



End-of-Grant Monitoring Report

Introduction

Dear Grant Recipient,

As part of Cumbria Community Foundation's ongoing monitoring of its Grants Programmes, we require all grant recipients to complete an end-of-grant report which summarises the outcomes of your project and the difference it made to the beneficiaries. Monitoring and evaluating your funded project is important not just to us and our donors, but also to your organisation for planning and future funding applications.

NB: This form must be completed on a PC/computer as your text will not save to our system if attempted from an iPhone or iPad.

We greatly value the information you include in this report so please take time to provide clear and comprehensive answers.

We strongly recommend that you periodically save your text by clicking on the "Save as draft" button located at the bottom of this form. Also, ensure that you save the form before trying to attach/upload your supporting documents. Alternatively, you can email your supporting documents to grants@cumbriafoundation.org and we will attach them to your end-of-grant report.

Along with this report, you are required to provide financial evidence of the grant spend, e.g., invoices, receipts, payslips, accounts, etc., as follows:

You will provide invoices and receipts as evidence of spend for items purchased over £250. You will provide a table of costs for items less than £250. For salary costs, you will provide a copy of the payroll/payment run by your accountant, a payment schedule that goes to the bank, and bank statements showing the money coming out of the account. If you are unsure how to evidence your spending, please contact us so that we can agree a way forward with you.

Your evidence of spend can be attached to this form or emailed to us at grants@cumbriafoundation.org

If you have any queries or concerns about your project, or require help to complete this form, please contact Kristine McGlothlin, Grants Administrator at kristine@cumbriafoundation.org or ring on 01900 820826.

Yours sincerely,
The Grants Team

Organisation and Contact Details

Organisation

Name

iCan Wellbeing Group CIO

Address

Unit 18 The Maltings Bridge Street, CARLISLE, Cumbria, CA2 5SR

Phone

08000 386018

Primary email

admin@icanwellbeing.co.uk

Website

<https://www.icanwellbeing.co.uk>

Contact

Name

Mrs Lisa Bridgewater

Email address

lisa@icanwellbeing.co.uk

Role at Organisation

Managing Director

Person completing this form

Above is the name of the main contact associated with the grant application. If this person has changed, please enter the name of the new contact completing the form below.

Provide Alternate Contact Details?

No

Grant Details

Application Reference Number

A697618

Monitoring Due Date

30/6/2024

CCF Five-digit Application Number

24689

Amount Awarded

£2,000

Fund

Fibus Community Fund Cumbria

Round

23/24 (Groups)

Project Name

Digital inclusion sessions for older adults

Project Description

Digital inclusion sessions for older adults

How the grant was spent

Has all of the funding from CCF been fully spent?

Yes



No



Breakdown of the agreed project/activity budget

The budgeted amount must equal the amount awarded as per above.

Project Budget

Staff Costs			
Requested:	£270.00	Approved:	£270.00

Breakdown: 1 team member x 2 hours per month to set up, pack down and deliver the project to beneficiaries Paid at £12ph= £144 10 hours during the 6 month(1.5 average hours per month) period to report on the progress of the sessions via UPSHOT reporting system. Paid at £12ph= £126

Volunteer Costs			
Requested:	£30.00	Approved:	£30.00

Breakdown: Volunteer expenses to include travel to and from venue. Expected £5 x 6 sessions= £30

Operational Costs			
Requested:	£800.00	Approved:	£800.00

Breakdown: £400 Age UK referral pathway £400 iCan project management including reporting and outcome collection, staff and volunteer management and project preparation.

Office Costs			
Requested:	£300.00	Approved:	£0.00

Breakdown: £300 room hire for 2 hour activity including set up and pack down x 6 sessions (£25ph) including light, heat and internet accessibility.

Capital Costs			
Requested:	£400.00	Approved:	£700.00

Breakdown: 1 Laptop for use from beneficiaries of the project. 18.7.23 (Award not to fund room hire charge but can be used to purchase another device)

Publicity Costs			
Requested:	£200.00	Approved:	£200.00

Breakdown: £200 to be spent on marketing and advertising including social media posting (£24 x 6 posts= £144) and £56 for 100 posters and flyers for the organisations to share.

Totals			
Requested:	£2000.00	Approved:	£2000.00

Item Category	Item Description	Budgeted Amount	Actual Amount
Staff	Staff costs were used in full	270.00	437.50
Volunteer	Volunteer expenses used in full	30.00	28.29
Office/Overhead/Premises	Project management age UK and iCan £400 each	800.00	800.00
Capital	2 pieces of technology, windows computer running cost and back supportive chair for volunteer	700.00	786.46
Publicity	Marketing and advertising	200.00	200.00
2000.00	2252.25		

Describe the range of activities/services you have been able to provide as a result of the grant.

