

# **West Sussex Rural Social & Community Programme 2008-2011 Evaluation**

## **Final report**

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## **Executive Summary**

The West Sussex Rural Social & Community Programme 2009 – 2011 is a programme of activities designed to meet the needs of rural communities which integrates four streams of funding, as follows:

- The West Sussex Rural Access to Services Programme;
- The West Sussex PSB Social & Community Programme;
- The West Sussex NHS Pathfinder Project (Rural Health & Well-being);
- The Chichester Isolation Action Project.

The Programme brings projects and programmes in West Sussex together as a coherent whole, with the aim of making efficiency savings and adding value. It is overseen by West Sussex Rural Partnership and managed by Action in rural Sussex.

Action in rural Sussex commissioned Papworth Research & Consultancy Ltd to evaluate the programme, focusing particularly on the following:

- The impact and achievements of the individual projects on rural communities;
- The impact of the integrated approach to programme delivery;
- Sustainability issues such as ongoing need and how this can/will be met.
- The contribution the individual projects and programmes make to the achievement of public policies and strategies.

### ***Impact on communities***

The projects are valued by rural communities, who see a wide range of tangible outcomes including the following:

- Improved access to statutory services (RASP, Use of Community Assets/Community Building Management, Your Bus, Your Call);
- Statutory services reaching people who don't use mainstream settings (Your Bus, Your Call);
- Improved social cohesion and increased social capital (RASP, Rural Isolation Demonstration Projects, Village Action Plans, Use of Community Assets/Community Building Management, Affordable Housing Initiatives, Chichester District Isolation Action Group);
- Improved access to housing (Affordable Housing Initiatives);
- Health outcomes (RASP, Rural Isolation Demonstration Projects, Use of Community Assets/Community Building Management, Your Bus, Your Call, Chichester District Isolation Action Group);
- Reduced rural isolation (RASP, Rural Isolation Demonstration Projects, Village Action Plans, Use of Community Assets/Community Building Management, Affordable Housing Initiatives, Chichester District Isolation Action Group).

In addition, the projects play an important role in identifying and quantifying need within rural communities.

Many Project delivery partners regard Action in rural Sussex' contribution to their activities (often over many years) as crucial to success with the factors making the critical difference being, as follows:

- Long-term involvement (often addressing several issues at once);
- Impartiality
- Rich rural intelligence;
- Expertise;
- Wide network of contacts.

### ***Impact of the integrated approach***

The integrated approach adds value, with project workers working across elements of the programme to provide joined-up services and often working intensively with communities, addressing several needs at once. Each funding strand supports the others to achieve their objectives. Because the aims of each programme overlap and people work across more than one project, linkages are created and expertise/good practice shared in a way that increases the value achieved.

The integrated approach also reduces duplication of effort, thereby saving costs, and enabling the programme to dedicate a higher proportion of resources to work with communities.

However, while the Programme is delivered in an integrated, joined-up way, it is constrained by the requirement to manage ring-fenced funding streams, each with their own reporting requirements.

The integration of several projects/programmes into the West Sussex Social and Community Programme hasn't been effectively communicated to all funding partners. This can lead to confusion and a failure to recognise the added value of working across projects.

### ***Sustainability***

The Rural Partnership has identified the recognition of rural deprivation as a priority for action, suggesting that it will be important to continue to support the production of Community-led Plans.

Action in rural Sussex aims to build the capacity of community leaders, to enable them to develop self-sustaining services and facilities. Ongoing funding would enable it to bring more communities to a level where they are able to manage/deliver services on an ongoing basis.

Action in rural Sussex' view that there is ongoing need for all the services provided through the programme is supported by project delivery partners and by the high take-up experienced by the services provided. Some of the projects within the West Sussex Rural Social & Community Programme are specifically designed to identify and quantify this need.

