

Pembrokeshire SHARP Project

Fourth progress report – Phase 2

1st January – 30th June, 2004

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1.0 Introduction

This report covers the period between January and June, 2004. It follows the format set out by the Welsh Assembly Government, which has funded this research project. The report discusses progress against the anticipated timetable for this period. It reflects on the project's successful completion of community interviews in Llanychaer and the local forum's continued enthusiasm and activities. It describes two different approaches to action plan dissemination by the forums in Monkton and Hubberston & Hakin. Preparation has also begun for the final evaluation work which will draw this research project to a close.

2.00 Brief summary of planned activities (January – June 2004)

In Llanychaer, this period has seen the completion of the community interviews followed by analysis of results. The delayed progress during 2003 meant that a community research / action planning cycle could not be completed within that year, impacting on activity in 2004. By following the pattern of the phase 1 activity, it was anticipated that this period would see completion of the community research and some level of analysis.

Following the completion of action planning in Hubberston & Hakin and Monkton during 2003, this period was an opportunity for dissemination and implementation. Work on the final evaluation programme was also planned.

3.00 Progress to date

3.01 Llanychaer

Activity continues in Llanychaer with commitment and enthusiasm from community members. Llais Llanychaer forum meetings are regularly held and the quality of participation remains very high. The inclusive nature of the group has resulted in increasing membership with an average of 15 people now attending each meeting. In a small community of 110 full and part time residents, this represents about one in seven of the population and a high figure compared to other communities (Monkton Voice and CHAD involvement is approximately one in 160). This period (January - June) has seen completion of the community interviews, followed by input and analysis of results. Llais Llanychaer is keen to receive results because of the forum's interest in the community need that these should evidence. There is a wish to push ahead with community action planning as soon as possible.

Four Llais Llanychaer meetings were held between January and June and a new chairperson and secretary took office at the May meeting. There have also been a number of sub committee meetings to discuss and plan social events. Llais Llanychaer has produced a forum logo, signs for the village and is currently working on information leaflets and a web site.

A number of events have taken place to further engage the community, including: a village quiz (January); an historical walk and talk (March); a Strawberry Tea (June). The annual Haymaker's Tea is planned for August. A winter edition of the Llais Llanychaer newsletter was produced and distributed in February.

Llais Llanychaer also arranged an open meeting on June 3rd to obtain community views on the use of the village green. This was a well attended meeting where everyone was asked to form small working groups and discuss specific community issues. These included the village green and parking, village facilities, access and paths. There was some concern that a few residents would attend to disrupt the meeting because of suggestions that a small group resented the forum's success and popularity. When it became apparent that the dissenters were in a minority (two people) and had no support they left the meeting.

The Community Research interviews were completed. Response rates were as follows:

Sample	Number contacted	No of exclusions	No of possible contacts	Number of interviews carried out	Response rate
Llanychaer general population	105	7	98	45	46%
Community researchers from Llanychaer	5	0	5	5	100%
Llanychaer total	110	7	98	50	51%

Exclusions = dead, ill, illness in family, moved away, on holiday, vacant property, not known at address, known to be violent

Analysis of the interviews is underway and has been a slow process. Entering the data onto an SPSS database has taken considerable time. Further work has been required to transfer results to Excel where they could be more clearly and appropriately presented. Qualitative study of a random selection of transcripts has also been a lengthy process. Having broken the interviews down into more than 30 questions, analysis of each question has taken one hour on average. Further work is required before this process is complete, likely to be in September.

Community Researchers were awarded with certificates to mark their work with the project at a Presentation Evening at the Bridge End Inn, Llanychaer, in March. The event was chaired by Jon Skone, Director of Social Care and Housing, and attended by a number of local dignitaries including Tamsin Dunwoody-Kneafsey AM, Cllr Roy Folland, Cabinet Member with responsibility for Health and Wellbeing, and Cllr Glyn Rees, the Deputy Chairman of Pembrokeshire County Council, who presented the certificates. There were also a number of Llais Llanychaer forum members present along with associated health professionals.

The evening was a great success and the Community Researchers appeared to be very grateful and pleased with the evening particularly the genuine nature of the speeches.

Some of the Community Researchers and guests at the Presentation Evening



Community Researcher Roger Griffiths receives his certificate from Cllr Rees



Given the slower than anticipated pace of work during 2003 (see Third Progress Report), the plan to complete a community research / action planning cycle by the start of 2004 has not been practicable. The phase 2 bid recognised the difficulty of predicting a timetable for an “entirely community driven and community owned” process. The indicative timetable did not continue into 2004 but anticipated some common pattern with the existing communities. The table below therefore records activity against that framework until June 30th, 2004.

