

Away Day Notes - For Information

Strengths, Challenges, Opportunities, Threats

<p><u>Strengths</u></p> <ul style="list-style-type: none"> • Wide variety of organisations & people coming together (4) • Good turn out at meetings • Regular meetings • Positive attitude (2) • Forward thinking • Produces results (2) • Achievements appreciated in neighbourhoods • Knowing who to talk to, to get things done 	<p><u>Challenges</u></p> <ul style="list-style-type: none"> • Getting the community involved (3) • Getting information from / back to the community (2) • Getting everyone together for a meeting (2) • Time limited project • Lack of flexibility of funding • Time commitment • Lots to get done • Meeting times • Keeping the Board once funding goes
<p><u>Opportunities</u></p> <ul style="list-style-type: none"> • To have your say to work towards common goals • Variety in meetings • To get each area involved with each other • Empowerment of community (2) • Funding opportunities • Local work for local people • Opportunity to experiment • Identify & set up task sub groups to progress projects • Devise new ways of including / engaging people - look to marketing strategies of commercial sector • Learning • Raising profiles • Give members a different perspective 	<p><u>Threats</u></p> <ul style="list-style-type: none"> • Members with hidden agendas • Sustainability • Agency red tape • Undue influence by agencies • Lack of mainstreaming • Members become disillusioned if not involved or progress not visible • Other responsibilities of members take priority • Not doing everything / anything • End of funding

Minimising the Challenges and Threats

Challenges	Strengths
Getting the community involved (and with each other) (SPs - 5, CIC - 1, Res - 2) →	<ul style="list-style-type: none"> • Incentive scheme • An event, ie a street party • Community Liaison Officers • Agency liaison with community • Bank of casuals • Communications, ie stand in supermarkets • More very local issues looked at in sub groups • Learn from other areas (SP - 2, Res - 2, CIC - 1)
Getting information from and back to the community →	<ul style="list-style-type: none"> • Printing leaflets to ask what people expect from residents / service providers • Celebrating achievements
Getting everyone together for a meeting →	<ul style="list-style-type: none"> • Main meetings set, but quarterly (SP -1, Res - 1) • Separate duties into task / sub groups (SP - 3, CIC - 1)
	<ul style="list-style-type: none"> • Groups with power to co-opt community / organisations (SP - 2, Res - 2) •
Time limited (CIC - 1) →	<ul style="list-style-type: none"> • Must move quickly and make a difference - think about how to carry it on (SP - 2)
Lack of funding flexibility →	<ul style="list-style-type: none"> • Need to look at range of projects - capital & revenue (Res - 2, SP - 1)
Time commitment (SP - 4) →	<ul style="list-style-type: none"> • Make membership more appealing after training - some kind of reward (Res - 2, SP - 2)
Lots to do →	<ul style="list-style-type: none"> • Delegate, prioritise, more community involvement
Times of meetings →	<ul style="list-style-type: none"> • Understanding one another - being flexible
Board sustainability →	<ul style="list-style-type: none"> • Valuing working together

Threats	Opportunities
Members with hidden agendas (Res - 1, CIC - 1) →	<ul style="list-style-type: none"> • Getting everyone's view and discussing openly and honestly (Res - 2)
Sustainability (Res - 3, CIC - 1) →	
Agency red tape →	<ul style="list-style-type: none"> • Chance to influence / access & get to know the system (SP - 1)
Undue influence →	<ul style="list-style-type: none"> • Chance to influence back
Lack of mainstreaming (CIC - 1) →	<ul style="list-style-type: none"> • Charters / Local agreements
Members / public become disillusioned if not involved or progress not visible →	<ul style="list-style-type: none"> • Maximise communication of plans and schemes and have a communications plan (CIC - 1)
Other responsibilities of members take priority →	<ul style="list-style-type: none"> • Be clear about the benefit that Board members will get back (Res - 1)
Not doing everything / anything →	<ul style="list-style-type: none"> • Delegating responsibility, prioritising and planning (SP - 2)
End of funding →	<ul style="list-style-type: none"> • Mainstreaming - show value of whats been done (Res - 2)

Res - Residents
 CIC - Communities of Interest
 SP - Service Providers

Exercise re what we expect from each other

From: Service Providers To: Residents

- 1) Good local feedback on current issues and priorities - whats working, what isn't and ideas for improvements
- 2) (*Police*) - tell us what you want. Support us in delivering what you want - make statements, name names and stand up and be counted. Be realistic in what can be achieved.
- 3) Take pride in your local area. Do not litter, allow dogs to foul, fly tip or vandalise the area. Report others who commit anti social behaviour.
- 4) Obtain wider engagement from residents, not just a few people working in isolation with their own views
- 5) Recognising that service providers cannot be 'all things to all men' and solve all problems and issues ourselves - we need residents to play their part in promoting responsibility and a sense of community ownership / pride.
- 6) Put recycling and refuse in the proper containers, out at the right time and remove when collected.
- 7) (*Job Centre*) - Promise that you will spread the information given to local residents to encourage them back to work.
- 8) Be pro active in putting forward projects which will contribute to the Board's key objectives.

