Armagh City Banbridge & Craigavon Borough
Community Planning Partnership

Confident and Welcoming Community

Chair Report: Two   Reporting Period: March 2019 – July 2019

Update from Chair Barbara McNally, PSNI

The Confident and Welcoming Community Action Plan consists of 10 actions, each with its own coordinator.

Since the last update, the action coordinators and their project teams have continued to work towards the goals in their particular action.

The chart opposite demonstrates that good progress is being made in most of these action areas.

Playshaper action has now been completed and the team are now looking at Play in the Strategic Context and new action will be further developed in the coming months.

Members of Community and Voluntary Sector Panel who are also members of this TAP team and the Healthy Community TAP team organised a Health themed event, this was an information sharing event entitled "Songs, Sheds and Social Prescribing: Exploring Pathways to Wellbeing" which took place on 11th June in Seagoe Hotel, Portadown. The event was attended by 108 people from across the Borough with 25 stallholders, 20 of which were from community and voluntary sector organisations. This
Forms part of the featured action in the report and further detail is provided below.

RAG Overall

Confident and Welcoming
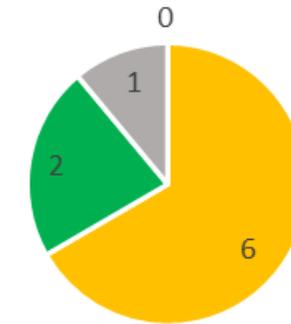
■ Red   ■ Amber   ■ Green   ■ No return

RED	AMBER	GREEN	No Return
	6	2	1

Featured Action 1.2– Strengthen connection, collaboration and sharing of good practice between statutory and community service and programme providers and networks to better support families and communities- Barbara McNally, PSNI and Brendan McCann – TADA RSN

How Much?	How well?	Is anyone better off?
2 Meetings/Events where good practice shared 10 guest speakers 18 Statutory partner organisations attending 8 Statutory partner organisations attending 134 people in attendance 19 new/improved linkages identified/made as a result of meeting or event	78% of attendees rated the networking opportunity as good/very good 89% of attendees rated the speakers as good/very good 83% rated the chance to learn from others as good/very good 27 and 55% of attendees found the session helpful 31 and 63% of attendees found the session interesting	19 participants who would share this information/replicate good practice TBC No and % of participants who shared the good practice with others TBC No and % who replicated good practice (or who have put it into practice) **39 and 97.5%** people felt they have learnt something that can be applied to their work

Successes of Confident & Welcoming Community TAP Team	Challenges Confident & Welcoming Community TAP Team
• building and maintaining relationships with partner agencies and the voluntary sector • Attendance and positive feedback from meeting in April and event in June. • increased knowledge of each other's work • feeling of working together to achieve a positive and long-lasting outcome for the community	• changes in personnel • . resources (or lack of them!) • . keeping everyone interested and involved!

Issues for follow up by CPSP
- The creation of the District Support Hub remains a challenge for the CPSP. Whilst there has been some movement in the right direction, the logistics of the governance needs to be continually addressed, in order to move forward.

Quick Glance of Confident and Welcoming Community Action Plan

(2) (6) (0) (1)

Strategic Action	Action	Action Coordinator	RAG
1. Ensure people feel safe and secure in their homes, neighbourhoods and borough	1.1 Support the delivery of the programmes that promote community safety	Patricia Gibson **Armagh City, Banbridge and Craigavon Borough Council**	🟧
	1.2 Conduct an audit of home-based services that promote safety and security for vulnerable people	Carmel Taylor **Armagh City, Banbridge and Craigavon Borough Council**	🟧
2. Strengthen connections between service providers and families, groups and communities	2.1. Identify barriers to people connecting with services and support ways to overcome the barriers	Alison Beattie **Armagh City, Banbridge and Craigavon Borough Council** Brendan McCann **TADA Rural Support Network**	🟧
	2.2 Strengthen connection, collaboration and sharing good practice between statutory	Barbara McNally **Police Service of Northern Ireland** Brendan McCann **TADA Rural Support Network**	🟩
	2.3 Establish Community Development Workers Forum	Donna Haughian **Southern Health and Social Care Trust**	🟧
3. Build resilience, promote empowerment and ensure that the voices of children and young people are heard	3.1 Support early intervention: implement Playshapers practitioner programme	Katie Turkington, **Playboard NI**	🟩
	3.2 Establish feasibility of Self Reliance Group Model	Wendy Shaw, **Armagh City, Banbridge and Craigavon Borough Council**	⬜
	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	Colette Ross, **Education Authority** Terri Carvill **TADA Rural Support Network**	🟧
	3.4 Support and enable widening of one-to one/peer mentoring and volunteering across the Borough	Alex Clifford **Armagh City, Banbridge and Craigavon Borough Council**	🟧
4. Understand community sense of belonging and need better	4.1 Start a Borough- wide conversation on belonging and place	Alison Beattie **Armagh City, Banbridge and Craigavon Borough Council**	🟥

