

The Hartcliffe and Withywood Way

Place Based Social Action Plan 2018 -2021



Contents

1. INTRODUCTION	1
1. ORGANISATION and PARTNERSHIP SUMMARY	2
2. HOW WE WROTE THE PLAN	4
3. OUR THEORY OF CHANGE	7
4. VALUES and APPROACH	7
5. OVERVIEW OF THE PROJECT, AIM OF OUR PLAN AND THE DIFFERENCE WE WILL MAKE.....	8
6. ACTION PLAN	9
7. LEARNING, SHARING and NETWORKING.....	17
8. PROJECT MANAGEMENT and SUSTAINABILTIY	19

1. INTRODUCTION

People led



We are delighted to present our proposals for building community social action in Hartcliffe and Withywood (H&W). We want to work together to create a shift change in community leadership and action on things that matter to us, while enabling residents to design and deliver locally owned solutions and lead the system change we need. Over 450 local people have been involved in shaping our vision. For example, we have had over 100 doorstep conversations and trained two community researchers, while 40 active residents have attended workshops to shape our vision. A questionnaire with existing groups has helped identify how they could grow, while international exchanges have helped us reflect and community events have drawn in hundreds of new faces.

Strengths



Our place based approach will build on what is strong not what is wrong in our community. Local community members and partners have been trained in Asset Based Community Development. We have mapped and brought together our existing strong organisations and local leaders. We have identified under-used physical assets (including green spaces and a closed youth club) we want to improve or open up through the programme. Despite the many challenges we face (highest levels of deprivation in the city, hate crime and ASB, lack of civic engagement, high proportion of older and disabled people), our focus is on the strengths in the community and our vision for Hartcliffe and

Withywood to become a place where:

- Community led activity is realising children and young people’s aspirations and potential
- Pride of place exists with the environment well cared for today and for the future
- Everyone is welcome and can feel safe
- Individuals and communities can have a positive impact on their Health and Wellbeing

Connections



Over 14 new relationships with organisations have been brokered through this work. We have renewed existing partnerships and fostered relationships across sectors, from Academy schools, to Charities such as South Bristol Youth and Bristol City, key city players such as the Merchant Venturers and the business sector. From building youth leadership, to ensuring a welcome for new residents and improving our green spaces, we will do this through community building conversations, a comprehensive training and workshop programme, celebration events and buddying. We are pleased that partners and Bristol City Council have committed to working with us on local strategies and collaborative and people-centred approaches to procurement and commissioning. We have used Phase 1 to test some of the activities and approach we want to take. We are now ready to move onto the next phase and can’t wait to get started!

1. ORGANISATION AND PARTNERSHIP SUMMARY

Organisation	Roles and responsibilities	Strengths, experience and ambitions
Hartcliffe and Withywood Community Partnership	Partnership lead, coordinating all themes, leading on learning and sharing and employment of project staff.	A Community Anchor organization, representing and working on behalf of the local community since 1998.
Bristol City Council (BCC), in particular Public Health, Housing, Community Development and Adult Social Care.	The local authority acknowledges things need to be done differently if we are to make significant inroads into the challenges that face citizens living in Hartcliffe and Withywood. To do this we are supporting the PBSA and committing a considerable resource (three workers) to the area from the team for social, citizen-led action with the ability to connect together council services: https://www.bristol.gov.uk/people-communities/get-involved-in-your-community . The team will use an Asset Based Community Development Approach, and work in partnership on the development of a community centred approach to commissioning and co-production of	BCC through the One City Approach, is currently embarking on a major transformation initiative, to see the council’s assets being used to address inequality and a realignment towards more collaborative and people-centred approaches to procurement and commissioning that can reduce costs and invest in the community and economy. Hartcliffe, due to the PBSA, is a prime

