

About You	
1.	Your Name
	Heather Kay
2.	Your Employer / Organisation
	Star Project
3.	Your Position
	Manager
4.	Your E-Mail at Work
	<a href="mailto:heather@star-project.org.uk">heather@star-project.org.uk</a>
5.	Your Address at Work
	12-14 Wallace Street, Paisley PA3 2BU
6.	Your Telephone Number at Work
	07557876455
7.	Your Role in the Project
	Heather is responsible for the day-to-day delivery of the project and is the line manager for staff. This involves partnership work, securing funding, and ensuring the project is as diverse as possible for the community.
An Introduction to the Project	
8.	Which partner organisations are involved in delivering the project (local authorities, organisations, community groups, etc.)?
	It is primarily Star Project who deliver the project, although they have partnerships for specific aspects. They work with Poverty Alliance and various community groups but mostly work individually.
9.	Does the project have specific aims and/or objectives? <i>If so, please add to the box below.</i>
	Star Project's vision is safer, more connected and resilient communities where opportunity is equal and diversity is embraced.
	<p>The general aim of the project is to tackle poverty by building stronger and more resilient community members through a creative, person-centred and trauma informed approach. Star's activities, programmes and services are mutually supporting and multi-layered. They are committed to Social Justice and transparency.</p> <p>Star's 4 goals are to:</p> <ul style="list-style-type: none"> <li>- Tackle the impacts of poverty, deprivation, and associated stigma</li> <li>- Improve resilience within their community</li> <li>- Exemplify the STAR Approach as innovative and best practice</li> <li>- Embody thought leadership and campaigning</li> </ul>

10.	Does the project have a title? <i>If so, please add to the box below.</i>
	Star Project
11.	When did it start?
	1999
12.	Has it finished? Is it on-going? Does it have an end date? <i>Please add dates to the box below.</i>
	The project is on-going with no end date.
13.	Which groups of people, if any, are targeted by the service provided?
	No specific group is targeted except those experiencing poverty. Star Project helps people who are experiencing any and all types of poverty. Including vulnerable people who are experiencing food insecurity or barriers accessing medical care. No matter what the reason, Star Project welcomes them and works with everyone, no matter gender or age. Star Project has separate and targeted support groups for example for men, young people, and preschool children.
14.	How many people have been served by the project?
	Approximately 10,000 per year since COVID-19 and 2,500 per year before the pandemic.
15.	Where is it delivered?
	Primarily in Paisley.
<b>The Initial Idea</b>	
16.	Who had the initial idea?
	Unknown.
17.	How did the idea for the project come about?
	The project began when four local churches came together to offer a space for the community to meet. There was not a similar project in the area prior to this. The original trustees were reverends and the project started as a drop-in service in a local tenement.
18.	Did you draw on any published reports / papers / research evidence or practice you had seen elsewhere to inform your plans? <i>If so, please add details to the box below.</i>
	No. Instead, they mostly drew on the needs of the community.
19.	Who was involved in developing the initial idea of the project?
	The four churches and reverends within them.
20.	Were those with lived experience of poverty involved in developing the initial idea of the project?
	No.
21.	What funding was used, if any, to support the development of the initial idea of the project?

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22.	<b>What in-kind resources were needed when developing the initial idea of the project?</b>	
	Facilities	A tenement flat which had been repossessed and furnished.
	Equipment	N/A
	Local Knowledge	The project was staffed by church volunteers who had local knowledge.
	Food and Drink	Tea, coffee and biscuits.
23.	<b>What, if any, barriers did you have to overcome when developing the initial idea of the project?</b>	
	Initially, some people were wary because it was organised by the church and they thought it had religious ties. Once some people in the community became a part of the project others followed suit. There was no opposition to the project, just some suspicion early on.	
24.	<b>What, if anything, was helpful when developing the initial idea of the project?</b>	
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25.	<b>Did you conduct a feasibility study? (if yes, please describe what you did and what you concluded)</b>	
	There was likely a feasibility study. Those involved in the initial stages looked at different locations and options available. There were some ideas put forward, but the nature of the project was decided by the needs of the community.	
26.	<b>What was the timeline between the initial idea and the start of the project?</b>	
	Approximately six months.	
27.	<b>Who made the decision to introduce the project?</b>	
	The four local churches.	
<b>Pilot Project</b>		
28.	<b>Did you run a pilot project?</b>	
	No.	
<b>The On-going Development of the Project</b>		
29.	<b>Has the project changed through time?</b>	
	Yes. The project began to focus on mental health and wellbeing when the current chief executive, who has a background in counselling, was hired in 2012. Heather's background is in psychological research, so when she was hired they shifted focus to that area of work.	
30.	<b>In what ways has it changed?</b>	
	Scale	The scale has increased from approximately 2,500 service users before COVID-19 to 10,000 since then.

