

Added Value Through Community Development

Doncaster 9th March 2010

A YHCDN Practice Sharing Event



Added Value Through CD

Doncaster 9th March 10 – 3pm

A YHCDN practice sharing event, attended by 16 people from across the Y&H region

The programme included:

Showcasing the recent work of YHCDN

Short inputs from speakers in examples of community development approaches making a difference in communities

Input on the revised national occupational standards and how to use them to demonstrate skills and knowledge needed by CD practitioners

Round table exercises to gather the range of CD work being undertaken to meet themes within the CAA indicators

Paired work to develop up their stories about their practice and its impact – using a visual version of the template

Sharing of the stories

Introduction

This event aimed to do two things: to raise the profile of the skills of community development workers and to make the 'business case' for community development.

It is inherent in the nature of community development that our best work is never noticed. If we do our jobs well, it is the groups, communities and the people that we work with that receive the praise and glory for something working well. We may well be proud that it was our input that enabled a particular initiative to work but we don't want to detract from the impact this has on community groups. It is therefore easy, at times of cuts, for decision makers to imply that community development workers don't do anything. The purpose of this event is to compare the work we do against the national occupational standards and map the skills we use on a regular basis to enable change to happen on the communities in which we work.

The second aim is closely linked – I have heard local authority workers state that community engagement is a luxury that can no longer be afforded, as cuts bite. Making the business case for what we do seemed at first to be anathema to our principles and values. How can you put a monetary value on empowerment? During discussions I was part of at the Regional Empowerment Partnership, I started to realise that there were clear savings made to and benefits received by statutory bodies by the inputs made by community development workers. The example that sprang to mind immediately was that of involving children and young people in designing the local playground usually means that there is greater ownership and less vandalism which means a clear saving in repair and maintenance costs.

As statutory bodies are working to meet the national indicators set out in the Local Area Agreements, community development workers are in a key position to demonstrate the work they do that enables those bodies to meet their targets. We need to be presenting clear tangible evidence of the work we do that contributes to those indicators especially the ones where the local authority is struggling. Research has been done to show which local authorities are having trouble meeting which indicator and I guess that many of you will be doing work that you need to be telling your employers about and showing that community development workers are as dispensable as they like to think.

Impact of Community Development

DOC (Developing Our Communities) recognises the need to be creative in order to facilitate engagement. A subway mural, a papier-mâché penis and an angel might seem a strange combination but they were three different techniques used to engage three different communities. In Goole young people volunteered to repaint a subway, young people in east Hull were consulted about their views on sexual health and residents of Orchard Park were encouraged to look up and celebrate their estate. The process of engaging communities should not be around one off events but around developing an ongoing relationship. This can be difficult to achieve given financial limitations and time constraints. However the benefit of using a visually creative approach is in the immediate impact that it can have. This can then be developed into more meaningful or longer term relationship with community groups.

John Callow, Hull DOC

Results of round table discussions on what CD contributed to key themes from the CAA indicators

Community Cohesion

- People from different backgrounds getting on well together in their local area
 - People feeling that they belong to the neighbourhood
 - People in the area treating each other with respect and consideration
 - People reporting increased health and well being
 - People over 65 feeling satisfied with their home and neighbourhood
 - Working age people claiming out of work benefits in the worst performing neighbourhoods
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- » International Food Festival - using food as a tool to promote community cohesion within BME groups in Hull
 - » Family activities over summer – inviting mix of cultural and racial backgrounds
 - » Resident associations
 - » Gala's/festivals
 - » Community meal to draw individuals in – as only small numbers from BME in North Yorkshire small town. Working in partnership – with CVS/PCT etc as well as involving new arrivals – involving people who've been there years
 - » Encourage inclusion of caravan dwellers in community activity, to give voice to people on the East Coast Caravan Sites
 - » Challenged a parish councillor of long standing about his language and attitude to public during a meeting and clarified roles/responsibilities and rights. Encouraged them to take into account needs & views of commuters in parishes – bring indigenous population and commuters together at events
 - » Unity Centre (Rotherham) – ROMA community advice centre
 - » Youth club at Eastwood bringing all ethnicities together meaning cohesion now and as they grow up
 - » Community Workshops; IT skills/courses; Healthy eating course
 - » Employing community apprentices to work alongside CD worker
 - » Ethic Awareness Workshops. Community groups visiting local schools to deliver ethic awareness sessions including interactive activities with children to talk about diversity in the city of Hull
 - » Good community services lead to people feeling happier and healthier
 - » The organisation TvF is working across faith groups
 - » Supporting Health Community Projects; Small community groups running activities to increase physical exercise and healthy eating projects in partnership with 'small grants NHS Hull' eg community football, movement to music, dance to gymnastics
 - » Newland International Festival - Week of cultural and community events organised and delivered by BME community groups to celebrate the ethnic diversity of the city of Hull
 - » Wakefield DRE project

- » World cup in Bradford
- » Bringing Pakistani and Indian communities together to co-celebrate their independence days through reminiscence
- » Refugee week celebrations
- » Mental health promotion CD workers do MH activities and outcomes are often self reporting of feeling better, and increased awareness of well being.
- » Community food champions – volunteers from various ethnic backgrounds sharing recipes/ cooking styles/foods; Intergenerational work – grandparents and grandchildren sharing stories over a meal

Civic Participation

- increased civic participation in the local area
 - people feeling they have a greater influence over decisions locally
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- » Involved in the development of participatory budgeting in North Hull.
 - » Community members on grant panel
 - » Community led Parish Plans on East Riding Yorkshire Council website + lobby services areas with evidence.
 - » Write reports to management teams + Cabinet on issues following working with communities} ie flooding, land use, Local Development Plans
 - » Ensuring groups are involved in regeneration activity from the beginning Crowle Resident Action Group (CRAG).
 - » Hull Core Strategy – public invited to voice opinions. There is concern over whether this is taken into account where planning decisions made.
 - » Local Area Assembly's – promote civic participation and encourage/support communities to make and influence decisions.
 - » Hull Core Strategy - local residents commenting on document; they were happy to be involved, however not sure if they influenced anything.
 - » Annual Event at Touchstone Community Development Service inviting partners (community & organisations) to showcase work from the last 12 months, and asking partners to direct work for the next 12 months.
 - » Campaigning - groups getting involved in meetings and influencing policy; community campaigning to raise awareness and change decisions locally.
 - » North Lincolnshire – Health Improvement & Partnership Team Health; -volunteers form part of the Walking Partnership
 - » Walking Project – volunteers plan routes, request training, inform transport issues etc
 - » P.A.C.T. Police and communities together meetings
 - » WISE: older peoples forum
 - » Disability Partnership (VOX - Wakefield)
 - » Invite resident groups to participate in overview + scrutiny committees + give evidence

