

## Jigsaw - review summary

### Use of Jigsaw – Community advice, support & signposting

Providing locally available general advice, support & signposting was a key objective in continuing to maintain Jigsaw as community Hub.

Figures from Fusion show that in 2018 show that a total of 162 direct visits were made to Jigsaw. This is summarised below:

By month		By type	
Jan	15	Foodbank enquiry/voucher	11
Feb	12	Request for taxi	2
Mar	12	Help to complete a form	8
Apr	10	CAB enquiry	44
May	10	Watch tower magazine	1
Jun	12	Request for printing/photocopying/stamps	27
Jul	18	Directions/request for info/location of local services /activities) (bus stop, parks, post office, mental health, nurseries, Drs, children & older people activities, phone shop repair, laundrette, shire oak, empty shops, Elmhurst, kings head/armed forces, fire alarm, winter fuel, Pathway)	17
Aug	16	Use of toilet	16
Sep	15	Volunteering enquiry	2
Oct	14	Problem reported - signposted to other services	9
Nov	12	General enquiries	15
Dec	16	immediate help required (bailiffs at family house, cheque dropped)	2
<b>TOTAL</b>	<b>162</b>	Donations/information leaflets	6
<b>Average per month</b>	<b>13.5</b>	Use telephone	2

**162**

Information is not available as to whether all these visits were made by residents in the local community although Fusion advise they are from primarily WS12, & WS13 postcodes, with a few WS14 postcodes. Of the drop-ins, a significant proportion of visitors could have potentially been helped by other local businesses or by contacting services direct. However they also reiterate that some residents still like to make face to face enquiries.

Overall these figures represent a significant reduction in reported callers made when the funding agreement was last reviewed in 2015 when it was reported that on average 120 visits were being made per month. A number of factors may have contributed to this including the increased availability of information on-line, the closure of the North Lichfield Initiative and (for some) the ability to access information on a mobile phone

### Centre visitors

To supplement the above information a representative of LDC attended the centre on the following dates, to observe the centre in operation and the number of visitors to the centre:

- **19 December 2018**

On this date, between 9am-12pm, there were 3 visitors to the centre. They attended for the following reasons:

- 1 person attended to open a credit union account
- 1 person to check the balance of their credit union account
- 1 person to withdraw money from the credit union

There were five volunteers present on this morning – three of these were awaiting an appointment made to open an account but the applicant did not attend the appointment. The remaining two volunteers were managing the front desk and dealing with paperwork.

- **22 January 2018**

On this date between 9.30am- 12pm there were 4 visitors to the centre. They attended for the following reasons:

- 2 people attended to withdraw funds from the credit union
- 1 person attended to pay in to their credit union account
- 1 person attended to check the balance of their credit union account

CAB were also holding their drop in session on this morning. They had 1 visitor. There were two volunteers present this morning managing the front desk and dealing with credit union paperwork.

- **23 January 2018**

On this date between 9.15am- 12pm there were 3 visitors to the centre. They attended for the following reasons:

- 1 person attended to open a credit union account
- 1 person attended to pay in to their credit union account
- 1 person attended to check the balance of their credit union account

There were two volunteers present on this morning managing the front desk and dealing with credit union paperwork.

### Use of Jigsaw- Local meeting place

During the course of the agreement Fusion have made a number of improvements to the premises including improved kitchen facilities, lighting and heating.

There are seven other organisations who use the centre, in addition to the credit union. Assuming that the room could be available for a morning and afternoon session each day Monday-Friday and every Saturday morning, the centre should be available to hire for **561** sessions a year (excluding Christmas week.) As of January 2019 the meeting room is booked for **135** sessions a year meaning that it is utilised for **24%** of the available time.

## Appendix B

Latest information provided shows regular user groups of the centre are detailed below:

Day of the week	Morning	Afternoon	Evening
Monday	Credit Union Concern for Palestine (bi-monthly)		
Tuesday	Credit Union CAB (twice monthly)	U3A recorder group (twice monthly)	
Wednesday	Credit Union		
Thursday	Credit Union Knit and Knatter (weekly)		Credit Union Board meeting (monthly)
Friday	Credit Union French conversation group		Cllr's surgery (monthly from August 2018) Police surgery (bi- monthly from July 2018)
Saturday	Credit Union		

There is no regular group on a Wednesday or Saturday. Pro-rata the groups (other than the credit union) use the building approximately 3 sessions per week.

