



CAPACITY BUILDING  
PROJECT

For more information please check out the Capacity Building website at:

[www.craigmillarcapacitybuilding.org](http://www.craigmillarcapacitybuilding.org)

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# CAPACITY BUILDING PROJECT

## ANNUAL REPORT 2003



[www.craigmillarcapacitybuilding.org/publications/annualreport](http://www.craigmillarcapacitybuilding.org/publications/annualreport)

## A few words from the Chair

### 'IT'S A WHOLE NEW BALL GAME'

Welcome to the Capacity Building Project's first annual report since the organisation became independent in April 2002. This came about as a result of the sad closure of its former parent company, Craigmillar Festival Society. After some four decades of innovative and internationally-recognised community development, the Society finally succumbed to the effects of year-on-year real term budget cuts and was forced to close its doors. Whilst the closure marked a sad day in many respects, all was not lost, and several elements of the Society's work, including our own, were able to reorganise into independent limited companies with charitable status. In a sense, this lays testimony to the value placed on the work previously co-ordinated by the CFS.

The CBP played a lead role in helping those organisations successfully negotiate the complex and lengthy process of rebirth and, as Chair, it gives me pride to see that, fifteen months on, ourselves, Caring in Craigmillar, Womanzone, Phonselink, Craigmillar Community Arts and Adult Learning Link are continuing to provide a diverse range of valuable services for the people of Craigmillar. Moreover, in the case of Craigmillar Community Arts, we continue to provide ongoing support in a number of ways - including free office accommodation for their senior worker, Mike Greenlaw, and full subsidised access to resources and facilities within the centre.

Despite the demands of working through this period, the CBP still managed to sustain its outputs in all its key areas of work and continued to deliver services and resources of a standard the community have come to expect of us. As always, the staff and numerous volunteers have been involved in wide ranging activities, reflecting both the needs and interests of our users and our unflagging willingness to develop new ideas and opportunities as they arise. I firmly believe that communities (wherever they are) do not evolve simply to reflect the latest Government policy or local Partnership objective. Rather, communities are organic entities that identify and develop their own priorities, and do so in all sorts of ways. Community groups need to be conscious of this and be able to adapt their own priorities accordingly. Over its lifetime the CBP has demonstrated time and again that it is just such an organisation.

This report gives you a comprehensive summary of the things the project has been involved in over the period. On reading it, I hope you'll agree it represents much more than a collection of nice pictures and choice words, and is in fact an important record of significant achievements by the project during a period of major transition.

Michael McNulty  
CHAIR  
AUGUST 2003



**CBP STAFF TEAM** David Walker (Co-ordinator), Paul Graham (Senior Development Worker), Thomas Heron & Claire Lyddall (Community Development Workers), David Maguire (Empowering Communities Worker), Lee Blyth (Administrator), Louise Hannan (Receptionist) Kate Wood & Jimmy Wood (Caretakers), Margaret Evans (Credit Union Development Officer).



## Accounts April 2002 - March 2003

### MONEY MATTERS

The project currently receives its funding from two main sources. Approximately 55% comes from the Scottish Executive, via Craigmillar Social Inclusion Partnership, and the remainder from the European Regional Development Fund, via the East of Scotland European Partnership.

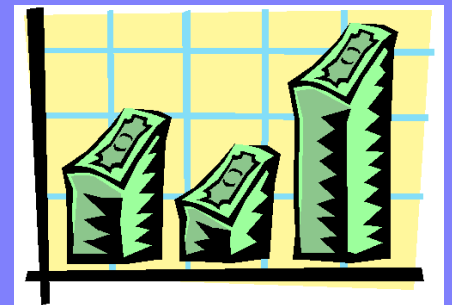
- ▶ In the year to 31 March 2003 our total income was £369,666
- ▶ Staff salaries accounted for less than 60% of our total budget.
- ▶ A large number of staff live in Craigmillar so that keeps a lot of money local
- ▶ Our Capacity Building activities accounted for £264,350 (71.5%) of our budget
- ▶ Empowering Communities activity accounted for £67770 (18.3%)
- ▶ The remaining £37,546 (10.2%) was expended on running the Community Centre
- ▶ Community Centre funding was generated through rental income, room hire and administration charges
- ▶ £1058 of the Empowering Communities budget was generated through external minibus hires
- ▶ £11,300 of our income was redistributed in the form of grants to a number of groups throughout the community to fund one-off projects and activities

The above figures are extracted from the full audited accounts which are available on request from our offices at:

Capacity Building Project  
63 Niddrie Mains Terrace  
EH16 4NX.

