

APPENDIX

1. CONSULTATION WITH HEADS OF SERVICE

Semi-Structured Interviews

In a bid to gain a more representative sample a semi structured interview technique was carried out with all heads of service. The aim was to identify the extent to which community cohesion is regarded as important by heads of service, what their services are doing to meet the ideals outlined by Communities and Local Government, where they are falling short on and what they could do in the future to overcome these shortfalls.

1.1 Housing

Common Vision and shared sense of belonging

- There is currently a review of how tenants influence the service; this has been carried out in line with the Tenant Authorities new framework for engagement.
- Proposals have been put forward and the first steps are being made for a 'Tenant Led' inspection process – this would involve training and would initially be carried out on a small scale basis
- Consultation is also underway to review the relationship with tenant groups
- Housing Advisory Panel, Tenants Steering Group and Dacorum Ethnic Leaseholder Tenant Association (DELTA) have been consulted and will be involved in developing the proposal for tenant involvement

Celebrate Diversity and Difference

- Dacorum Ethnic Leaseholder Tenant Association (DELTA) is currently under review
- Current work is focused on tenant activity and involvement

Similar Life Opportunities for all

- Ensuring that tenants are aware of their rights and responsibilities
- Access to knowledge and landlord
- Having the ability to influence in a range of ways
- Decent Homes Programme – current projection for decline

Strong Relations in the Workplace, Schools and in the wider Community

- Current work is reviewing how tenant participation can link into existing structures of neighbourhood action to ensure tenants and the wider community are working together to promote strong relations

Is your service stronger or weaker in any of the areas discussed previously?

- Stronger in promoting a common vision and sense of belonging
- Transformation Report – Cabinet, March
- Commitment to service standards and local standards

Are there any parts which need greater consideration?

- Better utilisation of IT to learn about our tenants

How does your service know about the people living in Dacorum? Is this information kept up to date?

- Tenants populations and location are known
- Estate and Neighbourhood issues known
- Gap lies in the detail of the individual – their needs/ weakness etc

Does your service do anything to encourage residents to mix, interact and work with a wide range of others? Is there anything you could be doing better?

- Tenant and Resident Associations encourage residents to mix
- Needs to ensure greater consistency
- Terms of reference for associations must be linked with the council objectives

Are there opportunities for residents to express their views and contribute to improvements?

Current Structures

- Housing Advisory Panel
- Dacorum Ethnic and Leaseholder Tenants Association (DELTA)
- Maintenance Focus Group
- Leaseholder Forum
- Bi-annual status survey – general satisfaction

Currently proposals to expand how people feed back

Do your staff work together and cooperatively with their own team and other teams?

- Team work well together
- Could work better with other teams across the organisation
- Currently strengthening relationship with neighbourhood action

Any Other Comments

- Failure to listen and engage with youth in the borough
- Councillors should have a mentoring/ engagement role
- Community leadership to ensure a variety of socio economic backgrounds are represented

1.2 Finance

Common Vision and Sense of Belonging

- Budget is set by the Finance department which reflects the corporate aims and objectives
- Service Planning

Similar Life Opportunities for all

- Housing and Council Tax Benefit ensures that all residents have an acceptable standard of living
- Work Solutions and Citizens Advice have been involved to ensure adequate signposting for residents with issues
- Additional advertising has been carried out to ensure those on low incomes are aware of the benefits that they are entitled to

Strong Relationships in the community

- Grants and contributions to the voluntary sector – via an application process which goes through a Grants Committee
- Benefit representatives have been invited to speak at Neighbourhood Action Public Meetings to ensure that the community are aware of where to go and who to contact

How much does your service know about people living in Dacorum? Is this information kept up to date?

- Data is maintained through standard forms via benefits
- There is no analysis of data or projections made from this data

Are there opportunities for residents to express their views and contribute to improvements?

- Budget Improvements
- Website – Opportunities for staff and resident consultation
- Councillors
- Communications
- Parish Liaison Forums
- Residents 'write in' – this option is not advertised
- Budget and Council Tax Leaflet – delivered to all households

Do your staff work together and co operatively with their own team and other teams?

