

## community development

Working across a number of Neighbourhood Renewal priority areas, a dedicated team of community development workers are involved in a wide range of actions and activities to create, nurture and support community involvement and development. A monitoring and evaluation framework has been helpful in making their aims and outcomes explicit.

The community development workers' clear target group is excluded communities – whether excluded by race, gender, age, geography or poverty. The overall aim is very broad – to improve quality of life and to do so sustainably. One of the issues in identifying specific aims and desired outcomes was to identify those changes within their remit and possibilities and to seek relevant indicators. Also, they wanted a good range of outcomes.

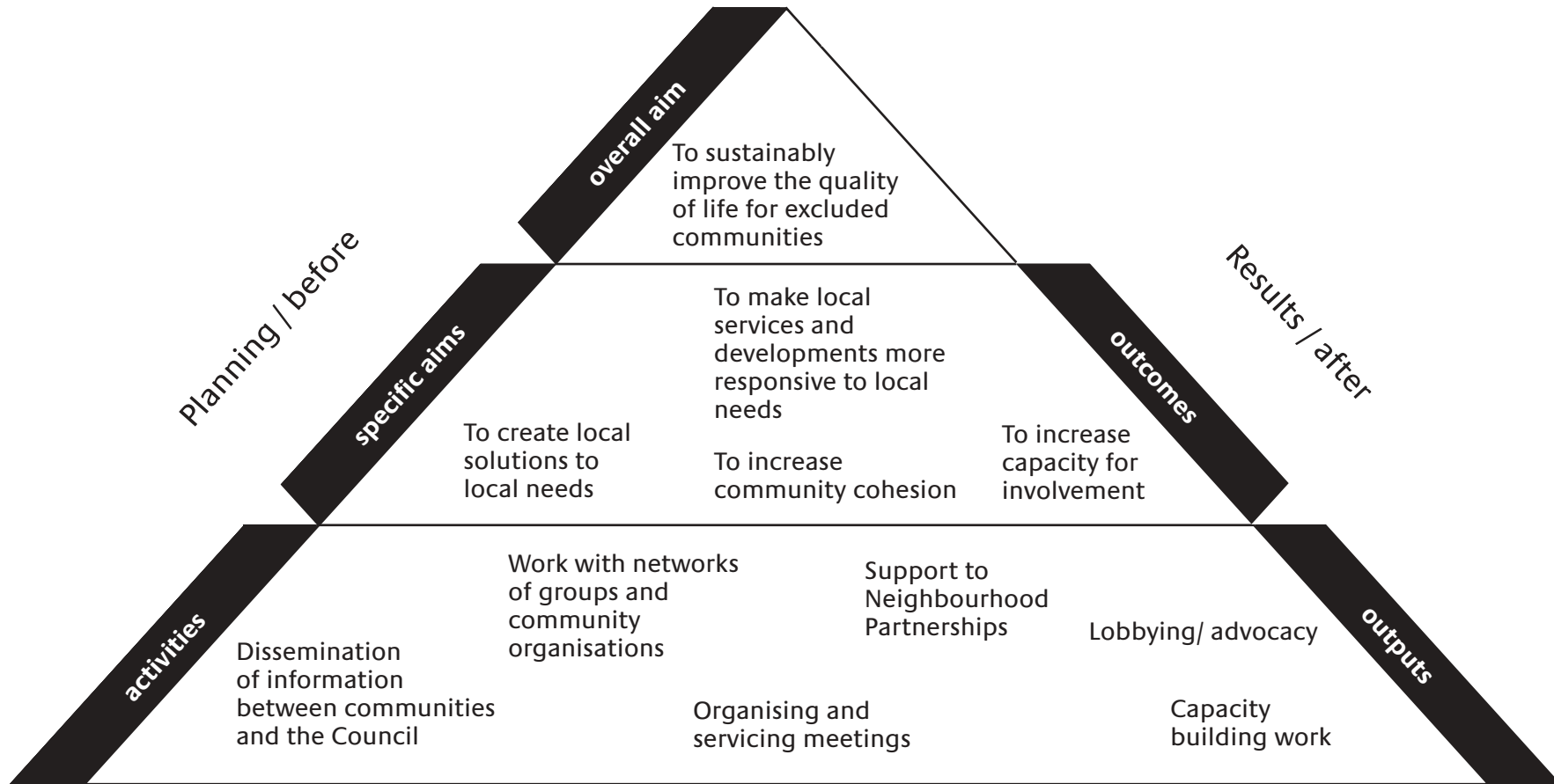
The community development workers identified the need to increase the capacity of both individuals and existing community groups to take action on behalf of the community. They also identified the need to ensure meaningful involvement in local

partnerships and forums. This meant making those partnerships accessible and providing community members with training as needed. They also worked with local service providers to make them more receptive to local needs.

Much of their work aimed to break down barriers, such as those between old and young and different racial groups, to increase tolerance, reduce fear and thereby improve quality of life. Older people complained about young people hanging around the streets in groups making a noise, often because they felt threatened.

The work itself was rich, varied and responsive to opportunities locally. It included liaison, organising meetings, lobbying the Council, supporting individuals, building the capacity of local groups and networks, disseminating information and working on partnership panels.

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## Outcomes

Specific aims	Outcomes
To create local solutions to local needs	<ul style="list-style-type: none"><li>• Needs of the community identified by community members</li><li>• New projects emerging from community meetings</li></ul>
To make local services and developments more responsive to local needs	<ul style="list-style-type: none"><li>• Meaningful involvement of communities in local forums and partnerships</li><li>• Existing (statutory) service providers more aware of and responsive to the needs of the community</li></ul>
To increase community cohesion	<ul style="list-style-type: none"><li>• More interaction between groups from different social, racial or geographical groups</li><li>• Reduced racial conflict</li><li>• Increased understanding and tolerance</li></ul>
To increase capacity for involvement	<ul style="list-style-type: none"><li>• Individuals more able to act on behalf of the community</li><li>• Stronger community groups</li></ul>

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## Outcomes and indicators

Outcomes	Indicators
New projects emerging from community meetings	<ul style="list-style-type: none"><li>• Number of new projects suggested</li><li>• Number of new projects taken up</li><li>• Types of new projects taken up</li></ul>
Meaningful involvement of communities in local forums and partnerships	<ul style="list-style-type: none"><li>• Number of community representatives on local forums and partnerships</li><li>• Amount of support given to community representatives</li><li>• Extent to which community representatives feel part of decision making</li></ul>
More interaction between groups from different social, racial or geographical groups	<ul style="list-style-type: none"><li>• Profile of those attending meetings and local events</li><li>• Profile of community representatives</li></ul>
Individuals more able to act on behalf of the community	<ul style="list-style-type: none"><li>• Extent of individual involvement in local issues</li><li>• Levels of individual confidence in advocacy role</li></ul>