Although much of what has been created to date through the projects is now self-sustaining, without ongoing funding, it will not be possible to support the development of further community service hubs through RASP, create Timebank projects in new geographical areas, support additional communities to develop Community-Led Plans, support the development or refurbishment of additional village halls, extend the food, health & local economy project to additional schools, support more communities to develop affordable housing initiatives; continue or extend the provision through Your Bus, Your Call, or continue the provision of the Chichester District Isolation Action Group.

### ***Funding priorities in the context of national and local rural development policy***

In the context of the Big Society, the strategic fit of the West Sussex Rural Social & Community Programme is increasing, particularly given its impact on the development of social capital within communities. Projects within this programme directly address the issue of community groups running post offices, libraries, and transport services, shaping housing projects and developing social enterprises. The programme is designed to enable the delivery of central and local government priorities at a local level (including housing, access to services, meeting the needs of the most vulnerable in society, and the development of volunteering).

The Commission for Rural Communities has expressed concern that, while the principles of the Big Society approach are already well embedded and supported in much of rural England:

- Many civil society organisations fear that the current funding climate will significantly damage further progress in delivering Big Society objectives, particularly because demand for many of their services is growing at a time when resources are reducing.
- Rural communities may be disproportionately affected by the forthcoming spending cuts.
- Local authorities and others may set up new delivery organisations that compete with existing community and voluntary organisations.

The projects within the West Sussex Rural Social & Community Programme address need that statutory services and market forces have historically not addressed. In a climate of public sector cutbacks, and increased reliance on the community and voluntary sectors to identify and meet the needs of their communities, it will be crucial to support communities, maintaining and developing their capacity.

It is evident that many of the projects within this programme address priorities identified by the Rural Partnership and key propositions put forward by the Rural Coalition, as follows:

- Rural Partnership Priority 2 and Rural Coalition Proposition 4.7 (access to services) are supported by RASP and the Village Halls Advisory Service.
- Rural Partnership Priority 7 (services for the ageing population) is addressed by Rural Isolation Demonstration Projects, RASP, and the Village Halls Advisory Service (Use of Community Assets/Community Building Management).
- Rural Coalition Proposition 6 (empowering communities through the development of community-led plans) makes a strong case for the continuation of the Village Action Plans project.
- Rural Partnership Priority 9 (support for community buildings and assets) is supported by the Village Halls Advisory Service (Use of Community Assets/Community Building Management).
- Rural Partnership Priority 5 and Rural Coalition Proposition 2 (affordable rural housing), are directly addressed by The Affordable Housing Initiatives project.
- Rural Partnership Priority 10 (rural public and community transport provision) is supported by the development of community transport operators through RASP.
- The projects that focus on health outcomes (Food, Health & Local Economy and Your Bus, Your Call) less directly reflect the priorities identified by the Rural Partnership and the Rural Coalition. Nonetheless, it is likely that health outcomes and a need to develop social capital will increase in importance. Further, the Food, Health & Local Economy project is in line with Rural Partnership Priority 3 (Rural Economy: A Focus on Growth).

The Rural Partnership might also consider developing projects to address the following issues:

- Business support (particularly for home-based businesses, and providers of essential services) and support to the land-based sector to address skills shortages (Rural Partnership Priority 3, Rural Coalition Proposition 3.2);
- The development of sites and premises for rural businesses (Rural Coalition Proposition 3.4);
- Enabling NEET young people to take up local training and employment opportunities (Rural Partnership Priority 8);
- Developing small-scale renewable energy developments (Rural Coalition Proposition 3.9).

Other Rural Partnership priorities (such as the provision of rural broadband, and measures to address fuel poverty) will require attention at a regional or national level.

# 1 INTRODUCTION

## 1.1 The West Sussex Rural Social & Community Programme

The West Sussex Rural Social & Community Programme 2009 – 2011 is a programme of activities designed to meet the needs of rural communities which integrates four streams of funding, as follows:

- The West Sussex Rural Access to Services Programme;
- The West Sussex PSB Social & Community Programme;
- The West Sussex NHS Pathfinder Project (Rural Health & Well-being);
- The Chichester Isolation Action Project.

