and a Partnership Agreement. Literature has been designed and distributed to all parishes in Wiltshire and Swindon to raise awareness about how affordable housing can be delivered in local communities in ways that address local needs.

An Action Plan was formulated and agreed by the Partnership to be implemented by the Rural Housing Enabler over the next three years. Priorities include completing housing needs surveys, liaising between local parties, statutory bodies and developers and providing a forum for discussion policy.

Social Enterprise

Aim: To facilitate the development of social enterprises on and around the Plain

Work continued expanding the social enterprise support and development work in partnership with Business Link and Co-operative Futures. The Social Enterprise Advisor provides one-to-one mentoring for groups and organisations wishing to meet identified community needs by setting up a new social enterprise, or who wish to expand their existing charitable organisation through trading.

A priority has been to provide support to communities where closure of the village shop is imminent and to explore opportunities to reopen the shop as a social enterprise. Development Trusts in Wilton and in Durrington were assisted, and training was provided for Village Hall Committees interested in pursuing alternative means of income generation to help support their facilities. Further social enterprise training sessions were provided in Trowbridge, Chippenham and Salisbury.

RURAL TRANSPORT

Community Transport Development

Aim: To promote the coordinated delivery of community transport services

The Community Transport Directory was updated and distributed and the database formulated and collated. Development of the website was completed and the site launched at the end of the year. Training research and a survey of needs was undertaken with individual CT groups, and the Wiltshire & Swindon Community Transport Association was assisted in membership development and to explore possible new services and improved communication.

Work has been undertaken to re-establish CT groups that were in trouble. Chippenham CT closed during March but was re-launched under a new committee of trustees and continued providing community services. Trowbridge Shopmobility which closed last year is being re-established and should be back in service early next year. New projects have been developed and are in the final stages of approval.

Link Schemes

Aim: To assist communities in forming and operating good neighbour schemes

The Project team was able to achieve funding agreements with North Wiltshire District Council and both the North Wiltshire and South Wiltshire Primary Care Trusts; none of these bodies has supported the Project financially in the past. Increased financial support has enabled the Project team to operate at full staffing again and a full work programme has been put in place. In November the funding authorities agreed expenditure of £10,000 to support a pilot to computerise 8 Link Schemes and increase their efficiency and effectiveness. The computers were purchased and training will take place next year.

Almost 400 enquiries were dealt with and 92 volunteers attended training sessions during the year. Co-ordinators attended a training seminar where there was an extensive discussion on good practice in relation to reserves.

Rural transport Partnership

Aim: To improve access to services and facilities in rural areas

Work was undertaken to strengthen the Partnership communications, strategy, operations and budget planning areas following changes in staffing and the (national) temporary withdrawal of Countryside Agency project support and development budgets. An independent evaluation of the Project was completed and recommendations were incorporated into Partnership operations and strategy, and new terms of reference developed and agreed.

To strengthen Partnership working a Steering Group was established and small grants administration transferred to the new SOLVE Fund grants management team. New budgets for 2004-06 have been developed and approved and new project proposals have been developed for a community transport audit of services. Community transport services have been strengthened and expanded in Trowbridge, Salisbury and Chippenham, existing groups have been encouraged to develop enterprise approaches to operational management and to generate income, and new projects are underway to help initiate and explore new integrated service development.

SUSTAIN THE PLAIN

Aim: To improve the quality of life in communities on and around the Plain

Twelve projects to improve the quality of life and to promote the best use of natural and cultural resources have been approved and begun. Staff were involved in handling almost 40 projects, either developing them to the point of full application, or working them through the appraisal process, and provided considerable support to many other projects which are in the formative stages of development.

As required by the Programme, possible intra-regional projects with other LEADER+ Programmes elsewhere in the UK, and intra-regional projects with other LEADER+ Programmes in the EU have been explored. The concept of linking with Programmes in military dominated areas is being investigated.

There have been a number of efforts on the publicity front to expand awareness of Sustain the Plain and promote the Programme as a vehicle for improving the quality of life in communities on and around Salisbury Plain. In future there will be wider distribution of more straightforward information, through the lead partners' networks, to make potential applicants aware of the funding available.

