

# Confident and Welcoming Community Action Plan

## THEMATIC ACTION PLANNING TEAM: **Confident and Welcoming Community**

**CHAIR:** Barbara McNally, PSNI    **COUNCIL LEAD:** Seamus McCrory Head of Community Development

### Vision for Community Strategic Theme

We live in a caring and safe borough, where people lead healthy, fulfilling lives and take pride in shaping, nurturing and enriching community life

#### Confident Community long- term outcome

Everyone has opportunities to engage in community life and shape decisions - we have a strong sense of community belonging and take pride in our area.

#### Welcoming Community long- term outcome

Our borough is a safe, respectful and peaceful environment.

#### KEY STATISTICS

##### Belonging & Influence (2013 - 2015)

Armagh City, Banbridge & Craigavon



90%

Feel a sense of belonging to their neighbourhood

32%

Feel have an influence on local decisions made in their neighbourhood

NI Life and Times Survey

##### Libraries NI (2014)



89% households in NI lived within



2 miles of a library service

Libraries NI and Department for Communities

##### Volunteering



14% adults

22,186 individuals undertook voluntary work in past year in Armagh City, Banbridge & Craigavon

2011 Census, NISRA

##### Top 3 types of volunteering in Northern Ireland (2015)



Fundraising



Helping a church or religious organisation



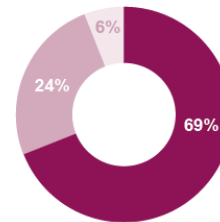
Organising or helping to run a community event

NI Omnibus Survey, Department for Communities

#### KEY STATISTICS

##### Fear of Crime (2015/16)

Perceptions of the effect of fear of crime on quality of life



Armagh City, Banbridge & Craigavon Policing District

- Minimal Impact
- Moderate Effect
- Greatly Affected

NI Crime Survey, Department of Justice  
Percentages do not sum to 100% due to rounding

##### Fires (2016)

Attended by NI Fire and Rescue Service

Armagh City, Banbridge & Craigavon



88 accidental dwelling fires

NI Fire and Rescue Service

##### Safe and Welcoming Places (2015)

Northern Ireland



NI Life and Times Survey

Percentage of people who see town centres as safe and welcoming places for people of all walks of life

## Strategic Action 1:

### Ensure people feel safe and secure in their homes, neighbourhoods and borough

Action	Tasks	Suggested Partners (Action coordinator in Bold)	Performance measure
<b>1.1 Support the delivery of programmes that promote community safety</b>	<ul style="list-style-type: none"> <li>▪ Scoping and identification of the most vulnerable places within the borough.</li> <li>▪ Multi Agency Problem Solving Group of senior staff from statutory and partners' agencies, with whole Borough responsibility, to examine identified areas of community concern that are having the highest impact on quality of life ensuring all options are considered including:               <ul style="list-style-type: none"> <li>• <b>Prevention and Early Intervention</b> – treating the root cause of antisocial behaviour through early intervention and collaboration</li> <li>• <b>Community Engagement</b> – engaging with communities to address the issues affecting people locally</li> <li>• <b>Communication</b> – working together and through clearer lines of communication to seek positive results</li> <li>• <b>Enforcement</b> – to work together when all other interventions have failed to use legislation to change behavior</li> </ul> </li> <li>▪ Introduction of Concern Hub - A dedicated cross-agency group to focus on emerging issues of vulnerability and identification of those individuals most at risk bringing key professionals together to facilitate early, better quality information sharing and decision making to work together to improve a person's situation.</li> </ul>	<p><b>Patricia Gibson – ABC PCSP</b></p> <p>Policing and Community Safety Partnership            Northern Ireland Fire and Rescue            Armagh City, Banbridge and Craigavon Council            Police Service of Northern Ireland            Southern Health and Social Care Trust            Northern Ireland Housing Executive            Youth Justice Agency            Probation Board NI            Public Health Agency            Education Authority            ROSPA</p>	<p><b>How much?</b>            Number of areas identified            Number of projects/actions carried out            Number of Support Hub participants</p> <p><b>How well?</b>            % of residents/partners satisfied with identified actions/projects delivered            % of partners who see benefit in collaborative actions</p> <p><b>Is anyone better off?</b>            No. &amp; % of individuals who have an improvement in their circumstance            No. &amp; % of areas identified who see improvement in quality of life            No. &amp; % of agencies who have a reduction in repeat call for service/complaints</p>

