Community Engagement Training
Case Studies

A series of case studies showing the range of activities learners undertook following their participation in community engagement training in 2010-11

This event is organised in partnership by
Communities and Equality Team, Brighton & Hove City Council
Corporate Learning & Development Team, Brighton & Hove City Council
The Trust for Developing Communities

June 2011
Introduction

The purpose of this event is to celebrate the delivery and successes of the first cross-sector Community Engagement learning programme. The learning came from recommendations made by the Stronger Communities Partnership as part of embedding the city wide Community Engagement Framework. The learning was designed and provided by Brighton & Hove City Council in partnership with the Trust for Developing Communities (TDC).

The Community Engagement learning course was developed for Brighton & Hove City Council Active for Life Team who wanted to extend their community engagement activity.

This resulted in the Communities and Equality Team and the Corporate Learning and Development Team supporting six pilot courses that ran through 2010-11.

Initially run for Council staff, the latter three courses were opened up to include other statutory services as well as community and voluntary sector partners. Tailored courses were also organised and delivered for the Democratic Services team and the East Sussex Fire and Rescue Service.

The courses are run over one full day and two half days so that participants can

- Gain an understanding of community engagement
- Develop an action plan for their own work
- Review their progress two months later

This model enables each participant to develop community engagement practice in a way that supports their own particular project.

Some of the key learning points for participants have been encouraging local people to have ownership of projects by jointly planning activities, always checking what communities want and working with local networks and groups to building on existing community work.

A further six courses are scheduled for 2011-12 as well as six standalone catch up sessions for learners who would like to explore ongoing community engagement issues.
The Case Studies

The following case studies provide an overview of the experience of participants of Brighton & Hove Council’s Community Engagement training during 2010 to 2011. The case studies provide a snapshot of community engagement work in the city; the highlights, successes, challenges and pitfalls and how the community engagement training inspired, informed or supported this work.

<table>
<thead>
<tr>
<th>Case Studies</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liz Adams</td>
<td>4 - 5</td>
</tr>
<tr>
<td>Brighton and Hove Food Partnership</td>
<td></td>
</tr>
<tr>
<td>Ann Baldridge</td>
<td>4 &amp; 6</td>
</tr>
<tr>
<td>Brighton and Hove Food Partnership</td>
<td></td>
</tr>
<tr>
<td>Mark Burgess</td>
<td>7 - 8</td>
</tr>
<tr>
<td>Active for Life</td>
<td></td>
</tr>
<tr>
<td>Julie Stacey</td>
<td>7 &amp; 9</td>
</tr>
<tr>
<td>Active for Life</td>
<td></td>
</tr>
<tr>
<td>Andrew Willard</td>
<td>10 - 11</td>
</tr>
<tr>
<td>Tenancy Sustainment Officer, Social Inclusion Department</td>
<td></td>
</tr>
<tr>
<td>Brighton &amp; Hove City Council</td>
<td></td>
</tr>
<tr>
<td>Angela Woodall</td>
<td>12 - 13</td>
</tr>
<tr>
<td>Democratic Services Manager, Democratic Services</td>
<td></td>
</tr>
<tr>
<td>Brighton &amp; Hove City Council</td>
<td></td>
</tr>
<tr>
<td>Mary van Beinum</td>
<td>14 - 15</td>
</tr>
<tr>
<td>Overview and Scrutiny Officer, Scrutiny Team,</td>
<td></td>
</tr>
<tr>
<td>Brighton &amp; Hove City Council</td>
<td></td>
</tr>
<tr>
<td>Keith Baldock</td>
<td>16 – 17</td>
</tr>
<tr>
<td>Road Safety Officer, Brighton &amp; Hove City Council</td>
<td></td>
</tr>
<tr>
<td>Lynn Smyth</td>
<td>18 - 19</td>
</tr>
<tr>
<td>Patient Advice and Liaison Service and Engagement Officer</td>
<td></td>
</tr>
<tr>
<td>NHS Brighton and Hove</td>
<td></td>
</tr>
<tr>
<td>Heidi Reynolds</td>
<td>20 - 21</td>
</tr>
<tr>
<td>Fire Fighter, East Sussex Fire and Rescue Service</td>
<td></td>
</tr>
<tr>
<td>Lorette Mackie</td>
<td>22 – 23</td>
</tr>
<tr>
<td>Community Development Worker, The Trust for Developing Communities</td>
<td></td>
</tr>
<tr>
<td>Tina Perrett</td>
<td>24 – 26</td>
</tr>
<tr>
<td>Marketing Officer, Brighton &amp; Hove City Council</td>
<td></td>
</tr>
</tbody>
</table>
Liz Adams and Ann Baldridge
Brighton and Hove Food Partnership