The Programme brings projects and programmes in West Sussex together as a coherent whole, with the aim of making efficiency savings and adding value. It is overseen by West Sussex Rural Partnership and managed by Action in rural Sussex.

Figure 1.1 illustrates the projects contained within each of these programmes.

**Figure 1.1: West Sussex Rural Social & Community Programme projects**

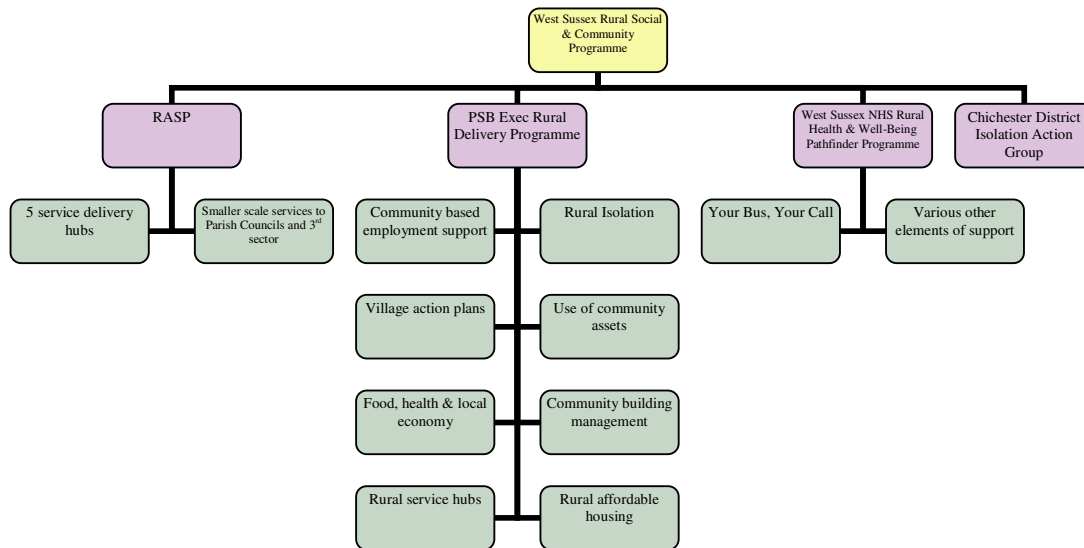


Table 1.1 provides further detail on each funding stream

**Table 1.1: Funding streams**

Programme	Funding source	Funding	Project details	Timescale	Status / Report
Rural Access to Services Programme	SEEDA	£108K per year	Development of improved access to services at specific locations	June 2008 – June 2011	Individual projects underway or near completion, including employment support projects and community shops. Negotiations between SEEDA and AirS re claw back of last quarter's money are in process. Evaluation report due in Autumn.
PSB Executive Rural Delivery Programme	West Sussex Public Service Board	£200k per year total programme	Community-led Employment Support	Oct 2009 – March 2011	Piloting of JobCentre Plus Outreach services (Storington, Selsey, Billingshurst, Midhurst, Petworth).
			Community Buildings and Asset Management	April 2009 – March 2011	Advice ongoing to individual committees, approx 35 per quarter. AirS developing business model based on charging for services
			Village Action Plans	April 2009 – March 2011	Community-Led Planning support ongoing. AirS to negotiate with District and County councils and individual Parishes re future support needs and funding.
			Food, Health & Local Economy	April 2009 – March 2011	Programme of activities with schools and producers ongoing until March 11. Further funding submissions being developed. Evaluation report on all WSPSB projects due in Autumn.
			Rural Isolation	April 2009 – March 2011	Pilot volunteering project launched in Selsey. Funding submission to Reaching Communities in development for more rural volunteering projects
			Rural Affordable Housing	April 2009 – March 2011	Advice on affordable housing schemes ongoing. AirS to negotiate with County, District, Housing Associations and individual Parishes for future funding.

