



## Eastbourne Community Network October 2017 meeting at Eastbourne Bowling Club. “Making Connections... how we communicate and share information”. – Key Outcomes Report

**Eastbourne Community Network** provides quarterly meetings for voluntary and community groups and others working in the local community. It is organised in partnership by 3VA (Voluntary Action in Eastbourne, Lewes District and Wealden) and the Eastbourne Locality Link Worker, and is one of eight Locality Networks supporting community resilience across East Sussex.

19 people attended the October meeting with 16 organisations represented. We met at Eastbourne Bowling Club in Saffrons, who offer low cost space for hire for other groups to meet or run activities.

The topic was decided by the Network at its March meeting, where participants had chosen a number of themes which they felt were a priority to work on, in order to make Eastbourne a better and healthier place to live and work. We focused on how to achieve smarter communication between groups – getting information to the right people, at the right time and place and avoid duplication of effort. There was plenty of opportunity for networking and sharing information to help us focus our energies on the things that matter to you.



We were also building on our **Eastbourne Map** of resources and services that we started at the July meeting and added local Information points to it, places where you feel you can access relevant information about what’s happening in the community. At each meeting of the Network, this map will be added to by the participants so that, as a Network, we are more aware of what exists in our area and where the gaps may be. We will also help link the assets on the map with mainstream directories such as ESCIS to ensure information about them can be accessed by everyone in the town and across East Sussex.

### Feedback & Evaluation

Evidence gathered from talking to participants and based on the formal feedback, indicated that groups continue to strongly value the opportunity to come together and make new connections and learn new skills. **100% of participants who provided formal feedback found the event ‘Excellent’ or ‘Good/Very useful’**. When asked **what has the meeting helped you with**, *between 90 and 100% of respondents in the formal feedback said:*

- network with other voluntary groups, to learn and to share
- understand how you can connect with other groups and people
- understand what the assets are in our community, and how we could use them
- understand better what I can offer and how to share and access resources from other groups
- understand who else to go to for support

When asked **what was the most useful about the meeting**, people rated the networking opportunities extremely highly. Learning about other organisations in an easy and quick way was highlighted, as well as making a number of really good links.

When asked **what participants have learnt** during the Community Network meeting to implement in their organisation, we received a range of answers:

- How to upload my organisation information to Health & Social Care Connect (HSCC)
- Promoting HSCC to those I work with
- Using Best of Eastbourne and Eastbourne Buzz to access and share information
- How to promote my events better
- Types of communication vs target audience
- How people perceive my organisation
- I will work with Locality Workers more
- 1 participant among those who returned formal feedback said there wasn't anything they will take back to their organisation.....we promise to do better next time!

Our tasty refreshments were provided by a local community group – Community Stuff and has been judged very highly with participants saying ***“Thank you! It's really appreciated and helps with engagement and networking!”***

We have tried a later meeting time, to ensure that meeting during the day is not excluding some people from attending. Unfortunately this has meant that number of people actually could not attend and the feedback we got was to go back to day-time meetings.

**What we have discussed and what are the next steps**

Topic	More information	Discussion highlights	Next Steps (agreed at the event and/or after)
Networking on the basis of information sharing	Network with other groups to learn and share	<ul style="list-style-type: none"> <li>• Greater understanding of what's out there</li> <li>• Building understanding of who to go to for support</li> <li>• How resources can be grown</li> </ul>	On-going recording on the Asset Map for Eastbourne, ultimately to produce a google map of resources in Eastbourne via the 3VA website and continue linking services with ESCIS on-line directory.
Mapping activity	We think we know where services are	<p>Participants completed an activity to indicate using coded stickers onto a large map of Eastbourne where the following were located:</p> <ul style="list-style-type: none"> <li>• Sources of information including local hubs</li> </ul> <p>This information was also captured on a form/list indicating more details.</p>	<p>At each meeting, the network participants will add to this map, so that as a network we are more aware of what exists in our area and where the gaps may exist. See above for future on-line map.</p> <p>An additional 7 assets were identified</p>
Communicating about your work	We all use various ways to either promote or find information, from websites & social media to information booklets, conferences, helplines and search engines. Today we want to explore what is working for you ...and what could do with some support	<p>Participants created a list of the assets which are the best platforms and shared why. <i>See attachment – Top Tips</i></p> <p>We also explored what's not working to try to find solutions</p> <ul style="list-style-type: none"> <li>• Groups and organisations need to focus better on the target audience. Currently we often use mass mailings which can disconnect people.</li> <li>• 25% of people in Eastbourne report not using on line media and platforms (i.e. Facebook). How can we support those people who need printed resource, available in physical locations.</li> <li>• Being mindful that our population is changing and therefore English is more often not a first language, how do we communicate with communities for whom language is a barrier?</li> </ul>	<p>3VA to produce this list as a communication Top Tips for local groups to use as a resource and consider including in training opportunities.</p> <p>Solutions to what's not working:</p> <ul style="list-style-type: none"> <li>○ Producing information in various formats as not everyone has access to computer or the internet. Produce a list of where the printed resources can be obtained in the town.</li> <li>○ Reaching different communities and accessing interpreters is something that needs further exploration. Based on this and other feedback we have gathered this will be discussed at the January ECN meeting.</li> <li>○ Producing material in easy read</li> </ul>