	<p>services. Senior officers from commissioning and procurement teams and elected members are all committed to this approach which is kicking off with a high level workshop in November 2018.</p>	<p>candidates to be a test bed for the effectiveness of “whole place” commissioning across City Council departments and related public bodies.</p> <p>BCC have submitted a proposal to be part of the Enabling Social Action Programme from DCMS, and Universities of Sheffield and Hull.</p>
<p>Hartcliffe Health and Environment Action Group</p>	<p>Leading on the health and wellbeing theme and the development of our pilot ‘Thrive approach’ with public health.</p>	<p>Supporting local people to improve their health, well-being and the quality of life in the area for the past 28 years.</p> <p>http://www.hheag.org.uk/about/about/</p>
<p>Live West Housing Association</p>	<p>Live West are our largest local social housing provider and have worked with the local community on a wide range of social action initiatives such as street design, clean up days etc. They will be working in partnership on all strands but in particular on a joint strategy for young people, outreach and the “everyone is welcome” theme.</p>	<p>LiveWest is a leading developer of housing in the south west, with plans to invest in 15,000 new homes over the next 10 years.</p> <p>https://www.livewest.co.uk/about-us.</p>
<p>Learning Partnership West</p>	<p>LPW will be a key partner for the children and young people theme. They have been reclaiming an area of disused land In Hartcliffe to develop the first Adventure Playgrounds in the city for many years.</p>	<p>Supporting children and young people to overcome barriers to engagement.</p> <p>https://www.lpw.org.uk/about-us/</p>
<p>Local Arts and Cultural organisations</p>	<p>Working with partners to build social and community activities or events that bring people from different backgrounds together and celebrate the local community. Key partners are Vision BME, Base Radio, Room 13 and Brave Bold Drama.</p>	<p>http://www.room13hareclive.org.uk/news</p> <p>http://www.baseradiobristol.co.uk/</p> <p>http://www.bravebolddrama.co.uk/</p>

2. HOW WE WROTE THE PLAN

We have been very busy building our networks and having lots of conversations at a community, city wide and European level to find out what will work best. We have held four workshops bringing residents and partners together to shape our plan. We have reached out to community members who are not yet involved through door knocking and a programme of pop up conversations in the library, at events and in each local Tower Block.

We have analysed in detail the current data about our community including the Bristol Quality of Life survey, police data and service trends. We have collected new data through door knocking, a survey and training two community researchers. We have mapped the amazing strengths and assets that exist now in our community.

We have worked with Bristol University who have helped us to review and bench mark other place based approaches around the world to learn lessons and inform our approach. We have completed a literature of the key findings from research into interventions that increase community cohesion and build social action, drawing on three systematic reviews of what works (Mikton 2014, Pederson 2003 and McBride 2015). We have aligned our approaches with findings from the Marmot Review (2010) on health inequalities which calls on us to address the 'causes of the causes'.

We have reviewed relevant existing programmes and strategic plans for Bristol and thought about how our PBSA programme will be a catalyst for change across these including The Children and Young People's transformation plan, Cities of Service, Bristol Ageing Better, the City's Social Prescribing Programme and Bristol's first Market Position Statement covering all provision of Care and Support for Adults in Bristol "Working with Us for Better Lives".

We have faced many challenges and learnt a huge amount to inform our approach over the last few months. Some of the things we have learnt include: That people are great neighbours in H&W... that the perceived need for permission to do stuff is a big barrier for lots of people... that we have a huge array of skills and experience within the community to tap into... that there is commitment at a senior level in the council to working with us in a different way... that changing the conversation to what people can contribute to their neighbourhood has been challenging (this culture change won't happen overnight)... that we have lots of experienced and long running community activists in our area who can be skeptical about the 'next thing' and so introducing a new programme or approach has to be done sensitively... and that bringing in the working households in our community is hard. Our discussions with young people have taught us that the turnover of youth workers and teachers is big barrier to engaging, and that we need real consistency in order to have an impact. Many residents are concerned that they are being asked to replace core public services.

We have started to engage with local people but we know there is much more to do. We need to fully understand what we have (our assets) before we can effectively co-produce and co-design services to meet need. We need to build new relationships between residents and commissioners, businesses and housing developers in the city, at a time when resources to build those relationships is scarce. There is commitment to doing things differently and we have started to explore how the public sector is going to 'let go', openly share information and move to a new relationship with us in order to co-produce and design services using our social action work.

The building blocks below summarise how we have developed our plan over the last 6 months using a strengths based, connected and people led approach:

	One off events or workshops		Activities over 6 months	
People based	<p>In August hundreds of local people came to our fun day to connect and enjoy celebrating the community. We used the day to talk to more people about what they would like to get involved in in the community</p>		<p>In February we started asset mapping and door knocking the estate... we have had over 250 doorstep conversations asking people what is important in the community, and what their skills and interests are.</p>	
	<p>A production team of local residents have worked together with Knowle West Media Centre to make a short film celebrating the existing work of local volunteers and champions in the community.</p>		<p>Over the 6 months, local people have trialled some of the ideas and activities in our project plan. For example in June volunteers made diverse food to share with the community at our first local food market in the area</p>	
Strengths	<p>In June over 30 residents and partners joined an all-day workshop to map our current assets and skills in the community and look at the conditions we need to build them more social action.</p>		<p>Two community members from Hartcliffe worked with the Centre for Ageing Better to train as community researchers to produce a report about how local people over 50 contribute to their local community.</p>	<div data-bbox="1653 1114 2092 1461" style="border: 1px solid black; border-radius: 50%; padding: 20px; text-align: center;"> <p><i>"We love this community and we want to share the positive things and inspire other people to love it and care about it"</i></p> </div>



In July, the community organised an evening open forum to discuss local issues and how the community could take social action on health and social care. This provoked a good facebook discussion the next day. In September they came back together for a Theory of Change Workshop, where we mapped backwards to identify actions necessary to achieve our long term goals.



