

**ABC COMMUNITY PLANNING
CONFIDENT AND WELCOMING THEMATIC ACTION PLAN (CWTAP)
SUMMARY OF COMMUNITY-BASED ENGAGEMENT FEEDBACK JUNE/JULY 2018**

Engagement activities carried out with:
Community and Voluntary Sector/Hub organisations Community and Voluntary Sector Panel Knit and Natter Group Libraries NI Southern Regional College Tandragee area

1. Summary of key community strengths
<p>Community strengths</p> <ul style="list-style-type: none"> • Good relations, sense of community spirit, welcoming and safe place • Strong community-based groups and networks • Strong linkages between community groups and networks and statutory service • Volunteering ethos • Confidence in service providers • Natural heritage, parks, facilities etc

1. Top three strengths in the community that will help deliver a healthy community	
Strong relationships and linkages in place between groups and individuals- and active membership of community and neighbourhood networks and forums. Community groups/hubs as centre of community with leadership vision, up-to-date understanding of community views and opportunities, and sharing information and promoting services, programmes	Good relations and strong sense of community, hospitality, warmth and friendliness of local people, trust, respect and non-judgemental approach, welcome to all e.g. personalised letter to newcomers in own language, support for foreign nationals, refugees, migrants, shared diversity of culture and identify across communities
High level of engagement between community and statutory and community bodies, groups and networks	Feeling safe in area. Support to continue to build safe and welcoming environments for sharing, learning e.g. special funding for neighbourhood renewal efforts
Confidence in service providers and friendly, accessible local services including community hubs/networks, local police, detached youth teams working within communities, libraries, pre-school providers, schools and youth services, training and learning opportunities, recreation facilities, health centres etc.	Volunteering ethos and base and enterprising community, social enterprises, practical help, support and access to local services
Events to provide opportunities to network, meet others and share information and promoting services and programmes with communities, service users e.g. Country Comes to Town, Christmas Markets etc	Natural heritage, local pride, landscape and tourism, natural parks, cycle paths joining countryside to town centres. Well maintained properties, parks, leisure facilities, schools and town centre investment, car parking etc.

2. Summary of key issues or needs to be addressed

Anti-Social Behaviour and crime/fear of crime

Community segmentation, tensions and gatekeeping

Engaging children and young people to build resilience, empower and instill self-confidence

Social isolation and breaking down stigma of mental health, addiction, intergenerational work

Community group capacity building, funding and working together and with others

People not engaging with services

Access to affordable amenities for all

Lack of community investment and regeneration, poor infrastructure and transport links

2. Issues or needs to be addressed	
Community segmentation and gatekeeping – everyone should be given a chance to feel and be part of the community and creating spaces that are welcoming for all	Anti-social behaviour , crime and fear of crime, underage drinking and drug-taking etc and its impact on quality of life and feeling safe in homes, estates, neighbourhoods, the Borough
Social isolation and exclusion. Need to break down barriers, provide affordable amenities for all, remove stigma, encourage intergenerational and cultural understanding e.g. older people, low income, people living with disability, poor mental health and addiction, migrant population etc.	Engaging children and young people from an early age, supporting building resilience and self-confidence, instilling sense of ownership in community, empowerment and sense of purpose/hope e.g. community and school leadership role modelling, mentoring, formal and informal learning, employment opportunities, suitable and increased recreational areas, activities etc
Level of sustainable and longer-term funding for community-based programmes and services.	Addressing community tensions, fear and suspicion of different cultural diversity and backgrounds. Developing safe spaces and opportunities to meet and break down barriers, build understanding, trust and respect
Better working between community groups and networks, and with statutory bodies. Capacity building among community-based groups including full-time community development workers based in areas of need. Need to address reliance on volunteering and guard against burn-out	Connecting people with available services and programmes. Need for better flow of information and promotion between statutory agencies and community groups
Access to safe, reliable transport especially in areas of need and traffic management arrangements	Unwelcoming town centres especially in weekends and evenings. Investment in community and its facilities particularly in areas of deprivation etc. Regeneration of derelict buildings, historical sites, shop closures and poor maintenance and upkeep of areas
Fragmented working across Council, preference for “big” events in urban settings -v- neglect of rural villages and towns	Confidence in health system

3. Summary of what's working well/ what could work better?

What's working well to support the community?

- Strong community-based networks more willing to work together
- Interagency connections
- High calibre of volunteers
- Services provided in community and community enterprise

What could work better?

