

SUMMARY

- Full responses from each organisation to be attached as Appendices
- Difficult to compare performance when all organisations present their information in a different way
- Task & finish review interim findings refer to the need for all organisations to be subject to same monitoring and scrutiny

| Organisation | Project Title | Annual Funding | Outcome and Outputs from Offer Letter | Delivery information as supplied by each organisation | Comments | Delivery Period |
|--------------|--|----------------|---|---|---|---------------------|
| Age UK | Information & Advice Service – part funding for project worker | £18,966 | <p>Outcomes:</p> <ul style="list-style-type: none"> • Support 360 new clients per year with information and advice as a result of the grant • £398,000 of additional benefit uptake as a result of the additional information and advice provided by the grant <p>Output:</p> <ul style="list-style-type: none"> • Deliver 540 information & advice hourly sessions as a result of the grant | <p>New clients:</p> <ul style="list-style-type: none"> • Project worker: 166 • Project volunteer: 94 • Total: 260 <p>Benefit uptake:</p> <ul style="list-style-type: none"> • Project worker: £513,000 • Project volunteer: £181,000 • Total: £694,000 <p>Sessions:</p> <ul style="list-style-type: none"> • Project worker: 315 • Project volunteer: 164 • Total: 479 | <p>The project worker is funded from Strategic grant but as they also supervise a volunteer this provides additional support.</p> <p>This project is on track in terms of the first outcome of clients supported advice sessions held. They are also over performing in terms of benefit uptake. This contributes to our economic priority too.</p> | 1 April - Sept 2013 |

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| DAD | Co-Production | £10,000 | <p>Outcomes:</p> <ul style="list-style-type: none"> • SEN Pathfinder: disabled children and young people are better supported through assessment. Target: 5 children and young people supported • Evidence of disabled young people being supported to participate actively in decisions about services through the Learning Disabled Partnership Board (LDPB) | <ul style="list-style-type: none"> • 2 DAD senior managers continue to input into all the pathfinder work streams, including developing personal budgets and direct payment for education. 7 children and young people have currently been supported through SEN pathfinder • Continued support to the Parliament to participate in Council events e.g. Joint Health & Social Care Framework consultation • Supported a Parliament member to represent Darlington at the regional and national Learning Disability Forums. • Supported a young person to be involved in co-production with the Care Quality Commission of a national inspection programme for children's residential homes | <p>DAD have over performed in terms of the first outcome supporting 7 children and young people so far.</p> <p>Following previous changes to Council structures and resources. The Council does not specifically fund the Parliament from core budgets DAD are using the funding to continue to support young people to participate in decisions about services.</p> | 1 April - Sept 2013 |

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| | | | <ul style="list-style-type: none"> • Provide support for carers to enable them to participate actively in decisions about services through the Carers' Strategy Steering Group. Support 50% of carers on the group. <p>Outputs:</p> <ul style="list-style-type: none"> • Evidence of promoting principles of co-production to influence ways of working across the council and the voluntary sector, including through programme development & training | <ul style="list-style-type: none"> • Continued work with the Council to develop an action plan for carers to be included in the Carers Strategy. Ensured 50% representation. • Making links with new provider to establish a way to develop self confidence skills for young carers • SEN Pathfinder • 'One Plans' • Keyworking in Partnership' • Partnership Board • Young Inspectors programme • Carers Strategy • Planning applications | <p>Whilst no longer responsible for the contract to support young carers it is in keeping with the grant outcome to work with the new provider.</p> <p>Work on the Carers Strategy , SEN Pathfinder and other activity meets this objective. As a direct result of SEN Pathfinder work DAD secured £360,000 from Department of Health for co-production of 'One Plans'</p> | |

