



Social Audit

Dee Valley Community Partnership Ltd

Draft Social Accounts

1st April 2005 – 31st March 2006

Dee Valley Community Partnership Ltd
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Acknowledgements page

European Social Fund
Wrexham County Borough Council
Association of Voluntary Organisations Wrexham
Alan Kay, CBS Network Limited

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1 Introduction

Following participation in the ESF Wrexham Social Economy Project and specifically attending a Social Economy Network event on Social Accounting and Audit, Dee Valley Community Partnership Limited was keen to undertake the process of Social Accounting to enable us to identify and report on the strengths and weaknesses of our organisation.

2 History and Background

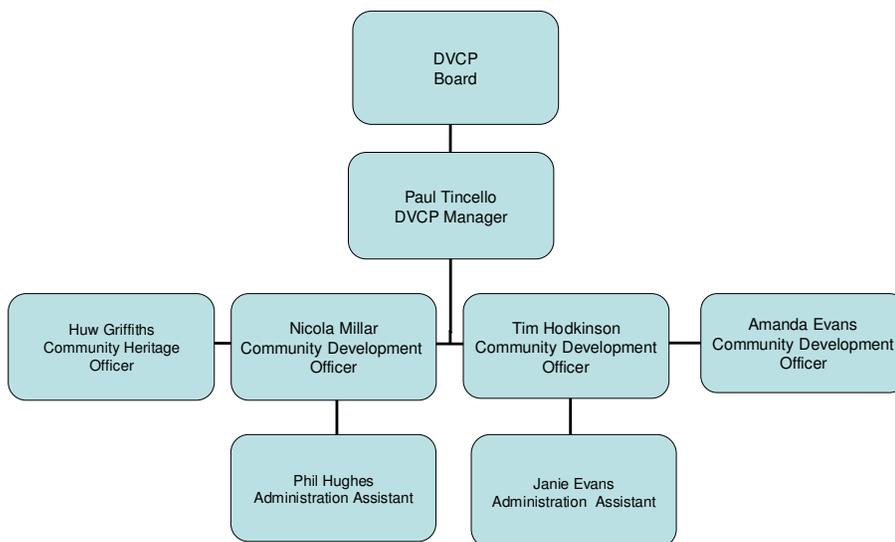
The Organisation

Dee Valley Community Partnership (DVCP) is an independent, not for private profit enterprise (Development Trust) combining community-led action with business expertise, working alongside the voluntary sector and the local authority, sharing the values of public services and community benefit. DVCP is engaged in economic, social and environmental regeneration and we are community based and owned.

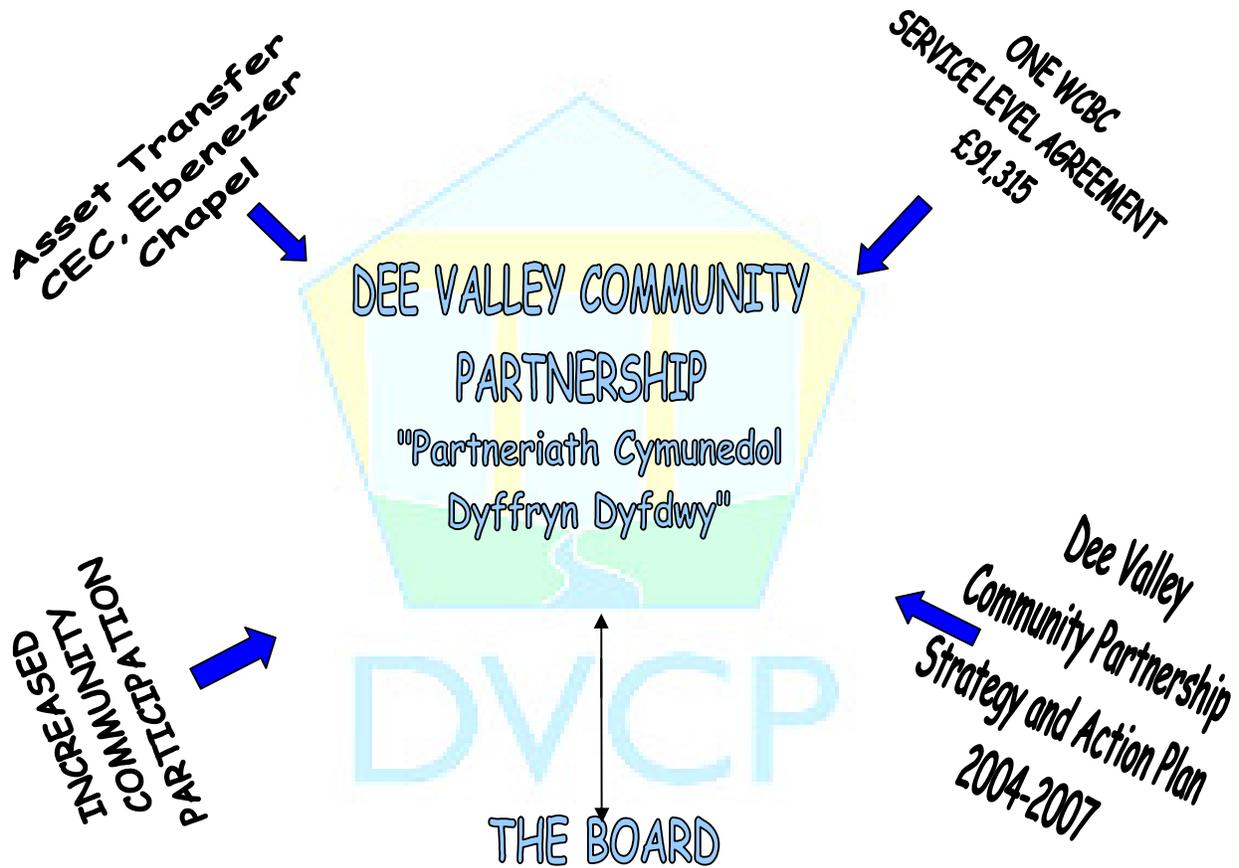
In 1997 Cefn Mawr, Plas Madoc, Acrefair, Rhosymedre and Newbridge came together with Wrexham County Borough Council to tackle the issues associated with Regeneration and Social Inclusion. Early on it was recognised that the Development Trust would provide the best vehicle for the long-term regeneration of the 'strategy area' that encompasses all five communities.

In 2004 The Dee Valley Community Partnership (Development Trust) was established with a board that represented a wide range of local interests, including the voluntary & public sectors, local business and other committed local residents.

Staff Structure



STRUCTURE AT A GLANCE



- Business Director
- Special Director
- Individual Director
- Community Group

- | | |
|--|--|
| <p>Kris Morrison</p> <p>Paul Blackwell
Tony Jones</p> <p>Sharon Angus-Crawshaw
David Evans</p> <p>Andy Bunning
Clive Austin
Helen Springer
Mike Harrison
Colin Heyward
Sonia Benbow-Jones</p> | <p>CRNCA</p> <p>Local Member</p> <p>PMCF
ACA
Homework Club
Faith Sector
Cefn Utd
Cefn T&R</p> |
|--|--|

The intention is for a full board of 12 to be appointed at each annual general meeting

<u>Advisory Group/Representatives</u>	
<p>WCBC Local Members x 2</p> <p>Examples of other representatives:-</p>	<p>Cefn Community Council</p> <p>Yale, NEWI, Youth Worker, Police, WEA, Fire Services, PPA, Health Worker, Local Authority Staff, Careers Wales, Clwyd Family History Society, DVCP Membership</p>

Dee Valley Community Partnership is a community regeneration company that promotes partnership working and collaboration. It is involved in social, economic, physical and cultural projects and activities and work towards achieving objectives and actions via a strategy and action plan. DVCP is currently funded via the local authority, Wrexham County Borough Council, but is however involved in income generation activity such as letting commercial office space. DVCP is part of the Development Trust movement, being an asset based Development Trust, with the intention that all activities and projects are not dependent on grants in the future and is therefore working towards being self sufficient and sustainable.

The Social Accounting Period

The social accounting process covers the period from 1st April 2005 to 31st March 2006, which covers the first year of trading for DVCP. The social accounting principles provided an excellent basis for DVCP to work to from the inception of the company to ensure that the trust delivers on its objectives. Proving and improving is crucial to the success of DVCP. The work was predominately undertaken by Tim Hodgkinson, Community Development Officer with support from Nicola Millar, other colleagues and Directors of DVCP. Tim has responsibility for both finance and performance within DVCP and was therefore the natural member of staff to undertake the process. The Directors and Manager of the company have been fully supportive of the process, although the process of writing up the accounts was undertaken by Tim and Nicola.

3 Mission, values, objectives and activities

As explained in the introduction Dee Valley Community Partnership was established as the vehicle for regeneration for Plas Madoc and Cefn Community to enable and encourage groups to move away from grant dependency. During 2003 CPC Consultants were appointed to formulate a strategy and action plan for Dee Valley Community Partnership to work towards. This strategy and action therefore predetermined the Mission, Objectives and Activities.

During November 2005 a number of the Directors reflected on the current position of Dee Valley Community Partnership and suggested various values which have now been adopted.

Mission:

To work with the public, private and voluntary sectors, empowering people and the community to work towards regeneration and social inclusion; to develop and create a culture for sustainable social, economic and environmental enterprise.

Values:

Social Justice - enabling people to claim their needs and have greater control over the decision-making processes which affect their lives.

Participation - facilitating community involvement by people in the issues which affect their lives based on full citizenship, autonomy, and shared power, skills, knowledge and experience.

Equality - challenging the attitudes of individuals, and the practices of institutions and society, which discriminate against and marginalise people.

Learning - recognising the skills, knowledge and expertise that people contribute and develop by taking action to tackle social, economic, political and environmental problems.

Co-operation - working together to identify and implement action, based on mutual respect of diverse cultures and contributions.

Objectives:

1. To increase opportunities for local people by encouraging them to take an active role in the social and economic life of the community, which expands social contacts and local networks. (Community Development/ Employment)

by.....

- 1.1 *Developing and delivering a marketing/publicity strategy*
- 1.2 *Providing small and larger pots of funding to local community/voluntary groups to expand and develop their projects and activities.*

2. To reduce anti-social behaviour, isolation and disadvantage by improving local amenities, social education and access to information

by.....

- 2.1 *Improving community information;*
- 2.2 *Exploring methods of recruiting and training volunteers*
- 2.3 *Reviewing services on a strategic level for children and young people, older people, disabled people and community transport.*

3. To improve the physical and natural environment and safeguard the heritage of the area and increase local pride

by

- 3.1 *Promoting awareness with an aim to preserving the local heritage ie. establishing local history groups within schools, intergenerational initiatives.*
- 3.2 *Supporting the implementation of the Cefn Commercial Regeneration Strategy.*

4. To improve job prospects for local people and support local residents by providing information, training courses, work experience, and paid employment which is appropriate to their needs.

By

- 4.1. *Delivering adult advice and guidance in relation to jobs, education and training*
- 4.2. *Promoting learning, training and employment opportunities*
- 4.3. *Providing initial business start-up support and sign posting to sources of help such as Business Development and Enterprise.*

5. To improve the prosperity of the area by providing and letting commercial premises to new and expanding businesses

By

- 5.1. *Secure the transfer of actual assets that generates a long term income stream to deliver upon social, economic and environmental objectives;*
- 5.2. *Working closely with Wrexham County Borough Council to help deliver the Cefn Commercial Centre regeneration (Transfer of Ebenezer Chapel is not being achieved until December 2006 and is therefore out of Social Accounting Period)*

6. To foster an enterprise culture by encouraging self reliance and innovation by enabling people to be more involved in business development activity.