### AUDITOR

Peter Mulholland C.A.  
Millbank  
Eddleston  
EH45 8QP



# Developing Skills & Knowledge

## MAIN COURSES

A traditional mainstay of the project has been our programmed learning opportunities. Every year we offer literally dozens of such courses, with this year being no different. Courses cover a wide and topical range of interests and needs such as Welfare Rights, Food Hygiene, First Aid, Child Protection Guidelines and an entire range of IT courses such as European Computer Driving Licence, designing Websites and using the Internet.

All our courses are free of charge to individual participants and are organised to suit in terms of times and venues etc.



## SIX-PIECE SUITE!

The community centre now has an excellent range of computing facilities for community use. Our main suite houses six modern workstations with full Internet access via 'Broadband'. The suite is frequently in use for formal tuition sessions with properly qualified instructors, and the facilities are also available for informal individual use throughout the working week. An additional computer, at first floor reception, is available for public use when the main facilities are fully booked.

## QUESTION TIME

As ever, we took a lead role in ensuring National Adult Learners' Week was suitably marked in Craigmillar. The ever-popular annual Quiz Night was another great success, was widely supported by the community, and our local MSP, Susan Deacon, made her traditional appearance to present a range of certificates to local learners who had recently completed courses in the area.



## LEARNING CAMPAIGNS

In addition to hosting the Quiz, we also took a lead role in organising the launch of a new community video, 'That wee word MONEY (and other things) in Adult Learning', featuring a host of local adult learners speaking about their experience of adult education and some of the barriers and obstacles they faced in negotiating their studies. The CBP helped the group win money for equipment from 'Awards for All', provided training in research skills, digital filming and editing techniques and provided ongoing support throughout the research and filming process.



Give us a call if you'd like to see a copy.



## TURKISH DELIGHT

The project has recently been working with a group of new Turkish residents to help them find their feet in the area. We have been providing them with regular English speaking classes, crèche care, meeting space for social gatherings and exchange visits to meet similar groups in other parts of the city. The next stage will see them being introduced to other agencies in Craigmillar to help them benefit from the range of local services they provide.

Developing skills and knowledge is also about supporting the development of new ideas and initiatives. Two examples are Cafe K and Craigmillar Amateur Boxing Club:

**CAFE SOCIETY** CBP staff have helped to establish the Cafe K Project which operates throughout the week and targets disaffected and disenfranchised youngsters from the area. The project currently employs a co-ordinator, five youth workers and two volunteers and works with up to 60 young people a night at the Jack Kane Centre. The CBP will continue to support this project and help it to develop in the future.

**IT'S A KNOCKOUT!** Staff at the CBP have also built on the skills and knowledge of volunteers to resurrect the Craigmillar Amateur Boxing Club at Castleview Community Centre. CBP helped to source funding and recruit volunteers, which should allow the club to operate three nights per week.

# Providing Community Resources

## CENTRE SPOT

Since taking on responsibility for managing the Niddrie Mains Community Centre last April, we have implemented a rolling programme of repairs and improvements. In little over a year we have;

- Developed dedicated office accommodation for the four community representatives on the local SIP Board
- Completely refurbished the ground floor lounge and main hall areas, including new wood flooring, carpeting, decorating and re-upholstered seating
- Provided independent office accommodation for four other local service providers - Caring in Craigmillar, Phonelink, the Homelink Partnership and Craigmillar Community Arts
- Installed permanent, state-of-the-art AV equipment in the main meeting room
- Installed 'Broadband' Internet connections for instant access to the World Wide Web throughout the centre
- Installed new, hi-tech photocopying facilities
- Introduced a care and maintenance programme for the centre's popular garden and play areas
- Refurbished and maintained the centre's heating systems
- Installed new bicycle parking rails in the centre's garages
- Installed new signage throughout the centre to reflect current services and resources



Together these and future measures ensure that we continue to provide high quality, accessible and affordable social and economic facilities which are available to the whole community throughout the entire year. Why not pay us a visit and see for yourself what's on offer?

