

Working together with communities
A community engagement and neighbourhood management
framework for North Yorkshire

Feedback from workshop - Group work session

Summary

Workshop participants were asked to highlight opportunities to learn more from each other, to join up work or share information and to identify gaps.

It was felt that more expertise / support are needed generally in relation to creative ways to engage people, particularly hard to reach groups. Using peers, eg young people with young people, to lead engagement was highlighted as a good model.

Concern was expressed that pockets of deprivation and / or isolation, particularly in rural areas, are not forgotten and that engagement is inclusive.

Better signposting of current consultations is needed (eg one stop place to look, the NYSP website perhaps). Allied to this is better signposting of existing consultation structures / networks, so that people can use what is out there rather than setting their own up. It was highlighted that we shouldn't always rely on traditional area forums (eg Craven model of 'market stalls' doesn't require individuals to speak out in a large meeting).

The need to develop / experiment with the use of online technologies was also a theme which emerged.

This feedback will be reported back to the Implementation Group for consideration in relation to future actions.

A full list of comments is attached below.

Full list of responses

- Consulting disenfranchised groups and individuals eg young carers, gypsies and travellers
- Creative ways of consulting people who may not respond to traditional questionnaires (qualitative research)
- Young people – farming experience, visits to the countryside
Contact richard.ellison@nfu.org.uk
- Through work opportunities – farmers union represents big employer
- Young people to deal with young people
- Area forums across Craven district. Market stall in style 3pm – 8 pm. Members of the community invited to attend and learn more. Agencies that attend incl. CDRP, NYP, NYFRS, Craven DC, CAB, libraries, highways, environmental health, Yorkshire Dales National Park, housing associations etc
- Learning partnership disability group – hate crime
- Scarborough – just do it – young people
- Through Probation Board – reaching people with learning disabilities who are on probation
- Supporting user led organisations and individuals who have ideas and projects christine.boxall@northyorks.gov.uk
- Understanding what is out there, particularly around the voluntary sector
- Parish clusters
- Opportunities to engage with the online community
- Local infrastructure organisations in each district are a good starting point of contact. Local knowledge of partnerships and community engagement. Main contact NYFVO.
gillcashmore@selbyavs.org.uk
- Networking
- More groups – 3rd sector, older people, youth
- Local infrastructure – NY Forum
- Clustered parish groups
- Online community / young people – twitter etc
- Joining up transport – esp for young people
- Knowing how to influence – Voice, Influence and Participation for Young people
- Develop partnership working with voluntary sector
- Web based access to information from all organisations
- Area based working
- On NYSP website area for consultations and open comments
- 'Red bag' for parish councils – like schools
- Networking opportunities
- Secondment opportunities
- Partnership of all organisations delivering services in the sub-region
- Communication – working with voluntary sector
- Website – database of information
- Collaboration, working in partnership = beneficial
- North and East Yorkshire Community Engagement Group

- NYSP community engagement Community of practice website <http://www.communities.idea.gov.uk/c/1476765/home.do>
- Young unemployed
- How to promote the good news and activities which are already in place
- MOD – affordable housing project – survey – Homes and Community Agency 'Time to Buy' – Stockton
- Use more of the Parish Council type set ups
- Craven – fortnightly email newsletters
- Piggyback on other agencies and their activities eg Craven 'negotiating' companies
- Think creatively about who / what you could link to – don't feel that it always has to be 'new'
- Health issues can be raised at Area Forums – identify the best links so information go through the most useful channels
- 3rd sector links to statutory organisations
- Would working with LINK be helpful?
- Community research – working with local people to find out what their issues are
- Providing training sue.mann@helptheaged.org.uk
- Communications department at PCT- to provide info about how we can put together cases to meet their needs. Sue Mann will follow this up
- Business community links
- Engage business communities
- Listening to wider community
- Volunteers VCS – use their resource / expertise more
- More networking and sharing opportunities
- Training to do 'peer to peer' consult
- Scarborough Rural Area Forum tricia.colling1@btinternet.com
- Being given the space and funding freedom to be creative in engaging the disenfranchised
- Access to information for 3rd sector as well as local authorities
- Network of local offices
- Youth involvement – need youth input
- Engaging hard to reach groups
- Reaching hard to reach groups – how to do this creatively
- Identify communities / leader contact for inroad
- We don't always talk to people out of our comfort zone or usual sphere
- We don't know what's out there
- We don't have the skills to exploit online technology
- Knowing what all the partnerships and key people are in each locality – how can the individual find out?
- What is the facility for really sharing information?
- Knowing what / who to talk to
- Method for sorting issues
- Local structures
- We don't know what other groups are doing
- Notifying partners

- Rural villages in urban districts can be 'left out' with funding / communication
- Communication gaps – not knowing who to contact
- Difficult to ensure duplication of effort does not occur – need to ensure countywide partnership working to avoid 'pockets'
- Opportunities of sharing best practice
- Communication of provision – overlaps / gaps
- Areas unfunded
- Pockets of deprivation
- Sharing of best practice
- Best practice awards
- Public fatigue
- Communication x 2
- Engagement and consultation fatigue but keen to voice opinion on specific issues
- Bureaucratic jargon
- Be smarter at targeting particular households
- Connections at local level
- How to engage communities who are demotivated?
- Who has overview of community development and can provide resources to facilitate action?
- Which mechanisms work best singly or in combination?
- Bottom up via parish plans, neighbourhood forums – how are they audited for effectiveness?
- NYSP contact points in statutory organisations
- Mapping of services
- The complexity of the structures makes feeding out / in confusing and off-putting
- Structure charts
- Community of practice to be advertised more
- Public engagement within voluntary sector
- Mapping of community engagement and key contacts
- Geography – size and rurality
- Collating information on activity can be difficult but joint database may address this
- Some gaps in sharing best practice
- Sharing funding concerns
- Framework explanation
- 'One stop shop' at NYSP
- Need a more coherent approach to business engagement at North Yorkshire level – Map approaches already in place via LSP. Business engagement mechanism being developed by YNYPU and Chamber. Look at scope to build on this?
- Payment for surgery needs to be covered and adverts for a Cllr
- Signage issues on some buildings
- Getting communication out to the community
- Duplication is an issue
- Naming of groups can be confusing
- Language used by agencies needs to be understood by the community
- Use libraries more