- Team liaise with all services
- Clear link with corporate team and corporate objective

1.3 Resources

Common Vision and Sense of Belonging

- Procurement deals with all services tendering for everything from consultants to companies to build toilet blocks
- Property Asset Management – deals with all council properties
- Market Square is used for a variety of community activities including the Mela, Community Fair and the Communities Together Launch Event.
- Community Groups and Neighbourhood Associations are allocated premises to allow them to flourish eg. Neighbourhood Associations started in community centres, newer group that have formed are now growing out of their buildings and come to the council when seeking new property.
- Service facilitates in community work giving the group the raw materials they need to empower them to move forward

Similar Life Opportunities for all

- Ensures that a good quality and standard is maintained that is value for money
- Council keeps the buildings in good repair
- HR – follows equalities regarding recruitment in DBC

Celebration of diversity and difference

- Multi cultural events held in Market Square
- Variety of religious, faith and ethnic groups that use buildings and community centres

Strong Relations in the workplace, schools and in the wider community

- Voluntary sector proposals have become more innovative – requesting help from the property asset management team to help reintegrate citizen successfully into the community
- HR – family friendly workforce
- ICT – provided to some of the community centres and parishes
- 'High Barns Project' – Resident groups made up of Residents, PCSO, PC. Objective is to work with the council to access funding to fill chalk mines.
- Neighbourhood Shopping areas are predominately full which has a massive impact on the community

Is your service stronger or weaker in any of the areas discussed previously?

- Stronger in promoting a common vision and sense of belonging

Are there any parts which need greater consideration?

- Encouraging groups to share buildings
- Encourage failing Community Centres to unite with other thriving groups
- Provide greater opportunities for groups which are not yet established

How does your service know about the people living in Dacorum? Is this information kept up to date?

- Tacit knowledge among staff
- Overview profiles maintained through tendering process
- No ward profiles
- Property Profiles would prove beneficial

Does your service do anything to encourage residents to mix, interact and work with a wide range of others? Is there anything you could be doing better?

- Not always possible to find an appropriate building for everyone
- Challenging traditions of single occupancy ownership
- Groups need to start sharing properties which will encourage users to unite
- Encourage charities and business to become more flexible and innovative in 'tough times'

Are there opportunities for residents to express their views and contribute to improvements?

- 'High Barns Project' – Resident groups made up of Residents, PCSO, PC.
- Resident's views have been taken on board on a number of occasions from road closures and alternative access to ensuring disabled individuals in the area can move around freely.
- Asset Management Plan involves consultation with LSP an voluntary sector organisations
- ICT Survey – Staff Parish Councils, Community Centres

Do your staff work together and cooperatively with their own team and other teams?

- Team work well together
- Working well with other teams (property/ planning/ regeneration/ neighbourhood action)
- HR – provide a good support and liaison service for staff
- Tendering process is made as 'simple' as legally possible to allow all people to have the opportunity to apply

1.4 Public Protection

Common Vision and shared sense of belonging

- Neighbourhood Action brings people together within their ward to agree on a set of priorities and find ways of dealing with these issues
- Councillors are more accountable as they are directly interacting with the public
- Business - appreciation of their role in Community Safety
 - Grovehill; shop watch scheme
 - Adeyfield; Community Alcohol project
- Environmental Health promotes independent living for the elderly and disabled residents

Celebrate Diversity and Difference

- Partnership work with school via Neighbourhood Action and Anti-Social Behaviour
- Mela & Communities Together Pledge
- ASB Awareness Day

Similar Life Opportunities for all

- Environmental Health promotes independent living for the elderly and disabled residents – disabled facilities grant/ home repairs grants
- Educational work is done regarding healthy lifestyles
- Food Safety Training

Strong Relations in the Workplace, Schools and in the wider Community

- Neighbourhood Action Areas (6 in total)
- Community Safety and ASB awareness in schools
- Schools involved in visual audits
- Community Alcohol Project
- Strong relationships at a departmental level

Is your service stronger or weaker in any of the areas discussed previously?

- Stronger in promoting a common vision and sense of belonging

Are there any parts which need greater consideration?

- The authorities approach to community involvement and community cohesion needs to be addressed
- Greater understanding among members about their role in community cohesion

How does your service know about the people living in Dacorum? Is this information kept up to date?

- Tacit knowledge among staff
- Understand where issues are and how they should be tackled
- Regularly updated on Crime Stats and Department Indicators
- Visual Audits are carried out regularly to ascertain issues in particular areas
- Evidence based initiatives
- Wardens are continuously on the ground in the community dealing with issues

Does your service do anything to encourage residents to mix, interact and work with a wide range of others? Is there anything you could be doing better?