SALISBURY & DISTRICT MEDIATION SERVICE
APPLICATION NO:CDG 019
2005/2006

AMOUNT REQUESTED £1,000

FINANCE

The grant is requested for continued development of community mediation working to alleviate distress caused by neighbourhood disputes in the housing area of Salisbury District Council.

The organisation have stated that they have not sought funds from anywhere else because they believe that this is an essential project for the well being of the community/district and respectfully submit this at a local level.

Income year ending March 2004 was £93,219, with a deficit of £3,781. The organisation has reserves of £36,345.

IMPACT OF REFUSING A GRANT

The service would not be able to fund the continuation of this project as they have already experienced a fall in funding from the Legal Service Commission due to a change in our contractual work schedule which came into being in this financial year.

HISTORY

The organisation has been established since January 1984 and is a registered charity no. 288726.

AIM

- To provide mediation for separating and divorcing couples.
- To assist them to make arrangements for their children and for themselves on an agreed basis.
- To promote co-operation and communication in the reorganised families.
- To provide other mediation services as required in the local community, such as to neighbours, tenants, employees etc

MANAGEMENT

The management committee consists of 8 people. There are 10 part-time members of staff.

WORK CURRENTLY UNDERTAKEN

Mediation is used to provide couples with advice and recommendations in order to help resolve conflicts. To help couples to find the most effective ways of separating, how any children will spend time with their parents, and with whom they will live. Also help is given to look at how belongings, the family home and money will be divided up. The service is confidential.

To provide a mediation service in neighbourhood disputes, work place disputes and in media table disputes to avoid litigation and legal proceedings.

MONITORING

Statistics and relevant information retention is used to monitor and evaluate their services enabling informed changes to be made to their practices. Consequently adjustments are made to service delivery to meet changing social trends in the community.

All interviews consultations and subsequent outcomes are recorded. Clients are also sent a questionnaire. Statistics are compiled in relation to the outcomes of mediations.

ADDITIONAL INFORMATION

The Lord Chancellors department together with the Legal Services Commission has acknowledged the need for Family Mediation as opposed to Family & Divorce Court Dictates.

The service has an agreed protocol for mediator involvement in the Housing department Strategy for Homeless Young People. This paid for on a case-by-case basis by Housing Strategy Unit.

There was a rise in referrals reversing the trend from the previous two years. The referral rate from solicitors rose to 72%, self-referrals dropped fell to 22% and other sources made up the remaining 6% of the total figure.

**SALISBURY & DISTRICT COUNCIL FOR VOLUNTARY SERVICE
APPLICATION NO:CDG 020
2005/2006**

AMOUNT REQUESTED £12,500

FINANCE

Income year ending March 2004 was £486,385, with a surplus of £7,380 and savings of - £4,238

Funding applied for from other sources:

WCC	£
PCT	£

There is a joint 3-year service agreement in place with CVS between WCC &SDC and the SWPCT.

IMPACT OF REFUSING A GRANT

The core funding from SDC enables CVS to play an active part in key areas of community development within Salisbury District any reduction in funding to VS would result in a reduced capacity to work comprehensively.

HISTORY

The organisation has been established since February 1973 and is a registered charity no. 1019716 and a company limited by guarantee no. 2797768.

AIMS

- To provide a range of support services such as training, information, advice and photocopying
- To identify new needs and work with partners to develop initiatives to meet the needs
- To encourage liaison between local groups, organisations and agencies
- To enable representation from the voluntary and community sector to be active in partnership development.

Specialist work:

- Redworth Club social and leisure club for people with disabilities
- Transport Services – providing transport for people with mobility problems
- Volunteering – recruiting and placing volunteers
- Wiltshire and Swindon Gay men's health – give information, support and tackling prejudice
- Training – providing relevant training in partnership

MANAGEMENT

The organisation has a management committee of 12 members with 6 full-time members of staff and 14 part-time members of staff.

WORK CURRENTLY UNDERTAKEN

The Chief Executive of CVS is currently a member of the Strategic Alliance, Community Safety Partnership, and a member of South Wiltshire Action Against Poverty group.

MONITORING

Monitoring and evaluation of targets and service provision is part of the process established within the service agreement. Currently all partners meet together on a three monthly basis to review the information collated and help strengthen and build the capacity of CVS. New systems are being put in place to monitor and evaluate services more effectively. Alongside this there are 4 service development groups.