Liz and Ann work with Brighton and Hove Food Partnership (B&HFP). B&HFP is a not-for-profit organisation aiming to create local food systems that will have a positive impact on the environment and the health of people who live and work in Brighton and Hove. B&HFP works together with a wide range of people, community groups, organisations and statutory agencies. Liz and Ann participated in the training because they were keen to learn more about community engagement strategies and approaches to support their B&HFP work.
Liz Adams

I work with Brighton and Hove Food Partnership Community Composting Project. My role is to support local people to come together and set up community composting schemes. My initial plan, developed during the Brighton & Hove Council Community Engagement Training was to focus on 10 work and community space sites. To date 6 composting sites have been set up and not all of them are those on my first list.

In this work I am constantly reminded how on the face of it engaging with people around a particular project is such a simple endeavour, and yet, there is always more to it than you would expect. In reality making links and developing relationships with local groups, discussing their concerns, identifying possible developments, making plans and setting up composting projects is a time consuming business and it requires consistent review about the best approach to maximise positive outcomes.

For me some of the learning points from the community engagement training were around understanding my role. For example, we were introduced to the spectrum of community engagement from informing to consulting, involving, collaborating and empowering. This helped me make sense of my role at different times with different groups. In addition the training helped me to understand local networks and groups and how to use them to support my work. As part of my development work I have attended 4 Local Action Team meetings around the city. At these meetings we discussed the concerns of those present with regard to food waste and developed projects around these stated interests.

It would be useful to have opportunities to build on my understanding and experience through meeting with others doing similar work and having the opportunity to discuss the challenges and ways to address these. It would also be useful to have access to follow on training which can help to address some of the challenges such as working with conflict, understanding group dynamics and developing my facilitation skills.
Ann Baldridge

I work with Harvest Brighton and Hove as a Development Officer. Harvest aims to increase the space available to grow food, help people have better access to local food and increase the skills and confidence of local people in growing their own food. My role is to support a wide variety of groups who want to set up growing projects. Recently I worked with local schools supporting staff and pupils to consider what growing projects they wanted to set up in their schools. I helped identify and find the resources and support the schools needed for the projects to get going. This included, for example, finding a gardener to work with the school staff and pupils on the practical tasks. As a result of this work, gardening projects have been established in Cardinal Newman, Patcham High and Dorothy Stringer Schools. The work has included redevelopment of school herb gardens, school allotment patches and setting up a poly tunnel.

This project’s inception was difficult as government funding through a Community Action Pilot called Give, Get, Gain was withdrawn with the change of government. This reduction in resources for the project had an impact on our potential to retain and develop relationships with the schools.

Much of the learning from the community engagement course reaffirmed for me some of the essential elements that contribute to effective engagement. The course highlighted the need to encourage and support people to have an ownership of their projects. To this end I am consistently mindful of asking open ended questions about the interests and concerns of those I work with. It has become more apparent to me that extensive and responsive community consultation and ongoing transparent dialogue at every stage of the work ensures people feel a part of the process of developing their project. It was notable that maintaining enthusiasm and commitment for the projects in schools was made more possible where someone in the school was enthusiastic and an active advocate or champion of the work.

My manager provides me with the support I need to think through best ways to address challenges and dilemmas as well as considering options for the ongoing development of Harvest projects. In addition it would be useful to have opportunities to share experiences, positives, pitfalls and ways forward with others engaged in similar work.
Mark Burgess and Julie Stacey
Active for Life

Active for Life is a city wide programme, encouraging participation in sports and physical activities. In addition to providing information on when and where activities are happening, the Active for Life team also work with targeted communities and under-represented groups to provide affordable, accessible activities within the local community.