- Neighbourhood Action – variety of residents
- Agencies are exposed to residents increasing accountability and understanding of what each agencies role in the community is
- Increased level of engagement with other agencies

Are there opportunities for residents to express their views and contribute to improvements?

- Variety of opportunities for residents to express views;
- Neighbourhood Action
- Focus Groups
- Questionnaires – Needs Audits/ Community Cohesion
- ASB/ ABC meetings with residents

Do your staff work together and cooperatively with their own team and other teams?

- Team work well together
- Could work better with other teams across the organisation, particularly where services overlap eg. Engagement/ Tenant Services

2. COMMUNITY COHESION PLEDGE

The community cohesion pledge represents Dacorum Borough Councils long term commitment to the Community Cohesion agenda. The community cohesion pledge was developed by residents, councillors and representatives from the third sector. The pledge was developed in two sessions. The first was an information session to ensure that all members of the working group were informed about what community cohesion means and where the concept has stemmed from. There was an open discussion about what community cohesion meant to them and the floor was left open for questions.

The second of the two events was used solely to develop the community cohesion pledge. It was explained that the pledge must be suitable for organisations and individuals alike to sign up to. The aim is to ensure that all partner organisations do their best to adhere to the ideals outlined.

2.1 Introduction to pledge – session 1

Feed Back - Group 1

Please discuss the most important factors relating to Community Cohesion.

What national/ local Issues may hinder community cohesion?

- High Employment Area
- Language Barriers – translation does not help
- Respect/ awareness of cultural difference
- Area that you grow up in makes a difference
- Tensions are usually territorial
- BNP – tensions promotes ‘hate’
- Economic climate – loss of job etc can be detrimental
- Opportunities for people to come together – able bodied
- Cultural awareness
- Food festival
- Integration barriers – age/ culture/ disability
- PHAB
- Awareness
- Value system – Religion
- Parenting – important but not always a reason for bad/ good behaviour

- Change in the family structure – time/ difficult make up/ not extended
- Change in make up of country has been very quick takes time to adjust
- Quicker over the last few years

2.1.1 Introduction to pledge – session 1

Feed Back - Group 2

Please discuss the most important factors relating to Community Cohesion.

What national/ local Issues may hinder community cohesion?

- We are all obliged to have good communication and body language when meeting people in the street and at work
- K.I.S.S – Keep it simple
- We need to promote and create opportunities for residents to be around each other in a good atmosphere
- Common reasons to get together need to be found – food festival
- Geographical differences needed to be acknowledged but overcome – territoriality
- Community Catalysts are needed to encourage people to get together
- Different clubs need to get involved in shared activities
- Communication and advertising of events needs to be improved
- Volunteering
- Media/ local media have an obligation to report positive news stories and put an end to myths and rumours which is seldom done
- Language barriers cause people to have a lack of confidence
- Cultural awareness
- Recognise values of others
- Perceptions

2.2 Development of the Pledge – Session 2

Feedback – Group 1

Please discuss ways to improve and engender greater community cohesion in Dacorum

- Food Festival
- Music Events
- Free Events – Advertising
- Greater Communication
- More Regular events
- Focal Point
- More use of communal areas
- Get local people to organise events – parades, competitions, more cultural displays, national costume day
- Celebrating different cultural events – eg. Eid

What would you like to see incorporated in the pledge?

- R.E.S.P.E.C.T – What Dacorum means to me
- Respect it what were all about
- Clarity – Clear
- Feeling valued
- Sense of belonging
- Sense of pride
- Acknowledging differences
- Shared aspirations
- Equality and diversity
- Acknowledging different faiths
- Freedom of choice
- Responsibility to achieve

2.2.1 Development of the Pledge – Session 2

Feedback – Group 2

Please discuss ways to improve and engender greater community cohesion in Dacorum

Shared activities - across age, gender and culture

- Encouraging/ facilitate residents
- Central role to communicate

Embracing difference – events/ food festival

- Music/ dance
- Education/ awareness of issues
- Sports
- Promote Dacorum
- World Cup/ Olympics

Need to increase activities that make people happy – with happiness comes cohesion

Promote success and the positive things in Dacorum

People feeling ‘down’ – Job Centre doesn’t always help

- Staff are under pressure
- Ensure there is enough support for low residents and for Job Centre staff

How to accommodate people with disabilities

- Need more clubs/ groups
- Mixed between council and resident involvement

Role of faith groups

Volunteering

‘Dacorum’ – needs to be promoted as more than just a council

- Name needs to be changed
- Every other area has its own division apart from Hemel
- If people felt more ownership it would have a positive impact

What would you like to see incorporated in the pledge?