ADDITIONAL INFORMATION

Background

Following the publication of the report from Government, *The Role of the Voluntary & Community Sector in public service delivery* and the review of infrastructure support to frontline VCS organisations £94m has been placed in the Government Offices in the regions to implement programmes for the development of key infrastructure organisations such as Councils for Voluntary Service, Rural Community Councils, Racial Equality Councils and support organisations such as Learning Curve and the Wiltshire Charities Information Bureau.

The Wiltshire and Swindon share of this new money is approximately £300k and will be used to upgrade the level of service delivery to VCS organisations of all shapes and sizes across the sub region; it is for capital investment and not revenue.

The Wiltshire & Swindon Response

The five CsVS, Community First, Wiltshire Charities Information Bureau, Wiltshire Racial Equality Council and Volunteer Centre Swindon formed an Infrastructure Consortium on 29 November and have submitted a proposal to GOSW to draw down the new money. The proposal is informed by the research undertaken by the consultant: Asher Craig, funded by the GOSW 'early spend' money.

The first stage of the proposal is to:

- consult with the sector and with statutory partners in the sub region to identify the needs of VCS organisations and possible solutions
- To establish a sub region wide forum
- To develop the Consortium and its ability to work

The purpose of this work is to draw up a ten year Infrastructure investment plan for Wiltshire & Swindon.

The likely impact on Salisbury District

The demands of VCS organisations in the District outstrip the ability of infrastructure organisations to deliver. Currently CVS, Community First, Wiltshire REC, CIB and Learning Curve all provide support to the VCS and are increasingly active in the strategic planning of public authorities. These organisations are under resourced, staff over stretched and there are concerns about the quality of the service on offer; the sub regional Infrastructure Investment Plan will seek to address the strengths and weaknesses and develop new ways of working to improve service delivery.

The intention will be for the currently constituted organisations to be more accessible and responsive to the VCS organisations' needs.

Salisbury & District CVS

The Trustee Board of Salisbury & District CVS is well aware of the strengths and weaknesses of the organisation and at a Trustee/Staff Awayday in November committed to the following:

- To increase and develop its funding base drawing on the skills in the organisation to make it less reliant on statutory funding
- To respond to the needs of VCS organisations as identified by the ChangeUp programme of research
- To bridge the gap between the post of Chief Executive and core CVS staff by the recruitment of a .5 VCS development worker who would be focussing on then needs of VCS organisations in the District.
- To maintain its high level of interaction with statutory partners in the Strategic Alliance, Salisbury District Council, Wiltshire County Council, South Wiltshire Primary Care Trust, Wiltshire Constabulary, SWAAP and others.

The Board is responding to the Strategic Alliance objectives to be an 'exemplar employer' by two board members talking with all members of staff on matters such as terms and conditions of employment, work space and conditions, organisational image and its perception a report will be prepared and a programme of action put in place.

Further Information about services

The demand for support services, giving information and advice in a wide range of issues affecting the management and the delivery of services by the voluntary and community organisations together with payroll services, training and funding advice form an important part of the CVS's role in the district. Legislation affecting the sector, in particular around people with disabilities, safety of children and vulnerable adults, health and safety has led to the development of new services to address these issues.

The voluntary and community sector is caught up in the need to be more effective in working together in a more collaborative way and this liaison work is facilitated by meetings of the Chief Officers and focus groups around specific issues. Representing the interests of the sector is a key role for the CVS, and the Chief Executive and members of staff are very active on strategic planning groups and in the development of the Wiltshire Compact. Partnership working is the culture in which they now work and CVS is active in the Crime and Disorder Partnership, SWAAP, The SWSA and the Wiltshire Disabilities Partnership Board. At the beginning of 2003 the CVS undertook the management of the Healthy Living Partnership, a £1.2m % year project funded from the New Opportunities Fund, SWPCT and SDC and on behalf of 10 organisations.

Specialist work in support of people with ongoing mental health issues, gay men's health, women's health and welfare issues, transport for people with mobility difficulties and a social and leisure club for people with disabilities are part of the specialist work of CVS Staff. SDCVS was the lead body on the Home Office early spend programme for scoping the infrastructure organisations in the sub region of Wiltshire & Swindon.