People receiving better services

- People feeling generally satisfied with their area
 - Dealing with local concerns about anti social behaviour and crime issues by the local council and police
 - People feeling fairly treated by local services
 - Access to facilities and services by public transport, walking and cycling
 - Children and young people satisfied with their play areas and parks
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- » Link people to Rural Transport Partnership, Community Consultation exercises + development of access to services toolkit + workshops.
 - » Post Office Closure Programme.; Support community challenge, evidence guidance in looking up information etc.
 - » Partnerships!
 - » Community safety projects
 - » Link parish communities to Neighbourhood Action Teams+ police liaison
 - » Lots of statutory agencies informally referring through for consultations/community engagement particularly 'hard to engage' groups.
 - » Fir Close – Street Surgery/coffee morning to bring people and agencies together
 - » DOC - Youth outreach project; -Thurs / Fri. /Sat nights engaging with young people
 - » The chill out project - young people provided with designated space to design and develop activities = reduction in anti-social behaviour
 - » Development and support to locality based consortia.
 - » NHS fairness scheme (SES) research by community members + staff to get info on peoples reception of all aspects of NHS + making communities aware of complaints + compliment procedures
 - » Community steering groups – to discuss issues affecting community and how to lobby for change –especially in terms of feeling fairly/unfairly treated by local services. Campaigning/advocacy.
 - » Leeds involvement project (LIP) have lots of user groups to feed into local agendas eg alliance, deaf forum etc. Older peoples reference group.
 - » P.A.C.T. meetings/ Police at community meetings
 - » Open door project at Hemsworth
 - » Inviting police to consultation meetings and linking in with local neighbourhood watch team – regular meetings
 - » Holding a regular anti-social behaviour surgery – ASB officer present in community centre
 - » Group forcing new cycleways ahead of Sustrans work between local communities, whilst planting woods for example put in cycle paths
 - » Health for Diverse Communities Network - s community forum in partnership with the NHS Hull to facilitate access to services for so called 'hard to reach communities', namely BME groups, looking at culturally sensitive services across opportunities, and barriers to health and well-being services

Engagement/voluntary sector support

- Greater participation in volunteering
 - Voluntary sector developing and thriving
 - Adult participation in sport and active recreation
 - Engagement in the arts
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- » Light night – Chinese new year engaging service user’s + volunteers in lanterns, food tasters, story telling in Leeds city centre
 - » Volunteer support project - people moved on to gain qualifications in sports coaching; ^ 6 volunteers supporting young people in sport;
 - » 8 volunteers – development of after-school club; 30+ local children
 - » Personalised Budgeting scheme - Qualifications in childcare
 - » Healthy eating sessions – parents & children
 - » Development of local rugby team (19+) through NHS(?) funding
 - » Working with local residents to complete funding bids, manage small projects, evaluate work. Develop policies & procedures – operate within law and develop good practice.
 - » Engagement in community arts through festivals to celebrate diversity
 - » Volunteers project for service users/ community who have been out of touchstone services for 3 months.
 - » Sikh elders scheme – (neighbourhood networks scheme) volunteers.
 - » SAGA music project (mental health)
 - » Worked with East Riding Artists to do local exhibitions and engage young people in mural design. Used Polish Voluntary Art Centre as venue for events.
 - » Wise youth (livestock festival)
 - » LA worker – commissioned Humber Wolds Rural Community Council to do work + work in partnership to develop village halls network
 - » Yoga instructor from community – volunteer for over 6 groups in week – delivered in mother tongue languages
 - » Aldbrough Parish Plan; Community open days + consultation exercises led to 48 new volunteers coming forward in parish of 1500 people
 - » Run – first responder – new website – walking group
 - » Introducing volunteers to different groups
 - » Advice on grants for sport + recreation linked to bio-diversity support LAF for ER + Kulter (Local Access Forum)
 - » Introduction of volunteering program within a young disabled people’s group
 - » Signposting NHS small grants to group
 - » All change (DOC) – funded and set up to support VCS
 - » Caretaker at Eastwood community centre – retired & centres association took on role as volunteers in return for a session of paid hire for free
 - » North Lincolnshire walking the way to health
 - » Health creation Bradford BME groups + individuals in the arts to come together
 - » North and North East Lincolnshire - Altogether better – leading the way to active lives project – community health champions focusing on encouraging healthier lifestyles through increasing physical activity and improving knowledge of healthier eating

Peoples Stories – In Trees



Manningham Community Centre (Val)

LEAVES (orange stickies) The CAA targets this piece of work met:

- People from different backgrounds coming together
- People feeling more satisfied with their area
- More volunteers
- Improved access to public services
- Thriving voluntary sector
- Adult participation in sports/arts
- Dealing with Anti Social Behaviour in area
- People treating each other with respect
- Increase health and well being
- People feeling they belong to neighbourhood

These were the outcomes I sought to achieve:

- Economic Development
- Community cohesion
- Sustainable centre

Activities undertaken:

- Economic Development
- ICT classes over 50's
- Local college runs courses
- Volunteers across centre
- Jobs @ careers provide services
- Social enterprise café – paid work
- Staff to run centre
- Local artists sell work
- Local firm of architects won contract
- Involved architects through private sector help
- Community consultation employed local researchers

Community cohesion

- Café space
- Young people debating group
- Health and well-being sessions/fairs
- Arts displays
- Neutral space
- Create good quality space
- Community consultation; open sessions; specific sessions

Sustainable centre:

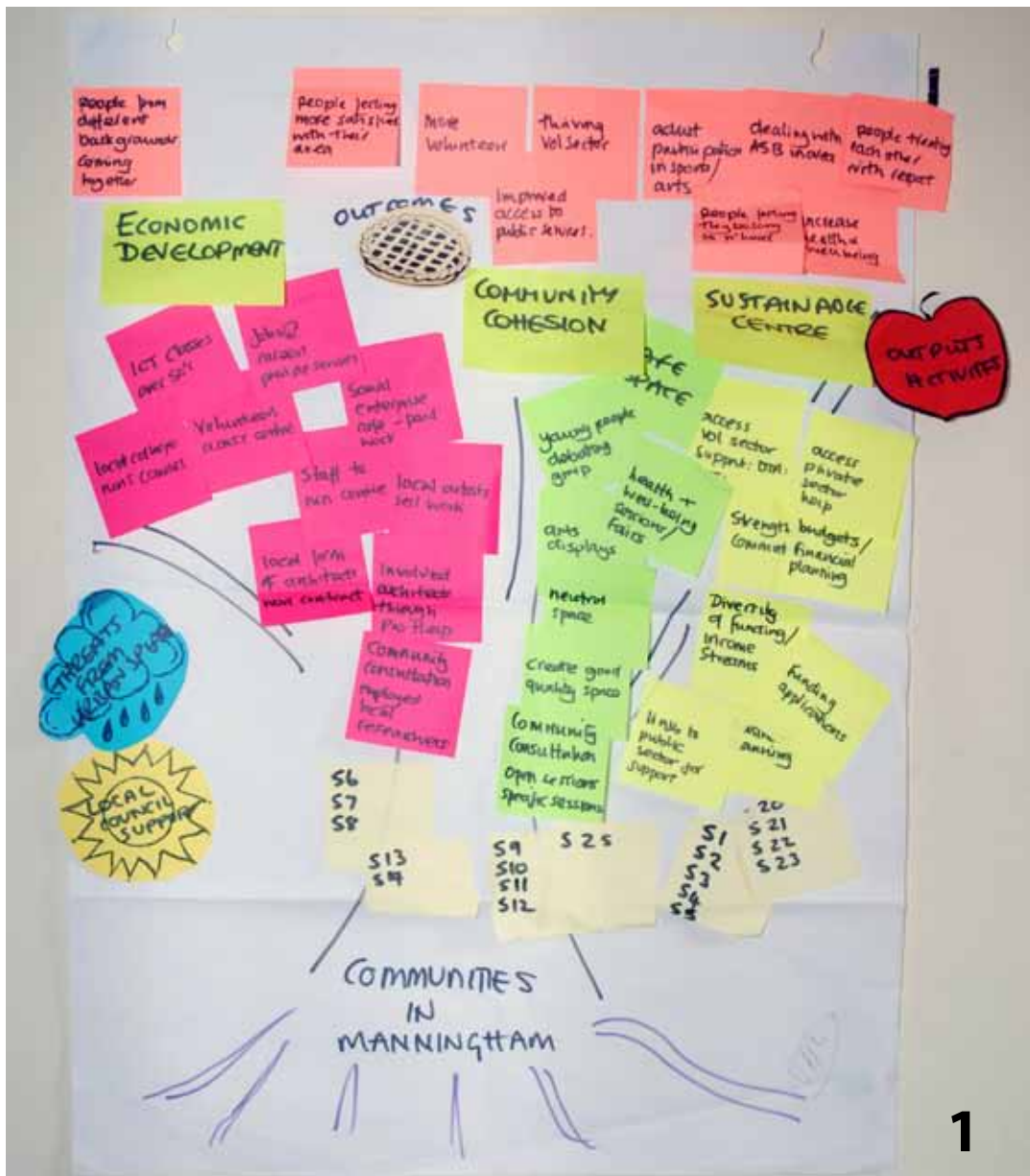
- Access voluntary sector support: DTA: CVS
- Access private sector help
- Strengthen committee
- Budgets/financial planning
- Diversity of funding/income streams
- Funding applications
- Links to public sector for support
- Business planning

CLOUD – Threats from private developer

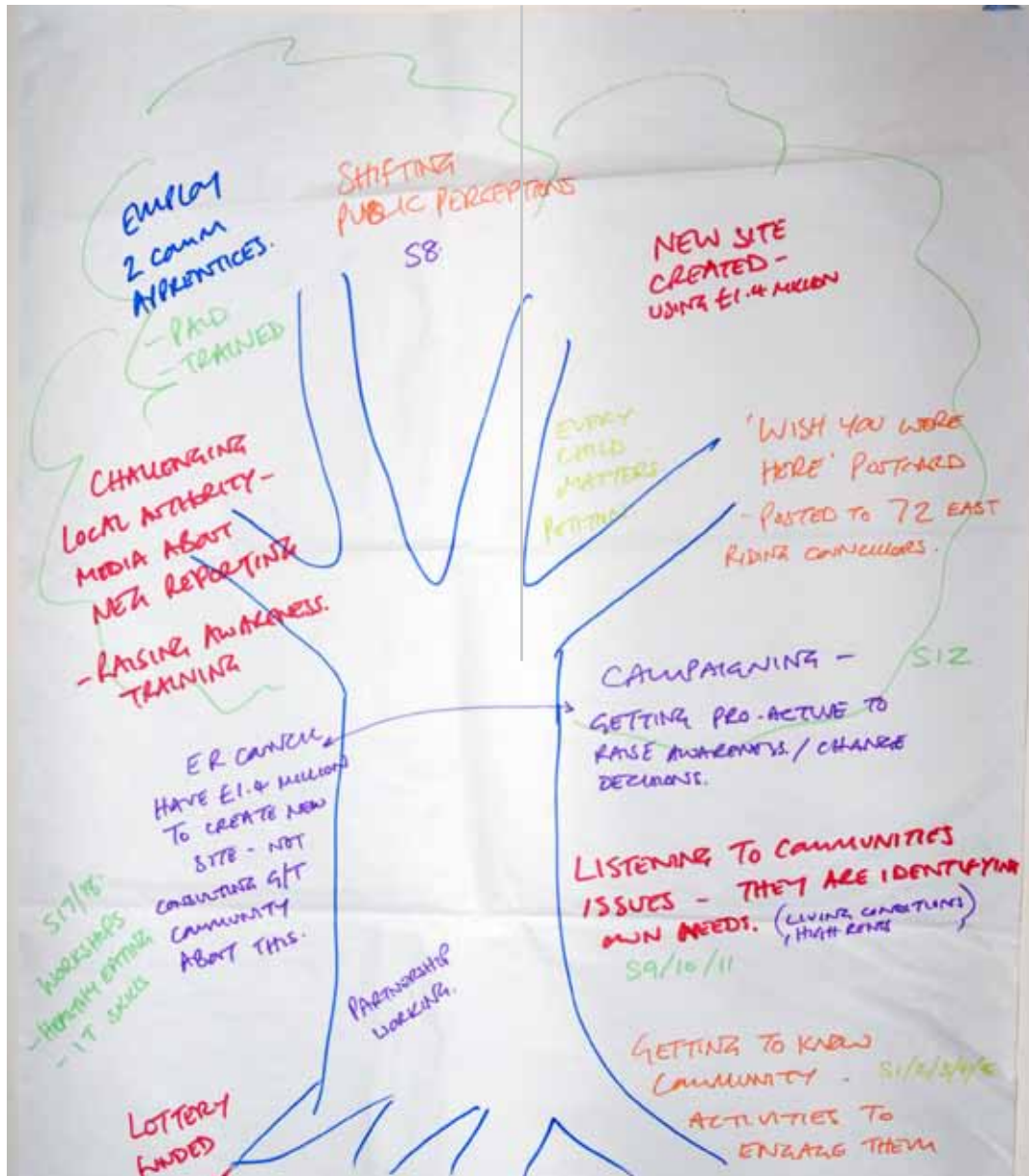
SUN – Local council support

Relevant standards from the NOS re skills and knowledge needed:

- S 6, S 7, S 8
- S 13, S 14
- S 9, S 10, S 11, S 12
- S 25
- S 1, S 2, S 3, S 4, S 5
- S 20, S 21, S 22, S 23



Hidden Voices Project (Lindsey)



Leaves (S12)

- Employ 2 community apprentices
 - » paid
 - » trained
- Shifting Public Perceptions
- S8
- New site created – using £1.4 million

Branches

- Challenging local authority – media about neg reporting - raising awareness training
- Every child matters petition
- 'Wish you were here' postcard – posted to 72 East Riding councillors

Trunk

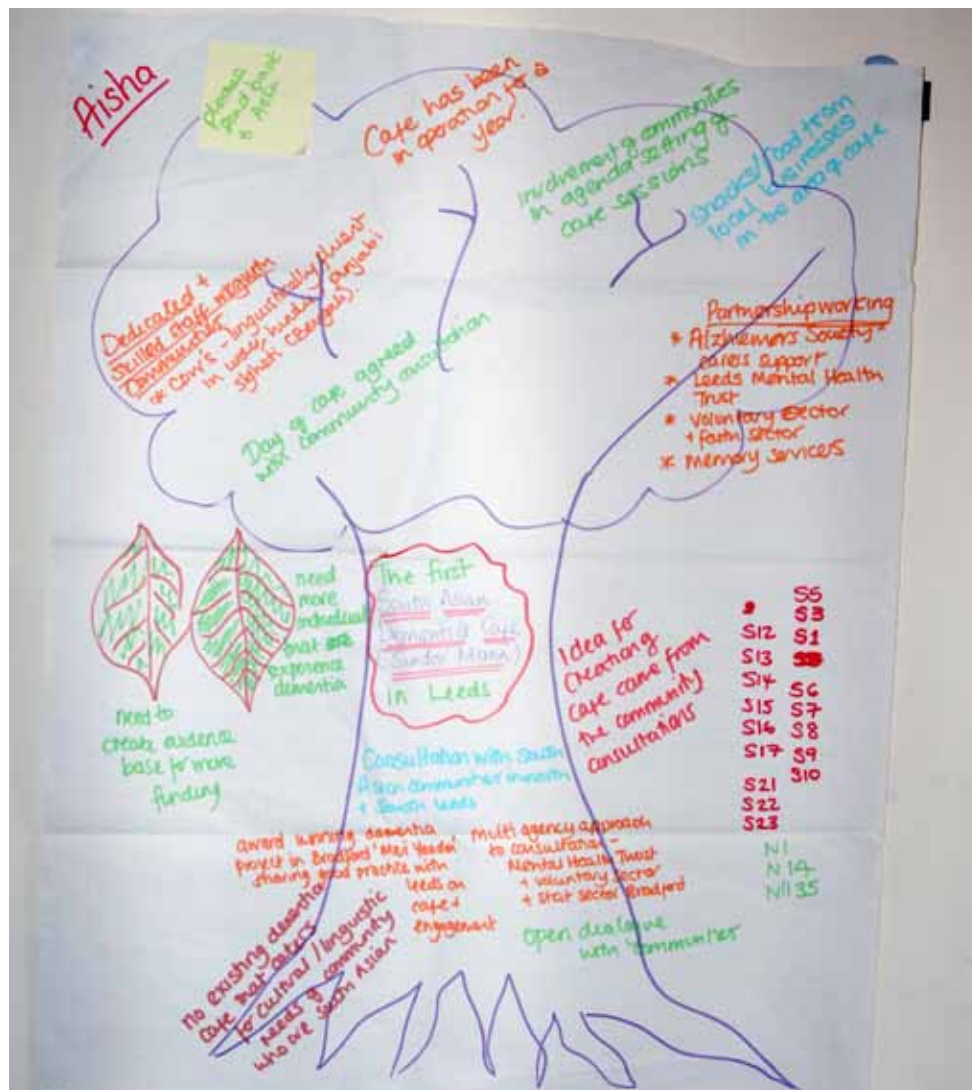
- ER council have £1.4 million to create new site – not consulting g/t community about this

- Campaigning – getting pro-active to raise awareness/change decisions
- S17/18 workshops – healthy eating – IT skills
- Listening to communities issues – they are identifying own needs (living conditions, high rents)
- S9/10/11
- Partnership working

Roots

Lottery funded project 5 years
 Getting to know community – S1/2/3/4/5
 Activities to engage them
 S6/7/8

The First South Asian Dementia Cafe in Leeds (Aisha)



Tree top

- Café has been in operation for a year
- Involvement of communities in agenda setting of café sessions
- Snacks/food from local businesses in the area of café
- **Dedicated and skilled staff wkgmnt communties** * CDW's – linguistically fluent in urdu, hindii, punjabi, sbjheti (Bengali)
- Day of café agreed with community consultation
- **Partnership working**
 - » Alzhiemers Society – carers support
 - » Leeds Mental Health Trust
 - » Voluntary sector and faith sector
 - » Memory services

Leaves

Need more individuals that experience dementia
Need to create evidence base for more funding

Trunk

- Idea for creation of café came from the community consultations
- S5,S3,S1,S6,S7,S8,S9,S10
- S12,S13,S14,S15,S16,S17,S21,S22,S23
- N1,N14,N1135
- Consultation with south asian communities in north and south Leeds
- Award winning dementia project in Bradford 'mei yaaden' sharing good practice with Leeds on café and engagement
- Multi agency approach to consultation – Mental Health Trust + voluntary sector + stat sector Bradford
- Open dialogue with communities

Roots

No existing dementia café that caters for cultural/ linguistic needs of community who are south asian

Youth Facility (John)



Branches

- N1,N15,N16,N19,N120,N69,N87,N110,N112
- Good communications – y/p sell project to other
 - l. comsupportie see changes – YOT – see results
- - model works
- - other agencies wanted to copy
- - participatory budgeting very successful
- - working with community
- - addressing negative image of “ASBO Hoody!”
- - crime survey – highlighting all ages of community shared similar fears of crime
- Partnership
 - - LA – Vol Youth service – Police – Fire Service – ASBO team