<i>Proposed date</i>	<i>Actual date</i>	Proposed activity	Progress
	Jan – March 04	Regular meetings of Community Researchers	Completed as researchers' time commitments allowed. Regular telephone links and one-to-one support provided. Presentation Evening held.
<i>April – June 2003</i>	April – June 2004	Analysis	This work is underway but taking twice the time predicted.
	April – June 04	Conduct interviews and focus groups	A group interview was undertaken with Llanychaer Community Researchers to explore views on participation in the process.
	Jan – March 2004	Quarterly meeting of Research Coordinating Team and Project Steering Group	These meetings have taken place and all present were updated on the Llanychaer project process.
	April – June 04	Quarterly meeting of Research Coordinating Team and Project Steering Group	These meetings have taken place and all present were updated on the Llanychaer project process.
<i>April – June 2003</i>	Autumn, 2004	Action Planning activity	Results will be reported back to Llais Llanychaer in the autumn. The considerable interest and enthusiasm of the group suggests Action Planning will promptly follow.
	Autumn, 2004	Planning and undertaking Evaluation Programme	Preparation work underway in line with Evaluation Programme, agreed with academic partners and Project Steering Group members.

3.02 Monkton and Hubberston & Hakin

The community forums in Monkton and Hubberston & Hakin undertook action plan dissemination during this period, each following a different approach. The success of each event has generated opportunities for follow-up activity which could start tackling some of the action plan issues, if pursued. Lack of membership, participation and/or leadership continue to be significant concerns for the groups.

Hubberston and Hakin – CHAD

The first six months of this year have been a period of achievement and successful team work. A small core of members has planned and held two significant events which should leave CHAD well placed to take forward key local issues. However, the small membership and ongoing lack of officers or leaders suggest CHAD remains a fragile group. How far it can sustain the recent momentum is unclear.

Two projects have taken CHAD's attention and energies in the period January to June 2004: a) launch of a Healthy Living Club through funding awarded to the National Public Health Service in Pembrokeshire (see Third Progress Report); b) dissemination of the Hubberston and Hakin Action Plan prepared by CHAD.

a) Healthy Living Club

Plans for a "taster" event were agreed at the CHAD January meeting and developed further in subsequent monthly meetings. A range of activities which could be provided in a Healthy Living Club would be available for people to try. Feedback forms would capture reactions and identify likely venues, meeting times and frequencies. Links were forged with local schools who participate in the county Healthy Schools Initiative and pupils invited to attend and participate. It was hoped this would encourage parents to come too.



The Food and Fitness Fun Fair was held on June 18th. Activities included advice on smoking cessation, massage and reflexology, tasting smoothy drinks, health MOTs and cooking demonstrations. Feedback forms from 82 attendees were returned. These also gave free entry to a raffle of healthy food hampers and Tesco tokens to encourage responses. There was interest in a range of activities focusing on physical activity, stress management and most especially on weight loss, nutrition and cooking skills.

b) Action Plan dissemination

CHAD agreed a dissemination strategy for the Action Plan. Existing initiatives with a brief to address identified issues would receive CHAD support (eg. Work and Money – Pembrokeshire Action Team; Health and Wellbeing – Healthy Living Club). Other issues would be grouped for discussion at two themed meetings with representatives of statutory and community bodies to explore what issues could be tackled and how. The meeting themes were agreed as: i) transport and environment; ii) crime and young people. These meetings were held on June 17th at Hubberston Community Centre, running for an hour each with a refreshment break of home made cakes served in between.

A wide ranging invitation list of 49 names was agreed. The invitations included a list of all invitees, to enable people to identify whether their organisation should participate and who had been omitted, it was explained. Copies of the action plan were also given out so delegates could prepare and participate in discussions.

The meetings attracted 29 attendees and four apologies. Discussion followed a presentation by seven community representatives including five CHAD members and two community researchers. The meetings identified a number of areas for joint working.

The focused activity of these six months has resulted in some identifiable and measurable achievements for CHAD. Within the community and within statutory organisations CHAD has created a profile and a track record of delivering information. However, CHAD did not focus beyond the June events and has no strategy for following up the contacts and suggestions made. The Rector chairing meetings for this period could not commit his time beyond the summer. The group still has no secretary and membership remains small (average attendance is five); meetings are not recorded and no CHAD member made notes of the Discussion Evening.

The two events have created opportunities for CHAD. But without leadership and and a committed group willing to take on the responsibilities which now arise, CHAD's future remains uncertain. SHARP will call a meeting in September to consider this and how the group can be supported to move forwards.

Monkton – Monkton Voice

After community consultation on the Monkton Action Plan at the December AGM (see Third Progress Report), Monkton Voice adopted the document at the January meeting.