Thanks to this funding iCan and Age UK C+E have been able to collaborate to benefit people over the age of 60 in Carlisle to stay more connected online, improve their digital skills, explore what a computer/ tablet or phone can do and how to access them. The project started with a partner meeting to discuss plans, it was decided iCan would lead on operations. Following this iCan set to recruiting for 2 new tech experienced volunteers to join the project. 14 people applied and Ivan (74) and Cath (77) were successful. Ivan worked in tech and finance all his life and Cath before retirement was a computer tutor and family educator. They both expressed their interest in supporting others and also doing something for themselves. Ivan stated: "I want to do something worthwhile." Cath said, "I want to make new friends and use my skills" The two working alongside LB of iCan met to plan their sessions monthly and communicated via WhatsApp.

The sessions to the public were advertised across mutual social media pages, service newsletters, flyers, websites and of course face to face communication. We initially had spaces for 10 people per session but that was quickly filled with 12 people and 10 others on the waiting list. We hosted the first session in October in the WeCan centre, this was an open session to find out what people wanted to see from the courses, how they wanted to "learn" and what they wanted to achieve. We received overwhelming feedback they wanted to "learn in person, in a presentation style format", they wanted to learn about the following key subjects: Please find details of the sessions hosted and attendance figures:

- 1) Information session- 2nd October- 12 people
- 2) Connecting to a WIFI network, internet searching, and cookies explained- 6th November- 12 people
- 3) Apps and hoe to use them and Internet streaming- 4th December- 8 people
- 4) HSBC invited in to talk about internet banking and security- 8th January- 18 people
- 5) Trial splitting session into ability groups- 3 groups- 5th Feb- 12 people
- 6) staying connected online-4th March- 11 people.

All subjects were chosen by people who wanted to attend and could be changed at any time within reason. The sessions were well received, with LB, Ivan and Cath preparing presentations together (see appendix) for each session, then taking turns to present these to the group and answer questions. However, by week 4 it was evident people have varying levels of ability (explained later in the report). Taking this into consideration we sent a survey to members asking how they thought the sessions were going and if the "teaching style was working", too the responses we received it was decided the style was right for the group, however it still felt "wrong' and uncomfortable for the volunteers and team member. Acting on our intuition we decided to invite a speaker into the next session to change the "teaching dynamic". LB got in touch with the HSBC internet safety team and then offered their time to come and talk to the group. Following this the next session we split the staffing team into 3 offering bespoke support for the participants in three places- absolute beginner, getting there and challenge me. We opened up the conversation so that anyone in the subgroups could ask a question to get help and then attempted to help them on the spot. This worked OK, however some people insisted on sitting in the wrong group which was challenging.

Overall, the volunteers and LB decided the best approach was 1-1 support and we developed the idea of a volunteer and a beneficiary arranging a mutually convenient time to meet in the WeCan centre to go through the beneficiaries' concerns, Rules apply for safety and this service has now seen 15 people enjoy 1-hour sessions.

With the grant iCan were also able to purchase 2 pieces of computer technology after a survey on Facebook it was decided we should choose one iPad and one windows computer; these were and still are freely used by members of the community in the WeCan centre.

Has the project achieved what it set out to achieve? Please explain how things went. Do not worry about reporting problems as we know that difficulties can occur.

Yes, we feel this project has achieved what we set out to do. The main aim was to help people in the CA1-CA5 area improve their access to and confidence using computers and computer software with a dedicated focus on improving social interactions and staying connected online. We received 100% positive outcomes that this has been achieved from all who completed our upshot survey and all participants bar 1 said they feel more confident using technology for the benefit of staying connected and knowledgeable.

We also engaged two new volunteers in the project who dedicated over 60 hours of time within 6 months and still volunteer iCan now on the project.

Another aim was to work together with our third sector partner Age UK Carlisle and Eden and share our knowledge, resources and to better service our joint community of over 60 years old and we have successfully achieved that. The project saw referrals from both services and from social media, most of which have continued to access both services for the benefit of their aging, health and wellbeing.

How many people benefited from the project that was funded?

20

How many volunteers were involved in your project?

2

As a result of this funding, how many of these volunteers were new to your organisation?

2

IMPACT and Outcomes

When you applied for funding you chose a number of outcomes. This section asks about those outcomes and allows you to report upon the success of the work funded by the grant and comment on any specific challenges.