## LENDING A HAND

Since opening in October 1995, Craigmillar Credit Union has enjoyed valuable ongoing support from the CBP. As well as employing two dedicated credit union workers, we continue to provide significant assistance in terms of office accommodation, material resources and administrative back-up.

Over the period, the Credit Union has once again made good progress in its long term drive to become Craigmillar's key provider of affordable, sustainable and FULLY ACCESSIBLE personal financial services.



Last year saw the introduction of the new national regulator, the Financial Services Authority, which oversees the UK's entire financial services industry and sets out strict parameters for all credit unions, including Craigmillar.

We have welcomed the introduction of these new standards and believe they can greatly contribute to the consolidation of the Credit Union as a highly valued community asset.

Here's a brief statistical snapshot of how our resources and services were used during our first twelve months as an independent company.

- ⇒ COURSES AND WORKSHOPS RUN - 71
- ⇒ SEMINARS AND CONFERENCES - 11
- ⇒ RESIDENTIALS AND EXCHANGES - 19
- ⇒ CBP DEVELOPMENT & ENGAGEMENT EVENTS - 113
- ⇒ CREDIT UNION DEVELOPMENT & ENGAGEMENT EVENTS - 13
- ⇒ PROJECTS IN NEED OF VOLUNTEERS - 20
- ⇒ VOLUNTEERS ON EXCHANGE DATABASE - 37
- ⇒ VOLUNTEER MATCHES - 21
- ⇒ CBP MEMBERSHIP - 91
- ⇒ CREDIT UNION MEMBERSHIP - 400
- ⇒ NEW GROUPS/ORGANISATIONS ESTABLISHED - 7
- ⇒ NEW LIMITED COMPANIES ESTABLISHED - 5

## WHO ATTENDED?

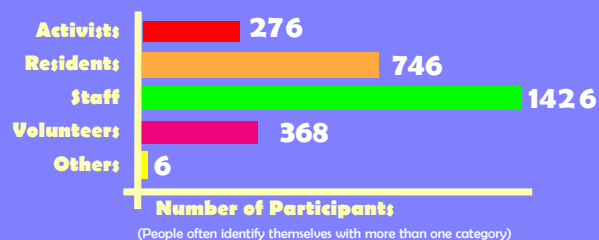
There were **2391** places taken up at CBP courses & events

### THIS INCLUDED:

**125** different groups using CBP services

**737** different individual users

WHO ARE THESE PEOPLE?  **46%** males  **54%** females



These figures only represent usage of resources and participation at events which are formally recorded on our database, and do not reflect the countless informal interactions which take place for a whole host of reasons, such as providing advice and guidance, nor do they reflect the hundreds of hours spent by staff working collaboratively with other local organisations.

## TAKING STOCK

Because we are involved in the work of the project on a daily basis, we rarely take much time to reflect at any length on the impact our work has on the local community. When preparing a report such as this, we have the opportunity to 'take a step back' and recollect all that has gone on in the period. Having done so, we are reminded that once again we have made a significant and diverse contribution to life in Craigmillar.

For me, one of our biggest achievements in the past 15 months has been successfully taking on responsibility for the management of the community centre in Niddrie Mains Terrace. As well as making a number of significant improvements, which are detailed later in this report, we now provide dedicated premises for five other local agencies. This means the centre is the hub for a whole host of valuable community services and resources which, in some cases, are provided 365 days a year. Over the past year, upwards of twenty thousand visits have been made to the centre - a figure that emphasises the value local people (and others) place on the resources housed here, even more so given the relative temporary isolation the centre has experienced as a result of the ongoing regeneration programme.

We continue to provide support to Craigmillar Credit Union. Now serving over 400 loyal members, the Credit Union can make a huge impact on the lives of the members and their families - often introducing people to a whole new approach to managing their finances and budgeting on tight incomes. By offering people an affordable and accessible means for saving and borrowing, the Credit Union has made a significant local contribution to overcoming financial exclusion and, importantly, acts as a key mechanism for rotating local money in the local economy - adding value to our impact.

