

# Southend-on-Sea Borough Council

Agenda  
Item No.

Report of Director of Public Health  
to  
Health and Wellbeing Board

on  
20<sup>th</sup> November 2013

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## The C2 Connecting Communities Programme

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### 1. Purpose of Report

- 1.1 To provide an update on the progress of the C2 Connecting Communities Programme in Southchurch ward.

### 2. Recommendations

- 2.1 Members of the Health and Wellbeing Board are asked to note the report.

### 3. Background

- 3.1 In November 2012, Southend Clinical Commissioning Group (CCG) successfully bid for grant funding to assist with the introduction of an asset based community development project, 'the C2 Connecting Communities programme' in Southchurch ward. The CCG is the lead agency for this programme.
- 3.2 The C2 model is based on a time limited 7 step practical intervention (Appendix 1) to form a problem solving resident-led multi-agency partnership. The initial stage is engagement with local stakeholders and residents, and identifying local residents to lead the process. The community goes through a listening phase where they create their vision for the area and develop and formalise the multi-agency partnership, which then operates a sustainable and highly effective model of neighbourhood governance. This provides a degree of community autonomy where residents become co-producers, with service providers and public agencies, of solutions to issues affecting their lives rather than passive recipients of services determined by a hierarchy of providers.
- 3.3 The C2 method connects communities in three ways:
- Within themselves – networks and co-operation amongst local residents.
  - With local service providers and public agencies - building a parallel community of interest amongst the front-line workers and others.

- With other communities – getting and giving inspiration directly from one place to another.

3.4 The C2 Connecting Communities Programme is a two year initiative with support from external specialists based at Exeter University. The CCG has received grant funding to finance the support for the first 7.5 months of intervention and complete steps 1 and 2 of the model. A business case has been prepared and is being taken through the CCG governance processes to provide the additional funding to complete all seven steps of the model.

#### **4.0 The C2 Connecting Communities Programme in Southchurch**

4.1 The Streets Ahead Co-ordinator for Southchurch ward identified 2 local residents who had expressed an interest in being involved in community development initiatives in the area.

4.2 An engagement workshop was held on 14th June where a range of stakeholders and local residents attended to hear about C2 and the theory behind the approach. The C2 team brought along representatives from two of the original C2 community sites, Beacon and Redruth, which underwent transformation in the south west 15 and 10 years ago, to share their experiences of C2.

4.3 Following the engagement meeting, a small team of residents and representatives from local service providers and public agencies (including fire, police, housing, Southend CCG and Southend Council) have been working towards commencing step one of the C2 process. This group attended a 3 day residential C2 training course in September 2013, where they visited the Beacon and Redruth sites and started to explore how they could work together locally. This group has since met on a number of occasions and completed a walk around the local area to help service providers and C2 leads to identify assets and strengths within the community and gain some intelligence on local issues affecting residents.

4.4 A C2 Strategic Steering Network group was established in early November. This group has a broad membership (Appendix 2) and will:

- Support the C2 team to join up and build upon resident led work already happening in Southchurch
- Support and enable service providers to embrace new learning, leading to new ways of working.
- 'Unblock' barriers, whether perceived or actual, to resident led governance
- Support the creation of a partnership steering group at the local level in Southchurch

A resident representative and public health lead for the C2 programme in Kent, which has been in place for 18 months, attended the first meeting of this group to share their experience to date.

4.5 A C2 connecting event is planned for December 2013. This will include local service providers, public agencies and residents who can support the first few steps of the initiative. The aim of the connecting event is to identify local residents and frontline service providers to support the development of a

Southchurch interim partnership. This partnership will plan step 3 of the initiative, a 'listening event' for local residents, which is currently scheduled for January 2014.

## **5.0 Reasons for Recommendations**

- 5.1 The C2 Connecting Communities programme provides a mechanism to achieve culture change within a community with the goal of improving their health and wellbeing. The development of this programme will be overseen by experts from the University of Exeter who will provide local support.

## **6.0 Corporate Implications**

### **6.1 Contribution to Council's Vision & Corporate Priorities**

The C2 Connecting Communities programme will contribute to the delivery of the Council's corporate priorities.

### **6.2 Financial Implications**

A business case has been prepared and is being taken through the Southend CCG governance processes to provide the additional funding to complete all seven steps of the model. There is an expectation that there will be QIPP savings for the CCG.

### **6.3 Legal Implications** None.

### **6.4 People Implications** The purpose of the project is to empower local residents in disadvantaged areas to champion their own agendas and to lead change and self-manage their neighbourhoods.

### **6.5 Property Implications** None.

### **6.6 Consultation** Local residents and stakeholders will participate in a 'listening event' as part of the project initiation.

### **6.7 Equalities and Diversity Implications** A full assessment of the equality and diversity implications will need to be undertaken as the project commences.

### **6.8 Risk Assessment** A risk assessment will be undertaken when there is further clarity on the scope of project as defined by the residents.

### **6.9 Value for Money** There is an expectation that working with the chosen community will lead to a reduction in costs in healthcare and wider costs.

#### 6.10 Environmental Impact

Improvements to the environment may be identified by residents as part of the programme.

### 7.0 Appendix

Appendix 1 – Seven Step Model of C2 Connecting Communities

Appendix 2 – Membership of Southchurch C2 Strategic Steering Network Group

## **Appendix 1 Overview of Seven Step Model of Connecting Communities**

### **STEP 1**

Identify and nurture key residents. Establish partnership steering group of front line local service providers, key residents and other stakeholders who share common interest in bringing about change and improvement within a targeted neighbourhood to jointly undertake the 7 step process towards a resident-led partnership.

### **STEP 2**

Hold workshops to consolidate connections within steering group and embed skills and mindset needed to support residents to lead change and become self-managing. Jointly plan 'listening to community' event to identify and prioritise neighbourhood health and well-being issues.

### **STEP 3**

Steering group hosts 'listening event' and produces report on identified issues, fed back to residents within 10 days. Commitment established for resident led, multi-agency partnership to tackle issues. Exchange visits undertaken to meet communities who successfully self-manage

### **STEP 4**

Constitute partnership which operates out of easily accessed hub within community setting, opening clear communication channels to wider community e.g. regular newsletter, estate 'walkabouts', links with other community groups and interface with strategic organisations.

### **STEP 5**

Monthly partnership meetings, providing continuous positive feedback loop to residents. Celebration of visible 'wins' e.g. successful application to funding streams which support community priorities, and promote positive media coverage, leading to improved community confidence, more volunteering and increasing momentum towards change.

### **STEP 6**

Evidence of community strengthening and self organization characterized by setting up of new groups and activities increasing social capital, catering for wide spectrum of age groups and targeting health priorities. Accelerated responses in service delivery from partnership agencies, leading to increased community trust, co-operation and reciprocal uptake

### **STEP 7**

Partnership firmly established and on forward trajectory of improvement. Two or three key residents to co-ordinate activities. Measurable outcomes from community action plan and evidence of visible transformational change, e.g. new play spaces, improved residents' gardens, reduction in antisocial behaviour, all leading to measurable health improvement and parallel gains for other public services.

## **Appendix 2 Membership of Southchurch C2 Strategic Steering Network Group**

Southend Clinical Commissioning Group (CCG)

Southend Borough Council (SBC)

C2 representatives

Police

Education

Housing

Fire Service

Representatives from Southchurch ward