

Prepared for:

Bolsover District Council (BDC)

New Bolsover Model Village Interim Evaluation Report

FINAL

May 2019

Author: Ruth Flood

Contents

1.	EXECUTIVE SUMMARY	3
WHAT WE WANTED TO HAPPEN		
2.	PROJECT BACKGROUND.....	5
3.	EVALUATION APPROACH	7
4.	NEW BOLSOVER AREA	14
WHAT ACTUALLY HAPPENED		
5.	ACTIVITIES PROGRESS.....	17
6.	OUTCOMES PROGRESS.....	41
7.	KEY PROJECT LEARNING POINTS.....	54
8.	RECOMMENDATIONS FOR FINAL EVALUATION REPORT	56
APPENDIX: DOCUMENTS REVIEWED		57

1. Executive summary

The New Bolsover Model Village Project is a £10million housing restoration project designed to breathe new life into New Bolsover Model Village. The project has received a £2m grant from the National Lottery Heritage Fund and £8m investment from Bolsover District Council. It involves two key elements: an extensive programme of refurbishment to 194 Grade II listed properties to achieve external aesthetic uniformity, significant energy efficiencies (moving EPC rating from D to C) and internal modernisation to Council owned properties providing insulation, rewiring, new bathrooms, kitchen partitions, damp proofing and decoration; and a programme of heritage-led community engagement activities.

This interim evaluation report is a summary of progress against activities and outcomes to date, and offers an initial indication of key learnings for the project team. It also provides direction on data collection that would be helpful to inform and enhance a final report on the project.

The table below summarises key achievements so far:

Table 1 - Summary

Project Management	<ul style="list-style-type: none"> - New framework procured by Efficiency East Midlands (Sustainable refurbishment of historic buildings)
Programme of refurbishment	<ul style="list-style-type: none"> - Refurbishment complete on 102 of 194 homes - Fuel efficiency rating achieved on properties completed – moving from a D to a C - Community house / hub established in void property at start of project and now moved to 126 in refurbished property - External report sought to advise on future models for community house / hub - 7 Apprentices appointed - 14 Work experience placements - 16 New directly employed local jobs - 1 Hands on Heritage Seminar held - 5 Continual professional development (CPD) events held - 15 Green doctor visits providing energy advice to owners of historic buildings in New Bolsover
Heritage-led community engagement	<ul style="list-style-type: none"> - New community groups established: Friends of New Bolsover Local Heritage Craft Group Heritage walking for health group Local genealogy group Local history group Original allotment group (Pumpkin patch) folded in January 2018 and a new community allotment project was established (Back to the roots) Local Radio group established - 126 radio - Wide range of community engagement events held over the time period of the project: Community Clean up (May/Oct 2016) Heritage Big Lunch (Aug 2016)

	Lantern Making event (Dec 2016) Christmas events Heritage open days (2016, 2017, 2018) (Attendance about 100 people) Heritage skills day Easter events Walking for health events
Specific Heritage-led projects	<ul style="list-style-type: none"> - Numbers involved in each of key project activities Oral histories/ story telling: engaged 55 people Banner project: engaged 47 people Film project: 80 people viewed
Heritage-led schools engagement	<ul style="list-style-type: none"> - 277 pupils at New Bolsover Primary School engaged - Resource boxes created and left with New Bolsover Primary School

Much of the data provided so far gives an indication of views around impact – more detailed work at the final evaluation stage will provide more quantitative and qualitative data around impact.

There are three caveats to this report:

- This report has been wholly reliant on data provided to us by the project team. We have not conducted any research/evaluation fieldwork of our own at this stage. Preparation of the final evaluation report will involve some primary research with the partners involved in delivery of the programme.
- We note the complexity of tracking the impact of this project and commend the efforts that the team have made in seeking to collect data. Unfortunately all the formal research efforts to collect data so far have achieved relatively small numbers and this report in places is more reliant on anecdotal feedback around impact than robust data. Therefore our one key recommendation for the final evaluation is to achieve as large a sample of responses to the final resident survey as possible – and if possible to add a number of questions as per the recommendations section of the report.
- Given the scale of this project it is not possible to comment on all of the activities that have been undertaken – rather this document seeks to pull together the bulk of activity.

2. Project background

New Bolsover Model Village is located in the town of Bolsover, Derbyshire. In 1890 the Bolsover Colliery Company Ltd sank Bolsover Colliery and in 1891 started construction of a Model Village at New Bolsover, to accommodate its workforce. It is a lasting legacy to the coal mining industry that dominated life in the town from 1891 to 1993. It was the first of a series of Model villages developed by the company and the design of the Model Village was influenced by the emerging garden city movement and represents an early application of its vision. The Model Village comprises 194 miners cottages arranged around a central green with 12 villa properties for the mine officials, a primary school, a co-operative store, a miners welfare, cricket club, allotments and an orphanage.

Following the closure of the colliery, the properties were purchased by Bolsover District Housing and subsequently a number of the properties have been sold through the Right to Buy initiative. The Council currently owns 137 of the 194 worker houses. The age and physical condition of the properties at the start of the project was a major contributing factor to the high number of voids on the estate. Failing window units, damp penetration coupled with poor thermal performance and high heating bills are also considered to have contributed to the problems of the area. The houses are constructed from a red Staffordshire brick (solid wall construction) with a slate roof. At one stage previously the original timber windows were replaced with double glazed PVCu coated aluminum. These window units are now failing causing condensation, draughts, resulting in poor thermal performance. The cast iron guttering at the front and rear together with down pipes had been replaced with plastic. The physical condition of the properties combined with government policies such as the bedroom tax has had a detrimental effect on the area. Out of the 194 properties there are 114 - 3 bedroom properties, 23 - 2 bedroom and 1 flat. The high percentage of 3 bedroom properties has meant that the introduction of the bedroom tax has had a detrimental impact on property lettings. At the start of the project there were 26 empty properties.

This project is an ambitious £10million housing restoration project designed to breathe new life into New Bolsover Model Village. The funding for the project is made up of a £2m grant from the National Lottery Heritage Fund and £8m investment from Bolsover District Council in their housing stock. The scheme has six key aims:

- To create a sense of place through understanding and using the heritage of the area to complement the Garden City vision for New Bolsover for the benefit of the local community, for it to become a place where people want to live and visit.
- To facilitate the repair and restoration of historic buildings to provide housing that is in a better condition for the community and to preserve the architectural significance of the dwellings.
- To develop greater understanding and pride in the heritage and local distinctiveness New Bolsover in the local area, district and nationally.
- To improve housing and housing conditions for local people through better management of the dwellings and surrounding area.
- To increase the understanding of energy efficiency in historic buildings by improving the thermal efficiency and reduce CO2 emissions generated by the properties.
- To facilitate the enhancement and widening of the local heritage sector skill base including providing training opportunities.



3. Evaluation approach

In November 2017, RF Associates was commissioned to support the project team to monitor and evaluate the activities that were being undertaken and to understand how to measure their impact. At this stage we worked with the project team to:

- Note the desired areas of impact within the National Lottery Heritage Fund 12 point framework
- Articulate the project's key audiences and consider what might be key areas of impact
- Develop a logic model to highlight key planned activities and the areas of associated short and longer term impact for the project
- Advise on the development of appropriate questions for data collection and consider the best means to gather data from the range of audiences impacted as part of the programme

Working with the team we developed a detailed logic model and matrix of specific questions that could be used to collect data and noted the possible approaches that the team might be able to apply. The agreed areas of impact (table 1) and the logic model (table 2) follow on the next five pages.

The preparation of this interim report has involved:

- A detailed review of all relevant project documents provided to us
- A review of all research / surveys etc. completed so far
- A detailed discussion with the Project Manager

Further evaluation activities are planned to help inform the final report:

- A final survey amongst residents – RFA to provide advice on this
- Two focus group / workshop discussions with a mixed group of stakeholders to reflect on the project
- Five telephone interviews with wider project stakeholders
- Review of all relevant final project data / materials

The project team has been encouraged to collect data throughout the project to use questionnaires and develop case studies but it has not been possible to undertake some of these activities. Two key sources of data for this report are a survey amongst tenants and a survey amongst volunteers in January 2018. In January 2018 a decision was taken by its Board of Trustees to close Bolsover Community Voluntary Partners (CVP) resulting in the loss of the two posts dedicated to the New Bolsover, New Beginning project. This happened at the time of both surveys going live and had an impact in terms of resources to circulate the surveys.

On 1 February 2018 volunteers on the database were sent an email link to the survey. Paper copies were also sent to those without email. A £20 voucher prize draw was used as an incentive and respondents could choose whether or not to enter. The survey was kept open for a period of 4 weeks. A total of 8 responses were received, out of 55 volunteers, giving a response rate of 15%.

In relation to the Resident survey, the change in staffing meant that the survey was hand delivered to all properties but it was not possible to conduct door to door interviews. On 1 February 2018 households on the Model Village were provided with the paper survey and were given until 16 February to complete the form and send it back using a pre-paid envelope. The survey was anonymous and only one paper questionnaire was distributed to each property to avoid repeated responses. Residents were informed that

all questions were optional and that the questionnaire was available in accessible formats on request. A £50 voucher prize draw was used as an incentive and respondents could choose whether or not to enter. A total of 23 responses were received, out of 140 occupied properties giving an overall response rate of 16.5%.

In both cases the volume of responses are low but while we need to bear in mind the small base for the results, the information gathered gives some useful indications around impact of activities.

Table 2 - Areas of impact agreed at Project Outset (taken from NLHF Outcomes framework)

Outcomes for heritage	
1. With our investment, heritage will be better managed	There will be clear improvements in the way that you manage heritage. This could include the implementation of plans for management and maintenance, securing additional staff, Trustees or other resources that you need, or the more effective use of existing resources.
2. With our investment, heritage will be in better condition	There will be improvements to the physical state of your heritage. The improvements might be the result of repair, renovation or work to prevent further deterioration, such as mending the roof of a historic building, conserving an archive, clearing field ditches or repairing a ship. Improvements might also result from new work, for example increasing the size of an existing habitat to benefit priority species, or constructing a new building to protect historic ruins, archaeology or vehicles.
Outcomes for people	
5. With our investment, people will have developed skills	Individuals will have gained skills relevant to ensuring heritage is better looked after, managed, understood or shared (including, among others, conservation, teaching/training, maintenance, digital and project management skills). Structured training activities could include an informal mentoring programme, on-the-job training or external short courses.
6. With our investment, people will have learnt about heritage	Individuals will have developed their knowledge and understanding of heritage because you have given them opportunities to experience heritage in ways that meet their needs and interests.
9. With our investment, people will have volunteered time	Individuals will be contributing their time and talent and will find it a rewarding experience. They will give their time to activities at all different levels – from project leadership and management to helping at events or creating a website.
Outcomes for communities	
10. With our investment environmental impacts will be reduced	You will have minimised the environmental impacts of your heritage/site and, if possible, reduced them from a current or baseline position, in the key areas of: energy and water use, and visitor transport. If your project is site- based, you will have taken opportunities to enhance the biodiversity (habitats and species) of the site.
12. With our investment your local area/community will be a better place to live, work or visit	Local residents will have a better quality of life and overall the area will be more attractive. As a result of improving the appearance of heritage sites or of the opportunities you have provided for local people to visit, use, get involved with, and enjoy heritage, residents will report that they feel greater pride in the local area and/or have a stronger sense of belonging.