We completed an online and paper survey with all the local groups that volunteer to look after green spaces – asking what their ambitions were and how this project could help get more people involved. We visited the amazingly beautiful space on Blackthorn Close as inspiration - reclaimed and looked after by local volunteers.



Connections

In April, over 30 partners came together to complete a theory of change workshop and develop a community led action plan for improving cohesion and tackling hate crime locally.



Dr Jenny Barke from the School of Education at Bristol University conducted a literature review and discussion document on place based approaches and education settings around the world (including The Harlem Children’s Zone, and Atlanta, USA) to inform our approach and discussion.



In July we hosted a residential exchange with 25 Dutch social action specialists. We learnt about best practice in Holland, and they came out door knocking with us and local residents and reflected on our plans and approach, giving us food for thought and lots of tips! Community members from H&W are going to Holland in November to experience social action work there.



Over 6 months local people have attended several conferences and training events including Hope Not Hate, Community Organisers, Locality events, and the ‘Enabling Social Action’ programme from the Universities of Hull, Sheffield and DCMS. We picked up valuable tips and contacts that we will develop further in Phase 2.



3. OUR THEORY OF CHANGE

Through working in partnership and through building individual, family and community assets we can strive to create a place where:

1. **Community led activity is realising Children and Young People's aspirations and potential**
2. **We have pride of place for our environment, owned and looked after by local people**
3. **Everyone is welcome and feels safe**
4. **Individuals and communities can have a positive impact on their Health and Wellbeing**

We are working towards achieving the following vision and long term impact for our community:

1. **H&W is a great place to live and everyone can be at their best**
2. **H&W celebrates, values & nurtures its strengths (people, places, resources) and is a community that leads change from within**
3. **H&W residents have the skills, confidence and desire to care for themselves, each other and the neighbourhood**

4. VALUES and APPROACH

We are taking an asset based community development and strengths based approach. We will be building confidence within the community to connect with each other to make change in their neighbourhood and have a say on the things that are important to people. People in H&W can feel disconnected from their neighbours and the decisions that are made in the city. We will be bridging that gap, bringing people and partners together to take action, focusing on:

- Community centred commissioning and co-production of services
- Structural change
- Community organising, and opening up and sustaining locally owned assets.

Key to our approach is that It's okay to make mistakes; we want to try new things and take an experimental approach. We know that some things will work and others won't and we want to create a culture in our practice and community where it's okay if this happens, and it's also okay to share it with others.

Our approach is to focus on certain elements in the typology of social action. Some elements are already developed and supported in our community. For example, we have several formal volunteering programmes and successful community asset transfers. We are planning to focus on two aspects of the typology in particular.

- 1) **Independent activities run and owned by people in our community and peer support, befriending and helping**
- 2) **Working with key public sector partners, to make sure that people in our community can influence and change key services so that they both make the best of our assets and work better for us, and that they create the conditions for (and remove barriers to) further social action, see diagram over page:**

Type	Advocacy, Influence and System Change	Community Organising	Befriending, Neighbourliness and peer support
Definition	Changes or improvements to public services to enable social action and make use of local assets	Mobilising people-power to take action and address social inequality.	Informal social action and being good neighbours. Looking out for neighbours, doing the shopping for an elderly neighbour, picking up someone's children from school.
Examples in Hartcliffe and Withywood	Opening up schools and library for community use in the evening 'Thrive' Community approach to Mental Health	Volunteer run sports clubs in school sports provision Tea and Talk in local library	Door knocking to make new connections between neighbours, link people to community organising and gather evidence for system change. Training local people to have more compassionate conversations.

Conditions for social action

5. OVERVIEW OF THE PROJECT, AIM OF OUR PLAN AND THE DIFFERENCE WE WILL MAKE

Through our development phase, we have identified four main themes and outcomes of our work. Each theme will be led by different community champions and a core group of partners. We will use the budget to employ three part time community workers with specialists skills and interests to coordinate the themes, along with allocating resource for activities such as the creation of a library of useful things, micro grants and events. Each theme will be supported by three cross cutting actions:

- **Over 1,800 community building conversations per year** (using door knocking or pop ups) to identify new skills in the community, make new connections bring people together to take social action on issues that matter to them in the community.
- **A comprehensive training and workshop programme** incorporating leadership, community organising, participatory research, and community journalism to increase our local capacity to share ideas, skills and information (working with Bristol City College, South Bristol Youth, Community Organisers etc).
- **An annual celebration event** for all local stakeholders and organisations working on social action, to recognise the amazing contribution of social activists and volunteers across the area. Working with M&C Saatchi, KWMC and local radio, we will increase our capacity to use techniques such as community film making and social media to tell local authentic local narratives and share personal stories of social action and effective advocacy or system change.

