



The Clockhouse Project

An Evaluation Report

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“Everybody is so friendly and makes you feel welcome. If I stayed at home, I’d be looking at four walls so it’s nice to go out and have a laugh and mix. We might be old and look knackered, but we still want to have fun in our life.”
Clockhouse User

Key Messages

- ❖ The Clockhouse Project is a highly praised and valued community resource.
- ❖ The Project has helped users to develop lasting friendships, a sense of purpose and confidence.
- ❖ Access to the Project is a key issue for a wide range of potential users/non-users
- ❖ More use could be made of the Clockhouse building at weekends and in the evenings, and by other agencies, in partnership with the Project
- ❖ Outreach needs to be continuous, varied in approach and widespread
- ❖ More trustees are needed, especially with a focus on the Clockhouse Project
- ❖ Staff isolation, strategic and operational issues need to be addressed
- ❖ Users need to be kept up to date with the regeneration plans for Blackbird Leys District Centre and what those plans might mean for the Clockhouse Project

1. Introduction

Leys CDI Clockhouse Project is run with, and for, local over-50s living in and near the Leys. It was set up in 2007 to tackle isolation, boost health and well-being and to help people live life to the full by supporting them to develop new skills and interests. The Clockhouse Project consults with older residents and develops the activities and services they see as priorities.

In 2019, the Project was given funding by the Tambour Foundation to carry out a further evaluation of the project. The aims of the evaluation were:

- To find out what’s going well
- Are there things that need to stop/change?
- To find out if there are needs the Project doesn’t meet at present
- To identify potential growth points
- To have a document to support future fund-raising

The evaluation took place over two weeks between the end of May 2019 and the beginning of June 2019. Views were sought from a wide range of users, volunteers, non-users, partner agencies and organisations, as well as CDI trustees (see Appendix A). Views were gathered from 93 respondents by face to face interviews, telephone interviews, focus groups and visits to activity groups (SLIGO, Phoenix Rising, Monday

Social Club, Singing or Fun, Zumba Gold, Crafts, Tai Chi, Yoga) and meetings with key staff from partner agencies.

2. The Project as a Lifeline

The Clockhouse Project is a highly valued and well-loved community resource, for those that use it. Users refer to it as a lifeline and “life-changing”. It creates a unique space for over 50s on the Leys estate, where they can come together, build lasting friendships and experience a sense of purpose and community. The continuity of the Project provides a sense of reassurance and safety for users. Connections, relationships and networks take time to establish and for some users, with more complex needs than others, the enduring nature of the Project has enabled them to regain confidence and a valuable sense of purpose in life:

“The Monday social is the first thing I came to and it changed my life. I was very nervous when I first came and didn’t know what to expect. It gradually snowballed, and it gave me the confidence to try out more groups.” Clockhouse User

The friendships that users of the Project make are not only heart-warming, they are a testament to the power of a community project to combat loneliness and isolation and turn people’s lives around.

“I’ve made good friends – he’s like my best friend (I didn’t know him before I came here)” Clockhouse User.

Research (Wigfield *et al*, 2018; Willis *et al*, 2019) has shown that it is the quality of relationships that helps to reduce loneliness and the associated detrimental effect on a person’s health and mobility. Several of the evaluation respondents comment on the positive impact of the project, on individual mental health and well-being and how it has a ripple effect in the wider community.

“If you don’t pay attention and put in structures [like the Clockhouse] things can go so wrong and the mental health of the whole community goes down.” Clockhouse Tutor.

“...I found the Clockhouse and I reckon it’s brilliant. It keeps people out of the Doctor’s surgery because its sociable and it doesn’t make you so lonely.” Clockhouse User

The continuity that the Project has offered for over 50s in the local community has come as a result of having a dedicated building, staff remaining in post long-term and support from the Housing Consortium, with additional support in the form of project management from a key staff member at Catalyst Housing. The Project’s day to day work is carried out by a part time staff member, Dawn, who has done a fantastic job in making users feel welcomed, heard and cared for.

“Dawn is a very caring person. She was very sweet to me when my husband died.” Clockhouse User

“The people that run the facility are so caring towards you. They are there if you need help, comfort or a friendly ear.” Clockhouse User

“The Clockhouse Project is accessible, friendly, warm and inviting... We have been delighted by the reception and support we have had. It's a lovely thing to be greeted so warmly.” AGE UK

3. Access

Access for users may become a more pressing issue as funding cuts and other local agencies shrink existing provision. The evaluation feedback from all stakeholders involved, highlights the different ways accessibility issues affect users, potential users and non-users.

Extra Care

The local extra care homes in the area, Potter's Court and Fry's Court, report that they are seeing an increase in residents with high care needs. Extra care issues mean for some potential users of the Clockhouse Project, who also have mobility issues, the difference between joining a network of support and remaining isolated and hidden from sight, from the rest of the community. At Potter's Court, the reality of life for some of these residents is that they have no outside social networks. Staff report that there are some residents who only leave the building for hospital visits.

“The Clockhouse Project fills the gap of friends, family, support workers, that people here have lost...these people have already said that they feel isolated and lonely and frustrated...we need to help the hidden away people.” Potter's Court Staff.

The Clockhouse Project may struggle to meet the complex care needed for some individuals to join in activities based at the Clockhouse, when they don't have support workers to accompany them. An alternative way to offer support might include a befriending visit from a Clockhouse volunteer or a phone call. However, the needs of potential users have to be carefully weighed up against the desire of volunteers to offer this level of support and the capacity of the Project to introduce support and outreach which are sustainable. At Fry's Court, staff suggested the social care team operating between both extra care homes, could support Clockhouse activities by helping residents they support, to use their social hours, to join in activities at the Clockhouse. At Longlands Care Home, staff are eager to work in partnership with the Clockhouse and the fact that they have more resources to offer – support workers to accompany residents visiting the Clockhouse Project, plus transport with their dedicated minibus – makes access possible.

Fading Away from Sight

Former users of the Project can fade from sight, to become non-users, through illness or other factors. For example, if they have had a long-term illness at some point, they may have lost touch with the Project, fallen off the contact list and lost the self-confidence to go back along to the Project, as well. They too are a group who would benefit from a phone call or visit from a Clockhouse volunteer to reconnect them to the Project.

Taking the First Step

Some users mentioned how daunting it was to join a new group for the first time. Taking that first step takes a lot of courage.

*“I wasn’t sure about meeting people I don’t know but now I enjoy the company.”
Clockhouse User*

“...in some cases, one of the PCSOs might take them there for the first couple of visits, because it can be daunting to go into a new place on your own.” Thames Valley Police

It has been suggested that a ‘New User Induction’ to the Clockhouse Project could help to make potential users feel more encouraged to come along and help them to settle in faster. Thames Valley Police are keen to work more closely with the Project, to help isolated residents that they come across by accident, to join activities at the Project.

