



HAVING YOUR SAY
**PARTICIPATION
IN POLICY:
MAKING IT WORK**
A National Conference



Tuesday, 11 December 2007

Dublin Castle Conference Centre, Dame Street, Dublin 2

 **Combat Poverty
Agency**
*working for a
poverty-free Ireland*

20th Anniversary
1986 – 2006


Participation in Policy – Making it Work

Session 1

Chair: Brian Duncan, Chairperson, Combat Poverty Agency

10.00 a.m. **Registration & Refreshments**

10.30 a.m. **Opening Remarks** Kevin P. O’Kelly, Acting Director, Combat Poverty Agency

10.40 a.m. **Keynote Speaker** Minister of State, Pat Carey, T.D. Department of Community, Rural and Gaeltacht Affairs

11.00 a.m. **National Standards for Community Engagement - The Scottish Experience** Fiona Garven, Scottish Community Development Centre

11.20 a.m. **Questions and Answers Plenary**

11.30a.m. **‘Vocal Women’** Creative Presentation by the Vocal Women’s Group, A project promoting women’s participation in decision making in Blanchardstown

12.00 p.m. **Coffee break**



Session 2

12.30 p.m. – 2.00p.m. Workshops

1. The Case of the Missing Voice - Participatory Learning & Action (PLA) as a bridge between communities and policy makers

Three case studies - going beyond 'community consultation', towards genuine community engagement in participatory research to inform policy

Presenters: Mary O' Reilly De Brún, Director, Centre for Participative Strategies, Tomas De Brún, Director, Centre for Participative Strategies, Anne Mc Farlane, Lecturer in Primary Care, Department of General Practice, NUI Galway

2. Breaking Borders and Barriers - Using Open Space Technologies

This workshop will explore the principles of Open Space through workshop activity, drawing on work from the border region. *Open Space Technology* is a simple way to run productive meetings, for 5 to 2000+ people, and a powerful way to lead any kind of organisation, in everyday practice and ongoing change.

Presenters: Gwen Lanigan, Programme Co-ordinator, Áine McCauley, Development Worker, North South Rural Voice Ltd.

3. Community Consultation- Using The Planning for Real Process

Highlighting the experience of how the planning for real process was used in a local authority estate setting in Monaghan. Engaging children and adults to have their say in the future development of their local area and creating a 3D model.

Presenter: Packie Kelly, Mullaghmat Family Resource Centre, Monaghan

4. Housing and Accommodation - Advocating for Policy Change

This workshop will highlight the use of community development principles as an approach to addressing housing and accommodation for lone parents in order to influence policy. It will use case studies to explore the experiences from Cavan and Tralee.

Presenter: Gráinne O'Toole, Practice to Policy Co-ordinator, One Parent Exchange Network

5. Exploring Dialogues - O.P.E.R.A. (Own Thoughts, Pair Thoughts, Expose, Range, Arrange)

This workshop will include participation in a specific technique and reflection over different ways of using dialogue for engaging people, using the Swedish experience as a case study.

Presenter: Hans Andersson, The Centrum Foundation for Community Work and Mobilisation (Cesam), Member of Combined European Bureau for Social Development

6. Ballymun Community Case Study: Experiences and Perceptions of Problem Drug Use

This workshop will use a research case study from Ballymun, highlighting the experience of using participatory research methodology as a tool for engagement in a community setting.

Presenter: Dr. Mary Ellen McCann, University College Dublin

7. Women Creating Change – In From the Margins

This workshop will explore the learning from case studies on the participation of marginalised women. A range of methodologies will be presented highlighting the experience of local and national projects.

Presenter: Orla O'Connor, Head of Policy, National Women's Council Ireland

8. Exploring Creative Participation through the Arts

Using the arts as a tool for engaging people in policy. This workshop will highlight the experiences of engaging women in decision making in Blanchardstown through creative methodologies.

Presenter: Siobhán Larkin, Programme Co-ordinator, Blue Drum, The Arts Specialist Support Agency

2.00p.m. Lunch & Close

Combat Poverty Agency *Having Your Say* Conference

Participation in Policy – Making it Work

Keynote address by Mr Pat Carey TD

**Minister of State at the Department of Community, Rural
and Gaeltacht Affairs**

Dublin Castle 11 December 2007

A chairde

I dtús báire, ba mhaith liom a rá go bhfuil an-áthas orm bheith anseo libh inniu ar an ócáid thabhachtach seo, agus ba mhaith liom mo bhúiochas a ghabháil libh as ucht an cuireadh a thabhairt dom.

Mr Chairman, ladies and gentlemen.

Thank you Kevin for your introduction and welcome.

Firstly, I would like to express my appreciation for your invitation to deliver this address at the beginning of your third conference in a series of such conferences in the *Having your Say* Programme.

At the outset you set the focus of this Programme on strengthening the voices and practices of people and communities living in poverty in the development and implementation of anti-poverty policies and programmes. I hope that as you now near the end of three years of related activities that much has been learned. I believe that the learning from this Programme should have important implications for how we can improve the means and methods to include, in a better way, the input and opinions of people living with and suffering disadvantage and exclusion in a way that brings tangible benefits to people and their communities.

Poverty remains one of the greatest obstacles to leading a fully inclusive, enriching and challenging life. Its effects are insidious. Access to services normally enjoyed by citizens can be denied. People feel excluded from mainstream society and do not enjoy even the basic opportunities taken for granted by others. Educational performance is diminished, poor health outcomes often result, and training and job opportunities are restricted. Then there is the contribution that poverty makes to the decay in social and community environments, community and personal safety is compromised with fractured family structures all too often a feature.

Building an inclusive society is a key priority of Government. Over the last ten years we have made significant and visible progress since Ireland adopted the first National Anti-Poverty Strategy in 1997. Our strong and sustained economic and employment growth has enabled us to improve the living standards of all in our society. Our success in tackling unemployment has halted the blight of emigration and transformed our country into one that is energetic, prosperous and competitive.

This success has enabled us to make substantial increases in social welfare supports and devote increased resources to social services and infrastructure in areas such as health, housing, education and disadvantaged communities. This was further underpinned by the approach adopted in last week's Budget where, despite a cooling in economic activity and a hostile international environment, resources were prioritised to insulate our poorest citizens.

As a result of policies and recent investment, some 250,000 people have been lifted from consistent poverty, including 100,000 children, in recent years. Despite this success, we continue to face the challenge of tackling poverty and its effects.

I believe that we must continue to have a particular focus on communities and neighbourhoods, who despite the economic transformation of recent years, have not progressed. Other communities are vulnerable and possibly under threat if economic circumstances worsen. In addition, the challenges and opportunities posed by new communities and issues of integration must be considered. In such cases, the provision of support by Government to help build stronger communities is seen as a necessary step, whether those communities are in rural or inner city settings,

struggling with the effects of declining populations, unemployment, language divides, community safety, or drug abuse.

That is why the Governments approach to the various policy instruments such as the *National Action Plan for Social Inclusion, Towards 2016*, the *National Development Plan*, and the myriad of sectoral strategies has continued to focus on inclusion. In that regard a focus on inclusion is nothing if it does not provide a basis and structure for meaningful engagement among the social partners and with those we are working to support. We must ensure that those who are marginalised are enabled and encouraged to articulate their situation so that we can assist them in addressing the issues that affect them.

Our strategic processes have been enhanced by a streamlined and comprehensive approach to tackling poverty and social exclusion. The overarching framework set out in the national partnership agreement, *Towards 2016*, is supported through the implementation of the actions in the National Action Plan for Social Inclusion and by the social inclusion elements of the National Development Plan. Both of these set out the roadmap to Ireland's future.

We recognise that a large element of the challenge is delivery. This becomes more complex as we seek to tailor supports around the needs of individuals. It is essential that we continue to modernise and reform how we design and deliver services, income support and activation measures at both national and local level. Actions have been identified to strengthen our institutional structures to address any implementation gap and we will ensure that our response to tackling poverty and social exclusion remains both flexible and concentrated on outcomes. The OECD's current work to identify and inform good management practice in our public service will also help to shape future approaches and policies.