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| | | | <ul style="list-style-type: none"> Contribute to and advise on Equality Impact Assessments within the framework of the new Equality Scheme | <ul style="list-style-type: none"> Continue to respond and advise upon equality impact assessments including: <ul style="list-style-type: none"> Darlington Plan Transport policy Planning and access issues Feethams Town Hall office development and contact centre | DAD are continuing to support our work on EIA. This means that the impact of service changes on disabled people is evidenced prior and during to the decision making. Co design is also key to this process. | |
| CAB | Darlington Citizens' Advice Bureau Ongoing Provision of Services | £50,000 | <p>Outcomes:</p> <ul style="list-style-type: none"> Evidence of service user engagement & satisfaction (annual survey available end Sept) Level of income maximisation for clients - £610,000 per year <p>Outputs:</p> <ul style="list-style-type: none"> Number of hours open (main bureau) – 610 hours per year Number of unique clients – 3050 per year | <ul style="list-style-type: none"> Client case study provided Client feedback profile 2012/13 supplied £1,605,389 Number of hours open (main bureau): 863 Number of unique clients: 3821 | <p>Service user survey received and shows that over 75% were very happy with the advice and service received and over 20% were happy with it.</p> <p>Almost a £1m over performance on income maximisation. Benefit income tends to be spent locally and therefore this is important in delivery of our economic priorities.</p> | April - Sept 2013 (Quarter 1 & 2) |

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|--------------------------------|--|--|--|--|--|-----------------------|
| | | | <ul style="list-style-type: none"> • Number of client contacts – 7320 per year • Number of active volunteers – 21 per year • Number of volunteer hours worked – 2440 per year | <ul style="list-style-type: none"> • Number of client contacts: 10,096 • Number of active volunteers: 74 • Number of volunteer hours worked: 13322 | <p>All of the outputs have also over-performed including the number of volunteers, hours given and clients seen.</p> | |
| Darlington Credit Union | Darlington Credit Union continued growth | £13,000 (2 years funding: 2012-2014 only) | <p>Outcome:</p> <ul style="list-style-type: none"> • 10% annual growth in credit union membership - • 2100 members at 31 March 2012 • 2300 members at 31 March 2013 • 2600 members at 31 March 2014 <p>Outputs:</p> <ul style="list-style-type: none"> • Proportion of affordable loans from residents of disadvantaged areas that are approved – target 75% • Average % increase in savings achieved by residents of disadvantaged areas – target 20% | <ul style="list-style-type: none"> • (19% growth in 2012/13) • 3227 active members at Oct 2013 • Unable to provide geographic data but confident that approvals exceeded 75% (2012/13) • Unable to provide geographic data but confirm target group achieved 32.4% increase. (2012/13) | <p>Membership growth figures have been exceeded by over a 1000 people,</p> <p>Geographical data has not been provided and this will be discussed for future reports but as the outreach work is in deprived areas performance is likely to be achieved. A proxy measure may be developed.</p> <p>Additional information is provided to the FSA and also provided to the Council.</p> | April 2012 - Mar 2013 |

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| Evolution | Third sector leadership & volunteering | £45,989 | <p data-bbox="590 305 716 329">Outcomes</p> <p data-bbox="642 363 1129 526">1) Leadership and development of the third sector in Darlington – evidence of progress in networking, leading, influencing and enabling the third sector to maximise its role within the community, including:</p> <ul data-bbox="688 560 1129 1019" style="list-style-type: none"> • Supporting the development of new groups and collaborations to address local needs and opportunities • Contributing to the delivery of Darlington Together, and other new directions in working to meet local needs that may be brought forward • Acting as the voice and champion of the third sector in Darlington • Identifying and developing collaborative models of working to build a sustainable third sector | <p data-bbox="1155 305 1633 391">This is the overarching role of the infrastructure body and is defined by the things in the bullet pointed list.</p> <p data-bbox="1155 425 1633 483">Evolution have provided information that sets out the following:</p> <ul data-bbox="1203 550 1654 1268" style="list-style-type: none"> • Aim to support organisations to support themselves • Re-designed and continually improving the website: now has c.700 visits per month; VCS support pages have c.140 visits per month. Website resource enables bespoke and detailed work to take place • Direct capacity building support given to over 40 organisations. Included work on governance issues with Trustees & staff teams, funding, establishment of 3 new charities, drawing up governing documents • 10 organisations gained capacity to apply for funding. In-depth work with various funding bodies with increased funding success by those attending these events | <p data-bbox="1682 305 1900 548">Because the initial information received from eVOLUTION was unclear and quoted a range of figures in relation to support given it was agreed to seek clarification.</p> <p data-bbox="1682 574 1900 1097">Evolution then sent in a spread sheet giving the names of organisations supported. They also stated that more detail could be provided if required. The spread sheet stated the topic area that support was given for eg funding or governance. It was however not clear if this was 1:1 intense support, signposting or group work.</p> <p data-bbox="1682 1123 1900 1367">A request was made for further clarification and at the same time a template was sent so that there was clarity about the information required.</p> | |

