

2006-2008 Heritage Incentives Program

Program 5 – Special Purpose Grants and Loans

Program Objective

This program provides funding for urgent and special circumstance projects, including works to heritage items listed on the State Heritage Register or of state heritage significance

Overall program summary

100% of applications received were funded, of these 84% were successfully completed. Overall \$631,263 was spent on heritage works through this program made up of \$163,263 grant funding and \$463,163 contributed by applicants.

The multiplier effect for the program was \$1:\$2

Evaluation

What do the KPIs tell you about these outcomes?

Overall, the program was a success and achieved the stated program purpose in assisting emergency.

What were the key results or achievements for the year?

- 100% of projects were very successful or successful in achieving their project aims.
- 82% of projects reported significant or exceeded expectations in heritage item improvement
- 73% of completed projects reported that their project contributes to heritage tourism.
- 100% of projects created paid employment and 73% used volunteer labour

Were there any challenges or disappointments that had a major effect on your results?

No, however many of the projects are eligible to be funded through the works program or local government local heritage funding programs.

What will you do next year?

This program has been withdrawn from the 2008-9 NSW Heritage Grants program due to redirected funding priorities to establish a Special Grants program for major cultural and community heritage buildings.

Outcome 1 - Improvement in the condition of heritage items

82% of projects reported significant or exceeded expectations in the improvement in the condition of the heritage item due to the project funding

Outcome 2 - Improvement in the management of heritage items

Evaluation

50% of funded projects reported significant improvement or exceeded expectations in the management of the heritage item

Outcome 3 – HIP funded projects are successfully completed

100% of funded projects reported that the project was very successful or successful in achieving the project aims

Stated reasons why projects were successfully completion:

- Use of good professionals and tradespeople, community input and interest,

- Heritage Branch funding received and assistance
- Support of local council heritage advisors and officers

Outcome 4 - HIP funded projects positively contribute to heritage tourism

73% of completed projects reported that their project contributes to heritage tourism. This result exceeds the NSW Government result indicator of at least 70% of projects.

Feedback on contributions to heritage tourism include:

- “Our site is conveniently located next to a historical museum and now forms part of historical walks”.

Outcome 5 - HIP funded projects created paid employment

100% of projects created paid employment, employing an average of 3 tradespeople and less than 1 heritage consultant per project.

Outcome 6 - HIP funded projects are actively supported by the community

73% of funded projects utilised volunteers to complete the project, with an average 112 hours contributed by volunteers for each completed project.

Other forms of community involvement were:

- Open days
- Attracted tourism
- Created a lot of local community interest

36% of funded projects created media interest, with an average of less than 1 media item per project.

Outcome 7 - Satisfied HIP funded project applicants

Overall, more than 91% applicant expectations were met or exceeded in terms of customer service satisfaction with the funding program.

The Heritage Branch funding program could positively contribute to projects by:

- Publishing completed projects in newsletters and on internet
- Providing funding for future projects

Improvements to the Heritage Branch funding program include:

- More funding
 - Simplify and reduce reporting requirements
 - Advertise funding in local newspapers
 - More online forms and guidelines
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Program 5 – Special Purpose Grants and Loans

Outcomes and Key Performance Indicators

Outcomes for overall program

100% of applications funded 84% of projects completed, 26% underway		19 applications received 19 projects funded 3 projects were not completed
HIP funding multiplier effect \$1:\$2	\$463,163 Applicant contribution to project HIP \$163,263 contribution to project	HIP funding as a average 35% of project cost

Evaluation

100% of applications received were funded, of these 84% were successfully completed.

Overall \$631,263 was spent on heritage works through this program made up of \$163,263 grant funding and \$463,163 contributed by applicants.

The multiplier effect for the program was \$1:\$2

Outcome 1

Improvement in the condition of heritage items

*This outcome measures the **improvement in the physical conservation** of State Heritage Register and state heritage items through HIP funded projects.*

Key Performance Indicator 1 – Improved condition of heritage item with HIP funding

HIP funding helped to <u>improve the condition</u> of my heritage item	1 (none)/ not relevant	9% of responses
	2 (a little)	0%
	3 (some)	9%
	4 (mostly)	55%
	5 (exceeded my expectations)	27%

Evaluation

82% of projects reported significant or exceeded expectations in the improvement in the condition of the heritage item due to the project funding

Outcome 2

Improvement in the management of heritage items

*This outcome measures the **improvement in the management** of State Heritage Register and state heritage items through use of Conservation Management Plans.*

Key Performance Indicator 2 – Conservation Management Plans improved the management of heritage item

Use of a CMP helped to <u>improve the management</u> of my heritage item	1 (none)/ not relevant	30% of responses
	2 (a little)	10%
	3 (some)	10%

	4 (mostly)	40%
	5 (exceeded my expectations)	10%

Evaluation

50% of funded projects reported significant improvement or exceeded expectations in the management of the heritage item

Outcome 3

HIP funded projects are successfully completed

This outcome measures the successfully completed projects and their contribution to the conservation and management of State Heritage Register and state heritage items through HIP funded works projects, as assessed by the applicant.

