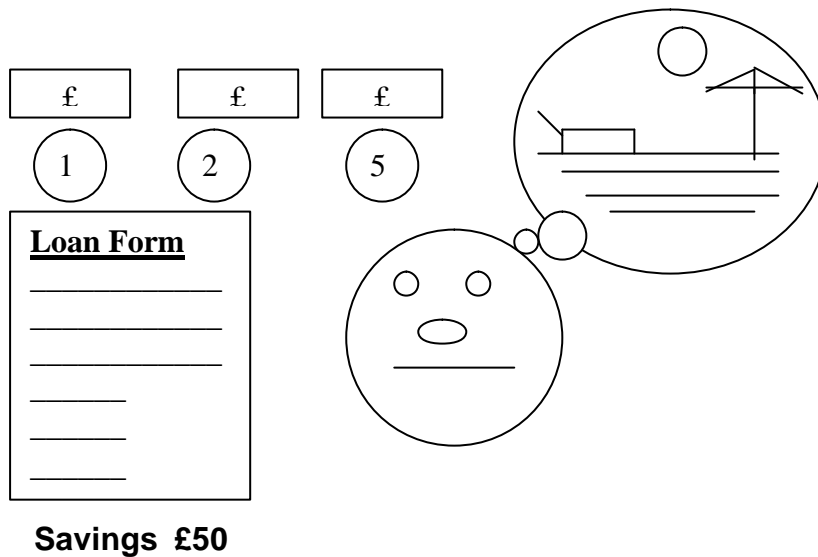


'Working within Community Groups and Organisations' course – flipchart materials and thinking from the group

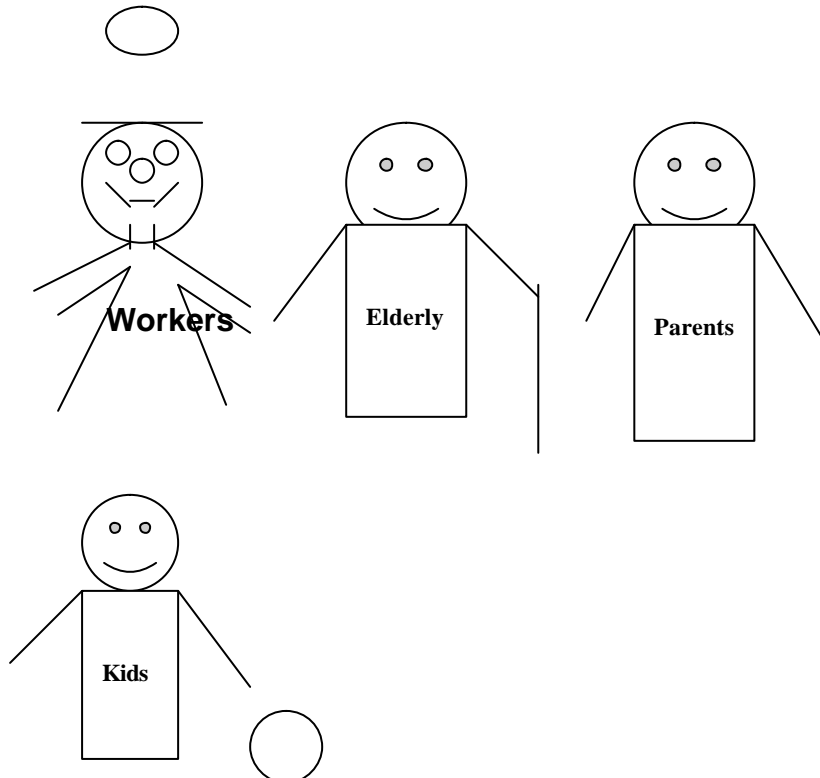
Session 1: Thinking more about local organisations and the issues they face.