Leaves

- Funding
- No SLA

- Only ever short term grants
- No multi-agency working – Sure Start engaged
- LA Youth Service wouldn’t work with project

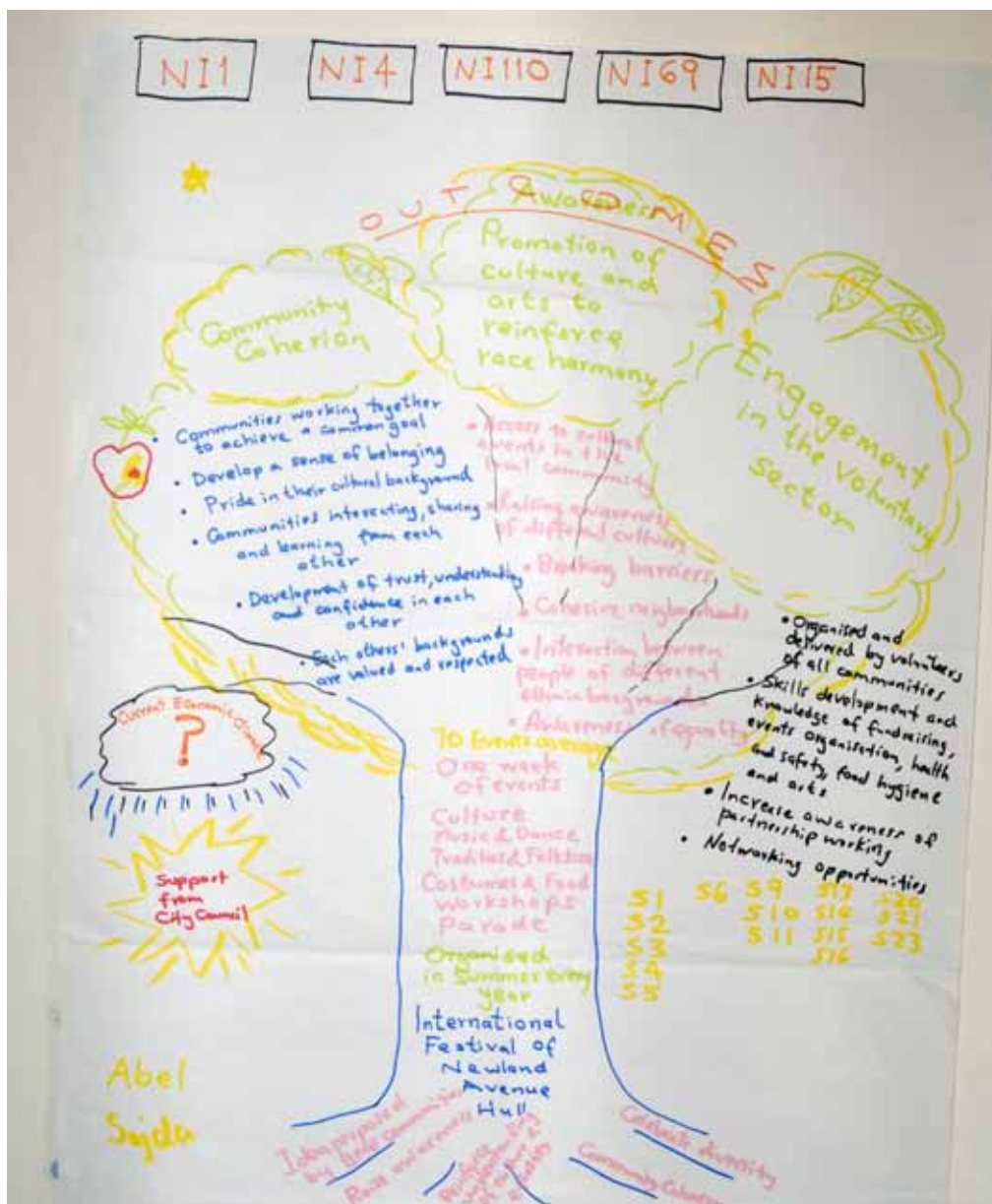
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- Funded staff
- Development workers
- Y/P trained in P.A.
- Volunteers
- “Chill Out”
- Local unrest flats on fire, Rioting – no facilities for y/p 16-25 – high unemployment – lack of training

Roots

- Young people
- L.A.
- Police YOT
- Residents concerns (ASBO)

International Festival of Newlands Avenue, Hull (Abel)



Outcomes

NI1,NI4,NI110,NI69,NI15

Leaves

- Community cohesion
- Awareness – promotion of culture and arts to reinforce race harmony
- Engagement in the voluntary sector

Branches

- Communities working together to achieve a common goal
- Develop a sense of belonging
- Pride in their cultural background
- Communities interacting, sharing and learning from each other

- Development of trust, understanding and confidence in each other
- Each others' backgrounds are valued and respected
- Access to cultural events in the local community
- Raising awareness of different cultures
- Breaking barriers
- Cohesive neighbourhoods
- Interaction between people of different ethnic backgrounds
- Awareness of equality
- Organised and delivered by volunteers of all communities
- Skills development and knowledge of fund raising, events organisation, health and safety, food hygiene and arts

- Increase awareness of partnership working
- Networking opportunities

Cloud – current economic climate

- SUNSHINE – support from city council
- S1,S2,S3,S4,S5,S6,S9,S10,S11,S13,S14,S15,S16,S20,S21,S23

