

Stakeholder engagement themes

Includes feedback from the One Community group, OC Community Developers & OND partners

Stakeholder feedback includes Community empowerment, collaboration, resilience, and innovation. This structure emphasises the interconnectedness of various elements within community intelligence, engagement, collaboration, and development, providing a holistic view of strategies to strengthen communities effectively. Each organization has its own focus but shares common themes of community engagement, preventive care, and effective use of insights to improve services and outcomes. Overall aims (outcomes) would need to be described in benefits to both communities and services

1. Community Intelligence and Insight

- **Asset Mapping:** Identify strengths and gaps in community resources.
- **Diversity Mapping:** Understand community diversity and recognise differences.
- **Needs Assessment:** Gather insights on population needs, including the susceptibility of vulnerable groups.
- **Systematic Insight Conduits:** Establish structured methods for community feedback and insight sharing. Looking at health issues through population health management and employing systematic conduits to gather and apply insight effectively to drive more effective service delivery and support.

2. Community Engagement, Advocacy, Listening and Involving (to aid better decision making)

- **Empowering Voices:** Value community input in decision-making processes. Understanding and responding to community needs. Community engagement to establish community priorities including under-served populations
- **Education and Awareness:** Educate stakeholders about the impact of community organisations.
- **Celebration of Achievements:** Highlight contributions of community organisations to foster pride.
- **Advocating for Vulnerable Populations:** ensuring that services are tailored to the specific needs of different communities.

3. Collaboration and Coordination

- **Connecting Services:** Ensure social prescribers and case workers have necessary resources and connections.
- **Cross-Sector Collaboration:** Foster partnerships between statutory and community organisations for better service delivery.
- **Effectively navigating resources and services:** Ensure clear pathways for accessing health and social care services, including finding single points of contact and ensuring social prescribers have the necessary connections.

4. Prevention and Early Intervention

- **Proactive Health Strategies:** Identifying and recognising different community needs and using interventions to prevent issues before they arise, with an emphasis on integrating prevention into broader health and social care systems.
- **Community-Led Interventions:** Use community knowledge to inform preventive actions.
- **Capacity Building:** Empower communities to utilise existing assets effectively.

5. Resource Management and Innovation

- **Sustainable Practices:** Address over-dependence on community groups sustainably.
- **Creative Resource Utilisation:** Encourage innovative approaches to manage limited resources.
- **Practical Support for Community Groups:** Provide training and awareness to enhance community organisations' capabilities.

6. Outreach and Inclusion

- **Rural and Underserved Areas:** Ensure support reaches remote populations.
- **Communications Strategy:** Disseminate information effectively to inform communities.
- **Building Trust:** Manage expectations to foster trust and engagement.

7. Impact Measurement and Reporting

- **Evidence-Based Interventions:** Develop interventions based on data and feedback.
- **Case Studies and Success Stories:** Document successful initiatives to showcase effectiveness. Explaining the value of projects and the role of various sectors in supporting community health and well-being.
- **Reporting on Community Needs:** Provide insights into community needs for continuous improvement.

8. Long-Term Community Development

- **Vision for Community Growth:** Focus on sustainable development rather than short-term solutions.
- **Rebuilding Networks:** Enhance community resilience through collaborative efforts.
- **Supporting Existing Assets:** Maximise the potential of current community resources.

9. Strengthening Communities

- **Community cohesion:** strengthening community ties, creating links across different parts of the community
- **Community resilience:** better equipped to handle challenges

Stakeholder engagement data

Feedback from the:

- One Community group
- OC Community Developers
- OND partners

Feedback from partners: Emerging themes

Community Intelligence and Insight

- Asset mapping: strengths and gaps
- Mapping diversity
- Community health and social care teams: finding out what's on offer
- Connection to ensure social prescribers have the means to prescribe
- Having useful single points of contact: people/influence
- Referrals into wellbeing teams: responding to patient needs
- Navigating the right door
- Insight: population needs/issues
- Community intelligence: where are the vulnerable people so our services can better support populations (including hinterland)
- Insight: needs assessment
- Early identification for prevention
- Recognizing the differences between different communities
- Intervention can become prevention (VCSE can show what prevention is required for statutory partners to build on)
- Systematic conduits of insight
- Hypertension - PHM
- Listening and learning
- Advocacy