- We commit/ we will

- Celebrating/ encouraging success
- We will work together to
- Encourage community unity
- Respect
- Feel/ sense of belonging – involved in decision making
- Reach out to community
- Encourage, support and celebrate a diverse community
- Body language
- 'love you neighbour'
- Don't look to your own interests only
- Reach out
- Treat others the way you want to be treated
- Connectedness – look out for other people
- Open community
- 'Embrace'
- Community days

3. Member Development Session

Councillors were invited to attend a training session on Community Cohesion in a bid to feed back some of the information that came up in the resident consultation. Firstly an introduction to the topic was given stating the historical context of the Community Cohesion agenda, Hertfordshire Context and the Local Realities.

Councillors were then broken into two small groups for discussions. The results were as follows;

3.1 Member Development Session

Feedback – Group 1

Please discuss what could be done to improve community cohesion in Dacorum

- Needs to be an understanding in the uk and citizen responsibilities
- Bring people from different socio-economic, age, religions together
- All people are naturally diverse – try not to focus on difference
- Council need to encourage but residents need to organise
- Neighbourhood Events – need to promote this activity – from that a wider sense of community can come
- Involve Y/P – Older people (parents etc) will inevitable be involved
- Need to promote family life
- Information
- Intergenerational – more activities where youth help the elderly & the community work together
- “ask not what your country can do for you but what you an do for your country”
- Volunteering – good way of fostering community cohesion
- Building Pride in Community
- Allow/ enable people to feel valued
- Schools
- Cllrs need to identify opportunities within their communities – it should be seen as part of their role (approach needs to be modified)

What key ideas, words and phrases would you like to see in the vision for a
'Cohesive Community'

- Community Pride (4 votes)
- Sense of belonging (4 votes)
- Respect for others (4 votes)
- Challenge your prejudice and preconceptions (1 vote)
- Community leadership (1 vote)
- Embrace Diversity (1 vote)

- People working together (1 vote)
- 'feeling depressed' go and help someone worse off than you (1 vote)
- Volunteering
- Empower and Engage
- Tolerance

3.2 Member Development Session

Feedback – Group 2

Please discuss what could be done to improve community cohesion in Dacorum

- Creating a positive picture
- Already so much going on – vol organisations/ residents associations etc
- Do we need to bring these together? Who does it benefit
- Brand recognition for Dacorum? – Contradiction – Hemel Centric
- We need to advertise and promote the borough
- What can we expect from citizens – confident/ engagement
- Linked Services in the Borough eg. Police, Hospitals, Roads; this would drive confidence in Dacorum
- Connecting people places and services
- Celebrate each individual community and diversity

What key ideas, words and phrases would you like to see in the vision for a
'Cohesive Community'

- Respect (3 votes)
- Confident (2 votes)
- Positive picture (2 votes)
- Celebrate each individual community (2 votes)
- Contributing (2 votes)
- Engaged (1 vote)
- Connected (1 vote)
- Celebrate (1 vote)
- Positive (1 vote)
- Characters
- Friendship

4. POSTER FOR 'COMMUNITIES TOGETHER @ DACORUM MELA'

Saturday
10 July 2010
 (10:00 am - 5:00 pm)
 at
Market Square,
 Hemel Hempstead.
 Town Centre. HP1 1BB.
NCP £2.00 day Parking.
Hillfield Road (opp Venue)

*Communities
 Together
 @
 Dacorum
 'Hemel Mela'*

COMMUNITIES TOGETHER

Dacorum 'Hemel Mela 2010'

Community Acts Start at 10:00 am

Dacorum Majorettes - Global Pindd - Salsa Dancers - Tap Dancers - Irish Dancing - Bollywood Dancing - Turkish Dancing - Street Dance - Sambuka Samba Band - Irish Piper - Gospel Singing - Dohl Players - Henna painting - Arts and Crafts - Face Painting - Indian Food - Funfair - Bhangra

Mela Medley
 Rani Jaggo Giddah Dances
 &
 Sona Walia Punjabi Songs

Guest Speakers: MP - Mayor - Chair Deaf Parenting - Mystery Guests - Petal The Buffalo.