- Greater recognition of community networks as integral part of service delivery
- Everyone working together better
- Engagement of young people and outreach to break social isolation
- More open community engagement and decision-making processes
- Volunteer support

3. What is working well to support the community/what could be working better

Working well:	Could be working better:
Existing community groups, networks, hubs, partnerships and associations including sports, churches etc. Mindset is changing – community groups more prepared to work with partnership with others	Recognition of community support groups and networks as an integral part of the overall service and delivery programme, and treated/engaged with equally across the whole Borough by statutory bodies and Council. For example, grassroot organisations are trusted by community/hard-to-reach groups and can help build capacity and to address difficult issues e.g. protocols for flags and emblems etc.
Interagency working and meeting together – community involvement and representation getting better	Engagement and empowerment for young people and outreach services to reduce social isolation
Network of community-based groups sharing information, helping build confident communities, sharing lessons and good practice, bringing together range of views to inform and influencing public policy and service delivery, linking with other organisations to maximise impact/resources	Everyone pulling together more in partnership and widening membership and participation in communities, and with statutory agencies. More community involvement of excluded groups on forums/community planning groups
Volunteering support and growing recognition and funding for volunteering	Opportunities for community groups and statutory bodies to meet in safe spaces, have meaningful conversations, share information, deliver projects together, address community tensions
Work undertaken in the community e.g. programme delivery through community groups by health trust, neighbourhood watch type groups, outreach youth services, new leisure centre, library services recreation and health/wellbeing facilities and services e.g. Fitzone foundation, cycle and pedestrian pathway	More volunteers – recognised and supported in work they do

Community enterprise and groups e.g. knit and natter, thrifty fifty, toddler groups, reading groups etc.	Equitable community investment and funding across the Borough, and advice on funding sources and investment opportunities
Council staff very helpful – hold regular meetings with community groups and networks	Relationships between community and local government have improved but could be improved further. Addressing discontentment with current decision-making processes/residents not engaging with consultation processes etc – and access to decision-making. Lack of ongoing and sustained government and political interest in local issues, listening to rate payers etc.
Keeping area litter-free and improving look of the place	Improved transport links, broadband, amenities for all age groups particularly in rural and high social needs areas. Also pedestrianised areas/summer seats etc

4. Summary of what community wants to do for itself?

- Support community self-sufficiency and initiatives
- Deliver community-based services and programmes
- Harness voices and be listened to
- Make better use of all community resources
- Find, enable and support community leaders

4. What the community wants to do for itself

Dependent on the community e.g. group of recovering alcoholics and drug addicts wanting to support each other, group of secondary school girls advocating for active and healthy lifestyle -v- others who believe everything should be done for them	Harness community voices be listened to by policy and decision makers and funders
Deliver programmes that are managed and based in the community, and address the issues identified by local people e.g health and wellbeing, inclusion, environmental projects	Local self-sufficiency and enterprising culture. Create opportunities to grow and refocus grassroot community activities.
Local community hubs and creating open spaces to promote health and wellbeing – extending the hand of friendship	Community use of resources e.g. schools, churches etc, and vacant land
Pool expert resources e.g. financial/funding expertise	Get local people involved in planning and shaping services, programmes and events, and increase levels of engagement and participation of local people right across the Council area.
Provide formal and informal education and training, and develop skills and employability	Empower and create opportunities for communities. Identify and deliver meaningful and sustainable results and impacts.
Support and empower young people to run their own events and activities	Continue, maintain and further develop what is already being done well on the ground

Find, enable and build confident community leaders	Support networks for community groups when starting out
Share heritage, history and culture of all	Provide a programme of day-to-day activities at a local level to combat isolation and loneliness, build confidence and build capacity e.g. craft days, coffee mornings

5. Summary: which organisations should work better together?

Which organisations or services should work together more?

All organisations needing to be more cohesive, collaborative, open and pragmatic. Less competition, more opportunities to maximise impacts and resources

Engage business community better

Wider decision/policy makers e.g. infrastructure (transport, communications, housing)

5. Which organisations/services should work together more

Better cohesion between statutory agencies and community groups on the ground (what community planning is all about) e.g. meeting monthly to ensure problems are dealt with in a timely way to prevent them becoming bigger issues than need to be	Greater level of collaboration and sharing of ideas, networks etc between community groups to maximise impacts and resources e.g. apply for funding together and receive one pot of money, share facilities and expertise, over 60s to work closer together
Everyone should be around the table – but doesn't always happen because everyone wants to be the boss! Too much competition	Interagency. Example #1: PSNI, ABC Council (waste management, sports and leisure, community development, parks, environmental health etc), Dept for Infrastructure Roads and Street Lights working away with community groups to make a more welcoming and confident community; Example #2: AA, Addiction NI, Rehab Centre, GPs, community groups and networks
PSNI (lot of good interaction but need more time and opportunity to work in local communities/on the ground)	Council (internally - more integrated working across Council departments. Externally - with other agencies, support networks, funders and grassroots organisations). Need to see all senior council officers on the ground to see problems for themselves
Health Trusts/Public Health Agency	Schools and Colleges e.g. facilities open to community
Libraries	NI Fire and Rescue Service
Trusts	NI Housing Executive
Education and Youth Services	Roads, water, gas, electricity and other utilities – as one stops digging up the other one starts

Business community	Faith-based sector
Neighbourhood Watch	YMCA
St Vincent's de Paul/Salvation Army	Media (including social media)

6. Any other comments?

Community and Voluntary Sector Panel is an important aspect of the community planning governance framework and therefore there should be two positions on the community planning strategic partnership.

Membership of CVSP and Thematic Action Planning Teams should be widened to reflect diversity of the Borough.

All statutory bodies need to take ownership and responsibility

Tackle bureaucracy for community groups and support their compliance with legislation e.g. GDPR

Communications between groups and those with facilities to offer for community e.g. church, schools etc.

Need to create opportunities to get to know each other – requires very big tea-pots and lots of coffee too!