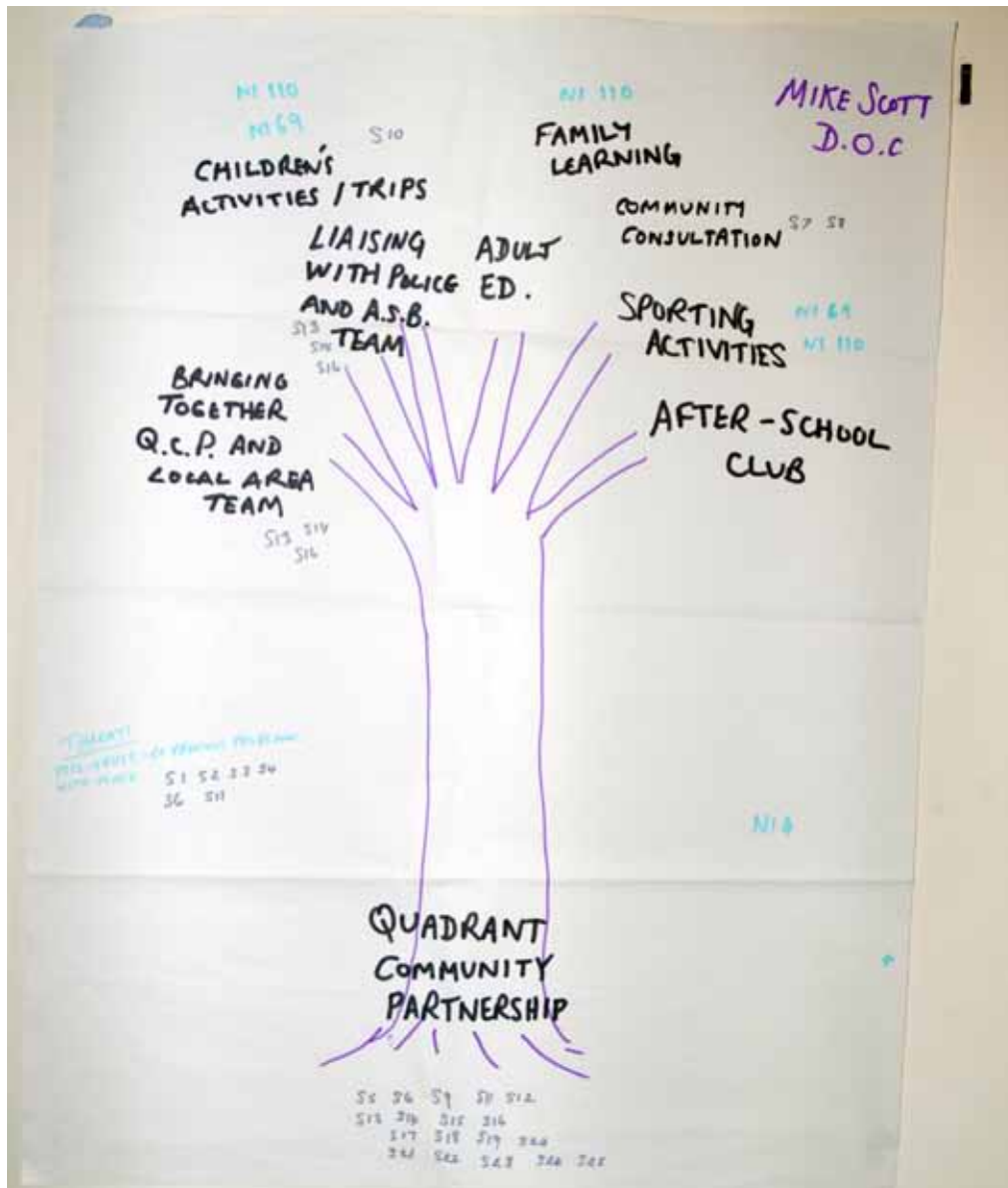
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- 70 events average
- One week of events
- Culture, Music & Dance, Traditions & Folklore, Costumes & Food, Workshops, Parade
- Organised in summer every year
- International festival of Newland Avenue, Hull

Roots

- Idea proposed by BME communities
- Raise awareness
- Reinforce understanding of culture & ethnicity
- Community cohesion
- Celebrate diversity

Quadrant Community Partnership (Mike)



Tree top

NI110, NI69, NI 110

Branches

- Children's activities/trips
- Family learning
- Liaising with police and A.S.B Team
- Adult Ed
- Community consultation S7,S8
- Sporting activities NI69,NI110
- Bringing together Q.C.P. and local area team S13, S14,S16
- After-school club

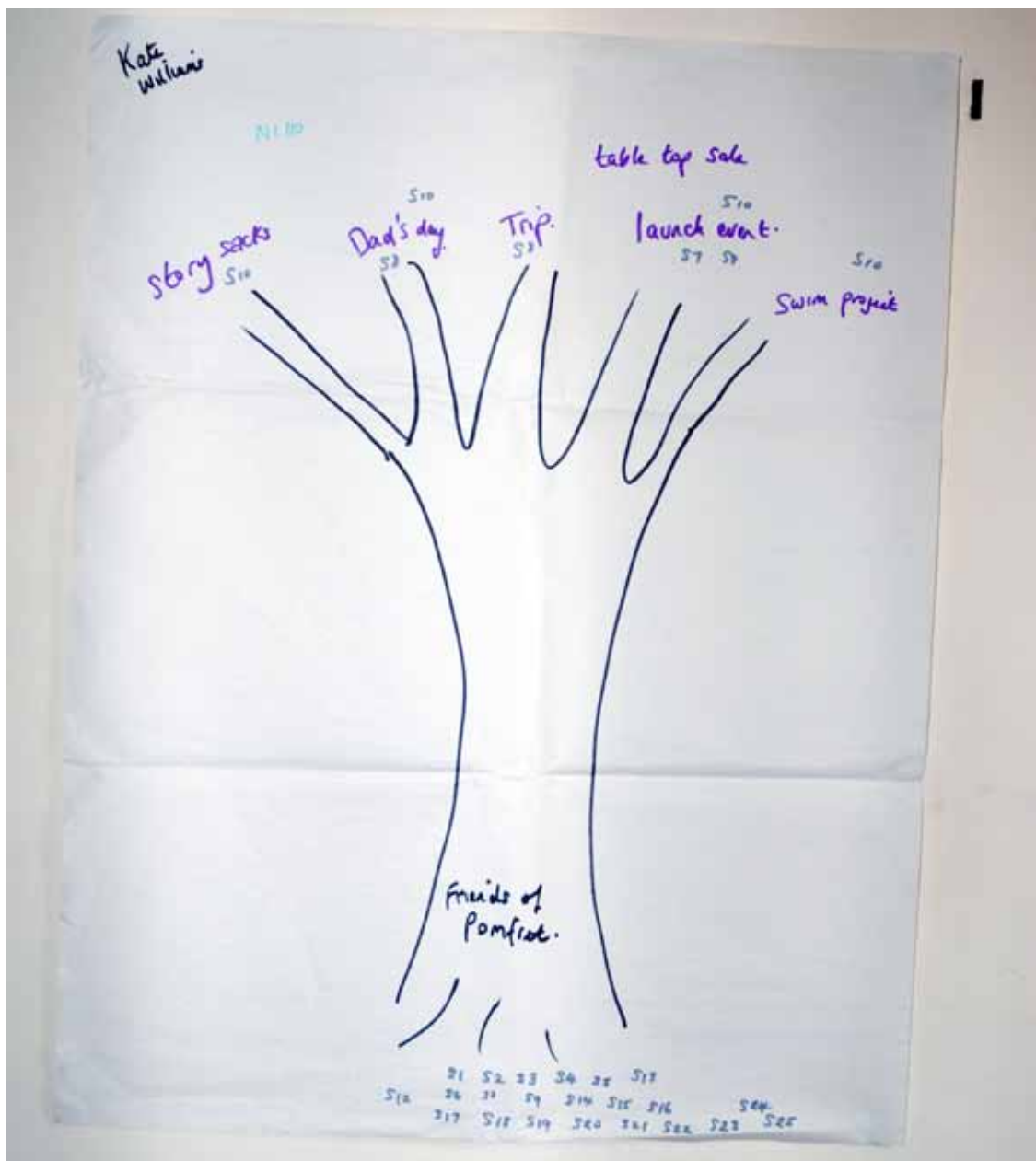
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- Threats
- Mis-trust – re previous problems with staff
- S1,S2,S3,S4,S6,S11
- NI4