The Government is committed to achieving the targets set out in the National Action Plan for Social Inclusion. Taken together with the National Development Plan and *Towards 2016*, I believe it represents a coherent and ambitious strategy that will deliver real change for those most vulnerable in our society.

Over the years we have recognised the essential dimension that engagement with people in our communities can bring to the development of policy initiatives and their implementation. Far too often the criticism has been levelled that our political and administrative systems have been good at the development of policy and strategies but weak in our ability to deliver real tangible benefits and improvements. In particular, the engagement of the people most affected by poverty has proved to be a key factor in ensuring that policy is developed in a manner that allows for efficient and effective implementation. My view is that consultation is not simply about putting an invitation in the national or local press. It must be something more and part of an ongoing dialogue around programmes and initiatives. I think my Department's experience would indicate that engagement with our beneficiaries is best done on an ongoing and informal and direct manner while offering more formal opportunities in tandem.

I share the view that weaknesses and obstacles exist side by side with opportunities, potential and experience to address shortcoming. Since 1987, social partnership processes have left very important legacies of participation that are now part of a more structured process of policy formation. A key issue for Government, social partners and public administrators is how to translate this to a local and neighbourhood level where the individual feels included in matters that most affect them. The challenge will be in finding ways to mobilise and increase capacity. Most importantly, it will be necessary to ensure that the structures that we have developed continue to serve communities in inclusive and effective ways, and that provide optimal delivery of Government programmes.

My own Department supports a number of structures under programmes aimed at achieving better, more focussed impacts with the active engagement of those most affected by poverty. There is also a shared recognition that while elements of existing structures work well, improved levels of engagement can be achieved. To this end a number of important initiatives have been rolled-out that provide for inter-agency teams that include community representatives with remits that extend to local strategic planning, evaluation and monitoring of outcomes.

The commitments set out in Towards 2016 include a range of proposals designed to support the role of the community and voluntary sector in responding to the particular challenges associated with the implementation of the lifecycle approach to tackling social inclusion. The role and contribution of the community and voluntary sector is clearly recognised. The task of deepening the partnership between State bodies and organisations in this sector is reflected. In addition, my Department will have a key role to play in developing and supporting policies on fostering volunteering arising from the package of measures initiated by the Government in 2005 in relation to the promotion of active citizenship. Delivering the outcomes envisaged will be challenging and the need for all sectors to work in partnership is required.

Volunteers, community activists and community groups keep society thriving and flourish side by side with the public sector. This is not just an Irish phenomenon but also a feature of all political systems. Elected politicians decide on policy and civil servants implement it. Because politicians know their constituents, policy is inclusive. Our public consultation processes are more open allowing citizens, residents and public service users to actively take part in the decision-making processes that lead to decisions that affect them. We know the active part local people and communities play as users and choosers of services and the benefits that engagement with them can bring in ensuring the effectiveness of service delivery. In the processes that have been developed over the past few decades, we know that citizens and communities also need to be directly involved in shaping and designing the services that they will eventually use.

However, a void can all too frequently exist in communities that suffer disadvantage. Many residents of poorer areas feel alienated from the informal systems that others take for granted. Their alienation from the formal systems can become even more pronounced with the dynamic development of online services that require another set of competencies. Not only is there a challenge to develop the capacity of these people, citizens, to be able to execute their entitlements and participate, there is also a need to ensure that those that they engage with in public administration, civil or public servants, have the requisite level of understanding and the tools to directly bridge this gap.

There is an ongoing need to ensure that resources are directed in a targeted and effective manner and that we are constantly subjecting our activities and structures to critical appraisal and evaluation. In that way, we can ensure that those we work to assist will receive the maximum benefit from our efforts and the funding available.

The initiative to streamline local structures operating under the aegis of my Department is nearing completion and will bring a strong coherent local focus once the new arrangements become embedded. In future there will be improved locally based structures leading to:

- Less overlaps and duplication of effort and funding
- Improved transparency, co-ordination and local control
- Strengthening of democratic accountability and governance of agencies and service providers locally
- Further structured local engagement with the community and voluntary sector.

As Minister with special responsibility for the National Drug Strategy, Community Affairs and Local Development I intend to continue to enhance the Governments special emphasis on the importance of communities and community development in continuing to work with communities, other agencies and key players in tackling the causes as well as the symptoms of poverty and in promoting social inclusion in our society.

We must continue to focus on communities that are vulnerable or under threat. The combined efforts and partnership of Government, the public, community and voluntary, and the private sector and members of the communities affected must be brought to bear in tackling the root causes and impacts of poverty.

Our approaches have achieved many tangible and meaningful improvements in circumstances and opportunities for many. This is not to underestimate the work still

to be done and the new challenges and situations that will require efficiently targeted interventions in the future. It is important that what we do is focussed on outcomes and strategic in its conception. There is an ongoing need to ensure that resources are targeted, that governance structures are reinforced and effective evaluation and critical appraisal mechanisms are undertaken.

Finally, Mr Chairperson, I wish to extend my thanks to you and the Combat Poverty Agency for its work to-date on the *Having your Say Programme*. I hope you will all have an informative and rewarding day today. I look forward to working with you and wish all every success in 2008.

END

Community Engagement in Scotland – the story so far...

Fiona Garven
Scottish Community Development
Centre (SCDC)



SCDC – who are we?

- A partnership between the Community Development Foundation and the University of Glasgow concerned with the 3 main outcomes of influencing:
Relevant policy on the quality and breadth of community participation, empowerment and cohesion, **Effective practice** - developing and strengthening local, regional and national community development practice to enable more and **Strong communities** - promoting communities that are inclusive, active and influential.
- Originator of ABCD, LEAP, National Standards
- Host for SCARF, CHEX, HiiC
- More at www.scdc.org.uk



Why engage with communities?

- increases influence for communities
- improves information for service providers
- 'joined up' thinking across services
- more flexible use of resources.

(Active governance: The value added by community involvement in governance through local strategic partnerships' Kath Maguire and Frances Truscott, Joseph Rowntree Foundation 2006)

- makes better policy,
- builds ownership and consensus around policy outcomes,
- accounts for actions taken
- promotes participation.

(Scottish Executive Civic Participation - Policy Unit 2000)



The Scottish context for community engagement in community planning

- In 2004 the (then) Scottish Executive established a £318 million Community Regeneration Fund (CRF) to run for three years to bring improvements to Scotland's most deprived areas and help individuals and families escape poverty
- The CRF allocation to Scotland's 32 Community Planning Partnerships for 2005/2008 based on the most deprived 15 per cent of areas under the [Scottish Index of Multiple Deprivation 2004](#)



Why did we need a set of 'standards'?

- Mixed experience of engagement in the national Social Inclusion Partnership programme (predecessor to Community Planning)
- Negative feedback about past community engagement activity from communities themselves
- Critical research evidence published by the Joseph Rowntree Foundation
- A lack of confidence expressed by agency staff
- The need to develop tools to support new participatory modern governance policies



Key policy drivers

Community engagement is at the heart of policy:

'Civic participation is an essential tool of modern government.....'

(Civic Participation - Policy Unit Scottish Executive 2000)

'Community Planning is essentially a process to secure greater engagement from communities in the planning and delivery of services'


(Policy memorandum on the Local Government Scotland Act 2003)

'The effective and genuine engagement of communities is at the heart of community planning'

(Scottish Executive Statutory Guidance on Community Planning)




The ladder of participation



THE STANDARDS

- supporting independence
- sharing action
- sharing decisions
- Consulting
- Informing
- manipulation (non-participation)



Defining community engagement within the context of community planning

'Developing and sustaining a working relationship between one or more public body and one or more community group, to help them both to understand and act on the needs or issues the community experiences.'

Recognition that...

'Community engagement can take many forms but is always a process that involves purposeful dialogue between public agencies and communities'



What are the National Standards for Community Engagement?