Table 3 – Project Logic Model

Inputs	Outputs		Outcomes - NB. NLHF OUTCOME AREAS	
	Activity Detail <i>What?</i>	Participation <i>Who? How many? How frequent?</i>	Short <i>So what? Awareness, Learning, Knowledge, Skills, Motivations</i>	Medium – Longer Term <i>So what? Actions, Behaviours, Practice, Decisions, Policies In the long term they are likely to contribute to larger scale changes: at an economic, social, environmental level etc</i>
	1. Community development through heritage			
- £2M NLHF Funding - £8M Council Funding	Theatre in the model village	Participants will be a mixed group including tenants, children from New Bolsover school 15 participants over a 3 – 4 month period. Year 3	Whole New Bolsover local community is better informed about the historic significance of the area / will have learnt about heritage (Outcome 6 and 12)	Encourage community involvement and create active citizenship (Outcome 12)
	Model village video & film	It will include residents and others who want to be interviewed and share experiences. It is ongoing throughout the life of the project 5-8 participants, 25 audience members at each annual screening and 50-100 at final celebration event	Wider community is better informed about the historic significance of the area / will have learnt about heritage (Outcome 6 and 12)	Restore a sense of pride and community in the area (Outcome 12)
	Historic banner project – New textile banner will be a lasting legacy	A mixed group of adults and elderly residents. They will learn a range of new skills or increase existing skills. Year 2, 5-10 participants and 25 at official unveiling	People will volunteer and get involved in community activities (Outcome 9)	People will volunteer and get involved in community activities (Outcome 9)
	Heritage Open Day	Residents, school children, visitors. Held annually - 50 visitors per year and 5 volunteers		
	Heritage Big Lunch	Residents, school children, volunteers 1 event per year linked to national event with different theme 75 residents taking part, 10 volunteers		

2. Development of building works & public realm proposals			
Property refurbishment	194 historic properties repaired / rebuilt using traditional materials and detailing	<p>194 historic properties repaired / rebuilt using traditional materials and detailing (Outcome 2)</p> <p>Improvement in the management of Model Village properties due to the adoption of a robust repair and maintenance plan and maintenance services offered to private tenants. (Outcome 1)</p> <p>Properties will be more energy efficient (Outcome 10) / Awareness of energy efficiency will improve (Outcome 1)</p> <p>Increased awareness of heritage value of homes by residents and wider community (Outcome 1 / 12)</p> <p>Increased awareness of planning restrictions (Outcome 1) / Reduction in breaches in tenancy agreements (Outcome 1)</p> <p>Development of traditional building craft skills amongst volunteers (Outcome 5) / Developed skills amongst apprentices, trainees etc (Outcome 5)</p>	<p>Restore a sense of pride and community in the area (Outcome 12)</p> <p>Living in this area will be desirable (Outcome 12)</p>

3. Education and training linked to heritage				
Primary school	<p>Key Stage 1 and 2 Pupils at New Bolsover Primary School</p> <p>Year 1: 3 whole day pupil sessions. Resource pack 1 developed (My Model Village)</p> <p>Year 2: 3 whole day pupil sessions 1 visit to National Coal Mining Museum 2nd resource pack delivered (My Community, My Heritage)</p> <p>Year 3: 3 whole day pupil sessions. 3rd resource pack created (Energy Through Time) Delivery of 3 whole class sessions per year (75 pupils per year): 225 pupil sessions in total</p>	Local school children are better informed about the historic significance of the area and will have learnt about heritage (Outcome 6 and 12)	<p>Encourage community involvement and create active citizenship (Outcome 12)</p> <p>Restore a sense of pride and community in the area (Outcome 12)</p> <p>People will volunteer and get involved in community activities (Outcome 9)</p>	
Secondary school	<p>KS3 pupils from Bolsover Moor Secondary school – transition project</p> <p>A single year entry in year 3 200 children</p>			
Higher education	<p>Young people 16-25 year olds throughout life of project</p> <p>3 no of apprenticeships 5 Traineeships 30 work experience</p>			

4. Sustainability and dissemination				
New Bolsover Community Group	Local residents, Volunteers All years 2 events per year Newsletter 4 times per year 20 volunteers recruited	Local community are better informed about the historic significance of the area and will have learnt about heritage (Outcome 6 and 12) Developed skills (Outcome 5)	Encourage community involvement and create active citizenship (Outcome 12) People will volunteer and get involved in community activities (Outcome 9) Restore a sense of pride and community in the area (Outcome 12)	
Academic audience & Professional development	Professional organisations RIBA, RTPI, SPAB, IHBC, Institute of Housing, Universities, NLHF Group for Education in Museums (GEM) http://www.gem.org.uk/index.php Voluntary sector	Wider professional community will have learnt about New Bolsover heritage / be better informed about the historical significance of the area (Outcome 6)		

4. New Bolsover area

The Village, like many areas, has suffered since the 1990s with the closure of the colliery and a lack of major industry to replace it. The Bolsover district is in the top 20% of the most deprived local authorities in the country. In 2010 it ranked as the 58th most deprived local authority out of 326 in the Indices of Deprivation. The majority of the households that these deprivations statistics relate to according to the Council are situated in the New Bolsover Model Village. The national rankings by domain are shown below for the Model Village area:

- 1) Income – (4th most deprived in the District and in the top 20% in England)
- 2) Employment – (4th most deprived in the District and in the top 5% in England)
- 3) Health Deprivation and Disability – (In the top 20% most deprived areas in England)
- 4) Education, Skills and Training – the top 15% most deprived areas in England)
- 5) Barriers to Housing and Services – has worsened since its 2007 rank of 30,715 to 28,329
- 6) Crime – (7th most deprived in the District) to 2,535 (now 4th most deprived in the District, and in the top 10% most deprived nationally.
- 7) Living Environment – (4th most deprived in the District)










Some more specific information is provided below which highlights the profile of the tenants on the estate (at the start of the project) around key metrics:

Table 4 – Demographics Data taken from New Bolsover Model Village Activity Plan /

Age Breakdown	Age – No, of tenants 18-30 – 22 tenants 31-50 – 55 tenants 51-60 – 20 tenants 60+ - 17 tenants No data – 8 tenants
Housing Benefit	55 tenants are in receipt of full or part housing benefit

The two graphics which follow further highlight some of the issues at p/ay in the Model Village:

Table 4 – Key metrics for New Bolsover area¹

 <p>Population</p>	<p>There are 310 people living in New Bolsover</p> <p>See pages 4-9 for more information on population by age and gender, ethnicity, country of birth, language, migration, household composition and religion</p>	 <p>Education & skills</p>	<p>39% of people have no qualifications in New Bolsover compared with 22% across England</p> <p>See pages 43-45 for more information on qualifications, pupil attainment and early years educational progress</p>
 <p>Vulnerable groups</p>	<p>42% of children are living in poverty in New Bolsover compared with 20% across England</p> <p>See pages 10-21 for more information on children in poverty, people out of work, people in deprived areas, disability, pensioners and other vulnerable groups</p>	 <p>Economy</p>	<p>28% people aged 16-74 are in full-time employment in New Bolsover compared with 39% across England</p> <p>See pages 46-53 for more information on people's jobs, job opportunities, income and local businesses</p>
 <p>Housing</p>	<p>0% of households lack central heating in New Bolsover compared with 3% across England</p> <p>See pages 22-32 for more information on dwelling types, housing tenure, affordability, overcrowding, age of dwelling and communal establishments</p>	 <p>Access & transport</p>	<p>41% of households have no car in New Bolsover compared with 26% across England</p> <p>See pages 54-56 for more information on transport, distances services and digital services</p>
 <p>Crime and Safety</p>	<p>The overall crime rate is higher than the average across England</p> <p>See pages 33-34 for more information on recorded crime and crime rates</p>	 <p>Communities & environment</p>	<p>The % of people 'satisfied with their neighbourhood' is lower than the average across England</p> <p>See pages 57-62 for more information on neighbourhood satisfaction, the types of neighbourhoods locally, local participation and the environment, air pollution</p>
 <p>Health & wellbeing</p>	<p>24% of people have a limiting long-term illness in New Bolsover compared with 18% across England</p> <p>See pages 35-42 for more information on limited long-term illness, life expectancy and mortality, general health and healthy lifestyles</p>	<p>Appendix A</p>	<p>Page 63 for information on the geographies used in this report and 54 for acknowledgements</p>

Oxford Consultants for Social Inclusion (OCSI), www.ocs.co.uk / 01273 810 270. ©OCSI 2018.

This report, or any part, may be reproduced in any format or medium, provided that is reproduced accurately and not used in a misleading context. The source must be identified and the title of the publication specified with the copyright status acknowledged

¹ Add footnote re source

Table 5 – Indicators of civic engagement for New Bolsover area²

"People from different backgrounds get on well together in the local area" 68% (England = 76%)	People who feel that they belong to their neighbourhood 62% (England = 58%)	People who are satisfied with local area as a place to live 72% (England = 79%)	Aged 65+ "satisfied with both home and neighbourhood" 79% (England = 83%)
People involved in decisions that affect the local area in the past 12 months 12% (England = 14%)	People who believe they can influence decisions in their local area 34% (England = 29%)	People who have given unpaid help at least once per month over the last 12 months 18% (England = 23%)	Active charities 1.6 per 1,000 population (England = 2.6 per 1,000)
Source: Place Survey (2008), Active Charities - National Council for Voluntary Organisations (NCVO) (2009). Note all information is collected at Local Authority level			

Figure: Indicators of civic engagement

² Add footnote re source

5. Activities progress

This project has been some time in gestation with activities underway in preparation for the project in 2014. The National Lottery Heritage Fund (NLHF) led project commenced in January 2016 – and this report summarises key activities against the plan set out with NLHF since then.

In this section of the report we report on activities achieved to date according to the four areas of the original activity plan in the logic model:

1. Community development through heritage
2. Development of building works and public realm proposals
3. Education and training linked to heritage
4. Sustainability and dissemination

1. Community development through heritage

a. Theatre in the model village³ - “Whispers from the Model”

Progress on activities

Junction Arts was commissioned by Bolsover District Council to support the delivery of this community led project (amongst other elements). Following a meeting with project partners in January 2018, Junction Arts decided to adapt the planned performance project for 2018 into a storytelling and oral history project, ‘Whispers from the Model’. There was a shared concern between partners that the community play which had been originally planned would not work around the redevelopment, particularly as momentum of the regeneration was set to pick up pace in 2018. Also it was felt that community theatre did not have support from the active residents group.

The project was developed to focus on gathering oral histories of life on the Model village, stories of current residents’ experiences and to explore creative writing with pupils at New Bolsover Primary School. Junction Arts commissioned Andy Messer and Bob Moulder to engage the local community and school, to gather personal oral histories and edit the content together for a small print run and celebratory publication with the same name. The artists used storytelling to draw out the memories of past and present residents, whilst using the art of comic stories to look at the children’s aspirations for the future of the Model. The project had originally intended to commission one artist but chose to commission two which expanded the volume of engagement possible with schools.

In June / July 2018 the artist worked with 33 Year 4 pupils at New Bolsover Primary School to create fictional stories about what life in the Model will be like in the future across 10 sessions.

In June / July 2018 Junction Arts hosted story telling sessions, inviting past and present residents to share stories and photographs from their time on the Model. There were 10 participants over 2 sessions. In addition, Junction Arts met with 3 past residents and 2 current residents who told them about their memories of growing up on the Model.

³ Material in this section is based on Junction Arts Report, Whispers From the Model, January 2019

A Bolsover resident and photographer was engaged to take photographs for the book in the summer of 2018 and 250 copies of the publication were produced, enabling every household in New Bolsover, school pupils and past residents to receive a copy.

Junction Arts note that 55 participants were engaged during the whole project:

- 33 children from New Bolsover Primary School (Year 4 / KS2 aged 9-10)
- 3 teachers and teaching assistants
- 19 participants at the storytelling and oral history sessions (12 aged 60+, 7 aged 20+)

Junction Arts produced a project report which provides some anecdotal feedback from pupils, a teacher and some of the people who were involved in the oral history activities.