Our approach is summarised in the tables below. Because we can't describe all our ideas in detail, we have picked out just one of our pilot ideas in each theme area to explain in a bit more detail. In each case, we have mapped the current assets and the actions we will take to help reach this outcome.

6. Action Plan

Outcome 1: Everyone is welcome and can feel safe (no one is forgotten)

What is strong?	<p>Commitment from a large group of partners and residents to work together to share data and deliver an action plan to promote shared values of tolerance, respect and democracy.</p> <p>Excellent local Arts or Community organisations building local identity and stories, bringing people together and celebrating our community including Vision BME, Base Radio, Brave Bold Drama and Room13 Hareclive.</p>	
Partners	<p>Vision BME, BCC Community Development and Housing Team, Avon and Somerset Police, Live West Housing, Stand Against Racism and Inequality, M&C Saatchi, Prevent, Public Health, Schools, Hartcliffe Choir, Morrisons</p>	
Type of Action/Activity	Key Actions/Activities in year 1	Outputs
Community led	<p>Welcome to Hartcliffe buddying scheme</p> <p>Heart Head and Mind training sessions – training sessions to share stories and increase awareness of diversity</p> <p>Events to bring different groups together - Intergenerational work, football matches, fun days etc.</p> <p>Cultural or Arts events to celebrate diversity and bring groups together (hair and beauty event, music events).</p> <p>Community food markets or celebration events to share diverse food and stories</p> <p>New media or communications to share local stories and bridge gap between micro and macro (small groups working together to reach larger audience)</p>	<p>5 buddies recruited</p> <p>4 workshops a year</p> <p>3 events per year</p>
System change, Incorporating social action in the design and delivery of existing and new services/activities	<p>Testing ways to improve the local infrastructure for the BME community (availability of foodstuffs or hair products, ease of visiting friends family or places of worship etc).</p> <p>Development of a Strategic action plan to promote community cohesion in Hartcliffe and Withywood</p>	<p>Agreement of strategic community led hate crime and cohesion plan</p>

Everyone is welcome Pilot Project in detail: Welcome to Hartcliffe buddying scheme

We know the majority of people in our community believe in tolerance, respect and democracy. Welcome to Hartcliffe is about empowering members of the community to take action to increase a sense of belonging. We want everyone to be valued – whether newcomer or not, whether BME or not.

We know that many BME families who move to our community leave again in a short amount of time. Many cite abuse or intolerance and the lack of infrastructure (proximity to family and friends, places of worship, availability of foodstuffs etc) as reasons for wanting to leave. Enabling those households to stay is therefore key to building infrastructure and breaking this cycle. We want to prevent newcomers feeling isolated, making sure that there is early intervention to connect them to the community.

Through 'Welcome to Hartcliffe' we will be rolling out a model that has been successfully developed by a local resident called Hayley. She has been taking referrals from the Housing team to welcome and offer a friendly face to newcomers to the community. We will be extending Hayleys buddy scheme, recruiting new community members to be buddies. The buddy will be a friendly face who knows the area, can offer a walk around/tour, and signposting to local groups and services. A little contact card will direct people to Community Hubs such as the Hive or Symes Centre and be given to newcomers who don't chose to be matched up.

We are interested in learning about other ways in which we can promote the culture of "it's ok to be nosy and care about each other". We expect to identify other community leaders who are interested in encouraging neighbourliness and promoting what is good about the area. We would like to learn from their ideas and explore what kind of support from us can hinder or help them. Ideas might include street parties, the use of media etc.

We are also aware that we have some 18 – 30 year olds in our community who feel that they don't currently fit into groups or networks. Many have interests or skills to share, and we would like to explore how the sense of belonging of this group could be explored.

We know that there will be challenges with this work, including continued population turnover, how we develop relationships with all housing providers including private landlords, how we manage conversations and media sensitively to challenge negative stereotypes etc. We expect to learn a lot in this process. We are seeking in kind support from M&C Saatchi to help us handle our media and communities work carefully and successfully.