	<b>Location</b>	The original tenement flat is still being used. Recently, the project has moved to larger premises which will be refurbished to create more space. They are currently working long hours to accommodate the different services offered due to lack of space.
	<b>Population</b>	Anyone in Renfrewshire can self-refer but they are currently helping over 10,000 service users.
	<b>The Offer</b>	The offer has expanded from a drop-in service operated by the churches to multiple workshops, groups and a food bank.
<b>31.</b>	<b>What were the reason for these changes?</b>	Star Project has a strong connection to the local community. The project has evolved over time as a result of listening to local's needs.
<b>Accessing the Service and Engaging with Service Users</b>		
<b>32.</b>	<b>Is there a referral process? If yes, how does the referral process work (self-referral, referred by other agencies, identified from an existing database)</b>	Yes, self-referrals are common. Those at Star Project are aware that referrals from statutory services are sometimes disorganised and require extra paperwork.
<b>33.</b>	<b>How are potential clients made aware of the project?</b>	Potential service users are made aware of the project through word-of-mouth and the project's online presence. They also are in contact with local newspapers and various radio stations, including BBC Radio Scotland, who frequently mention their work. They also put posters in local libraries and public spaces to raise awareness about the project.
<b>34.</b>	<b>How do you keep in touch with service users? Do your service users have a preferred method of contact?</b>	Service uses prefer to communicate through social media platforms such as Facebook. Generally, locals prefer text over phone calls.
<b>Working With People with Lived Experience of Poverty</b>		
<b>35.</b>	<b>Are those with lived experience of poverty involved in <u>delivering</u> the project? <i>If so, please describe below.</i></b>	Yes. There are 58 volunteers and 51 of them have lived experience of poverty. Many of them have come through the project themselves and live in the community.
<b>36.</b>	<b>Are people with lived experience of poverty involved in <u>managing</u> the project, <u>supervision</u> within the project, or project <u>governance</u>? <i>If so, please describe below.</i></b>	The board of trustees have two people who live in the community with lived experience of poverty.
<b>37.</b>	<b>Are people with lived experience of poverty involved in <u>any other aspect</u> of the project? <i>If so, please describe below.</i></b>	

	Yes, as Star Project is a community-led service that is inspired by the needs of locals.
<b>Leadership, Governance and Partnership Working</b>	
38.	Who has overall responsibility for the project? Heather has overall responsibility for the project. There are three senior staff members who work under her and some project assistants as well.
39.	Is this the only responsibility of the person managing the project? <i>If not please describe the manager's wider roles and responsibilities.</i> Heather is responsible for the operational day-to-day running of the project. She is also responsible for line management, partnership working, funding, organisation, and ensuring the programme is as diverse as possible for the community.
40.	Is there a Project Steering or Advisory Group or Organising Committee? <i>If yes, who is involved in this and how does it work.</i> The service relies on the community to articulate their needs to those who work for Star Project.
41.	If there is no Steering Group, what governance arrangements are in place to review strategy and performance? Star Project review their programs regularly and take great pride in having thorough reviews of what they do. Before a service user gets involved in a specific event, Star Project collect baseline data of their understanding, knowledge and feelings. They gather data mid-way and again at the end of service. They also organise case studies for everything they do.
<b>Staffing</b>	
42.	Are there any paid staff? <i>Please describe their role and their contribution.</i> Yes. There are ten paid staff, including Heather, three staff members working under her, and some project assistants. Before COVID-19 there were three paid staff members but they have had to expand.
43.	Are volunteers involved in delivering the project? <i>Please describe their role and their contribution.</i> There are approximately 58 volunteers who are involved in running the different groups, including the food bank and drop-ins.
<b>Links to Wider Policies, Strategies and Statutory Requirements</b>	
44.	Is the project part of a wider anti-poverty strategy? <i>If so, please give details.</i> Yes. Renfrewshire Council's sustainability plan was based on Star Project's research during the COVID-19 pandemic. It was adopted and put into practice.
45.	Is the project part of any other strategy? <i>If so, please give details.</i> No.
46.	Is the project delivering a service that is a statutory commitment. <i>If so, please give details.</i> No.