For further information contact:
 Claire Lynch at DBC on **01442 228741** - Dacorum "Hemel Mela" is an Annual **Global Pindd** Community Event.Tel: **07545 150528**

5. ADEVERTISING METHODS FOR LAUNCH EVENT

Due to the nature of the event it was essential that all advertising paths were utilised to their fullest potential. A combination of newspaper articles, emails and hand delivery was adopted.

The following means were used;

- Article in Digest
- Article in Gazette
- Mailing lists of voluntary sector organisations in the area
- Mailing list of university of the third age
- DBC All
- All secondary schools (leaflets delivered by PSCO's)
- Sheltered Accommodation (leaflets delivered by Elderly Services Wardens)
- Adventure Playgrounds
- Neighbourhood Action Steering Groups
- Mosques
- Community Centres

6. EVENT PROCEDURES

6.1 Event Procedures for small stall holders

Set up time – Between 8.30am-9.30am

- Please do not arrive before 8.30am as we have some large sideshows to set up before the small stands, for health and safety reasons these must be done separately.
- We will have a **one way system operating** for set up and unloading vehicles.
- The **entrance will be on the Marlowes side from the roundabout just beside the betting shop**. This will not be open until 8.30am so arriving early will block the roundabout.
- Please do not bring unnecessary vehicles on the market square as they will add to the congestion.
- You can **exit using the exit beside the functions rooms**.
- Special concession car parking is available at NCP Car Park, Hillfield Road – Just £2 for the day (this is by the round about at the other side of the market square where you have entered therefore you will have to drive around to park up for the day)
- The Watergardens car park is also nearby but will be charging its usual rate
- All **vehicles must be off the market square by 9.30am** for the event to open at 10am

Stall Positions

- Clearly marked on the attached map
- Please contact a steward on the day if you are unsure of your stall position
- Please bring appropriate weights to secure you gazebo in case it is windy
- Ensure you **do not leave any obstructions** on the ground that the public could trip over

Finishing Time

- The event will finish at 5pm
- Please do not pack up before this time as it will feel like everyone is leaving while people are still performing

Rubbish

- Please ensure to tidy up and put all rubbish into black bags which will be provided on the day

Refreshments

- There are a number of cafes close to the market area that will be open during the event

- **6.2 Event Procedures for large stall holders**

Set up time – Between 7.30am-8.30am

- We will have a **one way system operating** for set up and unloading vehicles.
- The **entrance will be on the Marlowes side from the roundabout just beside the betting shop**. This will not be open until 7.30am so arriving early will block the roundabout.
- Please do not bring unnecessary vehicles on the market square as they will add to the congestion.
- You can **exit using the exit beside the functions rooms**.
- Special concession car parking is available at NCP Car Park, Hillfield Road – Just £2 for the day (this is by the round about at the other side of the market square where you have entered therefore you will have to drive around to park up for the day)
- The Watergardens car park is also nearby but will be charging its usual rate
- Please try to remove all unnecessary vehicles from the market square by 8.30 as the smaller stalls are scheduled to arrive at this time.

Positions

- Clearly marked on the attached map
- Please contact a steward on the day if you are unsure of your equipment position

Finishing Time

- The event will finish at 5pm
- Please do not pack up before this time as it will feel like everyone is leaving while people are still performing

Rubbish

- Please ensure to tidy up and put all rubbish into black bags which will be provided on the day

Refreshments

- There are a number of cafes close to the market area that will be open during the event

Enclosed

- Map of the market square with your equipment position highlighted in green
- Performance Schedule for the day

- **6.3 Procedures for Performers**

Please arrive no later than 30mins before your performance

- Please arrange a convenient meeting place with your pupils
- Please get one person to report to the steward side stage when all performers are there (this will ensure that we are aware when acts are ready)
- Changing facilities will be available in a small gazebo or in the Market square toilets
- Please indicate if you will be using the stage or the arena
- Please have your music to hand to give to the sound man
- Please have your acts ready and in order side stage 5-10mins before they are performing
- Acts should come in an orderly fashion from the arena and stage after their performance to allow the next act to get on in reasonable time
- Special concession car parking is available at NCP Car Park, Hillfield Road – Just £2 for the day (this is by the round about at the Marlowes)
- The Watergardens car park is also nearby but will be charging its usual rate

Finishing Time

- The event will finish at 5pm

Rubbish

- Please ensure to tidy up and put all rubbish into black bags which will be provided on the day

Refreshments

- There are a number of cafes close to the market area that will be open during the event