Measurable performance statements for good community engagement

- Built from community experience
- Designed by community and agency representatives
- Based on best practice principles
- Specific enough to guide actions
- Useable in different types of engagement
- Clear and to be used by all parties
- Designed for achieving highest quality practice
- Piloted for a year in 6 sites
- Endorsed by key stakeholders and 3 national events
- Launched May 2005




1. Involvement

We will identify and involve the people and organisations with an interest in the focus of the engagement




2. Support

We will identify and overcome any barriers to involvement

3. Planning

We will gather evidence of the needs and available resources and use this to agree the purpose, scope and timescale of the engagement and the actions to be taken



4. Methods

We will agree and use methods of engagement that are fit for purpose



5. Working Together

We will agree and use clear procedures to enable the participants to work with one another



6. Sharing Information

We will ensure necessary information is communicated between the participants



7. Working With Others

We will work effectively with others with an interest in the engagement



8. Improvement

We will develop actively the skills, knowledge and confidence of all the participants



9. Feedback

We will feed back the results of the engagement to the wider community and agencies affected



10. Monitoring and Evaluation



We will monitor and evaluate whether the engagement meets its purposes and the national standards for community engagement



How can the Standards be used?

- **plan** engagement
- To **assess** readiness
- To **monitor and review** progress
- To **evaluate** performance
- As a set of **ground rules**
- **Micro and macro scale** engagement, e.g. Young Peoples' Advocacy Project Conference to the Commonwealth Games



SCDC Support Programme

- Standards launched in spring 2005
- Support offered to all 32 CPP / CLDPs: for community and public partners
 - 2005-06: briefings, champions, equalities work
 - 2006-07: projects, networking, conferences
 - 2007-08: developing and promoting integrated planning framework 'VOiCE'
- Internal evaluation and external evaluation
- Communities Scotland funding



What are we learning?

The Standards are now referred to as assessment tools in several policy areas – agencies are having to be more accountable for effective engagement activity but...

- There is still confusion on the difference between consultation and engagement
- There is still a reluctance on behalf of some agencies to accept that community engagement should be an integral part of any kind of regeneration or anti-poverty work with communities - there remains an element of lip service in some areas
- There is often a lack of a co-ordinated and strategic approach at a local level – SCDC developing 'VOiCE'



Key challenges for practitioners

- To create an environment where engagement is championed, understood, and practised!
- To win the trust and confidence of communities and services and to achieve a consistency of approach
- To help lead change, create a vision and an agenda for change, and to continually develop ways of working together
- To monitor change and build on good practice
- To continue to invest in capacity building for communities



Men Alone In No-man's land (M.A.I.N.)

- Participatory Learning and Action (PLA) research can offer men a form of research engagement that is socially inclusive rather than a 'consultation' that further alienates.



1

Who/What is 'Men Alone In No man's land'? (M.A.I.N.)

- MAIN is a support group of men who wish to respond to what they feel is an absence of social, psychological, and solidarity networks for men.
- These men live in Dublin's Inner-City and have experienced, or are currently experiencing some form of social exclusion.

2

Research Commissioned 2006 - 2007



- Dublin Inner City Partnership (DICP) & Dublin City Council (Social Inclusion Unit) commissioned:
- Tomas de Brun, Centre for Participatory Strategies, Galway
and
- Ed du Vivier (Independent Consultant)
to complete research with the MAIN group.

3

The Policy Context

Dublin Inner City Partnership (DICP) – Policy Position Paper, January 2007

- DICP is currently working toward the development of a new strategic plan.
- This plan is emerging within changed national, international, and crucially, a changing Dublin context. This requires a "new and fresh response" from DICP who recognise that "many of the local residents experiencing poverty are those now 'hardest to reach' (Policy Position Paper. 2007. 3,4.).
- "The issue now is to move past the approach to poverty that views it solely in terms of lack of income or consumption. We need to recognise and acknowledge the multi-dimensional aspects of the experience that reveal the linkages between depth of poverty, in terms of material and social assets..." (Policy Position Paper. 2007.4.)

4

The Policy Context (cont'd)...

Under "Shaping the New Strategy" DICP wants to...

- Introduce pilot approaches for new tailor-made services
- Where there is a gap in provision, introduce new ideas or models in cooperation with key agencies and organisations
- Encourage the stakeholders involved to experiment and establish the case for alternative methods of delivery to meet the increasingly diverse needs of residents in the inner city.
- Ensure that DICP is on the leading edge in relation to new thinking on quality service delivery and responding to the individual rather than operating within the constraints of the delivery system." (Policy Position Paper. 2007. 7).

5

Key Aims and Objectives of the Research

- "to identify practical, locally-based and culturally-appropriate solutions that will help inner city men experiencing social exclusion to overcome barriers and attitudes that prevent them from seeking help to tackle their social exclusion", and...
- "to identify a practical, appropriate and participatory approach to the social inclusion of vulnerable men that could be developed by MAIN and piloted in inner city Dublin." (Terms of Reference: 2)

6

The Research Design

- From the outset, the aim of the researchers was to offer the men a series of technically competent research sessions where data is generated and gathered and...
- To create a 'safe space' where vulnerable men might actually experience the research encounter as a genuine engagement, and an acknowledgment of their considerable life expertise in terms of social exclusion.

7

PLA research: Beyond consultation – towards engagement

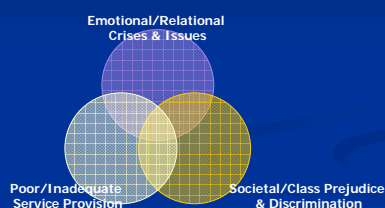
Narrative Structure of the In-Depth PLA Research Process.

- Men reflect on individual life-stories
- Map stories as timeline – plot moments of social exclusion and/or barriers to social inclusion
- Share timelines – share stories – what is social exclusion about? What does it feel like?
- Researchers join in, map their own life-journeys – share with group. (Researchers can be vulnerable too – do not have perfect lives, love/living and power shifts)
- We return to these narrative life-journey maps throughout the research – as a thread that we follow in order to:
- Map moments of **breakthrough** (experiences/events/people) that allow men to move forward – through barriers that have blocked them for some time.



8

Identified: Barriers to Social Inclusion



9

Identified: Breakthroughs into Greater Social Inclusion



- Educational opportunity
- Psychological support in the form of 'wise counsel'
- Friends and family
- Being involved in M.A.I.N.
- The PLA research process

10

The PLA Research Process as 'Breakthrough' – how the men themselves explain this...

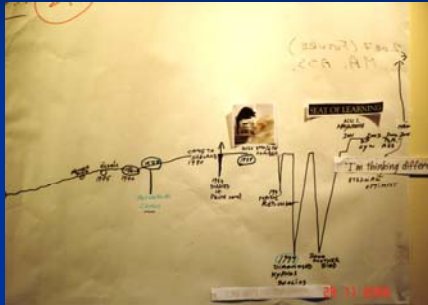
- The energy, support of other men. It confirmed me in my own manhood. I want to echo what other people are saying. I found tonight very uplifting, and I'm delighted that I'll be able to get here the next night. I wasn't sure I would. It's fantastic when men share together...and are able to share about how vulnerable we are...I love being a man. (Gerry)
- Knowing I am not alone, and being able to interact with other males without feeling intimidated. For once in my life I have the ability and confidence to speak in front of other people. (Will)
- I agree with what's been said. There's more hope now. When we started out we were restrained, but tonight we were a lot less restrained. Each session it gets better. We're all willing to dance. (Shay)
- My sense of it is that something is going on here...something important. It's like 'maleness' [laughter in group]...no, I mean real maleness, and I have a growing sense of just what's going on between us...it's very powerful. (Brian)

11

- A bit of what everyone has said already . . . I'm just growing since I came here, and I'm feeling part of the group. I feel I am having my most crucial breakthrough at the moment. (Billy)
- I've been carrying someone else's fear. I realised this only a month ago when you asked me about barriers in my life. If I hadn't been asked that question, I would never have seen it as a barrier. I put my star [major breakthrough] at the end of my life-journey, which is now, really. Coming to these meetings has been the major breakthrough for me. I was always afraid, making excuses. . . . It's like something's been broken, it can never grow back. The major breakthrough for me was coming to the meetings, to feel so comfortable with myself that I could look at my life and be able to accept myself. When we were talking about barriers I began to realise I was carrying a lot of fear that was not my own. With this realisation and acceptance I feel that I can deal with my own pain and fear, and try to move on with my life. (Dave)

12

Timeline



13

Women's Health & Well-Being Research Project, 2006 - forward



**Centre for
Participatory
Strategies,
Galway,
Ireland.**

- Research Design
- Research Training
- Research Support

1

'The Plan: what we set out to do...'