"I learned more after the quiz with Andy and more things about the coal mining." (Year 4 Pupil)
"They've improved their computer skills. They haven't used photoshop before but they've all had a go at that. It's built on their resilience – shown them that it's not all done in one day." (Miss Grafton, Teacher)

"First of all thank you so much, I thoroughly enjoyed the evening and listening to stories that happened before we joined the Model." (Sandra Davison, participant and past resident)

Junction Arts in their project report note that engagement was difficult:

It is worth noting that this was an incredibly difficult time for local residents and the pressures of moving house and communication issues between partner agencies was causing daily challenges and ill feeling about the overall renovation work within New Bolsover. (Report copy)

"We envisaged a lot more involvement from the community in the production of the book – editing, photography etc. I was hoping that we would have the help to transcribe etc, so that fell on the artists and Junction Arts. I felt that the project was happening at the wrong time in a way; if it had happened 12 months on, people would have been in a better place to talk about the good things. There was an onus on us to talk about something positive when the bulk of people weren't feeling positive." (Andy Messer, Artist involved in project)

b. Model village video & film

Progress on activities

According to the Junction Arts report⁴ the Community Film Makers project began in 2016 under the title of Video diary and film. Once the team began filming it became clear that the film was more about the experiences of the community and not just a series of “video diaries” so it was renamed to Community Film Makers with the aim to make the connection with the project and the activity on offer more clear to residents and Junction Arts and Chris Bevan were contracted to work on the project. Chris worked to collate all the existing footage and find a practical way of uploading and keeping track of all the filmed iPad footage that was being produced by the participants and volunteers. Once this was completed, Chris began an overview of the footage and started to work on a new draft of a short film to be shown at the Heritage Open Day on 10 September 2017. Chris spoke with all the partners to find out how best to use his time on the project. It was agreed to continue to support filming skills, but with a focus on editing. Participant retention was proving challenging due to the nature of the project being delivered over the whole regeneration programme (several years), making it hard to maintain participants and to keep their skills up to date. With this in mind, it was decided to re-introduce the project to the community during the Big Lunch event in July 2017.

During the Big Lunch Chris worked with young people from the area whilst running a film competition activity. Junction Arts note that there was an audience of 100 at the Big Lunch and 12 participants engaged. The Junction Arts gazebo and connected activities, provided visitors to the event a chance to see the new draft of the documentary film and to inform them about further activities. This generated a lot of interest and served to remind residents that the opportunity of being a Community Filmmaker was on offer.

An editing workshop (6 participants) was held on 1 August with several of those who Chris worked with during the Big Lunch event attending. Feedback from a mother of several of the young participants at Chris’ workshop is below:

“I cannot actually say that Chris could have done anything any different on the day, he was welcoming and very patient with the children. No questions were left unanswered as he took his time to speak to each child. He had lots of good ideas and was able to engage the children in a way that allowed them to explore different scenarios. All in all a good experience and my children were full of confidence when they left, telling their dad once they got home what they had done that day and how much they had enjoyed it. Thank you Chris!!”

The updated community documentary was showcased during the Heritage Open Day activities at the community house at 133 New Bolsover in early September 2017. It is estimated that about 80 people viewed the film at the Heritage Open Day and Junction Arts noted that the film was very well received and sparked a lot of debate about the project and how to continue to capture the developments through the medium of film.

The film can be found here: <https://vimeo.com/311417827/f5ddca96bc>

⁴ Material in this section is based on Junction Arts Report, New Bolsover Model Village, Creating a visual conversation with people and place, February 2018

c. Historic banner project – New textile banner will be a lasting legacy

Progress on activities

Banner & Banter, devised by Junction Arts for the NLHF Activity Plan, placed its emphasis on informality and the social aspect of bringing people together to talk and explore the areas strong shared Trade Union heritage and how it connects to the Model Village and Bolsover. The project's audience was focused on adults and elderly residents, with the aim to actively encourage men to join the group. It was hoped for skill sharing in a supportive environment with a professional textile artist supporting this development. The aim was to have the final banner displayed at local events and for participants to feel pride in their achievements, along with contributing to changing views of others about The Model Village. Karina Thompson was commissioned to deliver the project.

Karina conducted research in the area and decided that one side of the banner should be made up of smaller pieces in the shape of a square with a circle of contrasting fabric to represent the many voices and people of The Model past and present. The other side of the banner was to be an image co-created with the artist, reflecting the original banner held in the church (which the group visited). The design evolved during the workshop sessions, with Karina taking on feedback from the group in relation to colours etc.

To encourage participation a square of fabric was attached to flyers given to every occupied house on The Model (150) and to all the pupils in the local School (271), asking the recipient to make their mark on the banner and 'Bring me to 133...'. This is noted as having raised the project's profile, and was enhanced by Karina going into New Bolsover Primary School to conduct a presentation at one of their assemblies explaining the project just before the pupils received their squares of fabric.

The Junction Arts report notes that the timings of the workshops were adjusted to link in with after school activities, but similar to other artists involved with the project, Karina found working with the established groups to be the most productive. Working closely with the Heritage Craft group, Karina had access to a core group of participants to work with and develop their skills, especially when introducing the group to e-textiles. Karina introduced the group to working with conductive thread and LEDs to create detachable bunting for the main banner. As all of the group were expert seamstresses, the addition of an activity that they had not done before proved of great interest, with many wanting to continue this work on their own projects. Sessions were set up on the Green to encourage engagement.

During the Heritage Open Day in September 2017 the banner was paraded around the Model. Overall the project engaged 47 participants, 15 over 60 year olds, 18 over 20 year olds and 14 between 5 and 16 years of age.

"I've really enjoyed doing it. Never done e-textiles before. Glad I took part as I've got a lot out of it. Since moving to Bolsover recently, I feel like I'm part of the community now." (Participant 50 years at the Heritage Craft Group)

The banner has pride of place on the living room wall at 126 New Bolsover, the community house.

d. Heritage Open Day

Progress on activities

Heritage Open Days have been held on the following dates and have involved the following activities:

Table 5 – Heritage Open Days

Date	Activities	Attendees
11 September 2016	Open day at 157 New Bolsover -Victorian story teller Andy Messer recounting tales of miners -Tour of village -Timeline exhibition produced by Junction Arts unveiled	The event at 157 New Bolsover was attended by 36 people many of whom had travelled (Sheffield, Doncaster, Lincoln, Belper) to find out more about the Project.
10 September 2017	-Exhibitions & displays in 133 New Bolsover -Tours of building work in progress -Heritage craft demonstrations -Activities for children -Unveiling and parade of the new banner -Launch of artwork on hoardings	80 attendees
8 September 2018	-Unveiling of the new community house -Exhibition of project pictures -Presentation of book: 'Whispers from the Model' - Artist caricatures for participants involved in 'Whispers from the Model project' -Hard hat tours -Kids activities -Showing of documentary -Historic walking tour	-48 people signed a sign-in tree. Of these 11 were staff or Friends of New Bolsover involved in organising the event. -8 people went on the Heritage walk with Bernard Haigh. -32 people participated in Hard Hat Tours throughout the day. -39 completed survey questionnaires for the Heritage Open Day event (more detail below) -Estimate 20 Whispers audience. -A rough estimate of all those attending the event is 100 people, including Heritage Open Day people, Chair and Chief Executive, staff from Robert Woodhead Ltd, Bolsover District Council, Junction Arts and all visitors.
Bolsover History Day 19 September 2016	Organised by Bolsover Civic Society to showcase the historic significance of Bolsover town and surroundings. An exhibition of the work at New Bolsover was displayed and manned by Kim Wyatt	450 attendees

39 people completed the Heritage Open Day Survey. Most respondents had heard about the event via contacts/word of mouth (28%) or via posters or banners (28%). Most people (59%) had attended the site or event before but 41% said that they were new to site. Feedback on the event was generally positive with 57% saying it was 'very enjoyable' and 37% enjoyable. The two charts below show that whilst about

On a scale of 1 to 4, where 1 is 'Lots' and 4 is 'Nothing', how much did you know about the heritage of the New Bolsover area and regeneration project before your visit?

A horizontal bar chart with blue bars. The y-axis lists four categories: '1 Lots (19)', '2 (8)', '3 (10)', and '4 Nothing (2)'. The x-axis represents percentages. The bars extend to 49%, 21%, 26%, and 5% respectively.

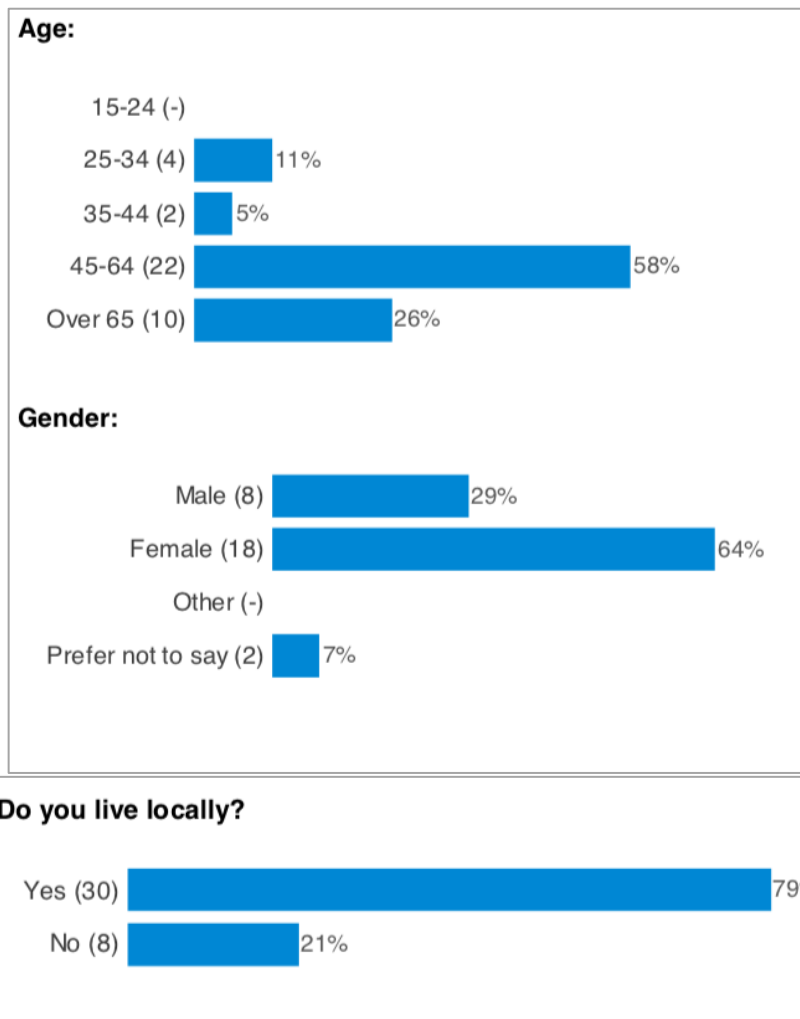
Rating	Count	Percentage
1 Lots	19	49%
2	8	21%
3	10	26%
4 Nothing	2	5%

On a scale of 1 to 4, where 1 is 'Lots' and 4 is 'Nothing', how much have you learnt about the heritage of New Bolsover and regeneration project at the event today?

A horizontal bar chart with blue bars. The y-axis lists four categories: '1 Lots (23)', '2 (10)', '3 (4)', and '4 Nothing (2)'. The x-axis represents percentages. The bars extend to 59%, 26%, 10%, and 5% respectively.

Rating	Count	Percentage
1 Lots	23	59%
2	10	26%
3	4	10%
4 Nothing	2	5%





e. Heritage Big Lunch

Progress on activities

Big Lunch 2016 (21 August)

Throughout May and June, the Friends of New Bolsover were supported by CVP in planning for their Big Lunch event, paying tribute to how the green used to be used to bring the community together. The event was set for the 12 June, but was cancelled due to bad weather – the flooding and drainage issues on the green made it impossible to host the event. CVP encouraged partnership working for the event and linked the group with Village Games, Release Financial Charity, the Green Doctor project, and the Active Lifestyles Project. All partners were involved in the rescheduled event on 21 August. The event took place on the New Bolsover Green and was considered a success, especially considering the date change and weather conditions. 82 local people attended, 7 volunteers helped run the event.