Table 1.1 continued

<b>Programme</b>	<b>Funding source</b>	<b>Funding</b>	<b>Project details</b>	<b>Timescale</b>	<b>Status / Report</b>
West Sussex NHS Pathfinder	West Sussex NHS	£100K per year		April 2010 – March 2011	Support ongoing to young people re sexual health and drugs/alcohol and to communities supporting health and wellbeing projects. AirS seeking to submit a new proposal based on WS NHS priorities for start date of April 10.
Chichester Rural Isolation Action Group	West Sussex NHS, WSCC, Chichester District Council	£30,000	Social activities to address rural isolation and health and wellbeing	Sept 2006 - Sept 2010	Project concluded due to funding withdrawal. Some activities transferred to other organisations.

## 1.2 The evaluation

Action in rural Sussex commissioned Papworth Research & Consultancy Ltd to evaluate the programme, focusing particularly on the following:

- The impact and achievements of the individual projects on rural communities;
- The impact of the integrated approach to programme delivery;
- Sustainability issues such as ongoing need and how this can/will be met.
- The contribution the individual projects and programmes make to the achievement of public policies and strategies.

This report presents the outcomes of that evaluation and is based on the following:

- In-depth telephone consultations with the following Action in rural Sussex staff:
  - Mark McTaggart, West Sussex Rural Social & Community Programme Manager;
  - Louise Beaton, Senior Village Hall Advisor;
  - Pat Buesnel, Head of Fieldwork;
- Case study visits to the following projects (involving consultations with project delivery partners and service users):
  - The Rural Access to Services (RASP) hub in Storrington
  - Cocking RASP;
  - Selsey Timebank;
  - Chichester District Isolation Action Group;
  - Food, Health & Local Economy;
  - The Colgate Village Action Plan;
  - Worth Rural Affordable Housing Initiative;
  - Your Bus, Your Call.
- In-depth telephone consultations with projects supported by the following:
  - Community Building Management;
  - Rural Affordable Housing.

Papworth Research & Consultancy and Action in rural Sussex thank everyone who gave their time to contribute to this evaluation.

The remainder of this document is structured as follows:

- Section two presents our findings with regard to each of the projects within the programme;
- Section three present our conclusions about the programme against the four issues considered within the evaluation.

## 2 THE PROJECTS

This section focuses on each programme/project within the West Sussex Rural Social & Community Programme, considering in particular:

- The nature of the project including its aims & objectives;
- The impact of the project;
- Case studies (addressing the nature of the project, need, impact and sustainability).

### 2.1 RASP

In receipt of £312,016 from SEEDA from 2008-2001, with further support from the West Sussex County Council Economy and Skills Board, the West Sussex Rural Access to Services Programme (RASP) operates in the least accessible areas of rural West Sussex, i.e. most of the rural parts of Chichester District and Horsham District, northern Arun and a small part of northern Mid Sussex. RASP's objective is to provide increased and improved local-level service delivery for rural people, through enabling existing and potential service providers to reach into rural communities directly, and through the innovative use of new technologies.

The programme has the following components:

- The development of five integrated service delivery centres (Community Hubs), using existing social and community assets (particularly community buildings). The Community Hubs are used to provide services to meet needs identified through local needs assessments.
- The production of resources and guidance to assist both service providers and local communities, including a database of venues and opportunities that service providers can access to identify locations from which to deliver services in rural West Sussex.
- In conjunction with West Sussex County Council (through the Sussex Association of Local Councils), providing training and support to staff of four Parish Councils where it would not be appropriate to develop a full-scale hub. These Councils develop Local Information and Signposting Services for local residents, businesses and community organisations, becoming Village Information Points. The aim is for the training to become part of accredited Parish Clerk training, and for Village Information Point to become a recognised standard in improving access to information and services within rural communities.
- Supporting the development of two social enterprises per year to deliver services, including community transport operators.

The partnership of service providers includes: Action in rural Sussex; West Sussex County Council (Economic Development, Learning Partnership, Adult Services, Children's Services); District Councils; Chichester College; University of Chichester; Business Link;

Jobcentre Plus, ICIS<sup>1</sup>, Citizens Advice Bureau; and other financial and benefits advice providers.