CPS and HSE Women's Health Officer set out to co-design a draft Research Process

BRIEF: What actions might be taken (by building on the positives) to help remove or diminish negative factors, in order to increase women's health and social gain?
(Actions and Recommendations)

Research process must be capable of generating qualitative 'base-line' data regarding women's own perceptions of, and perspectives on, what makes for positive health & well-being
(therefore research approach will be qualitative, participatory & emic - producing descriptive evidence)

BRIEF: We need to identify what key factors serve to support or diminish women's health & well-being, and how?

2

The Research Design...



Rural/Urban Women

Lesbian Women

Traveller/Ethnic Minority Women

3

PLA Training



4

Vision

- **TEAMS & CAPACITY BUILDING:** 13 women trained; operate as 3 interconnecting teams; build capacity for PLA research in the community
- **PILOT RESEARCH:** 3 Teams to engage in pilot research - learn from each other's experiences - refine the research process accordingly, using triangulation (of personnel or cases)
- **ATTRITION** due to illness, pregnancy, family and other work commitments reduces 13 women to 3, and 3 teams to just 1.
- **REFLECTIONS** on the PLA process from this team...

5

Experiencing the PLA Process - Voices from the Team

- *I think PLA is the best approach yet... you get to go below the surface which other research doesn't allow.*
- *My best experience was the women [participants]... we gelled together so fast - the trust was just there... I haven't seen that in many other groups [in community development].*

6

Achievements of the Research Team

- The Team elicits exciting and authentic findings (*emic map*)
- There is an unexpected emphasis on broad socio-cultural determinants of health and well-being
- Participants described their experience of the research as something that actively contributed to their current state of health and well-being

7

The 'Sunburst' Model vs. the 'Tendrill' Model

Developing PLA teams capable of interconnecting across their various interest group boundaries in a community creates a range of needs:

- Shared vision for a research project must be grounded in a realistic appraisal of one's own (and other's) power to act to make the vision real
- Adequate funding is required
- Underestimation of time commitment and workload - attention given to 'paid' nature of work but not to the scale of the commitment
- Reduced number of teams meant reduced number of access routes
- Teams require ongoing training and support – for analysis and write-up – 'drivers' or project leaders are needed who are knowledgeable about participatory processes and familiar with the principles and pragmatics of participatory work
- Support from partner organisations is crucial but not always sustained over the timeframes involved

8

Potential?

Highlighting one key potential shown by this case-study

- Often, information emanating from a PLA research encounter constitutes a 'production of knowledge'
- This knowledge has hitherto not existed (and you probably couldn't get it any other way by any other means)
- It is **implicit knowledge** made **explicit** by virtue of the research process
- Only when this knowledge becomes explicit can it be fed into policy formulation and contribute to the planning and provision of more relevant and adequate services
- Without good, solid participatory work, the production of knowledge will not occur and policy and service provision will suffer accordingly – because people's voices will remain silent and unheard...

9

Into the Future...

- Can we hold onto the 'sunburst' vision?
- Can commitment to PLA processes be routinised to inform service planning & provision for women's health and well-being in Ireland?
- And for other groups and 'communities'?

10



National University of Ireland, Galway
Ollscoil na hÉireann, Gaillimh

CARe Communication with Asylum Seekers & Refugees



CARe

Dr. Anne MacFarlane, Lecturer in Primary Care
 Department of General Practice, NUI, Galway







Outline of Presentation

- CARe: Genuine Community Engagement
- Participatory learning and action research
 - (i) Study aims and objectives
 - (ii) Rationale for using PLA
 - (iii) How PLA was put into action
 - (iv) Strengths of PLA
 - (v) Unanticipated outcomes

1

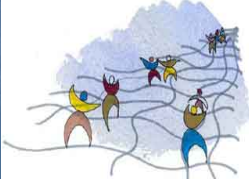
CARe: Aims and Objectives

- Examine the impact of language as a barrier in primary care
 - Document ways in which the language barrier is experienced, and responded to, by **refugees, asylum seekers**, general practitioners & public health nurses

2

Rationale for PLA

- 'Standard' qualitative methods?
 - Need for a commitment to change and action
- Participatory action research
 - Process and outcomes
 - Concrete ideas for action & change



3

CARe: Putting PLA in Action

- Training
- Inter-agency partnerships
- Meeting the community
- Core group of representatives
 - 2 Russian women, 1 Ukrainian man, 1 Croatian woman, 1 Nigerian woman

4

CARe: Putting PLA in Action

- Training again!
- Peer researcher model
 - Relationships of trust and rapport for researching social life
 - 'Insiders': community members with relevant cultural knowledge, with lived experiences of the language barrier or the asylum seeking process

5

Strengths of Peer Research Model

- Community involvement across the life of the project
 - Refined aims and objectives
 - Design of data collection, doing fieldwork
 - Data analysis
 - Dissemination

6

Benefits of 'Insiders' for Research Work

- Instrumental Benefits
 - Translating research materials
 - Recruitment for main study
 - Fieldwork using card sorts
 - 26 participants (16 women and 10 men)
 - 7 Serbo Croat speakers
 - 19 Russian speakers
 - 10 were asylum seekers
 - 6 had refugee status
 - 10 had residency in Ireland (Irish born children)
 - Co-analysis of research data

7

Benefits of 'Insiders' for Participants

- Affective Benefits
 - Shared cultural knowledge
 - Relief of sharing experiences in one's own language
 - Sense of 'safe' space to make critical comments about Irish primary care
- Levelling of power positions and power relations; 'eye to eye'

8

Key Findings

- **Reliance on Informal Strategies**
- *B4 who arrived in Ireland with no English used to go to his GP with his wife who also had no English. They hoped that between them they would understand.*
- *He had a male friend that interpreted for him. He was very happy about that in some ways but avoided using him after some initial consultations because he was concerned about his privacy.*
- *Also, B4 attends English classes, uses dictionaries, phrase books to try and manage and improve communication in general practice*

9

'Actions' from CARe

- Presentation to HSE West Primary Care Unit
- Submission to HSE Social Inclusion Unit National Intercultural Health Strategy
- Organisation of, and presentation at, National HSE Conference for Ethnic Minority Health Care
- Paper published in Irish College of General Practitioners Journal *FORUM*
- Contribution to material for 'Desk Top Guide' for GPs working with Refugees and Asylum Seekers
- Research partnership with HSE Social Inclusion Unit to evaluate GPs experiences of pilot interpreting service

10

Unanticipated Outcomes for 'Insiders'

- 'Insiders' for the 'work' of fieldwork
- 'Face to face' data collection
 - Very challenging
 - Unexpected human effects for peer researchers

11

Face-to Face-in 'Informal' Spaces

- Encounters in the 'informal' community spaces after fieldwork
- Identity as peer researcher *endured over time*
- Peer researchers seen to have knowledge, responsibility...power?
- Conduits in peer research; *a two way flow that allows messages to be channelled*

12

Lessons Learned

- **Strengths of PLA**
 - Authentic research findings for practitioners and policy makers in a culturally appropriate way
 - Capacity building for community representatives
 - Interagency relationships across statutory and non-statutory agencies
- **Challenges in PLA**
 - Preparation, supervision, debriefing for fieldwork
 - Adding 'faces' to fieldwork?

13

Acknowledgements

- **Peer Researchers**
 - Zhanna Dzebisova,
 - Dimitri Kanapish,
 - Bosiljka Kovacevic,
 - Florence Ogbemor
 - Ekaterina Okonkwo
- **Galway Refugee Support Group**
- **Steering Group Members**
- **Centre for Participatory Studies, Co. Galway**
- **Support on Translating and Interpreting**
 - Mary Phelan, Dublin City University



FOCUS!