## Strategic Action 1:

### ▪ Ensure people feel safe and secure in their homes, neighbourhoods and borough

Action	Tasks	Suggested Partners (Action coordinator in Bold)	Performance measure
<b>1.2 Conduct an audit of home-based services that promote safety and security for vulnerable people.</b>	<ul style="list-style-type: none"> <li>• Agree scope of home-based safety and security services and definition of vulnerable people to be encompassed in borough-wide audit exercise</li> <li>• Undertake audit including:               <ul style="list-style-type: none"> <li>○ Conduct stakeholder analysis to identify partners that have a remit to impact and/or deliver home-based services promoting safety and security for vulnerable people.</li> </ul> </li> <li>• Identify range of services the above partners currently provide including;               <ul style="list-style-type: none"> <li>○ Delivery of home safety</li> <li>○ Raising awareness of risks</li> <li>○ Providing capacity building training</li> </ul> </li> <li>• Identify current partnership working and nature of collaboration e.g. referral agents/funding/joint responsibilities</li> <li>• Map and disseminate information in line with sharing protocols in place between partners and others as deemed appropriate</li> <li>• Identify gaps/areas for future collaboration in the delivery of home based safety and security services</li> </ul>	<p><b>Carmel Taylor</b>  <b>ABC Community Development</b></p> <p>Home Safety Team (Environmental Health, Council)            PCSP (Community Development, Council) Home security and crime prevention officer            PSNI            NIFRS            PEACE IV (Community Development, Council)            SHSCT (Promoting Wellbeing Team)            PHA (Fund RoSPA,)-see Home Accident Prevention Strategy 2015-2025</p> <p>Women's Aid            CYPSP            Age Concern            Centre, NI            Craigavon Int Programme            SHSCT (PWT)            PCSP            ABC Sports Development            Peace IV            ABC Senior Network – David Hammerton</p>	<p><b>How Much?</b>            Number of partners co-operating to deliver each service (named service)</p> <p>Number of agencies providing home based services</p> <p><b>How Well?</b>            No. service users signposted to other services</p> <p>No. new services co-designed through partnership working</p>

## Strategic Action 2:

### Strengthen connections between service providers and families, groups and communities

Action	Tasks	Suggested Partners (Action coordinator in Bold)	Performance measure
<p><b>2.1 Identify barriers to people connecting with services and support ways to overcome the barriers</b></p>	<ul style="list-style-type: none"> <li>▪ Explore database to share information</li> <li>▪ Reduce stigma around accessing services e.g. family support mental health (note: link to ABC Community Development poverty reversal and social inclusion strategy)</li> </ul>	<p><b>Brendan McCann, TADA RSN</b></p> <p><b>Alison Beattie ABC Council – Community Development</b></p> <p>CAB ABC Community Development Department Department for Community SHSCT TADA NIHE Housing Community Network</p>	<p><b>Baseline information is being gathered through mapping exercise, therefore further information will be available once this is complete.</b></p> <p><b>Evaluations are being developed as work is still in progress.</b></p>
<p><b>2.1 Strengthen connection, collaboration and sharing of good practice between statutory and community service and programme providers and networks to better support families and communities</b></p>	<ul style="list-style-type: none"> <li>▪ Share Good Practice Models</li> <li>▪ Guest Speakers at TAP meetings.</li> <li>▪ Case Studies</li> <li>▪ Mapping Exercise.</li> </ul>	<p><b>Brendan McCann, TADA RSN</b></p> <p><b>Barbara McNally, PSN</b></p> <p>Confident and Welcoming Thematic Action Planning Team</p>	<p><b>How Much?</b></p> <ul style="list-style-type: none"> <li>- Number of TAP meetings where good practice shared</li> <li>- Number of guest speaker</li> <li>- No of good practice case studies shared</li> <li>- No of participants at meeting where good practice shared</li> </ul> <p><b>How Well?</b></p> <ul style="list-style-type: none"> <li>- Immediate evaluation followed by another evaluation in three months</li> <li>- % of participants who reported good practice was useful at end of talk</li> </ul> <p><b>Is anyone better off?</b></p> <ul style="list-style-type: none"> <li>- Number of participants who would share this information /replicate good practice</li> <li>- No and % of participants who shared the good practice information with others</li> <li>- No and % of participants who replicated good practice (or who have put it into practice)</li> </ul>

## Strategic Action 2:

### Strengthen connections between service providers and families, groups and communities

Action	Tasks	Suggested Partners (Action coordinator in Bold)	Performance measure
<b>2.3 Establish Community Development Workers Forum</b>	<ul style="list-style-type: none"> <li>▪ Agree a schedule of meetings with CD workers from within Council and SHSCT to discuss the development of a CDWF, the need underpinning it, and its strategic direction of travel</li> <li>▪ Develop and agree CDWF's Terms of Reference including objectives, membership/governance, measures of success etc.</li> <li>▪ Formulate and agree 1 year CDWF Action Plan</li> <li>▪ Review and evaluate progress</li> <li>▪ Review membership and development of CDWF on ongoing basis</li> </ul>	<p><b>Donna Haughian, SHSCT</b></p> <p>Supporting Communities NIHE ABC Community Development Department SHSCT, Community Development</p>	<p><b>How much?</b></p> <ul style="list-style-type: none"> <li>- No of joint work stream meetings</li> <li>- No of collaborative projects (TBC)</li> </ul> <p><b>How well?</b></p> <p><b>Is anyone better off?</b></p> <ul style="list-style-type: none"> <li>- No and % of members reporting increased knowledge, skills, experience as result of Work stream meetings (link to intended benefits).</li> </ul> <p>To be measured after each work stream meeting using baseline questionnaire (pre &amp; post)</p>