The organisation continues to increase its workload in developing new initiatives and taking advantage of new opportunities. The re-accreditation of the CVS as an Investor in People serves to concentrate their energy on improving working practices. The changes in the provision of infrastructure support to the sector being debated nationally is in the minds of the Chief Executive and Board and CVS will respond to the proposals in a positive manner.

SALISBURY TRUST FOR THE HOMELESS
APPLICATION NO:CDG 021
2004/2005

AMOUNT REQUESTED: £5,601

FINANCE

Finance is sought for a contribution to revenue.

Other sources of funding:

WCC Supporting People	£25,287 – Interim Contract (review due)
Lloyds TSB Foundation	£20,678 - Pending

Income year ending December 2003 was £86,025. There was a surplus of £23,921. There is £51,808 in reserves of which £32,122 is restricted.

IMPACT OF REFUSING THE GRANT

The service would not be viable at reduced capacity. Economies of scale indicate greater efficiencies with expansion, this is to be considered in our next business plan. If SDC were unable to provide the amount requested STFH would be forced to use reserves which would diminish its ability to respond to full recovery or growth.

HISTORY

This organisation was established in autumn 1989 and is a registered charity no. 801716.

AIM

The aim of the organisation is the relief of poverty by the provision of accommodation for people who are homeless. Also to assist such persons and any other people who, by reason of physical, psychological, emotional or social infirmity, are in need of advice, counseling and any other form of aid concerning problems of homelessness.

The Trust rents houses for the accommodation of homeless people and give advice to the tenants until they are employed and capable of finding their own accommodation.

MANAGEMENT

There is a management committee of 14, with 3 part-time and 30 volunteers.

WORK CURRENTLY UNDERTAKEN

Provide accommodation in residential houses. Provide advice and support to encourage, enable and support clients to develop their life skills relating to tenancy sustainment in permanent independent accommodation within the community. also provide support to enable clients to access, re-enter and/or continue employment.

MONITORING

The organisation is currently in the process of evaluating their performance through the supporting people performance indicators, client feedback and annual service reviews. Clients are consulted through their support worker for their individual needs. A trustee facilitates house mtgs from which act as an advocate to the management committee.

ADDITIONAL INFORMATION

The current financial position of STFH drastically differs from that reported in the accounts at the end of December 2003 (almost 12 months ago). 2004 is expected to show a significant loss with further expected losses in 2005. They feel it is important to note that the reported surplus in 2003 was the result of two large donations amounting to £24,316 one anonymous and the other £4,316 from the Mayors Appeal, without these donations the Trust would have shown a deficit of £900 in 2003. They are not expecting similar good fortune in the future.

They are expecting to reduce the reserves by at least £15,000 between 2004 and 2005.

The restricted reserve of £32,122 is for purchase of a house for use by the Trust in the delivery of its services as defined in the Constitution.

Since the death of the administrator 8 months ago the Trust has employed 3 new staff, co-opted 6 experienced committee members and prepared all organisational and operational policy procedures as demanded by best practice and required by stakeholders and other partner agencies.

The Trust has, over a short period moved to a stronger position ensuring those fundamental processes are in place.

The aim of the trust is not to provide permanent accommodation, but to give support for people to get employment and permanent accommodation. Clients generally stay for a few months up to two years.

Strong links are being developed with SDC Housing Advice, Social Services, Probation Services, The Drop-in Centre, Resettlement Services, Mental Health Services, Prison Service, Floating Support Services (e.g. Drugs and Homelessness Initiative and Progress 2 Work). People can also self refer to us.

The Trust continues to play an important niche role in the provision of accommodation for the homeless in the Salisbury area and aims to remain pivotal to its' clients in enabling them to resettlement into appropriate accommodation.

Clients are located across the city in ordinary family sized houses with no more than 4 clients per house. The Housing Officer, Support Worker and Service Manager attend the houses very regularly encouraging, enabling and supporting clients in developing their life skills relating to domestic tasks. Clients have their own bedrooms and share the use of the lounge and other communal areas.

