**Unusual suspects – Harwell 5th February 2018**

Unedited outputs on the post it note and flip chart activity:

**What frustrates you about being involved in your community?**

Financial constraints

Communication barriers

People who moan and don’t do anything

Selfishness – ‘ What’s in it for me? ‘

Conflicting interests

Need to attract young helpers

People who want things on but don’t want to help

Loss of community services- transport, children, housing, health

Small team does most of the work

The same group of people called on to do the organisation of events

Incomprehension of need for participation – ‘it’s someone else’s’ job’ – ‘what do I pay my taxes for?

Understanding / finding out about trustees responsibilities

It is difficult for working age residents to commit to giving time to organise local events

Slow to achieve anything

How to get information

Funding – cuts to local services

People don’t seem to care when good things happen – but quick to criticise bad things

Time spent recruiting volunteers

Authorities block plans

Often do not have the tools to do the job

Social media

Being able to reach residents now isolated

Time constraints

Moaning !

Being taken seriously as to what we can do

Long processes take too much time – too many hoops

Too much work required with too few people involved

Apathy

Ignorance of the fact that jobs need doing

People who talk and do not do

Difficulty in encouraging and involvement of wider regeneration of community

Perceptions of class bias – seen as a middle class plaything /pastime

Other people’s excuses as to why they can’t help/ get involved

People seem not to realise that the council can no longer afford to keep the streets clean weed free

Lack of clarity about objectives – unresolved divergences of views

Vandalism – local kids etc.

Lack of people prepared to become active members of any local body – including the Village Hall Management committee . People of any age.

Chasing money

Everybody wants a bargain – even if already getting one

Would be good to see new people getting involved – we need some help

People following /pursuing private agendas

People playing with the idea of participation – but not being willing to put in the effort

Resistance to collaboration ( holding onto clients )

Lack of money

Lack of time

It takes over your life if you let it

Someone else’s problem

Come across divisions within communities may be deep rooted

Hidden services ivory towers

The person is lazy/ queen

Society is now the computer and its media are king. As a person facing service I/m very aware of this .

Time constraints for volunteers

Lack of volunteers

Communication with all of the village is challenging

Age group – same type of volunteers

We live in our own bubbles and it’s hard to jump to another one to connect with new people

Frustrated same people do everything

Politics

General lack of interest

When people don’t see results straight away and drop out.

Seeing things not done or not done well

The fact that the same hard core of people seem to instigate and organise everything

That people don’t realise that they have different skills to offer – always something to contribute

Being invisible- people not acknowledging one as a person when working

Low funding /salary for teaching assistants leading to lack of individual education

Slow decisions

Failure of publicity to attract

Poor quality infrastructure development

People expecting events to happen but unwilling to take part in organisation

How decisions affect people being able to contribute time, eg. Pension age moved from 60 to 66 – later removes key cohort of volunteers

Trying to get younger generation to volunteer and older generation to realise they are still needed.

Attracting youngsters

Same ‘old’ people

People don’t realise till they do it how much fun and satisfaction it gives and that its usually a lot less onerous than they expect

Insufficiently defined plans and action lists for specific volunteering tasks

People who drop out quickly

**What motivates you about being involved with your community?**

Helping to add to community spirit

Making the most of the ‘third’ age and leaving the ‘world’ a better place for grandchildren

The desire to live in a tidy, orderly village

Seems a normal way of life – to be involved in/with your family, extended family, neighbours, and the wider community/world. I like having friends of all ages and backgrounds – its hugely enriching

It gets you out of the house.

Seeing what needs doing and no-one to do it

Realising that the money is no longer there – essential jobs not being done

Being active when officially retired

Wanting to contribute to the town

Care of the environment

Involvement on community – knowing people and what’s going on

Unusual suspects much more interesting than the usual !

Not sure how you’re defining community. The main organisation I represent covers all of South Oxfordshire and the Vale

No one else will take the jobs on

I like helping my community

Small team loyal to V/H upkeep and each other.