In February, Monkton Voice decided to hold a dissemination event and tasked three members with planning and organising. Over eight meetings they put together the *Launch of the Monkton Action Plan Seminar*, held in Pembroke Town Hall on April 27th and attended by 50 statutory representatives. The programme, chaired by Jon Skone, Director of Social Care and Housing, included two presentations by four Monkton Voice members: an illustrated account of the past and recent history of Monkton; and an illustrated summary of the Action Plan issues and recommendations. The seminar then heard presentations from three projects which had been working on concerns highlighted in the Action Plan. Attendee feedback forms recorded positive responses and identified how organisations could participate in Monkton issues.



Members of the audience at the Monkton Action Plan launch



Monkton Voice members present the Monkton Action Plan

Monkton Voice also welcomed Jon Skone accompanied by the Cabinet Member for Housing and Community Safety to the April meeting. It was an informal discussion to open up communication on both sides, the visitors explained.

Monkton Voice has held regular monthly meetings, with agendas and minutes provided by the new secretary. Approximately half the elected committee attends meetings and a minority work on behalf of the group outside meetings. These individuals are active on other community groups so have limited time and energy.

The vitality of Monkton Voice, in common with many voluntary organisations, relies on the energy and commitment of a relatively small number of activists. It is possible that the demands on the Secretary's time, and on the handful of other members who are able to work on issues between meetings, results in issues remaining on the agenda and without final resolution for consecutive meetings. Some decisions have been delayed by small attendance at meetings.

The officer group meeting within Pembrokeshire County Council has continued to consider how the authority can address issues in Monkton through a strategic approach. The meetings were outlined to Monkton Voice in April by the Director and Cabinet Member and a draft plan for the estate distributed for information. A Monkton Voice member accompanied the local councillor to the June meeting. Feedback to the community has not yet been agreed or undertaken.

The tables below gives an update of progress in Monkton and Hubberston & Hakin (to June 30th) against the revised phase 2 timetable.

Tasks carried over from Third Progress Report

<i>Date</i>	Planned Action	Progress
<i>July – Sept 03</i>	Identification of evaluation case study	CHAD identified the Healthy Living Club as the evaluation case study for Hubberston and Hakin. Monkton Voice has not yet made this decision.
<i>July – Sept 03</i>	Recruiting community evaluation team	To be undertaken July – Sept 04, as agreed in the Evaluation Programme.
<i>Oct – Dec 03</i>	Training of community evaluation team	To be undertaken September 04, as agreed in the Evaluation Programme.
<i>Oct – Dec 03</i>	Undertake and analyse self perception Evaluation	To be undertaken in November.
<i>Oct – Dec 03</i>	Selection of evaluation discussion groups	Underway
<i>Oct – Dec 03</i>	Planning for evaluation discussion groups	Underway

Progress: January - June 2004

<i>Date</i>	Planned Action	Progress
<i>January – March 04</i>	Evaluation discussion groups	A programme for evaluation was drafted, with advice from academic partners, and agreed with Steering Group members. Evaluation discussion groups will be held in Autumn, 2004. In addition, interim discussion groups were held with one forum (March) and one Community Researcher group (May).
	Transcription and analysis of discussion groups	Transcription complete and analysis underway.
	Review of resource data and ongoing collection	Ongoing
	Recording process of action plan implementation – ongoing	Ongoing community activity and action plan related activity is recorded by attending meetings and note-taking.
	Quarterly meeting of Research Coordinating Team and Project Steering Group	Project Steering Group meeting held on March 10 th . Research Coordinating Team meeting held on January 19 th .
	Researcher's annual review and appraisal of progress	Progress reports reviewing activity are given to quarterly Project Steering Group meetings.
<i>April – June 04</i>	Recording process of action plan implementation – ongoing	Community dissemination events were attended, participation records taken and notes made. Ongoing community activity is recorded through attending meetings.
<i>April – June 04</i>	Recording use of community development key funds – ongoing	To be undertaken when communities allocate local funds.
<i>April – June 04</i>	Selection of hard-to-reach interviews	To be undertaken in September as agreed in the Evaluation Programme.
<i>April – June 04</i>	Training for community researchers	To be undertaken in September as agreed in the Evaluation Programme.
<i>April – June 04</i>	Quarterly meeting of Research Coordinating Team and Project Steering Group	Project Steering Group meeting held on May 27 th . Research Coordinating Team meeting held on April 22 nd .

4.00 Comment on continuing contribution of the project to the overall aims of the SHARP initiative

4.01 Partnership working

Successful partnership working continues with individual officers where an established relationship exists. The National Public Health Service Pembrokeshire works closely with SHARP on the Healthy Living Project. Links remain good with Community Regeneration Unit officers working in project areas and communication exists with the Communities First officers who have been invited to attend Steering Group meetings. After staff changes at Pembrokeshire Association of Voluntary Services (PAVS), where excellent partnership benefited SHARP, it is hoped effective joint working can be re-established.