Key Performance Indicator 3 – Successfully completed HIP funded projects

Yes , the project was <u>very successful</u> - we achieved everything we set out to	82% of projects completed
Yes , the project was <u>mostly successful</u> - we achieved most of what we set out to do	18% of projects completed
No , the project was <u>not successful</u> - we did not achieve what we set out to do	0% of projects completed

Evaluation

100% of funded projects reported that the project was very successful or successful in achieving the project aims

Stated reasons why projects were successfully completion:

- Use of good professionals and tradespeople, community input and interest,
- Heritage Branch funding received and assistance
- Support of local council heritage advisors and officers

Outcome 4

HIP funded projects positively contribute to heritage tourism

This outcome measures the contribution to heritage tourism. Contribution to heritage tourism is defined as (open days, part of a heritage trail, part of a main street or heritage precinct or commercial heritage tourism venture).

(This is a NSW Government and Heritage Branch priority - Result indicator - At least 70% of funded projects assist heritage tourism)

Key Performance Indicator 4 – HIP funded projects contributed to heritage tourism

Yes , my project <u>contributed</u> to heritage tourism	73% of projects completed
Yes , my heritage property/item, was <u>open for public inspection</u> (eg Open Days for Heritage Festival, etc)	27% of projects completed

Yes , my heritage property/item is part of a <u>local heritage trail</u> or interpretation walk around your area.	27% of projects completed
Yes , my heritage property/item is part of a <u>main street or town centre heritage precinct</u> .	36% of projects completed
Yes , my heritage property/item is a <u>commercial heritage tourism venture</u> – (eg Bed and Breakfast accommodation, or heritage tourism venture such as a gold mining site, etc)	0% of projects completed
Yes , my project contributed to <u>heritage tourism</u> – (eg contributes directly or indirectly to a local tourism strategy,, or heritage tourism venture such as a gold mining site, etc)	45% of projects completed

No , my project <u>didn't contribute</u> to heritage tourism	27% of projects completed
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Evaluation

73% of completed projects reported that their project contributes to heritage tourism. This result exceeds the NSW Government result indicator of at least 70% of projects.

Feedback on contributions to heritage tourism include:

- “Our site is conveniently located next to a historical museum and now forms part of historical walks”.

Outcome 5

HIP funded projects created paid employment

This outcome measures the contribution to employment creation and increased trade and professional skills in heritage conservation.

(A NSW Government and Heritage Branch priority outcome.)

Key Performance Indicator 5 – Paid employment created by HIP funded projects

Yes , my project <u>created paid employment</u>	100% of projects completed
<u>Number and type of paid tradespeople</u> employed on my project (eg roofer, plumber, carpenter and joiner, etc)	33 tradespeople 3 per project
<u>Number and type of paid professionals</u> employed on my project (eg engineers, architects, etc)	8 professionals Less than 1 per project
No , my project <u>did not create any employment</u>	Express as a % of total projects undertaken

Evaluation

100% of projects created paid employment, employing an average of 3 tradespeople and less than 1 heritage consultant per project.

Outcome 6

HIP funded projects are actively supported by the community

This outcome measures active community support for HIP funded projects through volunteer hours and media coverage.

Key Performance Indicator 6 - Volunteer hours contributed to HIP funded projects

Yes , my project <u>created an opportunity for volunteers</u>	73% of projects completed
Number of <u>volunteer hours</u> contributed to my project	1228 volunteer hours Average of 112 hours per project
No , my project <u>did not create an opportunity for volunteers</u>	27% of projects completed

Evaluation

73% of funded projects utilised volunteers to complete the project, with an average 112 hours contributed by volunteers for each completed project.

Other forms of community involvement were:

- Open days
- Attracted tourism
- Created a lot of local community interest

Key Performance Indicator 7 – Media coverage for HIP funded projects

Yes , my project <u>created media interest and coverage</u> for my project (includes newspaper, radio, TV)	36% of projects completed
Number of <u>media inquiries and media releases</u> for my project (includes newspaper, radio, TV)	3 items of media interest or media coverage Average of less than 1 per project
No , there was no <u>media interest or coverage</u> of my project	64% of projects completed

Evaluation

36% of funded projects created media interest, with an average of less than 1 media item per project.

Outcome 7

Satisfied HIP funded project applicants

This outcome measures HIP funded project customer service satisfaction levels

Key Performance Indicator 8 - Customer service satisfaction

<u>Helpful assistance and advice</u> was provided to me for my HIP funding and project	1 (none) 2 (a little) 3 (some) 4 (mostly)	0% of responses 0% 9% 37%
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	5 (exceeded my expectations)	54%
The <u>Application Form</u> was easy to understand and complete	1 (not easy) 2 (a little) 3 (some) 4 (mostly) 5 (very easy to complete)	0% of responses 0% 0% 82% 18%
The project <u>payment claims</u> were easy to understand and complete	1 (not easy) 2 (a little) 3 (some) 4 (mostly) 5 (very easy to complete)	0% of responses 0% 0% 90% 10%
The project <u>final report</u> was easy to understand and complete	1 (not easy) 2 (a little) 3 (some) 4 (mostly) 5 (very easy to complete)	0% of responses 0% 0% 82% 12%

Evaluation

Overall, more than 91% applicants expectations were met or exceeded in terms of customer service satisfaction with the funding program.

The Heritage Branch funding program could positively contribute to projects by:

- Publishing completed projects in newsletters and on internet
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Improvements to the Heritage Branch funding program include:

- More funding
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