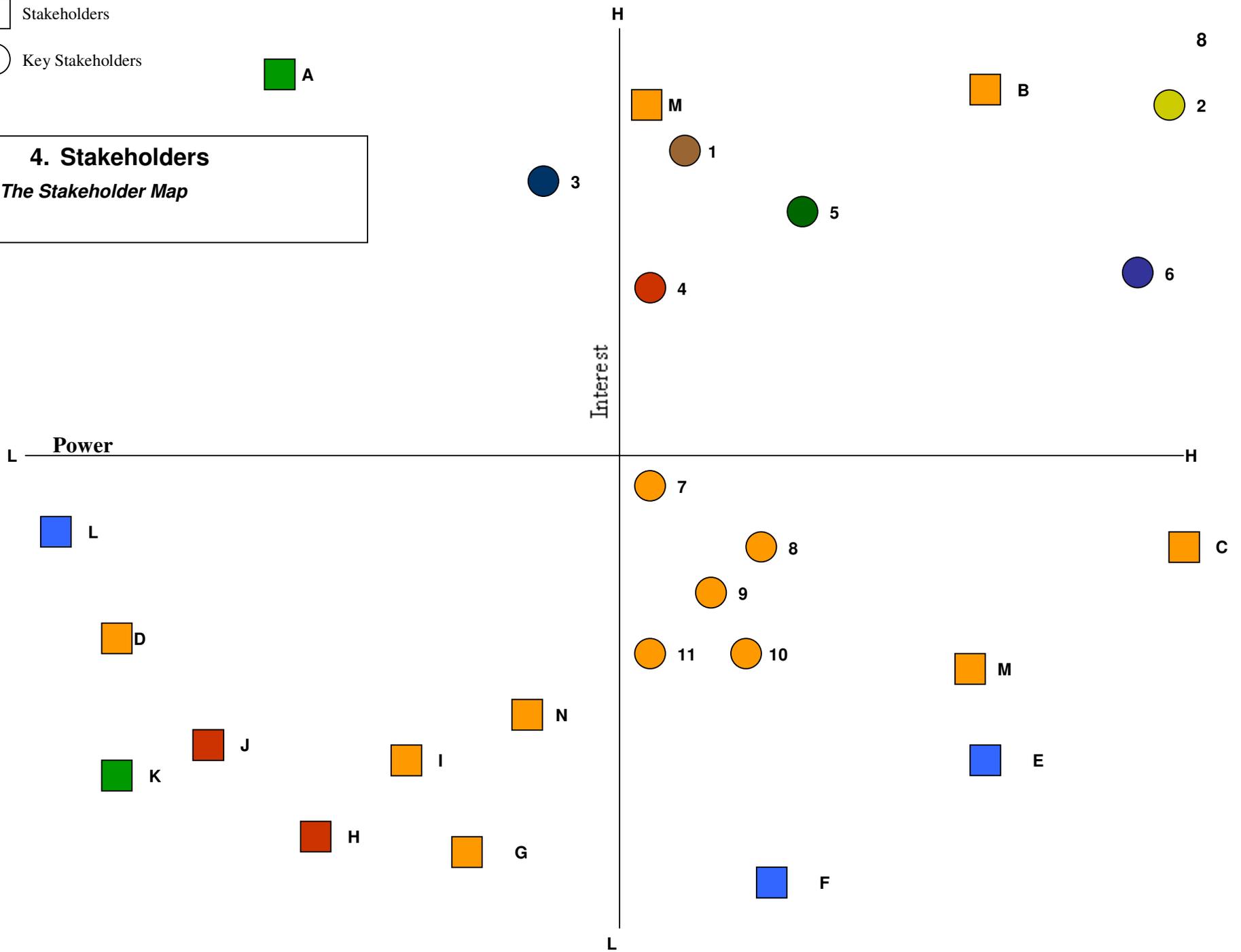
By

- 6.1. Promoting the concept of community enterprise that encourages self-reliance, risk and innovation;
- 6.2. Promoting sustainability and encouraging groups and enterprises to move away from grant dependency;
- 6.3. Identifying the potential for Community Based Businesses and support their development (Not scheduled to be completed in Social Audit Period)

□ Stakeholders

○ Key Stakeholders

4. Stakeholders
The Stakeholder Map



Local Community

1. DVCP Members

Staff: Paid Volunteer

3. Staff

Board/Trustees

5. DVCP Board of Directors

Wider Community

6. Wider Community

Partners

7. WCBC Councillors

8. Acrefair Community Association

9. Plas Madoc Communities First

10. Community Groups

11. CRNCA

B. Local AM/PM

C. AVOW

D. British Waterways

G. Local Schools

I. Homework Club

N. Yale

M. DTA

Suppliers

A. WCBC/ELC

K. Local Business

Public Sector: National/Regional/Local

E. Cefn Community Council

F. North Wales Police

L. WDA

Customer/Clients/Beneficiaries

H. NEWI

J. Training Beneficiaries

4. CEC Business Tenants

Funders

2. WCBC Economic Development

Key stakeholders

It was a demanding task trying to identify the key stakeholders for DVCP, due to the fact that DVCP is in its first year and because DVCP is involved in many projects that cover social, economic, environmental and cultural boundaries.

However, to manage the process the following groups/clusters were seen as key as they are the backbone of making the DVCP a success in the future:-

- Staff (6 in place during process of questionnaires - February 06)
- DVCP Directors (10 in the Period from April 05-March 06)
- Community Groups (which include Plas Madoc Communities First, Acrefair Community Association and Cefn Mawr, Rhosymedre and Newbridge Community Association), there is a total of 42 'known' community groups operating in the area.
- Tenants of the Community Enterprise Centre (3 business tenants)
- Training Participants/Beneficiaries (a total of 164 in the period April-March 06, which covered three academic terms i.e. Summer 05, Autumn 05, Spring 06)
- Wrexham Council Economic Development (close partners and funders, a total of 5 staff with different roles and hierarchy levels)

The consultation occurred as follows:-

Key Stakeholder Groups	Topics you want to ask each stakeholder group about	Consultation Method	When the consultation will happen	Who is responsible for the consultation
Staff	Mission, the values, objectives & activities	Employee Questionnaire	3 March 2006	Phil Hughes
Board Trustee (Directors)	Mission, the values, objectives & activities	Values, Objectives & Activities Questionnaire; Board of directors & management committee questionnaire	3 March 2006	Phil Hughes
Wider community	Knowledge & understanding of DVCP	Face to Face community questionnaire	8-12 May 2006	Phil Hughes Janie Evans
Tenants (business)	Are we providing good services?	Questions for Tenants of a managed workspace	3 March	Phil Hughes
Community Groups	Questions about working in partnership and Values, Objectives & Activities Questionnaire	Working in partnership questionnaire and Values, Objectives & Activities Questionnaire	3 march 2006	Phil Hughes
Wrexham Council Economic Development	Questions about working in partnership and Values, Objectives & Activities Questionnaire	Working in partnership questionnaire and Values, Objectives & Activities Questionnaire	3 march 2006	Phil Hughes

There are two groups of people that have been omitted from the consultation, being:-

Course participants, as these have been recently consulted regarding performance on our advice and guidance contract. These findings will be incorporated into the social accounts.

DVCP Members, as we further develop our activities and increase our membership it was felt it would be more beneficial to consult with the wider membership in the next round of social accounts.

5 Scope and methodology of the social audit

Omissions

We have taken the decision to monitor all of the six objectives of DVCP. However, the following activities have been omitted due to the fact that these activities were never scheduled to be undertaken during this social accounting period. The activities omitted are:-

- Exploring methods of recruiting and training volunteers
- Reviewing services on a strategic level for children and young people, older, disabled people and community transport;
- Providing initial business start-up support and sign posting to sources of help such as Business Development and Enterprise;
- Work closely with Wrexham County Borough Council to help deliver the Cefn Commercial Centre regeneration;
- Promoting sustainability and encouraging groups and enterprises to move away from grant dependency.
- Identify the potential for Community Based Business and support their development.

The above are due to be undertaken during the period 1 April 2006 onwards and will therefore be reported in the next social accounting period.

Methodology

A lot of the information that was collected for the quantitative data was already in place as DVCP has responsibility for reporting on its objectives via the three-year action plan. The following activities have quantitative information that is relevant to compiling the social accounts.

<p><i>Developing and delivering a marketing/publicity strategy</i></p> <p>1.1. Registration forms are completed by all members that join the DVCP. To ensure that we have reached all locations a count on the membership along with the village location will be completed</p>
<p><i>Providing small and larger pots of funding to local and community/voluntary groups to expand and develop their projects and activities</i></p> <p>1.2. The DVCP administers a small grants scheme, from this we will be able to gauge the number of small grants distributed, amounts granted, and match funding contributed.</p>
<p><i>Improving community information</i></p> <p>2.1. The Cefn Chronicle (Community Newsletter) which is managed by DVCP is distributed to all households on a two monthly basis. The quantitative information that can be extrapolated from this includes a) Analyse no of articles, b) groups submitting articles, and frequency they are submitted by the groups</p>
<p><i>Delivering adult advice and guidance in relation to jobs, education and training.</i></p> <p>4.1. DVCP currently holds an advice and guidance contract with Careers Wales North East. Quantitative information gathered will include a) the number of advice and guidance interviews conducted, b) analysis of information given i.e. Specific Courses, Business advice etc.</p>
<p><i>Promoting learning, training and employment opportunities</i></p> <p>4.2. DVCP promotes various free vocational and non-vocational courses in the local community. Information collection includes a) Number of people accessing courses, b) breakdown of courses, c) completers – as a percentage</p>

To collect the qualitative information questionnaires were sent out via post (along with a stamped addressed envelop) or via face to face questionnaires.

Stakeholder	Questionnaire	Number Issued	Response
Staff	Employee Questionnaire	6	6
Tenants	Tenants Questionnaire	3	3
Directors	Directors & Management Committee	10	8
Directors	Values, Objectives and Activities	10	8
WCBC Economic Development	Working in Partnership	5	4
WCBC Economic Development	Values, Objectives and Activities	5	4
Community Groups	Working in partnership	42	9*
Community Groups	Values, Objectives and Activities	42	9*
Wider Public	Face to Face	150	150

* This is a very disappointing response from the Community Groups operating in the area and indicates an area of communication that needs improving.

6 The Report on performance: analysis of the Social Accounts

Values

Social Justice – Enabling people to meet their needs and have greater control over the decision-making processes which affect their lives

	Very Much				Not At All	Don't Know
Board	Xxx	xxx	xx	x		
WCBC	Xx	x	x			
Com Group	X	xx	x	x		xxxx
Staff		xxxx	x	x		

Participation – Facilitating community involvement by people in the issues which affect their lives based on full citizenship, autonomy and shared power, skills, knowledge and experience.

	Very Much				Not At All	Don't Know
Board	Xx	xxxx	xx			
WCBC		xxxx				
Com Group	Xxx	x	x	x		xxx
Staff	Xx	xxx	x			

Equality – Challenging the attitudes of individuals, and the practices of institutions and society, which discriminate against and marginalise people.

	Very Much				Not At All	Don't Know
Board	Xxx	xx	xx	x		
WCBC		xx	xx			
Com Group	Xx	x	x	x		xxxx
Staff		xxxx	xx			

Learning – Recognising the skills, knowledge and expertise that people contribute and develop by taking action to tackle social, economic, political and environmental problems.

	Very Much				Not At All	Don't Know
Board	Xxxx	xx	xx			
WCBC	Xxx	x				
Com Group	Xx	xxx		xx		x
Staff	xxxxx	x				

Co-operation – Working together to identify and implement action, based on mutual respect of diverse cultures and contributions.

	Very Much				Not At All	Don't Know
Board	Xxxx	xx	xx			
WCBC	X	xx	x			
Com Group	Xxx	xxx		x		xx
Staff	Xxx	xx	x			

Our Comments

Overall we have faired quite well with meeting our values as an organisation. From the questionnaires it can be seen that the Management Board have a wider knowledge of the day to day running of DVCP and it is therefore surprising to see diverse comments coming from members of the Board.

The feedback from the WCBC staff and DVCP staff is very similar and indicates that we are meeting our objectives either very well or well, however, some comments indicate that we are neither doing well or not do so well.

The feedback from community groups is very low and rather mixed and varied. This could be due to general apathy at the process or could be that the groups are not fully aware of the work of the DVCP and therefore did not wish to comment. As the work of the DVCP develops and future projects and activities come to fruition, it is hoped that our stakeholders will recognise our values and objectives and our commitment to them.

Our Recommendations

The lack of feedback from community groups is a real concern, for future social accounts another way of consultation could be used to gauge progress. Face to face meetings or workshops could be implemented. More effort needs to be made to promote the work of the trust within community groups to ensure that they are all aware of our objectives and values.

Staff and partner organisations could be asked to comment further where the response indicates that the trust is neither doing well or not do so well. This would then highlight areas of concern.