Confident and Welcoming Chairs Report Number: two (September 2019)

Confident and Welcoming Community
Progress Report 2
March 2019 – July 2019

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	Welcoming 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.	Our borough is a safe, respectful and peaceful environment.
Short-term outcome	**Short-term outcome**
- There are more opportunities for people to come together through meaningful activities, engagement and interaction - We have improved the promotion, accessibility and use of local assets, services and facilities through combining skills, knowledge and connection	- The voice of the local community is listened to and everyone understands their role and responsibilities in making their homes and the borough safer - There are increased opportunities for communities to come together through meaningful activities and engagement
Population Indicator	**Population Indicator**
- Percentage of people who feel they have an influence when it comes to any of the local decisions made in their neighbourhood - Percentage of people who feel a sense of belonging to their neighbourhood	- Percentage of people reporting that fear of crime has a minimal impact on their quality of life - Percentage of people who see town centres as safe and welcoming places for people of all walks of life - Number of accidental dwelling fires
Links to Programme for Government Draft Outcomes	**Links to Programme for Government Draft Outcomes**
- We care for others and help those in need - We are a confident, welcoming, outward-looking society	- We have a safe community where we respect the law and each other - We have created a place where people want to live and work, to visit and invest

Strategic Action 1:
- **Ensure people feel safe and secure in their homes, neighbourhoods and borough**

Action	Tasks	Partners (Action coordinator in Bold)	Time frame	Resource required	RAG	Performance measure

ACTION 1.1
 	
Support the delivery of programmes that promote community safety
	▪ Scoping and identification of the most vulnerable places within the borough.
	
	▪ 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:
	    ○ **Prevention and Early Intervention** – treating the root cause of antisocial behaviour through early intervention and collaboration
	    ○ **Community Engagement** – engaging with communities to address the issues affecting people locally
	    ○ **Communication** – working together and through clearer lines of communication to seek positive results
	    ○ **Enforcement** – to work together when all other interventions have failed to use legislation to change behavior
	▪ 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.
		Action Coordinator:
		Patricia Gibson - PCSP
		
		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
						How much?
						Number of areas identified
						Number of projects/actions carried out
						Number of Support Hub participants
						How well?
						% of residents/partners satisfied with identified actions/projects delivered
						% of partners who see benefit in collaborative actions
						Is anyone better off?
						No. & % of individuals who have an improvement in their circumstance
						No. & % of areas identified who see improvement in quality of life
						No. & % of agencies who have a reduction in repeat call for service/complaints

Progress
Establishment of Support Hub:
Superintendent Wendy Middletown, PSNI Area Commander recently invited those statutory agencies anticipated to be involved in a Concern Hub to a meeting to provide information and establish commitment to introducing a Concern Hub to the Borough. The meeting was not very well attended, however Mrs Middleton undertook to follow up with the Council Chief Executive to progress this matter and encourage Statutory Agencies to fully participate. PSNI have plans to allocate dedicated officers to establish this and PCSP have committed to administer the Hub.

