

Upshot in Plymouth: an Evaluation

Over the past 3 years, eight of The Rank Foundation's core funded organisations have been using [Upshot](#) in Plymouth. This performance management tool has allowed them to set targets (which many of them have exceeded), as well as monitor their progress and evaluate their projects. Upshot also allows users to write reports, upload evidence based media, create case studies about participants using their services, enter headcounts and observe their geographical spread in and around the city. The past 18-months have meant that a lot of things have had to change, and this includes the way people work and the services they provide. This Upshot report highlights the amazing work these eight organisations have achieved over the past 3 years, as well as focusing on their response to the COVID-19 pandemic.

8 rank funded organisations are using
Upshot in Plymouth

1,342,472

contact hours
have been made

260,825

participants have
attended sessions

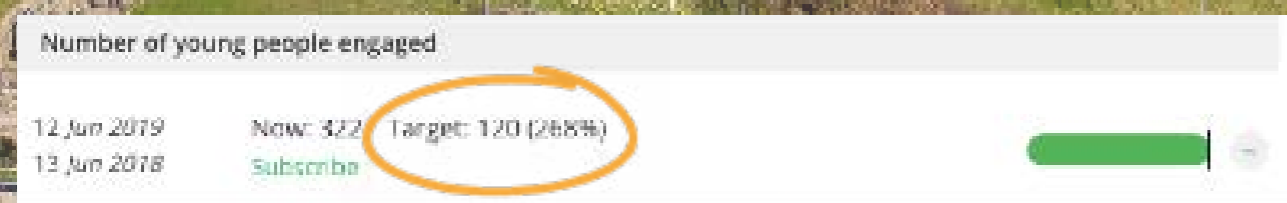
TARGETS

Each year, the eight organisations set targets that they'd like to meet. These include different things such as creating volunteering opportunities, encouraging and developing leadership, and caring for the disadvantaged and marginalised. Using Upshot is a great way to monitor how many people they have been able to reach. A number of Rank funded organisations have exceeded some of the targets they initially set out to reach:

Street Factory:



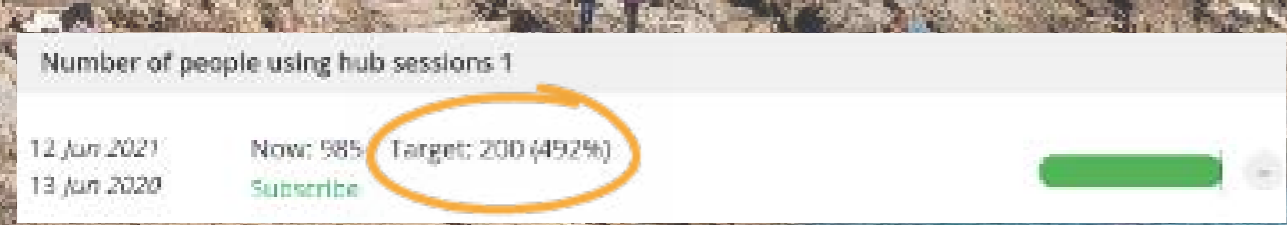
Plymouth Hope:



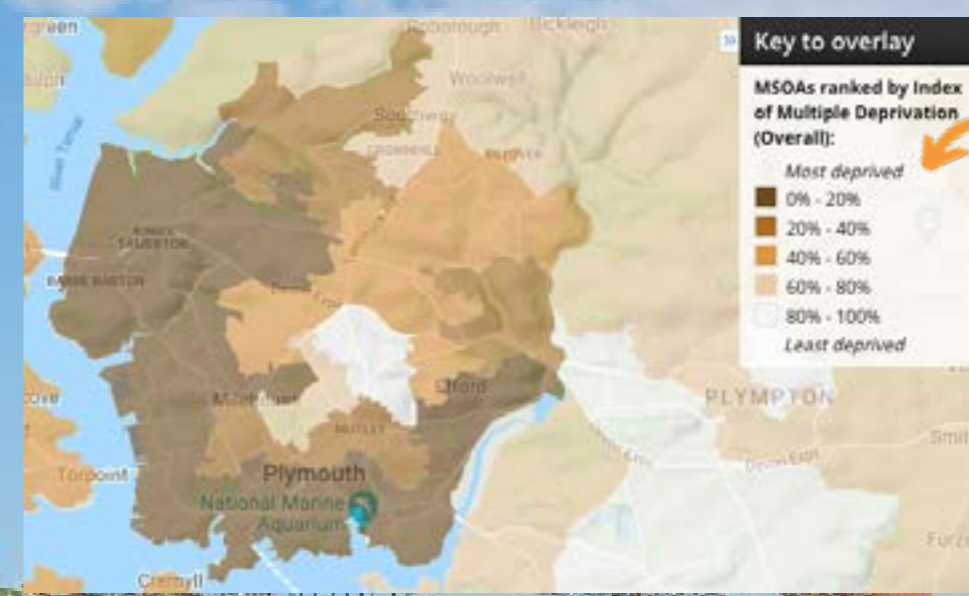
Iridescent Ideas:



Memory Matters:



GEOGRAPHICAL SPREAD



The dark brown areas on this diagram highlight the most deprived areas in Plymouth. As you start to move out of Plymouth, you can see that the deprivation rate becomes significantly less. Residents living in these deprived areas are supported through advice sessions, sporting activities, community workshops, 1-1 support, training, so on and so forth.

You can see that the largest reach is taking place in the most deprived areas. These eight organisations have been funded by The Rank Foundation to make a positive impact in their communities, especially where it is needed most. This diagram shows that they are focusing on the right areas, which is really positive to see.



Union Street, in Stonehouse, used to be the hub of Plymouth, with bustling night life, including The Rank Foundation's Millenium Building. However, over the years, this particular area has witnessed a lot of deprivation. The sessions run by Rank funded organisations now take place in this area and they are run across a range of different venues.

EVIDENCE: MEDIA

Upshot allows users to upload media files. This includes things such as photographs, videos, case studies, news articles and social media posts. There are currently 958 media files on Upshot, which have been written, recorded and uploaded by the eight organisations. Find some examples below:

DIVERSITY BUSINESS INCUBATOR:



GREEN HOOK FISHING:



STREET FACTORY:

HIP HOP APPRECIATION WEEK

Hip Hop & Its Transformational Power Has Empowered Me & **Joanna Gorniak** & Our **Street Factory** Team - To Transform So Many Lives Over The Last 15yrs ...

We Want To Show Our Appreciation By Sharing Our Ted Talks On "Hope & Helping Young People Discover Their Genius"

THE POWER OF HIP HOP #TEDTalks

"See Me - I See You 🎤"

Peace & ❤️

Chosen Zulu Tasha Iglesias Manny Faces Plymouth Culture Hip Hop Association of Advancement and Education (HHAAE) European Roma Institute for Arts and Culture - ERIAC Travelers Times KRS-One

REAL IDEAS:

Health Plymouth isolated - therapist / services

- Lack of good education at an early stage
- Good Parenting support
- Widening aspirations
- Plymouth "service city manufacturing"
- Cultural skills - self preservation / confidence
- Geographical location of Plymouth is far south west is a barrier to wider opportunities
- Brave recruitment - looking beyond Goals.
- Mental & physical disability / health + wellbeing
- Utilizing GP Practices to be information hubs

• Lack of good education at an early stage

• Good / bad work experience

• Cultural skills - self preservation / confidence

• Lack of local relevant skills try in flight.

COVID-19 RESPONSE

MAKERS HQ:

Makers HQ

We just want to give a massive shout out to the amazing folk at Plymouth who have helped us to make our products, who have made 1000s of pieces of prostheses and 20 tonnes of Dr Amal's fabric. Your blood, Joe Gurgley who will give them out to our brave soldiers in the NHS.

We also want to say a huge thank you to every one who has contacted us recently regarding the manufacture, use of suits and face masks for the NHS. What a fantastic community we have!

NUDGE COMMUNITY BUILDERS:



CO CARS:

Our **@CoBikesElectric** station **@RDEhospitals** is open solely for free usage by NHS staff. We hope this helps staff travel to work & give them the chance to take a break during the day, grab a bike & go for a cycle to relax & recharge **#exerttogether @ExeterLiveBette @GrowExeter**

11:29 am · 17 Apr 2020 · Hootsuite Inc.

BORROW DON'T BUY:

Borrow Don't Buy

Have you got unused, spare digital devices that are taking up space and gathering dust that could be given a new lease of life for someone else to use and get on with?