Outcome 2: Pride of Place exists with places well cared for today and for the future

What is strong?	<p>Pride of Place Group already exists to coordinate action on planning, transport and local green spaces.</p> <p>Blackthorn Close, Roundhouse, Dundry and Hartcliffe Wildlife Conservation Group, Reclaim Macey's Lane Group.</p> <p>We have some of the Richest sites for Biodiversity in the City, including the Dundry Slopes and Crox Bottom. Lampton Tree Nursery is currently an underused resource.</p>	
Partners	<p>BCC Parks Department and Community Development team, Live West Housing Association, Volunteering Matters, Avon Wildlife Trust, Bristol Waste, Environment Agency.</p>	
Type of Action/Activity	Actions/Activities Yr 1	Outputs
Community led	<p>Community awards e.g. best garden</p> <p>Clean up/litter pick and planting volunteer work days</p> <p>Planting of trees and wildflowers in un-used or un-cared for open spaces.</p> <p>Local art in streets/parks .</p> <p>Development phased for Library of useful things – community tools and micro grants for seeds etc</p>	<p>1 per year</p> <p>4 per year</p> <p>2 green spaces improved</p> <p>40 members of new library of useful things</p>
Incorporating social action in the design and delivery of existing and new services/activities	<p>Changing how maintenance plans for parks and green spaces are designed and delivered</p> <p>Exploring community housing and energy projects</p>	<p>Maintenance plans in place for 75% of local green spaces by the end of three years.</p>

Pride of Place Pilot Project in detail : Library of useful things, skills swap and micro grants

At HWCP, we have been working with partners to create a vision for the future of Hartcliffe library based within the Symes Community Building. We have started our own community book swap which is popular. Alongside this, as part of PBSA, we have surveyed the active volunteer groups in the area who help look after our parks and open spaces. From the survey and also our door knocking, an idea has emerged of having a local tool and 'useful things' library within the Symes building. For example many people have told us on the doorstep that they would cut their grass but they don't have a lawn mower, while local groups cannot organize planting without a local organization lending tools and equipment. Some also find that accessing small amounts of funding e.g. for seeds or insurance is also a barrier to doing more.

The Library of Things movement is emerging in communities around the world. These libraries can often include a huge variety of items from board games, kitchen items, craft equipment, party supplies and tennis rackets to saws, kitchen appliances, turntables, clothing and tents, without the burden, costs or resource impact of ownership.

We would start with tools and gardening equipment but also explore incorporating other items. We know that items are likely to go missing quite quickly but that high deposits or charges will put people off joining, so we need to explore different models of lending to find one that works for Hartcliffe and Withywood. We will need to experiment with sliding scales, different types of deposits and tracking of items. The library will be a physical library but we would like to explore other methods of sharing skills and equipment within the community. This could include:

- A skills or equipment swap notice board within community centres
- A platform attached to the HWCP website that would enable people to swap tools, skills or resources among themselves
- Working with the Bristol City Council community learning team and the WEA to offer classes and skills development alongside the library

Alongside making training and resources available, we will be working with Bristol City Council Head of Parks and the Parks Forum to improve partnership work between the council and the community and tackle barriers around 'permission' that the community needs to improve parks themselves. This may include sharing information on maintenance agreements or assigning certain areas of parks to resident groups to look after themselves.

Outcome 3: Community led activity is thriving and realising Children and Young People's aspirations and potential

<p>What is strong?</p>	<p>Some excellent community led provision including Minnies, angling club, theatre trips, football club, Scouts. High quality sports and arts venues locally including 400 seat theatre and state of the art kitchens at Bridge Learning Campus, sports pitches. New adventure playground, potential new BMX track and re-opening of Hareclive Youth Centre</p>	
<p>Partners</p>	<p>Hareclive Academy, South Bristol Youth, Creative Youth Network, Pervasive Media and Rife Youth Magazine, Learning Partnership West, Bristol City Council, Room 13 Artists Studio, BCC Housing, Hartcliffe Children's Centre, Police, Scouts.</p>	
<p>Type of Action</p>	<p>Actions/Activities</p>	<p>Outputs</p>
<p>Community led</p>	<p>Raising aspiration and leadership, changing the narrative: Hartcliffe "Wall of Fame" to celebrate successful locals, establishing pool of local mentors. Leadership programme in Hareclive school.</p> <p>Creating clear pathways to success through opening up and coordinating our existing assets: Recruitment and training of a pool of volunteers to support the opening of new provision in the community including re-opening of Hareclive Youth Club in Hareclive School, a BMX track, and Teyfant Road Adventure Playground.</p> <p>Nurturing our most vulnerable: Targeted community support package in Hareclive school</p>	
<p>Incorporating social action in the design and delivery of existing and new services/activities</p>	<p>Inspiring leadership: Identifying our community leaders in waiting, learning from positive role models. An agreed process for building youth voice and influence, working with specialist youth partners and M&C Saatchi to develop communications and use social media. Increasing Community Governors.</p> <p>Agreement of a local strategic plan for children and young people to influence and coordinate support and pathways for children and young people and develop partnership.</p> <p>Opening up institutions: Securing commitment from the local academy schools to enable affordable community access. Creating clear ask for City Cultural Institutions to come to the area (Bottleyard, Bristol Old Vic, Watershed, St George) and for increased breadth of courses at City of Bristol College.</p>	