### 2.1.1 Summary of impact

The impact of the RASP project has been as follows:

- It addresses the need for activities and multi-purpose community centres;
- It is being used by a variety of service providers. This makes services available to people who couldn't otherwise access them, or who are more comfortable with the environment provided by the Community Hub than the providers' main setting (for example Storrington Hub has received 6,600 drop-ins over the last year, getting positive feedback from users);
- It raises awareness of services both as a result of the local provision, and due to services sharing premises so that users of one service become aware of others;
- It encourages service providers to liaise, share information, collaborate and join up services;
- It reduces isolation and builds social capital by acting as a hub for activity.

### 2.1.2 Case study - Storrington Community Hub

Within the West Sussex Rural Social & Community Programme, Storrington Community Hub is supported by RASP, Community Based Employment Support and Rural Service Hubs. The Community Hub was established in December 2007 and is managed by Storrington & Sullington Community Partnership.

In relation to Storrington Community Hub, we consulted the following:

- Paul Mackie, Project Manager, Storrington & Sullington Community Partnership;
- Sarah Day, Access to Service Officer, Action in rural Sussex;
- A service user.

#### *Need and impact*

Action in rural Sussex's work with Storrington & Sullington Community Partnership led to the production of an Action Plan for the community in 2003, which identified a need for a multi-purpose community centre. In response, Action in rural Sussex provided advice on, and support with, the creation of The Community Hub which was established in 2007, initially in an existing building and moving into the Children & Family Centre when it was opened in September 2010.

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<sup>1</sup> A West Sussex third sector organisation supporting those with disabilities or health issues and their carers to access information and advice mainly via online databases and directories.

The Project Manager stressed the tailored nature of Action in rural Sussex' approach to meeting community needs, which involves undertaking careful research to identify service requirements.

The Action in rural Sussex Access to Service Officer consulted for this evaluation is responsible for a project focusing on Jobcentre Plus providing outreach services. Since February 2010, Jobcentre Plus has been delivering mobile (bus-based) monthly outreach services in Storrington. This was made possible through Storrington Jobs, a project created by Jobcentre Plus, Storrington Community Partnership and Action in rural Sussex, to improve access to jobs and training opportunities for unemployed people in Storrington and Sullington.

As the RASP project had been working with Jobcentre Plus to develop outreach services, RASP and Jobcentre Plus approached Storrington & Sullington Community Partnership with a proposal for the Community Hub to be a pilot venue, which was welcomed by the Partnership. Other service providers also using Storrington RASP hub to provide outreach services include Credit Union, Connexions, Housing Associations, Colleges, Trading Standards, Liaise<sup>2</sup> and services for families & children (e.g. parent & toddler group, PCT maternity services). The Hub has received 6,600 drop-ins over the last year, getting positive feedback from users.

The Project Manager reported that customers comment that they welcome the service coming out to their area and the service user interviewed for this evaluation reported that they would otherwise have had to travel to Horsham (15 miles away) or Worthing (10 miles away) to access Jobcentre Plus services. Thus the outreach service saved them time and money. In addition, they preferred the setting of the hub, reporting that the atmosphere was more pleasant than that of Jobcentre Plus. Further, they had accessed debt advice from Liaise as a direct result of the outreach service, as they wouldn't have been aware of the provision in the absence of the outreach service.

Jobcentre Plus has been receiving about 40 customers per visit, who would otherwise have had to travel ten miles or more to access Jobcentre Plus services. The Citizen's Advice Bureau was receiving eight to ten people on each fortnightly visit until capacity issues led to it reducing its service to once a month. In response to this high level of demand for the outreach service, a fortnightly session in the Children and Family Centre (the Storrington RASP hub) is being piloted from September to December 2010, with financial support from the West Sussex County Council Economy and Skills Board.

Jobcentre Plus operating from the hub in Storrington (which is a Children & Family Centre) may lead to increased awareness of the service among parents, while facilitating parents' access to the service by providing a play area to occupy their child. It will be more comfortable and convenient for staff and may provide better ICT facilities.