Working with key statutory organisations remains the most challenging aspect of partnership activity. The NHS Trust representative has not been replaced since leaving her post, despite a written request to the Director of Nursing for involvement. Although the representative had not attended meetings, it enabled written information to be given to the Trust. Links with the Local Health Board may be established since a recent meeting highlighted the lack of involvement. Discussions as part of preparing the Sustainability Proposals have revealed the challenges of partnership working at strategic and organisational level as opposed to officer and task level.

Attendance at the dissemination events held by CHAD and Monkton Voice highlighted the opportunities for partnership working between statutory and community groups. In the CHAD discussion groups, some contributors explained they could act only with evidence and engagement from communities. Despite this “open door”, not all communities have the individuals with time, confidence and interest or skills to enter into partnership working.

4.02 Supporting community development

The SHARP Project has continued to provide considerable support to community forum members, especially in Monkton and Hubberston & Hakin. The Community Regeneration Unit staff attend some meetings but have an extensive remit of which community development is one element. The lack of available community development support has become more apparent in the period of this report and its need has been highlighted in the Project’s Sustainability Proposal as an area for further work.

As Monkton Voice and CHAD succeed in disseminating their Action Plans, the group resources to follow through on those activities may not be available. The SHARP Project again faces a recurring tension between wishing to maintain the project momentum and maintaining a sustainable level of involvement with communities. Put another way, this is a tension between the participative style of action research and its close associations with community development work which generates the subject of the study, versus the research need to undertake and complete the project within the timetable.

In Llanychaer, the forum appears very active, confident, motivated and independent. Indeed, some members have not welcomed the notion that forums may require ongoing support. The group's ability to remain inclusive and community focused is impressive. Their wish to drive the process remains resolute.

4.03 Effective / ineffective practice

The different approaches taken by CHAD and Monkton Voice to disseminating their action plans reflects the individual styles of the two groups, their histories and how they perceived the available opportunities. Both events included one distinctive feature, which appears to have been very effective in helping to achieve the group's aims.

Monkton Voice members decided to give a historical account of their community, illustrated with photographs gleaned from residents and local collections. They focused first on Monkton's rich links with Pembroke Castle via Monkton Priory. Then they moved to events within recent memory with a "virtual walk" round the streets that were subsequently to be bulldozed. The recollections about named individuals, front-room shops, pubs and "who-did-what" appear to have transformed the present estate in the minds of some seminar attendees who reported a wider awareness of the community.

CHAD members wanted to ensure good attendance at their Discussion Groups although were unsure who should be present. They agreed to include with each invitation a list of individuals and organisations contacted so people could identify gaps and their own relevance. The response rate (60%) raised the question whether this open process and shared invitation list contributed towards the good attendance. The first meeting at 6pm had a particularly high attendance.

4.04 Training issues (to include capacity building within the wider community)

Staff changes at PAVS means the organisation has only recently been in a position to take forward the national Community Action Research qualification agreed in principle by the Open College Network. If this is pursued, the year-long application will be completed after the life of the SHARP project.

Planning and holding the two action plan dissemination events provided an opportunity for informal learning and skills sharing. The Monkton Voice members held eight planning meetings to share ideas, devise a programme, work together on writing and delivering the presentations. CHAD members also took joint decisions on aims, format, layout, presentation content and shared the task of presenting the information. The team work, planning and confidence building generated by the events was commendable.

Levels of experience, confidence and particular skills continue to vary within forums. There has been no take-up of committee skills training offered through the Community Regeneration Unit because times and venues were not suitable. Some Monkton Voice members who also serve on the Communities First Partnership Board may benefit from training to be provided through that initiative.

5.00 Draft Sustainability Plan

The Pembrokeshire Sustainability Plan focuses on sustaining and disseminating the skills and experience of community engagement gathered during the SHARP project. Partners have been asked to consider where the SHARP participative approach to consultation, empowerment and research can be transferred to other areas of public and social services. Likely areas are:

- ▶ Training and skills sharing in consultation and involvement techniques
- ▶ Developing and supporting partnership working between community and statutory bodies
- ▶ Supporting community involvement
- ▶ A community led approach to needs analysis and local provision

The plan is in outline form and now requires feedback, support and commitment from partners in order to prepare a detailed and costed proposal. Reviewers' comments were received after the period of this report and a response will be prepared.

6.00 Anticipated changes to the work plan, including the evaluation plan

The focus of project activity shifts in the coming six months to completing the project evaluation. Work will concentrate on co-ordinating and undertaking the individual and group interviews with community members, project partners and statutory representatives. The evaluation programme prepared by the project is in line with the work plan already set out.

7.00 Progress with website development

Website development has been reported to partners at Steering Group meetings and feedback invited at each occasion. The site is approaching completion and will be presented to September's Project Steering Group. The Llais Llanychaer forum is keen to develop a community website linked to the SHARP pages. Support and advice is provided by PAVS.