Mark and Julie were participants in the first community engagement training that was specifically run for the Active for Life team. Mark and Julie appreciated the opportunity to come together with others in their team and consider their experience and share knowledge and insights around the most effective ways to engage with different communities. The course was particularly useful as an opportunity to consider challenges faced and identify ways to address these.
Mark Burgess

My focus is on working primarily in Queen’s Park, Craven Vale, Bristol Estate and Whitehawk. It is important to understand the issues faced by all residents young and old, and what they identify as their priorities. To this end my work typically involves discussion, planning and liaison with a wide group of people including local youth workers and community groups. Often introductions by others who already work with target groups can help in making contacts and discussing possible projects with people in an area. This process led to us setting up football and skateboarding opportunities for young people, a Mums’ Exercise group, Tai Chi Sessions for Older People and other physical activity opportunities.

The training provided us with time out from our ongoing work. It was an opportunity to consider our approach to community engagement and share ideas about how we can inspire and encourage others to get involved in local activities. The training was a timely reminder of ongoing community engagement work that happens across the city and the course offered us opportunities to build on this, rather than reinventing the wheel, so to speak. The action planning templates were a useful tool to plan and reflect on our work and ensure that we were building on work already underway in different areas.

It would be useful to have more training opportunities to build on this learning and to consider barriers and challenges we face along the way. Sometimes it can be disappointing when we are working with residents to set up courses that have been requested and in the event the take up is too low to justify continuing the group. Having the opportunity to consider how we address this ever present challenge would be very welcome.
Overwhelmingly Active for Life projects are successful when positive partnerships are developed between a cross section of groups and individuals who live and work in the same area. The summer dance project in Bevendean, the East Brighton Women’s swimming group and the In Shape for Life project were successful because of the joint planning and working together. We are particularly pleased that plans are being developed for the In Shape for Life Project to be rolled out across the city.

It is not always straightforward though. There are examples where we have been very proactive in consulting and developing activities with residents yet the take up has still been low. I guess the point is not to give up and to keep exploring different ways. For example, we are in the process of trying again to organise regular walks in Wild Park. It is evident from our consultation with local residents that there is an interest, but to date it has not translated into regular walks in the park despite planning and training up volunteers.

The community engagement training was a really useful opportunity to get together and utilise each others experience. It was also a real confidence booster; it helped us to celebrate what we have achieved as a team and how we incorporate the lessons learnt along the way into our future work. The training particularly helped me to take a more focused proactive approach to planning with local communities and groups. There is such a range of demands on our time; we need to be careful about how we plan and use our time.

I have opportunities to review my practice with my manager and at our monthly team meetings. It would be really useful to have some follow up training aimed at those with considerable experience in this type of working. This would certainly help me and my team to continue the process of consolidating and building on our learning about what sustained and effective community engagement requires.
Andrew Willard  
**Tenancy Sustainment Officer**  
Brighton & Hove City Council Housing and Social Inclusion Department

Andrew works with Brighton & Hove City Council Housing and Social Inclusion Department as a Tenancy Sustainment Officer. At the time of participating in the community engagement training Andrew was involved in carrying out social research with council tenants to gather their views on housing services. His remit was to set up focus groups of council tenants not currently actively involved in our formal resident involvement structure, with particular emphasis on including tenants from groups which were under represented including black and minority ethnic (BME) communities and young tenants, to discuss how they perceived the council to be meeting the standards required of social housing landlords and to explore how services could be improved. The information gathered was included in the annual report to tenants and leaseholders and it has informed improvements in the responsiveness of Brighton & Hove Council housing to the diverse needs of tenants and leaseholders.

My manager recommended that I participate in the community engagement course. It has proved to be useful because at the time I was in the process of setting up focus groups with tenants. Initially I sought information and guidance from the Brighton & Hove City Council Policy and Performance and Governance and Strategy Departments. This co-working with other departments was very helpful. Using the database of council tenants’ and leaseholders’ preferences for being involved in the management of their homes and neighbourhoods and a strategy developed with the Governance and Strategy Department I contacted residents by phone and had discussions about their issues and needs and invited them to one of the three focus groups that brought tenants together. Clearly there is still scope for development in our consultation work. Through this process we were more successful in facilitating discussion with BME communities, yet we struggled to make similar links and initiate discussion with younger people. One of the barriers to our work is the limited timescales; more time is needed if we are to effectively reach out and build trust with people whose voices are seldom heard in the ongoing development of our services.