A) Sample 1 of 'learning posters': Local CREDIT UNION

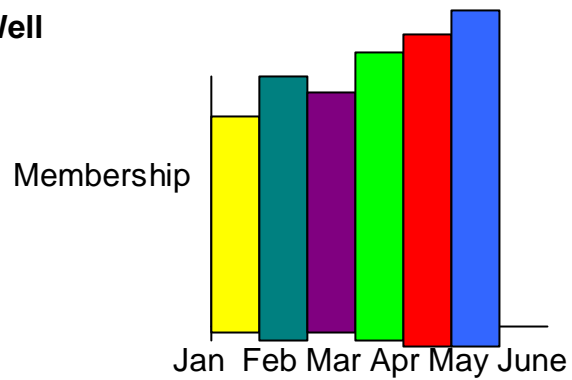
1. WHAT IT DOES



2. WHAT TYPE OF PEOPLE ARE CONNECTED WITH IT



3. What is Going Well



4. What is More Difficult

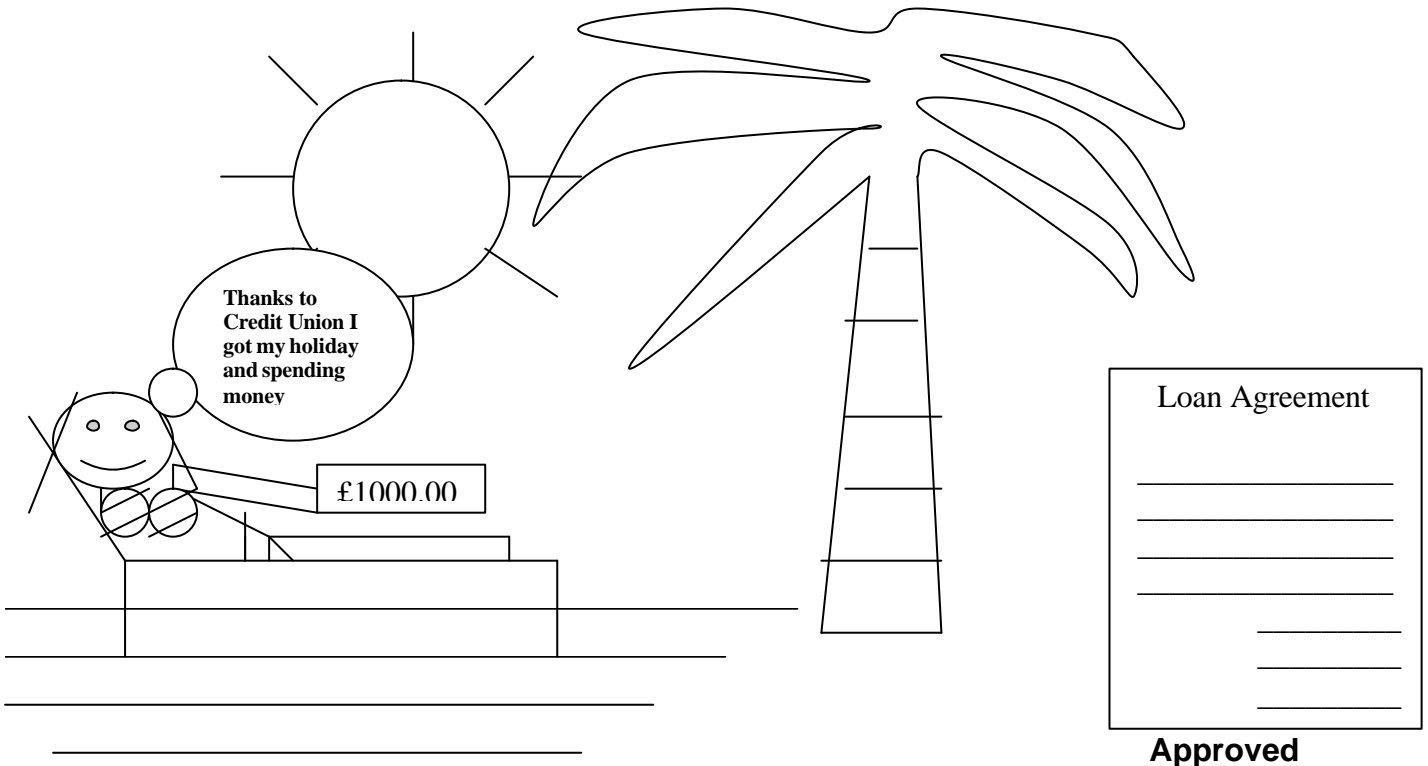
**SORRY CLOSED DUE
TO STAFF SHORTAGES**

CRAIGMILLAR CREDIT UNION

5. Hopes and Fears for the Future

We don't need funding as we have lots of members and are bringing in lots of money

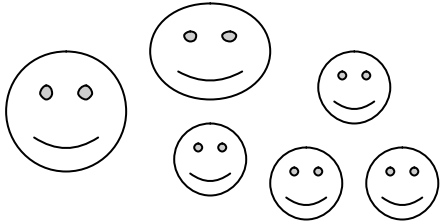
6. One Word or Symbol to Sum up your Organisation



B) Sample 2 of 'posters' (from session 1):

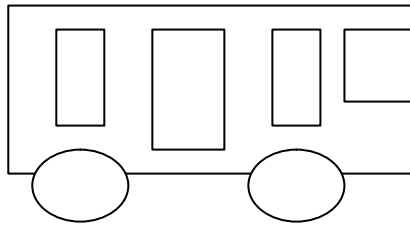
Local nursery

1. DOES



Family Activity Nursery

2



Day Trips

3.



