

# Engaging and Enabling Communities

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20 May 2021

Health and Wellbeing Board

# What are we trying to achieve?

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# Engaging & Enabling West Berkshire

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VISION



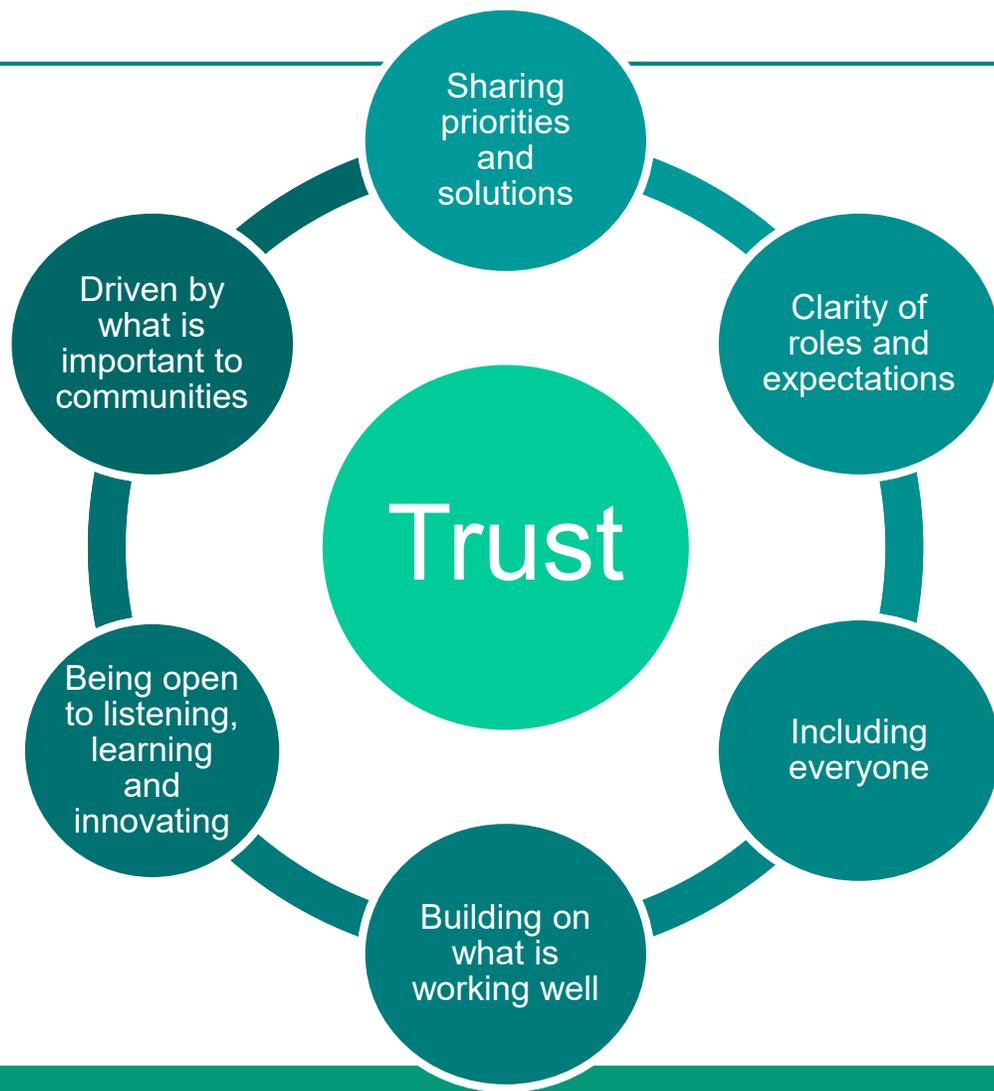
Understanding and supporting the community connections that help **everyone** in West Berkshire shape thriving communities and create local solutions to challenges

MISSION



Working together to support connected and thriving communities

# Principles



**Trust:** this is the central principle. Healthy connections are based upon on the trust between people and organisations; all other principles mutually support the development of trust.

**Sharing priorities and solutions:** this will ensure that plans take account what is important to, and what works within, each community.

**Clarity of roles and expectations:** this will ensure we understand what we can expect from one another in how we work together.

**Including everyone:** this will ensure the voice of everyone is heard. We will need to work smarter and harder to hear the voices of those seldom-heard.

**Building on what is working well:** this will ensure that the strengths which exist within communities themselves and within organisations already working with communities are honoured.

**Being open to listening, learning and innovating:** this will ensure that we hear ideas and can be dynamic in how we collectively bring about change that will benefit West Berkshire.

**Driven by what is important to communities:** this will ensure that outcomes and solutions are delivered according to what local communities most need and want.