From: Residents To: Service Providers

1) We have a number of priorities we would like to pursue in the neighbourhoods but lack the capacity to put them into action. Can you help us build capacity?

(Response from service providers - we have capacity issues also, but we will work together, for eg the Older Persons Activity Coordinator)

2) We need you to consult with us for what we need, not what you think we need. *(This question was also posed by residents to councillors).*

(Response from service providers- How do you want us to do this?)

(Response from residents - By consultation right through the project to finish)

(Response from service providers - What are your issues / priorities?)

3) Honest answers to important issues.

(Response from service providers - Agreed - mutual trust).

4) Educate residents as to what they can put in the recycling and refuse bins. Many people are unaware of what goes where. Make recycling available on Hillington Square.

5) Listen to the communities more. Let us know more info on what is planned before general release. To reps first and Lynn News second.

6) Each community should have facilities for younger people equal to those of other areas, such as recreation areas and youth centres.

7) Local officers to feed into the community.

From: Older Peoples Champion To: Residents

- 1) Need feedback.
- 2) Need opportunities to meet and understand their needs.
- 3) Need residents to understand the resources we can offer and those that we cant.

(Response from residents - Agreed, will feedback to community reps).

From: Older Peoples Champion To: Service Providers

- 1) Need opportunities to be involved in service planning / delivery to older people
- 2) Need funding
- 3) Need equal partnership opportunities

From: Young Peoples Champion To: Service Providers

- 1) To be consulted and receive information and advice on issues such as crime, ASB etc

Residents

In order for the Board to work well, we will offer others:

- 1) The chance of input together
- 2) Feedback from communities
- 3) Opportunity to promote the service providers services to the community
- 4) Local knowledge of youth, older people and schools
- 5) Back up the knowledge of the local community with specific reports
- 6) All communities to work together on the important issues such as health, older people and take these issues to the service providers.

Service Providers

In order for the Board to work well, we will offer others:

- 1) Cleaner streets, faster fly tipping removal, improved liveability
- 2) Well maintained green spaces
- 3) Help with sports and leisure opportunities
- 4) Enforcement action on environmental crime
- 5) Advice with obtaining grants / funding
- 6) Funding for visual improvement schemes
- 7) Possible one telephone contact for non emergency issues
- 8) Opportunity to vary and tailor our services provided in the SSCF areas to help the Board meet its objectives
- 9) Part / co-funding initiatives and ideas, for eg CCTV, Hillington Square
- 10) Information about the work that we do - what we can and cant do
- 11) Use of existing facilities, eg staff and community presence to promote work of Board and SSCF agenda

Police

- 12) Provide a 24/7 service to deal with crime and disorder
- 13) Bend resources to prioritise community concerns
- 14) Not promise the impossible and be honest about what we can do
- 15) Listen to the concerns of local communities
- 16) Agree priorities with the communities, with local communities having the final say
- 17) Work with partners in a problem solving model to tackle the priorities
- 18) Provide regular feedback on progress and continue to problem solve to the satisfaction of the community

Job Centre

- 19) Inform communities of new employers arriving in the area and vacancies that will be available
- 20) Advice on incentives re getting people into work
- 21) Advice on training and skills
- 22) Benefit entitlement advice

County Council

- 23) Look at local needs for maintenance of highways
- 24) Expertise and experience on service area
- 25) Local contact to access to the County Council (right person to answer query)
- 26) Willing to work together

Communities of Interest

In order for the Board to work well, we will offer others:

- 1) Good knowledge of each area and what young people do and would like to do
- 2) Different perspective through young peoples ideas
- 3) Contacts through other Boards and committees which may be useful for funds / support ie Western Area Youth Forum
- 4) Easy consultation with young people from Discovery Youth Forum
- 5) Feedback from people individual's champion
- 6) Opportunities for service providers to fulfil their own objectives in relation to people championed.

Ideas for Developing the Board

- 1) Need to connect Board activity with Agency activity
- 2) Could themed sub groups help?
- 3) ‘‘Neighbourhood Natters’’ a model, but does not always work
- 4) Monthly meetings allow people to keep track of what is going on
- 5) Clarity of action on projects needed and prioritised so that you can keep track
- 6) Reports should be brought to the Board by all members not just VE
- 7) Need a balance between Board achieving outcomes and bringing in new issues for debate and discussion
- 8) Delegate to subgroups on outcomes