There were many aspects of the training that I found useful. Since the training I have started to look much more proactively at the needs and issues for tenants and leaseholders rather than my own preconceptions of what these are. It was really useful to consider the trainer’s anecdotes of her community engagement work as well as the discussions with other participants about theirs.
It was helpful to hear about the challenges others faced and how they met these challenges. For me there were several learning points which have informed my work. Primarily I am much more focused on the need to ask open ended questions and listening effectively. The old me tuned into my predisposed ideas, post the community engagement training I am much more focused on dialogue with residents and leaseholders. Another key learning for me is the need to be ever persistent and willing to adapt in different ways to meet the needs of different groups of people. The action planning template we used during the course was a useful way to clarify and adapt my plans as the work progressed. The resources provided on the course are very useful in supporting my work such as the directory of groups and the list of community development workers and community groups across the city.

I would welcome the opportunity to participate in follow up training and opportunities to discuss ways to further improve my community engagement work. It would be particularly useful to consider in more detail how we can effectively reach out and engage with people whose perspectives are needed to inform improvements in our services.
The Democratic Services Team received training from the Trust for Developing Communities in September 2010 before embarking on a programme of Local Democracy Workshops for community groups, schools and universities across Brighton and Hove.

We were keen to learn from those with the relevant skills and knowledge in what was for us a new area of work, and to make sure that we avoided as many pitfalls as possible. The training was very well received by the whole team and two sub-groups set out to flesh out a programme which included running 10 workshops, attending community events and setting up information stalls during the period to 31 March 2011. Each workshop was tailored to individual needs but it delivered broadly the same message to its audience. The knowledge we acquired at the training put us in good stead for the work ahead, and although we came up against some unexpected challenges, these have only served to make us more determined to improve and expand on our community engagement work for the future.

At the training we learnt first and foremost about the best ways to make contact with residents in their communities and how we should work with community leaders to discuss and plan any ideas we had for workshops or community learning events.

We understood that each group would have specific needs or aims and we were taught to involve them in the planning process. By listening to their needs we were best able to provide information in a format that was most suitable to them and on a subject they needed to know. Armed with this newly acquired understanding, we felt more comfortable about taking our first steps and we are very proud of the strong links we have formed with several of the groups we have worked with.

We learnt to set up our workshops in locations chosen by communities and using facilities that they were happy with such as caterers and crèche providers. This meant we were tapping not only into their networks but we were also supporting their local resources and suppliers.

For us, perhaps the most challenging aspect of the programme has been that one or two of our workshop audiences have not been as large as we anticipated, despite the fact that we had set each of them up in collaboration with the appropriate people. However, we are now drawing on
our increasing knowledge and understanding in this area, our original training and our ongoing links with the Trust for Developing Communities, to develop new ways of acquiring this intelligence. Our council colleagues have been an important part of this new focus. We are looking more closely at numbers early in the planning process and suggesting presentations for combined groups such as two or three Local Action Teams, where numbers would otherwise be too small. By this process we hope the programme will continue to run in a more cost-effective and timely manner.

We are particularly keen to demonstrate that we are making a tangible difference to the understanding of and involvement in the decision-making processes in Brighton and Hove. I am working with our new Cabinet Member for Communities and Community Safety in order to drive this project forward. As we do this, the new links we have forged with community representatives and other organisations will be of paramount importance.
Mary van Beinum
Overview and Scrutiny Officer, Scrutiny Team, Brighton & Hove City Council

Mary developed a community engagement action plan with three key aims:

- to improve local groups, partner organisations and the general public’s knowledge of scrutiny
- to widen involvement in local policy development and decision-making
- to strengthen the scrutiny of executive decisions by stakeholders

Mary appreciate the suggestions made by trainers and trainees on the community engagement training such as identifying what communities need and making use of community intelligence and making links with existing networks and local events. Mary found it useful to reflect on her work and plan changes using the spectrum of the five stages of engagement as follows:

**Informing**

Suggestions from the course included developing a better ‘image’ for overview and scrutiny, producing a user guide and providing opportunities for people to find out more about Scrutiny.
As a result the title of Overview and Scrutiny has been changed to Scrutiny, an annual report and Scrutiny welcome pack has been produced and the Scrutiny Team are considering ways to set up Scrutiny a citizen’s panel or hold a Scrutiny open day

Consulting

Following the course the Brighton & Hove City Council Consultation Portal was used for public suggestions for Scrutiny. One of the outcomes of this was that the Community and Voluntary Sector Forum (CVSF) provided key evidence in scrutiny panel on the impact of in-year budget reductions.

Involving and Collaborating

There is a CVSF representative on the Overview and Scrutiny Commission for scrutiny of the 2011-2012 budget proposals. Subsequently the CVSF representative has contributed to informal scrutiny workshops on Intelligent Commissioning Pilots.

There has also been a wide range of interest groups and individuals providing information to scrutiny panels especially the Potential for Renewable Energy and Adults with Autism.

Empowering

Specialists from the University of Sussex were elected as chairs of two scrutiny panels; the Adaptation for Climate Change and Renewable Energy Potential

A Disability Champion, at Councillor level, was appointed by Council in May 2011 to work with the Disabled Workers Forum, following a recommendation of the Staff Disabilities scrutiny panel.

A nurse consultant specialising in Dual Diagnosis (DD) was employed by Sussex Partnership Trust following recommendation of DD Scrutiny Panel

Evidence provided to Adults with Autism Scrutiny Panel informed new Autism Strategy
Keith Baldock
Road Safety Officer, Brighton & Hove City Council

A key focus of Keith’s work is Cycle safety in Brighton and Hove. He is clear that there is a need to tap into others’ resources and networks to embed road safety messages more effectively to 16 – 35 year olds. To this end he was keen to participate in the community engagement training. He saw the course as an opportunity to work with other organisations in the city and specifically chose a course that was open to all rather than one for only council staff. Keith appreciated the lessons from other participants on the course about how they engaged with the community; the kind of things they’d tried and the realisation that his perceptions of what constitutes empowerment may not always be shared by Brighton and Hove residents.

“The course was very good – one of best I’ve been on in the council. Community engagement sounds great – and is great! To achieve it takes a lot – energy, flexibility and an understanding of what you are aiming to do. This course helps you achieve the latter at least!”

Some of Keith’s key learning from the course included a reminder of what is going on across the city, exploring different ways of doing things and being realistic about what can be achieved. He is more mindful of the need to work with motivated champions to support and promote any developments.

The spectrum of engagement helped to focus his community engagement planning.

Fortuitously Keith developed contacts with Brighton University and together they have developed projects to illustrate dangers for cyclists and offer advice about safe cycling to 16 to 25 year olds. He has also worked with the local bus company, CEMEX, a cement supplier using heavy goods vehicles (HGVs), the police and the fire service around street events as well as facilitating discussions with the local bus company, police and the local bike train. (The bike train is a ‘safety-in-numbers’ mass ride for people who commute by bike along the Lewes Road.)

To maintain and further develop his community engagement work Keith would appreciate more opportunities to discuss and plan with others. Maybe informal lunches could be arranged with a cross section of people involved in community engagement to discuss possibilities and pitfalls.
“It is easy to get distracted on other jobs and I tend to do same old thing, so opportunities to meet with others would be very welcome.”

Keith Baldock (second from left) with colleagues from the University students cycling project - Richard Morris – Product Design lecturer University of Brighton left, Emily Sophie Brookes (co-ordinating student) right and Ian Mills from Brighton & Hove Buses far right.
My role with NHS Brighton and Hove is focused around engaging with patients. I assist patients to identify who they can talk to regarding their care as well as getting feedback on patients’ experience of health services. Most recently I have been involved in strengthening the Health User Bank (HUB), encouraging people to become a part of the HUB, as well as providing information on developments within NHS Brighton and Hove.

Prior to this job I worked as a community development worker in Whitehawk. The community engagement training provided an opportunity for me to revisit and update my skills. We are in an ever changing landscape in the NHS and in this context there were many aspects of the community engagement training that were useful.