Communications and Engagement

- Celebrate and highlight the work the OCs are doing
- Raising the profile of community organisations
- Cascade information so communities can see the bigger picture
- Reaching the rural hinterland
- Manage expectations to not damage trust
- Cascade information so communities can see the bigger picture (e.g., visible issues like dog poo vs. hidden issues like domestic abuse; informed decision-making)

Leadership

- Leading and informing community development: transparency about what the system wants from 'the community' (e.g., developing understanding of public service insights into community needs to enable community action to support this)
- Driving strategies forward
- Valuing the community voice in decision-making
- Amplifying voice / community empowerment
- Whole is greater than the part: added value by coming together
- Greater level of empathy and trust: working with that in mind
- Advocacy
- Trusted space to produce
- Deliver on and shape priorities

Strengthening Communities

- Community cohesion
- Creating links across the community
- Community resilience
- Educating and Reporting
- Educating via reporting
- Case studies that show how partners have fed into projects (to accompany current reporting)
- Why are we doing X and why is it valuable?
- How the VCSE support / what is their function?
- OND Board request for a report to help educate partners

Creating Dependable and Resilient Community Resources

- Over-dependence on community groups by the statutory sector (increases risk - quality/lack of service): opportunity to identify specific gaps and fill those gaps
- Getting creative with lack of resources: innovation/test & learn culture
- Test & learn approaches
- Hypertension - PHM
- Capacity to co-produce solutions

Reporting requirements

- Case Studies and Reporting:
- Case Studies: Highlighting how partners contribute to projects through detailed examples.
- Why Are We Doing X and Why Is It Valuable?: Explaining the rationale and importance of various initiatives.
- Education and Function of VCSE support
- Educating: Informing stakeholders about the role and support provided by the Voluntary, Community, and Social Enterprise (VCSE) sector

Missing?

Statutory requirement

Town Councils

Individual feedback from partners

Royal Devon University Healthcare Trust

- Community Health and Social Care:
- Navigating the Right Door: Ensuring individuals can easily access appropriate services.
- Finding Out What's On Offer: Understanding and utilizing the available health and social care resources.
- Community Cohesion:
- Strengthening Community Ties: Building stronger connections within the community.

Devon ICB (Integrated Care Board)

- Community Development:
- Leading and Informing Community Development Delivery Programme: Guiding and overseeing community development initiatives.
- Service Connection and Coordination:
- Ensuring Social Prescribers Have the Means to Prescribe: Facilitating the work of social prescribers to improve service delivery.
- Creating Links Across the Community: Building and reinforcing connections between different community segments.
- Profile and Recognition:
- Raising the Profile of Community Organisations: Enhancing visibility and recognition of community groups and their contributions.
- Celebrating & Highlighting the Work of Community Organizations: Acknowledging and promoting the achievements of local organizations.
- Resource Management:
- Overdependence on Community Groups by Statutory Sector: Addressing the risks associated with relying too heavily on community groups.

North Devon Council

- Community Resilience and Intelligence:
- Understanding Vulnerable Populations: Identifying and supporting at-risk groups, including those in rural areas (hinterland).
- Strategic Advancement:
- Driving Strategies Forward: Implementing and progressing strategic initiatives.
- Information Dissemination:
- Cascade Information: Ensuring communities receive and understand relevant information to see the bigger picture.

