

Upshot in Plymouth: an Evaluation

For each of the Rank Foundation's eight, core Plymouth partners using the performance management programme, **Upshot**, has been a condition of their grant. The programme was introduced to grantees at one of the first steering group meetings and there has subsequently been various further group and individual staff development sessions which have taken place over the past two years. This is in addition to the outstanding telephone support which the Upshot team make readily available. Each year the Plymouth Project Officer also offers support on a 1-1 basis to all of the local Upshot users. In the first year of the programme the use of Upshot was also extended on a voluntary, no-cost basis to match trading participants; take-up has been variable.



8 rank funded organisations are using Upshot in Plymouth.



925,678 contact hours have been made.



2,197 session hours have been delivered.



182,025 participants have attended sessions.

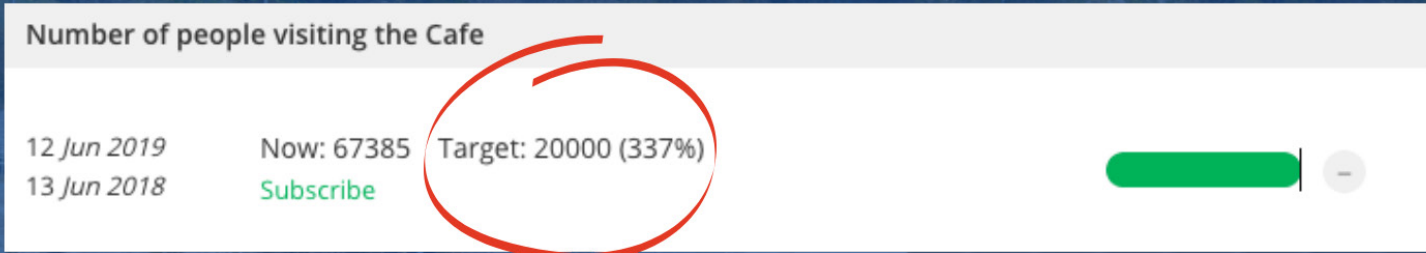
TARGETS

Each organisation has their own set of targets to meet. Using Upshot is a great way to monitor how many people they have been able to reach. For example, how many people have visited their venue? How many people have taken part in their workshops? How many young people have they managed to engage in the community? A number of Rank funded organisations have exceeded some of the targets they initially set out to reach by quite a substantial amount. You can find a few examples below:

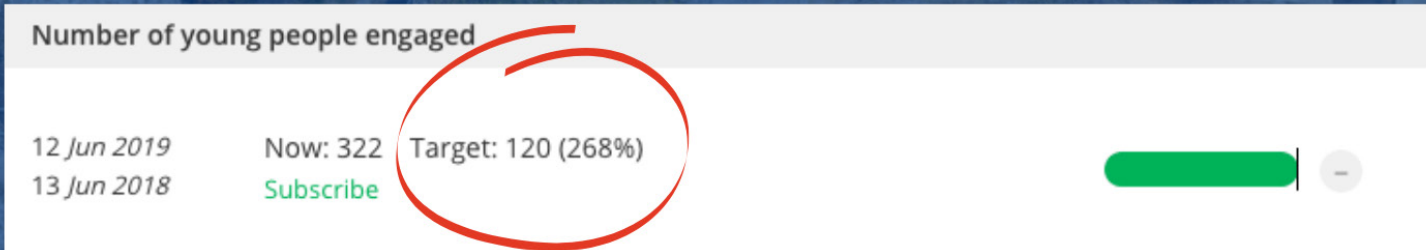
Iridescent Ideas:



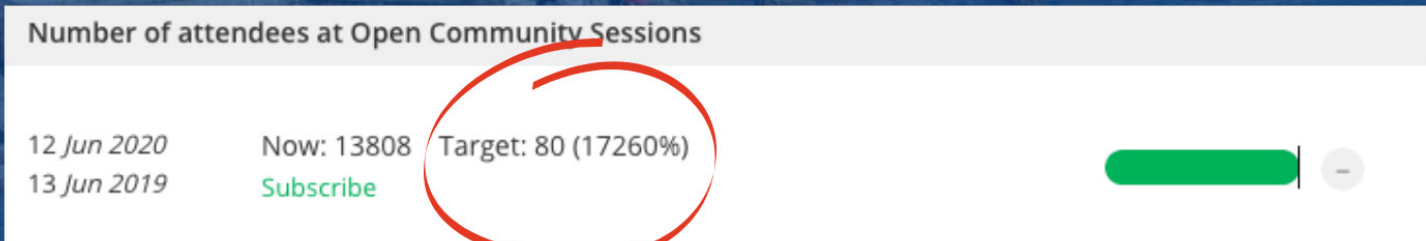
Memory Matters:



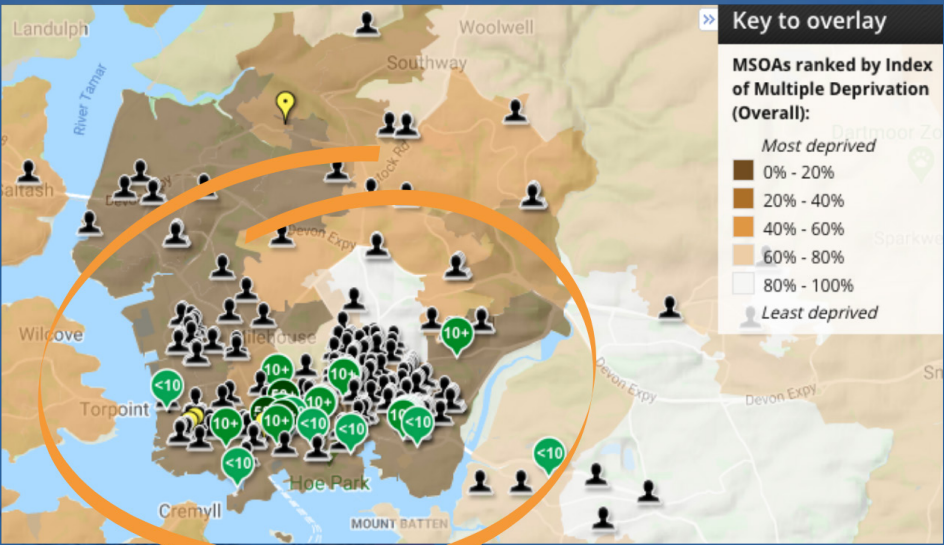
Plymouth Hope:



Street Factory:

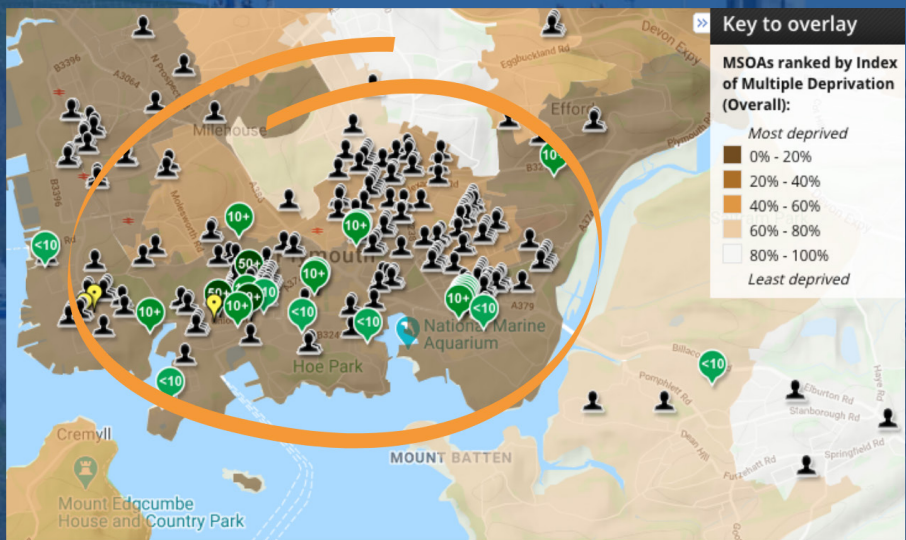


GEOGRAPHICAL SPREAD

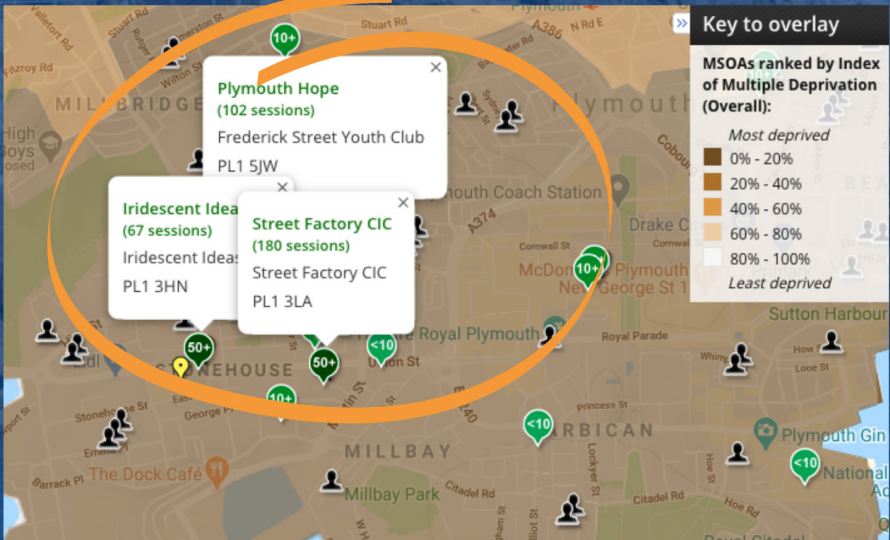


Click [here](#) to enlarge the map..

As we zoom in closer, we can see where the sessions are taking place. The heads represent individuals from different catchment areas and the green dots are where the sessions are being delivered. The number 10+ means that more than 10 sessions have taken place here and 50+ means that more than 50 sessions have taken place at this particular location.



Click [here](#) to enlarge the map..



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This diagram shows that organisations are targeting people from the most deprived areas in Plymouth. The dark brown colour highlights the most deprived areas and as we can see, the majority of workshops and sessions take place here. There are only a small amount of workshops that take place in less deprived areas.

When you click on the green dots, it will tell you what organisation ran the session, where the session was held and how many sessions have taken place. Stonehouse is one of Plymouth's most deprived neighbourhoods. Therefore, it is good to see that organisations are delivering a large number of sessions here.

EVIDENCE: MEDIA

Uploading media onto Upshot is a great way for organisations to showcase all the amazing work they have been doing. There are currently over 700 media files uploaded and these include a mixture of images, videos, webinars, blogs, events and news articles.

MEMORY MATTERS:



PLYMOUTH HOPE:



GREEN HOOK FISHING:



SSE DARTINGTON:



IRIDESCENT IDEAS:



NUDGE COMMUNITY BUILDERS:



STREET FACTORY:



COVID-19 RESPONSE

Although the Covid-19 pandemic has put a stop to a lot of events and activities that were supposed to be taking place over the past few months, Rank funded organisations have still found a way to keep in touch with the community. Since the 20th March, a lot of work has been moved online. This includes things such as virtual workshops, live webinars and weekly activity sheets. Find out what some of the organisations have been up to over the past few months...

NUDGE COMMUNITY BUILDERS:



Nudge have teamed up with **Borrow Don't Buy** to source second hand devices that they can refurbish and distribute to communities that need them. A large number of people can't get online because they don't have access to the devices they need. This means they can't keep in touch with family and friends, do their school work or find out important health information during this time. And with the support from the University of Plymouth and Outersight UK, there is now FREE wifi along union street. Read more [here](#).

REAL IDEAS ORGANISATION:



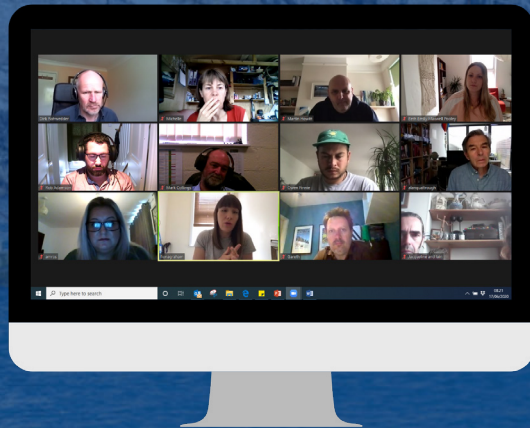
RIO have been holding live webinars, focusing on a variety of different topics. These webinars are FREE to anyone who joins their membership.

STREET FACTORY:



Street Factory have been running FREE Community Hip Hop sessions live on Facebook. These sessions have been going really well and they are receiving over 1,000 views every week. They have been working really hard to keep their community connected and they use social media as their main platform to reach people.

SSE DARTINGTON:



SSE Dartington have been running online workshops with the new RISE 2002 co-hort, via Zoom.