Objectives

1. To increase opportunities for local people by encouraging them to take an active role in the social and economic life of the community, this expands social contacts and local networks. (Community Development/Employment)

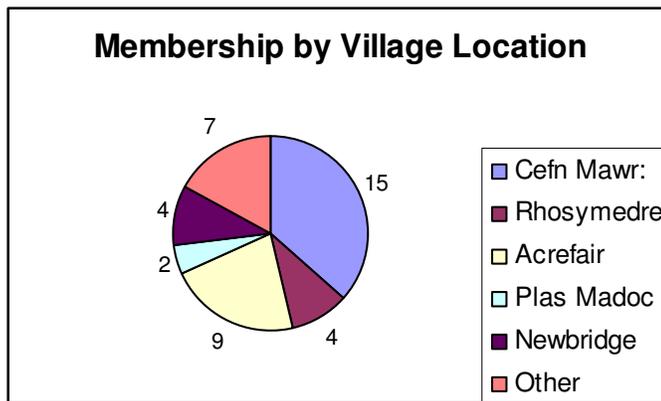
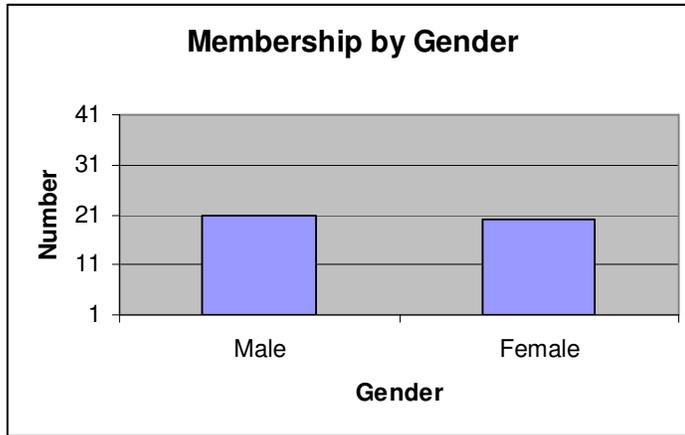
	Very Badly				Very Well	Don't Know
Board			x	xxxx	xxxxx	x
WCBC				xxx		x
Com Group			x	xxxx	xx	xx
Staff				xxxx	xx	
Community			xxxxx	xxxxxxxxx xxxxxxxxx	xxx	125

And so by:

Developing and delivering a marketing/publicity strategy

Membership of Dee Valley Community Partnership

The following information is a breakdown of quantitative information collected about the overall total Membership of DVCP = 41.



The ward boundaries are as follows Cefn (Cefn Mawr, Rhosymedre, Newbridge and Acrefair) = 4,866 and Plas Madoc (1,833)

The reasons for people wanting to become a member of DVCP?

To be more active and involved in the community x 25

Interested in what's taking place x 7

To have a say in the community x 6

To work in partnership with the DVCP x 3

	Very Badly				Very Well	Don't Know
Board			xxx	xxx	xx	
WCBC				xxx		x
Com Group	X		x	xxx	xxx	

Providing small and larger pots of funding to local community/voluntary groups to expand and develop their projects and activities.

The following table shows the level of funding distributed to local and voluntary organisation operating in the local community via our small grants scheme in 2005/06. This gives local groups an opportunity to make a difference and has allowed DVCP to promote itself within the local press.

	Amount Granted	Match Funding	Total Investment
Plas Madoc OAP Group	600.00	600.00	1200.00
Rhosymedre Junior School	604.94	0.00	604.94
Cefn United Football Club	1000.00	800.00	1800.00
Maelor Angling Association	1000.00	250.00	1250.00
Cefn Druids Football Club	1000.00	500.00	1500.00
Maelor Boxing Club	925.00	0.00	925.00
Cefn Community Association	150.00	35.00	185.00
Cefn Musical Society Grant	1000.00	1602.00	2602.00
Cylch Meithrin Min-y-Ddol	400.00	0.00	400.00
Cefn Community Association (Act Cent)	768.65	100.00	868.65
Totals	7448.59	3887.00	11335.59

	Very Badly				Very Well	Don't Know
Board			x	xxxx	xxx	
WCBC				xx	xx	
Com Group		x	x	x	xxxxx	

Comments

Board

- Larger Pots no knowledge of, smaller grants have some knowledge of.
- Understanding the funding still needs some work!
- Evolving objective as the DVCP develops and expands. Has been able to maximise funding to best use even in these early days.
- This is an area where the DVCP has been successful, but too early to say it was very successful.

WCBC

- DVCP has worked hard to encourage local residents to take an active role, this wont happen overnight but the right plans are in place to encourage this.
- The DVCP has been focussing on publicity but am unsure whether there is a clear strategy in place to underpin it which would build upon the activities identified within the strategy & action plan.

Community Group

- Did not fully meet our needs.
- We were lucky to receive money towards our play area at school

Our Comments

Objective 1 - Overall we have faired mostly well or very well, although the consultation has highlighted that the majority of the general public did not really understand or know how we have performed against the overall objective. Again, as the projects and activities of DVCP develop further, we would hope that the knowledge of the wider community increases in order to allow them to make informed decisions for future social accounts consultations.

Activity 1 - The first activity has been measured by Quantitative and Qualitative information. The membership information shows that we have made some effort to attract members to DVCP, but there is some way to go to attract a healthy membership. There is also a weakness in that the census information is now somewhat out of date (based on 2001) and village population statistics for the Cefn Ward (Cefn Mawr, Rhosymedre, Newbridge and Acrefair) are not available individually, therefore treated as a combined whole figure. The qualitative evaluation of the first activity within objective 1 shows overall that we have not faired too badly, although it does not show that we have fully achieved this activity. Indeed, there is a long way to go to enable us to get to a point where DVCP is fully owned and seen as an opportunity for continuous sustainable development in the community.

Activity 2 - The second activity refers to the payment of larger and smaller pots of funding to community groups. Acrefair and Cefn Mawr, Rhosymedre and Newbridge Community Association benefited from larger grants to manage and run youth, senior and asset development activities. The small grants scheme was launched to enable groups to have the opportunity to deliver additional projects and activities in their respective communities. Although it was not a stipulation, numerous groups have managed to procure additional external funding sources towards their projects. The small grant scheme has also given us publicity opportunities to promote ourselves in the local press and community. The qualitative evaluation shows overall that we have either delivered this activity "Well" or "Very Well". It has been felt by some groups, even though not highlighted via the comments section, but more by verbal feedback, that there is a need to simplify the process of obtaining small grants.

Our Recommendations

Look at ways of attracting further membership to DVCP with a view to building on relations with the wider community and community/voluntary based groups. Continue with the small grants scheme, with a view to looking at simplifying the application process.

2. To reduce anti-social behaviour, isolating and disadvantage by improving local amenities, social education and access to information

	Very Badly				Very Well	Don't Know
Board		x	x	xxx	xxx	
WCBC			x	xx		x
Com Group			xx	xx	xxx	xx
Staff			x	x	xxxx	
Community				xxxxxxxxxxxxxxxx xxxxxxxxxxxxxxxx xxxxxxxxxxxxxxxx	xxxxxxx xxxxxx	94

And so by:

Improving community information

Cefn Chronicle

- 42 Groups are invited to advertise their activities, with a distribution of around 3,100
- 5 editions of the newsletter were distributed during the social accounting period
- 18 groups advertised their services/activities regularly

Rhosymedre Church x 4
 DVCP x 4
 Cefn Community Council x 3
 Youth Gateway (Careers Wales) x 3
 Ty Mawr County Park x 3
 Cefn Community Association x 2
 Rhosymedre School x 2
 Acrefair Community Association x 2
 Acrefair School x 2
 Maelor Angling Association x 1
 Cefn Druids Football Club x 1
 Cefn United Football Club x 1
 Cefn Musical Society x 1
 Cefn Library x 1
 Cefn Residents Association x 1
 St. Johns Ambulance x 1
 Age Concern Wales x 1
 Plas Madoc Slimming Club x 1

	Very Badly				Very Well	Don't Know
Board	X		xx	xxx	x	x
WCBC				xxx	x	
Com Group			xx	xxxx	xx	x

Comments:

Board

- Know about community transport, not the others.
- Regular newsletter, planned events. Active and developing board of trustees, dedicated staff helps us to achieve this

WCBC

- Still early days for DVCP to have progressed on all of these.
- Information boards & question sessions a good idea
- I think a start has been made on reviewing services in a difficult environment

Our Comments

Objective 2 - Overall we have faired mostly well or very well, the consultation has highlighted that members of the general public have a better understanding of this objective, probably due to the familiarisation of the community newsletter (Cefn Chronicle). .

Activity 1 - The first activity has been measured by Quantitative and Qualitative information. Out of 42 groups, 18 groups have advertised their activities in the community newsletter. This is a better response rate than those of the returned questionnaires and shows that the groups are more proactive to promote themselves than originally anticipated.

Our Recommendations

Use the Cefn Chronicle further, as a way to integrate with the community groups in the area. These are the people working on the ground who could support us to achieve our strategic objectives in the community, and allow the community groups to further strengthen their projects and activities in the area.

3. To improve the physical and natural environment and safeguard the heritage of the area and increase local pride.

	Very Badly				Very Well	Don't Know
Board			X	xxx	xxxx	
WCBC				xx	x	x
Com Group		X	X	xx	xxxx	x
Staff				xxx	xxx	
Community		Xxx	X	xxxxxxxxxxxxxxxxxx xxxxxxxxxxxxxxxxxx	xxxxxx	111

And so by:

Promoting awareness with an aim to preserving the local heritage i.e. establishing local history groups within schools, intergenerational initiatives.

	Very Badly				Very Well	Don't Know
Board			xx	xxxx	xx	
WCBC				xx	xx	
Com Group		X	xx		xxxxxx	

Comments:

Board

- These are two areas which the DVCP has shown and made an impact on the community.
- Clear action planning and strategic direction.

WCBC

Will see the effects of this over the next few years but foundations are being laid.

<p>Our Comments Objective 3 – As a positive we have faired well on the environmental side of the objectives, although more work will be undertaken on this objective on both the heritage and environment in future years. It is disappointing to see that members of the community may not be aware of their natural environment, but the continued work in the future should have an impact, which will be measured in future social accounts as they are out of the scope for the accounts in 05/06. Activity 1 – It would appear that both board members and community groups recognise that more work needs to be done to preserve local heritage. Although it is pleasing to note that of the community groups that responded, there is a positive outlook on the preservation of local heritage. Having the DVCP Community Heritage Officer in post and conducting community orientated work in the local area may have impacted upon this.</p>
<p>Our Recommendations Community Heritage Officer to build upon community based heritage preservation work that has started. DVCP to work towards achieving environmental objectives in the future from a project and education prospective. Investigate if linkages can be made to other objectives that achieve environmental goals such as the small grants scheme (eg. funding towards Play Areas, etc)</p>

- To improve job prospects for local people and support local residents by providing information, training and courses, work experience and paid employment which is appropriate to their needs.

	Very Badly				Very Well	Don't Know
Board		xx		xxxx	xx	
WCBC				xxx		x
Com Group			x	xx	xxx	xxx
Staff				xxx	xxx	
Community		x	xxxxxxx	xxxxxxxxxxxxxxxxx xxxxxxxxxxxxxxxxx xxxxxxxx	xxxxxxxxxxxxxxxxx xxxxxxxxxxxx	79

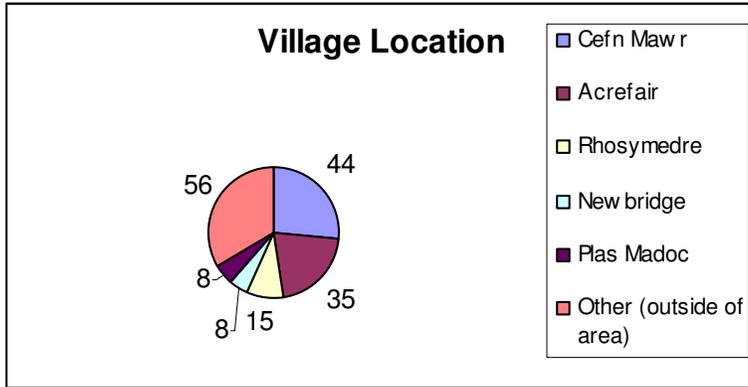
And so by:

Delivering adult advice and guidance in relation to jobs, education and training.