Big Lunch 2017 (15 July)

Big Lunch Picnic - CVP supported the Friends of New Bolsover to run their 'Mining' themed Big Lunch Picnic event on Vale park, bringing both New Bolsover and Carr Vale residents together. 120 local people attended, as well as many partners supporting the event. A nearby road closed for the event and use was made of a local community centre, Bainbridge Hall. The theme included a Mining and Pit Pony

photo stand, and a display presented by the Carr Vale and New Bolsover Genealogy Club celebrating the heritage of the area.



As Vale Park had undergone some regeneration work, this event marked the official 'opening' of the park, and the Mayor of Bolsover cut the ribbon alongside the Friends of New Bolsover. Many family and children's activities took place such as a mini zoo, sports and games and there was a local entertainer. Local people ran stalls, and many contributed to the Share Table, bringing food for all to enjoy. The Friends also invited partners to attend to engage with local people, including CAN Rangers, Bolsover SNT, The Fire Service, Dog Warden. NE&DCC Home Improvement Officer, Bolsover District Council leisure Services, Community Sports Trust, Junction Arts, Local Community Radio, and Robert Woodhead Ltd.

Junction Arts offered several activities linking in with the NBMV project, including a Video Diary Activity, Banner Making, and creating Charcoal Pictures. Super Kitchen provided the food at the event, and CVP supported with capturing feedback and attendance. CVP collected information on attendance by asking all attendees to add their thumbprint to our 'Big Lunch Community Tree'. From this we know there were at least 123 people who attended.

89 people left feedback at the end saying they enjoyed the event, leaving comments such as:

"Loved it so much!"

"Sincerely thanks to all of Friends of New Bolsover, well done, great day"

"Lovely day, hopefully do another one"

"Hope everyone found it fun because I did"

After the event CVP participated in an evaluation session with the Friends of New Bolsover.

In 2018 – a joint Big Lunch and Heritage Open Day was held.

f. Other

Signage on the green

In 2017, Junction Arts were asked, following discussions during the many partner meetings, to assist with the design and production of signage sited on 'The Green' (a grass area in the centre of the estate), to reflect the positive message about the regeneration works taking place. Using the project tag line 'New Bolsover: New Beginnings' a contemporary design was produced blending the heritage imagery from the area, with architect plans and drawings for the renovations. A bold new billboard sign was produced and installed on The Green, identifying the project and its aims.



The new signage was a marker to inform not just passers-by and visitors to the area about the partners' vision, but also residents who wanted reassurance that the project was positively moving forward. This small commission was the catalyst for further discussions to be held with project partners, in particular the developer Robert Woodhead Ltd to explore the option of a new public art project for The Model⁵.

Art on the Model

Following the successful delivery of the project considering signage on the green, partners began to explore the idea of creating a new commission to take place alongside the original activity plan projects. Following comments relating to the use of security shutters whilst properties were decanted and left empty awaiting renovations, it was agreed that something should be done to improve the aesthetics of these properties and use it as a chance to interpret the unique heritage of the area through the form of



site-sensitive public artworks. This project was funded in the main by Robert Woodhead Ltd, with an additional contribution from the National Lottery Heritage Fund.

Emma Reynard was commissioned to deliver this project. Emma was keen to transform the shutters perception from connotations of abandonment to one of renewal and optimism of future aspirations for New Bolsover. She sought to deliver a programme of outreach activities, using the community house 133

⁵ Material in this section is based on Junction Arts Report, New Bolsover Model Village, Creating a visual conversation with people and place, February 2018

New Bolsover as a base in which to inform local residents and construction employees. She linked in with the work of several local volunteers, devising activities that could complement their existing work, such as drawing sessions during Walking for Health outings and with the Heritage Craft Group and local Genealogy Group. Other sessions involved visiting the local care home, The Vale, to talk with residents about their time living on The Model, and creating a *Model Model* with the local Primary School pupils, exploring what they would want to see in their area discussing aspirations for the future.

On several occasions Emma worked outdoors on The Green to raise the profile of her commission and to engage with passers-by. Emma also attended The Big Lunch event where she offered further chalk drawing activities inspired by local heritage items and images – and at this event she is thought to have engaged with 26 participants of an audience of 100. The Junction Arts report comments on the difficulties of getting engagement in the project from the local community despite every home receiving information about the activities:

Every occupied home received leaflets explaining the activities on offer, but it was noted that due to the upheaval in people's lives with having to relocate or with the thought of relocation on the horizon with the renovations taking place, many residents felt they just couldn't commit to a creative activity. The area suffers from a high level of deprivation, in terms of employment opportunities, but also in educational achievements, as well as a high concentration of people living with poor physical and mental health. Many residents just didn't feel able to take part. (Report copy)

We understand that the final artworks for the hoardings and shutters are relocatable and reusable at different sites and that depending on their final condition at the end of the project, the artworks may be re-sited for a permanent display locally.

Emma wrote a project blog (<https://artonthemodel.wordpress.com>) of the project which has had 2,740 hits (as of March 13th, 2019). Over the course of these activities, it is thought that there was engagement with 145 participants, 92 of these were from New Bolsover Primary School, years 3 -6 / KS2.

Overall 52 unique artworks were produced, 40 empty properties were treated with 4 or 5 artwork panels per property, front and back. Artworks were installed on 16m of site compound hoardings. The Junction Arts report provides a guesstimate that 10,000+ people have been the overall audience of the artworks on location.

Some of the artworks have been damaged or removed when shutters have been taken down but they are being stored in the site compound at the moment.

Other

Nathan Culkin, Shift Community Builder, was employed by Bolsover District Council in 2018 to work with the residents on the Model Village and Carr Vale with the aim of facilitating community activities and groups. Nathan has set up a regular meeting on the second Tuesday of every month (1-3pm) with other partners working in the area (e.g. public health, Age Concern, Multi Agency Team, Bolsover Countryside Service, Community Action Bolsover) to ensure that everyone is working together. For example Derbyshire Youth Service has expressed an interest in using the community house for various youth activities and has set up a girls group on a Friday evening and has expressed an interest in using the house for more activities. The activities undertaken at New Bolsover are now enabling other agencies to engage more with the local community and in different ways.

2. Development of building works & public realm proposals

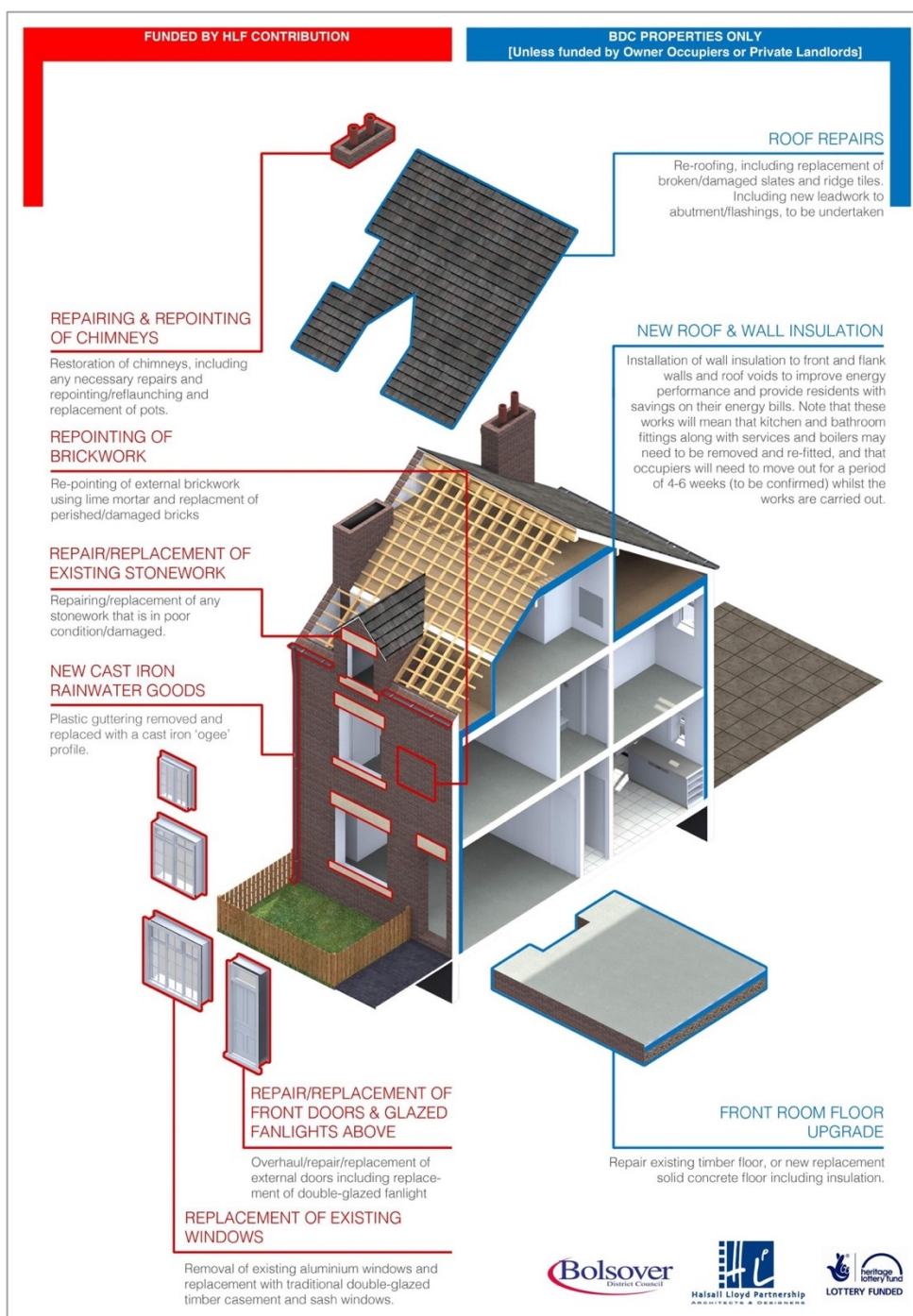
Property refurbishment

Progress on activities

The project set out to complete capital works to 194 properties. By the end of the project they have committed to these properties being repaired or rebuilt using traditional materials and detailing.

The graphic below shows the capital works varies according to whether the house is owner occupied or owned by Bolsover District Council. Bolsover District Council owned properties are having new bathrooms and kitchens, rewiring, new boilers etc – a complete refurbishment.





As of the middle of March 2019, capital works progress is noted in the table below, highlighting that 102 properties are now completed with 92 still to complete. This is some way off the original deadline for all the properties to be completed by June 2019. Anticipated completion date is now December 2019.

Table 7 – Overall refurbishment progress

	No. of properties to be worked on	No. of properties complete
Council owned properties	138	102
Private owned properties	56	
	194	

The project has been delayed for a wide range of reasons, including:

- Delays in procuring windows
- Changes to management on site
- Speed of achieving skilled labourers onsite to achieve work rate required including for example pointing work
- Changes in management team
- Problems with quality of external work

In reviewing regular reports on the project it is clear that there have been issues throughout the project related to the pace of project progress. There have been changes in the management team throughout the project which has caused uncertainty and disruption. Communication with residents has also been problematic at times. There has been 2 full time Resident Liaison Officers (RLOs) who have left the company and there was a period of a few months where there was no RLO in post. In 2019 a part time Resident Liaison Officer was appointed to help deal with complaints / snagging issues from private residents.

The table below highlights progress according to the key approved purposes around the physical components of the work (as submitted by Bolsover District Council in their report in November 2018).