D&C Police (Devon and Cornwall Police)

- Resource Innovation:
- Getting Creative with Lack of Resources: Adopting innovative approaches to manage limited resources.
- Contact Points and Capacity:
- Having Useful Single Points of Contact: Providing clear and accessible contact points for community interactions.
- Capacity: Addressing resource and capacity issues within the police force.
- Diversity and Information:
- Mapping Diversity: Understanding and documenting community diversity.
- Cascade Information: Communicating information to help communities make informed decisions, recognizing visible and hidden issues (e.g., dog poo vs. domestic abuse).
- Rural Outreach:
- Reaching the Rural Hinterland: Ensuring that rural and remote areas receive adequate attention and support.

DCC Public Health

- Insight and Needs Assessment:
- Insight and Needs Assessment: Evaluating and understanding community needs to guide public health strategies.
- Community Engagement:
- Value Community Voice in Decision Making: Incorporating community input into public health decisions.
- Prevention and Early Identification:
- Prevention and Early Identification: Focusing on proactive measures to prevent health issues and identifying potential problems early.

TTVS (Torrige, North, Mid, and West Devon Voluntary Services)

- Community Differences:
- Recognizing the Differences Between Communities: Acknowledging and addressing the unique needs and characteristics of different communities.
- Community Empowerment:
- Amplify Voice / Community Empowerment: Strengthening community voices and empowering them to take action.
- Intervention and Prevention:
- Intervention Can Become Prevention: Using community-led interventions to inform and improve preventive measures for statutory partners.

Active Devon

- Innovation and Learning:
- Test & Learn Approaches: Adopting experimental approaches to understand what works best in community health and wellness.
- Priority Shaping:
- Deliver on and Shape Priorities: Implementing and refining strategies to address key priorities.
- Insight and Information Systems:
- Systematic Conduits of Insight: Creating structured ways to gather and use insights for improving programs and services.
- Expectation Management:
- Manage Expectations: Handling community expectations to maintain trust and effectiveness.

PCN Barnstaple (Primary Care Network)

- Wellbeing Referrals:
- Referrals into Wellbeing Teams: Coordinating referrals to appropriate services based on individual needs.
- Collaborative Value:
- Whole is Greater Than the Part: Emphasizing the added value of working together as a network.
- Population Health Management:
- Hypertension - PHM: Addressing specific health conditions like hypertension through population health management.
- Empathy and Advocacy:
- Listening and Learning: Building greater empathy and trust through active listening.
- Advocacy: Supporting and promoting patient needs and community issues.

Feedback from Community Development Officers (staff): Emerging themes

The following is based on the cross-sector requests Community Developers have supported/enabled

A One Community provides a trusted, non-political cross-sector network that works together to:

Enabling networks

Provides greater consistency and builds key community relationships

Deliver health and community benefits

not always health specific but often have health benefits e.g events recruitment event, skateathon)

Reach wider audiences - awareness / engagement

funding opportunities (Business CSR e.g Bodywork Pilates & counselling [connect with partners]/ North Devon surf school, VCSE)

info to support patients - community health & care teams, VCSE, Reaching for independence, H&C staff (OT's, PDCN H&W team, Adult social care teams, job centre, mental health services / DPT)

public health & safety campaigns (Schools, Fire & Police - safety campaign, fire safety checks)

The ability to reach wider audiences (e.g events, engagement)

Foster cross-sector collaboration

collaborative - working together

coproduction - connecting people

Joint up sectors

Community insight

Awareness of what's happening for target population (living directory) / avoid duplication

Community views - consultation / engagement / feedback (e.g Ella and Bev Triggs)

support community engagement

Create/support interventions

- evidence-based community interventions (secure venues, referrals, comms)

Tackle 'the gaps' in provision

community not ready to provide the 'thing' the system wanted (short-termism funding/demands/CD posts for ongoing support (safety net)

Develop/support existing assets

- power to maximise who/what is already out there e.g. community groups need volunteers not activities (training, awareness, support empowering them (as capable individuals) so they can utilise what they already have
- supporting what is going well (ABCD)
- using time to develop/sustain services rather than create something new (without developmental intent)
- practical support

Increase social capital

- Volunteer recruitment (e.g. recruit & train volunteers, community insight)

Increase community resilience / tackle complex problems

- Rebuilding community networks - cohesion

CD feedback - OC values session notes

Develop rather than clear up the mess / fire fight - tackle 'the gaps' Currently, we just clear up the mess / fire fight - tackle 'the gaps', restricted eligibility (e.g link centres & mental health support, befriending 'if its a good idea why are you not doing it then?')