# What will be different in our communities?

## Residents



- Influence the decisions and services that affect their lives
- Know how to, and feel confident in getting help when they need it
- Feel connected to their community
- See that health, wellbeing and education outcomes are good for everyone

## Community and voluntary sector organisations



- Feel valued by residents and partners alike
- Influence the decisions of statutory service providers
- Feel a greater sense of community ownership and investment

## Communities and community groups



- Influence the decisions of service providers
- Have support for priorities and solutions they have identified
- Feel confident in adapting to change

## Elected Members, Town and Parish Councils



- Feel well supported in their community roles
- Have collaborative relationships with statutory service providers as well residents and communities
- Feel supported to innovate and deliver their priorities

## Statutory Service Providers



- Have confidence they understand and are responding to the views and needs of everyone in the community
- Deliver more responsive and innovative services; based on strengths within the community
- Be providing more early help and support

### Examples of quantifiable changes:

- Numbers of residents and community groups engaged with the council and their satisfaction with engagement will increase (6-12 months)
- Percentage of services which are designed alongside and involve communities will increase (12-24 months)
- Educational, health and economic outcomes will be the same, regardless of background or circumstance (long term)

# How we will work differently



## We will:

- ✓ Listen to the views of our communities and make appropriate responses
- ✓ Better understand priorities for **all** of our communities
- ✓ Create opportunities to design solutions alongside communities
- ✓ Deliver actions in partnership with our communities

## Ways of working:

- We will provide leadership of place and bring interested parties together
- Where we are not best placed to lead, we will collaborate and facilitate
- We will think ‘partnership’ first; nothing for communities without communities

# Case Studies: Learning from elsewhere



## Co-production in Oxfordshire

- In 2016 Oxfordshire County Council (OCC) decided it wanted to make co-production its normal way of working in Adult Social Care.
- Co-production is a way of thinking; it (usually) requires a shift in mind-set to include and consider people as equals in a process. It requires both a set of values and skills to be successful as a collaborative problem-solving exercise.
- Co-production was used in a 'Moving Into Adulthood' project which reviewed the way Oxfordshire County Council supported young people and their families through transition from children's services to adult services.
- The project was co-produced and involved a total of 108 people. A project group, made up of young people, parents and frontline staff, was formed and met several times throughout the year.
- The group talked to other people who could not come to the meetings and then put together a presentation, which they then presented to the Directors of Children's and Adult Services at Oxfordshire County Council.
- The presentation made suggestions about what changes should be made to the way people are supported to move from children's to adult services.
- In response; the Directors developed a single transitions team.

## Social Value in Bristol

- The Public Services (Social Value) Act came into force on 31 January 2013. It requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits.
- Before they start the procurement process, commissioners need to think about whether the services they are going to buy, or the way they are going to buy them, could secure these benefits for their area or stakeholders.
- Bristol City Council transferred one of its building assets to a voluntary sector partner and in executing social value through this process, the Council was able to secure a number of benefits for the community.
- A row of premises owned by the Council was transferred to the North Bristol Advice Centre (NBAC) to convert into a community shop.
- As well as helping to solve a long-running lack of fresh fruit and vegetables in the area, NBAC has converted the upper floors of the building to house its employment support project and to create workspace for new social enterprises.
- Instead of selling off the building, the council has used it to help resolve long-standing issues identified by residents of this area.

# Case Studies: Local example



## Community Conversations

- ❑ Community Conversations commenced in 2016 and are 'owned' by the Health and Wellbeing Board.
- ❑ They have been conducted in a number of places where issues have been identified (community safety and wellbeing issues). The approach use a restorative practice method to support communities to help themselves.
- ❑ The Building Communities Together Team co-facilitates a conversation of interested parties in a local area. Members of the community who play an important role locally were trained to be 'Community Anchors'.

### **Example: Hungerford & Lambourn:**

- A group of 7 volunteers started a youth club for children with additional needs who attend a mainstream secondary school. This is now running successfully and is affiliated to Berkshire Youth.
- 'Depression Alliance' expanded their services into Hungerford to work with people who have mental health problems using peer to peer support groups.
- A group of faith based volunteers came together to provide a Christmas dinner for around 50 people who would otherwise have been on their own thus reducing social isolation.
- A multi agency professionals forum has been established. The discussions are thematic including anti-social behaviour and domestic abuse.

### **Example: Purley Residents Support Committee**

- Residents wanted a new way of addressing the problems within their area
- A 'world café' approach saw many residents actively engaged and coming up with some really good ideas to address local issues.
- 14 people came forward for Neighbourhood Watch.
- Drug awareness sessions were run for parents.
- Campaigns were run on reducing litter and dog fouling.
- The TVP alerts system was promoted amongst residents.
- Information and assistance was given to the community on reducing speeding and inconsiderate parking.