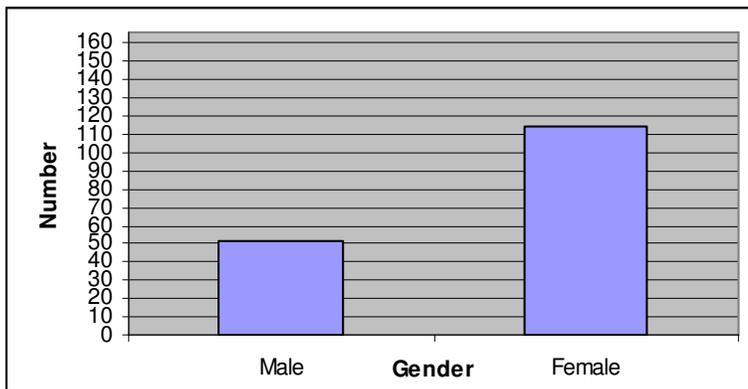
Total Number of enquiries:-
 Community Courses = 164
 Business Advice = 2

Total = 166

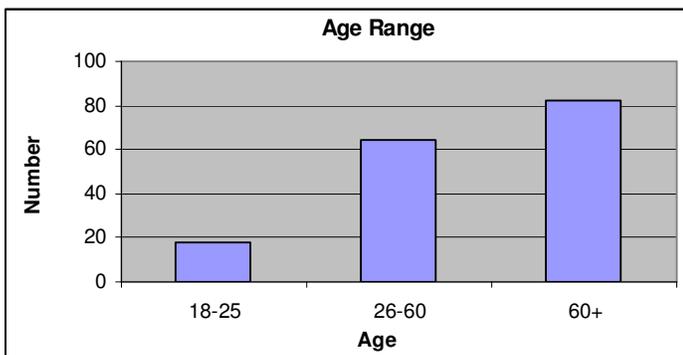
Village location of enquiries



Sex Status



Age Range



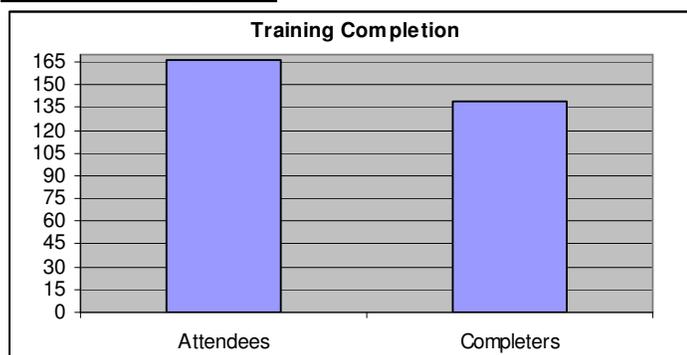
	Very Badly				Very Well	Don't Know
Board		x	xx	xxx	xx	
WCBC				xxxx		
Com Group			xx	xxx	xxx	x

Promoting learning, training and employment opportunities.

Breakdown of courses

Internet x 3
 Intermediate Computers x 3
 Basic Introduction to Computers x 3
 Welsh Courses x 4
 Local History Courses x 3
 Second Chance (Basic Skills Courses) x 4
 Card making course (Craft) x 1
 Alexandra Techniques (Exercise) x 1

Number of Completers



139, 85% completer rate

	Very Badly				Very Well	Don't Know
Board		x	Xx	xxx	xx	
WCBC				xxxx		
Com Group			X	xxxx	xxx	x

Comments:

Board

- Doing a good job but need to advertise and promote more.

Our Comments

Objective 4 – This objective has a large amount of quantitative information gathered, which supports both activities. From a historical point of view, parts of the objective were facilitated previously by Wrexham County Borough Council, with the responsibility then passing to DVCP as the recognised body for regeneration throughout the five villages.

The advice and guidance contract is a recognised service throughout the community. In 05/06 DVCP was contracted to provide 150 interviews by the North East Wales Careers Information Service (Careers Wales), 164 interviews were actually achieved. The Careers Service allows us to disseminate information ranging from basic skills to university courses, to establishing a small business. Traditionally the majority of enquiries tie in to Community Training Courses, facilitated by DVCP.

The Community Training Courses are facilitated by the Community Development Officer with responsibility for Training, Education and Employment. Through our partnership working with the local colleges and Further Education Institutes, Yale College Wrexham, Workers Educational Association (WEA) and NEWI (North East Wales Institute), we have been able to offer the community a vast amount of training and learning opportunities on a vocational and non-vocational level through funding opportunities that they procure predominantly through the Welsh Assembly Government. (Courses as above)

Overall, the Qualitative information gathered shows encouragingly around half the members of the public are aware that we offer training courses in the community (probably due to regular press articles on a local and county level and the historical provision that was previously facilitated by the County Council staff that are now on secondment to DVCP). This has mostly been recognised as being achieved as well or very well. It is noted however, that 2 board members feel that this objective is progressing badly, probably due to the fact that job prospects for local people are not being improved.

Activity 1 - The number of advice and guidance contracts offered in 05/06 was 166, 16 above the set target of 150. A very large majority being given advice on community training courses. 48% of the enquiries came from Cefn Mawr and Acrefair, and surprisingly 34% of the enquiries came from outside the area. Only 5% of the enquiries came from Plas Madoc, out of an overall population of 27% (2001 Census). Not surprisingly more women accessed the service than men, but surprisingly the 60+ age group accessed the service more than the 18-60 groups combined! 3 out of 8 board members feel that the advice and guidance contract has been conducted either badly or neither badly nor good, indicating that they are not fully aware of this service. Work therefore needs to be done to promote this contract and its achievements to our board. The community groups and WCBC have rated this activity as either well or very well.

Activity 2 – The courses provided have been delivered based on demand ranging from computer courses, to language, local history, basic skills, crafts and exercise. It was pleasing to see a completion rate of 139 out of 164, this has been commended by our colleagues in Yale College and the advice and guidance sessions are a useful tool to allow people to make informed choices about the courses they wish to pursue.

The qualitative feedback shows an overall positive assessment on performance of this activity with mostly “well” comments.

Our Recommendations

Investigate ways of creating further job opportunities and paid employment for local people as this is clearly a weakness not being addressed in the social accounts.

Investigate whether the Advice and Guidance Service should be promoted in neighbouring wards such as Chirk, Ruabon/Penycae and Llangollen Rural.

Investigate why only 8 people accessed advice and guidance from Plas Madoc (based on the statistics above this should have been 47 people).

Promote the advice and guidance contract and its achievements to DVCP Board.

A weakness in the social accounts has shown that although we gather information on completers, what actually happens to these people after training, do they progress into paid employment? Are we losing the opportunity to fully meet this objective?

- 5. To improve the prosperity of the area by providing and letting commercial premises to new and expanding businesses.

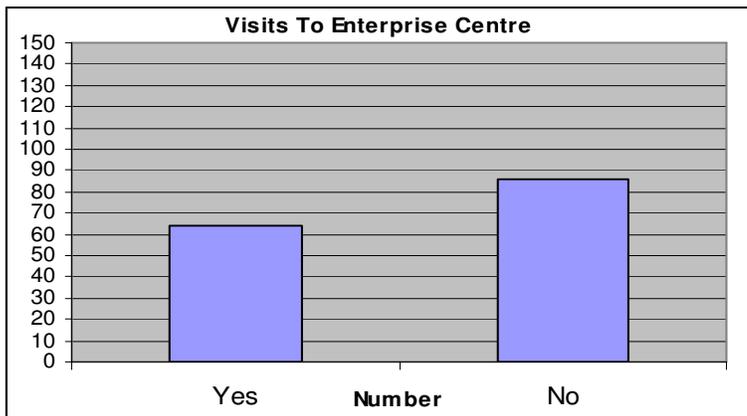
	Very Badly				Very Well	Don't Know
Board	x		X	Xxx	xx	X
WCBC			X	X	x	X
Com Group		x	X	Xxx	x	xxx
Staff		x	xx	Xx	x	
Community		xx	xxxxxxxxxxxx	xxxxxxxxxx	xx	114

And so by:

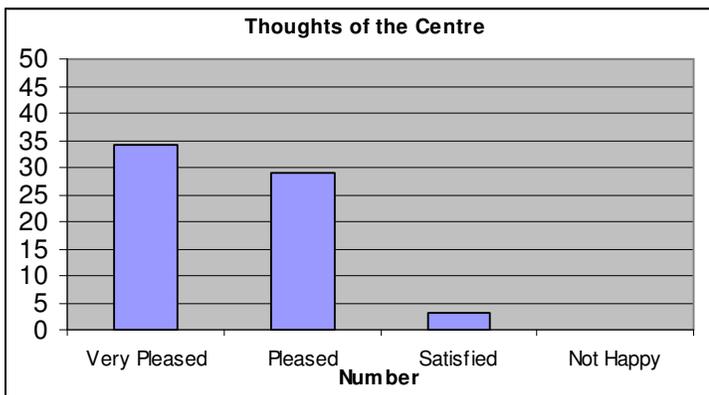
Secure the transfer of actual assets that generates a long term income stream to deliver upon social, economic and environmental objectives

Community (Public) Questionnaire

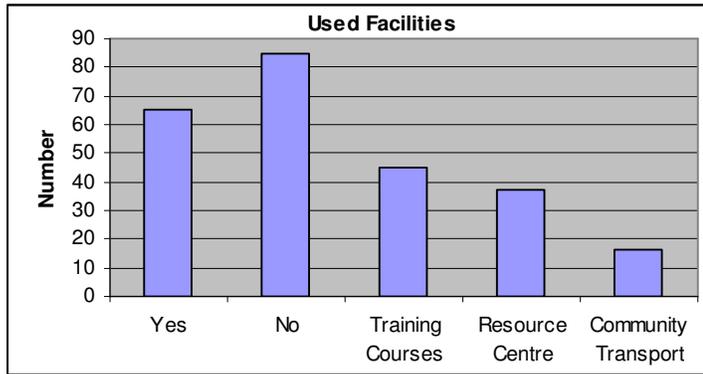
Have you ever visited the Community Enterprise Centre?



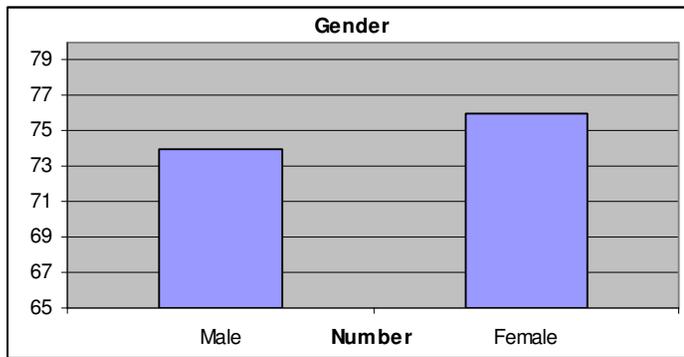
If yes, what did you think of the centre?



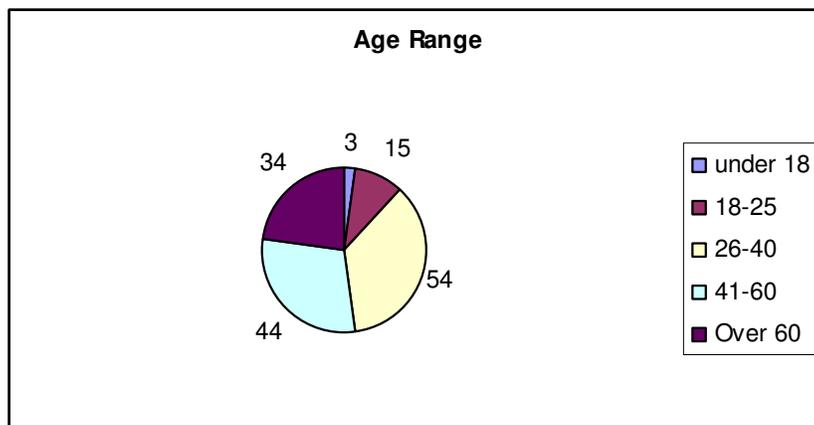
Have you ever attended/used any of the following facilities? If So, Which ones?

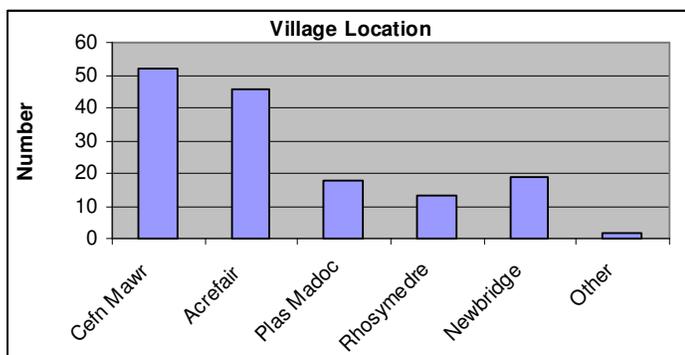


Are You Male/Female?