Cafe

4.



Flipchart materials and thinking from the first pilot of the Working within Community Groups and Organisations course; Craigmillar Capacity Building Project, Sept 2006.

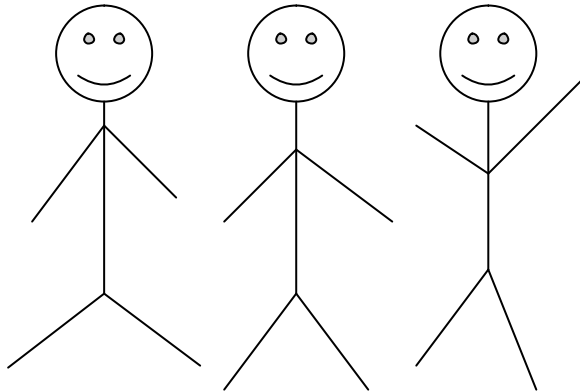
5.

£££



Get more families involved

6. **ONE IMAGE THAT SUMS UP THE PROJECT**



Friendly Staff and Place

C) Key themes raised by the group (session 1)

Theme and priority score	Ideas people felt were important
<p>Commitment</p> <p>9</p>	<p>Commitment of Local People Inspiring/Care/Voluntary Commitment Hard to sustain Commitment</p>
<p>Community Knowledge</p> <p>8</p>	<p>Diverse Range of Knowledge Community Knowledge</p>
<p>Getting Funding Strategies</p> <p>9</p>	<p>Lack of Funding, Projects Closing Cohesion Funding/Finance – stretched – competition for money rather than co-operation</p>
<p>Responsive Organisations</p> <p>4</p>	<p>Getting Organisations to respond to having problems – difficult.</p>
<p>Understanding bigger pictures and responding to threats and opportunities</p> <p>6</p>	<p>“Outsiders” not understanding Craigmillar Uncertainty to Future Regeneration – new facilities for organisations and housing</p>

Flipchart materials and thinking from the first pilot of the Working within Community Groups and Organisations course; Craigmillar Capacity Building Project, Sept 2006.

Session 2: Policies for local organisations.

A) POLICY issues raised by local speakers

Policies	Implementing them
Volunteers – Training	Communication
Staff – Training	Management
Health & Safety	Training
Equal Opportunities	Co-ordination/Central Person
Disability Discrimination Act (access) Funding	link Between Policy and
Child and Vulnerable Adult Protection	Volunteer Contracts
Data Protection/Confidentiality	Where do you start?
Freedom of Information	
Training	
Disciplinary procedures	

B) Initial responses to the case study:

1. Volunteers – Staff

1st Volunteer approaches staff

2nd Then the Managers, Board members

2. Cafe

Implement Policy

Training and Certification for Staff

3. Access

Find out policy – what's Legal?

What's possible?

Ramps

Reasonably possible adjustments

Flipchart materials and thinking from the first pilot of the Working within Community Groups and Organisations course; Craigmillar Capacity Building Project, Sept 2006.

4. Kids Club

Implement policy – child safety
Health & Safety
Proper Supervision
Management Responsibility
1st Aider

5. Staff Conditions

Equal Opportunities – Staff/Volunteers, Managers implement

6. Complaints

Try Line Manager
(Compliments)

7. Confidentiality

Clear Policy/Guidelines, training, Communication, Management
Data Protection
Line Manager
Confidentiality Agreements
Disciplinary Procedures

8. Tidyness

Managers/Board
Insurance

Other issues raised by the group within the policy discussion around the case study:

- Communication
- Management – Training Policy
- Policy Knowledge
- Implementing Policy
- Reconstruction of Management
- Training – Management, Staff, Volunteers
- Co-ordination/Central Person
- Link between Policy and Funding
- Disciplinary Procedures? - Would take time to generate; Written Warning; Staff and Volunteers
- Volunteer Contracts: Put Volunteers Off?
- Clarity of relationship between staff and volunteers
- Policies – equal use for – Volunteers and Staff

Flipchart materials and thinking from the first pilot of the Working within Community Groups and Organisations course; Craigmillar Capacity Building Project, Sept 2006.

- An example of: report of the Kintry (local service) users survey and how issues addressed
- Important: Can help with funding issues with Lottery

C) Group: Feedback on policy session

Made you think about policies

Roleplay – useful as you take up roles everyday

Volunteers bound by same rules (as staff)

Enjoyed it

Covered things well

People agreed on the answers

Confusing where to start – could do what you can do

Session 3: Participation and planning.

A1) Text from Spider diagram – sample 1:

Theme: COMMITMENT (to local community)

Ideas, positive and negatives about them, priority scoring in brackets.