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| | | | | <ul style="list-style-type: none"> • 12 groups received total external funding of £363k • Can provide details of 12 groups and £300k referred to in original report • Funding advice & support given to 33 organisations. Team check governance & operational systems. • 3 fundraising methods training sessions provided: Meet the funders; Awards for All; CDCF • 22 organisations have received advice &/or training on funding • Supported First Stop in partnership bid that won £205,820 | <p>It was important to understand when the activity was proactive and when re-active so that a clear understanding of demand, delivery and capacity could be ascertained.</p> <p>A deadline of 12 November was given for the return of information.</p> | |

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| | | | Contributing to the delivery of Darlington Together, and other new directions in working to meet local needs that may be brought forward | <ul style="list-style-type: none"> • Helped to develop Darlington Partnership Welfare Reform Action Leads group. Offers secretariat services to this group. • Developing Digital by Default Project to support unemployed to make digital applications for benefits, training & employment, plus specialist support services including volunteer placements and IT training opportunities to achieve sustainable job outcomes. • Worked with DBC Engagement Team to identify local need. Funded & co-facilitated Community Connectors Workshop. | Delivery here is disputed in some aspects and there are concerns about the type of contribution made. For example the Digital by Default project was delivered by the infrastructure body rather than by facilitating the sector. | |

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| | | | <ul style="list-style-type: none"> Acting as the voice and champion of the third sector in Darlington | <ul style="list-style-type: none"> Strategic partnership arrangements, alliances & networks with Council & other statutory agencies in Darlington Facilitate Action Task & Finish Groups to promote engagement & hear concerns of VCS. Noted that attendance is low so set up Connect Us website area where people can join themed groups to have group discussions & obtain relevant information even if unable to attend meetings. Facilitates specialist forums to keep members informed and consulted on latest developments in their area of work. Gather research & evidence to promote social & economic contribution made by VCS | <p>Again evidence needs to be clarified as does the representation issues. It is however appreciated that the task of representing a diverse sector is difficult.</p> <p>The Connect Us website is one method of connecting individuals and organisations. It will be important to seek further performance information about its success for future reports.</p> | |

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| | | | <ul style="list-style-type: none"> <li data-bbox="688 337 1125 423">• Identifying and developing collaborative models of working to build a sustainable third sector <li data-bbox="688 581 1125 850">• Contributing to local priorities – evidence of activity to lead, facilitate and encourage third sector organisations to contribute to the priorities identified and agreed through Darlington Partnership, including the annually-reviewed Action Priorities | <ul style="list-style-type: none"> <li data-bbox="1205 337 1633 456">• Collaboration with Darlington Consortium on funding & bid writing for the Social Investment Business Group | <p data-bbox="1682 337 1900 509">Again evidence will be required in the future about the outcomes that this engagement has achieved.</p> <p data-bbox="1682 553 1864 672">No evidence provided under this section heading</p> | |