The income from rentals in the period September 2016-2017 is reported as £1,604. Bookings for the calendar year 2018 should produce a rental income of £1,890 per year.

Group	Number of bookings per year	Hours per session	Cost per session	Cost per year
UA3 Recorder	18	2	£ 14.00	£ 252.00
Police surgery	3	2	£ 14.00	£ 42.00
French	30	2	£ 14.00	£ 420.00
Colin Ball surgery	5	2	£ 14.00	£ 70.00
CAB drop-in	25	2	£ 14.00	£ 350.00
Concern for Palestine	5	2	£ 14.00	£ 70.00
Knit and Knatter	49	2	£ 14.00	£ 686.00
<b>TOTAL</b>	<b>135</b>	<b>14</b>		<b>£ 1,890.00</b>

Clearly local residents can benefit from local surgeries. It is not known the extent to which local residents participate in the groups who regularly meet at Jigsaw.

Feedback from user's group organisers is positive, with the 4 who responded to the survey classifying the facilities as excellent and reporting on the convenience of the location, size of the room and available parking.

### Other local facilities

There a number of other community centres and halls within the vicinity. Those within 2 miles are detailed below:

- **Curborough Community Centre**

There are three meeting rooms available at Curborough Community Centre but the smaller rooms, which are more comparable to the room at the Jigsaw centre are: the Sarah Brogden room – seats up 30 people and costs £13.30 per hour and the Michael Bennett room – seats up to 15 people and costs £10.25 per hour. The smaller room has availability to accommodate all of the current users of the Jigsaw at their current times and days. There is some off road parking at the centre.

- **Martin Heath Hall**

There are two rooms at the hall with a smaller room comparable to the room at the Jigsaw centre available to hire for £9.50 an hour. The centre is well used so individual groups would need to contact the hall with their requirements to assess availability. There is off road parking at the centre.

- **Leasowe Scout Hall at Giffords Croft**

The hall here is larger than the current room at Jigsaw and costs £15 per hour. There is very little availability during the week but there is availability at weekends and on Friday evenings.

- **St Chad's Church hall at Giffords Croft**

The hall is £16.00 per hour as it can hold 80 people seated. All evenings and weekends are booked but there is some availability during the week. There is also a small meeting room which is available for £5.00 per hour.

### Using alternative venues

It would cost £10.25 per hour to rent a similar room to that available at Jigsaw at Curborough Community Centre. Based on the reported usage for 2018, using Curborough community Centre would cost the community groups an additional £1,082.50 in total. In total the room hire would be £2,972.50 per year for the existing groups.

Group	number of bookings 2018	hours per booking	Cost per session	Cost per year	Cost per session at Curborough Community Centre	Total cost per year at Curborough	Variance
U3A Recorder	18	2	£ 14.00	£ 252.00	£ 20.50	£ 369.00	£ 117.00
Police surgery*	3	2	£ 14.00	£ 42.00	£ 20.50	£ 123.00	£ 81.00
French	30	2	£ 14.00	£ 420.00	£ 20.50	£ 615.00	£ 195.00
Colin Ball surgery*	5	2	£ 14.00	£ 70.00	£ 20.50	£ 246.00	£ 176.00
CAB	25	2	£ 14.00	£ 350.00	£ 20.50	£ 512.50	£ 162.50
Concern for Palestine	5	2	£ 14.00	£ 70.00	£ 20.50	£ 102.50	£ 32.50
Knit and Knatter	49	2	£ 14.00	£ 686.00	£ 20.50	£ 1,004.50	£ 318.50
<b>TOTAL</b>	<b>135</b>	<b>14</b>		<b>£ 1,890.00</b>		<b>£ 2,972.50</b>	<b>£ 1,082.50</b>

*\*these groups only began using the premise in July 18. For cost comparison purposes, it is assumed these groups would meet monthly (Cllr Ball) and bi-monthly (Police) for future years.*

### Volunteering

In funding Jigsaw the council was keen to support volunteering both in terms of maintaining wellbeing and as route to moving into training or employment. Throughout the agreement Jigsaw has relied on volunteers with typically around 25 Fusion Credit Union volunteers, averaging around 71 volunteer hours per week. Prior to the ending of the North Lichfield Initiative their volunteers were also at Jigsaw. In 2018 4 volunteers have gone onto training or employment.