Age





General Feedback from Tenants of a Managed Workspace

	Community Café	Clwyd Family History Society	Careers Wales North East (Youth Gateway)
Type of Business/Service	Cafeteria	Resource for searching of local family history	All age adult guidance service
Legal Structure	Sole trader	Registered Charity	Private funded company providing public service
Number of employees	3, of which 3 live locally	No employed staff (all volunteers)	3, of which 2 live local, 1 lives elsewhere in Wales
How did you hear of the premises	Word of Mouth	Word of Mouth	Word of Mouth
Why did you choose the CEC?	To provide the community with a café for everyone to chat & socialise	Good facilities for the organisation, easy access by road, rail and bus	No comment
Is the rent Good Value?	Yes	Yes	Yes
Premises and site are well managed?	Strongly Agree	Strongly Agree	Strongly Disagree
Repairs carried out quickly when needed?	Neither Agree or Disagree	Strongly Agree	Disagree
Maintenance work carried out regularly and to a high standard?	Strongly Agree	Agree	Neither Agree or Disagree
Common Areas kept clean?	Strongly Agree	Strongly Agree	Agree
Common Areas kept tidy?	Strongly Agree	Strongly Agree	Strongly Agree
Security is not a problem?	Strongly Agree	Strongly Agree	Disagree
Refuse disposal is efficient and regular?	Strongly Agree	Strongly Agree	Agree
Plenty of parking spaces available?	Strongly Agree	Strongly Agree	Strongly Agree

Other Comments	Would appreciate a better system for reporting and having repairs carried out	None	More networking with our company would be better and appreciated To benefit both of us, we should both be aware of what services are available, it would also benefit the local community
----------------	---	------	--

	Very Badly				Very Well	Don't Know
Board	xx	x		xx	xx	X
WCBC	X		xx			X
Com Group		x		xxx	x	xxxx

Comments

Board

- As long as Wrexham Council's control is not overriding.
- The DVCP does not have much in assets therefore has been unable to transfer assets to generate income
- On the verge of implementation

WCBC

- Asset transfer not progressed as hoped. Not as simple as could have been.

Our Comments

Objective 5 – Letting commercial premises to new and expanding businesses is a new concept to take on board, although the Community Enterprise Centre does have some historical relevance with tenants and is to be transferred over to DVCP. It is therefore not surprising to see such a mix of reaction to the overall performance of the objective across our stakeholders from the board, WCBC, Community Groups, the Staff and to a certain extent the community, although again their knowledge of this objective is somewhat sketchy.

Activity 1 – The Community Enterprise Centre (CEC) is the first asset of DVCP, with sitting tenants, although the lease has yet to technically go through due to complex legal jargon. 65 people questioned out of 150 had been to the CEC, and most people that used the centre were either pleased or very pleased. Those questioned had used some or all of the facilities. The age range of the people questioned was fairly evenly split with regard to age and location. Although Cefn Mawr and Acrefair appear to be the predominant area.

The feedback from our tenants via the "Tenants of a Managed Workspace" is somewhat mixed, although it is positive to see that of those employed 5 out of 6 are local (Plas Madoc/Cefn). It is generally felt that the cleaning standard is sufficient, however there does appear to be underlining problems with one of our tenants. The negative comments regarding security could stem from the fact that we may be over secure as opposed to not secure?

The Qualitative feedback from stakeholders shows a mixed view on performance from both Board and WCBC point of view. The transfer of buildings/ assets is a controversial subject, and as a generalisation is an unknown from both sides.

Our Recommendations

Explore and implement a better system for maintenance and reporting problems. (Although this was already recognised, as the building is still technically under the ownership of the Local Authority and they are notoriously slow for sorting problems)

Have a bi-monthly tenant meeting for people to air their views and share communication (as recommended by our tenants).

Encourage the board to be more involved in building management issues to enable them to be more comfortable with this objective and give them the ability to make more informed decisions.

Build up a further asset base that safeguards the viability and sustainability of DVCP and its respective community on an economic and social basis.

6. To foster an enterprise culture by encouraging self reliance and innovation by enabling people to be more involved in business development activity

	Not At All				Very Much	Don't Know
Board	Xx		xx	x	Xx	x
WCBC			xx			xx
Com Group			x	x	Xx	xxxxx
Staff			x	xxx	Xx	
Community		x	x	xxxxxx xxxxx	X	136

And so by

Promoting the concept of community enterprise that encourages self-reliance, risk and innovation

	Not At All				Very Much	Don't Know
Board	X		xx	xx	X	xx
WCBC				xxxx		
Com Group			xx	xxxx	X	xx

Comments

Board

- Currently in development for future implementation, measures recently taken to address second action point.

Our Comments

Objective 6 – This objective and area is probably the weakest currently, as in its first year DVCP has been concentrating on the other objectives (although a lot more is being addressed in 06/07 outside of the Social Accounting Period). DVCP was however, involved in the Social Economy Project as a partner organisation and has endeavoured to promote the concept of 'sustainability' when dealing with its projects in partnership with other organisations.

Qualitative information shows a lot of Don't Knows and Neither Agree or Disagree comments. The understanding from the Community is rather poor with 136 out of 150 responses reporting Don't Know.

Our Recommendations

Further promote the concept of community enterprise in the future
Offer support and training to DVCP volunteers and partner organisation in the future.

7. Other views of stakeholders

Priorities On Objectives

Board (b)

WCBC (w)

Community Groups (1 out of 9 did not complete) (c)

Scoring system: The first priority objective received a score of six; second priority objective received a score of five; third priority objective received a score of four; fourth priority objective received a score of three; fifth priority objective received a score of two and the sixth priority objective received a score of one.

Obj		1	2	3	4	5	6	Sc
1	To increase opportunities for locals by encouraging them to take an active role in the social and economic life of the community, which expands social contacts and local networks.	bbbb bb www c	b c	b ccc	w cc	c		93
2	To reduce anti-social behaviour, isolation and disadvantage by improving local amenities, social education and access to information.	b cccc	bb c	Bbbb c	b ww cc	w	w	83
3	To improve the physical and natural environmental and safeguard the heritage of the area and increase local pride	c	b ccc	C	bb cc	bbb w	bb www c	56
4	To improve job prospects for local people and support local residents by providing information, training courses, work experience, and paid employment which is appropriate to their needs	b w	bbbb ww c	bb w ccc	b	ccc	c	81
5	To improve the prosperity of the area by providing and letting commercial premises to new and expanding businesses	c	c	W	b w c	bbbb b ww cccc	bb c	49
6	To foster an enterprise culture by encouraging self reliance and innovation by enabling people to be more involved in business development activity	c	ww c	B ww	bbb c		bbbb cccc c	54

Our Comments

The board, community groups and members of staff from the council were asked to rank the priority of the six objectives. The overall outcome was as follows:-

First Priority – Objective 1

Second Priority – Objective 2

Third Priority – Objective 4

Fourth Priority – Objective 3

Fifth Priority – Objective 6

Sixth Priority – Objective 5

Between the stakeholders there are differences in opinion on what the most important objectives are.

Objective 1 – increasing opportunities for locals to participate is a priority for both the board and Wrexham County Borough Council but is a very low priority for the community. This highlights the apathy that we are experiencing as a trust.

Objective 6 – fostering an enterprise culture is ranked highly by Wrexham County Borough Council, but ranked much lower by both the community and the board. This does not reflect a culture of sustainability.

Unsurprisingly the first priority for the community is to reduce anti-social behaviour, isolation and disadvantage by improving local amenities, social education and access to information.

Our Recommendations

Look at the reasons why local people do not want to be involved and ways of overcoming those barriers and encouraging participation in the work of DVCP. It does appear from the above exercise that the community and board prioritise business activities less than those of social/community. With grant funding being more competitive, especially for existing activity costs, work will need to be undertaken to think about innovative ways to secure income, ie. social enterprise and promote this concept with the board and local community groups.

Wider Public Questions

How aware are you of the Dee Valley Community Partnership?

Very Aware	Know Something	Know A Little	Know Nothing
16	25	35	74

Are you interested in becoming involved with the work we are doing?

Yes	No
6	144

Board of Directors and Management Committee Questionnaire Analysis

1 is not important at all; 2 is not really important; 3 means you feel it is neither important nor not important; 4 means you think it is important; and 5 means you feel it is very important; DK means you do not know.

The Purpose of the Committee

	1	2	3	4	5	DK
Responsible for day to day management	xx	x	xx	xxx		
Deciding policy issues and strategic direction				xxx	xxx xx	
Acting as advisors to the organisation			x	xxx x	xxx	
Giving support to staff of the organisation				xxx	xxx xx	
Having ultimate legal responsibility for the organisation				xxx	xxx x	x
Having ultimate responsibility for the financial good management of the organisation.				x	xxx xxx	x
The remit of the Committee is clear			xx	xx	xxx	x
Comments: <ul style="list-style-type: none"> I have not seen the Job Descriptions of the staff team, but have assumed that Manager has clear role as day to day manager. This may be my own shortfall of information. These are early days still – we are an evolving committee and as such are open to change and not static. 						

About the way the Committee work

	1	2	3	4	5	DK
I receive enough information about the organisation to fulfil my duties as a Committee member.		x		xxx	xxx x	
The papers for meetings are always circulated in good time (at least 7 days before).				x	xxx xxx x	
The minutes of meetings are circulated promptly after the meeting (within 10 days).				xx	xxx xxx	
The meetings are well run.	x			xxx xx	xx	
I find it easy to participate in the discussion at meetings.			x	xxx x	xxx	
The Committee meets sufficiently often to discharge its duties.			x	xxx	xxx x	
Comments: <ul style="list-style-type: none"> Needs clarity about roles and representation Structures ensure that the committee is well supported administratively by staff 						

About the membership of the Committee

The membership of the Committee is well balanced as regards:

	1	2	3	4	5	DK
local and non-local people	x	x		xxx	xxx	
Gender			x	xxx	xxx x	
professionals and non-professionals		x	xx	xxx x	x	
Age		xx	x	xxx x	x	
The size of the Committee is just right.			x	xxx xx	xx	
<p>Comments: In the Comments section, please also give suggestions about other people whom you would like to see become members of the Committee</p> <ul style="list-style-type: none"> • We need people in the following categories, Professional, independent and young • More business owners/managers, more young people • New blood is useful, young blood too. Commercial involvement to be encouraged to meet shortfall in skills and knowledge. Hard one to crack! • Would be useful to have representation from young people and more local businesses 						

Our Comments

The feedback from the board members was very positive.

The purpose of the committee - Responsible for day to day management received a missed response, although as DVCP develops this may change. One of the comments stressed that the paid manager has responsibility for day to day management.

About the way the committee works - One board member stated that it is not really important that they receive enough information about DVCP to fulfil duties as a committee member and one board member felt it is not important at all that meetings are well run. A concern here is that individuals may not have understood the questionnaire.

About the membership of the committee - A rather mixed reaction, the biggest suggestion is the need to attract more young people onto the committee.

Our Recommendations

Look at the consultation questionnaires to see if they can be made simpler to understand.

In line with the feedback from the board members:-

- Run training on roles and responsibilities for committee members;
- Investigate ways of attracting young people and new blood onto the committee

Analysis about working in Partnership

We have worked in close collaboration / partnership with DVCP

	Strongly Disagree	Disagree	Neither Ag or Dis	Agree	Strongly Agree	Not Known
Community Groups		x	xxx	x	xx	x
WCBC					xxxx	

Our collaboration/partnership has been useful to us

	Strongly Disagree	Disagree	Neither Ag or Dis	Agree	Strongly Agree	Not Known
Community Groups		xx	xx	x	xx	x
WCBC					xxxx	

The DVCP has benefited more from our collaboration / partnership than we have

	Strongly Disagree	Disagree	Neither Ag or Dis	Agree	Strongly Agree	Not Known
Community Groups			xxxxx	xx		xx
WCBC	xx		x	x		

The DVCP has been an efficient organisation to work with

	Strongly Disagree	Disagree	Neither Ag or Dis	Agree	Strongly Agree	Not Known
Community Groups		x	xx	x	xxx	x
WCBC				x	xxx	

We have been able to agree clear objectives for our collaboration / partnership

	Strongly Disagree	Disagree	Neither Ag or Dis	Agree	Strongly Agree	Not Known
Community Groups	x	xx	x	xx	x	x
WCBC					xxx	x

We shall willingly continue our collaboration / partnership in the future

	Strongly Disagree	Disagree	Neither Ag or Dis	Agree	Strongly Agree	Not Known
Community Groups		x		x	xxxx	x
WCBC					xxxx	

Comments

Community Groups

- We feel that our needs aren't met with our request because they don't try to understand our needs. We need uniform that is not owned by the girls to take away on pack holiday to make all the girls feel the same and not made to feel left out because of fashion, etc.

Wrexham County Borough Council Economic Development employees/partners

- With reference to agreeing clear objectives for partnership working, I think we have some clear objectives but don't know if everyone is clear?
- DVCP have faced a tough challenge with short timescales to implement change and deliver against their strategy. They have remained professional and continued to work positively with ourselves
- DVCP actively participated in the ESF social economy project and were held up as a flagship emerging social enterprise promoting good practice. There was consistent representation from DVCP at all training/networking/social enterprise visits and steering group meeting throughout the two year project and the partnership working was highly beneficial to all concerned.

Our Comments

Throughout the analysis it appears that DVCP has built a positive working relationship with Wrexham County Borough Council in a short period of time. This is encouraging.

There has been a very mixed reaction from the community groups. Some have expressed positive views but others have strongly disagreed and this is concerning. The work that DVCP undertakes with the community newsletter and small grants scheme will hopefully allow us more opportunity to build stronger relationships in the future.