### Strategic Action 3:

#### Build resilience, promote empowerment and ensure that the voices of children and young people are heard

Action	Tasks	Suggested Partners (Action coordinator in Bold)	Performance measure
<b>3.1 Support early intervention: implement Playshapers practitioner programme</b>	<ul style="list-style-type: none"> <li>▪ Identify key partners across the statutory and voluntary sectors who have a role in influencing play including policy makers, ABC Council and its Departments, service deliverers, planning officers, PSNI, community representatives, health professionals etc.</li> <li>▪ Recruit participants from partner organisations to participate within PlayShaper NI© programme</li> <li>▪ Deliver 4 workshops on PlayShaper by the end of March 2019:               <ul style="list-style-type: none"> <li>○ Promoting Play</li> <li>○ Influencing Play</li> <li>○ Challenging Play and</li> <li>○ Shaping Play</li> </ul> </li> <li>▪ Post session 4, provide summary of key actions arising and recommendations on next steps and priorities for action by Community Planning Strategic Partnership</li> </ul>	<p><b>Katie Turkington, Playboard NI</b></p> <p>ABC Play Development Playboard SHSCT – PWT Physical Activity and Community Development Department Education Authority</p>	
<b>3.2 Establish feasibility of Self-Reliance Group model</b>	<ul style="list-style-type: none"> <li>▪ Learning from “wevolution”</li> <li>▪ self-reliance group model</li> <li>▪ Big Lottery links</li> <li>▪ Empowering groups: Information and computer skills</li> <li>▪ Note: men sheds in Portadown and Armagh</li> </ul>	<p><b>Wendy Shaw, ABC Community Development</b></p> <p>ABC Community Development ABC Sports Development Department for Communities Supporting Communities NIHE</p>	<b>TO BE AGREED AND CONFIRMED</b>

### Strategic Action 3:

#### Build resilience, promote empowerment and ensure that the voices of children and young people are heard

Action	Tasks	Suggested Partners (Action coordinator in Bold)	Performance measure
<p><b>3.3 Recommend Shadow Children and Young People Community Planning Strategic Partnership increase level of engagement and strengthen voice, citizenship and influencing of decision makers by young people</b></p>	<ul style="list-style-type: none"> <li>▪ Consult existing known groups of children and young people (eg. through youth groups, school groups, play groups, sports groups) on the Action Plan</li> <li>▪ Consult other agencies and workers who have contact with young people and can potentially provide more information on issues and needs from their service users</li> <li>▪ Engage with ABC Council and Community Planning Strategic Partnership to arrange a Lord Mayor’s event where young people get to express their views directly to someone in a position of power</li> <li>▪ Provide recommendations on next steps to ensure partners engagement with young people is joined up and voice of young people is heard and counts across all Community Planning Partnership</li> </ul>	<p><b>Terri Carvill, TADA RCN and Colette Ross EA Youth Service</b></p> <p>TADA; Education Authority, Schools and Youth Services; Playboard NI; ABC Play Development; ABC Sports Development and Play Development; Libraries NI; and ABC Community Development</p>	<p><b>How much?</b></p> <ul style="list-style-type: none"> <li>- Number of young people consulted</li> <li>- Number of relevant adults/agencies consulted</li> <li>- Number of issues/needs identified</li> </ul> <p><b>How well?</b></p> <ul style="list-style-type: none"> <li>- Level/s of engagement – young people/adults/agencies</li> <li>- Issues/needs addressed</li> </ul> <p><b>Is anyone better off?</b></p> <p>Young people’s views collected and presented to service providers Impact – changes made or being progressed</p>
<p><b>3.4 Support and enable widening of one-to-one/peer mentoring and volunteering across the Borough</b></p>	<ul style="list-style-type: none"> <li>▪ In context of Volunteering Strategy, DfC</li> <li>▪ Intergenerational/cross community work with young people of help reduce older people and minority community isolation</li> <li>▪ Identify gaps through mapping</li> <li>▪ Develop baselin of volunteers</li> <li>▪ Create safe, secure, accessible central volunteer database</li> </ul>	<p><b>Alex Clifford, ABC Sports Development</b></p> <p>Department for Community SHSCT</p>	

## Strategic Action 4:

### ▪ Understand community sense of belonging and need better

Action	Topics for consideration	Suggested Partners (Action coordinator in Bold)	Performance measure
<b>4.1 Start a Borough-wide conversation on belonging and place</b>	<ul style="list-style-type: none"><li>▪ Mapping exercise to better understand need and sense of belonging.</li><li>▪ Mapping and research exercise will highlight statistics, pinpoint where services are taking place and identify need.</li><li>▪ Consultation and engagement activity.</li></ul>	<b>Alison Beattie</b> <b>ABC Council Community Development</b>  SHSCT PSNI NIHE Libraries Ni ABC Sports Forum Department for Communities ABC Community Development Department Playboard NI ABC Council Regenerate Supporting Communities PCSP	Performance measures to be agreed  And baseline to be established