Now in its second year, our Empowering Communities work has been a great success. Key community organisations and their representatives are now far better equipped and prepared to influence and, if necessary, challenge key decisions affecting the Craigmillar community.

These are but three examples to demonstrate the tangible impact our work has in the area, and this report highlights many more. The project prides itself on being amenable to all sections of the community, and I believe this report demonstrates that to be the case.

Finally, a word of thanks to our Board of Directors, who have remained committed and enthusiastic about our work throughout a period of significant changes and challenges. To have their endorsement and support in all we do is a valued affirmation that we're doing a good job! As our Chair might say, we're 'on the ball'!

David Walker  
CO-ORDINATOR

Some areas of our work place more demands on our time and resources than others, the remainder of this report looks at our key work themes in no intentional order of priority, followed by some statistical information and a financial summary.

The key themes (based on our objectives) are:

- 1 Developing peoples' skills and knowledge
- 2 Keeping people involved and informed of ongoing developments
- 3 Promoting community participation for everyone
- 4 Widening horizons in terms of experience of other practice and ideas
- 5 Providing community resources to groups and individuals

## CONTENTS

- 1 A few words from the Chair
- 2 Introduction
- 3 A review of our objectives
  - Developing Skills & Knowledge
  - Involving & Informing People
  - Promoting Participation
  - Widening Horizons
  - Resourcing the Community
- 9 12 Month Statistical Summary
- 10 Annual Accounts

CONTACT INFORMATION  
ON BACK COVER

# Promoting Participation

## HELPING HANDS

Our Volunteer Exchange Database now contains details of almost 50 individuals who are interested in volunteering locally, as well as detailing the volunteering opportunities available in some 20 local projects and organisations. This is proving a great way for filling any gaps in the local voluntary work scene, even more so as it's used in conjunction with our quarterly 'Foundations' newsletter in which we detail the latest volunteering vacancies and offers of help from local individuals.



## SPEAKING AS ONE

The project has continued to support the functions of Craigmillar Community Council, which has had another busy year. The Council has reached considered positions on various local issues such as public transport services, Green Belt development and the closure of a number of local post offices, as well as voicing its concerns on recent bigger issues such as the Fire Fighters dispute and conflict in the Middle East.

Local planning issues are frequently to the fore, and the Council formed a Planning sub-group, which has undertaken related training, to ensure a more focused perspective on contentious planning matters.

Forthcoming plans include participation in a consultation over local roads and transport issues with the Craigmillar Joint Venture Company, and the ongoing development of its own website in conjunction with CBP.

## NEW FOR OLD!



Until recently, Craigmillar lacked any formal vehicle for promoting the interests of its older community. However, this has all changed with the establishment of the new East Edinburgh Older People's Forum.

Following an approach from local older peoples' champion, Eileen McMillan, CBP formed a steering group with Help the Aged, Community Education, the Partnership, other local groups and local older people. This group undertook an appraisal of key priorities for older folks in the area and identified pensions, health and transport as the main issues.

These issues were then presented to a conference of older people in December last year, at which over 100 people were present. Chaired by

Eileen, this conference marked the formal creation of the new Forum which now holds regular management committee meetings, enjoys the support of a paid part-time worker and has already staged a number of very successful social events for its growing membership.

## SMART BUT CASUAL!

June this year saw the staging of a major youth conference in the UCI complex at Fort Kinnaird. This was the culmination of months of work by 'Castlebrae Casuals Helping Society' - a group of committed local youngsters determined to raise the profile of younger people's interests in the area.

The group was supported throughout by ourselves, the Venchie Children's and Young People's Project and the Instep Project, and carried out substantial research to pinpoint key issues and themes for youngsters in Craigmillar. A video was then produced to highlight:

- Clubs and recreational facilities for youngsters
- Anti - social behaviour amongst adults
- Community safety
- Environmental issues

After all their hard work - during a big year for exams as well - the group let their collective hair down on a well-earned trip to Alton Towers!