1. Create Happy Working Environment (4)

Positives

Sense of Humour
Job Satisfaction

Negatives

Inflexibility

2. Build Strong Linking with Board/Members/Staff/Volunteers (3)

Positives

Effective Communication
Keeps Interest, leads to deeper commitment

Negatives

Too many meetings
Departmental

3. Recognising and building on Interests and Experiences (1)

Positives

Wealth of Local Knowledge
Experience

Negatives

Newcomers could be made to feel inferior
Become too independent on individuals

4. Challenge and Reward (3)

Positives

Feel Good Factor

Recognition

5. Team Building (3)

Positives

Co-operation

Self Confidence

Negatives

No Comfort Zone

Exclusion

6. Ongoing Training (3)

Positives

Increase Skills

Negatives

Bogged Down

Fear of Failure

A2) Text from Spider diagram – sample 2

Theme: FUNDING

Ideas, positive and negatives about them, priority scoring in brackets.

1. TRACK RECORD (5)

POSITIVES

Good Work in the Past

NEGATIVES

Bad Track Record

Don't have one

2. Business Plan (5)

POSITIVES

More Change to get Funding

Comment on the Plans

NEGATIVES

Review every 6 months

3. MANAGEMENT TEAM (5)

POSITIVES

Promote IT

Strong Process

NEGATIVES

Stifling

4. OVERCOMING PROBLEMS (4)

POSITIVES

Flipchart materials and thinking from the first pilot of the Working within Community Groups and Organisations course; Craigmillar Capacity Building Project, Sept 2006.

Dealing with it head on

Be

5. STRONG POLICY (3)

6. Training (2)

B1) Impact Box – sample 1 (Session 3)

Theme: Commitment (to local community)

Impact: Difference Made

	X	BIG	MEDIUM	SMALLER
How easy? How much effort?	HARD	Strong linking Board/Staff/Volunteers Challenge and Reward		
	MEDIUM			
	EASY	Team Building Happy working environment		

B2) Impact Box – sample 2 (Session 3)

Theme: funding

Impact: Difference Made

	X	BIG	MEDIUM	SMALLER
How easy? How much effort?	HARD	Business Plan		
	MEDIUM	Track Record Management Team Overcoming Problems		
	EASY			

Flipchart materials and thinking from the first pilot of the Working within Community Groups and Organisations course; Craigmillar Capacity Building Project, Sept 2006.

C) Participation and Planning work – discussion (session 3)

Did:

1. Spider Diagram
(strengths and weaknesses)
2. Impact Box
(make a difference/effort)

Feedback from group:

- Challenge
- Insight into how it all ties in
- Better... to visit
- A faster...
- A learning curve
- Need 2 rooms
- Discussions – can lead to common ground

Flipchart materials and thinking from the first pilot of the Working within Community Groups and Organisations course; Craigmillar Capacity Building Project, Sept 2006.

Session 4:

LEARNING FROM THE VISIT (done at beginning of session 5)

New Community Arts Space:

- Theatre – great – folding seats
- Archive downstairs
- Having to generate income
- Feasibility study
- Mural/Gallery
- First show 2nd August
- Community Arts Board involved
- Community getting behind it

Thistle Foundation:

- History – Plaques preserved
- Community Centre – not sustainable – knocked down
- Opening up to the wider community – Gym
- Services – changing – now bringing in their own care
- Properties – need investment so passed to Housing Association (102 houses)
- lot of changes simply to build more houses

Session 5:

A) LEADERSHIP discussion

What makes for good leadership?

POSITIVE qualities

- Intelligent
- Personality
- Earn/Command Respect
- Cares about people
- “Mucks in”
- Good organisational skill
- Sense of Humour
- Patient/tolerant
- Decisive even when unpopular
- Good people skills – turn them around quickly
- Good communicator
- Good listener
- Decisive
- Supportive
- Encouraging
- Vision
- Flexibility – teams recognise own
- Shortcoming
- Recognise others strength

NEGATIVE qualities

- Don't take the job seriously
- No respect for others
- “hard sell” – do what they can
- Egotistical disorganised
- Narrow minded
- Self-involved
- Incompetent, irresponsible
- Irritable, impatient
- intolerant

Flipchart materials and thinking from the first pilot of the Working within Community Groups and Organisations course; Craigmillar Capacity Building Project, Sept 2006.

B) Ranking exercise on good organisations.

What makes for a good Organisation? (sample 1)

Understanding for bigger picture	Health & Safety
Community Knowledge	Training for volunteers
Volunteer/Staff Training	Team Player
	Commitment
	DDA

What makes for a good Organisation? (sample 2)

Integrity	
General training	Roles Clarification
Clarification on policies	Codes of conduct for volunteers
Recognition	Constitutional options e.g. Charitable Status