Older Men

Research into older men's needs (Ruxton, 2006) has shown that giving them opportunity to feel a sense of contribution; having a mixture of age groups, avoiding labels that have slightly patronising connotations or activities that appear to focus only on women's , are strategies that have already proved effective elsewhere. In this vein, the Project has scope to offer activities or a group that focuses on supporting male users. Getting older men to come along could be encouraged by getting male volunteer users to befriend them early on.

Phoenix Rising

For members of the BAME (Black and minority ethnic) community, having a group like Phoenix Rising who have been welcomed and supported within the Clockhouse Project, sends out the message that the Project welcomes users from a range of different backgrounds and values the different skills and perspectives they contribute to the Project.

“The Clockhouse helped us find a home for us to be in. It is home and they have made us feel very welcome. We would have had no stability otherwise. They get us involved in other activities and we are invited to be part of things”. Phoenix Rising

Younger Over 50s

More active and younger Clockhouse users are another underrepresented group and tapping into their energy and skillset offers one of the most promising areas for development. If pitched at the right level, potential younger users could be recruited as volunteers for a range of different activities: volunteer drivers with Aspire; befriending schemes; one to ones; organising pop up workshops/activities around the estate on behalf of the Project. Cultivating the image of the Clockhouse Project as a lively, young and energetic project, by running different types of activities in the evenings or at weekends, could equally help to attract this younger user.

Transport

The Project has an important role to play in helping users to access transport, either through developing the volunteer driver scheme with Aspire, or providing a forum through which users can connect with other over 50s networks to lobby for more affordable transport, amongst any other issues they select. The users are a great problem-solving resource for each other, for example, the suggestion by one user for mobility scooter proficiency classes, in response to hearing that other users felt a lack of confidence using their scooters. If they were supported to use their scooters, they might

be able to transport themselves to the Project, thus avoiding the need to use taxis, which are prohibitively expensive, as a regular method of transport for some.

4.Sustainability and the Future

Sustainability for the Clockhouse Project is an issue which prompted a range of evaluation comments. For the majority of the users, sustainability means keeping going with what's working :

“I hope nothing changes and that it just carries on.”

“I’ve been coming here for 12 years.”

“It’s the friendliness I like. They let anybody join in [at the Clockhouse]. It’s like a community. It’s lovely to have somewhere local. It is worth keeping.”

“I would be devastated if they stopped the Project. It gives you a purpose.”

Repeated cuts to statutory services and third sector organisations mean that the Clockhouse Project will have to become ever more resourceful in its fundraising, future planning and problem solving. It is clear from evaluation feedback that users and trustees are a great source of creative thinking and problem solving. What is required is the time and space to create a vision and plan, with a view to turning the aspirational into practical steps and concrete project outcomes. Any changes do not have to be grand or sweeping to bring about significant changes. For example, the introduction of a sandwich lunch at the Monday Social club transformed it from a small group of 5 to a lively group of 30 users.

New Approaches

One trustee spoke of a need to move away from a culture of "beleaguerment", where the sole focus is on lack of money and funding, towards fresh thinking about the other resources within the Project, that offer further potential. This resonates with suggestions from partner agencies, who are encouraging the Project to advertise its work more widely amongst the local businesses in order to attract sponsorship; and to explore greater use of the building, as a way of bringing additional resources and opportunity to the Project. This would be popular with users and non-users alike, who are keen for the Project to make more of the building in the evenings and at weekends. In particular, there are non-users, who are unable to access the Project during the day because they work ,or are carers for grandchildren, who are at school. For example, AGE UK have suggested that the Clockhouse Project could co-ordinate other agencies to deliver activities, instead of the Clockhouse providing them. Other suggestions fed into this evaluation include: building a volunteer network; tapping into corporate or student community volunteering schemes. It would be important to identify the benefits to the Clockhouse from these suggestions and whether or not, they would yield long term benefits, that are in line with the Project's strategic plan. Appendix B lists some of the ideas that users and non-users alike requested.

Capacity

The Project can only deliver new activities or extend its opening times, if it has the capacity to do so. Opening the Project up to attract more users, running more activities, building a bigger volunteer base, all take time, outreach and planning. The question is how they can be done without overstressing Project staff. Additionally, the need for more and continuous outreach has been commented on by various stakeholder groups in the evaluation. The possibility for recruiting volunteers to do outreach is there but needs setting up and overseeing for it to be successful and sustainable and this would involve a large percentage of staff time for the initial set-up. The Project needs to be clear about its strategic direction so that it can make the best use of staff time within the limited capacity that goes with having just one part time member of staff.

More Trustees

The Clockhouse Project has excellent trustees but they are limited in their capacity to support the Project, as they are juggling fulltime work and /or various other commitments. The issue of needing more trustees for the Clockhouse, was raised by trustees themselves. The recent challenges within the Youth Project have pulled the attention and resources of the trustee body away from the Clockhouse Project and further enhanced the feeling of staff isolation. One trustee spoke of

“...how hard it is for paid staff who work in tiny groups. Paid staff get isolated and can depend more on trustees that in a bigger organisation” Leys CDI Trustee.

Strategic and Operational Issues

Also mentioned by some trustees, was the need to address the strategic and operational issues of the Clockhouse Project. By doing so, it was hoped that this might help to create a clearer 'line of sight' within the Leys CDI and the Clockhouse Project, which in turn could help to mitigate the sense of isolation of Clockhouse Project staff and help build a stronger focus on the strategic aims of the Leys CDI. Feedback to this evaluation indicates that all these issues need to be addressed sooner rather than later, especially with the regeneration of Blackbird Leys district centre, on the horizon.

Regeneration

Trustees commented that the regeneration might bring a unique opportunity for the Leys CDI to be part of a proposal to explore ways to generate income within the community, that could go towards supporting projects such as the Clockhouse. This would require key strategic planning on the part of the Clockhouse Project, to envision how it can carve its unique place early on in the discussions. Given that the emphasis has been on user led generation of activities and ideas for the Clockhouse Project, it raises the issue of what users think of the regeneration plans and whether or not they are aware of and understand the potential implications of what that could mean for their Project. As the users drive the Project, such a question seems important to put to them, along with making sure that they have a clear understanding of the different proposals and options, and any pros and cons. Then they would be in a stronger position to give their views and have their say. Some of the issues that they might need further information on, include: a new geographical location for the Project; loss of existing dedicated space vs new dedicated space; based in Blackbird Leys instead of Greater Leys; transport and access

issues; closer integration with other agencies and services; greater proximity to Leys CDI Youth Project and opportunity for intergenerational work.