They need contributions to their revenue costs to ensure the continuation of the affordable accommodation and support for homeless people in the Salisbury District area by STFH. Helping homeless people achieve social inclusion with dignity. The impact of being unsuccessful in their bids for revenue funding could be on the clients as the long term view would need to raise the accommodation charges to a level that could cause them significant difficulties as well as spending reserves which would diminish the Trusts ability to make a full recovery and continue delivering services.

WILTSHIRE RACIAL EQUALITY COUNCIL
APPLICATION NO:CDG 022
2005/2006

AMOUNT REQUESTED £12,000

FINANCE

The organisation is seeking funding towards its core costs, to support work carried out within Salisbury District.

Income year ending March 2004 was £217,254 with a surplus of £80,938 and reserves of £127,603 (£51,321 is restricted)

IMPACT OF REFUSING A GRANT

If WREC does not receive the full amount requested the organisation have said that the "working capacity in Salisbury will be reduced and WREC will be unable to provide full support to Salisbury District Council".

HISTORY

The organisation was established in July 1990 and is a registered charity no.900383.

AIM

To eliminate Racial Discrimination in Wiltshire and to promote equality of opportunity and good relations between persons of different racial groups.

MANAGEMENT

There are 14 management committee members. 4 full-time and 1 part-time members of staff and 1 volunteers.

WORK CURRENTLY UNDERTAKEN

- Community development work with black and ethnic communities in Wiltshire.
- Policy development and support to agencies on race relations, race equality and equal opportunities.
- Information, advice, advocacy work and support to black/minority ethnic communities.
- Public education to combat racism and discrimination.
- To work with SDC regarding the Race Equality Scheme
- To support SDC in general and specifically regarding the duties imposed by the Race Relations (Amendment) Act 2000.
- To provide assistance to victims of racially motivated harassment, violence and discrimination.
- To support the Voluntary Sector on issues relating to Equal Opportunities and racial equality.
- Member of the Community Safety Partnership, Diversity Task Group, South Wilts Bazaar.

MONITORING

This year there have been discussions with the other 3 District Councils, the PCT's and WCC to establish a joint service agreement with WREC. Due to the delay in recruitment of new staff at

WREC this process has been slowed however it is intended that a Service Agreement will be put in place and there is commitment from all partners.

WREC is monitored by the Commission for Racial Equality through Core standards, therefore 6 month reviews and full year reviews are already in place to monitor & evaluate the progress of various pieces of work and how they benefit the users of the organisation.

WREC also holds consultative to review and improve their services.

WREC staff also receives feedback from clientele through their users feedback forms.

**WILTSHIRE & SWINDON COMMUNITY FOUNDATION
APPLICATION NO:CDG 023
2005/2006**

AMOUNT REQUESTED £5,000

FINANCE

The funding that is sought is specifically for the development of a new fund for South Wiltshire. WCF will be researching the needs of the area, administering the proposed and new and existing grants programme for the district including promoting availability of grants recruiting and working with local grants committees, monitoring and evaluation grants.

In the last financial year £53k was allocated to organisations in Salisbury District.

Additional funding is sought from:

Grant programme Mgt.	£163,693	Confirmed
Companies	£92,000	Confirmed
Local Authorities	£8,000	Pending
Fees & Interest	£42,000	Based on previous years targets
Other	£5,687	Estimated

Income year ending March 2004 was £1,345,398. There is currently £2,340,009 in the Endowment Fund. £253,126 in restricted reserves and £80,862 unrestricted.

IMPACT OF REFUSING A GRANT

A reduced grant would proportionately affect our ability to work across the district.

HISTORY

WCF was established in April 1991 as a registered charity no. 298936.

AIM

WCF aims to make a difference to those most in need in Wiltshire by:

- Identifying needs: WCF has identified the most pressing local needs by commissioning and publishing local research. To date it has produced the 'Communities at Risk in Wiltshire' and 'The future we all want'. It then uses the information to focus on finding the solutions to local problems through its grant aid programme. In May 2000 they published 'Communities in Crisis' an overview of persistent problems and needs in Wiltshire.
- Targeting grants: Using its research findings WCF targets its grants on priority needs. These are distributed through three area committees (Salisbury is one), which are made up of representatives from donors and the voluntary sector. Grants are only distributed to well-run groups, which meet clearly identified needs.
- Building a fund for the future: WCF are building a permanent Endowment Fund, which aims to create a sustainable source of independent grant aid for voluntary initiatives in Wiltshire.