The Social prescribers can only signpost to what actually exists

OC's should be to enhance - a nice bolt on to make people thrive (not survive) via the arts etc rather than parachuting in as sticking plasters - **we should/could be supporting what is going well** (ABCD) (past funding has asked us to run before we can crawl/walk)

e.g. developing current assets - power to maximise who/what is already out there e.g. community groups need volunteers not activities (training, awareness, support empowering them (as capable individuals) **so they can utilise what they already have**

- community not ready to provide the 'thing' the system wanted (short-termism funding/demands/CD posts for ongoing support (safety net)
- using time to **develop/sustain services** rather than create something new (without developmental intent)

What are the most valuable benefits of having a OC / the network of OC's

- **not always health specific but often have health benefits** e.g events recruitment event, skateathon)
- **awareness** - funding opportunities (Business CSR e.g Bodywork Pilates & counselling [connect with partners]/ North Devon surf school, VCSE)
- **info to support patients** - community health & care teams, VCSE, Reaching for independence, H&C staff (OT's, PDCN H&W team, Adult social care teams, job centre, mental health services / DPT)
- **comms**
- **collaborative** - working together
- **networking** & network to work with (Active Devon)
- **practical support**
- **reaching wider audiences** - involved in events

Societal issues - Rebuilding community networks - cohesion

Connecting to info/people to enable VCSE organisations

Active Devon

Enabling networks - Provided greater consistency and relationship

Wider reach, more effectively

Quality of offer e.g. - **Minimum operating standards** / involved in evaluation

Potential OCs?

- Joint up sectors
- consistent non-political funding/support
- reach wide audience - need good funding/staffing
- effective use of digital platforms (e.g devon connect)
- links between communities
- undertake/participate in primary/secondary research

OB?

role model

reach wider rural settings with less resources

Public sector requests

- evidence-based interventions e.g FaME Anita Vista Wellbeing - venues, referrals, comms
- DMAT/Livewest - Food Hub/fridge - working with community engagement staff, recruit & train volunteers to coordinate, lead sessions
- Schools, Fire & Police - public promotional (safety campaign, fire safety checks), ASB projects
- Awareness of what's happening for target population (living directory) / avoid duplication
- Community views - consultation / engagement / feedback (e.g Ella and Bev Triggs)
- Potential use of assets/buildings (e.g link centre) - coproduction

OC group feedback

Community insight

intelligence gathering, prompting activity, understanding community need - funders perspective
 Understanding of data sets across the region
 Understanding and awareness of each community's individual identity when approaching a OC agenda
 - how does that change engagement and delivery
 Data and Insight Hub

Community intelligence

- mapping of what is available /occurring in the community,
- Improved understanding of whats available in the community and keeping a communication loop constant and consistent

Deliver health and community benefits (and equity)

working to remove barriers to provision / impact to achieve better community health, improving access to groups
 embedded values of equity, , kindness
 Awareness and understanding of the benefits of physical activity to our communities

Reach wider audiences - awareness / engagement

increase community awareness of the OCs
 encourages interactions across the community, encouraging conversations, capturing voices and views
 participating and presence at community events (together)

Tackle 'the gaps' in provision

meeting the training needs and safe working practice across voluntary sector groups
 More recognition and more secure funding for community development
 A network to share ideas, service updates and problem solving
 no 'missing gaps' - bridges overlapping