North South Rural Voice
Breaking Borders & Barriers – Using
Open Space Technologies

11th December 2007




North South Rural Voice

- Rural Cross Border issues
- Participatory Methodologies
 - EU Citizens Panel Project
 - Consultative Workshops
 - Focus Groups





Open Space

- Adapt to suit
- Everyone has chance to talk about what they want to talk about
- What is talked about is what should be talked about and for how long




Open up & Enjoy!

- Create positive, relaxed atmosphere
- Start networking
- Start sharing
- ID common issues
- Treasure hunt!






Practise Run

- Theme: Cross border rural issues
- 2 “stations” – 3 time slots – “Open space”

Doll	Lego	Dough
Ball	Bike	


- Responsive
- Collecting notes

Respond to discussions!

Doll	Lego	Dough
Ball	Bike	

Open space





Taking Part

- Initiate discussion topic
- Move from topic to topic
- Take Time out
- *Have your say!*

Lego

Doll

Bike



Feedback & Questions

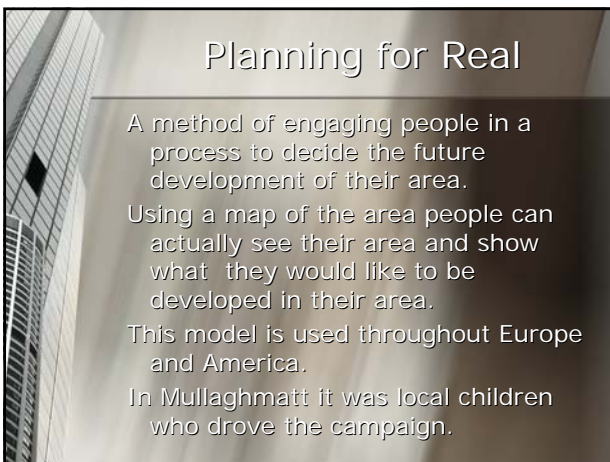
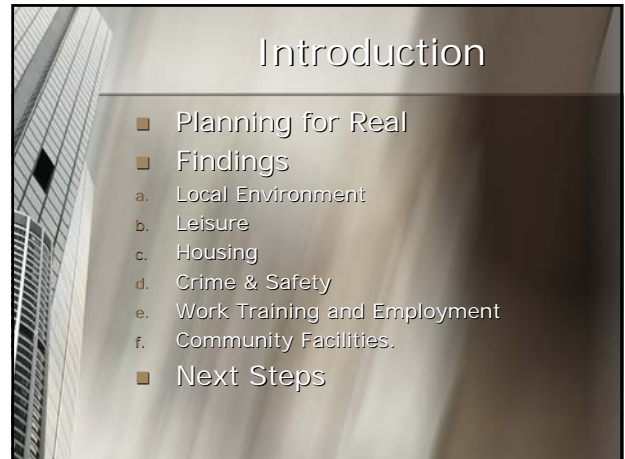


Feedback & Questions

- Capacity of group
- Freedom
- Need to be responsive
- Collating results

– Thank you!





Running the Campaign

- The Sunflower Coalition vs The Coach Potato
- Giving Children a stake in the future of the estate
- Getting the message Across to Adults.
- Thanks to all involved and to the local media

Coalition in Action



Coalition in Action



Decision Day

- Over 200 Mullaghmatt and Cortolvin Residents Voted
- 70%+ of Households represented
- Higher Than Local and General Election Turnout
- Decisions Taken on CCTV and Canal Closure

The Count



So What Now For Our Area?



Your Priorities – Local Environment

- Community Event Area / Village Green / Picnic Area
- Street Furniture
- Railings & Boundary Fences Repaired
- Refurbishment of Houses & Estate
- Clean Up Needed
- Community Composting & Community Recycling
- Programme of Planting
- Dog Management
- Football Pitch Required
- Improve Footpaths / Pavements
- Nature Trail / Wildlife Area
- Litter Bins
- Greater Access for Disabled

Your Priorities - Leisure

- Adventure Playground
- Afterschools club
- Astroturf Playing Surface / Football Pitch
- Basketball Court
- Day Trips
- Discos
- Fishing
- Keep Fit Classes
- Indoor / Outdoor Bowls
- Internet / Cyber Café
- Martial Arts
- Mountain Bike Trail
- Music Sessions
- Skateboard Park
- Summer Clubs
- Tennis Courts
- Changing Rooms

Your Priorities – Community Facilities

- Cash Point / ATM
- Transport
- Day Care for the Elderly
- Post Box
- Mobile Library
- Community Newsletter
- Telephone Box
- Supermarket

Your Priorities – Training / Employment

- Childcare
- Job Search Training
- Evening Classes
- Locally Run Gardening Service
- Locally Run Decorating Service
- Overcome the Language Barrier

Your Priorities - Transport

- Restriction on H.G.V.'s
- Eliminate Blind Spots
- Creation of Parking Bays
- Public Transport
- Lowering of Speed / Speed Restriction / Zebra Crossing
- Use of roads as 'rat runs'
- Public Lighting
- Road Surface
- Secure areas for bikes

Your Priorities - Housing

- Developers Works
- Central Heating Provision
- Provision of Double Glazing
- Garden Fencing
- Modernise Kitchens & Bathrooms
- Rewiring Houses
- Sound Proofing
- Demolition of Derelict Houses (40 & 41)
- Other Issues
- Demolition of the Canal
- Demolition of Derelict Houses (40 & 41)
- Houses and Flats for Older People
- Entry Intercom Systems
- Home Repair Service
- Gardening Service
- Collection Service for Large Household Items
- Off Street Parking
- Noisy Neighbours
- Security Cameras
- Lighting
- Develop a Residents Association
- Starter Homes
- Wheelie Bins

Your Priorities - Crime & Security

- CCTV
- Public Lighting
- Drug Taking
- Vandalism
- More Policing Required
- Public Order Issues
- Alcohol Abuse
- Dangerous Driving
- Home Security
- Theft

Next Steps

- Finalise Priorities
- Decide who the actions will be driven by
- Develop a plan of action for each task
- Apply for funds where necessary
- Carry out plan over three years

Key Partners

- Monaghan County Council
- Monaghan Town Council
- Monaghan VEC
- Contractors
- FAS
- Garda
- HSE

And Most Importantly

■ YOU!

This is your plan, decided by you for your community. We will need your help and support to implement and protect it.




Advocating for Policy Change
Building one-parent families participation in housing and accommodation policies




OPEN

- OPEN is the national network of local lone parent self-help groups - currently 90+ member groups
- **Our mission:** to represent lone parents – particularly those living in/or at risk of poverty – and promote their inclusion and progression within wider society.
- **Our objectives:** to assist member groups strengthen their capacity and to campaign for policy change.
- **Our values:** Respect, Inclusion and Participation



What OPEN does


- Develops the capacity of members
 - The Future is OPEN
- Produces relevant, timely, useable information
 - Website, B*OPEN, OPEN+
- Contributes to policy development
 - Research
 - Local initiatives e.g. NDP Gender Equality Unit & CDBs
 - Social partnership participants via Community Platform, currently members of NESF and NESC
 - Government Proposals on Supporting Lone Parents
- Works in partnership with others who share our agenda
 - e.g. End Child Poverty Coalition, NWCI, EAPN, SVP



One parent families in Ireland


Census 2006

- 189,213 one-parent families
 - 25% of all families with children
 - 86% headed by women
- 311,749 children live in one parent families
 - 21% of all children
 - 59% have 1 child, 26% have 2 children, 10% have 3 children
- 10% live in multi-family households e.g. with their own parents




Poverty in one parent families

- Over 40% live in relative income poverty
 - More than *twice* the rate for the population as a whole (18.5%)
 - Almost a third of members of one parent families are in bottom income decile
 - Poverty line (one parent, one child): €280.30; basic social welfare: €244.72



Poverty in one parent families

- Over 27% live in consistent poverty
 - Almost *four* times the rate for the population as a whole (7%)
 - Members of one parent families 15% of those in consistent poverty, but only 4% of population
 - Lone parents experience very high levels of basic deprivation



Why housing and accommodation issue' for one-parent families

- One-parent families constitute less than 12% of all households yet:
 - 38% of those assessed as being in housing need are one-parent families,
 - 23% of Rent Supplement recipients, are one parent families,
- Securing appropriate and sustainable accommodation has a critical role in tackling inequality and achieving social inclusion.