Please tell us how you have monitored the progress throughout the grant. Evidence could include: observations, informal discussions with users, feedback surveys, interviews, user logs, focus groups, direct responses, media-tracking logs, timeline analysis. If the question is not applicable to your project, enter N/A.

IMPACT Category

Improve life skills, education, employability and enterprise

The primary outcome selected for your project/activity

Increase qualifications & skills

Number of hours of education/training provided by the project

Actual value 6

Comments / evidence The project hosted 6 hours of consistent hosting but that transferred to over 60 hours of contact time including set up, pack down, chat, preparation and volunteer engagement time

Number of people who attended training as part of the project

Actual value 20

Comments / evidence 18 people attended the courses and 2 volunteers assisted the project who were trained as volunteers.

Number of people who gained accreditation as a result of the project

Actual value 0

Comments / evidence There were no accreditations for this project however we experience success with confidence building and skill learning.

What difference has this grant made to the lives of the beneficiaries and the wider community?

We have heard wonderful testimonials of how the grant has made a daily difference to people lives when it comes to digital technology. At the beginning and the end of the project we surveyed the participants for their feeling of development:

Q5) How would you rate your confidence using the internet in the last four weeks- average score beginning- 5, average score end- 8

Q6) How would you rate your confidence using a computer in the last four weeks- average score beginning 6, average score end- 8

Q7) How would you rate your ability to stay connected with friends online in the last four weeks- average score beginning 4, average score ends 7

Testimonials: Hazel- "I now have much more confidence using iPad, laptop, iPhone, thanks"

Ann- "This has really helped I understand what the icons do on my "Home Screen" now."

Rob- "The best bit was the "cookies" I didn't know what they did before and now I feel confident selecting which ones I want and don't want to use on each website."

The project also positively impacted our volunteers lives and experience. After recruiting for 2 volunteers to assist with the programme-14 people came forward, out of these 14, 2 were chosen to work with LB for the 6-month project- they had critical influence into the running of the project and how the sessions would be delivered. They chose the subjects alongside the participants and how these would be taught. They then worked alongside LB to create the content and to host the session each month. They have continued to volunteer with iCan in the digital skills 1-1 role and Ivan has progressed to becoming one of iCan Trustees on the board. Ivan says: "On the advice of my GP to ease my depression I volunteered with iCan. Since then I have greatly improved as I have increased my scope of social interaction. Additionally I now have an increased sense of wellbeing that I am sharing my skills with others and improving their confidence. Volunteering has certainly helped me and hopefully those I have been working with."

Were there any challenges during the period of this grant and how did you resolve them?

Yes, this project did have its challenges in many forms.

1) As we only received £250 for staffing costs this was not attractive to our self employed staffing team and no-one came forward to take on the role, we also couldn't not advertise for a new contacted team member as it was just a tiny amount of money to earn. This meant that the project ended up being run, taught and planned by Senior leader LB. Although LB enjoyed the sessions and it was light relief to her normal COO duties, this did cause a problem with her other duties being neglected and her wage considerably decreasing for those hours to just above NMW.

2) The project staffing costs did not cover the actual work it took to plan the content of the delivery. It took 1 hour to meet with volunteers monthly. 4 hours to write the content, 1 to check the content and trial and then 3 hours to set up, teach, chat, pack down and record information on upshot. It also cost time to sort the volunteers DBS checks, uniforms and make them aware of training and expenses and also to write reports and website content. This was not covered even by 50%.

3) The sessions itself were very well received however the range of people's abilities was vast! We had "learners" who could barely turn their computers on, to "learners" who were using their technology daily but just wanted to excel at their tasks. This made group "learning" challenging, our team had to think quickly to split the groups into 3 separate groups ranging from complete beginner, medium and advanced. This worked but meant more time and work for the team which was unexpected. We realised what would have been better for all concerned were 1-1 individual sessions, prebooked to go over the specific question each person had. We could not test this during the scheduled sessions with normal 12 "learners" in attendance and 3 'staff', however it is something we trialled after the courses ended.

4) Because we were dealing with challenging information to some (those who struggled turning the comp on or didn't have one at all) we dealt with quite a lot of talking over the top of each other, the group progressing slower than desired for many learners due to the staff having to help one person and sometimes utter frustration because the conversations were moving ahead too quick for some.

Will the work continue beyond the life of this grant?

Yes; Yes

If so, please indicate in what way and detail what funding you have secured or need to secure to deliver it.