Strategic Action 1:
- **Ensure people feel safe and secure in their homes, neighbourhoods and borough**

Action	Tasks	Partners (Action coordinator in Bold)	Time frame	Resource required	RAG	Performance measure
-Progression requires authorisation/approval at an appropriately high level to proceed from agencies involved in concern hub **Establishment of a 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:** Currently start and finish working groups deal with issues in hotspot areas as and when required across the Borough, generally facilitated by PCSP but progression of a Borough wide group of senior staff requires authorisation/approval at an appropriately high level to proceed from those agencies involved.						
Challenges Support Hub: Progression requires authorisation/approval/commitment at an appropriately high level to proceed from agencies involved in concern hub Multiagency agency group: Progression of a Borough wide group of senior staff requires identification of Senior Lead Officer and authorisation/approval at an appropriately high level to proceed from those agencies involved.						

Strategic Action 1:
- **Ensure people feel safe and secure in their homes, neighbourhoods and borough**

Action	Tasks	Partners (Action coordinator in Bold)	Time frame	Resource required	RAG	Performance measure

ACTION 1.2
 	
Conduct an audit of home-based services that promote safety and security for vulnerable people.
	▪ Agree scope of home-based safety and security services and definition of vulnerable people to be encompassed in borough-wide audit exercise
	▪ Undertake audit including:
	  ○ 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.
	▪ Identify range of services the above partners currently provide including;
	  ○ Delivery of home safety
	  ○ Raising awareness of risks
	  ○ Providing capacity building training
	
	▪ Identify current partnership working and nature of collaboration e.g. referral agents/funding/joint responsibilities
	▪ Map and disseminate information in line with sharing protocols in place between partners and others as deemed appropriate
	▪ Identify gaps/areas for future collaboration in the delivery of home based safety and security services
		Carmel Taylor
		ABC Community
		Development
		
		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
		Women's Aid
		CYPSP
		Age Concern
						How Much?
						Number of partners co-operating to deliver each service (named service)
						
						Number of agencies providing home based services
						How Well?
						No. service users signposted to other services
						No. new services co-designed through partnership working

Case Studies						
Challenges						

Strategic Action 2:						
Strengthen connections between service providers and families, groups and communities						
Action	Topics for consideration	Partners (Action coordinator in Bold)	Timeframe	Resource required	RAG	Performance measure
ACTION 2.1 Identify barriers to people connecting with services and support ways to overcome the barriers	▪ Explore database to share information ▪ Reduce stigma around accessing services e.g. family support mental health (note: link to ABC Community Development poverty reversal and social inclusion strategy)	**Brendan McCann, TADA RSN** **Alison Beattie ABC Council – Community Development** CAB ABC Community Development Department Department for Community SHSCT TADA NIHE Housing Community Network				Work is ongoing and performance measures being agreed against the work in order to measure impact of interventions on a collaborative basis.
Case Studies						
Challenges Engagement with hard to reach groups and individuals requires specific outcomes based measurement tools and also longer term engagement.						

Strategic Action 2:						
▪ Strengthen connections between service providers and families, groups and communities						
Action	Tasks	Partners (Action coordinator in Bold)	Time frame	Resource required	RAG	Performance measure
ACTION 2.2 Strengthen connection, collaboration and sharing of good practice between statutory and community service and programme providers and networks to better support families and communities	▪ Share Good Practice Models ▪ Guest Speakers at TAP meetings. ▪ Case Studies ▪ Mapping Exercise.	**Brendan McCann, TADA RSN** **Barbara McNally, PSN** Confident and Welcoming Thematic Action Planning Team				**How Much?** 2 Meetings/Events where good practice shared 10 guest speakers 18 Statutory partner organisations attending 8 Statutory partner organisations attending 134 people in attendance 19 new/improved linkages identified/made as a result of meeting or event **How Well?** 78% of attendees rated the networking opportunity as good/very good 89% of attendees rated the speakers as good/very good 83% rated the chance to learn from others as good/very good 27 and 55% of attendees found the session helpful 31 and 63% of attendees found the session interesting **Is anyone better off?** 19 participants who would share this information/replicate good practice TBC No and % of participants who shared the good practice with others TBC No and % who replicated good practice (or who have put it into practice)