CASE STUDIES

MEMORY MATTERS

NEW GEORGE ST, PLYMOUTH

"It's no secret that we are huge fans of Upshot. When we first came across Upshot, we hadn't used anything like it before. Every grant report we had done in the past was typed using the outcomes requested. This was often a long, laborious task of retrospectively looking at the impact we had made and deciphering it for the report. As nurses, Laura and I have always been keen to evidence what we do – in nursing if you didn't note it, it didn't happen. So being gifted with a platform like Upshot was amazing. At Memory Matters, Upshot has become a tool that is shaped to suit us, as well as our funders, where we can easily capture information and where all the team can get involved and see the brilliant reports produced. It enables us to constantly monitor the effectiveness of our services and also enables us to plan future services too. The team at Upshot are always on hand to ensure that it makes sense to not only our funders but to our staff and beneficiaries too. I don't know how we ever managed without it now – its changed how our organisation works, for the better."

Kate Smith
CEO and Co-Founder

GREEN HOOK FISHING

RICHMOND WALK, PLYMOUTH

"Upshot has been a mixed blessing, we are primarily a project based organisation and while we deal with individuals the facility to report the interactions we have with individuals is very limited. We have tried to record Training Events as they have occurred but again this has proven to be quite difficult to do in any meaningful manner given the system. The interface is far from intuitive and given that our use is spasmodic I have not really been able to develop the breadth of knowledge required to be able to use it in the most productive way possible. The support line however is excellent."

Rev. Ken Bromage
Chairman of Trustees

PLYMOUTH HOPE

CATTEDOWN ROAD, PLYMOUTH

"One of my responsibilities is to lead on Upshot, ensuring the registers, head counts, and activities are kept up to date, and running reports. I have previous experience of using Salesforce which I personally find easier than Upshot. However, this is due to the fact I haven't used Upshot to its full potential yet. Upshot is great for our organisation to store our service users' information, although our service users do seem to move on due to their circumstances. I've found the Covid-19 Response webinars very helpful - showing me how to change the project/activities status, adding notes, and the best way of running reports."

Katherine Williams
Social Media and Admin Officer

REAL IDEAS ORGANISATION

KER STREET, PLYMOUTH

"RIO has been using Upshot for two years. Initially we used the system to record the progress of our leadership programme. We have been making changes to our operations and systems and plan to roll out use of Upshot across the whole organisation. This will help us to streamline our reporting and claims processes. We currently collect over 2000 pieces of data every quarter so having one central place, where we can see crossover and interdependencies, linked to the Real Ideas vision and objectives will be invaluable."

Claire Honey
Head of Cultural Experiences

CONCLUSION

Upshot has allowed the Plymouth core delivery partners and the Rank Foundation to explore and interrogate the impact of its place-based work in Plymouth. Although there has now been nearly one million registered contact hours it's fair to say that some partners quickly embraced what the monitoring and performance management tools that the software offers, others have taken longer to recognise its benefits. For those in the latter category, there has been a considerable amount of staff development support from Upshot and the Plymouth-based team to get all partners to the point where all are now using Upshot on a regular basis. It is now very clear from the evidence provided by Upshot that all of the core delivery partners are meeting (and most exceeding) the initial outcome targets agreed at the outset of the programme with Rank. Most of the activity has been focused upon those areas of the City with the highest IMD.

There was a request from some of the ten organisations on the first-year of the RISE match-trading programme to have access to Upshot. In the end, only three organisations committed but only one has made any real attempt to use Upshot. Of course, for the core delivery partners, using Upshot was a condition of their grant, however this wasn't the case for the RISE programmes' participants, and this may have contributed to why they didn't use it in any meaningful way – despite a considerable investment in CPD. Most of the core funded organisations have started using Upshot to monitor and report to other funders although its use in providing evidence to support funding applications to other organisations has been limited. Macro data is being collected like the big number of hours and sessions etc, but the micro information is also being captured by most organisations. They are using Upshot not to just collect top-level data but create case studies and capture case notes to track and individual journeys.

It is clear that Upshot has proved to be an invaluable tool for the Plymouth core delivery partners and for the Rank Foundations as its use has now become embedded in each of the organisations as a recording, monitoring and performance management tool to demonstrate progress. The media files in particular demonstrate the breadth and depth of activities in the City and the extent of networking, collaboration and relationships between the projects. Whilst there is plenty of quantitative evidence provided by Upshot to show the individual and cumulative impact of the Plymouth place-based programme this is complemented by the qualitative content of the media files which bring the Plymouth narrative to life – that of a strong local network that encourages sharing, learning and collaboration.

