

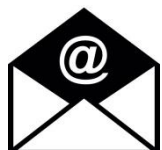
SUPPORT CAMBRIDGESHIRE: COMMUNITY FACILITIES

SOCIAL IMPACT REPORT ON YEAR 1 (2016 – 2017)

230 advice sessions provided



30% by phone



58% by email



12% face to face

Top 3 topics members wanted advice on



34% Governance

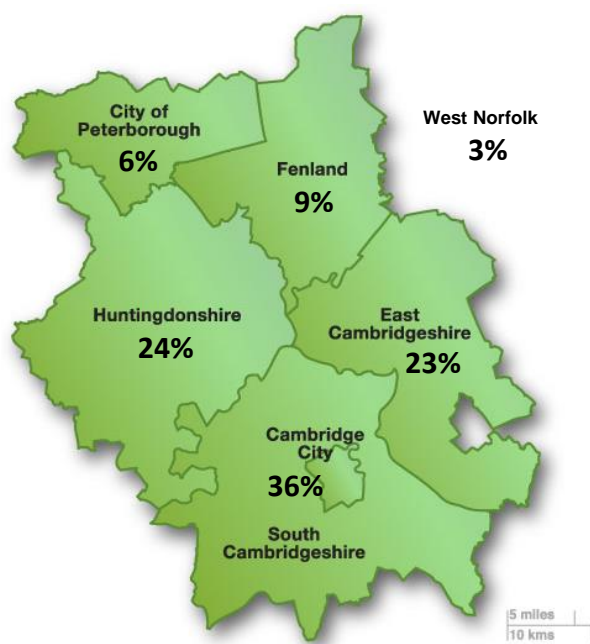


20% Hall Promotion



13% Health & Safety

A service delivered Countywide



Receiving amazing feedback from those we help



92% of those advised said our support increased their confidence to tackle the issue their facility was facing

"In recent years our membership of Cambs ACRE has served us very well. (We have) benefited considerably from advice and information in a number of areas which were important to us. Information is always provided quickly and in a courteous, friendly manner."

"Cambs ACRE appeared to be responsive to the problem highlighted and to be prepared to use its network to provide a solution."

Improved communications



New website launched
www.cambscommunitybuildings.wordpress.com



Survey undertaken to understand issues faced by facilities



Quarterly Newsletter packed with useful info and tips

Membership



75% of community facilities are members of Cambridgeshire ACRE



80% believe Cambridgeshire ACRE understands the needs of community buildings

Hallmark



2 halls achieved, with 9 more working towards peer review



2 halls working towards peer review



No one yet but watch this space!

Community Buildings Mentors



Community Building Mentors Scheme launched with 5 volunteer mentors available to delivery peer support

"It was great to visit (Mentor's) village hall and see how they had tackled the issue. We learnt such a lot and knowing they are happy to take phone calls from us as we embark on the process is an extra safety net that's giving us confidence to go forward."

Feedback from mentoring recipient

Training



4 formal training courses delivered **attended by 54 trustees** from **39 different facilities**.



Attendees at our **Treasurers' Training** course reported a **61% increase in knowledge** with the average 'knowledge score' increasing from 2.90 out of five before attending training to 4.68 after training.



Attendees at our **Understanding your Governing Document Training** course reported a **97% increase in knowledge** with the average 'knowledge score' increasing from 1.92 out of four before attending training to 3.79 after training; **100% reported they felt more confident to carry out their trustee role**.



Attendees at our **Hiring Agreement and Licencing Training** course reported a **64% increase in knowledge** with the average 'knowledge score' increasing from 2.28 out of four before attending training to 3.75 after training.



Attendees at our **Fire Safety Training** course reported a **48% increase in knowledge** with the average 'knowledge score' increasing from 5.81 out of ten before attending training to 8.63 after training.

"I appreciated the opportunity to discuss openly with others the complicated aspects of being a trustee. It was good to learn that others struggle too and attending today has given me the confidence to go back to my committee and feedback clearly on what we should be doing"

Feedback from 'Understanding your Governing Document' training course attendee