		<ul style="list-style-type: none"> <li>• Reaching different communities and considering how we support people for whom English is not a first language.</li> <li>• Producing material in a range of ways</li> <li>• Who are our enablers in the community? to access information, both in and where to look and digital inclusion (information hubs or delegating local sites).</li> <li>• There is an issue of there being too many sources of information, but at the same time many organisations keep on requesting specific directories for certain topics or groups.</li> </ul>	<ul style="list-style-type: none"> <li>○ To identify enablers in the community to access information, both in and where to look and digital inclusion (information hubs or delegating local sites).</li> <li>○ Using Health &amp; Social Care Connect .. you can just pick the phone up and ask! Promote HSCC in the 3VA Newsletter and events.</li> <li>○ Developing working in Partnership: it's a challenge as other organisations can be suspicious or unwilling to collaborate – we would like to explore this through the network of those who attended and at future events.</li> </ul>
<p>Who are organisations communicating with and how can we use the assets in the network to share how we can communicate better.</p>	<p>What relationships do we have which are good and which ones do we have which we would like to develop and grow.</p>	<p>Relationships the groups wanted to grow more include:</p> <ul style="list-style-type: none"> <li>• BME and refugee communities</li> <li>• Young people</li> <li>• Residents living in certain wards i.e. Shinewater</li> <li>• People with EAL (English as Additional Language) and recent arrivals</li> <li>• Local activists, people with ideas</li> <li>• GPs</li> <li>• Schools</li> <li>• Small businesses and independent retailers</li> </ul> <p><u>Solution Focused Bingo</u></p> <p>Individuals shared their skills and ideas in growing relationships given their previous and current experience.</p>	<p>Developing and sharing our assets in the ways we work with and communicate with the following groups:</p> <ul style="list-style-type: none"> <li>○ Carers</li> <li>○ People involved in the art and creative sector</li> <li>○ Local community groups</li> <li>○ Libraries</li> <li>○ Care Homes</li> <li>○ Local Charities</li> <li>○ Older People and Older People's organisations</li> <li>○ Established Businesses</li> </ul> <p>We are planning to look at particular groups which we want to grow as the subject for our next Community Network Event.</p> <p>Working on better inclusion of the private sector at the Network (potentially through Chamber of Commerce).</p>

## Conclusions

The table above forms our plan. The actions will be taken forward by 3VA, LLW and the members of the community who attend the networks. We are all working on making real progress. Some of the actions may come to fruition before we meet again as a Network, in January, and we will report on them. Some may take much longer and some are only aspirational at the moment. We are also continuing to work on the actions from previous meetings. At each network meeting we will report “We said, we did” to update everyone on key progress and developments.

We look forward to the **next Network meeting on the 18<sup>th</sup> January at Eastbourne Blind Society , from 9.30am. “Including you ... engaging, involving and working together across our local communities”**. The topic is based on feedback and discussions we had in the Autumn, **we will explore and learn how to effectively engage and involve all across the whole community.**

If you have any questions about this report or the Eastbourne Community Network please email Terri Sayers- Copper at [eastbourne@3va.org.uk](mailto:eastbourne@3va.org.uk) or phone us on 01323 639 373.