Funding		
47.	Who funds the project? <i>Please give details.</i>	
	Star Project receive donations and charity funding, for instance the National Lottery Community Fund. As the project has grown, the funding has become proportionately smaller. They also receive funding from Renfrewshire Council.	
48.	How is the project funded?	
	See above.	
49.	What is the budget for the project / how much does it cost to deliver?	
	Approximately £200,000.	
50.	Is future funding based on pre-agreed outcomes or outputs being delivered? <i>If so, please give details</i>	
	No, but they are expected to produce high quality research papers based on the different projects they run.	
Resources		
51.	What in-kind resources do you need to deliver your project?	
	Facilities	The original tenement flat, as well as a new building with more space.
	Equipment	Microsoft Office 365, computing and IT support, materials for crafting events, toys for children's groups, and a photocopier and printer.
	Local Knowledge	Volunteers with local knowledge is required for the project. During COVID-19, they delivered food parcels and care parcels for people in/leaving hospital too.
	Food and Drink	Local companies and businesses Star Project partner with donate to their food pantry.
52.	For each of the in-kind resources listed above, who provides it?	
	Facilities	N/A
	Equipment	N/A
	Local Knowledge	Volunteers.
	Food and Drink	Various local groups and businesses.
53.	Did you have to buy or develop new IT systems, software (databases, apps) or technology to deliver your project? <i>Please describe below.</i>	
	No.	
54.	Was additional staff training required to deliver your project? <i>If so, please describe.</i>	
	Yes. The project is trauma-informed and operates through a framework written with Dr Dan Hughes, a clinical psychologist specialising in childhood trauma. All volunteers go through training involving his work, including on attachment theory in children in care.	
Formal Monitoring and Evaluation		

55.	<b>What information, if any, do you collect about your project?</b>	
	Number of users	Yes.
	Profile of users	Yes.
	Experience of users	Yes.
	Anything else	Impact scores, unique users by service and actual intervention.
56.	<b>How often is data collected? Who collects the data?</b>	
	The data is collected daily by staff.	
57.	<b>Do you have baseline data on what things were like before the start of the project or before users started the project? <i>Please describe the type of baseline data that you have.</i></b>	
	Star Project use questionnaires before, during and after events to evidence the impact of the project.	
58.	<b>Do you produce an annual report? <i>Please provide details of what this includes.</i></b>	
	Yes. It includes information on numbers of users, projects and uptake. They also share their strategy and how it was developed. They highlight community involvement.	
59.	<b>In what ways, if at all, do you use the data that you collect to adapt the service that you provide?</b>	
	All services provided are shaped and informed by survey and questionnaire results.	
60.	<b>Have you employed an external organisation to formally evaluate your project? <i>If yes, please provide details.</i></b>	
	They hire an independent group called Vis-à-Vis and an independent person who conducts evaluations. They are about to bring Enterprise Scotland on board too.	
61.	<b>If yes, in what ways, if at all, have you used the External Project evaluation to adapt the service that you provide.</b>	
	When an evaluation comes through, Star Project will address any aspects they are struggling with through consultations with the community, volunteers and staff.	
62.	<b>Do you intend to employ an external organisation to evaluate the service that you provide in the future? <i>If yes, please provide details.</i></b>	
	Yes, every year.	
<b>Impact</b>		
63.	<b>What difference has the project made?</b>	
	Star Project has made an impact on the community by providing a safe space to help its residents, including those struggling with mental illness and poverty. The Project also contributes to local governance structures and research through outputs. Some examples of Star Project's work are outlined below.	