Agency

community to celebrate its strengths, achievements and have greater agency

Communities influence decision-making/coproduction/collaborative working at different system levels

personalised approach; responding to locational needs, reflecting what the community is telling us
 full local embedding of community voice in decisions made - no decision about us, without us.....love this <3
 Collaborative working and combined agendas
 A cohesive approach to a problem that needs to be solved across the communities e.g. financial exclusion, youth mental health
 Understanding of what is happening at a strategic level and how we can feed in/ or how this will affect our communities
 trust and joined up working
 To get two way meaningful engagement and co-production with statutory health and social care organisations
 embedded values of equity, , kindness

Enabling networks / comms (shared understanding)

- sending individuals to the right meetings and right conversations
- attending council meetings to feed back on projects.
- Sharing work and future plans for input from other members
- capturing and sharing the stories from the community - have a section of the one community meeting which celebrates and tells stories of success. create an embedded process.
- Online tool - . Use of Groop at a OND level and individual OC sub-level within as a platform for info sharing and collaboration
- missing gaps = unheard conversations or meetings that are not being attended.
- 6. undertake an exercise examining the core identity features of each community and how this might affect future development of OC programme as a whole.
- direct capture of community voice - online message board or forum capture - understand that individuals who represent the community may have own agenda/values
- **Evaluation** shared outcome framework with OND/Local partnership / take learning from other systems on shared outcomes development work at locality level
- Managers /relevant employees tasked with engaging with their communities (statutory partners) - Nice guideline 44 collaborative engagement
- **CPD** - funding training and development opportunities
- Benefits - cost - collaborative budgeting
 - local authorities prioritising the OC voice i.e. in comms / media etc
 - 'One' having a role in responding to requests from community to town council - creating a system to broker this
 - Opportunity to observe/ Attend OND board meetings even if not able to comment at the time - much like parish council meetings
 - Wider understanding of OND and OC programme to public then develop means of communication in and why their voice is important at a wider scale
 - places for lived experience on key forums
 - Use of a community development approach
 - Making the case as a community for investment
 - communities given clear remit i.e. where they fit into the bigger picture- this needs to be supported by place board - which is restructuring
 - recognising needs, are they clinical or non clinical. Ensuring that non-clinical needs are the domain of community and voluntary groups, freeing up capacity for clinical groups (GPs)

Foster cross-sector collaboration

Embed prevention / interventions

Develop/support existing assets

Inclusive and diverse (EDI) communities

Increase social capital

Increase community resilience / tackle complex problems

Still need to ask...

One Northern
Devon Board

1. What's important to you to get out of the OC programme (what we value/need)?
2. How do you think we are going to make that happen in practice? (list of activities/mechanisms)
3. How do you think we could *operationalise* (measure/record) these things we want to achieve?
4. How would you want to be involved / involve community members in testing the impact/outcomes of the programme (participatory monitoring approach - all stakeholders involved throughout evaluation)?

- what benefits are there / could there be
- How do statutory organisations systematically use OC insight to inform interventions (2-way comms)
- What are the links between statutory services and the OC (visual map)
- What are the outcomes (ripple mapping)
- What are the networks
- How can we understand systemic issues / characteristics of staff members that enable change (process evaluation)
- community-level partnership and coproduction vs community engagement tool
- What stops you working with the community? What would make the OC meetings/network relevant?
- What does a useful OC meeting/network useful for you?
- Most feedback could be interpreted as one-way/transactional - could OND support 2-way coproduction?
- How important is that to you?
- How do you demonstrate that in your daily work? (contributes to the success/value of the OCs)

OND One
Community
group

Real life examples of working with public sector partners (related to emerging value themes)

What OC's do for the health and care public partners?

How does the LCP use the OCs?

- xxx

What's going well?

xxx

Even better if...

What's the potential for OCs?

- effective use of digital platforms (e.g devon connect)
- links between communities
- undertake/participate in primary/secondary research
- role model collaboration
- reach wider rural settings with less resources
- Quality of offer e.g. - Minimum operating standards / involved in evaluation

What do we need and from whom? (Enablers)

- xxx