Our Recommendations

There is a need to develop more positive relations with some community groups. Further consultation with them will allow us to get behind the reasons for the negative comments and strive to improve relationships.

Continue to build on the strong relationship with Wrexham County Borough Council. This support will enable us to build upon our objectives and reduce grant dependency over a period of time as projects and activities become sustainable.

8. Environmental impact

DVCP has in place an environmental policy, located in Appendix 1. Within the objectives we have a priority to improve the physical and natural environment and safeguard the heritage of the area and increase local pride.

Within the management arrangements of the organisation the following environmentally friendly practices are undertaken:-

- Photocopying is done on double sided paper where possible;
- Envelopes to colleagues are sent using recycled envelopes or re-useable envelopes;
- All paper, bottles, glass and tins are recycled by using the County Council's recycling scheme;
- Stamps are donated for use by the Society of the Blind.

Although not always possible, we endeavour to have a paperless office. Staff are now encouraged to read reports, minutes, send telephone messages via the computer. To save on resources and to be more eco-friendly to the environment training events are sourced to a nearby location and car sharing is encouraged by both staff and the board of directors. Within our property in the Community Enterprise Centre energy saving light bulbs are placed around the building and computers/lights are switched off when not in use.

As we develop both projects and activities in the future and for further social accounts we would hope that further environmental compliance measures could be reported on in a positive way.

9 Economic impacts

The underpinning role of DVCP is to encourage itself and other groups to be sustainable in the activities that they undertake. This is demonstrated in our last three objectives, which are all economic based:-

Objective 4 – To improve job prospects for local people and support local residents by providing information, training and courses, work experience and paid employment which is appropriate to their needs;

Objective 5 – To improve the prosperity of the area by providing and letting commercial premises to new and expanding businesses;

Objective 6 – To foster an enterprise culture by encouraging self reliance and innovation by enabling people to be more involved in business development activity.

Investment in Employment - DVCP employs two staff, and both of these posts have been created within the last twelve months. The total value of wages paid annually by the organisation is £7,192.35. The value of the tax and N.I. is £590.99. It should be noted that the actual number of staff working for DVCP is six, however four have been seconded by our partners Wrexham County Borough Council Economic Development Department.

Investment in Training - As well as providing training for the community, DVCP is committed to providing training for its workforce and volunteers/Board of Directors. It is vital to ensure that the board are offered capacity building and training to allow them to be in a position to take over the trust when the seconded staff are drafted back into the Local Authority in three years time.

All of the voluntary Board of Directors attended a training course detailing their roles and responsibilities of being a board member during this social accounting period. A full training programme for the Board of Directors has now been implemented and will be reported on fully in the next social accounting period.

DVCP staff attended various training courses and seminars during the course of this accounting period including;

- Social Enterprise Awareness Sessions & Masterclasses
- Finance for non financial managers
- Business Planning
- Social Accounting & Audit
- Social Enterprise Visits Programme (a programme implemented by Wrexham Social Economy project that allowed those working for community organisations the opportunity to visit similar social enterprises in order to share experiences and best practise)

The cost of the training during this period was £917.76 for board members and £2,500 for DVCP staff.

Inward Investment – In its first year of trading DVCP managed to incur income via the running of the Resource Centre a service that offers groups and members of the public access to day to day office facilities and stationery £1,861.55. The Community Transport service (a 16 seater minibus run on a section 19 permit) managed to secure income of £5,482.95. Rental Income from the tenants of the CEC was £22,430.03, Grant Income from Wrexham County Borough Council £88,371.72 and Other Sales (through the Diag Contract – advice and guidance for Careers Wales) were £4,856.75. Total Income £123,003.00. Grants Paid out to the Community totalled £41,472.59, and Sales Promotion £595.84. Gross Profit for the trust totalled £80,090.23. The overheads of DVCP and its subsequent activities amounted to £41,237.06 combined, giving an overall surplus/operating profit of £38,853.17, which will be re-invested into other community projects/activities, with elements paid over to HM Revenue and Customs.

Contributions to the community - DVCP runs a small and large grant scheme for local community groups. In total ten organisations benefited from this funding during the social accounting period with a total investment of £41,742.59. This funding is spent within the local community in order to allow the community groups to provide services locally. DVCP staff are in place to provide support to and work with local community groups and organisations under the umbrella of the trust. During the course of this accounting period the trust has provided £8,080.80 worth of free services such the Cefn Chronicle magazine which is distributed to every household in the community, along with Community Transport and the Narrow Boat Project. This was a pilot project partnership between DVCP, Llangollen Boat Trust and British Waterways and was linked to the 200th anniversary celebrations for the Aqueduct. Schools and local residents and community groups were invited for trips over the aqueduct to hear about its history and plans for it to obtain UNESCO world heritage status.

Purchasing Policy – As the staff of DVCP were employed by Wrexham County Borough Council, purchasing was traditionally done through the Local Authority. However, since the Trust incorporated in 2004, efforts have been made to source local labour and suppliers wherever possible, although currently there is no local/ethical purchasing policy in place. In the first instance DVCP looks to suppliers from the five communities covered by the trust and following that, suppliers from the Wrexham area. An example of this is that DVCP uses a local printing firm in Cefn Mawr to produce the Cefn Chronicle Community Newsletter. If products/services can be sourced from similar or social enterprises then this is also done.

DVCP is keen to expand on its methods of measuring its impact on the local economy and will look to other tools such as LM3 and SROI in order to report on future accounting periods

Our Comments

Environmental Impacts – DVCP is committed to environmental sustainability and ensuring that its environmental policy is followed.

Economic Impacts – We experienced difficulty in obtaining some of the financial information from our tenants which did not help with analysis of our impact on the local economy.

DVCP has much emphasis on providing training and employment opportunities for local people.

DVCP is committed to sourcing local labour and suppliers wherever possible in order to assist the local economy.

Grants provided by the trust to community organisations are instrumental in local projects and services being provided.

Our Recommendations

Track local individuals' routes into further training and employment as they progress. This will further demonstrate the impact of our services on the local community/economy.

To look at the reasons why our tenants did not provide financial information and develop methods to obtain this information for the next social accounting period.

Explore other methods of measuring our Economic Impact on the local community.

Develop and Implement a local/ethical purchasing policy for DVCP.

10. Compliance

During the Social Accounting period work has been undertaken to put in place policies and procedures for DVCP.

Policies and Procedures in place include:-

- Alcohol and Drug misuse;
- Annual Holidays and Time off
- Staff Appraisal policy;
- Child Protection policy;
- Code of Conduct;
- Communication Procedure;
- Complains Handling Procedure;
- Criminal Records Bureau Good Practice procedure;
- Disciplinary, Appeals and Complaints procedure;
- Equal Opportunities Policy;
- Financial Regulations Policy;
- Fire Procedures;
- First Aid Good Practice;
- Health and Safety Good Practice and Policy;
- Managing Absence;
- Maternity, Paternity and Adoption Leave Policy;
- Secondment Policy;
- Smoking Policy;
- Tendering Policy;
- Training Policy;
- Travel and Subsistence Arrangements;
- Violence at Work Policy;
- Welsh Language Policy.

As part of the secondment arrangements, DVCP has an obligation to follow the following Wrexham County Borough Council Policies (Personnel of the Council's Policies and Procedures Manual):

- F3 Travel and subsistence arrangements
- G3 Personal review and development
- H Keeping employees informed
- I Affording equality of opportunity
- J Attendance, leave and health/sickness issues
- K Ensuring the safety of all employees
- O1 Grievance procedure

Dee Valley Community Partnership is also a Company Limited by Guarantee, which involves filing and verifying the accounts to an approved standard and completing Annual Returns.

Risk Assessments are undertaken on our assets on a twelve monthly basis.

Insurance is in place for the following measures:-

	Sum Insured
Material Damage – All Risks	£155,000
Public Liability	£5,000,000
Hirers Liability	£2,000,000
Employers Liability	£10,000,000
Trustees Indemnity (Directors and Officers)	£1,000,000

11. Financial information

<Year End 2005> Dee Valley Community Partnership Ltd
Profit & Loss

	Period	Year to Date
Sales		
Resource Centre Income		1,861.55
Transport Income		5,482.95
Rental Income		22,430.03
Grant Income		88,371.72
Other Sales		4,856.75
		123,003.00
Purchases		
Purchases		574.34
		574.34
Grants Paid Out		
Grants Paid Out		34,294.00
Small Grants Paid Out		7,448.59
Sales Promotion		595.84
		42,338.43
		80,090.23
	Gross	
	Profit/(Loss):	
Overheads		
Gross Wages		7,301.04
Rent and Rates		2,226.43
Heat, Light and Power		3,608.80
Motor Expenses		3,460.08
Travelling and Entertainment		336.46
Printing and Stationery		6,701.18
Professional Fees		11,112.68
Maintenance		2,652.95
Bank Charges and Interest		34.82
Depreciation		2,327.00
General Expenses		1,475.62
		41,237.06
	Net	
	Profit/(Loss):	38,853.17

12. Main issues and achievements, conclusions and recommendations

Values:

- The lack of feedback from community groups is a real concern, for future social accounts another way of consultation could be used to gauge progress. Face to face meetings or workshops could be implemented. More effort needs to be made to promote the work of the trust within community groups to ensure that they are all aware of our objectives and values.
- Staff and partner organisations could be asked to comment further where the response indicates that the trust is neither doing well or not do so well. This would then highlight areas of concern.
 - Suggested follow up, Increase one to one interaction with community groups to promote opportunities and partnership working

Objective 1 -

- Look at ways of attracting further membership to DVCP with a view to building on relations with the wider community and community/voluntary based groups.
- Continue with the small grants scheme, with a view to looking at simplifying the application process.
 - Suggested follow up, Increase publicity and relevant good news stories in the community. Find a way of selling the advantages of membership with the wider community.

Objective 2 –

- Use the Cefn Chronicle further, as a way to integrate with the community groups in the area. These are the people working on the ground who could support us to achieve our strategic objectives in the community, and allow the community groups to further strengthen their projects and activities in the area.
 - Suggested follow up, again, promote the work of DVCP.

Objective 3 –

- Community Heritage Officer to build upon community based heritage preservation work that has started.
- DVCP to work towards achieving environmental objectives in the future from a project and education prospective.
- Investigate if linkages can be made to other objectives that achieve environmental goals such as the small grants scheme (eg. funding towards Play Areas, etc)
 - Suggested follow up, investigate further opportunities to engage groups to facilitate environmental projects, with the view of DVCP playing a supportive role in delivering environmental projects.
 - Investigate if objectives can be reduced/simplified where cross-over's exist.

Objective 4 –

- Investigate ways of creating further job opportunities and paid employment for local people as this is clearly a weakness not being addressed in the social accounts.
- Investigate whether the Advice and Guidance Service should be promoted in neighbouring wards such as Chirk, Ruabon/Penycae and Llangollen Rural.
- Investigate why a low number of people from Plas Madoc are accessing the advice and guidance service.
- Promote the advice and guidance contract and its achievements to DVCP Board.
- A weakness in the social accounts has shown that although we gather information on completers, what actually happens to these people after training, do they progress into paid employment? Are we losing the opportunity to fully meet this objective?
 - Suggested follow up, Board of Directors to debate the above issues?

Objective 5 –

- Explore and implement a better system for maintenance and reporting problems. (Although this was already recognised, as the building is still technically under the ownership of the Local Authority and they are notoriously slow for sorting problems)
- Have a bi-monthly tenant meeting for people to air their views and share communication (as recommended by our tenants).
- Encourage the board to be more involved in building management issues to enable them to be more comfortable with this objective and give them the ability to make more informed decisions.
- Build up a further asset base that safeguards the viability and sustainability of DVCP and its respective community on an economic and social basis.
 - Suggested follow up, Start the bi-monthly tenant meetings as a matter of urgency;
 - Involve the board more in building management issues;
 - Ensure that maintenance is logged and carried out more efficiently.

Objective 6 -

- Further promote the concept of community enterprise in the future
- Offer support and training to DVCP volunteers and partner organisation in the future.

Priority on ranking of objectives

- Look at the reasons why local people do not want to be involved and ways of overcoming those barriers and encouraging participation in the work of DVCP.
- It does appear from the above exercise that the community and board prioritise business activities less than those of social/community. With grant funding being more competitive, especially for existing activity costs, work will need to be undertaken to think about innovative ways to secure income, ie. social enterprise and promote this concept with the board and local community groups.
 - Suggested follow up (linked with Objective 6), promote the importance of sustainability with community groups (reducing grant dependency).

Feedback from Committee Members

- Look at the consultation questionnaires to see if they can be made simpler to understand.