	<p>The Befriender Scheme under Star Project that matches people and their families with volunteer befrienders has helped people gain confidence in day-to-day affairs and accessing other forms of support and social spaces. The successes are demonstrated for example in the <a href="#">Befriending Network's case study</a> of Star Project's Befriending Scheme.</p> <p>Star Project has also contributed to the Renfrewshire's Tackling Poverty Commission's <a href="#">research on poverty in Renfrewshire</a>. Star Project provided evidence to support the findings of the report.</p> <p>Star Project <a href="#">contributes to holding those in power accountable</a> through their participation in the production of the <a href="#">community led zine 'RenFairShire'</a>. This is a part of the Star Project's support to establishing a panel of people with lived experience to inform Renfrewshire Council on policy. (Detailed in <a href="#">Renfrewshire LCPAR 2022/23</a>).</p>
64.	<p>How do you know this? What evidence demonstrates impact (metrics, interviews, feedback)?</p> <p>Feedback from the community and their own research. Star Project measures their impact by metrics such as engagement numbers per area of work, number of interventions, policy and research contributions, training/services delivered, income generated, external impact evaluations, case studies, performance reviews and reflective de-briefs. Some case studies and evaluations are done by external organisations and some internally by Star Project.</p>
65.	<p>To what extent have the aims of the project been achieved?</p> <p>Star Project is robustly evaluated and monitored through feedback from the community, service users and volunteers which is a testament to its success. Therefore, the aims of the project have been achieved.</p>
66.	<p>How, if at all, has the demand for the service provided changed since it started?</p> <p>The demand increased from 2,500 service users before COVID-19 to more than 10,000 after it, which has not decreased since then.</p>
67.	<p>If yes, has the project had the capacity to meet these changing conditions and demand? <i>Please describe and explain below.</i></p> <p>Those at Star Project have worked hard to ensure they have the funding required to provide the services they do.</p>
68.	<p>Has the project had any unexpected or unintended outcomes? <i>If so, whether positive or negative, please describe.</i></p> <p>After someone in the community passed away due to starvation, those at Star Project expanded their food provision. They now have a building designated to food provision and four different food services. They also have a high uptake of men getting involved with the project, with about 37% of service users being men. There is a 'Men's Shed' and a mental health group which is very popular with them. This is important as traditionally men find it more difficult to engage in service settings. Star Project listened to and acted on their needs.</p>
69.	<p>In your opinion, is the project having an impact on tackling poverty? If so, please describe in what ways.</p>



	Yes. They have a lived experience and poverty group who meet with the local authority bi-monthly to ensure their policies are fair and take the community into account.	
<b>Learning from Experience</b>		
70.	What is working well?	
	Star Project's universal approach is the most successful element, which involves signposting services users to other areas of help. They adopt this approach because there are rarely service users with one single need. They also do not limit the number of times someone can engage with their services, even their counselling services. They are aware that limiting service provision can be detrimental.	
71.	What, if anything, is working less well?	
	The management structure of the project, which Heather would like further guidance on.	
72.	What are the key learning points that you'd like to share with other practitioners? For example, is there anything that you would do differently?	
	Star Project already provide training to other groups during which they share pitfalls they have come across and how to overcome various issues. Responding to the community you serve is also key and apply for funding that aligns with your aims and objectives.	
73.	What plans do you have to develop or expand the project in the future?	
	They are currently renovating the building they are located in as they plan to expand it. This will mean more groups can occur at the same time. They are currently open late at night because they cannot accommodate all groups during daytime hours.	
74.	How easily do you think your project could be replicated in another setting?	
	It could be replicated with the right skills and personalities to ensure things can operate effectively. They already offer existing training on how to start a project like theirs.	
<b>Social Media</b>		
75.	Please enter social media contact details and weblinks to supporting documents or resources below:	
	Web Pages	<a href="https://star-project.org.uk/">https://star-project.org.uk/</a>
	Facebook	<a href="https://www.facebook.com/STARProjectPaisley">https://www.facebook.com/STARProjectPaisley</a>
	Instagram	<a href="https://www.instagram.com/paisleystarproject/?hl=en">https://www.instagram.com/paisleystarproject/?hl=en</a>
	Twitter	<a href="https://twitter.com/STARprojPaisley">https://twitter.com/STARprojPaisley</a>
	Tik-Tok	-
<b>GDPR Consent (Add yes or no in the box)</b>		
I give my permission to be named in the tackling poverty locally directory and associated public outputs.		Yes
I give permission for our organisation to be named in the tackling poverty locally directory and associated public outputs.		Yes



**Tackling Poverty Locally Online Directory  
Proforma for Researchers to Complete**



<b>I give permission for me to be contacted by directory users.</b>	<b>Yes</b>
<b>I am willing to be contacted if more details are required</b>	<b>Yes</b>
<b>Request to review (Add yes or no in the box)</b>	
<b>Did the interviewee request to review a draft before it I sent to referees for review</b>	<b>Yes</b>