Confident and Welcoming Community

## Chair Report: One Reporting Period: December 2018 – February 2019

Update from Chair Barbara McNally, PSNI

There are 11 actions and 11 action coordinators for the Confident and Welcoming Community Action Plan.

Over the past six months the action coordinators have been pulling their project teams and the action coordinators have met three times together to talk about performance and implementation.

We have progress returns for ten of the 11 actions and there are performance measures set for six actions.

RAG Overall
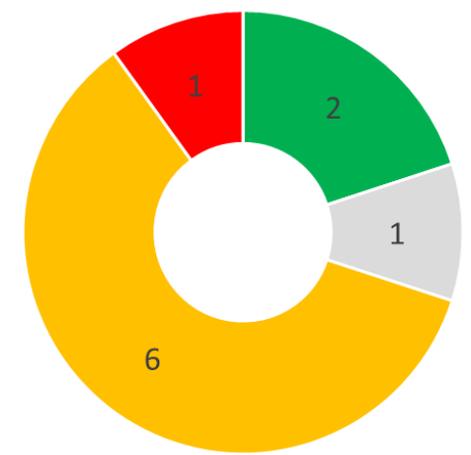
RED	AMBER	GREEN	No Return
1	6	2	1

Featured Action – Support early intervention: implement Playshaper practitioner programme – PlayBoard NI – Katie Turkington

How Much?	How well?	Is anyone better off?
- 1 meeting with Community Planning Officer and Play Development Officer, ABC Council. - 2 meetings with Play Development Officer, ABC Council - 4 Play Shaper sessions delivered with 8 organisations - 10 unique attendees over course of sessions - 1 Action plan developed to drive progression of work post March 2019	*Session 1* - 80% rated session as excellent - 20% as very good *Session 2* - 75% rated session as excellent - 25% as very good *Session 3* - 75% rated session as excellent - 25% as very good *Session 4* - 100% rated session as excellent In line with ongoing evaluation protocols, feedback will be sought from participants 3 to 4 months after final session to review impact of attendance.	*Session 1* - 0.98 average attendee shift in knowledge and awareness of 7 key areas *Session 2* - 1.10 average attendee shift in knowledge and awareness of 6 key areas *Session 3* - 1.41 average attendee shift in knowledge and awareness of 4 key areas *Session 4* 2.22 average attendee shift in knowledge and awareness of 6 key areas

Successes	Challenges
- Contribution from CVS - Building relationships and good partnerships forming between voluntary and statutory agencies - Actions have come from the team and action coordinators are committed of progressing their actions - Greater knowledge and understanding of each other's work - Some of the actions have been endorsed by other action planning teams, e.g. community development provision across the borough, support for volunteering, friendly places e.g. child, age, autism, loneliness, conversations about belonging and place through telling the stories of the Borough.	- Keeping momentum while everyone is busy and understanding that community planning becomes integrated into existing roles - Getting from ideas to action

Issues for follow up by CPSP

- Multi-agency problem solving for individuals and areas in the Borough has been identified as the best way to progress the community safety action in the plan. This includes a Support Hub for individuals and a senior multi-agency problem solving group for areas where community safety issues have been identified as having a major impact in the quality of life. Consideration by the partnership of how these can be progressed would be welcome.

Confident and Welcoming Community
Progress Report 1
December 2018 – February 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

Confident and Welcoming Chairs Report Number: one (March 2019)

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:
	   o **Prevention and Early Intervention** – treating the root cause of antisocial behaviour through early intervention and collaboration
	   o **Community Engagement** – engaging with communities to address the issues affecting people locally
	   o **Communication** – working together and through clearer lines of communication to seek positive results
	   o **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

Case Studies						

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
Challenges Progression of action requires authorisation/approval at an appropriately high level to proceed from agencies involved in concern hub & multiagency problem solving group						

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			**A/ G**	**Baseline information is being gathered through mapping exercise, therefore further information will be available once this is complete.** **Evaluations are being developed as work is still in progress.**
Case Studies						
Challenges There is a wealth of activity that is taking place, being delivered by a range of organisations, some of which are short term activities, hence it can be difficult to map existing services. There are a range of inter-agency partnerships in place, who do share information on an inter-agency basis. Is there an opportunity for some of the work of the TAP team to be integrated into existing structures rather than establish new structures and additional meetings, also this would perhaps assist with integrating CP into core delivery targets.						