10 volunteers recruited and trained to support local provision

Young people have identified 8 local issues are organizing action around them

Strategic plan agreed

Leadership programme

Children and Young People's pilot project in detail: Realising aspirations and potential within the Hareclive School Community

Currently our least vulnerable young people on the estate often show low aspirations, generational apathy around education and low self-esteem, while our most vulnerable often suffer from higher than average school exclusion rates at secondary school and a higher than average risk of being drawn into drug dealing, organised crime or anti-social behavior. All our schools have issues around staff retention, meaning that it is hard for young people to form long standing relationships and find mentors through times of transition or change.

We will pilot a targeted community support package for a cohort of students and families in Hareclive Primary school, learning how this can support transition into secondary and tackle the issues above. The targeted programme that will see HWCP, the school, community and local partners work together to build social action, aspirations and pathways for young people and families in and around the school community.

Hareclive Primary School is a three-form entry primary school, based in the heart of the estate and attached to the Hartcliffe Children's Centre. The school catchment has some of the highest level of social need in Bristol (two of the top 5 most deprived Lower Super Output Areas in Bristol are within the school catchment). There are many opportunities within the school and local area, including the asset transfer of the disused Hareclive Youth Centre to the School. Our pilot will include:

- **Raising aspiration and leadership, changing the narrative:** A realizing aspirations and leadership programme for Hareclive children and families run by South Bristol Youth within the school. We will raise the profile of, build connections with, and celebrate the success of people from H&W in fields of sport, business and entertainment.
- **Creating clear pathways to success and coordinating out of school provision:** Opening up the youth club and community sports provision to provide low cost, open access sessions providing safe spaces for children and young people (and their families) to play and develop skills
- **Nurturing our most vulnerable:** Volunteer mentors and specialist family support or group work around areas such as conflict resolution, health lifestyles, counselling or mental health support.

Over the last year HWCP have been trialing these three strands. For example we have brought pupils out into the community for intergenerational workshops with older community leaders from the estate and trained two residents in FA coaching to lead a new popular evening football club at Hareclive Primary. We will build on this learning, putting in place an intensive support package that will start at year 5 and move into year 7. We will work with the school to put in place an evaluation framework to measure the impact on children and their families.

Outcome 4: Individuals and communities can have a positive impact on their Health and Wellbeing

What is strong?	<p>Excellent community spaces – roundhouse, parks, community centres, the Hive. Trained health champions have set up Breast feeding Group, Walking Group, Sugar Smart roadshow etc. Partnership group to improve signposting, awareness of what is going on locally and coordinate local provision. DHI Peer Support model for shared experience and support</p>	
Partners	<p>This theme will be led by Hartcliffe Health and Environment Action Group and the health working group which is made up of trained community health champions and all the main health service providers in the area including: Developing Health and Independence, Wesport, Hawkspring, CASS Bristol, Changes Bristol, Carers Support Centre, Linkage. The BCC Procurement and Adult Social Care team will lead the work on commissioning and adult social care.</p>	
Type of Action/Activity	Actions/Activities	Outputs
Community led	<ul style="list-style-type: none"> • Mental Health: Training people in compassionate conversations, Changes Mental Health Support Group • Promoting and signposting of activities and support across the area, e.g. “What’s on for over 50’s” local guide, health networking group • Local groups to tackle social isolation and build networks supported by Health Champions e.g. tea and talk, fun days, fishing group, men’s group. • Local food events (markets, community fridge, supper clubs..) to empower people to eat healthily, socialize and make new connections 	<p>20 people trained a year in compassionate conversations</p> <p>2 new groups per year</p> <p>1 new regular community food activity (e.g. supper club, community café)</p>
Incorporating social action in the design and delivery of existing and new services/activities	<p>Work with the BCC Adult Social Care and Better Lives programme, to improve provision in the community for Tier 1 support and reduce demand for Tier 2.</p> <p>Using H&W as a test bed for hyper local commissioning of health and social care services in Bristol.</p>	

Health and wellbeing pilot project in detail: Thrive and training community connectors

In H&W we have committed to being a pilot area in Bristol for the 'Thrive' approach, based on the programme in New York led by Mayor Blasio <https://thrivenyc.cityofnewyork.us/>. It has been brought to the West Midlands and London through the global Thrive Cities Network.