Barriers in accessing appropriate accommodation

- OPEN has already conducted research on this area, and among the issues identified were:
 - the implications of the allocations system, as well as current social housing stock and future build programmes, frequently resulting in very long waiting times;
 - the inappropriate living conditions many one-parent families endure while waiting for social housing;
 - the need to incorporate the availability of family/social supports and access to key public services in allocations policy;
 - specific accommodation requirements for families; and issues of discriminatory attitudes by staff.



Addressing the issues

- With funding from the Equality Authority, OPEN designed a programme of action focused on developing actions with the capacity to bring about practical and positive changes.
- These actions were designed within a community development framework which put one-parent families at the centre of the strategies.



Programme of Action

- Highlight the inequality experienced by lone parents in accessing appropriate accommodation, and challenge myths associated with the area
- Raise awareness and build consensus among key policy and decision makers and implementing staff in relation to the accommodation needs of one-parent families and the change agenda required to address these effectively.
- Develop the capacity of local lone parent groups to engage with policy and develop on-going dialogue and relationship building with local authority officials.
- Produce policy resources and models of good practice to support better housing policy and practice at local and national level on an on-going basis



Models of Good Practice

- Testing issues and solutions locally to impact nationally
- Lone parents **leading** the initiatives
- Developing the analysis and **collective** strategies
- Devising implementation strategies to achieve **outcomes** and real changes for one parent families
- Feeding this work in to the National Policy to effect **change**



Case studies

- Cavan
 - Identifying needs and issues with one parent families at a county level
 - Gaining agreement with the management at Cavan County Council to work on the issues identified
 - Prioritising issues and a strategy for engagement with the council
 - Implementation of the strategy at local level
 - Promotion of the strategy among OPEN and at a national policy level
 - Monitoring outcomes and delivery



Case study: Tralee

- One Parent family Group, SPICE, leading the initiative
- Identifying the issues
- Developing an analysis of the issues within a national context
- Gaining agreement on the priority issues and actions to be pursued
- Gaining stakeholder agreement
- Building relationships
- Tackling the issues
- Monitoring outcomes



Conclusion

Community development approaches to tackling key issues with One Parent families

- Achieve outcomes
- Build resources and knowledge that everyone can share
- Ensure actions are developed that meet needs
- Ensure greater accountability to the community
- Give credibility to the strategies
- Create ownership
- Create meaningful changes



Ballymun community Case Study: Experiences and Perceptions of Problem Drug Use

Mary Ellen McCann
School of Applied Social Science
UCD.

Exploring Communities' Perceptions of Change in Community Drug Problems Since 1996

- Purpose of the Research
To develop the indicators of a community drug problem based on the communities' experiences of drug problems in their neighbourhood and the socio-economic and structural issues which are seen to facilitate these problems

Background

- 1996 government accepted the link between problem drug use and socio-economic disadvantage
- Various interventions initiated
LDTFs ISPs CDBs RAPID
Regeneration initiatives

Modus operandi social partnership

Methodology

- Participatory research
- Process as important as product
- Evolves over time
- New skills to community members
- 'Real world' problems described and owned by the community
- Congruent with CD approach

Data obtained through

- Traditional indicators –national and local statistics: poverty /disadvantage/housing
- Smallest social unit in Ireland- District Electoral Divisions (DEDs)
- Documentary research – local documents
- Focus groups within the three participating communities– different levels
- Individual interviews- key informants in the three communities

Challenges of Community Participative Research

- To gain access to a range of people within a community
 - Prior to undertaking the project engaged with community partners (ARC, Bray CAT, YAP)
- Meaningful collaboration with partners
- Developing the research team
 - Training, mutual support and communication
 - Identifying strengths and difficulties
- Developing a conceptual framework to guide the selection of participants

4 Levels of Community Participation

- Level one included those with direct experience of drug-use issues,
- Level two referred to people involved indirectly with the issue,
- Level three included people who were involved in community activities not related to drugs issues,
- Level four represented an attempt to draw people whose voice is not normally heard into the study.

Representation of levels in study
(not a hierarchical model)



Community Researchers

- | | |
|---|---|
| ■ Affiliated Researcher | ■ Immersed Researcher |
| ■ Professionals working in the community | ■ Living within the community |
| ■ In depth knowledge of... | ■ In depth knowledge of.. |
| ■ No direct personal experience of... | ■ No/ little direct experience of... |
| ■ Expertise in liaison with other professional groups | ■ Expertise in living in this community |

Ballymun 1996 – 2004 Introduction

- Needed to put this community in context – its background, when it was built, why it was built, and what aspirations there were for this new way of living for Ireland
- Some literature sourced about all of this – books, journal articles, newspaper articles, local reports, media interviews, etc

Current situation

- Data collection on some significant social indicators
- – population statistics (source Census 2002, preliminary report)
any changes from 1996 – 2002?
Population had gone down slightly, but predicted to rise dramatically with the regeneration plan.

Employment rates

- Registered unemployment 1996 – 2002
- sources BRL (area regeneration company) and local reports.
- Labour force participation rates – source Muir, PhD thesis.
- Employment rates of those receiving drug treatment
- source NDTRS (National Drug Treatment Reporting System)

Housing

- Dublin City Council data – landlord for most of the residents
- Ballymun Partnership
- Looked for housing stock – flats and houses, ownership, housing tenure, family composition.
- Households headed by a lone parent most prevalent household type in Ballymun
- Ballymun houses a large proportion of DCC's poorest, most vulnerable families.

Education

- Levels of education - for example, less than 3% continued their education past 20 years of age, compared to 19% in the Dublin area as a whole – source RAPID report.
- Local research

Drug specific data

- Treatment statistics
- Drug related mortality
- Main types of drugs being used by those who sought treatment
- Local data – reports, submissions, videos, etc from 1996 onwards.

Local perceptions

- Qualitative data organised into themes, e.g drugs which were being used, changes in drug use, development of services, drug markets and drug dealing locally, Community responses to this, the impact of drug use, examples of government initiatives.
- The regeneration of the area was a big theme.

Conclusion

- Drug use had changed
- Different drugs being used
- Services had increased
- National economy had risen in the time frame – more people working
- But drug use still causing major, serious problems for this community.
- Problems had changed, but not gone away.

Five key indicators EMCDDA

- Drug use among the general population
- Prevalence and patterns of problem drug use
- Drug-related infectious diseases
- Drug-related deaths and mortality of drug users
- Demand for drug treatment

Indicators of drug misuse in Ireland

- Drug abuse treatment data
- Health data
- Mortality data
- Law enforcement data

Theme – poly drug use

- Indicator – drug treatment statistics highlight heroin
- Participants reported a range of drugs being used in their communities /cannabis, benzos, cocaine, alcohol as well as heroin

Table 4.9: Main Types of Drugs Used by Those who Sought Treatment in Bray from 1996-2002:

Year	Main Type of Drug Used							Total
	Other Opiates	Heroin	E	Cocaine	Benzodiazepines	Hallucinogens	Cannabis	
1996	1	19	1				1	22
1997		37					1	38
1998		16	1		1		4	22
1999		19				1	1	21
2000		63		1	1		1	66
2001	2	138		1	1		2	144
2002	3	122		0	1		5	131
Total	6 (1.4%)	414 (93.2%)	2 (.45%)	2 (0.45%)	4 (.90%)	1 (0.22%)	15 (3.4%)	444 (100%)

Theme: alcohol

- *The first-choice drug here in this community is alcohol, but I just think it's so sad to see kids. And they can't wait to get themselves buckled. They don't go out to drink, they go out to get drunk.....Alcohol plays a major part in the problems of this community (23:66/68).*
- National Indicators: e.g. consumption levels, and admission to hospital not disaggregated to community level.