Confident and Welcoming Chairs Report Number: two (September 2019)

Strategic Action 2:
- **Strengthen connections between service providers and families, groups and communities**

Action	Tasks	Partners (Action coordinator in Bold)	Time frame	Resource required	RAG	Performance measure
						39 and 97.5% people felt they have learnt something that can be applied to their work

Case Studies and success
Meeting was well attended with some attendees exploring participatory budgeting in more depth as a result

Challenges

Strategic Action 2:
- **Strengthen connections between service providers and families, groups and communities**

Action	Tasks	Partners (Action coordinator in Bold)	Time frame	Resource required	RAG	Performance measure
ACTION 2.3 Establish Community Development Workers Forum	▪ 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 ▪ Develop and agree CDWF's Terms of Reference including objectives, membership/governance, measures of success etc. ▪ Formulate and agree 1 year CDWF Action Plan ▪ Review and evaluate progress ▪ Review membership and development of CDWF on ongoing basis	**Donna Haughian, SHSCT** Supporting Communities NIHE ABC Community Development Department SHSCT, Community Development				**How much?** - 4 joint work stream meetings - No of collaborative projects (TBC) **How well?** *1 year Action Plan : 4 joint work stream meetings* **Is anyone better off?** - No and % of members reporting increased knowledge, skills, experience as result of Work stream meetings (link to intended benefits).

Strategic Action 2:
- **Strengthen connections between service providers and families, groups and communities**

Action	Tasks	Partners (Action coordinator in Bold)	Time frame	Resource required	RAG	Performance measure
						- To be measures after each work stream meeting using baseline questionnaire (pre & post)

Progress/success

4 Work Stream meetings identify by the Forum

1. Systems mapping and area scoping between joint agencies to embed good practice, improve communications, enhance working relations, and build links. (completed)
2.	OBA – share experience of OBA approaches; discuss systematic approach to measuring impact, methods of evaluation, capture learning and strengthen access to good practice tools.(scheduled 11th September 2019)
3.	Training – engage and consult on specific training & support needs of Professionals who use CD approaches in delivery of services. Facilitate positive practices and training modules and shared learning (Scheduled Dec 2018)
4.	Network – align with other relevant community organisation, link with delivery partners, map CD activity in Borough, and provide a baseline against which future progress, development and impact of a CD Forum can be assessed. Action: SHSCT – Community Development workers to set schedule for work stream meetings (Scheduled March 2019)

Family Support Ni have been invited to attend the second work stream meeting scheduled for 11th September to demonstrate The Family Support Website and share best practice on how they developed and operate a comprehensive database of all family support and childcare services in Northern Ireland.

Challenges
Changes to staff in Council and reconfigures of CD department in Council

Strategic Action 3: Build resilience, promote empowerment and ensure that the voices of children and young people are heard						
Action	**Tasks**	**Partners (Action coordinator in Bold)**	**Time frame**	**Resource required**	**RAG**	**Performance measure**

ACTION 3.1
 	
Support early intervention: implement Playshapers practitioner programme
	▪ 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.
	▪ Recruit participants from partner organisations to participate within PlayShaper NI© programme
	▪ Deliver 4 workshops on PlayShaper by the end of March 2019:
	   o Promoting Play
	   o Influencing Play
	   o Challenging Play and
	   o Shaping Play
	▪ Post session 4, provide summary of key actions arising and recommendations on next steps and priorities for action by Community Planning Strategic Partnership
		Katie Turkington, Playboard NI
		
		ABC Play Development Playboard
		SHSCT – PWT Physical Activity and Community Development Department
		Education Authority
					■	**How Much?**
						6 sessions delivered to 78 children in the Craigavon area.
						
						Shankill, Lurgan: 4 sessions delivered between 15 and 30 children attended each session.
						
						How well?
						Information was not available at time of report
						
						Is anyone better off?
						Information was not available at time of report

Case Studies
Comments from children..
'we are lethal at this; we make a good team'

On one of our days delivering in Shankill, Lurgan it started to rain. One of the parents who was there went and brought out her gazebo for the children to play under and another neighbour who didn't even have any children there brought out his patio table and umbrella so the children could play under it and keep dry. A lovely example of community cohesion.