At the beginning of the first session we developed an overview of our own personal networks and connections. This was really useful in highlighting the extensive range of both my networks and those of the other course participants. We also considered the spectrum of community engagement from informing to consulting, involving, collaborating and empowering which has
helped me identify what I am aiming to do in different situations. Together, networking and this spectrum of community engagement has helped me clarify how I can work most effectively to engage patients. In addition the course confirmed how important it is to meet and discuss issues face to face with patients. Taking on board these points are central if we are to be successful in understanding and responding to patient’s priorities and concerns.

Throughout the 3 day course I was struck by the similar aims we had with regard to community engagement and yet we all had such a rich diversity of different approaches. I would welcome the opportunity to continue to come together with others involved in community engagement to be reflective and share our experiences and resources. I think this would support a process of ongoing development in our work as community engagement practitioners.
Heidi Reynolds  
Fire Fighter, East Sussex Fire and Rescue Service

I went on the community engagement course to help improve my skills and ideas to assist me in the development of a community engagement information booklet that I was working on at the time.

Examples of community engagement work were presented by those attending the course and also examples of community engagement initiatives were shared by the trainers. It was very beneficial to share experiences of different approaches towards networking and promoting community events. This was particularly interesting for me as I wanted to pick up ideas on how to successfully advertise the aims of East Sussex Fire & Rescue Service are with regards to creating safer and more sustainable communities.

Since the training I have produced the Hove Fire Station Community Engagement Initiative Information Booklet. It provides residents, within our station area, information about what we offer and how they can contact Fire Staff at Hove Fire Station to ask about specific safety advice.

In order to circulate this information as widely as possible I am currently attending local meetings and forums within Hove, such as the Goldsmid Local Action Team (LAT). The community engagement course re-enforced the importance of forming links, networking and creating visibility. It is hard at first but once your face becomes a familiar sight at meetings and events then the easier it becomes.

I decided to focus on one community group at a time as we have a variety of different vulnerable groups we want to make contact with. I am in touch with Age Concern and will be attending surgeries at Hove Poly clinic as an initial step to find out whether older residents in Hove are aware that the fire service will provide and fit free smoke detectors in their home.

From this work I have learnt to utilise all the resources available and not to get 'bogged down' by trying to do too much too soon. Setting up links with people and community groups takes time and be prepared for set backs. Some of the events didn't go as well as planned, for example it was discovered, after one of our events that it was on the same day as Shoreham Air Show and there was a lack of advertising. The event wasn't well attended despite been a very well organised project.
The action plan introduced on the community engagement course was helpful as it outlined simple steps to progress through to develop a successful engagement project. I used it, for example in targeting an audience. This was helpful when producing my booklet as I wanted to ensure that it was fit for purpose and that no barriers were encountered by anyone who wanted to read it. Alternative formats and translations are available on request.

In my ongoing community engagement work I plan to involve more people to help if the resources are available for joint planning and building on links with other organisations. I will also be more proactive about reviews and evaluations of previous events and learning from what worked well and what could be improved.
Lorette Mackie  
Community Development Worker  
The Trust for Developing Communities

I started working with children and families in Portslade over fifteen years ago. As a result of my involvement I got interested in community development and subsequently got a job as a community development worker (CDW) with the Trust for Developing Communities (TDC). Around this time I also did the TDC Course – Working in Community Organisations (WICO) which was really useful in developing my understanding of community development and it clarified and expanded my understanding of the role I play as a CDW.

In the last year I have enjoyed working with 2 colleagues who attended the Brighton and Hove Council (BHCC) Community Engagement Training; Sarah Heyes, a BHCC Parks Ranger and Don Goora, a BHCC community warden. It has been great working with Sarah and Don. They have been responsive to the issues and concerns of local residents and proactive in working with residents to address these.

Don has been working with a group of older people who live in sheltered housing. They were keen to set up a weekly activity group. Don has supported this group in the whole process of discussing their priorities and plans and supporting them in setting up their group called Sundowners.