5. References

Ruxton, S. (2006). Working with Older Men. Age Concern.

Wigfield, A, Alden, S, Turner, R, Green, M, Karania V. K. (2008). Loneliness Research Briefing. Care-Connect AGE UK.

Willis, P, Vickery, A, Hammond, J & Jessiman, T. (2019). Older Men at the Margins :Guidance for practitioners and services. Age UK.

6. Appendices

Appendix A: Evaluation Respondents and Questions

- CDI Clockhouse volunteers
- Clockhouse users
- Non-Users
- Activity Tutors
- CDI Trustees
- Agencies the Clockhouse has worked with:
 - Agnes Smith Advice Centre
 - AGE UK Oxfordshire
 - Aspire
 - Friendleys
 - Oxford City Council
 - BBL Community Centre
 - Dementia Oxford
 - Catalyst Housing
 - Oxford Food Bank
 - Thames Valley Police
 - Oxford Instruments

Questions asked:

To Users:

- What is good about the Clockhouse project?
- What are three things you particularly like about the Project?
- What three things would you like to see happen in the Project?
- What activities would you like to see taking place?
- If there was one thing you could change, what would it be?
- What difference is the Project making to the Leys community ?

To Non-Users

- Have you heard about the project?
- Have you visited it?
- If not, why not? What stopped you from coming?
- Is there something that would interest you if it was on offer?

To Organisations

- Does the Clockhouse Project enhance the work of your organisation? If it does, in what way?
- If you could change anything what would it be?
- What gaps do you think the Project should try to fill?
- How would you like to work together with the Project in the future?

Appendix B - Comments from Users of the Clockhouse Project

What's Good About the Project

It's a lovely friendly little group.

The Clockhouse is a lifeline.

Need more places like this – they are a must.

The Clockhouse is my life. There's always something to look forward to.

Dawn is a good woman.

The Monday group is getting a little less friendly.

I enjoy coming along. I've been coming for 2 years. Dawn's been very kind to me.

I was indoors before. Now I'm a better person than before. I was a miserable person before.

I look forward to coming. I get ready quickly. I've been doing this for seven years now.

I've been doing this craft group 10 years now.

I would like to come every day but can't cos of my health.

I can sit at home but I'm on my own. I've recently lost my husband, so it really helps.

Your life when you're on your own is a routine when you've lost your partner, so when it stops [for half term] it throws my routine.

All the groups are friendly.

You always end up laughing and that's always nice.

It's such a fantastic atmosphere that you look forward to coming the following week.

You meet people from different backgrounds.

The project is very important because for some it's the only contact that they have.

Dawn always invites us to anything that's going. We are involved in whatever is going on.

I just like coming out and meeting other people and chatting.

The Singing Group – I hope they don't stop that. I've been doing that 11 years. It is a joyous thing to do. If you are down and you come here for the singing, you get that lift and you feel really good.

Meeting with a group of people, you get together and its good.

Zumba Gold is really good.

The Project is meeting all my needs.

I get enjoyment because we chat, we speak our own language and we understand each other.

I learn new things and enjoy experimenting.

I like talking to Dawn. She is very helpful and approachable, and you can talk to her about anything.

You are made welcome.

The Clockhouse building is nice and clean

We are happy with what is going on.

I do a lot with the Project. I think it's brilliant. It brings different people together from different ethnic backgrounds which is important.

There are lots of activities which is great, and the Project caters for different groups.

The Clockhouse helped us [Phoenix Rising] find a home for us to be in. It is home and they have made us feel very welcome. We would have had no stability otherwise. They get us involved in other activities and we are invited to be part of things.

I've made a few new friends because I don't get to meet as many people anymore.

I know quite a few people who use it and when I came along, I met four people I hadn't seen for 30 years.

If this place closed down for lack of funding, it would be terrible.

It gives people another outlet for socialising. It doesn't cost a fortune and you get to meet different people which often leads to friendships and it does away with isolation.

There's a good crowd here.

Very friendly and enjoyable.

It's a joy to come here.

I am quite happy coming three times a week. It gives me plenty to do.

The range of activities is good.

The Monday social is the first thing I came to and it changed my life. I was very nervous when I first came and didn't know what to expect. It gradually snowballed, and it gave me the confidence to try out more groups.

Socialising with people is important because there's a lot of loneliness with people. Loneliness is a killer.

Volunteering for the Clockhouse got me out of the house. If it wasn't for the driving, I wouldn't have left the house.

Lovely crowd of people.

I enjoy the social part at the end of the class.

I don't know where I'd go if I didn't have this.

I make a point of working around Mondays and Thursdays, so I can come here.

It gives you a reason to come out of the house.

You meet people and bump into new people. When you've just retired that's very daunting to meet new people

The price suits me for activities. Lots of places are out of my price range.

Even the people who work here are lovely and that really helps.

I would be devastated if they stopped the Project. It gives you a purpose.

When I retired I couldn't find anything to do, so I went back to work for a while but the next time I retired I found the Clockhouse and I reckon it's brilliant. It keeps people out of the Doctor's surgery because its sociable and it doesn't make you so lonely.

I found out about the Potter's Court Art Group from the Clockhouse when I was there.

I go to singing. A friend mentioned it to me and I went along and really enjoyed it.

Dawn gets the job done and is accessible and there are lots of activities.

I like the friendliness, the variety of things you can do. It's fun. They're a wonderful group of people.

The Clockhouse is well run. It brings people together if they want it. It is a hub.

I'm very glad the Clockhouse is here. It is an asset to the community. Dawn is a very caring person. She was very sweet to me when my husband died.

It's the friendliness I like. They let anybody join in [at the Clockhouse]. It's like a community.

It's lovely to have somewhere local. It is worth keeping.

Everybody is so friendly and makes you feel welcome. If I stayed at home, I'd be looking at four walls so it's nice to go out and have a laugh and mix. We might be old and look knackered, but we still want to have fun in our life.

It makes a tremendous difference. Mixing with the younger generation too at the Xmas parties.

We all come out with a smile on our faces.

I love it! I absolutely love it! I've been coming since February. It's smashing! It's wonderful! You meet different people and you don't get bored.

The whole place is so relaxed, and they are ever such nice people and very kind.

It's something for us to do. It's a nice atmosphere and it keeps us busy.

A fantastic lovely afternoon of very perfect people and I enjoy talking to everyone. It makes you realise how lucky you are – things are not that bad. They pick us up and take us home. If it's raining, it's really hard to take the bus.

