

Board Report - Projects & Engagement: Nov 2022

Date	Engagement	Purpose	Outcome/Data	Further Development										
On-going	Community Pop-In Development	Community Wednesday's - Warm welcome, well-being activities, enabling people to eat a healthy lunch, space to relax, socialise, space to access help, and food.	<p>Community Pop-in attendance, logged by Fridge Registrations/sign in and also number of lunches eaten. Food all sourced from Community Fridge.</p> <table border="1" data-bbox="882 411 1075 622"> <thead> <tr> <th colspan="2">Lunch Log</th> </tr> </thead> <tbody> <tr> <td>28.10.22</td> <td>20</td> </tr> <tr> <td>05.10.22</td> <td></td> </tr> <tr> <td>12.10.22</td> <td>15</td> </tr> <tr> <td>26.10.22</td> <td>56</td> </tr> </tbody> </table> <p>Survey of summer Community Pop-In sessions: 100% Said they enjoyed attending 100% Improved health and wellbeing</p> <p><i>Comments: "Friendly and welcoming, Sociable, helpful info, nice staff, children loved it, loved art/something to do."</i></p> <p>Information and Support Volunteer Sharon provided specialist information with her background at Citizens Advice.</p> <p>19 interviews Aug '22 to Oct '22</p> <p>Topics helped with include: Benefits discussed with 51% of people, plus a range of other topics discussed depending on the visitor, including: Housing, Family, Employment, Health, Nationality, Money.</p>	Lunch Log		28.10.22	20	05.10.22		12.10.22	15	26.10.22	56	<p>Well-being gift bags being created for Christmas Pop-In session.</p> <p>Various support agencies being timetabled to host a table.</p>
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	Signposting Flyer	To offer support to worried visitors who have a need for help, via signposting flyer. To manage expectations of visitors about the support available at the Centre.	Has been created. New information screen being set up in reception.	Fridge Coordinator to disseminate to volunteers.																		
On-going	Monthly e-newsletter	Update subscribers to the centre about what has been happening and what's on. To offer a new digital engagement with the centre and widen our 'audience'.	<table border="1"> <thead> <tr> <th>Date</th> <th>Subscribers</th> </tr> </thead> <tbody> <tr> <td>July</td> <td>161</td> </tr> <tr> <td>Aug</td> <td></td> </tr> <tr> <td>Sept</td> <td>167</td> </tr> <tr> <td>Oct</td> <td>173</td> </tr> </tbody> </table>	Date	Subscribers	July	161	Aug		Sept	167	Oct	173	Continue to seek feedback from recipients about how useful they found the email: information/layout/ease of use etc.								
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On-going	Increasing Digital Engagement	Developed new material for flyers/posters/social media promotions.	<table border="1"> <thead> <tr> <th>How did you hear about us?</th> <th>Summer 22</th> <th>Autumn 22</th> </tr> </thead> <tbody> <tr> <td>Top 4 Reasons</td> <td>39 Responses</td> <td>44 responses</td> </tr> <tr> <td>Facebook/Insta</td> <td>30.80%</td> <td>27.50%</td> </tr> <tr> <td>Fridge</td> <td>20.50%</td> <td>22.50%</td> </tr> <tr> <td>Word of mouth</td> <td>17.90%</td> <td>20.00%</td> </tr> <tr> <td>At an event</td> <td>7%</td> <td>8%</td> </tr> </tbody> </table>	How did you hear about us?	Summer 22	Autumn 22	Top 4 Reasons	39 Responses	44 responses	Facebook/Insta	30.80%	27.50%	Fridge	20.50%	22.50%	Word of mouth	17.90%	20.00%	At an event	7%	8%	
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		Key Engagements: 1.Community Celebration Day 2. We are listening - meeting	56 people received lunch on the day. Various engagement activities including, craft, soup share, agencies providing information and more. First Centre focus group - WISH families discussed offering more SEND support from Centre. Sunflower lanyards introduced to	Advent Fair will take a similar approach off the back of it's success. Schedule centre visitor focus groups on topics such as building																		

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		3. Pop-In Team meetings	<p>team and sensory resources, as a result.</p> <p>Successful in establishing a strong team of staff and volunteers to offer consistency in this engagement.</p>	<p>accessibility, wellbeing, health and fitness etc.</p> <p>Continue.</p>
Dec '21 to date	Entrance Hall Project Share Store cupboard:	<p>Make building more accessible/engaging.</p> <p>To promote our offer of re-using useful items, the cupboard is a scaled down version of Share Farnham store opened during the Pandemic.</p>	<p>Sue and Emma continuing to work on making the building more engaging and also more friendly to visitors with Dementia, Sight/Hearing Impairment.</p> <p>Usage seems to have dropped. Is this still wanted or that because people aren't dropping coins in?</p>	<p>Tree Mural - Picture frames being put up.</p> <p>Reception area information screen installed.</p> <p>Translation poster added, to see if more coins put in. Promotion will also be put out to encourage more engagement and/or ensure people tell us they are taking an item.</p>
On-going	Volunteer Research	Exploration of the benefits and impact for everyone of volunteer engagement.	Volunteer case studies/surveys are being carried out by Sue.	Create a questionnaire to identify why people are volunteering, how they benefit and how much they understand about charity objectives.
Nov 22 - Mar 23	Drafting a Social Impact Report	A report on the social impact of projects running at the Centre.	Research and discussions have taken place to look at a suitable system for measuring impact. From our learning we will create an approach that can measure our impact by looking at charitable objectives, and project specific outcomes.	Ongoing