The community and local organisations and services have recognized mental health in its broadest sense as a priority locally. We are coming together to develop a coordinated approach including preventative measures and healthy coping mechanisms. The approach focusses on prevention and mobilizing public, private and community resources.

A public meeting attracted over 50 community members and services to a conversation about a 'whole place' approach to mental health. Existing assets were mapped and we looked at the conditions for change. We asked "What is mental wellbeing?", "What helps people to look after their mental wellbeing in H&W?", "What barriers exist to people looking after their own wellbeing in H&W?" Some themes emerging included access to information, building community capacity, challenging stigma, improving connections and accessing nature.

Since the meeting, new connections and initiatives have got underway including mental health first aid training, mental health awareness week activities and community led peer support work. In October, a follow up workshop involving a wide range of partners including CASS, WellAware, the Care Forum, HHEAG and Positive minds shared what they were doing and discussed community and organizational roles and leadership around mental wellbeing.

This summer some of our PBSA partners visited Frome Town Council and were very impressed with the Compassionate Frome Project. Trial results of the project seem to show that when isolated people are supported by community groups and volunteers, emergency admissions to hospital fall dramatically. <https://www.theguardian.com/commentisfree/2018/feb/21/town-cure-illness-community-frome-somerset-isolation>

We are keen to trial adapting the Frome model for Hartcliffe and Withywood. By training people to have 'compassionate conversations', we think we could build community self-help and connections to each other and support in the community. By paying attention, understanding needs and responding in a compassionate and supportive way, everyday conversations and connections in our neighbourhood could help to build resilience to illness. We would like to learn how we can extend compassionate conversation training to those who have the important everyday conversations in our community such as supermarket workers, bus drivers, or hairdressers.

7. LEARNING, SHARING and NETWORKING

Challenges we foresee, how we might overcome these and what we would like to learn

Challenges we foresee	How we might overcome them	What we would like to learn
<p>The H&W community have felt the impact of significant spending cuts. We have lost core services including the housing office. We have four ambitious outcomes in this context. Some trends may get worse before they improve (e.g. hate crime referrals may go up as we raise awareness).</p>	<p>Commitment from BCC to working with us from the beginning. Use PBSA investment to try new ways of working and manage expectations as we go along</p>	<p>How to track the impact of our social action in this context. How co-production and hyper local commissioning can respond to key City programmes or challenges, e.g. Adult Social Care.</p>
<p>Our community is undergoing change (two of the largest new housing sites in Bristol and significant new transport infrastructure).</p>	<p>Community action and involvement in the local changes.</p>	<p>How changes create context that helps and hinders social action in H&W.</p>
<p>Taking an asset based approach means that what happens often isn't predictable, under our control or evidence based.</p>	<p>Participatory evaluation. Risk assessments. Develop 'ok to fail' culture in our work.</p>	<p>How to measure asset based approaches. How international models of social action – in particular the U.S and the Netherlands could help inform our practice in the U.K.</p>
<p>Involving the private sector (e.g. private landlords) and the local business community, dominated by national chains.</p>	<p>Test and learn different approaches to involving local business. Develop our relationship with M&C Saatchi and Morrisons .</p>	<p>How national businesses can support place based programmes and benefits to both. How social action can build hyper local business.</p>
<p>Many people in H&W face barriers to getting involved (e.g. personal and financial pressures, fear of 'sticking your head above the parapet', taking risks or expressing opinions that might challenge others).</p>	<p>Recognise and reward small changes will be big steps for our community.</p>	<p>How to capture some of the impact of these incremental but very significant changes.</p>
<p>We have a core group of very strong older community leaders whose time and capacity is stretched.</p>	<p>Use leadership programmes to support the younger generation of community leader.</p>	<p>How to track impact of this beyond the three years of this programme (we will still be here)</p>
<p>GDPR is a barrier to sharing information and connections. Some people in H&W are sceptical about the 'next initiative' and many talk about 'consultation fatigue'.</p>	<p>Asset based approach and local leadership of all work. Participatory and sensitive monitoring and learning.</p>	<p>How to direct our work beyond lifetime of the PBSA (e.g. Neighbourhood planning).</p>

Below is a summary of our plans to capture learning through the programme. All elements will involve residents. We want to develop a culture of learning and reflection and share our learning with partners locally and nationally, while building our partnerships with the Netherlands and local universities.