It's the best thing that could happen. I wouldn't mind coming every day.

Dawn is always there. You can have a moan about the family and she listens.

It's nice to have the company. A lot of people remember me from the Fish and Chip shop. I worked there for 20 years. It's been nice to see old friends and neighbours [at the Clockhouse].

It's company.

It's my second home.

I am recently retired so I need to fill my days. I enjoy this [Monday Social] and do other things. I know all the people here.

Some of my friends are still working and I wanted something for me.

Dawn does a good job.

I've been coming here for 12 years. I started with the singing and I used to volunteer. You get new people and you welcome them all in. Dawn always makes sure I can go on the trips – Waterperry Gardens.

I wasn't sure about meeting people I don't know but now I enjoy the company.

Meeting your friends, getting food: that's very nice. All the people are really nice. It's a pleasure to come to the Clockhouse. I appreciate being picked up, otherwise we'd have to get the taxi. £5 each way is a lot out of a pensioner's pocket.

Everybody mixes in with each other.

I've made good friends – he's like my best friend (I didn't know him before I came here]

We are satisfied and happy as we are.

The staff are very helpful.

It's very good here. They supply the transport. I wouldn't be able to go anywhere without that.

Everybody is happy.

It's convenient to where I live and it's affordable. It's at the heart of the community. It's important to have a community space.

It's right on my doorstep.

Very welcoming.

I hope nothing changes and that it just carries on.

[The Clockhouse] gets people together which is very important when you get to a certain age. It's very welcome.

This place is friendly, happy, the people are nice and look after you.

It really lifts your spirits. Where you are amongst other people you have something in common. You have a good laugh.

I come here for the singing and quiz nights. It gets you out of the house and makes you feel tremendously happy. Or you could sit at home and be a cabbage.

The people are so happy. The people that run the facility are so caring towards you. They are there if you need help, comfort or a friendly ear.

As a volunteer I help out with the computing. I like that I can pop in and find things out. I would come in more, but I see my grandchildren most days and at weekends when I am free the Clockhouse is closed.

How Did You Hear About the Project?

I heard about it because I was bringing my husband to the dementia project.

My wife used to come here and do the classes, so I started too.

I live just over the road.

Noticeboard at Cowley Centre [Templars Square Shopping Centre]

My daughter found out about it online

Word of mouth

Advert in Leys News and Library.

Online

Through Daily Information

Through Age Concern

Through Dementia Project

Newspaper that comes through the door

Tutor's advert online

From a friend

What would you like to see happen in the Project?

Day trips

Would like more computing

Dressmaking or pattern cutting

Light exercise e.g. stretches – can't do yoga or Tai Chi. Maybe a taster session
Dancercise.

Fun ways of exercising

Leafleting and posters all-round the estate. If it's not done, it keeps it out of the eye of people. Advertising in Leys News. Get more interesting stories about the Clockhouse in the Leys News with photos.

More communication between users and trustees.

More visits from royalty.

Barbeque in the garden

Advice e.g. fire brigade, First Aid

Going out as a group for pizza/playing bingo

I bring back the leaflets from the Clockhouse to Potter's Court and put them up.

Someone to play Scrabble with

Darts

Wheel chair dancing.

Acrylic Painting.

Cookery

Oil painting.

Community talks on topics such as neighbourhood, community affairs, racism.

Held in the early evening.

Trips to Blenheim, museums. Invited speakers e.g. Oxford Past, Fraud prevention

IT courses

Healthy alternatives to biscuits

If there was one thing you could change, what would it be?

Keep the free transport – three people not being able to continue coming to group is a serious issue. It will halve the group. Paying for taxis is not manageable.

Some people lack confidence to use their mobility scooters. They could have a cycling proficiency equivalent for scooters and then they can use them and then they would be able to keep coming to the Project.

The chairs need to be cleaner

Hours of activities are too early

Not a lot goes on in the afternoon and Fridays

Classes are always during the day time, I would go to activities in the evening.

The building is not used to its full potential even though it's advertised everywhere.

Transport is a big pain. We could do with a mini bus. The Pick Me Up Service is not good for those with access issues and also you can't order it without a smart phone.

Get more funding from industry.

Not sure if all the community knows about it. Maybe put on more noticeboards.

The walking tours – I didn't go on them because they were too long.

Get those clocks working on the Clockhouse building. They all say a different time and all of those times are wrong!

Canvassing around the local area. Older people respond to leaflets and not online methods.

Allow a few people from outside the area to join and be a bit more flexible about the criteria. Maybe allow a few people from outside but not too many.

Nothing [x 34 people's response].

Appendix C – Non-User Comments

Non-Users

Don't use it and happy to stay at home

Cliquey seeming groups at Clockhouse

No, not interested in going there full stop.

Not at the moment because I am doing enough at the moment. If the Clockhouse did drawing I might be tempted.

I only like bingo and quiz, but I don't want to come out at night, even though it's just across the road, I don't feel safe.

No, £5 was a lot to pay for an art class. Pensioners need the cost to be kept fairly low if they are on a basic pension.

I know about it and I've never been there. It's just not my thing. I don't like sitting in places, I like to get out and about.

People don't want to come out of their flats.

I would like to go to things in the evening because there's nothing going on around here at night.

I don't have time to go over there [Clockhouse] because I am busy with other things.

I used to go quite often when bingo was on, but I don't go anymore because my health hasn't been good.

With my health problems, going to the Clockhouse is not a priority right now.

No. I will go to the Clockhouse when they start doing computer classes.

Even though it's a short distance [to the Clockhouse], people don't want to go because of the lack of transport.

I don't go to the Clockhouse anymore. I got fed up with the games.

It's the same things every month at the Clockhouse and I get bored.

I work, and I don't have time.

It's not my age group/I don't identify with that age group [x11 respondents].

What they do there always seems to be for people who are a lot older/retired people.

At weekends when I am free, the place is closed.

I work part-time, and I am away a lot.

Haven't heard of it.

Wouldn't go there. It's not for me.

We are going up and down to the hospital and don't have time to go.

I have so many things on, I don't have time to join.

Classes are always during the day time and I work.

Appendix D – Tutor Comments

Continuity is really important, keeping something going and sustaining what works. New things still happen within an established setting. People need something that they love and trust and works for them. The connection can take time to build. People worry that there's no learning going on but there's still learning going on.

It's a bit of a lifeline for some people. It's the kind of place that needs replicating. It is an unusual facility. It's a brilliant model, where all sorts of stuff can happen. If you don't have it, people just bump into each other and people don't have time for you and to be with you. This place saves time and expense later down the line. It is a community forum, where people can build up a group

identity. If you don't pay attention and put in structures [like the Clockhouse] things can go so wrong and the mental health of the whole community goes down.