Sarah has actively worked with resident members of the Easthill Park Group. Sarah was proactive in seeking out other local groups such as the Portslade Youth Forum and local schools to discuss their interests in the development of the park. As a result, Sarah with the Easthill Park Group, local residents and local groups has organised range of different activities in the park. This has included wildflower planting with local schools, Easter Exercise in conjunction with BHCC Active for Life as well as activities for people to get to know the names and habitats of common birds in the park.

As the local CDW it has been invaluable for the local community to have staff from other sections of the council actively engaging and working with local residents. To be honest it has been great for me too. Often there are huge expectations on local CDWs to juggle and support groups around a vast cross section of concerns, issues and expectations in communities. Being able to liaise and work with others who are actively engaging and responding with local residents has
meant that I could focus on others who are not getting as much support and encouragement as needed.

I have always appreciated opportunities to meet with others to discuss common issues around community development. For me one of the constant challenges is supporting projects and groups that to become self sustaining in the longer term. Always, it is easier said than done to harness the initial enthusiasm when people come together around a particular issue and to support this interest and action over the longer term. I would welcome opportunities to meet regularly with others involved in this work to compare notes and to continually develop our practice.
History
People’s day was the idea of Brighton & Hove Muslim Forum, the Older People’s day and the black and minority ethnic (BME) Elders’ day. All three events had been held in Hove Town Hall.

This year we were called upon to build a bigger event, which took place on Saturday 18th June that covered all three and engaged with a much wider audience. Once funding issues were resolved we had very little time in which to pull the day together.

The Steering Group
In consultation with the Partnership Community Safety Team and the Communities Team, we invited community groups to join a People’s day steering group. We built good relationships very quickly as members of the steering group wanted to be involved.
What went well

• Enthusiasm of Steering Group
• Respect for each other and their ideas
• Everyone on the group brought representation of their communities
• Most equality groups represented (others needed more time)
• Estimated attendance of 15,000 people

What can be improved on for next time

• More time to organise the event as well as time for Steering Group members to consult with their communities
• More community ownership of the whole day, rather than their own bit of the day
• More representation of LGBT community on steering group.
• More consultation with disabled people’s groups
• More general volunteers on the day
• More sponsorship

We are still reviewing the day - gathering feedback, listening to vox pops taken on the day and debriefing with the Steering Group to review what worked well and what could be improved.

On the continuum of community engagement I would say that we were involving and collaborating with the steering group which was fantastic. It would be great to extend that to a wider community and to take the next steps towards the communities taking ownership of the whole day.

Thank you to everyone for contributing to the day. Here are some e-mails received from Steering Group members straight after the event:

‘And a special thanks to Tina and Andy - I really don't know how you did all you put it all together so brilliantly in such a short time. It really was a great success and a pleasure to have met all those on the steering group who helped put it all together.’ Myfan, Pensioner Action

‘The day was a huge success but nothing compared to next year, all the best.’
Jim, Age Concern BHP

‘Many congratulations on having organised a great People’s Day event. All the people I spoke to thought that the day had gone really well, so well done to all concerned.’ Chris Whitwell, Friends, Families and Travellers
Closing Comments

The City Council’s Community Engagement learning programme illustrates how partners of the Stronger Communities Programme are taking forward a strong approach to further raise the profile, improve the quality and achieve better co-ordination of community engagement.

This model of delivering learning shows a commitment to embedding the standards of the community engagement framework at all levels of organisations, partnerships and sectors in the city. The success of the programme lies in participants embedding what they have learnt on the course in their day to day work.

As part of the course, there is space for participants to familiarise themselves with the specific standards for community engagement that the City has signed up to and the content of the course enables the development of understanding, trust and relationships to be built between the workers as they learn.

Case studies in this report illustrate how workers from across the City Council, other statutory agencies, voluntary and community organisations are committed to engaging and involving diverse communities in their projects and ongoing work.

Brighton &Hove City Council’s Corporate Learning and Development Team have now secured this learning for a further 12 months and in addition are piloting a series of action learning sets to support continued learning and increase impact on resident and customer experience.

The learning programme will be further supported by the City Council Communities and Equality Team who are able to offer ongoing and individual support and advice to city council staff and external partners.

For details of the community engagement framework, please go to http://www.brighton-hove.gov.uk/index.cfm?request=c1189414
Community Engagement Training
Case Studies

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