In line with the feedback from the board members:-

- Run training on roles and responsibilities for committee members;
- Investigate ways of attracting young people and new blood onto the committee

Partnership Working

- There is a need to develop more positive relations with some community groups. Further consultation with them will allow us to get behind the reasons for the negative comments and strive to improve relationships.
- Continue to build on the strong relationship with Wrexham County Borough Council. This support will enable us to build upon our objectives and reduce grant dependency over a period of time as projects and activities become sustainable.

13. Strengths and weaknesses of the Social Accounting Process

Strengths

- All staff and Directors have been positive about the Social Accounting process throughout and have pulled together to ensure all the strands come together enabling the report to come to fruition. Different members of staff had different skills ranging from interaction with the local community when conducting face to face questionnaires, using different IT packages to Data Analysis and Presentation.
- The training sessions facilitated by Alan Kay gave the opportunity to divulge the technicalities of the social accounts. The work undertaken monthly was therefore able to naturally fall into the content of the report.
- All lot of qualitative information already existed for numerous activities which were reported on. By closely analysing this information it gave a real sense of achievement and focus which can now be reported as a positive selling point.

Weaknesses

- It is clear that a communication problem exists between both members of the public and our community groups. It may be recognised amongst some that DVCP follows a strategic focus for delivering some of the objectives, but our community focus is important as well. An opportunity arising from this process is to try and engage further with these stakeholders to sell the positive message of social, economic and physical regeneration in their community.
- On this occasion and on reflection from the poor feedback perhaps further consultation methods could be used in future to collect Qualitative information such as focus groups, instead of relying on purely questionnaires. This was a particular weakness with the Community Groups and to an extent the wider Community as they did not understand some of the questions which gave over a mostly “Don’t Know” response. Simplifying those questionnaires used in the next social accounting period could assist the process.

14. Future plans for the next Social Accounting Cycle

It is the intention of DVCP to continue with the Social Accounting process on a bi-annual basis. It will not be completed on a twelve monthly basis at this initial stage due to time constraints and we do not consider that the work undertaken over the next twelve months will have a significant different outcome when compared to the accounts reported on in this current period.

15. Dialogue and disclosure

It is the intention of the team to produce hard copies of the full social accounts to be distributed to Key Stakeholders and will be available to potential funders. An executive summary will be produced and will be distributed to Community Groups and the wider DVCP membership via the Annual General Meeting. It is the intention to publicise both accounts and summary on our website.

Additional information (Appendices)

- Environmental Policy (Appendix 1)
- Social Accounting Plan (Appendix 2)
- Blank copies of any questionnaires used (Appendix 3)

Dee Valley Community Partnership **ENVIRONMENTAL POLICY**

Dee Valley Community Partnership (DVCP) recognises that its activities impact upon the environment both through its routine internal operations, its infrastructural development, and through its influence and effects on the wider community. It acknowledges a responsibility for, and a commitment to the protection of the environment at all levels. The DVCP will comply fully with environmental legislation and is in addition committed to continued efforts to:

- Promote environmental management policies and practices at every level;
- Increase awareness of environmental responsibilities among community members;
- Minimise waste and pollution and develop and operate environmentally sound waste management procedures;
- Continue to reduce the consumption of fossil fuels and to incorporate long term strategies for energy efficiency into planning and development;
- Continue to encourage and facilitate modes of transport by the community which minimise environmental impact, and to apply environmentally friendly principles to the operation of privately owned vehicles;
- Reduce water consumption;
- Promote a purchasing policy which will give preference, as far as practicable, to those products and services which cause the least harm to the environment;
- Avoid wherever practical the use of environmentally damaging substances, materials and processes;
- Maintain the grounds and buildings within the community in an environmentally sensitive way, having regard to protection of local natural habitats and preservation of biological diversity;
- Consider environmental factors in respect of the growth of the community, seeking as far as is practical to reduce harmful environmental impacts and to integrate new developments into the local environment;
- Work with other local, national and other agencies as appropriate to promote environmental policies.

Step One

- Mission, values, objectives and activities (already contained within report) Page 5-7
- Stakeholder list and map (already contained within report) Page 8-10

Step Two

- Social Book-keeping analysis of information required on each activity (see overleaf, Page 47-49)
- Stakeholder list with what topics to ask, how, when and by whom (already contained within report) Page 10
- Timetable of what will happen, when and who will be consulted and when

Summary of the information to collect

Quantitative information	
1	1.1. Copies of Cefn Chronicle (Janie)
2	1.1. Count completed DVCP members forms and analyse information on form (Phil)
3	1.2. List small grants given, amounts granted, types of project and number of forms completed as a %. (Janie)
4	2.1. Analyse no of articles, groups submitting, and frequency. (Janie)
5	4.1. No of Diags offered, analysis of information given i.e. Specific Courses, Business advice etc. (Janie)
6	4.2. No of people accessing courses, breakdown of courses, completers - %. (Janie)
7	6.1. List of Grant monies given to social enterprises; List of projects, Evidence of sustainability. (Tim)
Quantitative information	
1	Employee questionnaire – (Staff)
2	Board director's Questionnaire - Values, Objectives and activities – (DVCP Board directors)
3	Face to face community questionnaire - Wider community
4	Community questionnaire - (wider community - public)
5	managed workspace questionnaire - (Business tenants)
6	Values, Objectives, Activities & Questions working in partnership - (Community Groups)
7	Questions working in partnership and values, objectives and activities Questionnaire - (Wrexham Council Economic Development)

Provisional Timetable

Date	Happenings...
Month	tasks to be accomplished
Mid March 2006	Questionnaires distributed
Beginning April 2006	All information collated
Mid April 2006	Both questionnaires & information analysed
All of May 2006	Social Accounts written
June 2006	Accounts Audited

Capturing the Social Accounting Information

Name of Organisation: *Dee Valley Community Partnership*

Dates of Social Audit Period: *(April 2005 – March 2006)*

Mission Statement:

To work with the public, private and voluntary sectors, empowering people and the community to work towards regeneration and social inclusion; to develop and create a culture for sustainable social, economic and environmental enterprise.

Values:

Values	How to check them and with which stakeholders
Social Justice	Through the Values, Objectives and Activities Questionnaire: DVCP Board Directors Staff Tenants Wrexham Council Economic Development Wider Members of public Community Groups (Randomly selected)
Participation	
Equality	
Learning	
Co-operation	

Objectives & Activities: Information Required (quantitative and qualitative) and possible sources (records/data and stakeholders)

Activities	Information required	Sources	
		Quantitative (records/data)	Qualitative (stakeholders)
1. To increase opportunities for local people by encouraging them to take an active role in the social economic life of the community, this expands social contacts and local networks. (Community Development/Employment)			
Developing and delivering a marketing/publicity strategy	Copies of marketing materials; Increase in wider membership	Count registration forms, and village location	Community Questionnaire

Providing small and larger pots of funding to local community/voluntary groups to expand and develop their projects and activities.	Breakdown of funding given out in grants with general information about the purpose	The actual funding granted, details of projects, additional funding drawn in Data on number of successful applications, and applications not submitted	Working in Partnership Questionnaire
2. To reduce anti-social behaviour, isolating and disadvantage by improving local amenities, social education and access to information			
Improving community information	Copies of marketing materials; Cefn Chronicles	Analyse no of articles / no groups using space and frequency	Working in Partnership Questionnaire
Exploring methods of recruiting and training volunteers	Not scheduled to be achieved in the Social Audit Period.		
Reviewing services on a strategic level for children and young people, older, disabled people and community transport.	Not scheduled to be achieved in the Social Audit Period.		
3. To improve the physical and natural environment and safeguard the heritage of the area and increase local pride,			
Promoting awareness with an aim to preserving the local heritage i.e. establishing local history groups within schools, intergenerational initiatives.	Student Placements and Community Heritage Officer	Stainglass window project? – How do we monitor this?	Employee Questionnaire
Supporting the implementation of the Cefn Commercial Regeneration Strategy.	Not scheduled to be achieved in the Social Audit Period.		
4. To improve job prospects for local people and support local residents by providing information, training courses, work experience, and paid employment which is appropriate to their needs.			
Delivering adult advice and guidance in relation to jobs, education and training.	DIAG Contract	Numbers Types of services offered	

Promoting learning, training and employment opportunities.	Training Courses	Types of courses offered Numbers of people Completion %	Community Questionnaire
Providing initial business start-up support and sign posting to sources of help such as Business Development and Enterprise	Not schedules to be achieved in the Social Audit Period		
5. To improve the prosperity of the area by providing and letting commercial premises to new and expanding businesses.			
Secure the transfer of actual assets that generates a long term income stream to deliver upon social, economic and environmental objectives;	Tenants at CEC (Youth Gateway, Café, Clwyd Family History)		Tenants Questionnaire
Working closely with Wrexham County Borough Council to help deliver the Cefn Commercial Centre regeneration	Transfer of Ebenezer Chapel not being achieved until November 2006 (outside of Social Audit Period)		
6. To foster an enterprise culture by encouraging self reliance and innovation by enabling people to be more involved in business development activity.			
Promoting the concept of community enterprise that encourages self-reliance, risk and innovation;	Support given to 2 x Social Enterprises (ACA and CRNCA)		Mission, Values and Objectives Questionnaire
Promoting sustainability and encouraging groups and enterprises to move away from grant dependency;	Not scheduled to be achieved in the Social Audit Period.		
Identifying the potential for Community Based Businesses and support their development	Not scheduled in Social Accounting Period		

Any Comments about Values:

--

Objectives

Please score each Objective and each specific activity under the 6 objectives on the 1-2-3-4-5 scale according to how you think the organisation has performed during the past year. Please circle one number: 3 means OK - neither particularly successful, nor especially successful; 1 means very unsuccessful; and 5 means very successful. If you do not know, please circle DK

Please use the comments section to add any other points explaining or expanding on the score you have given.

- 1 To increase opportunities for local people by encouraging them to take an active role in the social and economic life of the community, this expands social contacts and local networks. (Community Development/ Employment)**

1	2	3	4	5	DK
---	---	---	---	---	----

And so by...

Developing and delivering a marketing/publicity strategy	1	2	3	4	5	DK
Providing small and larger pots of funding to local community/voluntary groups to expand and develop their projects and activities.	1	2	3	4	5	DK
Comments:						

2 To reduce anti-social behaviour, isolating and disadvantage by improving local amenities, social education and access to information

1	2	3	4	5	DK
---	---	---	---	---	----

And so by...

Improving community information	1	2	3	4	5	DK
Exploring methods of recruiting and training volunteers	1	2	3	4	5	DK
Reviewing services on a strategic level for children and young people, older people, disabled people and community transport.	1	2	3	4	5	DK
Comments:						

3 To improve the physical and natural environment and safeguard the heritage of the area and increase local pride.

1	2	3	4	5	DK
---	---	---	---	---	----

And so by...

Promoting awareness with an aim to preserving the local heritage i.e. establishing local history groups within schools, intergenerational initiatives.	1	2	3	4	5	DK
Supporting the implementation of the Cefn Commercial Regeneration Strategy.	1	2	3	4	5	DK
Comments:						

- 4 To improve job prospects for local people and support local residents by providing information, training courses, work experience, and paid employment which is appropriate to their needs.**

1	2	3	4	5	DK
---	---	---	---	---	----

And so by...

Delivering adult advice and guidance in relation to jobs, education and training.	1	2	3	4	5	DK
Promoting learning, training and employment opportunities.	1	2	3	4	5	DK
Providing initial business start-up support and sign posting to sources of help such as Business Development and Enterprise.	1	2	3	4	5	DK
Comments:						

- 5 To improve the prosperity of the area by providing and letting commercial premises to new and expanding businesses.**

1	2	3	4	5	DK
---	---	---	---	---	----

And so by...

Secure the transfer of actual assets that generates a long term income stream to deliver upon social, economic and environmental objectives;	1	2	3	4	5	DK
Working closely with Wrexham County Borough Council to help deliver the Cefn Commercial Centre regeneration;	1	2	3	4	5	DK
Comments:						

- 6 To foster an enterprise culture by encouraging self reliance and innovation by enabling people to be more involved in business development activity.**

1	2	3	4	5	DK
---	---	---	---	---	----

And so on by...

Promoting the concept of community enterprise that encourages self-reliance, risk and innovation;	1	2	3	4	5	DK
Promoting sustainability and encouraging groups and enterprises to move away from grant dependency;	1	2	3	4	5	DK
Identifying the potential for Community Based Businesses and support their development	1	2	3	4	5	DK
Comments:						

And so on for all Objectives....

Other Objectives

Are there any other Objectives which you think we should be addressing? Please list:

- 1
- 2
- 3

Priorities

And finally, please rank our existing Objectives in order of priority, 1 being the most important and 6 being the least.