The door is always open and there's a sense of openness and that's very good. The open-door policy is very good.

I love that it is accessible. Local people can come and enjoy exercise. It's great for the socialising because people can be lonely these days. The exercise is an added bonus.

Appendix E - Agencies

Questions to Partner Agencies

Does the Clockhouse Project enhance the work of your organisation? If it does, in what way?

If you could change anything what would it be?

What gaps do you think the Project should try to fill?

How would you like to work together with the Project in the future?

Daybreak Oxford

Dawn is very good. She's had the training and she knows what we do. It is a dementia friendly building. We work and share the [building] space together. The Clockhouse is well used but it could be used more in the evenings for those who work or on a Friday or weekends, or anytime when people have more time. We could have a joint coffee morning to reach out to people who live locally or doing gardening together when the garden re-design is completed. Lots of our users feel lonely and access issue mean that they rely on the transport that Daybreak supplies, otherwise they wouldn't be able to get here.

Blackbird Leys Community Centre

They always seem to have something going on which is good. It would be good to work more closely with them/joined up working. Dawn and I need to get in contact with each other.

Oxford Instruments

Our organization is interested in the goals of the Clockhouse: which is to reach out to the community. There are so many older adults in the community who are not aware of the work of the Clockhouse. I think the Clockhouse needs to create more awareness by exhibiting the wonderful things going on to the public. The way funds are raised [has to be the one thing that should be changed]. We have to find an alternative way to raise funds by reaching out to the organisations in

Oxfordshire. Most will be willing to sponsor. Bringing in a lot of more interesting activities to the residents [what could be improved on in next 3 months – 1 year]. Get into the community by making the older adults aware of the existence of Clockhouse. Our organisation is willing to carry on with the project by sponsoring basic activities. Oxford Instruments is proud of the work of the Clockhouse. Long live the Clockhouse.

Longlands Care Home

The residents here really enjoy the visits by the Clockhouse volunteers who do the singing groups here once every 3 months. They sit with the residents in a big circle and get the residents to join in. The residents really enjoyed it and enjoyed chatting to the ladies afterwards. For some of the residents who have dementia, it helped them to remember the feeling they got when they started singing. It sparks their memory. It would be nice if the Clockhouse volunteers came in twice a month. It is better for the residents because they remember it and would look forward to it. Longlands would like to take residents to visit the Clockhouse with support workers now we have our own minibus. We want to take our residents out on regular, weekly trips. They already go to Friendleys coffee morning. Also, if Clockhouse volunteers could come in to Longlands, maybe for one to one befriending for bocca, dominoes, chess, sitting doing puzzles or just to sit and chat. We would like to link up with the Clockhouse on a more regular basis.

Oxford Food Bank

The Oxford Food Bank is not a typical foodbank, in that it only deals with charities and organisations and is not set up to deal with individuals, like other foodbanks. The Clockhouse Project contacted the Oxford Foodbank in 2016 to ask if they could start having deliveries of food waste. The Clockhouse Project enhances the work of our organisation by helping the foodbank to reduce food waste.

Thames Valley Police

Isolation on the Leys estate is a key priority for the police. We identify elderly people who are vulnerable and isolated and refer them to the Clockhouse and in some cases, one of the PCSOs might take them there for the first couple of visits, because it can be daunting to go into a new place on your own. The police come across people by accident and if the Clockhouse Project were able to come and do a home visit with us, to help those isolated people, that would help. The Police and the Clockhouse Project are already building up things we need to do together, for example, providing first aid resuscitation training. It's an amazing place for people who live on the Leys. They are really lucky to have something like this where they live.

The new development on the other side of Grenoble Road will have an impact on the Police and the Clockhouse Project, because both services are already stretched. The Clockhouse Project might need to move to a bigger building. With the regeneration of the centre of Blackbird Leys, the Police will be a part of that. The new community building will be more of a hub and if the Clockhouse were to move in with everyone else and get involved in those discussions early on, they could have their needs met and get a tailor-made facility. Research has shown the benefit that mixing old people and young people has in breaking isolation and if they all had a chance to mingle, isolated older people can become more a part of the community. Young and old could help and learn from each other. The Clockhouse Project is great and they do a fantastic job.

Agnes Smith Advice Centre

The Clockhouse Project has been very useful over the years in providing an outreach base and we are hoping to develop a new project in the Autumn that will be based at the Clockhouse. The Agnes Smith Advice Centre used to run one half day per month from the Clockhouse, but staff changes, and staff shortages meant that had to be put on hold. We are hoping to launch a new project in partnership with Leys Health Centre, for a social prescribing system, based at the Clockhouse. The Clockhouse is close to the health centre and they also have transport, so we have been liaising with Dawn on this. We are hoping that this project will benefit the Clockhouse Project too.

The Clockhouse Project offers a very good service to over 50s, reducing isolation and loneliness and encouraging a feeling of community and safety in the area. The Project is doing good things to keep people active and increase community ties. The Agnes Smith Advice Centre holds its AGM at the Clockhouse because the it is a good space and it is well known in the community. We are partly funded by the housing association; we are keen to keep close ties and work in partnership with the Clockhouse. Dawn was very welcoming, friendly and helpful.

The Leys Health Centre

The Practice Manager has recently retired; it was not possible to get feedback for this evaluation.

Age UK Oxfordshire

Working with the Clockhouse Project provides the opportunity to put events on and get the local community to come along. We couldn't do what we are doing without the full co-operation of the Clockhouse Project. They have made us very

welcome and it is a very friendly atmosphere. We can see the film club growing and if we had more resource we would use the venue more to run more activities. The more we meet together, the more we may find more possibilities: their facilities and our outreach. We could run dance groups, art groups etc. Our work in the John Radcliffe Hospital results in more referrals and that can grow the number of people we need to find activities for. We need to set up a volunteer service, so setting up and getting volunteers to run that activity at the Clockhouse, exposes the Clockhouse to more people's awareness. If the Clockhouse developed more of a volunteer network, then more outreach can happen e.g. if someone went to collect and walk with someone to the Clockhouse building. We don't have any changes we want to suggest. The Clockhouse Project is accessible, friendly, warm and inviting. Even the garden is useful. We would be happy to continue as we are. We have been delighted by the reception and support we have had. It's a lovely thing to be greeted so warmly.