Proud of my village hall

Enjoy making a difference

To reach members of the community not engaging

Give something back

Sense of belonging

Success

Time and inclination

To make a difference people

Making a contribution

Knowledge of aspects of local community – taught in Didcot for 34 years

To make a positive change

To make a contribution

To see other people be or become passionate about an issue or their community

Making a contribution

Habit – have done it for 30 years

Getting things done

Make a difference for the better

My ‘gifts’ what I have always been able to do

To help try and make life better and fairer for people

Give something to the community

I enjoy it and get to know people

I still think I can offer something to my local community despite advancing years

I am a socialist and former teacher

Interest in my own hobbies ,some of which have a community resonance ( history and drama)

Belonging

Makes life better

Naturally a caring person and family – like to nurture

Meeting new people

Observe worried people who need help

Getting to know people in my village

Need to get involved after retiring from work

Using what I hope are work skills

Social occasions – inclusion

Raising money

I see things that need doing and feel able to do them ( things that might not be done otherwise )

Vibrant community

I am motivated when I see more local people taking part in events

The need for more mixed ages to work together and respect one another’s gifts and experience

90% volunteers

Smiles

To be able to help to make a difference and add to community cohesion

Providing a service that ‘official’ channels don’t / wont’ do

Something to write about in the parish mag

Different people have different motivations ad these can clash

The community is lucky to still have a primary school

Young families but lots of work to needed for the sustainability for future

Meeting people

Younger people /hard to reach getting involved

To reach a situation where all people can access opportunity and have the same chances of success

The NEED for affordable local transport to medical appointments

Keeping things going

New ideas

Using my time productively

The village hall management had a crisis at its AGM – after which I was approached to be Chairman, a call to which I responded regarding a successful hall as essential to the well- being on our community

Enjoyment

To help local input into village development

Being part of the community : extending social contacts

Helping needy people

I like to be involved

Sheer nosiness

Wanting to help in my village

My ‘turn’ to do something

Putting something in

Meeting other people

The place of the church in the community

How to involve others

**Expectations for the day**

Recruiting trustees

Diversity

Only recruiting in own image

Communicating with more people who aren’t currently engaged

How to get going – tap into other’s experience

How to get younger people

Get away from the word HELP

How to get people to change their attitudes to encourage others

Need change

Need younger people

Motivate people to work together

Need new Beaver Scout leaders

 **What types of people are involved ?**

Students

School teachers

Those that have previously benefitted

Local business owners

Employee volunteering schemes

Parents

Well educated

Middle class

Kind people

Environmentalists

Arrogant@

Idealists

Do -gooders

Lonely people

Wide range of people to deal with – disengaged, disabled, barriers

Older committee type people

Many former users

Beneficiaries

Large organisations – many different roles – widely spread

A clique?

Tend to be middle aged

Retired

Females

Over 50

Middle class majority

Have the tiem

Have confidence 40 + - had to really harness to get 40

Good age and gender split – why – wish /desire product

Parents 6-14

Former professionals

The people who ‘do; alluminati

Teachers an be hard to recruit

Retired, white, middle class, tired, widow

Personal involved with the cause

Family connections

Weekenders

Schools

Young mothers

People with time – boredom

Women

Own agenda

Richer people

People with a social conscience

Natural organsiers

Confident people

Personal networks

People get involved in a crisis (the last committee wanted to step down)

Generous people

No past hiccoughs

Core group of same people

PTA

Concerned

Threats ( whites )

Cross

Outraged

One off

People with time -generally retired middle class

Retired – time rich or make time

Young person on garden leave – ( has time )

Duke of Edinburgh award students – qualifications /experience i.e. environmental volunteering

Confident people

People who feel needed

People with a personal need

Busy bodies

Passionate people

Community champions

Personal connections – investment in people /organisation/work i.e. care about community

Core of people – small place – hard to attract others /new people – lots of new projects