Table 6 – Detail on progress against approved purposes

Approved Purposes	Summary of Progress
Carry out all works to highest conservation standards, taking advantage of lessons learned from the English Heritage pilot at 113 New Bolsover, such as the need for high quality lime mortar pointing.	The work continues to be monitored by HLP's conservation architect. A standard has been set for all external pointing and stonework and the site management are enforcing this across the site.
Internal re-ordering and upgrading of council properties to better meet current housing need and demand.	All the properties on the Model have been re-classified as 2 bedroom properties.
Based on best practice elsewhere, devise a package of outreach work, information, advice and support for private owners, including legal advice, so as to encourage and facilitate their participation in the scheme.	Activities underway to try to persuade all involved to sign up to all components of the project. All owners have now signed up to have the external pointing and roofing works but 2 residents are refusing to have new windows.
Design a scheme for public realm improvements, for approval by NLHF before implementing it.	HLP architects are in discussion with the drainage engineer with regard to the drainage solutions for the Green. It is intended to hold a public consultation exercise on the landscape proposals in March 2019. The consultation event is being held on 23 May 2019.



At this stage there is limited feedback from residents. Some anecdotal feedback is included below:

Miss Gemma Kennedy and Mr Sam Warwick moved from one property on the estate to another one completed in phase one at the end of October and are delighted with their new home.

Miss Kennedy said:

"I love the way the house still has its classic look outside but is totally modern on the inside. It will be much easier to decorate now and the new windows are amazing because they are better to clean compared to the old ones which were draughty and let the dirt in!"

Mr Warwick is really pleased with the insulation in the houses and said:

"We can't believe how warm it is. We can have the heating on lower and the house retains the heat much better than our previous home, also you can't hear any outside noise due to the quality of the insulation."

3. Education and training linked to heritage

a.Primary School

Progress on activities

Derbyshire Environmental Studies Service at Derbyshire County Council have led the work with schools.

The grid below summarises the activity that has been undertaken:

Table 7 – Schools activities

When?	Target	Who?	How?	Total engaged?	Content?
July 2016	Key stage 1 pupils at New Bolsover Primary School	3 x classes of Year 1 and 2 pupils	2 afternoon sessions for each class	62 pupils 13 teachers	<p>'My Model Village'</p> <ul style="list-style-type: none"> -Pupils became infant architects, were introduced to the idea of building design, handled building materials used in the Model village and investigated their properties -Visit to Model village to see shapes and materials -Learnt about history to Village, used census data <p>A resource box called 'My Model Village' was developed and given to the school – with future lesson plans and activities.</p>
May 2017	Key stage 2 pupils at New Bolsover Primary School	1 x year 3, year 4, year 5 classes	Day long learning session at school & in Model village Visit to national Coal mining museum	216 pupils	<p>'My community, My heritage'</p> <ul style="list-style-type: none"> -Work on designing the 'perfect village', developing map skills - Compare New Bolsover to other mining towns and villages using photos as historical sources - Visit to Model Village and met with contractors, to ask questions, see the works - Development of compass skills and orienteering around New Bolsover -Opportunity to go into the mine, crawl around, experience what it was like for miners and visited exhibitions
		1 x year 6 classes	Visit to national Coal mining museum		<p>-Opportunity to go into the mine, crawl around, experience what it was like for miners and visited exhibitions.</p> <p>A resource box called 'My Community, My Heritage Village' was developed and given to the school – with future lesson plans and activities.</p>

7 questionnaires provided feedback from the teachers involved with these range of activities. These generally focus on the preparation and general feedback on the day. All respondents said that they and their pupils found the day very enjoyable.

The project contractor, Robert Woodhead Ltd, has also engaged with primary school pupils as part of its activities:

Table 8 – Robert Woodhead Ltd activities with primary schools

Area of activity	Detail of activity
<ul style="list-style-type: none"> - Engagement with young people - Pupils at New Bolsover Primary School 	This has involved: site visits from pupils, Christmas Card competition, Easter hat competition
<ul style="list-style-type: none"> - Engagement with young people - Pupils at Palterton Primary School 	This has involved: site visits from pupils

b. Secondary School & Higher Education

Progress on activities

Robert Woodhead Ltd has also led on the activities with secondary school and higher education.

Table 9 - Robert Woodhead Ltd activities with secondary schools

Area of activity	Detail of activity
- Engagement with young people - Pupils at The Bolsover School	This has involved: supporting career and mock interview days, the development of employability passport, an enterprise day, being involved with an assembly, attending a careers fair

The contractor led activities have involved offering work experience opportunities to secondary school students. The table below highlights activity progress against the targets set:

Table 10 - Data from May 2018-October 2018 Report (Robert Woodhead Ltd report)

Output	Target	Achieved to date
<i>Students engaged</i>	<i>1940</i>	<i>1606</i>
<i>Apprentice starts</i>	<i>5</i>	<i>7</i>
<i>Work experience placements</i>	<i>30</i>	<i>14</i>

4. Sustainability and dissemination

a. New Bolsover Community Groups

Progress on activities

Volunteers have been involved throughout the project and across a range of activities. Whilst the number of volunteers has ebbed and flowed a core group of volunteers has been involved in specific areas of activity:

Table 11 – Number of volunteers across community activities (NB. There may be some double counting)

Area	Brief outline of activities	No. of volunteers
Friends of New Bolsover (FoNB)	<p>The group was formed at the outset of the project and has continued to grow. They have been a constant support in the delivery of the project despite the difficulties that residents have experienced during the building work. They meet every month in the community house and numbers at meetings have increased over the project: at the start there were 5 or 6 regulars and at recent meetings there have been up to 25 residents. The group has hosted a range of events over the life of project for example, 2 Heritage Big Lunch events, 3 Heritage Open Days, 2 Christmas events and 2 Easter events. They have started to produce their own monthly community newsletter.</p> <p>There is a Facebook page - Friends of New Bolsover at 126. They have changed the page recently and have 385 likes and 380 followers.</p>	Up to 25
Community house	<p>Since the start of the project the community has had access to a vacant house to use as a community hub (it was based at 157 and 133 and is now settled at 126). This has been the place where all community events have been hosted. The house also provided an office for the project manager and a venue for project and site meetings and meetings with the residents. The house was provided rent free for the period of the project with running costs being met by the NLHF project. The refurbished community hub at 126 New Bolsover was formally opened at the Heritage Open Day on 8 September 2018. The community hub has proved to be an invaluable resource for the project team and community as a whole.</p>	6
Allotment	<p>A local allotment group formed called Pumpkin Patch was formed in 2016 but folded in 2017. A new community allotment group was formed in spring 2018 and has renamed the group "Back to the roots". They now control 3 allotments and are seeking funding for new paths and patio area. The aim is to provide an outdoor space that is accessible to all the</p>	8

	community to improve health and wellbeing amongst residents.	
Community radio	FoNB are also setting up a broadcasting station with Elastic FM called 126 Radio and have received interest from a number of residents. Currently there are two broadcasters with a number of other residents interested in getting involved. The group is seeking funding for equipment to develop the recording studio at 126 New Bolsover.	5
History Group	A history group has been established on the estate. The first meeting was in October 2018. They hope to progress a number of projects such as: development of a resource pack for schools and other groups based on information contained in the 1911 census, Development of a 'changing landscapes' exhibition to be displayed at Bolsover Castle, Collation of sources of historic information, development of a website, develop links with other initiatives to promote history of Model Village. The group has organised a living history event on 13 July with support from both the primary and secondary school and are hoping to repeat the event at the Heritage Open Day in September 2019. The group are looking to apply to NLHF for a grant to provide interpretation at 126 New Bolsover.	6
Genealogy group	A new Genealogy group started in September 2016, base, at the community house. It will run on the second Friday of each month. Two volunteers, who are very experienced in this field, are leading the sessions and sharing their knowledge. They have found a book which was written by a previous New Bolsover resident, called 'Nora'. It tells of Nora's life and experiences whilst growing up there. They subsequently contacted one of their descendants. They are hoping to use photos from the book as well as from the descendant along with passages from the book and census information to make a display of the genealogy trail. This group met for 1 year and then folded due to other personal commitments of the Leader of the group.	
Heritage Craft Group	The Heritage Craft group meets weekly (every Thursday 9.30 -11.30am) at 133 New Bolsover and has become self-sustained with the donations made by those who attend each week covering the costs of any materials needed. They have produced a Mosaic for the community house.	5

The New Bolsover Informer is a community newsletter that has been produced by Bolsover District Council with input from the community group and is distributed to all properties in the Model Village. 12

Newsletters have been produced since the start of the project. The community group has decided that they now want to produce their own newsletter and the first edition was issued in May 2019. In addition the project has featured twice in the District wide community newsletter which is distributed to all residents.

Development of the Community Hub

Bolsover District Council is keen to support the development of the Community hub on the estate. In 2018 Monkey Park CIC was commissioned by the Bolsover Partnership to work with those improving facilities, services and community cohesion in New Bolsover, including local residents, community groups, local authorities, charities and social enterprises - to recommend frameworks and approaches for developing the new community house. Their report was presented in December 2018 and the intention is that it helps consider options for the ongoing development of the community house and helps the community take steps to secure its future.

Friends of New Bolsover (FoNB) has assumed responsibility for the current running of the community house, and for the development of new activities. The community house will be a lasting legacy of the project for the local community. Bolsover District Council has indicated that it will be prepared to allow rent-free access of the community house beyond its trial period, as long as running costs are covered by a host organisation, and as long as the house can be seen to be delivering genuine community benefit. Monkey Park CIC report notes:

There are lots of resident-led ideas for how it could be developed going forward ranging from a simple drop-in point to an opportunity to use the unique heritage of the area as a catalyst for community engagement and visitor income. The house could make an ideal base for organised groups like stay and play, could host advice and support sessions for local residents or a range of classes and projects. There are trading opportunities: from raising money from events and occasional lettings, to hosting a community radio station or providing rented office accommodation. Any of these are possible, providing that local organisations involved can draw together the necessary resources.

The report concludes with recommendations for immediate action, within the next six months, which address:

- Setting out plans for the day-to-day operations of the house;
- Developing a marketing plan;
- Developing a communication plan including various media;
- Continuing ongoing dialogue with local people;
- Starting negotiations on formal lease arrangements for the building; and
- Exploring longer term options for governance and constitution.

The report notes that there is plenty of evidence of enthusiastic support for the community house project amongst a core of local residents.

Robert Woodhead Limited Community Engagement

For 2 years Robert Woodhead Limited have facilitated a Christmas card competition with New Bolsover Model Village Primary School and the winning design has been printed and sent to all the residents.

A Meet the Contractor event was organised on 3rd October 2016 by Robert Woodhead Limited and Bolsover District Council, and 46 residents attended. CVP supported two representatives of the Friends of New Bolsover to do a brief presentation to attendees of their role in the community, as well as volunteering opportunities with different projects and events. CVP's presence raised awareness of the community engagement aspect of the project, and we were able to engage with many of the attendees and gain insight and feedback which has helped shape our action plan for projects and activities moving forwards. One volunteer who has an interest in media used a project iPad to record footage and record interviews with attendees to capture how the project is affecting people now, and to show changes as the project develops. Two further Meet the Contractor events have been organised by Bolsover District Council and Robert Woodhead Limited and held at Bainbridge Hall. This has given residents the opportunity to speak to housing officers, the project manager, the resident liaison officer and site management staff about the works.

Other community training / engagement events

Christmas event 2017

The Friends of New Bolsover ran their Christmas event on 8 December 2017 in partnership with Bolsover Rotary Club. CVP organised for volunteers, including a member of the heritage craft group, and 3 local young people to support with a family craft session where local families could decorate the community house Christmas tree. Following the crafts, attendees were invited to take their lanterns made at the Lantern Making workshop the previous week onto the green to the community Christmas tree, which was donated by Robert Woodhead Limited. Robert Woodhead Limited had previously run a Christmas Card Competition at New Bolsover Primary School, and the winner was invited to turn the lights on the tree at the Christmas event. The community sang Christmas carols, and then went to 133 for hot chocolate and mulled wine. The Rotary Club brought Santa and his Sleigh for local children to have their photos taken, which were printed and collected in the weeks leading up to Christmas. In total 10 volunteers supported this event. Five adults and 13 children attended the craft session, and around 65 people attended the visit to Santa. Sporting Futures had a presence.