Roots

- S5,S6,S9,S11,S12,S13,S14,S15.S16,S17,18,S19,S20 ,S21,S22,S23,S24,S25

Friends Of Pomfret (Kate)



Tree Top

NI10

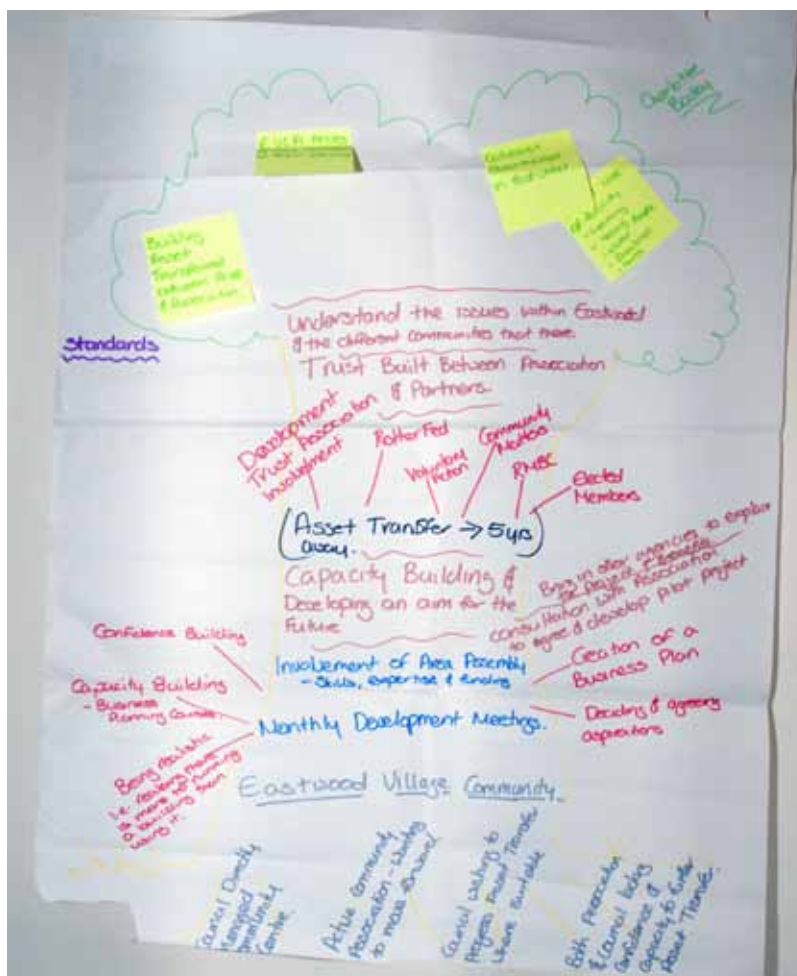
Branches

- Table top sale
- Story sacks S10
- S10 Dad's day S8
- Trip S8
- S10 Launch event S7,S8
- Swim project S10

Roots

- S1,S2,S3,S4,S5,S13,S12,S6,S8,S9,S14,S15,S16,S17,
S18,X19,S20,S21,S22,S23,S24,S25

Eastwood Village Community (Charlotte)



Leaves (yellow stickies)

- Building asset transferred between RMBC and association
- EVCA thrives and has confidence in their abilities
- Cohesion strengthened in Eastwood
- Varied use of facility – learning – young people – older – disabled – arts
- Standards

Trunk

- Understand the issues within Eastwood and the different communities that there
- Trust built between association and partners
- Development trust association involvement
- Rother Fed
- Voluntary Action
- Community Matters
- RMBC
- Elected Members
- Asset transfer – 5 years away
- Capacity building and developing an aim for the future
- Involvement of area assembly – skills, expertise and funding