Aspire

The Clockhouse Project has bought memberships for its users to have the transport. On Mondays we bring 7-10 passengers for the Monday Social club. We also run trips out to Waterperry Gardens, Moreton-in-Marsh market etc. Aspire is all about helping people so working with the Clockhouse Project gives us a broader scope of people that we are helping. The lack of drivers might prevent Aspire and the Clockhouse doing more together, for example, transport to clubs on the other days of the week or more trips out. The Clockhouse Project engages really well with the elderly: the Monday Social club, the singing group, the ability to sign post people for further support if they need it and recognising that support is needed in the first place.

The Project is great and helps to break down social isolation, it gets people out of their houses, keeps their mind active, which goes a long way to keeping their health. One possible gap might be to engage with the next generation down e.g. late 50s, by building up a team of volunteers from this group, especially those who might have taken early retirement. They could be drivers. Aspire and the Clockhouse could work well together on that. Or bringing the youth group and the older people together so there can be a bit more respect and understanding between the two groups. The Clockhouse is a great project.

Oxford City Council

The Clockhouse provides engaging activities for older people in the area, reducing isolation for many older people in the area, supporting them to lead healthier lifestyles. Community projects in general need to address sustainability because funding sources are reducing from many areas. A

strength of the Clockhouse project is the number of volunteers they have, so maybe their volunteers could help with creating new initiatives / new ideas. The project needs to be careful they don't start picking up or providing services that will over stretch their capacity.

Appendix F - The Leys CDI Trustees

The responses from all trustees have been amalgamated below

1. What do you think the Project does really well/better than other organisations?

It reaches older people in the community and gives them a chance to decide on some social provision that they want.

The project is really good at making and sustaining contact with elderly and vulnerable users and providing activities that help with improving social contact and providing skills and activities that improve quality of life.

The Clockhouse Project is well attended and provides a very good service to residents. The best value is the well-being of the users.

Use of volunteers; collaboration with Catalyst; some of the activities: African history group, the garden that are well targeted to their users; a clear, if modest plan.

Involvement of the users and the say that they have in the Project. The funding always serves the purpose of the people who use the Project. Permanent, long standing Clockhouse staff who can build relationships which are very important. Working with lots of different organisations, and volunteers who put the extra time in and who also use the project. Having a permanent base with a permanent room and office, every day of the week. A project that is long-standing in the community.

The Project provides activities for older people from the estate to enjoy.

Surviving which is a huge achievement in the climate and its localness. It does this very well. Local identity is an important part, because big charities are on the increase, and important for them to be strong because of the geographical area and the individuals within it – that local connection is very important. The message it sends to local people is that this is our project and our organisation. It's not coming from outside to 'fix you'. Larger organisations have satellites in the area. That strength can also be a weakness for example, some grant giving bodies are not so familiar with the Clockhouse Project because there's not as much networking done outside the local area. Plus, it could be seen as inward looking.

The fact that the Project exists as a charitable body running a project is a good thing – for over 10 or 12 years now. The fact that we have a base is quite important that over 50s can relate to. We can offer a range of activities consistently. We are the only organisation on the Leys that offers advice, activities, police, citizens advice, tea and coffee.

It provides people with a safe space, a welcoming space to meet each other. Lots of people who use it really value it and go several times a week. SLIGO, quiz night, IT, Phoenix Rising; are all run by different groups but are part of the Project and seem integral to it. They get the support from the CDI to continue to run.

2. What difference do you think the Project is making to the Leys community?

For the over 50s group, it makes a significant difference. It is well known and well used throughout the community, as evidenced by the time period over which it has operated.

Meaningful engagement: the people who get involved can share their stories without feeling that they are being used as a case study and sold as a statistic to a wider audience. The Project is their space where the warmth of welcome makes people feel accepted. The relationships are genuine friendships because there is less formality and fear. Big organisations just can't do that by their very nature.

The Project helps to make links within the community so people get to know each other and make friends. Without that resource being there, there would be a lot more isolation on that part of the estate. The added benefit is that because it is an organised group for people to participate in other influencing activities, for example, the Oxford 50+ network. These are the possibilities for people who go there, to influence decisions, when those opportunities arise, when they are invited to participate by Dawn.

It enables older people to have some fun and meet other people.

It gives lots of people friends, activities and they are able to get out of the house, not feeling lonely, improving their health, and well-being, develop skills. It is invaluable for many of the users and for the community it is valuing the older generation. Intergenerational work is getting them to work together, support each other, and seeing the values that each age group has, was very heart-warming. The foodbank cupboard is very good, as are the healthy choices of food and people don't have to carry it so far. Having a member of staff who can signpost people and recognise where people needed help and pick up on this and help them to get this support.

The project makes a good contribution. It gets people together and keeps them in good spirits and if you are happy then you go out and make friends and spread that happiness and it benefits the whole community.

There isn't another project that exists in the same way for older people. There are a lot of older people on the Leys and there is a place that older people can associate with and that must make a difference.

3.What are the key resources of the Project?

Manpower. Dawn is very good.

A permanent, secure home. The people who use it who put effort into the Project e.g. helping and being positive about it. The trustees, Leys Housing Consortium, Project partners, a real commitment from Catalyst. A strong charity behind it with strong ethical values.

Providing activities for a particular age group who may not go to other things. It makes a difference for them.

Staff, the network of tutors, use of the building is vital, Catalyst staff time.

The building, the staff (Dawn and Cathy), the good links built up with other organisations like the Police, Agnes Smith Advice Centre, the relationship with Catalyst (who are really important), Catalyst staff (Ines) who works for Catalyst and is a trustee. She puts her time, which is a huge resource, into staff management. Ines and Penny know it [the Clockhouse Project] the best.

Staff and volunteers and the use of the Clockhouse building.

Staff, the money to support the activities and the building and the volunteers/volunteer driving scheme, the Leys CDI Board, Ines and Catalyst.

Clockhouse building. Worker time. Volunteers' time

It provides a meeting space and activities for the elderly, vulnerable and lonely (over 50s). Some of these are activities promote healthier lifestyles, and so focus on cooking or physical activities, but it also encourages development of skills such as art and singing which improve cognitive functioning and engender a sense of enjoyment and personal satisfaction.

The relationships with Catalyst; availability of Penny as a really active, skilled volunteer; Sasha and Ines; use of premises/location; professionalism and knowledge and levels of input from Sasha, Ines and Penny. We are undercounting Dawn's work: it is underestimated.

4.What are the key issues holding the Project back?

Funding is limited therefore staffing and resources are limited.

Financial resources – always a challenge.

Money – It is difficult finding significant funding to keep projects running. It is very wearing to have to continually do it, always running on a shoestring, never having enough funds to give anyone a feeling of safety. The volunteers: there

are never enough e.g. for organising groups/getting people organised to do things e.g. washing up.