Derbyshire Walking Festival (15 May 2018)

- 15 participants took part in this walk and it was well received and commented on:
"Walk was well lead by a very knowledgeable guide."
"Loved the history and the whole concept of the refurbishment - excellent!"
"Nice to do a totally different type of walk and encouraging to see how our heritage is being maintained. Would have appreciated a coffee stop half way round, but really appreciated the tea and cake at the end."

Budget Buddies training

Paul Stears from Release Financial Charity worked with CVP to organise training at Bainbridge Hall in May 2016. 4 local people were referred to this training by CVP, and 7 in total attended. One resident in New Bolsover is already a Budget Buddy, and the project is planning to look to develop this service bringing the volunteers together to discuss the idea of drop in sessions at 157 New Bolsover for local people to get support with money management, debt, and knowing who to ask for help, etc. The Friends of New Bolsover are also looking at linking with the Credit union/Community Bank to see how their services can be promoted within the community.

Wildlife

Bolsover District Council have appointed Paul Hicking Associates to carry out swift and bat surveys within New Bolsover. Paul Hicking has been working very closely with CVP to promote community involvement with his surveys to help reduce the animosity that some residents have towards wildlife

inhabiting their properties. Hicking Associates delivered a Swift Survey Workshop on 23 June 2016 to train residents how to identify the birds correctly and submit requisite information. Only one resident was able to attend but was able to identify five different bird species on the subsequent survey. A total of four residents are actively taking part in the swift survey on a regular basis and reporting their sightings directly to Paul Hicking and regularly accompany him on his weekly surveys.

Walking for health training

CVP facilitated a Walking for Health training course in June 2016, which 10 volunteers attended. (8 new volunteers, 2 existing). It was held at Bolsover Castle. Everyone enjoyed the day and the feedback received was overwhelmingly positive. The volunteers' own health issues included; Parkinson's disease, depression, anxiety, lack of confidence and fibromyalgia. Future planned walks are; motorised scooter and dog walk, History and photography walk, toddler forest school activity walk and a walking bus. Stage 2 and 3 of the training is planned for the next quarter.

Dragonfly timebank

The Dragonfly TimeBank was established in 2016. CVP recruited 12 participants in 2016. CVP's partnership work with the Robert Woodhead Limited Resident Liaison Officer allowed the identification of key needs of residents within New Bolsover which could be tackled through TimeBank. Key benefits for residents include increased community spirit and inclusion. A total of 186 hours were exchanged. The formal timebank scheme is currently on hold but residents are still supporting other members of the community if they have any issues and require help, they call it "helping hands".

Journalist training

On 29 November 2016 a Community Journalist Training session was organised by CVP, led by Can Do, and it was attended by 4 people. 3 of the attendees have developed in confidence and gone on to record footage at events and activity sessions, such as the Lantern Making session and the Christmas Event. In the future they will be invited to specific events of their interest to capture footage and show how the project is developing.

b. Academic audience & professional development

Progress on activities

CPD events held

- Conservation Officers from across Derbyshire (15 members) visited the site on 18 October 2018 for a tour of the village and meeting.
- Planning Officers from Bolsover District Council held their staff meeting at 126 New Bolsover on 10 September 2018 and experienced a tour of the house and village
- Leaflet included in delegate pack for Institute of Historic Building Conservation conference June 2016 – circulated to 250 delegates

Skills Day

On Thursday 27 September the project hosted “Making the Model Village: Heritage Skills Day.” The event was aimed at industry professionals looking to try their hands at traditional skills that have been used on the restoration of New Bolsover Model Village. The hands on workshops gave participants an understanding of:

- Traditional roofing skills and leadwork
- Lime pointing and black mortar
- Heritage Skills Joinery
- Sustainable Refurbishment of Listed Buildings and Hard Hat Tour.

In total 35 people attended the event, 14 of whom completed a short survey. Of those 14, 8 said they knew about the heritage of the New Bolsover area and the regeneration project. However, all 14 agreed that they had gained knowledge about the heritage of New Bolsover and the regeneration project through attending the Skills Day event. Most people rated the activities on the day as a 4 (good) or 5 (very good). Respondents noted that they enjoyed the practical components of the day and all said they would recommend it to others as an event.



The project contractor, Robert Woodhead Ltd, is working with Dr Helen Bates of Derby University on a number of projects:

- Developing materials and case studies for the delivery of an online module on Heritage Management featuring elements of Robert Woodhead Ltd's work
- Student Placement on the MA Public History Consultancy which will involve carrying out a project related to market/audience research, evaluation, project management, desk-based/archival research to inform exhibitions and developed learning resources. This placement will start in January 2019.

6. Outcomes progress

The table below highlights the key impacts that the project set out at the start. In the following section we have pulled out what data has been collected so far against these elements, noting that some of these impacts are really only possible to be measured in the long term and that there is no data available yet at this interim stage.

Table 12 – NLHF outcomes

i.	With our investment, heritage will be better managed	<ul style="list-style-type: none"> - Improvement in the management of Model Village properties due to the adoption of a robust repair and maintenance plan and maintenance services offered to private tenants. - Awareness of energy efficiency will improve - Increased awareness of heritage value of homes by residents and wider community - Increased awareness of planning restrictions - Reduction in breaches in tenancy agreements
ii.	With our investment, heritage will be in better condition	<ul style="list-style-type: none"> - 194 historic properties repaired / rebuilt using traditional materials and detailing
iii.	With our investment, people will have developed skills	<ul style="list-style-type: none"> - Development of traditional building craft skills amongst volunteers - Developed skills amongst apprentices, trainees etc
iv.	With our investment, people will have learnt about heritage	<ul style="list-style-type: none"> - Whole New Bolsover local community is better informed about the historic significance of the area / will have learnt about heritage - Wider community is better informed about the historic significance of the area / will have learnt about heritage - Wider professional community will have learnt about New Bolsover heritage / be better informed about the historical significance of the area
v.	With our investment, people will have volunteered time	<ul style="list-style-type: none"> - People will volunteer and get involved in community activities
vi.	With our investment environmental impacts will be reduced	<ul style="list-style-type: none"> - Properties will be more energy efficient
vii.	With our investment your local area/community will be a better place to live, work or visit	<ul style="list-style-type: none"> - Whole New Bolsover local community is better informed about the historic significance of the area / will have learnt about heritage - Local community are better informed about the historic significance of the area and will have learnt about heritage - Wider community is better informed about the historic significance of the area / will have learnt about heritage - Encourage community involvement and create active citizenship - Restore a sense of pride and community in the area - Increased awareness of heritage value of homes by residents and wider community - Living in this area will be desirable - Local school children are better informed about the historic significance of the area and will have learnt about heritage - People will volunteer and get involved in community activities

Heritage will be better managed and in better condition

i.	With our investment, heritage will be better managed	<ul style="list-style-type: none"> - Improvement in the management of Model Village properties due to the adoption of a robust repair and maintenance plan and maintenance services offered to private tenants - Awareness of energy efficiency will improve - Increased awareness of heritage value of homes by residents and wider community - Increased awareness of planning restrictions - Reduction in breaches in tenancy agreements
ii.	With our investment, heritage will be in better condition	<ul style="list-style-type: none"> - 194 historic properties repaired / rebuilt using traditional materials and detailing

Clearly significant progress has been made in refurbishing these heritage properties at this stage – with 102 of the 194 properties complete. In the table below we have noted the data available to highlight progress against impacts so far:

Table 13 – Data on metrics around heritage being better managed and in better condition

Impact	Data
Improvement in the management of Model Village properties due to the adoption of a robust repair and maintenance plan and maintenance services offered to private tenants	No data available on this at this stage
Awareness of energy efficiency will improve	<ul style="list-style-type: none"> - EPC ratings have moved up from a D to a C on completed properties - Anecdotal evidence suggests that tenants say their homes are easier to heat
Increased awareness of heritage value of homes by residents and wider community	<ul style="list-style-type: none"> - The resident survey completed in January 2018 saw 9 out of 10 respondents either agree or strongly agree that: “I understand about the heritage of the New Bolsover area.” “I value that my home is a heritage property.” (Question base 22/23)
Increased awareness of planning restrictions	<ul style="list-style-type: none"> - Planning restrictions are highlighted in the new resident packs. - The resident survey also found that awareness of planning restrictions is good, however that people are less aware of the requirement of a standard size of sheds as well as the restriction of only one shed being permitted. (Base 22)

	Planning restriction	Base			
			Fully aware	Somewhat aware	Not aware
	All properties on the Model Village are Grade II Listed	22	90.9%	9.1%	-
	Planning permission is required to erect a satellite dish	22	86.4%	9.1%	4.5%
	Satellite dishes and TV aerials must go on the chimney	22	86.4%	9.1%	4.5%
	Only one standard shed is permitted property	22	81.8%	4.5%	13.6%
	There is a standard size for sheds	22	63.6%	18.2%	18.2%
	There are a set of planning guidelines for New Bolsover Model Village	22	81.8%	13.6%	4.5%
Reduction in breaches in tenancy agreements	No data on this at this stage but a Tenancy Enforcement Officer has been appointed, so this data should be available for the final report.				
194 historic properties repaired / rebuilt using traditional materials and detailing	Conservation architect is monitoring the quality of the work on site.				

People will have developed skills

iii.	With our investment, people will have developed skills	<ul style="list-style-type: none"> - Development of traditional building craft skills amongst volunteers - Developed skills amongst apprentices, trainees etc
------	---	---

A Heritage Skills Day was held to provide exposure to traditional skills to those interested to attend. However in the main the activities by Robert Woodhead Ltd have contributed greatly to the development of skills:

Table 14 – Robert Woodhead Ltd Skills Impacts

Area of activity	Detail of activity
Direct Employed Local Jobs	Number of local people achieving employment with the project Target: 19 Achieved so far: 16
Apprentices	Number of apprentices appointed on site Target: 5 Achieved so far: 7
Work Experience offered	Offering work experience opportunities to students Target: 30 Achieved so far: 14
Sector Work Based Academy	Work alongside Job Centre Plus and Sigma Group to deliver a Sector Based Work Academy. The programme is aiming to support unemployed individuals in the local area that are interested in a career in construction. The programme consists of 3 main components: Pre employment training Work experience placement A guaranteed job interviews On successful completion of the training all individuals will gain the following: BTEC L1: Qualification in Construction BTEC L1: Employability L1 Award: Health & Safety in a construction environment CSCS: Labourers Card <i>4 of the 6 individuals who completed the training spent some time on site gaining valuable work experience opportunities</i>

People will have learnt about heritage

iv.	With our investment, people will have learnt about heritage	<ul style="list-style-type: none"> - Whole New Bolsover local community is better informed about the historic significance of the area / will have learnt about heritage - Wider community is better informed about the historic significance of the area / will have learnt about heritage - Wider professional community will have learnt about New Bolsover heritage / be better informed about the historical significance of the area
-----	--	---

The heritage related activities have engaged people around the history and past of New Bolsover. In the previous section we have noted the numbers of volunteers involved with the different elements. Whilst engagement has not always been at the levels groups would have liked, amongst those who completed the Resident Survey there does seem to be some general awareness of activities.

Table 15: Which of the following groups / activities are you aware of and /or involved with? (Resident Survey)

Base: 23		
	Aware of	Involved in
Friends of New Bolsover community group	82.6%	17.4%
Heritage Craft Group	56.5%	-
Pumpkin Patch	56.5%	-
Genealogy	47.8%	-
Local Walking Groups	56.5%	-
Banner project	43.4%	-
Community film making	52.1%	-
Meet the Contractor event	65.2%	-
Primary school project	56.5%	-
Big Lunch	56.5%	8.7%
Heritage Open Day	47.8%	-
Kids crafts	52.1%	4.3%

The Resident Survey completed in February 2018 also asked about levels of agreement around the statement that they understand the heritage of the New Bolsover area. It will be interesting to see if these percentages change in the final survey with residents.