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**I**				**How Much?** - Number of TAP meetings where good practice shared - Number of guest speaker - No of good practice case studies shared - No of participants at meeting where good practice shared **How Well?** - Immediate evaluation followed by another evaluation in three months - % of participants who reported good practice was useful at end of talk **Is anyone better off?** - Number of participants who would share this information /replicate good practice - No and % of participants who shared the good practice information with others - No and % of participants who replicated good practice (or who have put it into practice)
Case Studies						

Confident and Welcoming Chairs Report Number: one (March 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

Challenges

Keep momentum going, Changes in personnel, Time management

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). - To be measures after each work stream meeting using baseline questionnaire (pre & post)

Case Studies

Will be measured from Work Steam - Pre and Post baseline questions to be developed Feedback from M4 – Network Organisations feedback on need and development of wider forum

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**
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 3.1
 	
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?
						- 1 meeting with Community Planning Officer and Play Development Officer, ABC Council.
						- 2 meetings with Play Development Officer, ABC Council
						- 4 Play Shaper sessions delivered with 8 organisations
						- 10 unique attendees over course of sessions
						- 1 Action plan developed to drive progression of work post March 2019
						
						How Well?
						Session 1
						- 80% rated session as excellent
						- 20% as very good
						Session 2
						- 75% rated session as excellent
						- 25% as very good
						Session 3
						- 75% rated session as excellent
						- 25% as very good
						Session 4
						- 100% rated session as excellent
						
						In line with ongoing evaluation protocols, feedback will be sought

			Strategic Action 3:				

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
					■	from participants 3 to 4 months after final session to review impact of attendance. **Is anyone better off?** *Session 1* - 0.98 average attendee shift in knowledge and awareness of 7 key areas *Session 2* - 1.10 average attendee shift in knowledge and awareness of 6 key areas *Session 3* - 1.41 average attendee shift in knowledge and awareness of 4 key areas *Session 4* - 2.22 average attendee shift in knowledge and awareness of 6 key areas

Case Studies

Following participation within the Play Shaper programme, Regenerate (a Community Development group in Portadown) identified a need for further focused work aimed at enhancing play opportunities. Operating as a pilot initially within the Rectory park area, Play Shaper is supporting the development of a Local Area Action Plan for play which will identify barriers to play and guide cross-sectoral activity aimed at enhancing play opportunities within the community.

Whilst time is limited (up to end of March 2019) the Play Shaper officer (with the support of the wider PlayBoard team) is working with Regenerate to progress a number of key actions including:
• The completion of an Area Playability Assessment
• Engagement with children and young people on barriers to play, preferred play activities etc.
• Engagement with parents, community etc. on the importance of play and to explore both fixed an dnon-fixed approaches to meeting play need
• Development of a local area play action plan
• Engagement with key partner agencies at a local level (including PSNI, Council, NIHE etc.) to progress actions and establish a time frame for realisation of the action plan

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

Challenges

- Intensive engagement at wider council level to secure involvement at Community Planning level
- Internal restrictions on staff attending training (partner organisations).
- Play initially not seen as a priority area within some partners and it has been a challenge trying to change perceptions to secure involvement in Play Shaper.
- Timeframe; restrictive timeframe to achieve the level of change/understanding of play and Play Shaper/strategic focus required

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 25 Feb 19**
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?** - Number of young people consulted - Number of relevant adults/agencies consulted - Number of issues/needs identified **How well?** - Level/s of engagement – young people/adults/agencies - Issues/needs addressed **Is anyone better off?** Young people's views collected and presented to service providers Impact – changes made or being progressed
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 3.4 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 baselin of volunteers - Create safe, secure, accessible central volunteer database	**Alex Clifford, ABC Sports Development** Department for Community SHSCT				
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	RAG	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				Performance measures to be agreed And baseline to be established

Case Studies

Challenges
Opportunities for the work of TAP teams to be integrated with the work of existing partnerships as it can be difficult for people to attend additional meetings on top of existing workloads. The work does require resources in terms of both financial resources and staff time, therefore it is key that the work is integrated alongside core delivery targets.

OTHER CWTAP ISSUES TO BE FORWARDED TO COMMUNITY PLANNNG STRATEGIC PARTNERSHIP
6.1 Referral/connection to Community Planning Strategic Partnership: • Building CWTAP action plan into Corporate/Business Plans • Shadow Youth Strategic Partnership • Data sharing protocols • Affordable amenities for all • Participatory budgeting and other resourcing models • Enabling more strategic approach to service planning, development, delivery, review and evaluation of programmes (e.g. realistic timelines, early planning, built-in review mechanisms and evaluation)
6.2 Referral/connection to Skills and Enterprising Thematic Action Group: • Educational attainment, employment opportunities (formal and informal) • Supporting self-reliant groups/social enterprise
6.3 Referral/connection to Healthy Community Thematic Action Group: • Mental health and reducing the stigma e.g. more openness, better communication, feeling included, being active including "girls active", older people and groups not engaging with programmes and services including minorities and those living in areas of measured deprivation • Early intervention with parents and children to build resilience etc • Root causes and impact of addiction on mental health across all ages etc
6.4 Referral/connection to Enhanced and Revitalised Place • Design and regeneration of towns and villages to engender pride, confidence, belonging and welcoming community • Upkeep of natural and built environment • Connectivity: transport, communication, broadband links
6.5 Referral/connection to Engagements and Communications working group: • Strategic planning to include consideration of public-focused information and engagement/outreach strategies and approaches (including social media) by service providers to connect people in need with relevant services and programmes
6.6 Referral/connection to Community and Voluntary Panel: • Small focused area studies to identify need among those harder to reach