Funding – how hard it is to get core funding. It holds the Project back because a second member of staff could do outreach which is ongoing. Local authority service cuts mean that the Clockhouse can't always help users who want to come, because they need extra carers/support workers and because there is no staff capacity in the Project to make it work. Groups are closing, and cuts mean that there are less partners to work with and those partners are very stretched. It is difficult within the Project's limited capacity to seek out new partners.

Resources i.e. staffing. The Project Leader, Dawn is very energetic and resourceful, but is only one person.

Funding – it's very difficult to rely on charities. The Project needs a sustainable income source which is very difficult to find in the current economic situation, as local authorities will be reducing year on year.

Funding – core revenue funding.

Money – there's not enough to pay for full time or to employ an additional person who could do more outreach. The trustees – not having enough time to devote to fundraising because the trustees are working and stretched. We don't have enough money to employ a fundraiser. It's always difficult to know what you should be doing next – trustees are not always in a position to say what we should be doing next, as much as a client or older person on the Leys suggesting/having a need. But then you need more people and funding to deliver on that.

The need for fresh thinking. The lack of trustees – both of the non-executive and executive kind. We need more trustees. This matters because we have so few paid staff. We need to consider how hard it is for paid staff, who work in tiny groups. Paid staff get isolated and can come to depend more on trustees than in a bigger organisation. The Leys CDI is very small so the staff/trustees risk getting isolated and stressed. We have a duty of care to each other, volunteers and staff. In order to make this a really good place to be, we need to ask [ourselves] what can we do.

We need to move on from the culture of beleaguerment. This feeling of beleaguerment is about not always seeing and appreciating what we do have. The Clockhouse is really great. The quirky stuff – we don't always really see the opportunities in that e.g. the gardening club, Black history. Money versus the other resources

5. What do you think the Project can improve on within the next 3 months – 1 year?

Positive thinking – looking for fresh ideas. One visit to another service provider, one session reading case studies, one reading list. Building relationships. Making plans based on resources and aspirations other than money. The best

energy and the best resources that the project has aren't necessarily the grants but the "What have we got" and listening enough to pick up on aspirations. Peer reviews - Dawn visiting her counterparts.

It does well with what it has, but funding seems to be the main issue. I'd also like to see the participation in shaping the project continue to develop.

Help with fund raising, and more support with tailored sessions.

The consultation evaluation is a start – we need to know more about what the users would like to see happening to get other people on the Project. Activities [ideas] need to come from the people who use the Project.

The Project is doing a good job. Maybe reaching out to more people or organising the users to reach out to more people. We have lots of very satisfied customers. It would be nice to have more trips out because there are lots of people who have a limited income and no transport.

Funding needs to be looked at and transport with Aspire. Younger people activities to help the Project stay young, the 'active' young. The image of young, active older people who enjoy life and make the most of their life is important so the Clockhouse doesn't look like a day care facility.

We don't have a close enough contact with the Leys Health Centre, who must come across people who are isolated and could benefit from Tai Chi or a Health Walk etc. They could refer them to us and it wouldn't cost anything. Are they aware of our existence? Improving that link in the next 3 months-1year. Not sure how much the Project outreaches to the Health Centre. Are there one or two tricks that we've missed/how we get our foot in the door. The trustees could do this so that other organisations can see that we are an organisation.

Expand the number of groups and include weekend and evening activities. Grow and develop the volunteers to lead and develop groups. More intergenerational work, which is not easy without resources, so we would need more people and more money to pay people. Transport because some people require lifts and it is very difficult to arrange and it is important for them to get access. Outreach is very important and has been done a lot but can't stop and start it. It's down to resources which means funding. The outreach needs to happen all year round to connect with new people.

The Clockhouse Project is part of the Leys CDI, which will be part of the new development that is exploring a community facility, as part of the Oxford City Council regeneration project. This project is looking at how it can generate an income that can benefit local community groups (rather than rely solely on traditional sources of funding). We need to optimise this one-off opportunity.

Be more flexible e.g. have different times of activities e.g. weekends, to cater for different needs.

Operationally, the Clockhouse Project can do as much as it can and sustain current provision and if anything, more can be developed, that is a plus.

6. What, if any, are the internal factors that may be hindering the Project?

Not aware of any, people are very keen to keep it running.

Trustees are – rightly- currently more focused on re-booting the youth project. This may mean that the Clockhouse project isn't so much of a priority for many of us.

There is a lack of clarity between the strategic and operational issues.

The lack of continuing funding to provide a more secure base, and additional funding to help Dawn, with both fund raising, but also contacting and engaging with other elderly users.

Management support for staff. Dawn is quite isolated in her role. Cathy spends 1 morning/week there. It would be good if two people worked there all through the week. This isolation can impact on what can be achieved in the role and the Project. You can lose focus when you are always working on your own.

We are struggling as an organisation with funding problems and the Youth Project coming to the end of a big lot of funding and also having to focus on the Youth Project, so trustee time goes to support the youth works and that can hinder/be a danger, that the people who work for the two projects don't feel part of one project [the Leys CDI]. It can be difficult to make the two projects come together. Intergenerational work could be a good thing, but we don't have the capacity at the moment.

Internally, groups can develop their own group dynamic which can make it difficult for new people to come in. The volunteers, as wonderful as they are, can be time-consuming to organise. More active trustees would be good, also to employ a fundraiser.

There's nothing hindering it. Maybe a lack of staff time, having to constantly prioritise things.

7. What opportunities are there that the Project can capitalize on?

The project has worked well in the past in interacting with young people, for 'history' projects in schools – more inter-generational work would be good. This helps young people, who are also another potentially lonely group.

Loneliness and isolation are higher on the Government agenda so there might be extra funding streams soon. More committed trustees could be an opportunity. Finding a rich sponsor who is committed to the organisation e.g. charitable will donations.

We could be collaborating and forming partnerships and alliances, skills swaps and peer reviews.

There are loads of companies that offer volunteering e.g. Trip Advisor, Oxford Instruments. There must be other companies out there willing to help and bringing a lot of energy to the Project. It could be a resource opportunity. It's a mind shift.

The new regeneration project. Sue Cooper is helping to enable regeneration links with the local community. Also, we can help Catalyst to help deliver their community projects. Get students from either Oxford Brookes or Oxford Universities to work on scoping exercises on behalf of the Project.

The regeneration will mean more people, some community facilities and as the community grows so will the need for more services. More needs and more demands.

Regeneration is a critical opportunity.

Advertise the services and what the charity is doing for the community to attract more members and trustees.

There will be partnership opportunities within the community, but worker time is limited.