# Delivering Engaging and Enabling Communities

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# EELC: Project streams

## Established

- ❑ Voluntary Sector Prospectus
- ❑ Community Emergency Planning
- ❑ Flood wardens
- ❑ Library volunteers
- ❑ Member bids
- ❑ West Berkshire Lottery Community Fund
- ❑ Services commissioned and delivered with the VCSE (e.g. Citizens Advice Bureau)
- ❑ Established, informal and day-to-day relationships (e.g. Children's Centres/Emergency Planning/highways, Planning)

## Evolving

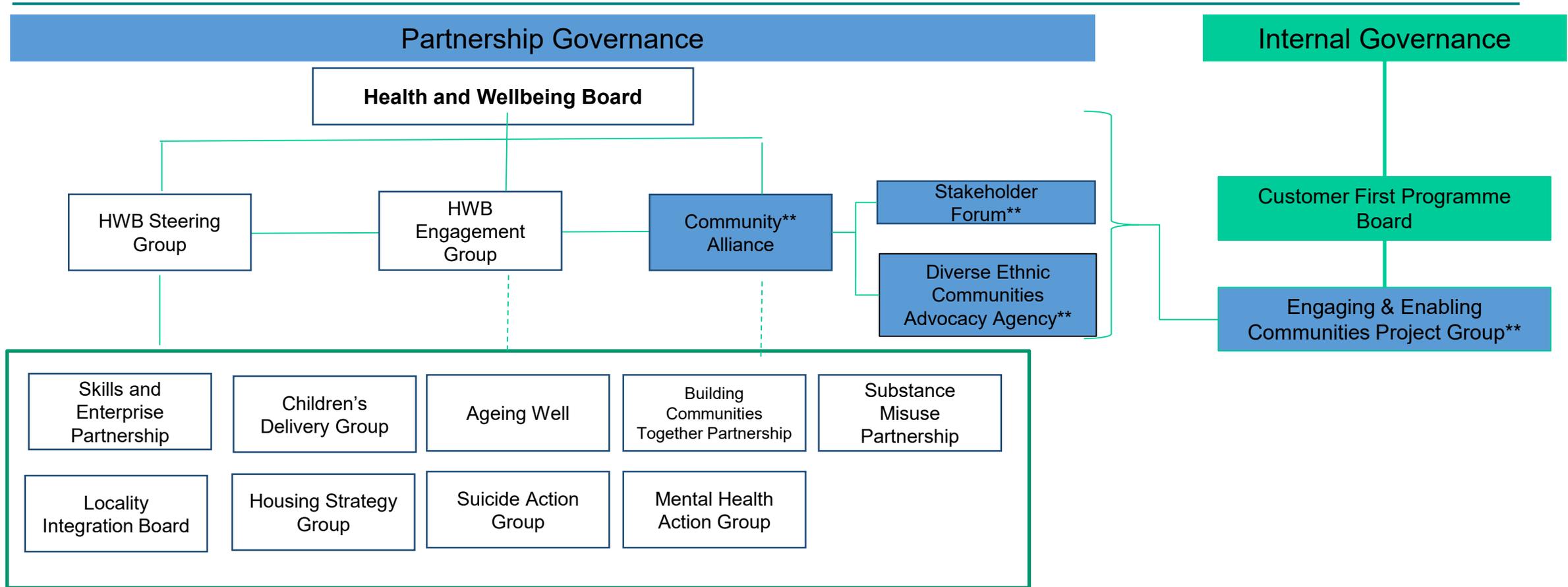
- ❑ **Communication and Engagement Strategy**
- ❑ **BCT Team alignment**
- ❑ Community Support Hub (Core Grp)
- ❑ Covid Member bids
- ❑ Community Conversations
- ❑ Distribution of CIL
- ❑ Public Health Community Wellbeing model
- ❑ HWB engagement
- ❑ Parish Planning
- ❑ Devolution
- ❑ Community Champions
- ❑ Community Resilience database
- ❑ Community bonds

## Emergent

- ❑ **Voluntary and Community Sector Support**
- ❑ **Diverse Ethnic Communities Advocacy service**
- ❑ **Co-production framework**
- ❑ **Town and parish engagement**
- ❑ Community Alliance
- ❑ Surviving to Thriving grants for mental health
- ❑ Social Value policy
- ❑ Spontaneous volunteer management
- ❑ Local Climate Action Planning

*\*Red text are actions in the Communications and Engagement Strategy\**

# Governance



\*\* Structures not yet in place

# Timeline

Date	Key Milestones
April- June 2021	<ul style="list-style-type: none"><li>• Scoping and initial work to develop a co-production framework for West Berkshire</li><li>• Phase II of VCSE engagement to understand sector needs</li><li>• Work with the Diverse Ethnic Community Advocacy Service provider to plan ahead of go-live</li><li>• Commence review of engagement with town and parish councils</li><li>• Development of a Community Alliance</li></ul>
June 2021	<ul style="list-style-type: none"><li>• Diverse Ethnic Community Advocacy Service go-live date</li></ul>
July- Oct 2021	<ul style="list-style-type: none"><li>• Initial meeting(s) of the West Berkshire Community Alliance</li><li>• Draft co-production framework developed for engagement</li></ul>
April 2022	<ul style="list-style-type: none"><li>• Co-production framework in place</li><li>• Establish a Community Stakeholder Forum to provide two way engagement and dialogue between voluntary sector, statutory partners and the WBCA</li></ul>