**The video was premiered at the conference, which was attended by over 200 people, after which a panel of key decision-makers including MSP Susan Deacon, Councillor Jack O'Donnell and a senior local police officer, discussed the issues raised by the film.**

## HOUSE OF REPRESENTATIVES

The Scottish Executive - funded Empowering Communities initiative has enabled CBP to ensure the local community representatives are properly resourced and supported in their voluntary roles on the Partnership Board. The four Reps now have their own fully equipped office space within CBP premises, as well as a dedicated full time support worker. As a result, the Reps have performed a hugely enhanced function in SIP affairs.

This year they have played a full part in:

- ⇒ An external audit of SIP funded projects
- ⇒ 'Away days' on partnership working
- ⇒ Setting priorities and objectives for the next three years
- ⇒ Making funding decisions
- ⇒ Responding to the Joint Venture Company's business plan and protocol
- ⇒ Reorganising representation on the Partnership

The Reps now chair two of the SIP sub groups - the Funding Panel and Housing & Environment - and keep local people informed about all their work through regular reports to the Community Council and Regeneration Forum, and through a monthly column in the Craigmillar Chronicle, the community's free newspaper.

# Widening Horizons

## NETWORK NEWS

As well as playing a more effective role locally, Craigmillar's community reps have forged strong links with other communities - enabling a valuable exchange of information and unifying community influence in city-wide decision making.

Our reps have been to the fore in forming the Edinburgh Community Reps Network. Established over the past year, the Network includes reps from each of the city's Partnership areas and is a key means for ensuring effective community representation on the Capital City Partnership, and elsewhere.

Furthermore, the reps have also played a full part in the Scotland - wide Partnership Reps Network and have participated in a number of events around the country.



## HOME AND AWAY

The CBP also has a role to play in supporting local residents and workers to participate at relevant events outwith the immediate community. Over the period a number of visits have been organised to events as far afield as Germany and, not so far, as Aberdeen, Dundee and Newcastle.

### ALL - emagne

All four community reps attended a conference in Germany, called 'Community Welfare Economies in Europe'. The delegates heard a number of presentations on topics such as regional and local currencies, employment initiatives and alternative housing. During their visit, the reps forged some valuable links with community regeneration innovators from Hannover and Berlin, and voluntary sector workers from Northern Ireland.



### Scottish & Newcastle

Closer to home, study visits to Aberdeen, Dundee and Newcastle enabled local people to learn more about community regeneration initiatives in other parts of Scotland and England and they brought back a number of examples of innovation and good practice.

### C U in Blackpool

Craigmillar Credit Union regularly attends the national ABCUL conference. Held in Blackpool last year, five delegates attended what was the first conference since the introduction of the new Financial Services Authority, which is charged with overseeing the activities of all financial service providers in the UK - including credit unions. Accordingly, the conference proved particularly useful for ensuring the Credit Union is fully conversant with the requirements of the new regime.



# Providing Community Resources

## TOP GEAR

The project has a good range of materials and equipment which are available free of charge for local community use, including;

- ▶ TV/Video
- ▶ Overhead Projector
- ▶ Flipcharts
- ▶ SVHS Video Camera
- ▶ Digital Video Camera
- ▶ Laptop Computer
- ▶ Digital Still Camera
- ▶ Display Boards
- ▶ Fax and Photocopier

These are the sorts of things which can often make a big difference to small community groups that are undertaking a specific project with little or no resources of their own, and are therefore valuable, if simple, community assets.

## MINIBUSINESS

Our Empowering Communities initiative enabled us to purchase a new community minibus last year. The fifteen-seat Ford Transit is available for low cost hire to other projects and organisations in the Craigmillar SIP area who would otherwise find it difficult to access group transport for their regular or one-off activities. Not surprisingly, the bus has proved hugely popular for these purposes.



## HELP YOUR SHELVES!

Another useful resource we can offer is the recently-established community archive, which is housed in the centre. The archive contains a good variety of written and visual reference materials covering all sorts of subjects from education to social welfare, local history to politics, arts and environment to general community development. All items are available to borrow, free of charge, either for in-house reference or to use at home for a few days. Over time our aim is to continuously add to the archive with relevant publications, periodicals and so on. Come and see it for yourself.