- Monthly development meetings

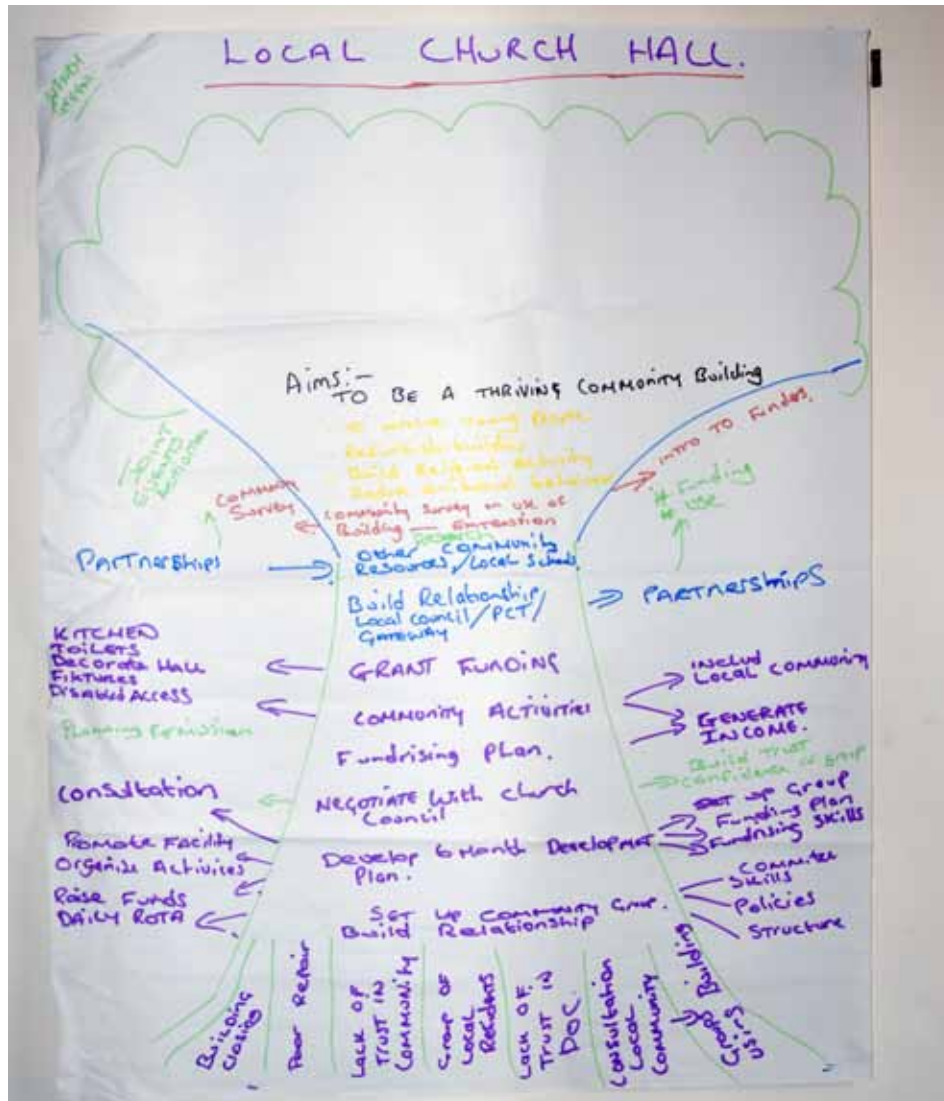
Branches

- Bring in other agencies to explain the project and benefits
- Consultation with association to agree and develop pilot project
- Confidence building
- Capacity building – business planning courses
- Being realistic i.e. realistic there is more to running a building than using it
- Creation of a business plan
- Deciding and agreeing aspirations

Roots

- Council directly managed community centre
- Active community association – wanting to move forward
- Council wishing to progress asset transfer where suitable
- Both association and council lacking confidence and capacity to further asset transfer

Local Church Hall (Wendy)



Leaves

- Aims to be a thriving community building
- - To involve young people, refurbish building, build religious activity, reduce anti social behaviour

Branches

- Joint events, activities
- Community survey
- Partnerships
- Kitchen, toilets, decorate hall, fixtures, disabled access
- Planning permission
- Consultation
- Promote facility, organise activities, raise funds, daily rota
- Intro to finders
- *Funding, *use
- Partnerships
- Include local community
- Generate income
- Build trust confidence in group

- Set up group, funding plan, fundraising skills
- Committee skills, policies, structure

Trunk

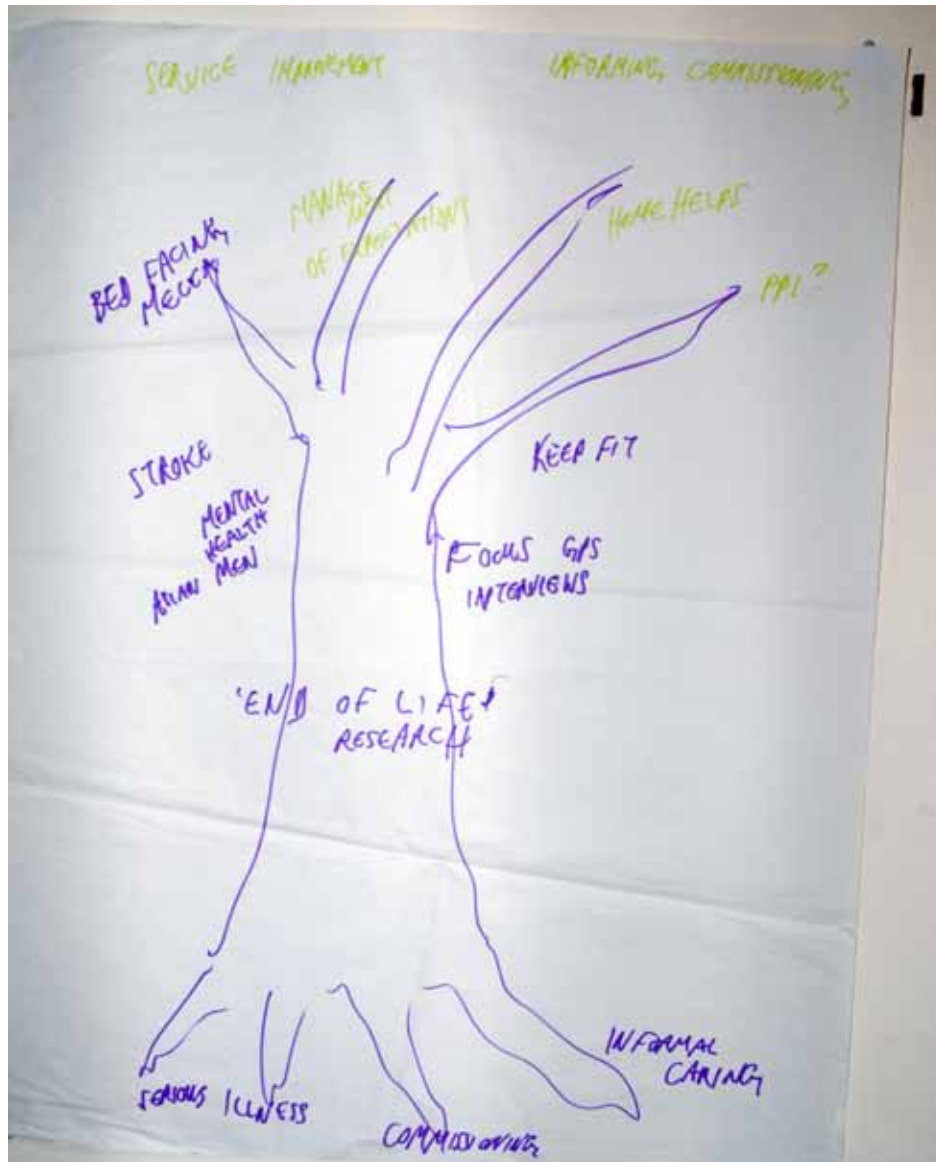
- Community survey on use of building – extension
- Research
- Other community resources/local schools
- Build relationship local council/pct/gateway
- Grant funding
- Fundraising plan
- Negotiate with church council
- Develop 6 month development plan
- Set up community group, build relationship

Roots

- Building closing
- Poor repair
- Lack of trust in community
- Group of local residents
- Lack of trust in DOC

Consultation local community
Groups using building

End of Life Research



Leaves

- Service improvement
- Informing commissioning
- Bed facing mecca
- Management of expectations
- Home helps ppi?

Trunk

- Stroke
- Mental health
- Asian men
- Keep fit
- Focus groups
- Interviews

Roots

- Informal Caring
- Serious illness
- Commissioning

Evaluation Snake - YHCDN Adding Value Event 9.03.10