8. Is there anything happening (or on the horizon) in the local area that presents an opportunity for the Project?

The re-development plan happening through Catalyst, who have been very supportive. It will mean more people, more accommodation, which in turn will mean more users and organisations. The Clockhouse is within walking distance of all that. The high volume could justify getting more support from the City Council or other funders.

Not sure right now

Regeneration could help the whole community. Massive housing developments have been talked about too, so opportunities are there.

Emphasis of donors on supporting loneliness and isolation so there will be more emphasis on donors to find way to (re) build community cohesion. Community organisations are one of the few types of organisations that (so far) have remained scandal free and retained respect. New funding tools – if only we had the time to explore them

I don't know enough about the local opportunities in this area to answer that.

Political change at some point.

9. How could the Project use its strengths to create new initiatives?

Do we want new initiatives? If we find out what is working well and do more of this, if the Project is financially stable, we have to ask: unless it comes out of the community, will it make the Project better?

We need to be careful when creating initiatives that it is something that people actually want.

The Project could provide more activities for older people, or intergenerational or more community development work, or create pressure groups to meet to talk about problems that face this group and to find their own solutions. E.g. have their own radio or TV channel or make more of social media opportunities e.g. granstagram (Instagram for older people), or climate change from a local perspective, or a local employment agency for small jobs that older people could take on. All these things could be done in their own way and named and defined by local people. It could inspire people.

The youth project has a youth management group. It is interesting that this model isn't used for the Clockhouse. Perhaps it would be a way of developing things further.

More work with mental health issues. More focus on 'life' skills. More inter-generational work.

We need to keep our eye on the ball for funding opportunities but that takes time. Managing time is difficult with people always coming in and out and wanting to talk e.g. lonely, wanting advice: it's all great but quite difficult to get funding applications done.

We could do a bit more linking with other groups/organisations who could deliver and the Clockhouse Project just manage them but doesn't have to deliver. There isn't enough time. People skills could be used to build relationships with other organisations/groups to bring them on board to bring in new people who can come in and provide new things. Maybe the Steering Group could help.

A SWOT analysis, plus any information from the evaluation that may identify strengths and weaknesses and act on what comes out from that.

Consult with residents to see what they require and go with that.

10. What gaps do you think the Project should try to fill in the future?

I think the existing priorities are good and that we should keep at it and explore new sources of energy and know how, to help us.

The Project is going in the right direction with the services it offers. Linking with other voluntary organisations to make more people aware of the work it is doing. Inviting counsellors to sessions to see the good work that is being done by the Project.

Any gaps identified by any needs analysis or anything that can be identified from evaluation and any other sources should be considered. There are a lot of older isolated people, especially with disabilities, who would probably like any or more social contact, either at the Clockhouse or at home (because of mobility issues). High frequency, accessible, free transport that does not require an app [on your

phone], so they can get around the estate, let alone get to town. Making it accessible for an older person, makes it beneficial for the whole community.

A stronger political and community voice for Clockhouse members?

The over 50s to 65s are an age group that is not very present currently. That gap and reaching more men. 25% of men is the average attendance for any organisation that caters for an older population. What activities would attract more men? Phoenix Rising has helped to bring different experiences, skills and diversity into the Project.

The sandwich lunch changed the Monday Social from about 5 people to 30 people. Eating together is a gap that could be expanded upon.

Not sure what the gaps are except surveys say that older people are lonely and isolated: that is the biggest challenge of all. It about finding the thing that would bring more people who are isolated, out of their houses. Outreach could help that gap because making contact is really important.

Intergenerational work, activism, older people and unemployment, the gardening group could be advisors to other community gardens [e.g. Longlands]. Have more courses and make it easier for people to do them because funders of adult education need to make the process easier.

Get the lift fixed/working at the Clockhouse Project and use the upstairs to run more stuff.

●Any other comments you would like to make:

I am very proud to be part of the organisation and everybody should be very proud of all these achievements, especially in these difficult times. To help an organisation to carry on, is a very good thing.

This Project is very good for people's mental health. It is a wonderful project that gets people together. People make friends, the value is difficult to put on it, but it is a wonderful project and we should be very proud.

Appendix G - SWOT Analysis of Clockhouse Project

<p>Strengths</p> <p>The positive support of the users for the Project</p> <p>Volunteers</p> <p>Staff</p> <p>Key trustees</p> <p>Clockhouse Building</p> <p>Support from the Housing Consortium</p> <p>Catalyst additional support</p> <p>Partnership working</p> <p>Unique community resource</p> <p>Continuity – since 2007</p>	<p>Weaknesses</p> <p>Lack of additional workers/support</p> <p>Wider scale outreach and networking</p> <p>Trustee capacity</p> <p>Reliance on traditional sources of funding</p> <p>Strategic and operational issues within Project</p> <p>Sustainability</p> <p>Funding limits on staffing</p> <p>Isolation of Project Staff</p>
<p>Opportunities</p> <p>Regeneration project and Leys CDI position within that</p> <p>Raising the profile of the Project within the community</p> <p>Building new alliances with potential sponsors</p> <p>Weekends and evening activities to attract more active and younger users</p> <p>Increasing the number of trustees focused on the Clockhouse Project</p> <p>Food/meal sharing activities</p> <p>Pop up Clockhouse sessions around the Leys</p> <p>Building the volunteer network</p> <p>Inter-generational work</p> <p>New partnerships</p>	<p>Threats</p> <p>Lack of core funding</p> <p>Access issues</p> <p>-Increase in users with high care needs</p> <p>-Transport</p> <p>Over-stretching capacity of Project</p> <p>Leys CDI Cohesion</p> <p>Culture of beleaguerment</p>

Identified Needs

The following needs were highlighted by users, non-users, partner organisations and agencies and are whilst some are immediately actionable, some are aspirational and dependent on Project capacity and resources:

1. An induction for new users of the Project
2. Transport – free or lower in cost than taxi fares
3. More contact with Potter’s Court
4. Longlands Care Home want to link up more with the Clockhouse with more Clockhouse volunteer visits to Longlands Care Home and the opportunity for residents there to visit and join in activities at the Clockhouse
5. Linking with other organisations who can deliver the sessions, with the Project co-ordinating that delivery.
6. Develop a volunteer network so that there are more volunteers to run more activities
7. More volunteer drivers

Appendix H - Evaluation Respondent Numbers

Users, Volunteers and Tutors	45
Non-Users	24
Trustees	9
Others (Potters Court, Frys Court, Longlands, Aspire, Friendleys, Age UK, Daybreak, Thames Valley Police, Oxford Foodbank, Agnes Smith, Oxford City Council, Blackbird Leys Community Centre, Oxford Instruments)	15
Total Respondents	93