Objective 1	To increase opportunities for local people by encouraging them to take an active role in the social and economic life of the community, which expands social contacts and local networks. (Community Development/ Employment)	
Objective 2	To reduce anti-social behaviour, isolation and disadvantage by improving local amenities, social education and access to information	
Objective 3	To improve the physical and natural environment and safeguard the heritage of the area and increase local pride	
Objective 4	To improve job prospects for local people and support local residents by providing information, training courses, work experience, and paid employment which is appropriate to their needs.	
Objective 5	To improve the prosperity of the area by providing and letting commercial premises to new and expanding businesses	
Objective 6	To foster an enterprise culture by encouraging self reliance and innovation by enabling people to be more involved in business development activity.	

DEE VALLEY COMMUNITY PARTNERSHIP

Employee Questionnaire

As you know, we are carrying out social accounting for Dee Valley Community Partnership. We would be very grateful if you could complete the following short questionnaire.

Your answers to the questions will be treated confidentially.

Name of person circling questionnaire.....

Date.../.../...

- 1 Are you...
part-time full-time a volunteer
- 2 Are you...
male female
- 3 On average how many hours a week do you work?.....
- 4 How long have you worked for DVCP?
less than 1 year 1-3 years over 3 years
- 5 Do you live in Cefn Mawr/Plas Madoc area?
yes no
- 6 Please list two things you **like** about working with DVCP
a.
b.
- 7 Please list two things you **do not like** about working with DVCP
a.
b.
- 8 Please write down details of the training you have received in the last 12 months
- 9 What other training do you think you need?

In the following questions please circle the most appropriate responses...

Here is our **Mission Statement**:

To work with the public, private and voluntary sectors, empowering people and the community to work towards regeneration and social inclusion; to develop and create a culture for sustainable social, economic and environmental enterprise.

10 Please say how well you think we are achieving it.

Very well quite well OK poorly very badly don't know

11 Here are our **Values**: - please **say** how well you think we are living up to them:

Social Justice - enabling people to claim meet their needs and have greater control over the decision-making processes which affect their lives.

Very well quite well OK poorly very badly don't know

Participation - facilitating community involvement by people in the issues which affect their lives based on full citizenship, autonomy, and shared power, skills, knowledge and experience.

Very well quite well OK poorly very badly don't know

Equality - challenging the attitudes of individuals, and the practices of institutions and society, which discriminate against and marginalise people.

Very well quite well OK poorly very badly don't know

Learning - recognising the skills, knowledge and expertise that people contribute and develop by taking action to tackle social, economic, political and environmental problems.

Very well quite well OK poorly very badly don't know

Co-operation - working together to identify and implement action, based on mutual respect of diverse cultures and contributions.

Very well quite well OK poorly very badly don't know

Etc. etc

Comments:

12 Here are our **Objectives** - Please say how well you think we are achieving them

1 To increase opportunities for local people by encouraging them to take an active role in the social and economic life of the community, this expands social contacts and local networks. (Community Development/Employment)

Very well quite well OK poorly very badly don't know

Comments:

2 To reduce anti-social behaviour, isolation and disadvantage by improving local amenities, social education and access information

Very well quite well OK poorly very badly don't know

Comments:

3 To improve the physical and natural environment and safeguard the heritage of the area and increase local pride.

Very well quite well OK poorly very badly don't know

Comments:

4 To improve job prospects for local people and support local residents by providing information, training courses, work experience, and paid employment which is appropriate to their needs.

Very well quite well OK poorly very badly don't know

Comments:

5 To improve the prosperity of the area by providing and letting commercial premises to new and expanding businesses

Very well quite well OK poorly very badly don't know

Comments:

6 To foster an enterprise culture by encouraging self reliance and innovation by enabling people to be more involved in business development activity.

Very well quite well OK poorly very badly don't know

Comments:

Finally, do you have any general comments?

Many thanks for completing this questionnaire!

Questions for Tenants of a Managed Workspace

Dee Valley Community Partnership.

A About your business/organisation....

1 Name of business organisation

2 Name of contact person and position in the business/organisation

3 What does the business/organisation do?

4 When did the business/organisation start?

5 When did the business/organisation move into the Community Enterprise Centre premises?.....

6 What is the legal structure of the business/organisation? *(Please tick one box)*

- Sole trader
- Partnership
- Private company limited by shares
- Company limited by guarantee
- Worker co-operative
- Unincorporated association
- Other

7 Is the business/organisation a registered charity? *(Please circle)*

Yes No

8 What was the financial turnover in the last full year of trading?

B About jobs and employment...

9 How many employees did you have when you first moved into CEC premises?

.....

10 How many employees do you have at present?

Total

Men

Women

11 As far as is possible please say where your employees live.....

Local Area (Plas Madoc/Cefn* wards)(number)
Cefn = Acrefair, Cefn Mawr, Rhosymedre and Newbridge

Wrexham County Area (not counting Plas Madoc/Cefn).....(number)

Elsewhere in Wales (not counting Wrexham)(number)

From farther afield (not Wales)(number)

12 What methods of staff recruitment do you usually use? *(Please tick all methods)*

Job centre

Word of mouth

Advertisement in newspaper

Advertisement in magazine/journal

Other What.....

13 Do you give priority to local (Plas Madoc and Cefn ward) people when recruiting staff? *(Please circle)*

Yes No

14 Do you expect to increase your numbers of employees over the next year?

Yes No

If Yes, by how many do you think?

C About your decision to come to CEC premises...

15 How did you hear about these premises?

Word of mouth

Cefn Chronicle

Advertisement in press

Notice-board

Wrexham Council

Welsh Assembly/WDA

Other.....

What?.....

16 Did you consider locating in other premises?

Yes

No

17 Why, finally, did you choose to come here?

18 How long do you expect to remain here? *(Please tick box)*

Indefinitely

Certainly for another year

Expect to leave within six months

Cannot say

19 In your view what sort of business premises are most needed still in Plas Madoc and Cefn?

Offices

Clean, quiet workshops

Dirt, noisy workshops

Warehousing and storage

Workspace with yards

Other.....

What?.....

20 And what sort of sizes? (eg. below 250 sq. ft; 250 – 1000 sq.ft.; over 1000 sq.ft)

D About the services and facilities provided by CEC....21 Do you consider the rent you pay to be good value? *(Please circle)*

Yes No

22 Do you agree that the lease is flexible? *(Please circle)*

Yes No

Please say whether you agree or disagree with the following statements using the (1) to (5) scale where (5) means you strongly agree and (1) that you strongly disagree. Please circle DK if you have no opinion or are not in a position to comment.

22 The premises and the site are well managed 5 4 3 2 1 DK

24 Necessary repairs are carried out quickly when needed 5 4 3 2 1 DK

25 Maintenance work is carried out regularly and to a high standard 5 4 3 2 1 DK

26 The common areas are kept properly clean 5 4 3 2 1 DK

27 The common areas are kept tidy 5 4 3 2 1 DK

28 Security is not a problem 5 4 3 2 1 DK

29 Refuse disposal is efficient and regular 5 4 3 2 1 DK

30 There is always plenty of parking space available 5 4 3 2 1 DK

31	Do you have any suggestions about how the premises could be better managed or improved?
----	---

32 Which of the following support services you have made use of? (*Please tick boxes*)

Resource Centre (including photocopying)
 Telephone
 Training room
 Community Transport
 Business advice and guidance
 Training courses

Please score the following by circling a number. 5 means it couldn't be better; 1 means it could not be worse; and DK means you don't know

33 How would you rate the quality of services you have used...

Resource Centre (including photocopying)	1	2	3	4	5	DK
Telephone	1	2	3	4	5	DK
Training room	1	2	3	4	5	DK
Community Transport	1	2	3	4	5	DK
Business advice and guidance	1	2	3	4	5	DK
Training courses	1	2	3	4	5	DK

34 Are there any other services which you would like to see DVCP provide which would benefit your business/organisation?

DEE VALLEY COMMUNITY PARTNERSHIP

Questions about working in partnership

The Dee Valley Community Partnership (DVCP) aims to work in partnership with a range of other bodies. Please say whether you agree or disagree with the following statements using the 1 to 5 scale where 1 means you strongly disagree and 5 that you strongly agree.

Please circle DK if you have no opinion or are not in a position to comment.

We have worked in close collaboration/partnership with the DVCP	1	2	3	4	5	DK
Our collaboration/partnership has been useful to us	1	2	3	4	5	DK
The DVCP has benefited more from our collaboration/partnership than we have	1	2	3	4	5	DK
The DVCP has been an efficient organisation to work with	1	2	3	4	5	DK
We have been able to agree clear objectives for our collaboration/partnership	1	2	3	4	5	DK
We shall willingly continue our collaboration/partnership in the future	1	2	3	4	5	DK
Comments:						

DEE VALLEY COMMUNITY PARTNERSHIP

Board of Directors and Management Committee Questions

About the Purpose of the Committee...

Please indicate how important each of the following six potential roles of the Committee is. 1 is not important at all; 2 is not really important; 3 means you feel it is neither important nor not important; 4 means you think it is important; and 5 means you feel it is very important; DK means you do not know.

Responsible for day to day management	1	2	3	4	5	DK
Deciding policy issues and strategic direction	1	2	3	4	5	DK
Acting as advisors to the organisation	1	2	3	4	5	DK
Giving support to staff of the organisation	1	2	3	4	5	DK
Having ultimate legal responsibility for the organisation	1	2	3	4	5	DK
Having ultimate responsibility for the financial good management of the organisation.	1	2	3	4	5	DK
<i>In the following and subsequent questions 1 means you completely disagree; 2 you disagree; 3 you neither agree nor disagree with the statement; 4 you agree with the statement and 5 means you completely agree. DK means you do not know.</i>						
The remit of the Committee is clear	1	2	3	4	5	DK
Comments:						

About the way the Committee works...

I receive enough information about the organisation to fulfil my duties as a Committee member.	1	2	3	4	5	DK
The papers for meetings are always circulated in good time (at least 7 days before).	1	2	3	4	5	DK
The minutes of meetings are circulated promptly after the meeting (within 10 days).	1	2	3	4	5	DK
The meetings are well run.	1	2	3	4	5	DK
I find it easy to participate in the discussion at meetings.	1	2	3	4	5	DK
The Committee meets sufficiently often to discharge its duties.	1	2	3	4	5	DK
Comments:						

About the membership of the Committee...

The membership of the Committee is well balanced as regards:						
local and non-local people	1	2	3	4	5	DK
Gender	1	2	3	4	5	DK
professionals and non-professionals	1	2	3	4	5	DK
Age	1	2	3	4	5	DK
The size of the Committee is just right.	1	2	3	4	5	DK
Comments: In the Comments section, please also give suggestions about other people whom you would like to see become members of the Committee						

Community Questionnaire – Dee Valley Community Partnership

We are asking residents in the Plas Madoc and Cefn area (Cefn area = Acrefair, Cefn Mawr, Rhosymedre and Newbridge) to comment on their feelings and awareness of the Dee Valley Community Partnership, which includes the Community Enterprise Centre (part of DVCP)

We would be very grateful if you could spare about 2 minutes of your time to answer a number of questions. Your answers to the questions will help us greatly in finding out if Dee Valley Community Partnership is matching your needs. The answers will be treated in confidence.

How aware are you of Dee Valley Community Partnership?

- very aware
- know something about it
- know a little bit about it
- don't know anything about it

DVCP is working to address issues in the community. Please rate how well you think we are doing: (please tick)

	Excellent	Good	Satisfactory	Poor	Very Poor	Don't Know
Community Development ie. grants to community groups						
Social Development ie. Cefn Chronicle Youth/elderly projects Volunteering Opps						
Environmental ie. promotion of local heritage						
Training & Employment ie. learning opportunities Business support						
Premises Development (bringing derelict buildings into use), ie. community enterprise centre						
Sustainable Development ie. groups being less reliant on grant funding Projects being business focussed.						

Do you have any other general comments about Dee Valley Community Partnership?

Community Enterprise Centre

Have you ever visited the Community Enterprise Centre, Well Street, Cefn Mawr.

yes no

If so, what did you think of the centre?

very pleased pleased satisfied not happy

Have you ever attended/used any of the following facilities?

yes no

If so, which ones?

Training Courses at Enterprise Centre
Community Resource Centre (photocopier)
Community Bus
Other (please state below)

Do you have any other general comments about Community Enterprise Centre**Finally....**

Are you male female

Age under 18 18-25 26-40 41-60 over 60

How long have you lived in this area?

less than 1 year 1-3 years 3-10 years 10-20 years over 20 yrs

Are you are interested in becoming involved with the work we are doing?

Yes No

If so, please write down you name address and contact details.

Many thanks for completing this questionnaire!