Table 16 – Resident Survey Q3

Q3	Base	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
I understand about the heritage of the New Bolsover area	23	43.5%	47.8%	4.3%	4.3%	-

People will have volunteered time

v.	With our investment, people will have volunteered time	- People will volunteer and get involved in community activities
----	---	--

A core of volunteers has got involved with the different types of activities. Of those who replied to the Volunteer Survey: 3 people indicated they were involved with Friends of New Bolsover, 2 were involved with the community house, 2 were involved with Arts and Crafts and 1 was involved with the Walking for Health group and 1 person helped run the Nature Explorers Group in Bolsover. Most people said they started volunteering to help others, to give something back and to be involved locally.

Table 17 – Volunteer Survey Q2: Why did you start volunteering?

Q2 Why did you start volunteering	Nos	%	Other please specify (3)
To help others	5	71.4%	Love for New Bolsover
To give something back	5	71.4%	Help with my health problems
To make use of my skills	3	42.9%	I am not a leader but a participant
To be involved locally	5	71.4%	

Despite the small sample size the data from volunteers generally seems to be positive according to their agreement with the statements in question 3.

Table 18 – Volunteer Survey Q3: Levels of agreement with each statement

Q3	Base	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
My skills are well used	7	-	57.1%	42.9%	-	-
I get support whenever I need it	7	14.3%	42.9%	14.3%	28.6%	-
I am aware of what is expected of me	7	-	85.7%	14.3%	-	-
The contribution I make is valued	7	-	71.4%	14.3%	14.3%	-
Volunteering has increased my ability to get paid work in the future	6	-	-	100.0%	-	-
Volunteering has increased my ability to move into further study	6	-	-	100.00%	-	-

Table 19 – Volunteer Survey Q3: Levels of agreement with each statement

Q4 What degree has volunteering increased or decreased the following	Base	Increased a lot	Increased somewhat	Stayed the same	Decreased somewhat	Decreased a lot
My confidence in my own abilities	8	25.0%	50.0%	25.0%	0.0%	0.0%
My willingness to try new things	8	25.0%	50.0%	25.0%	0.0%	0.0%
My sense of self-esteem	8	37.5%	37.5%	25.0%	0.0%	0.0%
My social and communication skills	8	25.0%	50.0%	25.0%	0.0%	0.0%
My reliability / sense of commitment	8	0.0%	75.0%	25.0%	0.0%	0.0%
My ability to work as part of a team	8	25.0%	25.0%	50.0%	0.0%	0.0%
My ability to encourage or lead others	7	28.6%	42.9%	28.6%	0.0%	0.0%
My range of friendships	8	12.5%	87.5%	0.0%	0.0%	0.0%
My ability to make decisions	8	25.0%	12.5%	62.5%	0.0%	0.0%
My willingness to get involved in local activities	8	12.5%	62.5%	25.0%	0.0%	0.0%
My physical health and well being	8	0.0%	50.0%	50.0%	0.0%	0.0%
My mental health and well being	8	0.0%	37.5%	50.0%	0.0%	12.5%
My social activities	8	0.0%	62.5%	37.5%	0.0%	0.0%
My sense of being part of the New Bolsover community	8	0.0%	87.5%	12.5%	0.0%	0.0%
My knowledge about the history of the model village	8	12.5%	87.5%	0.0%	0.0%	0.0%

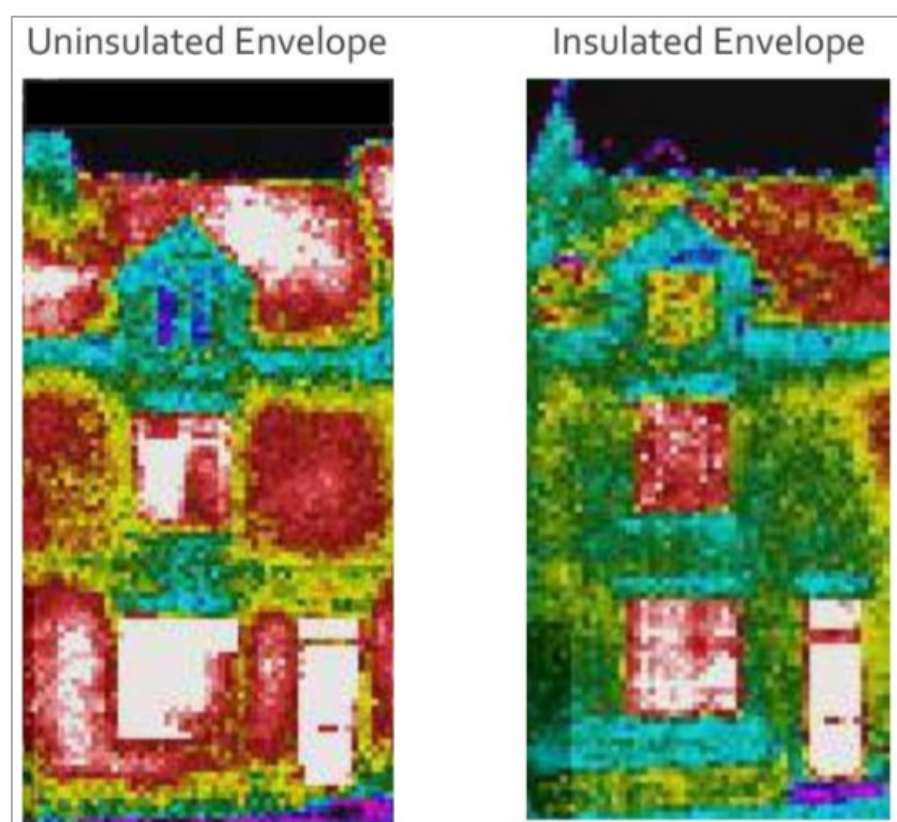
Environmental impacts will be reduced

vi.	With our investment environmental impacts will be reduced	- Properties will be more energy efficient
-----	--	--

The environmental improvement works have changed properties from an EPC rating of a D to a C.

A detailed environmental report was completed by Julia Radka, an architectural student from the University of Nottingham working on her year in practice. The report considered a block of the recently completed terraces and a block that was not due for completion until 2019. The study considered: climate and context analysis as well as thermal, daylight, acoustic and human comfort analysis. The student also asked residents on the estate to engage in the project through the completion of questionnaires (80 questionnaires were handed out) but was disappointed to only receive three responses, and acknowledged that more data would be required for the study to be robust. However, in her conclusion she noted:

“Overall, the regeneration of New Bolsover Model Village has greatly affected the levels of comfort as well as occupant satisfaction. Due to the improvements to the thermal envelope, the buildings now comply with majority of today’s regulations. It was evident that the thermal performance of the original 1890’s houses would not meet today’s standards and requirements, however the employed passive strategies decreased the annual heating and cooling demand by almost 40%.”



We understand that more work is being completed for the final report using smart metering technology to check energy usage etc.

Local area/community will be a better place to live, work or visit

vii.	With our investment your local area/community will be a better place to live, work or visit	<ul style="list-style-type: none"> - Whole New Bolsover local community is better informed about the historic significance of the area / will have learnt about heritage - Local community are better informed about the historic significance of the area and will have learnt about heritage - Wider community is better informed about the historic significance of the area / will have learnt about heritage - Encourage community involvement and create active citizenship - Restore a sense of pride and community in the area - Increased awareness of heritage value of homes by residents and wider community - Living in this area will be desirable - Local school children are better informed about the historic significance of the area and will have learnt about heritage - People will volunteer and get involved in community activities
------	--	--

Table 20 – Data on metrics around making New Bolsover a better place to live, work or visit

Whole New Bolsover local community is better informed about the historic significance of the area / will have learnt about heritage	Any relevant data noted page 41 and 42
Local community are better informed about the historic significance of the area and will have learnt about heritage	Any relevant data noted page 41 and 42
Wider community is better informed about the historic significance of the area / will have learnt about heritage	No data re wider community at this stage
Encourage community involvement and create active citizenship	Volunteering activity is noted on page 43 and 44
Restore a sense of pride and community in the area	The resident survey sought data around existing attitudes to the area – more data is provided in the copy below.
Increased awareness of heritage value of homes by residents and wider community	<ul style="list-style-type: none"> - The resident survey completed in January 2018 saw 9 out of 10 respondents either agree or strongly agree that: “I value that my home is a heritage property.” (Question base 22/23)
Living in this area will be desirable	<p>The resident survey sought data around existing attitudes to the area – more data is provided in the copy below.</p> <p>It will be interesting to see at the end of the project what sale values are for properties, if there are right to buy requests made etc.</p>
Local school children are better informed about the historic	Any relevant data noted page 30 and 31

significance of the area and will have learnt about heritage	
People will volunteer and get involved in community activities	Volunteering activity is noted on page 43 and 44

In the resident survey, people were asked about a number of statements in relation to their view of living in the area. The highest level of agreement was with the following statements: *Anti-social behaviour is a problem in the area* (76.2%), *New Bolsover is a great place to live* (76.2%), *Litter is a problem in the area* (71.4%).

The lowest level of agreement was with the following statements: *Neighbours around here look after their surroundings* (19.1%), *New Bolsover is a better place to live than it used to be* (33.4%) and, *I am actively involved in improving the local area* (35%).

Table 21 – Resident Survey, agreement / disagreement with key statements

Statement	Base	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree
New Bolsover is a great place to live	21	19.0%	57.1%	23.8%	0.0%	0.0%
I am proud of living in New Bolsover	21	19.0%	42.9%	28.6%	9.5%	0.0%
Neighbours around here look out for each other	21	14.3%	42.9%	28.6%	14.3%	0.0%
Neighbours around here look after their surroundings	21	4.8%	14.3%	52.4%	19.0%	9.5%
New Bolsover has a strong sense of community	21	4.8%	47.6%	19.0%	23.8%	4.8%
New Bolsover is a better place to live than it used to be	21	4.8%	28.6%	33.3%	33.3%	0.0%
I feel that I belong in new Bolsover	21	14.3%	38.1%	28.6%	9.5%	9.5%
Litter is a problem in the area	21	33.3%	38.1%	14.3%	14.3%	0.0%
Dog fouling is a problem in the area	21	33.3%	33.3%	33.3%	0.0%	0.0%
Anti-social behaviour is a problem in the area	21	33.3%	42.9%	19.0%	4.8%	0.0%
I am actively involved in improving the local area	20	10.0%	25.0%	40.0%	20.0%	5.0%

To ascertain levels of local awareness residents were also asked if they knew who to contact in relation to four areas: property and maintenance, local community groups, planning enquiries and the New Bolsover – New Beginning Project. Out of these four areas, residents had the highest awareness of who to contact regarding the New Bolsover – New Beginning Project. Residents had the least awareness of who to contact regarding local community groups.

Table 22 – Resident survey, Do you know who to contact?