Capturing output information	Tracking area wide data and changes	Recording change as it happens and participatory activities to involve the community	Reflective Practice , involving the community and sharing and making accessible our learning
<p>People taking action in their community</p> <p>People involved in co-production, advocacy or system change activities, e.g. city wide commissioning or strategies</p> <p>Door knocking notebook to record community building conversations</p> <p>Record of new connections made across the community, to each other or activities</p> <p>Number of events that bring people together</p> <p>Number of new community led actions e.g. clean up days, groups</p> <p>Number of facilitated sessions or workshops</p> <p>Local management plans agreed</p> <p>Reach of community communications</p> <p>New partnerships with business</p> <p>Community spaces or facilities opened up to new community use, or extended use</p>	<p>Police data on ASB</p> <p>Bristol Quality of Life Survey</p> <p>Indices of Deprivation</p> <p>Public Health data</p> <p>Relevant local and city wide research</p> <p>Police and hate crime services analysis of reports and incidents</p> <p>Develop our partnership with Bristol University to inform evaluation framework and data analysis.</p>	<p>Using local arts organisations to develop creative ways to record and reflect e.g. Base Radio take over from young people</p> <p>Community research interviews.</p> <p>Story board/online scrapbook to record activities and learning as they happen</p> <p>Films, photos, vox pops recorded on the spot by community and project team.</p> <p>Facilitated discussions at community forums and gatherings and Thrive public events</p> <p>Using community film making crew and online social media discussions</p> <p>Interactive mapping using the Bristol ABCD map: https://bcc.maps.arcgis.com</p> <p>Community journalism – residents sharing their own stories of involvement through local media</p> <p>Individual case studies and stories</p>	<p>Community leads for each theme will share through their resident networks.</p> <p>On the spot de-briefs and reflection after each event or activity.</p> <p>Sharing with community at forums/gatherings, on social media and through Bristol and local print media.</p> <p>Sharing our learning at South Bristol Practitioners Network and Dundry View Health networking group</p> <p>Locality networking meetings</p> <p>Networking with other PBSA places on line or face to face/visits.</p> <p>Sharing our work at conferences, events or related programmes including the Sheffield University Enabling Social Action Programme, Locality, Community Organisers</p> <p>Continued exchange with Dutch workers including planned return visit for H&W</p>

8. PROJECT MANAGEMENT and SUSTAINABILITY

Strong project management systems

At HWCP we have a strong track record of delivering large partnership projects to time and budget. This includes a current £280k per year city wide collaboration to deliver community transport services and an 8 year partnership with BCC to deliver the Neighbourhood Partnership. For the PBSA management we will put in place:

- **A strong staffing and governance structure:** The overall project will be overseen by a steering group of partners who will meet quarterly to review progress. The HWCP Trustees will be accountable to the Lottery and DCMS and will receive monthly reports. The project will be managed by our CEO who has over 10 years' experience managing complex teams and projects and delivered by three community development workers.
- **A clear project plan from the outset:** This will include yearly schedules of project management tasks, targets for each stage, key deliverables, and performance and outcome measures. We will be using Renaisi's support and advice to integrate the measurement of key targets and outcomes into the project from the outset. The nature of this project, which will be led by emerging energy and ideas from the community, means that we need some innovation and creativity in how we measure success and manage each step. A too rigid and pre-planned approach will stifle genuine local ownership and creativity; we are expecting to learn some really interesting lessons about this to share with the lottery in order to inform asset based approaches in the future.
- **Commitment from partners:** We will agree MOUs with key partners to ensure we have clarity and commitment about roles in the project.
- **Budgetary control:** We have a very thorough system of payment authorisations, cost codes and reporting to make sure we keep spend on track and a full yearly audit. Our dedicated finance office will oversee this work. All staff complete time sheets so staff time on the project will be tracked. Variations in spend will be reviewed by our finance and project manager and reported to the steering group and trustees and action taken.
- **Identifying and mitigating against risks:** This proposal is an ambitious one to create systemic change in a community which has suffered conflict and challenges. There are inevitable risks involved. In addition, our asset based approach that encourages independent, not organisational led, local action can bring health and safety or reputational risks. At HWCP we have experienced all these challenges in our community in the past, but we know this project will throw up new questions and situations to manage. We will develop a risk register and work with partners to mitigate risk.

Asset based approach to sustainable change

Our project is about long term, community led change, reducing reliance on funded services and initiatives. We will be identifying and supporting those local community leaders who can continue to promote what is good about the area and build social action, after project funding has ceased. At HWCP we have a 120 year lease on our building in the heart of the estate and intend to be here for the long term! Our work and our commitment to promoting community action, voice and influence and community resilience will be here a long time after this project funding ends. We are exploring ways in which we can generate income through new community assets (such as housing and energy projects) to continue to have a community involvement and outreach programme that can support local volunteers and partnership after funding comes to an end.