

# Community Consultation &

# Evaluation Report

March 2020 Aspiring Communities Fund



EUROPE & SCOTLAND  
European Social Fund  
Investing in a Smart, Sustainable and Inclusive Future



Kyle of Sutherland Hub Ltd, The Bus, South Bonar Estate, Bonar Bridge, Sutherland IV24 3AQ  
Charity Registered in Scotland SC036130  
Company Limited by guarantee registered in Scotland No 501958

## General Evaluation and achievements



Documents to support this report include the quarterly monitoring reports submitted, and the annual report 2109.

The Aspiring Communities Fund has enabled a level of growth at the Hub, both in services offered and income generated which have been fundamental in our survival and move towards sustainability. We achieved the target of increasing income by 5%.

It has enabled a level of support to children and young people at an unprecedented level, facilitating opportunities that would otherwise be non-existent in this remote area.

It has given the project an opportunity to really explore the needs and wants of the community and the support to try things out.

The additional posts have freed management time enabling the project to secure funding for specialist activities, projects and equipment that will benefit this community and the project long term.

This funding has directly benefitted over 2,400 people of all ages. It has also benefitted an additional 3,000 people assisting in securing the Hubs future.

**Outcome:** Fewer families feel isolated **Output** 10 family learning sessions will be delivered

**Achieved** – reflexology, first aid, cybercrime awareness, family art & craft sessions.

**Outcome:** Families have less barriers to overcome **Output** Twenty family activity sessions will be delivered out with the Hub

**Achieved** – these include wildlife trip, fashion show, Christmas art Extravaganza, balance bikes, sessions at playgroups, bug hunts and picnic

**Outcome:** Children have access to a wide range of activities and are more active **Output** A minimum of 10 activity programmes, 650 children or parents access new play sessions, 10 new children's club sessions will be delivered

**Achieved**- Clubs include, afters school, weekend, all school holidays and in service days, pre school art & music, science club, messy play, board games, youth café, youth gym, youth club. 764 children & young people benefitted

**Outcome:** Older people are more active **Output** 20 over 60's gym support sessions

**Achieved** – runs every Friday

**Outcome:** Older people feel less isolated **Output** 4 over 60's volunteers recruited 10 over 60's activity sessions

**Achieved**- we have exceeded the over 60's volunteers and have 8. Activities included, knit n Natter, intergenerational art, afternoon tea, gym hour, card making, over 60s open day, community living wall.

**Outcome** Community feels more engaged **Output** 5 community consultation workshops

**Achieved** – community open day, over 60's open day, survey with children, face to face with youth, general users survey

**Outcome:** Volunteers are empowered to take on new challenges and/or work opportunities

**Output** Six new volunteers are recruited and trained. Three learning opportunities are provided for volunteers

**Partially Achieved** – 8 new volunteers recruited. 1 learning opportunity provided

**Outcome:** Organisation becomes more sustainable

**Output**

2 sustainable employment opportunities

Full marketing scheme developed and implemented

Increase in turnover by 5%

700 visitors attend soft play sessions

80 new gym members

500 visitors to other income generating services

**Partially Achieved** – 1 sustainable employment opportunity, all other outputs achieved

**Outcome:** KOS is less economically fragile

**Output** Increase in footfall to the KOS supports other local fragile businesses and their sustainability

**Achieved** – The Hub has attracted over 3,000 visits to the area, and local businesses have reported an increase in footfall to their establishments

Throughout the period of funding we have led an astonishing 474 classes clubs and classes and facilitated 317 led by external practitioners.

## Community Consultation

### Scope

The Hub used several ways to consult with the community to ascertain a broad and varied response. Some methods which worked for one sector of the community did not work for others, so we varied our methods to ensure as many people within the community, of all ages had a voice. Over 300 people were consulted during the period April 2019 – February 2020. Of all those consulted 97% reported that the Hub reduced isolation. Consultation Methods included;

- **Surveys & questionnaires – 241 completed**
- **Activity feedback forms - 326 completed**
- **Face to face feedback**
- **Community open day**
- **Records of attendance.**
- **Social media voting platforms**

See appendices 1,2, and 3 for samples of the surveys and activity feedback sheets used

## **Fitness Suite (The Gym)**



We carried out three surveys which related to the Gym, a general survey on our services, an over 60's survey and a gym specific survey.

The overarching feedback received was that people felt there was not enough support in the gym. They all thought the facilities were amazing, but a need for more one to one and group sessions was identified. Over 50% of respondents said they would use the gym if there was support.

*Ideas put forward or identified as a community want/ need were;*

- One to one support
- Programme development
- Boot camps
- Female only sessions
- Male only sessions
- Over 60s session

- Youth rave session
- Gym classes working on specific areas of the body
- Gym buddy system
- More fitness classes

**“You said” you wanted to have more support in the gym from a regular member of staff**

**We listened and secured funding for a fulltime fitness instructor to facilitate this and more regular fitness classes that are accessible and affordable to all post to start summer/autumn 2020**

**“You said” you wanted to have over 60’s only sessions**

**We listened and have delivered over 20 over 60’s sessions on a weekly basis**

**“You said” you would like to see yoga classes at the Hub**

**We listened We now have a regular yoga classes at the Hub every Wednesday evening**

**“You said” you would like more fitness classes**

**We listened we have secured, Boogie Bounce, HIIT step, Insanity and Army Fitness**

**“You said” you would like meditation classes**

**We listened and have a class starting soon**

## Children

Services for children have included pre school activities, after school clubs, weekend clubs and holiday clubs. Consulting on this area of our service included the children directly and their parent’s carers.