## MADE TO MEASURE

As well as providing a wide range of opportunities for individual learning and training, we also have an established track record of delivering customised packages for distinct groups and organisations. Where such groups deliver specialised services then they often identify specialised training needs for their staff, volunteers and management. For example, over recent months we have provided sessions on Elementary Food Hygiene and Welfare Rights updates for Caring in Craigmillar, who provide a range of social welfare services in Craigmillar. Similarly, we have provided regular sessions on Child Protection Guidelines for numerous staff at Craigmillar Childcare Services - ensuring they are confident in their duties and responsibilities as child carers. As stated in the Chair's remarks, we also provided a wide range of assistance to those groups who were required to reconstitute themselves following the closure of Craigmillar Festival Society. This included legal, technical and practical support.



## PICTURE MESSAGING

The project was closely involved in the recent production of a short promotional video highlighting over 25 Craigmillar projects and initiatives. We provided training for those projects who wanted to learn how to make their own 30-second slots on the video, and for volunteers willing to do the filming for others. CBP staff and volunteers also helped with filming and editing and ensured the end footage reflected the messages the featured organisations wanted to present. The video is now being shown in local public areas, on TV equipment specially purchased by the Craigmillar Partnership, and is proving a great tool for encouraging people to find out more about what they see on the screen.

Give us a call if you'd like to see a copy.

# Involving & Informing People

## KEY BOARDS!

One of our key aims is to make sure the local community is kept abreast of current activities, opportunities and events in Craigmillar. We do this in a number of ways, one of which is a series of public notice boards placed along the length of Niddrie Mains Road. These boards are available to all the other local organisations to allow them to publicise forthcoming events and so on. Already, some 26 different groups have taken advantage of our boards to tell people what's going on.

Another spin-off from this facility is that it has created a business opportunity for one local artist, who designs and prepares the boards on behalf of the groups using them.



## WELL READ

Our eye-catching quarterly newsletter, 'Foundations', provides a good range of topical information about the work of the project, other news items of local interest and a comprehensive diary of forthcoming events and activities. Produced in-house, Foundations is circulated widely throughout the community and provides a useful source of first hand information about local community affairs and events.



## BUILDING SITES

The project has recently established two new websites illustrating its own work and that of Craigmillar Credit Union. Work is also ongoing to establish a site for the Community Council. Created in conjunction with media presentation specialists the sites offer useful overviews of three important local organisations and will evolve into great sources of information, for those who know them and for newcomers. You can visit the sites: [www.craigmillarcapacitybuilding.org](http://www.craigmillarcapacitybuilding.org) and [www.craigmillarcreditunion.co.uk](http://www.craigmillarcreditunion.co.uk)

## IT'S GOOD TO TALK

Whilst written information is a great way of letting people know what's going on, sometimes people want to find out more in person. When they do, we are always happy to organise an appropriate get together, be it a seminar, conference or consultation exercise.

Over the past twelve months, we have done this on a dozen different occasions. These included two large conferences which attracted over 250 people; a community consultation that allowed local people to comment on the local paths network and a community regeneration seminar that allowed local residents and workers to discuss the best way forward for the long term regeneration of Craigmillar.



## MEAL DEAL

There is such a thing as a free lunch! Every month we host the popular Community Lunch which offers local residents and workers the chance to indulge in a spot of gratis grub whilst hearing a brief presentation from a guest speaker. The speakers represent a range of organisations involved in the Craigmillar area, and the lunches are an ideal opportunity to update people on current and future work plans. Recent presentations have come from Community Education, Craigmillar Joint Venture Company, Craigmillar Credit Union, Craigmillar Community Arts, Worktrack and Craigmillar Business Incubator. Why not think about booking a slot for your own organisation? It's very informal and very filling!

## ROUTE PLANNERS

Late last year we teamed up with the Small Town and Rural Development group to undertake a consultation sponsored by the City Council. The survey wanted to find out what local people thought about the existing paths network in the Craigmillar area and what improvements they'd like to see.

We employed three local people to complete some 200 individual questionnaires, held a community lunch to carry out a mapping exercise and wrote up the findings. A subsequent report was produced by Land Use Consultants and, as a result, improvements are already taking place.