Borrow Don't Buy, supported by Nudge Community Builders, need your old digital devices to refurbish and recycle them so that local people can gain access to digital services, support and help children to complete their homework.

We're aware of families all trying to get one smartphone to do schoolwork with.

GOT A SPARE DIGITAL DEVICE TAKING UP SPACE?

We can refurbish it and help someone get online!

11:29 am · 17 Apr 2020 · Hootsuite Inc.

CASE STUDIES

SSE DARTINGTON:

My role at SSE Dartington is to administrate multiple learning programmes. This involves using numerous spreadsheets to capture personal data, evaluation scores, attendance at study days as well as outputs, targets, and good news stories.

For some programmes this can become very complex and makes it tricky for those who are not familiar with the spreadsheets to access the information they need to produce reports etc. Upshot allows us to manage the RISE programme effectively. I can input the participants personal data safely and securely whilst complying to GDPR regulations.

Setting up the study day information enables me to capture attendance and run reports to monitor this and ensure the participants are meeting their obligations. There is space where we can upload positive news stories about the beneficiaries of the RISE programme to evidence how we have supported them in growing their projects and organisations.

It is incredibly useful to have all this information in one place as we can easily manage and locate the information required by our funders Senior Management Team. I have yet to use all the functionalities available within Upshot, but I look forward to discovering new systems over the next 12 months when our new RISE2022 programme begins.

Felicity Day
Programme Administrator

IRIDESCENT IDEAS CIC:

Since 2018, we have been using UPSHOT to record our work with the Rank Foundation, and monitor our performance against our agreed targets. We've found UPSHOT to be really user friendly, intuitive and easy to negotiate our way around. Information is clearly displayed and the system is versatile, enabling users to record or upload their own unique information in various ways.

It's not something we use every day (maybe we should!) but it doesn't take very long to get back into the swing of it or make you feel like you have to relearn how to use it every time you log in. That being said, when help is needed the support provided by the UPSHOT team is second to none – introduction and regular refresher courses, ongoing telephone and email support, is provided by their knowledgeable, helpful and friendly team. We definitely recommend UPSHOT as a helpful and versatile tool for organisations with a fantastic support system behind it.

Mel Tucker
Director

CASE STUDIES

STREET FACTORY:

Upshot has given Street Factory a fantastic evaluation structure, a place where all our projects, case studies and reports can be kept in one place. It's amazing to see our communities personal journeys grow, evolve, and for us to have a safe digital space to store them. The support we have received from the upshot team has been phenomenal and it has enabled us to evaluate, analyse and evidence our work. This has enhanced our evaluation processes across all of our projects and empowered us to showcase our outcomes.

Jo Gorniak
Co-Founder and Co-CEO

MEMORY MATTERS:

In Autumn 2018 we started our 3 year Reaching Communities project funded by the Big Lottery. We provide activity sessions based around cognitive stimulation therapy for people with mild to moderate dementia. In the past we were predominantly paper based in how we gathered and stored data and information for the project, writing journals to gather qualitative data, adding peoples names and personal details to spreadsheets, then needing to employ someone to evaluate everything we had gathered at the end of the project. It was all quite laborious, and difficult to use.

In 2018, as part of the funding Memory Matters received from the Rank Foundation, we were introduced to Upshot. What it could do fitted really well with what we needed on our project. It provided us with a safe place to store our beneficiaries personal details, keep registers of attendees, list different activities and groups clearly, store anything requiring a number; for example we used to use a cognitive assessment at the start and end of 14 weeks and Upshot makes it easy to compare scores. Everything we collect can easily be linked to our project outcomes, which makes evaluation very simple.

The part I find most useful is the 'timeline'. Here we write any relevant notes about the beneficiary on the day they attend a group, building up a picture of the person over the months or years they may come along. We add photos to their timelines, which really help capture the person's experience which can help us with so many things, from writing case studies to secure further funding, sharing with family so they can see how their loved one is engaging in sessions, or sharing with health professionals.

When I have any difficulties using Upshot they are always quick to respond. I have found the Upshot guides they provide a useful reference, and if I have telephoned them with problems they are always really helpful (and very patient!).

Sophie Hester
Team Leader



PLYMOUTH
HOPE



memory
matters

school for
social
entrepreneurs
darlington

Green Hook

IRIDESCENT
IOEAS™

Business advice with a different perspective



RIO
Real Ideas
Organisation