### *Children’s responses*

The overarching feedback from children is that we are getting it right. In the face to face feedback, completed surveys and the attendance records it shows this is a service that is wanted, needed and used. In fact, they love it.

Other wishes that children identified for the future at the Hub include:

- Science club
- Performing arts club
- Coding club

**“You said” you would like a coding club**

**We listened we have secured funding for equipment and will be starting a club summer/autumn 2020**

### *Parents/carers Feedback*

Feedback from parents/carers has been phenomenal and really highlights the need for the services to children and the effect this has on the family.

- 100% of respondents said them or their children would not be able to participate in these activities if they were not provided by the Hub
- 96% said they felt less isolated because of the activities
- 87% said they had learnt from the activities provided
- 68% of respondents said they would like more family sessions across the ages

**“You said” you would like more family sessions**

**We listened and have purchased board games and bingo to run such events**

## Youth

Young people are difficult to engage in consultations so much of their feedback has been through face to face sessions, analysis of attendance records and responses on social media.

The biggest response we have had from our young people is that they no longer want a “traditional youth club”, they prefer instead specific activities such as the gym, classes and the youth café which they love. They can hang out with their friends socially at home now through social media so the challenge for us has been to engage them differently. Youth café has along with the gym been their favourite activity and we are continuing to look to secure funds to facilitate the projects they have told us they want

- Mountaineering skills
- First aid course
- Food hygiene course
- Art projects
- More gym sessions
- Continuation of youth café
- Cooking

**We listened and have submitted applications to be able to facilitate the above.**

## Over 60s

This was a sector of the community that the Hub had not been as successful in reaching as other sectors of the community. Many thought that the project was just for families with children and young people. Through the marketing strategy we developed ways to get information to this sector through targeting news articles in the local newsletter, but also developing a specific Hub over 60’s newsletter which we distributed locally.

The majority of over 60’s respondents said they felt the Hub was all about exercise and that they wanted more social events and that the preferred days for these were a Monday to Friday during the day.

**“You said” you would like a knit and natter class at the Hub**

**We listened and in partnership with another community group run this class on a Monday**

**“You said” you would like board games**

**We listened and run a weekly Thursday morning games session with tea/coffee and biscuits**



3) Are you a current users of the Hub Yes/ No

4) if No could you please provide a statement as to why for example no activities suitable for you, cost, didn't know about it, transport

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5) Which areas do you use, please circle soft Play Gym After school Clubs Music & Movement Café Second Hand sale Point, pre school classes

6) Are you aware of all the facilities and classes at the Hub Yes / NO

7) Do you Feel the Hub has reduced isolation in the area Yes/No

8) Would you be interested in any of the activities below, please tick all that apply

Gym boot camp, group personal gym training sessions, female only gym sessions, male only gym sessions, Gym buddy system, over 60's gym sessions, Gym rehabilitation sessions, Yoga, fitness classes, Knit and natter, male social evenings, womens social evenings, mixed gender social evenings, family social evenings, additional activities for 5 year olds and under, additional activities for primary school children, additional activities for secondary school age children.

Do you have any specific interests you would like to see take place at The Hub or ideas for activities/events

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Is there anything you would like to say about the Hub

## Appendix 2 Sample of activity feedback form



### October Holiday Club Feedback Form

Sponsored by ACF Fund

We at the Hub would be delighted if you could fill in this feedback form. It gives us valuable insight into what people would like to see on offer.

What October Holiday activity or activities did you child/children attend?



Comment

Do you feel the range of activities on offer was wide enough?

Yes

No

Comment

Did your child/children attend the Parent on- site activities? If so did you use the café, gym or Hot desk space?

Yes

No

Comment

Did your child/children attend the Parent off-site activities? If so were these beneficial to you?

Yes

No

Comment

Living in a remote rural community, do you feel these Holiday Club activities were beneficial to you and your family and did they help to make you feel less isolated?

Yes

No

Comment

Did the activities on offer over the holiday period help you with childcare?

Yes

No

Comment

Any other comments about the activities on offer and how they helped you during the holiday

Comment

**Appendix 3 Sample of Children's Survey**

**Hub Primary Age Survey**

1) Age                                      Girl/Boy                                      What class are you in

2) Where do you live              Bonar Bridge              Ardgay              Lairg              Other

3) What parts of the Hub do you use? ( please circle )

**4) What is your favourite thing about the Hub?**

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**5) What is your favourite thing about after school club?**

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**6) Do you feel safe at after school club**

**Yes/No**

**7) Do you know what goes on at the Hub for your age?**

**Yes/No**

**8) What activities would you like to see at ASC?**

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**9) What activities would you like to see at weekend or holiday clubs?**

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**10) Which one word describes what after school club means to you?**

**11) How would you feel if after school club stopped?**