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<sup>2</sup> Debt advice and counselling.

The bus worked well in Storrington as it could be parked in the middle of the village where residents noticed it. However, some other villages lack an appropriate central location from which the bus can operate, and this can undermine its effectiveness. In such areas, operating from a service delivery hub is likely to result in higher take-up of services.

The Project Manager stressed the benefits to the community of providing services through outreach to communities, describing it as a “*victory for common sense*”. In addition, the Access to Service Officer reported that delivering outreach services alongside other providers has facilitated and encouraged providers to develop joint activities. Users of services get added value by being exposed to information from a wide variety of providers when they visit for a specific service, and having opportunities to meet with providers in a less formal way. For example, someone attending for Jobcentre Plus might also take the opportunity to raise an issue with Sussex Weald Housing Association. If that opportunity had not existed, the issue might not have been raised until it had become severe enough for the resident to be prepared to travel to the Housing Association offices to complain.

Enabling people to access services locally also reduces isolation as service users are more likely to meet, and get to know, local people by using local services, and to identify other services that they might use, such as parent & toddler groups and other drop-in groups for families.

### *Sustainability*

The number of people using services at the Hub, and the wide range of enquiries dealt with, indicate the level of need within Storrington, and this is expected to increase in the context of the economic climate. The level of financial support required is relatively small (a few thousand a year for administrative costs) as the Hub is staffed by volunteers, however the Hub is not income-generating so cannot continue without external support.

The project is developing social capital in terms of links and relationships between the service providers working alongside each other to deliver outreach services.

Interested parties have visited from other areas, both within and beyond Sussex, to gather information to assist them in setting up hubs while the Jobcentre Plus outreach project was invited to be an example of good practice at an East Sussex Provider Forum in June 2010.

Mid Sussex District Council, Jobcentre Plus and Action in rural Sussex are discussing the possibility of introducing new areas for the Jobcentre Plus mobile bus to visit.

#### 2.1.3 Case study - Cocking

In relation to Cocking RASP, we consulted the following:

- Rowena Tyler, Access to Services Officer, West Sussex, Action in rural Sussex;

- Steve Redshaw, Volunteer, and Proprietor, Moonlight Tearooms (the current venue for Cocking Computer Group).

RASP has provided funding for a facilities to enable residents to access services, including Cocking Computers (the purchase of six laptop computers used for a combination of open access and beginners' ICT training), and the installation of a hearing loop in the village hall. The project also contributes to the aims of The West Sussex NHS Pathfinder Project (Rural Health & Well-being). Action in rural Sussex helped to raise awareness of Cocking Computers, for example by running an article in its magazine.

### *Need & impact*

Cocking Computers acts as a small hub for activity in the village. The volunteer provider reported that the ICT training provides a service for which there was a gap locally. The nearest alternative is in Midhurst (three miles away) and is aimed at people with a high level of existing ICT skills than that of the people using Cocking Computers. He explained that older residents have gained the confidence and skills to use ICT facilities, with three of them deciding to buy a laptop computer and/or have broadband installed at home. More residents are now able to access online services, such as internet grocery shopping (which is useful to less mobile residents), public authority websites such as the library, email, Skype and social networking.

The volunteer provider also reported that the project had addressed a lack of community cohesion in the village, building social capital by bringing people together to use the services and involving the tearooms in the community. He saw the project as a “*springboard for change*”, particularly in the context of the ageing of the population and potential social housing developments, and suggested that the village would benefit from further opportunities for businesses to network.

The project has developed links between West Sussex Library Service and Action in rural Sussex, drawing West Sussex Library Service into discussions about developing further outreach provision.

The volunteer stressed that, without the RASP funding, it would not have been possible to get a project like this underway in the village.

### *Sustainability*

The volunteer provider reported that, as a result of the RASP funding for equipment, room hire and tuition, Cocking Computers has created a cohesive group that will continue to work together. Cocking Computers is aiming to continue providing ICT training, possibly attracting people from surrounding villages and developing inter-generational activities. It may apply to additional funding sources and/or collect contributions to cover costs from users.