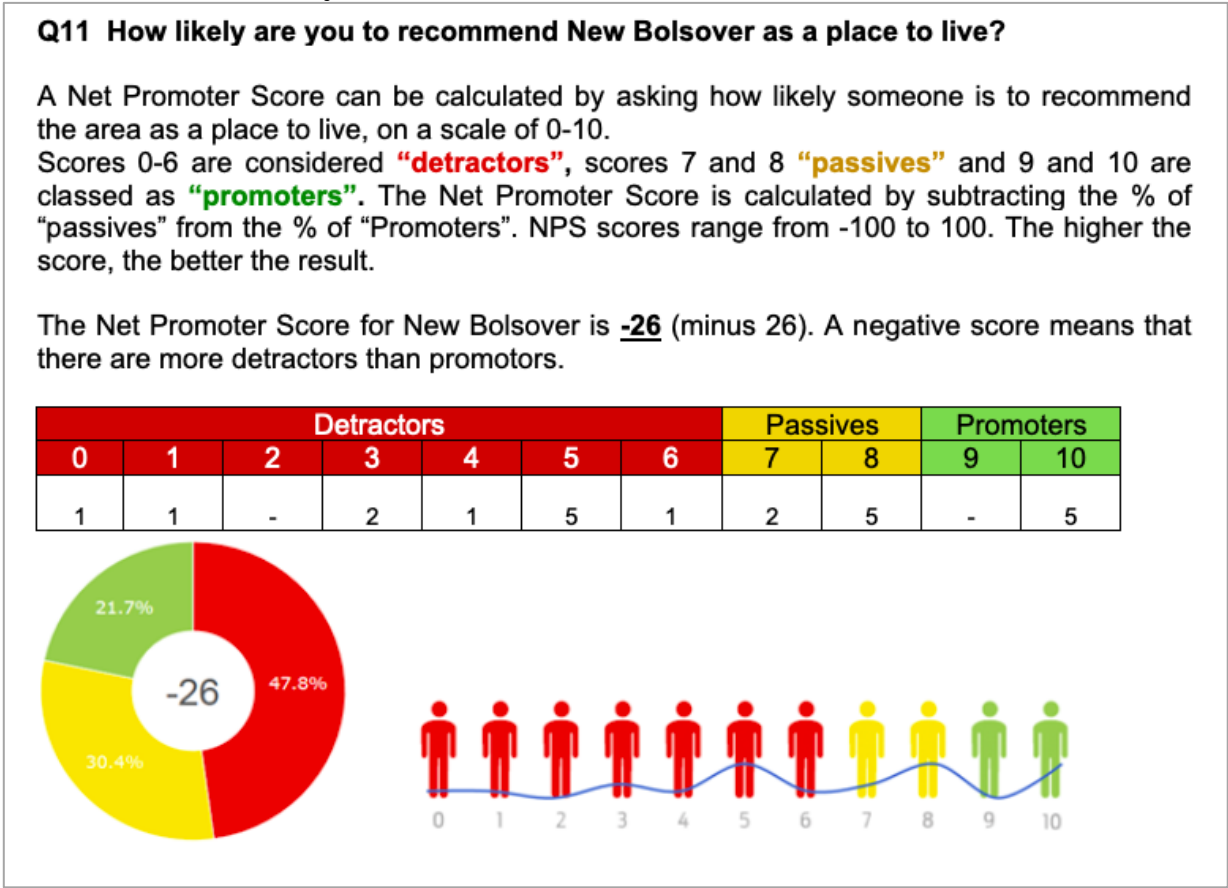
Q7 Do you know who to contact about...?	Base			
		Yes	No	Not sure
Property repairs and maintenance	20	75.0%	20.0%	5.0%
Local Community Groups	22	54.5%	18.2%	27.3%
Planning enquiries	22	68.2%	18.2%	13.6%
The New Bolsover - New Beginning Project	22	77.3%	9.1%	13.6%

Residents were also asked overall would they recommend New Bolsover as an area to live. Just under 7 out of 10 (68.2%) reported that they were satisfied with New Bolsover as an area to live. However the overall Net Promoter Score for New Bolsover was negative at -26. This indicates a degree of negative feeling as there were more detractors of New Bolsover than promoters amongst respondents.

Table 23 – Resident survey, overall levels of satisfaction

Base	Q10. Overall, how satisfied are you with New Bolsover				
	Very Satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied
22	27.3%	40.9%	27.3%	4.5%	-

Table 24 – Resident survey, Net Promoter Score



For benchmarking purposes residents were asked how they would rate their physical and mental health. Residents rated their physical health as 7 out of 10 and their mental health as 6.1 out of 10.

Other evidence of impact

Impact on supply chain

Robert Woodhead Ltd notes in one of its impact reports that there has been significant impact for the local supply chain. Contractors set out their plan to use local companies at tender stage and have spent 76% of the budget within 20 miles of New Bolsover.

External awards

The project also received an external award from the Forum for the Built Environment Chairman's Awards in 2018. New Bolsover Model Village in Derbyshire was named East Midlands Scheme of the Year at the awards ceremony. The contractor Robert Woodhead Ltd nominated the project. The judges commented:

"This project quite frankly blew the judges away. This visionary regeneration project for one of the most socially deprived areas of the UK is an exemplar project. The aspirations to give the area a new beginning and tackle its problems to create a thriving community were well and truly met. Community groups have been formed from heritage to allotments groups. The refurbishment programme to 194 Grade II listed properties with complete modernisation and significant energy efficiency improvements have excelled in their delivery. This development has truly changed lives."

This award has meant that there has been some media attention around the New Bolsover project.

BBC Inside programme

A BBC programme was aired on 5 March 2018. The programme featured interviews with residents, Bernard Haigh and Councillor Ritchie. This item is no longer accessible but was viewed as positive by the project team.

7. Key project learning points

To help highlight key project challenges / learning points at this stage, RFA conducted a short interview with the Project Manager at the end of February 2019. Below we have summarised key points from this as well as key reflections on the project so far. These will be discussed with the wider project team in preparation for the final evaluation report.

Building works

Given the substantial scale of the physical refurbishment activities it is not surprising that there have been some challenges in relation to this component of the project:

- This is the first heritage related development for Bolsover District Council and therefore was an area that they had to learn to manage. To access suitably qualified building professionals the Council sought to adopt a national framework for procurement of heritage related refurbishment and restoration. This took some time to navigate but a contractor was appointed through this framework.
- However the heritage build elements of the project seem to have caused unanticipated complexity, all of which have caused issues on site and contributed to an overall project delay and difficulties with complaints from residents. For example the extent of lime pointing required was underestimated and the contractor took some time to provide the required skilled labour on site to complete these tasks. Further they took some time with ensuring capacity on site to oversee and sequence work effectively to avoid as much disruption as possible.
- Further complications have been encountered in relation to the windows required for the refurbishment. An additional framework had to be procured to help with this, however the contractor in the end was unable to meet the standards set for the window construction. A contractor was finally appointed who is based in Lithuania. This has created some issues with storage on site as the windows arrive in bulk. There are also some outstanding issues in relation to the budget for the windows as the cost of these was underestimated in the original specification.
- The issues with lime pointing and the purchasing of the windows have contributed to delays on site. The project was supposed to complete by the end of February 2019, however it is anticipated that there is at least an additional 7 months of work still to be completed.

Impact on residents

Given that the site was always going to be 'a living site', it was anticipated that there would be significant disruption for residents, however this has been more extensive than was anticipated. Council tenants have had their lives disrupted by being moved into temporary accommodation. Private tenants have been disrupted having been told for example that scaffolding was going to be up for 16 weeks when in some cases it has been in place for closer to 12 months. Council homes have had much more extensive refurbishment than private homes.

There have been a lot of complaints around the project, not helped by the fact that a different set of contractors has been working on private homes versus Council owned homes. In order to deal with complaints the project team has developed a tracker which lists all the issues as they arise and the response / stage of resolution. Most of the complaints have come from private tenants. A weekly meeting is held with the Site Manager who is in charge of the private homes refurbishment.

Community engagement

A full time resident liaison officer was appointed to the project at the start – their role was to liaise with the site community in relation to all the activities. Unfortunately a number of people have occupied this post and it has not worked as well as the Council might have hoped. There was a gap in filling the position and it was then filled by an existing employee as a part-time position. The gap in provision caused some upset with residents and lack of communication from the Contractors is one of the greatest complaints from residents (particularly private residents).

The Council has also faced issues with maintaining an organisation appointed into the community organiser role. Community engagement work is not always easy and requires very particular skills. The first organisation (CVP) hosting the post of Community Engagement Officer had to fold and the post while then hosted through a second organisation (Coalfields Regeneration Trust) was ultimately made redundant as it was not required to be a full time post and there were some difficulties in relation to it.

The very nature of the project – as a physical refurbishment of people's homes – has meant that it has not always been easy to engage the local community in heritage activities whilst they are undergoing this upheaval. People have come together in this upheaval in dealing with the practical issues associated with it, however engagement in heritage activities has not always been at the level that the project would have liked.

Building on the legacy of the project

The community house at 126 is a key benefit provided to the community through the project – it offers a potentially permanent base and a considerable asset for the community to use. It is being used in a range of ways:

- by all the community groups for their meetings
- for contractor meetings
- by the multi-agency Council team who are using the home to engage with young people on the estate

The Council is conscious of ensuring that support is provided to help the community with the sustainable use of the community house going forward.

8. Recommendations for final evaluation report

- Our main recommendation for the final report relates to the circulation of the Resident Survey and the volunteer survey. It would be helpful for the final report if more responses could be achieved for these surveys to ensure that the data collected is robust as possible.
- We also suggest that a number of case studies are completed which tell the story of the impact for a range of audiences:
 - Council tenants
 - Private tenants
 - School children
 - Volunteers involved with a range of activities
 - People employed on the project who have gained work skills
- If possible some questions regarding the energy performance of homes should be added to the Resident Survey to provide additional evidence in relation to outcomes in this area.
- The evidence gathering approach to the final report will be more robust and will include:
 - A final survey amongst residents – RFA to provide advice on this
 - Two focus group / workshop discussions with a mixed group of project stakeholders to reflect on the project
 - Five telephone interviews with wider project stakeholders (to include the project lead contractor)
 - Review of all relevant final project data / materials

Appendix: Documents reviewed

- New Bolsover Model Village Employment & Skills Report (May 2017-Sept 2017)
- New Bolsover Model Village Employment & Skills Report (Oct 2017-April 2018)
- New Bolsover, Creating a visual conversation with people and place, 2017 Project Evaluations February 2018 (Junction Arts)
- New Bolsover Model Village, Environmental Report, provided Mar 2018 (Julia Radka)
- New Bolsover Model Village Employment & Skills Report (May 2018-Oct 2018)
- Project Evaluation: Stage 1 (Volunteers Survey) & Questionnaire April 2018
- Project Evaluation: Stage 1 (Residents Survey) & Questionnaire April 2018
- Notes on contractor event (April 2018)
- Data re walking tour with 3 participants (May 2018)
- Community Insight Profile for 'New Bolsover' area (July 2018) OCSI, HACT
- New Bolsover Informer (Issue 11 and 12) (August 2018 / Dec 2018)
- Internal Evaluation Shift (Aug-Oct 2018)
- Community Heritage Open Day Survey Findings Sept 2018
- Community Heritage Open Day Flier Sept 2018
- Community Heritage Open Day Sept 2018 (Notes document)
- Project Progress Report to NLHF, Oct 2018
- Project Progress Report to NLHF, Nov 2018
- Bolsover Model Village: Contractors Report No. 23, Nov 2018
- New Bolsover Model Village Community Hub, Business Planning Study Report Dec 2018
- Whispers from the Model, 2018 Project Evaluations January 2019 (Junction Arts)
- Bolsover Partnership Executive Board Report (Jan 2019)
- New Bolsover Partnership Committee Reports (Jan 2019, Oct 2018, June 2018)
- <http://woodhead-construction.co.uk/winners-of-fbe-east-midlands-awards-2018-revealed/>
- Derbyshire Environmental Studies Service 3 reports:
 - New Bolsover Model Village Heritage Project: Year 1 pupil engagement days "My Model Village" Key Stage 1
 - My Community, My Heritage
 - New Bolsover Model Village Heritage Project: Year 2 pupil engagement days "My Community, My Heritage" Key Stage 2
 - 7 questionnaires from teacher participants
- Two apprenticeship stories (not clear who compiled when)
- Christmas Card (designed by New Bolsover Primary School Pupil)
- Data from the Heritage Skills Day Survey
- APSE Service Awards 2018 Submission New Bolsover Model Village
- Email feedback
- New Bolsover Model Village Activity Plan