Deaths from morphine type dependence: CSO

Year	State	Dublin C.B	Bray
1996	20	12	0
1997	49	24	0
1998	51	29	0
1999	55	33	2
2000	56	35	0
2001	40	26	0
2002	40	27	0
2003 1 st /2 nd /3 rd	13	8	0

Theme: Deaths



- *I think that in the period that we're talking about, I can think of twelve who died as a result of drugs*
Yet the national mortality data indicated that only 2 people died from drug related deaths in this community between 1996-2003.

Impact of deaths

- *an old photograph of a football team...of young lads, all 13 at the time....and three of the young people in the photograph, and they were all Crumlin, all that area, had died from heroin abuse - or related diseases. And the fourth was actually in a wheelchair after taking an E at a rave in Tallaght. And that's all in the last six years that that happened (24:20).*

Indicator – law enforcement data

- Police data for two of the communities show the great discrepancies in trying to build a picture of an area. Information was made available, by request, from Ballymun and from Crumlin. The information from both stations is very different.

Police Data on Drug Detections for Ballymun 1996-2003 Police Data on Drug Detections for Crumlin 1996-2003

Year	Garda Searches*	Drug Seizures	Value of Drugs Seized in Euro	Year	Garda Searches	Drug Seizures	Value of Drugs Seized
1996	33	161	N/a	1996	1,173	N/a	755,850
1997	58	250	N/a	1997	6,257	N/a	929,088
1998	60	192	N/a	1998	7,757	N/a	532,750
1999	65	140	N/a	1999	3,510	140	2,626,915
2000	87	239	N/a	2000	2,888	219	716,671
2001	42	185	N/a	2001	2,942	229	1,784,510
2002	40	79	N/a	2002	3,265	218	743,020
2003 (May)	27	101	N/a	2003 (May)	1,669	109	1,565,905

Please note the low number of Garda searches for this area is by virtue of the fact that these searches relate only to searches on warrant and does not include 'on street searches' as well as searches in a police station.

Theme: Crime

- five-ten years ago I would have been happy to walk through xxxx in the evening. Now, there's no way I'd walk through it. You know, once it goes past 8:00 at night, I wouldn't... the gangs that congregate in both of those parks, then, you know – drinking and taking drugs – this goes on til all hours in the morning down there (20:007).*

Theme: sense of safety

- if you were to encapsulate the feeling of the community, the fears of the community – like in whenever, '96, and now – I think there is one big change. The fear was break-ins in your house in '96, ... now the fear is of going out at night, of antisocial behaviour. And very often, drink-related, rather than drugs-related (agreement) (11:97).*

Theme: Local drugs market

- Up in our estate there's about ten different coke dealers. Just in one estate. It's more scarier now than maybe the heroin, because it's done by mobile phones. There's a lot of younger kids are doing the running. Yeah, there's more risk (3:325).*

Theme: People pulling back

- People start to keep things to themselves. They start to close their door and not become involved in the area. It's fear and it sort of stimulates fear in people. I mean, you're afraid of what the consequences of your involvement would be.But it's just to protect your own (23:36).*
- Outside current drug indicators: looking to social capital for alternative options to measure this

More services

- *I'll tell you, just looking around me in this room, at who's here. We all look a helluva lot healthier than we did back then. Mentally, as well. (3:10)*



Experience of positive change

- *Maybe there still is a lot of drugs and drug deals being conducted in [this place], but it's definitely not in the Centre, and it's a different place to work. It's 100% different (5:25).*

About alcohol

- *The first-choice drug here in this community is alcohol, but I just think it's so sad to see kids. And they can't wait to get themselves buckled. They don't go out to drink, they go out to get drunk.....Alcohol plays a major part in the problems of this community (23:66/68).*

Local drugs market

- *Up in our estate there's about ten different coke dealers. Just in one estate.
It's more scarier now than maybe the heroin, because it's done by mobile phones. There's a lot of younger kids are doing the running. Yeah, there's more risk (3:325).*

Crime

five-ten years ago I would have been happy to walk through xxxx in the evening. Now, there's no way I'd walk through it. You know, once it goes past 8:00 at night, I wouldn't... the gangs that congregate in both of those parks, then, you know - drinking and taking drugs - this goes on til all hours in the morning down there (20:007).

Theme: restricted use of local amenities

- *very few elderly people now go to the bingo, because they will not walk up that road. There used to be loads of people walking up that road (20:217).*
- Another example of something not currently measured: need for interagency collaboration to compile measurable data

People pulling back

- *People start to keep things to themselves. They start to close their door and not become involved in the area. It's fear and it sort of stimulates fear in people. I mean, you're afraid of what the consequences of your involvement would be.
.....But it's just to protect your own (23:36).*

Community Indicators

- Tell graphic stories about specific aspects of life and well-being in the community
 - If tracked over time, they offer a moving picture of community trends in the recent past
 - These trends can be followed for understanding
- Through the lived experience of people, we can depict the richness and depth of an area, rather than a 'flat' picture

Indicators of a community drug problem

- | | |
|---|--|
| <ul style="list-style-type: none"> ■ Include both objective and subjective dimensions of well being ■ Measure what matters to local people ■ Use a triangulation of methods to give a fuller picture | <ul style="list-style-type: none"> ■ Local statistics suitable instruments ■ Secondary data lack of consistency in administrative systems ■ Disaggregation from the national systems ■ Qualitative gathering asking people development of rigorous methodology |
|---|--|

Example – Justice and Law Enforcement sector

- | | |
|--|---|
| <ul style="list-style-type: none"> ■ Headline and non-headline crimes <ul style="list-style-type: none"> ■ An Garda Síochána Annual Report ■ Perceptions of safety ■ Experience of Crime Reporting of Crime <ul style="list-style-type: none"> ■ National Crime & Victimization Survey ■ Carried out at five year interval 1998 and 2003 ■ Local Drugs Markets <ul style="list-style-type: none"> ■ Garda Annual Report Drug Seizures | <ul style="list-style-type: none"> ■ Disaggregation for local use <ul style="list-style-type: none"> ■ Reported quarterly ■ NCVS <ul style="list-style-type: none"> ■ Carried out annually ■ Local module, twice a year ■ Local trend monitoring system and |
|--|---|

Two steps to more accurate indicators of community drugs problems

- Agree issues – all the important parts of a story
- Choose indicators to measure them




Challenges for Policy Makers : current measures

1. Time lag between collection of data and availability of data for planning responses
2. Accuracy of recording
3. Differing methods of collection among agencies and different geographical boundaries
4. Disaggregating data

Additional Challenges for Community Drug Indicators

- Involvement of local people in deciding what is important and should be measured
- Designing high quality instruments for data collection
- More speed in turnaround of data gathered: e.g. drugs monitoring system
- Interagency co operation at national and local levels
- Access to data at smallest social unit consistent and accurate: e.g. via postal codes



Women Creating Change - In From the Margins

Combat Poverty Agency: Participation in Policy – Making it Work
Orla O'Connor, NWCI Head of Policy, December 2007

Welcome to the NWCI!

- We were founded in 1973, as Council for the Status of Women (Non – Government Organisation).
- We are a national representative organisation for women & women's groups throughout the North and South of Ireland.
- We have 160 affiliated independent groups – local to national.
- Working for equality for women in all spheres of life.

In From the Margin: Women Linking with Policy

In From the Margin (IFM) funded by the Equality for Women Measure (2002-2004)

- a project for **community women's groups** working with **women experiencing disadvantage**.
- about Women Creating Change in three key policy topic areas :
Anti-Racism, Poverty and Health.
- **Interculturalism** and the **participation of women with disabilities** are also central to the work of the project.