Potential additional facilities to be funded by RASP include bringing a mobile library to the village, improvements to the children's playground, and installing a petanque area.

Other villages are considering replicating the approach of Cocking Computers to develop a community hub for open access computing.

## **2.2 PSB Executive Board Delivery Programme**

### **2.2.1 Rural Isolation Demonstration Projects**

The Rural Isolation Demonstration Projects (Selsey Timebank and Midhurst Timebank) aim to increase awareness, and provide information and support to tackle rural isolation, building on the success of the Chichester District Isolation Action Group (see section 2.2.5).

#### *Need & impact*

In Spring 2010, Action in rural Sussex held an event to promote timebanking as a concept which generated interest from volunteers in Selsey and Midhurst.

The impact of the projects includes the following:

- Bringing together a range of potentially isolated groups such as young people with disabilities, people leaving mental health support, and people using GPs' surgeries with each other and less isolated individuals;
- Building social capital and developing a sense of a cohesive neighbourhood with residents looking after one another.

#### *Sustainability*

The Timebank model is designed to develop sustainable skills swapping forums. Action in rural Sussex is bidding for funding from Reaching Communities to enable it to promote volunteering and set up further projects.

#### *Case study - Selsey Timebank*

In relation to Selsey Timebank, we consulted the following:

- Sarah Jane Empson, Volunteer Time Broker, Selsey Timebank;
- Four members.

Selsey Timebank was conceived partly to combat rural isolation. Selsey is geographically isolated and has high levels of unemployment and older, retired residents. The project is aiming to involve a range of potentially isolated groups such as young people with disabilities, people leaving mental health support, and people using GPs' surgeries. In

addition, it is aiming to link with young people and schools, and with employed people to bring different groups of residents together, and to enable organisations to offer services.

Timebanks enable members to exchange skills and services in units of one hour time slots. Selsey Timebank was launched in July 2010 with the following aims:

- To develop and strengthen the Selsey community by creating informal systems of neighbours helping neighbours, thus rebuilding networks of trust and support;
- To allow people to access services such as help on the computer, writing letters, replacing a light bulb etc;
- To reduce social isolation by involving those on the edges of the community;
- To involve working people as well as those not employed and looking for work, thus creating a large pool of 'volunteers' in Selsey;
- To encourage reciprocity, thus increasing members' self worth and confidence.

The project is managed by a committee consisting of representatives of Action in rural Sussex, Chichester District Council, Selsey Town Council, Chichester Older People's Partnership, Voluntary Community Action Chichester District and three volunteers.

The project links with the Action in rural Sussex supported Jobcentre Plus outreach project (see section 2.1.2), visiting the outreach service to promote the Timebank.

At the time of the evaluation visit, having been in operation for three months, Selsey Timebank had 45 members, around 70 per cent of whom were retired, including immigrants and elderly residents of a care home, and membership was growing.

While users had saved money by having jobs done through the Timebank, they reported that the most beneficial aspect of using it, particularly for older users, was the social side.

The Volunteer Time Broker has documented stories of people increasing contact with others through the project, and our consultations also found evidence of this. For example, one user told us that it has increased their "*sense of neighbourly togetherness and cohesion*", while another felt that it had "*helped bring the old-fashioned ideas of neighbours being real neighbours and looking after each other back to the forefront*". They reported that, by putting a range of people in touch with each other, the Timebank has boosted their confidence and helped them to do things for others, and get things done for themselves. In their experience, while there are lots of activities and initiatives in Selsey, they tend to operate in isolation, and the focus of Selsey Timebank on 'neighbourliness' and social cohesion leads to other activities developing more collaborative approaches.

Another told us that by having jobs done through the Timebank (and going to coffee mornings arranged through the Timebank), they had met new people. They were particularly keen to see the social side of the project developed. They described the Timebank as a "*brilliant idea*". Another use who reported that they had met new people through using the