MANAGEMENT

There is a board of 12 Trustees responsible for WCF's policy and implementation. 40 volunteer committee members on grant panel for each area, advisors and hands on volunteers support a professional staff of 6 full-time workers and 1 part-time..

WORK CURRENTLY UNDERTAKEN

Delivery of WCF Poverty and Social Exclusion grants aid programme in the Salisbury District area, along side their small grants programme. This includes visits and assessments of applicants and an objective report submitted to the area committee. This committee is responsible for keeping abreast of local needs, awarding grants and raising the Foundations profile in the Salisbury Area. The area committee monitors successful applicants, which includes on site visits. WCF also works closely with the local media to highlight the work of the voluntary organisations in Salisbury. Annual review meetings are held in Salisbury bringing both donors and recipients together.

WCF also attends the South Wiltshire Action Against Poverty group.

MONITORING

All applications for grants are visited and monitored to see whether they have been effective. WCF work closely with a number of statutory agencies and voluntary agencies to ensure that grants are reaching those 'hard to reach groups'.

ADDITIONAL INFORMATION

The community foundation is now recognised both locally and nationally as a useful vehicle for directing funds through to those who need them most. The community foundation is able to take a strategic overview as it is in touch with its funders; works across all three sectors; keeps abreast of local needs and conditions and has many years of experience in giving grants in the area. Independent sources of grant aid can augment/complement the work of the statutory authorities; test new solutions to persistent problems; fund unpopular causes and work as a catalyst for community development.

APPENDIX 2

Grants were assessed on the basis of need and amount requested; recommendations are made on the basis of the budget available.

Total Grant Budget Available = £59,770 Total Amount Requested (excluding CAB) = £138,028

Application No	Name	Recommendations	Amount Awarded 2004/2005	Amount Requested 2005/2006	Comments
001	SPLITZ	£0	£1,000	£4,305	Large reserves and surplus for year ending 2004.
002	Wiltshire Bobby Van Trust	£0	£0	£4,700	Very High Reserves & surplus
003	Community Transport	£4,000	£4,000	£24,000	Transportation Unit have a Service Agreement in place with WCC
004	Salisbury Clothing Centre	£1,250	£0	£1,250	New application. Run solely by volunteers
005	SPLASH	£1,000	£1,000	£1,000	
006	South Wiltshire Credit Union	£2,500	£2,700	£2,500	No effort demonstrated for fundraising over last few years
007	SWAN	£2,000	£2,000	£10,000	
008	Salisbury Lifestyles	£1,200	£1,200	£5,000	
009	Wiltshire Play Resource	£1,500	£1,500	£5,000	
010	CRUSE Bereavement Care	£1,500	£750	£1,500	The organisation has been quite seriously affected by the SWPCT funding cuts
011	SWA21	£2,000	£0	£3,692	New application Run solely by volunteers
012	CIB	£2,000	£2,000	£2,000	
013	Homestart SW	£2,120	£1,500	£9,180	
014	Alabaré Christian Care Centres –	£0	£2,500	£10,000	The group has over £98K over & above 6-month reserves. Some polices missing

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015	Salisbury Pre-School Learning Alliance	£1,000	£2,500	£7,800	We have supported the group for over 3years and in all those years there has been no evidence in their applications of this group actively fundraising from other sources.
016	CAB	£95,250*	£95,250	£101,190*	Service Agreement in place
017	ASK	£2,000	£2,000	£2,000	
018	Community First	£7000	£6,000	£7,000	Service Agreement in place with 4x LA's.
019	S&D Mediation Service	£1,000	£1,000	£1,000	
020	CVS	£15,000	£12,500	£12,500	Service Agreement in place with PCT & WCC
021	Salisbury Trust for the Homeless	£3,700	£650	£5,601	
022	WREC	£7000	£7,000	£12,000	Service Agreement being developed with WCC, PCT and 4x District Councils. Due for completion before next financial year
023	Wiltshire Community Foundation	£2,000		£,5000	
TOTAL		£59,770*		£131,028*	* this figure excludes CAB

* CAB funding is subject to a different budget heading and no longer comes under the Community Grants Programme.

- * Service Level Agreement now considered separately for CAB.