Purpose of In From the Margin:

The Project was designed as a 2-way process:

- To enable the NWCI work more effectively with marginalised women and groups representing marginalised women
- To support locally based women's groups to make their voices heard in the policy areas of poverty, health and anti-racism.
- to promote interculturalism and the participation of women with disabilities in the project

Target Groups

- Women experiencing poverty (lone parents, older women, lesbians)
- Women participating in Traveller organisations, local Traveller groups, Traveller primary health care projects
- Migrant women, refugee women and women seeking asylum
- Women with disabilities
- Women in community based organisations (CDP's and Family Resource Centres)



Methodology

Strategies

- A community development approach
- Building relationships with organisations
- Maximising participation of organisations working with marginalised women

Methodology

- Involving national and local organisations, NWCI members and staff in the development, implementation and evaluation of the project.
 - Project Co-ordinator
 - seven regional focus groups for 2-3 seminars on each theme of poverty, anti racism and health
 - a national project advisory group
 - NWCI internal Working Group
 - a national focus group for conference and publication.

Regional Work: Focus Groups

- **Meeting 1** – Exploration and discussion on key theme. Agree aims of the seminar. Identify barriers to participation and actions/steps to overcome the barriers.
- **Meeting 2** – Agree event agenda. Identification of speakers, facilitators, creative inputs, media themes Review of event participation supports, information needs and outreach plan.
- **Meeting 3** – Evaluation of event including process, content and participation. Review of event outcomes and discussion of future activities

A National Advisory Group

- Composition (national and local women's orgs, community development practitioners, NWCI representatives)
- Purpose
 - Shape direction of design, implementation process
 - Mainstreaming
 - Evaluation

Integration into NWCI work

- Internal NWCI Working Group with each work area of the NWCI represented (Policy, Communications, Information, Administration)
- Purpose: integrate the learning from IFM into the activities and work of the NWCI and to agree changes to practice and procedures

Key Participation Supports

- **Participation Costs** – Travel, Childcare, Personal Assistants Costs.
- **Location** – Full Disability access, public transportation, regional locations.
- **Event application form** – access form, languages.

Key Participation Supports

- **Communication materials** – literacy, representative images, languages.
- **Logistics** – Timing, food
- **Participatory Methodology:** Effective facilitation, small group activities and workshops, variety of participation formats.

Development of Access Tools

- Event Access Checklist
- Guide to Lobbying
- Evaluation Tools

Making Effective Participation Sustainable - Challenges

- Resourcing – participation costs, relationship building, planning and outreach
- Providing dedicated time for inclusion within organisations
- Supporting leadership and ownership
- Evaluating and changing practices

From the participants

- *“You felt a great equality about the whole conference. You had the perception that the audience ran the conference and that you had a real input into policy, hence into decision-making. This was a marvellous example of participation – one of the key principles of community development. Also, there was a great balance of celebration and activity learning. Very enjoyable. When is the next one?”* [

**Lourdes Youth and Community Services Participants
Dublin Seminar on Anti-Racism 19th September 2002**

Biographical Notes

Fiona Garven is the Development Manager for Training & Consultancy at the Scottish Community Development Centre. Fiona has a background in community learning and development and has worked at a senior level within local authority community learning and development services and social work services.

She worked previously for the Community Fund on grant dispersal to community organisations across Scotland and, prior to working at SCDC, was part of the National Digital Inclusion Team in Scotland working to build the technical skills and capacity of the community and voluntary sector. Fiona has a particular interest in community capacity building and participatory youth work practice. She is a Trustee on the Board of Youth Scotland.

Tomas de Brún is a social/cultural anthropologist with 20 years' international experience of participatory research and action-planning in the development sector and specialises in issues of ethnicity, identity and culture. He is Co-Founder and Director of the Centre for Participatory Strategies, located in Galway, Ireland. The Centre specialises in Participatory Learning & Action (PLA) training and research strategies for use in community and overseas development, service planning and provision, and policy-making. Tomas has worked with UNICEF (Guinea-Bissau), ACTION AID (Senegal), AIFA-POLOP (Guinea-Bissau), the WORLD BANK (Senegal, The Gambia), the Norwegian Regional Fund for Girls' Education in the Sahel Region, sub-Saharan Africa and the Danish Centre for Development Co-operation in Arusha, Tanzania. Tomas also lectures in 'Anthropology Applied to Development' at Kimmage Development Studies Centre, Dublin.

Contact details: Centre for Participatory Strategies, Ross Wood, Clonbur, Co. Galway.

Mary O'Reilly-De Brún is a social/cultural anthropologist with 20 years' international experience of participatory research and action-planning in the development sector. She is Co-Founder and Director of the Centre for Participatory Strategies, located in Galway, Ireland. The Centre specialises in Participatory Learning & Action (PLA) training and research strategies for use in community and overseas development, service planning and provision, and policy-making. Mary is co-author of 'Doing Your Own Research', published by Boyars, London, 2001. Mary has worked with UNICEF (The Gambia), Action Aid (Senegal) the World Bank (Mauritania, Senegal, and Washington DC, USA) and the Norwegian Regional Fund for Girls' Education in the Sahel Region, sub-Saharan Africa. Mary has recently begun collaborating on a new PLA research evaluation project with Dr Anne MacFarlane, Department of General Practice, NUI Galway, to explore the uptake of a pilot interpretation service for ethnic minority patients engaging in GP healthcare consultations in the HSE Eastern Region.

Contact details: Centre for Participatory Strategies, Ross Wood, Clonbur, Co. Galway.

Tel: 094-954 9001; Mob: 086-063 7800; Email: moreillydebrun@eircom.net

Anne McFarlane is a Lecturer in Primary Care (Social Science) at the Department of General Practice, National University of Ireland, Galway. Her research programme is underpinned by a strong interest in the sociology of health and illness and she has an overarching research interest in community involvement in primary healthcare. Anne is increasingly interested in participatory approaches for the development of primary care research, practice and policy.

Gwen Lanigan is the co-ordinator with North South Rural Voice and as such has experience of working at various policy levels, from consultation with rural citizens on the ground to input to discussions with policy makers. NSRV has a firm belief in working with rural people to allow them to make positive policy changes in the border region.

Áine McCauley is the development worker with North South Rural Voice and works with community groups and organisations to allow them to express their local and cross border rural issues as well as providing facilitation and other services to community groups in the border region.

Hans Anderson is the Manager of the Centre for Community Development and Mobilisation - CESAM which was founded in 1984. He is active in many European Networks such as the Combined European Bureau for Social Development (CEDBS), The European Anti Poverty Network (EAPN) – REBES – Regional Network for Promoting Social Economy – and he is very active in a local Swedish community group.

Mary Ellen McCann has extensive experience in community drugs work in Dublin. Originally trained as a primary school teacher in Scotland, she subsequently trained in addiction counselling in Rutland Centre, Dublin. Following completion of a Diploma in Adult and Community Education in St. Patrick's College, Maynooth, she worked in Ballymun, one of the communities most badly affected by problem drug use. Under her direction, Ballymun Youth Action Project (YAP) came to be recognised as a leader in community responses to drugs, accessing funding from a variety of sources, national and European, to develop its work. A community addiction studies centre was established, which now offers accredited courses to develop capacity in the community sector. She has been to the fore in promoting community approaches to drugs issues, and has been active at local level and at policy level. She is vice chairperson of the National Advisory Committee on Drugs. She was awarded her PhD by Dublin City University.

Orla O'Connor is Head of Policy with the National Women's Council of Ireland. She has worked with the NWCI for seven years, her work has included a broad range of representational work and policy development and analysis. She has led the negotiations for the NWCI in two national social partnership agreements, Programme for Prosperity and Fairness and Sustaining Progress. Orla has worked extensively in a paid capacity and volunteering in the Community and Voluntary sector and is currently Chairperson of the Fingal Centre for the Unemployed.

Siobhán Larkin is the Co-ordinator of Blue Drum – inspiring Art at the Heart of Community. She has been working in community development for 15 years and has always found that creative methods/the arts are a powerful and effective tool in personal, community and social transformation. She is trained as a facilitator of the Naked Voice, developed by Chloe Goodchild. Being a part of Blue Drum, an organisation that is committed to informing, supporting and advocating for Arts Based Community Development, enables Siobhán to share and explore the possibilities of this work with other community workers, Family Resource Centres and Community Development Projects.