Challenges
Weather

Strategic Action 3: Build resilience, promote empowerment and ensure that the voices of children and young people are heard						
Action	**Topics for consideration**	**Partners (Action coordinator in Bold)**	**Time frame**	**Resource required**	**RAG**	**Performance measure**
ACTION 3.2 Establish feasibility of Self-Reliance Group model	▪ Learning from "wevolution" ▪ self-reliance group model ▪ Big Lottery links ▪ Empowering groups: Information and computer skills ▪ Note: men sheds in Portadown and Armagh	**Wendy Shaw, ABC Community Development** ABC Community Development ABC Sports Development Department for Communities Supporting Communities NIHE				**No return as at time of report**
Case Studies						
Challenges						

Strategic Action 3:
Build resilience, promote empowerment and ensure that the voices of children and young people are heard

Action	Tasks	Partners (Action coordinator in Bold)	Time frame	Resource required	RAG	Performance measure
ACTION 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	▪ Consult existing known groups of children and young people (eg. through youth groups, school groups, play groups, sports groups) on the Action Plan ▪ 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 ▪ 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 ▪ 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	**Terri Carvill, TADA RCN and Colette Ross EA Youth Service** TADA; Education Authority, Schools and Youth Services; Playboard NI; ABC Play Development; ABC Sports Development and Play Development; Libraries NI; and ABC Community Development				**How much?** 100 young people consulted 30 relevant adults/agencies consulted - Number of issues/needs identified **How well?** TBC Level/s of engagement – young people/adults/agencies TBC Issues/needs addressed **Is anyone better off?** Evidence pending

Progress/success

Met with Playboard to discuss specific need in Rathfriland and general need for consultation with young people (up to age 18) on Play facilities and identifying any gaps

2 consultations with ABC young people re: Grants for young people taking place on 30th & 31st January 2019

A questionnaire for use with the voluntary sector and school groups is being distributed and we are currently receiving returns

An EA Needs consultation with young people and other stakeholders from across the ABC area took place on 3rd June

Challenges

Strategic Action 3:						
Build resilience, promote empowerment and ensure that the voices of children and young people are heard						
Action	**Tasks**	**Partners (Action coordinator in Bold)**	**Time frame**	**Resource required**	**RAG**	**Performance measure**
ACTION 3.4 Support and enable widening of one-to-one/peer mentoring and volunteering across the Borough	▪ In context of Volunteering Strategy, DfC ▪ Intergenerational/cross community work with young people of help reduce older people and minority community isolation ▪ Identify gaps through mapping ▪ Develop baseline of volunteers ▪ Create safe, secure, accessible central volunteer database	**Alex Clifford, ABC Sports Development** Department for Community SHSCT				This action is being jointly delivered with the action coordinator in the Healthy Community Action Planning Team and is being reported there. One aspect of this action around mentoring is being explored
Case Studies						
Challenges						

Strategic Action 4: Understand community sense of belonging and need better						
Action	**Topics for consideration**	**Partners (Action coordinator in Bold)**	**Time frame**	**Resource required**	**RA G**	**Performance measure**
ACTION 4.1 Start a Borough-wide conversation on belonging and place	- Mapping exercise to better understand need and sense of belonging. - Mapping and research exercise will highlight statistics, pinpoint where services are taking place and identify need. - Consultation and engagement activity.	**Alison Beattie ABC Council Community Development** SHSCT PSNI NIHE Libraries Ni ABC Sports Forum Department for Communities ABC Community Development Department Playboard NI ABC Council Regenerate Supporting Communities PCSP				Work has been carried out to support baseline activity by UU. It is hoped to further expand on this baseline and initial mapping activity through additional engagement opportunities and development of the poverty reversal and social inclusion activity. Ongoing work is being planned with Peace IV and DEA in order to further identify the issues and further develop the consultation and engagement activity. Performance measures to be agreed
Case Studies						
Challenges Engagement with hard to reach groups and individuals requires specific outcomes based measurement tools and also longer term engagement.						