Yes, the work is continuing on a volunteer led based. Our volunteer team and iCan decided the 1-1 style of sessions would be better for all beneficiaries and our staff as "teachers". So now members of iCan or Age UK C+E can call iCan to request a 1-1 appointment with one of our digital skills volunteers. These meetings are then prearranged and booked to be hosted in the WeCan communal area, this is for the safety of all concerned to meet in a public and safe place. The sessions last for 1 hour each and a topic is always agreed beforehand to avoid any miscommunication. The volunteers do this free of charge but do charge travel expenses and we also find the space can sometimes be too busy so then we have to move the session into another room.

This is a wonderful offer for iCan to give to the community and we are so grateful to the volunteers for their help and support however depending on how many people book this may become unsustainable which is why we would like to make it a larger project.

Please enter the amount of additional funding already secured.

0

Please enter the amount of additional funding that needs to be secured.

4000

We are always interested to know how our grants help people to support others. Please provide one personal "story of change" to demonstrate how your project has made a significant difference to the life of an individual or group.

"I have been able to talk to my son via zoom! I even surprised him with an invite!"

"Tom" (Wished to remain Anonymous-77) wanted to be able to talk to his busy son on a weekly basis via zoom but as Toms son lived abroad this wasn't always possible via the phone, Toms son has suggested zoom but it was quickly dismissed as Tom "didn't know how to use it and couldn't load it on his computer". Tom came to our courses with this specific request and said first of all that " he didn't think we could help him". Tom attended 3 sessions,. In the sessions the group learnt what Zoom and video calling was, how to use it, what to look out for and safety tips. The group were invited to 2 zoom sessions after the session to try out their new skills. Tom managed to log on, turn his camera on and off, mute himself and unmute, chat to the group and then leave the group. We suggested he should surprise his son with an invite to a zoom session and he came back to us the next day saying:

"Thank you so much team iCan, I can't believe it, I have been able to talk to my son via zoom! I even surprised him with an invite! Me and my son talked for about 2 hours in two different countries, and I can't believe I got to see his face and see his house as well! it really did make my day! My son couldn't believe I have managed to do it myself and we've said we will do it again next week! It really has given me confidence so thanks so much Lisa, Cath and Ivan."

Please note any media coverage or publicity that you received for this project.

Advertising became internal between Age UK C+E and iCan as almost immediately the project became full of participants.

We did write a press release and send it off to all local sources however nothing was picked up.

Feedback

Comments

Please rate your thoughts on the overall application process.

2;Very Good

We welcome any comments (positive or negative) you wish to make on any aspect of your involvement with us. If no comment, please insert "none".

easy application process

Supporting Documentation

Supporting Documentation

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Your evidence of spend can be attached to this form or emailed to us at grants@cumbriafoundation.org

Your monitoring will not be complete until we receive your financial monitoring along with your online monitoring form.

Use the [Attachments](#) button at the bottom of the form to attach copies of invoices/receipts to support your grant expenditure, and any other additional information, e.g. photographs, press releases, newspaper clippings, newsletters. Please clearly label each document with a name and a short description of what it is.

If relevant, please upload clear, high-quality digital photos of your project. Alternatively, you can email them to grants@cumbriafoundation.org or upload them to our facebook page at www.facebook.com/cumbriafoundation

If you experience problems uploading your documents, please email them to grants@cumbriafoundation.org or post them to Cumbria Community Foundation, Dovenby Hall, Dovenby, Cockermouth, CA13 0PN within two weeks of submitting this form.

Declaration

In submitting this monitoring report, I confirm that:

The details contained in this report are correct.

We have complied with all grant offer Terms and Conditions.

There have not been any changes to our organisation and/or project of which Cumbria Community Foundation has not been properly notified.

We have provided invoices, receipts and/or payroll documents as evidence of spend for anything over £250 and a table of costs for amounts of less than £250.

We will keep records of expenditure, including receipts of items purchased with the grant, for at least 7 years from the date of our grant offer letter.

We will keep evidence of project results, outputs, outcomes, and benefits achieved for at least 7 years from the date of our grant offer letter.

We understand that the above does not release us from our statutory obligations to keep records for longer periods where legally required to do so.

We may be required to submit records and evidence for inspection to Cumbria Community Foundation.

We have obtained written consent from anyone in photos provided for Cumbria Community Foundation to keep and use for publicity and reporting purposes.

Cumbria Community Foundation may use any submitted case studies and/or quotes for publicity and/or reporting purposes.

Please tick to confirm you have read and understood the information contained in this end-of-grant report and agree to the conditions above.

Yes

Please tick the box to grant your permission for CCF to use the information you have provided in this report for publicity and/or reporting purposes (if appropriate).

Yes