

**FALKIRK COUNCIL CORPORATE & NEIGHBOURHOOD SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2011/13**

Organisation Name	Salvation Army
Project	Soup Kitchen
Agreement Dates	1 April 2011 – 31 March 2013
Name of Lead Officer	Elizabeth Hood

A OVERALL ORGANISATION AIMS

Summary of Key Aims & Objectives

The key aim of the service is to provide a *Place of Safety*, keep the ethos of a *Healthy person* at the project core, ensure the *Welfare of clients* and *Develop the service* to ensure that it meets the changing needs of the client.

The objectives of the service are;

- To provide the service as needed to individuals annually through professional paid staff and volunteers
- Staff and volunteers receive support, training and preparation for their roles
- To provide accessible information about the service
- To gather and report customer service feedback to assist in the development of the service
- To evaluate the service on a yearly basis to assist in service improvements

List of Agreed Outcomes

- To provide a drop in facility will be provided to assist homeless and vulnerable people access services in the Falkirk Council area
- To offer services which will support clients and assistance with referrals to additional agencies are facilitated and/or accompany clients to interview and appointments on request
- To provide Nutritional meals, and cooking sessions will be provided within the drop in centre and food parcels will be provided
- To provide Hygiene packs, showers and washing facilities are available to all those who require them
- To raise awareness of the service to the community
- All volunteers are given appropriate training and will have a volunteer handbook once training is complete
- Monthly staff supervision and weekly staff meetings will ensure that staff practices and activities are monitored monthly
- All staff will receive an annual staff development review
- The management committee will monitor staff activities and performance
- Information about the service is printed in various formats and is distributed widely.
- To liaise with other relevant voluntary services
- To collate client feedback and questionnaires and assess this information to identify needs

To evaluate the service offered and assess this information to identify needs

Why Service/Project is Funded Externally Rather than by the Council

This is a jointly funded project with NHS Forth Valley. The project aims at providing a safe environment that is non judgemental and independent from the local authority. The project relies on food donations from the community and local business and proves good value for money.

B ACTUAL PERFORMANCE vs. OBJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

In 2012/13 8599 meals were provided alongside 931 food parcels. There were 580 referrals completed to support agencies. In addition to the soup kitchen there are washing facilities available on site, these were utilised 846 times during the year.

The service has recently appointed a drug and alcohol worker through additional funding from the Salvation Army. Various other initiatives such as allotments, befriending, and regular keep well sessions (health checks) will be implemented during 2013/14.

Summary of Key Issues/ Challenges Facing Organisation

The project anticipates that it will see increase in the numbers of clients attending the Soup kitchen with the changes to welfare benefits. This will be closely monitored over 2013-14 to ensure that the kitchen is adequately equipped to cope with this change.

How has Organisation Contributed to Council/ Service Priorities

The project supports the key aim of the homelessness strategy to provide a range of support service for homeless and vulnerable people and ensure that the health needs of homeless people are addressed.

The project has been greatly involved in bringing health services into the soup kitchen for those who find it difficult to access services. This has an overall impact on the health and wellbeing of the homeless services customers.

List any Areas where there has been Shortfall in Performance

None

How often are Review Meetings held with Lead Officer

Quarterly

C FINANCIAL / RISK ASSESSMENT OVERVIEW
<p><u>Total Support Provided (Financial & In- Kind Contributions)</u></p> <p>£10,745</p>
<p><u>Last Period of Submitted Audited Accounts</u></p> <p>2011/12. Accounts have been reviewed for 2011/12 and there are sufficient reserves for forth coming funding periods.</p>
<p><u>Future Risks (Financial, Operational or Structural) Faced by Organisation</u></p> <p>As this is a jointly funded project with NHS forth Valley there is always a risk that NHS Forth Valley could withdraw their funding however a joint development session for the project with NHS Forth Valley ensured that funding would be available for the foreseeable future.</p>
<p><u>Overall Risk Rating (Low/Medium/High)</u></p> <p>Low</p>
D CONCLUSIONS
<p><u>Summary/ Opinion of Organisations Overall Progress During Year</u></p> <p>A development session was held in partnership with NHS Forth Valley in February 2013 to look at the key aims and objectives for the service in 2013-14. This was a very useful exercise to refocus the project in advance of key changes in the welfare reform that may impact on the demands for the service. It also assisted in focusing on the key aims of the service and where other organisations/services can jointly assist in delivering services to the client group. It will ensure that the service focuses its delivery around creating and healthy person and ensuring the welfare of clients.</p> <p>The focus for 2013-14 will be to ensure that the service will provide a place of safety and emergency assistance to those in the most need with the emphasis that assistance is a short term measure and that clients will be supported to connect and engage with other services to ensure that they are not reliant on the soup kitchens services. This will be fundamental if the anticipated increase in demand for the service due to welfare reform arises.</p>

E COMPLETED BY	
<u>Name</u>	Joanna Stewart
<u>Designation</u>	Service Development Officer
<u>Date</u>	14/8/13