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| | | | <ul style="list-style-type: none"> • Evidence of continuing promotion of volunteering within Darlington. | <ul style="list-style-type: none"> • 384 volunteers registered since April • Working with Koodoo Creative to develop online systems: <ul style="list-style-type: none"> ○ Volunteer with Us, to put volunteers in direct contact with volunteer opportunities; ○ Buy Us, to allow people to order services online; ○ Connect Us, to co-ordinate community activities (links to Mirus users); ○ Manage Us, to enable organisations to track their tasks & phone calls | <p>Whilst the development of Mirus online systems are positive they will only be successful if used by groups and individuals. Again specific information has not yet been provided but the system has only just been launched, This system was also funded through other sources and it will be important to understand the added value of DBC contribution.</p> <p>Key evidence will need to show the number of organisations and individuals using the system and the customer satisfaction levels.</p> | |

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| | | | Outputs: <ul style="list-style-type: none"> Support for Darlington Together and other marketing activity, support for Volunteers Week for example | No evidence was provided | | |
| First Stop | Core funding – services to clients & specialist contribution to homelessness strategy | £28,045 | Outcome: <ul style="list-style-type: none"> Preventing homelessness – households able to remain in their own homes as a result of First Stop service support – target 79 per year Preventing or relieving homelessness with positive action – households assisted to move to alternative accommodation – target 74 | <ul style="list-style-type: none"> 68 households: 1st Quarter 82 households: 2nd Quarter 16 households: 1st Quarter 23 households: 2nd Quarter | First Stop has over-performed in enabling households to remain in their own homes and a detailed breakdown of the mechanisms used has been provided. This includes the use of mediation, debt advice and crisis intervention. There is minimal underperformance in terms of move on to alternative accommodation. | April - Sept 2013 |

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| | | | | | <p>This may well be a cyclical issue and also linked to increased pressure on the rental market and requests for guarantors etc. If performance decreases against the second outcome discussions will take place to look at the reasons behind this.</p> | |

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| Ground-work North East | Supporting Friends Groups, project start-ups and sustainable neighbourhoods | £10,500 | <p>Outcomes:</p> <ul style="list-style-type: none"> • Evidence/record of improved joint working between Friends Groups • Evidence of increased capacity of community groups arising from project development • Evidence of improvements resulting from sustainable neighbourhoods programme • Evidence of impact on outcomes <ul style="list-style-type: none"> a) Healthy & supported b) Educated & skilled c) Safe & free from crime | Delivery against these outcomes has been evidenced by the outputs delivered. | <p>Joint work to encourage groups to work together has been achieved through facilitation of the Green Spaces Forum facilitated by Groundwork.</p> <p>The development of volunteers will increase the capacity of the community to deliver and engage in project development.</p> <p>Performance against outcomes overall is being over-delivered. Breakdowns need to be requested in relation to the impact on healthy and supported, educated and skilled, safe and free from crime.</p> | |

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| | | | <p>Outputs:</p> <ul style="list-style-type: none"> • Number of events supported by joint working between Friends Group – 5 • Number of volunteers involved with Friends Groups and sustainable neighbourhood initiatives – target 50 • Additional funding leveraged for individual or joint Friends Group work and for sustainable neighbourhoods – target £20,000 p.a. | <ul style="list-style-type: none"> • 4 events: Darlington Green Spaces Forum (facilitated by Groundwork) formally met on 4 occasions • 65 volunteers involved with Friends Groups • Currently working with 13 voluntary groups across Darlington • Total £38k funding: • Grozone = £3k • South Park Toddlers Play area = £11k • Middleton One Row = £9k • Environmental Service Apprenticeships = £12k • Lascelles Allotment = £3k | <p>This will identify if performance is being met for all of these outcome areas or if capacity is being used in one outcome only.</p> <p>Support to Friends groups is ongoing and projections show that it may over perform within year.</p> <p>Again there is over performance against this output.</p> <p>Again this has levered in nearly double the funding in output required</p> | <p>April – Sept 2013 (6 months)</p> |

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| | | | <ul style="list-style-type: none"> • Number of new projects & initiatives developed – 5 | <ul style="list-style-type: none"> • 5 new projects: • Grozone • South Park Toddlers Play area • Middleton One Row • Environmental Service Apprenticeships • Lascelles Allotment | <p>Again 5 new projects have already been developed this year. Discussions may be needed about whether moving forward Groundwork consolidate these or continue to develop new ones.</p> | |