Professionals – bringing kills, less emphasis on opportunities to gain skills

Longer term resident and newer residents – mix

Newer residents are ‘pool’ for recruitment/target

Gender bias – older women in shops Lack of men – maybe retail not attractive

**What might prevent people from getting involved ?**

The demography of those already involved

Closed culture

Work life balance

Family commitments

Don’t know how to

Feeling inadequate

Modern life – phones etc

Transport

Fear of workload

Not made to feel welcome or that you belong

Lack of support – wider community not supporting events or activities

Poor communication

Inaccessible – language barrier

Not knowing about new forms of communication

Felling like nothing will change

No interested – thinks it’s boring

Snobbery

Don’t appreciate where you live

Intimidation

No time

Time issues

The word committee

Responsibility

Fear of long term commitment

Poor communication

In flexibility

Mis -conceptions about whets expected

Commitment phobia

Social media

Meetings

Committee behaviours

Them and us ( identity)

Confidence

Lack of specifics

Life stages

Changing work patterns

Don’t want paperwork to do or read

They have not been asked

Insular

Attitude of organisations

Change in society – not ‘cool’ to be helpful

Getting something from it.

DBS

No travel expenses

Too busy at work

Not told what’s involved

Wrong time of day

Frightened about work load

Worrying about personality clashes

Not wanting to be seen

Hierarchy – join at the bottom – needs to be lateral and cooperative

Lack of awareness

Someone else’s job

Exclusive

Commination

Looking down on menial work

How much time/money does it take?

Some people are never contacted in the first place – e.g. commuters who are rarely home, different cultures of towns

Family commitments and other prioritising

Lack of good public transport

**What skills do you needs as an active citizen?**

We think this list if off-putting !

Knowing other people’s skills ( who you can call on )

Rational thought

Interest

Enthusiasm

Time- making time

Motivation

Communication -accepting social media

Some skills- legal – finance

One issue that grabs you

Marketing

Eloquent

Generous

Compassionate

Do-er

Team player

Confidence

Desire to make a difference

Ideas/ imagination

Leadership ?

Move things on

Aware of wider context

Flexibility – time and spirit

Headspace

Networker

Stepping back perspective

Negotiator

Young people volunteering can bring parents into support also

Do what you say you’ll do

Values

Global citizenship Social media and online communications role in supporting

Good communication – to have a means of communication and to communicate well.

Breathe – if alive you can help

None ! you just need to care- you can learn

Good time management

None ! – enthusiasm

You have to care-community spirit

Good people skills – listening – mixing -feedback

Teasing out your skills

Persistence

Be practical

Have to have an interest in your community

Being solution focussed

Valuing where you live- sense of community

Opportunity for socialising

Being open minded

The ability to focus

To see the benefits of being involved

Common sense

Outgoing – getting to know the community

Willingness

Good organisational skills

Enthusiasm

Lead by example

Difference between need and nice to have

Stickabiltiy

Good listener

Respect for other people

Energy /stamina

Team player

Clarity of vision

Good time keeper

Decisive team

Anyone can be an active citizen

Different people ‘different skills

Courage to put your hand up

Ability 2B concise

Give time /manage time. Reliable

Understanding – make people feel valued for giving the time they can

Look to the future

Problem solving

Non judgemental

Expertise and ability

Contacts /networks

Negotiation skills

Mediating skills

Staying power

Positive thinking

Using the benefit of doubt

Mistakes can be learnt from

Willingness to change things without unnecessary disruption

Challenge

Open mindedness to new ideas /point of view.

**How could we do things differently?**

Potential v experience

Ask for feedback

Start young

Say thanks

Give back to volunteers

Link in with existing schemes e.g Duke of Edinburgh

Work out what people want

Respect

Acknowledgement

Cake ! and other incentives

Online ! Emi la status

Listening

Finding a way to meet in the middle and use our skills to engage new people

Reach out to school and find out what inspires people

More efficient and effective use of social media /technology

Emphasising others are already involved

New avenues of contact – schools?

Q. Do community First provide any training on social media?

Engaging youth – council – youth groups – consultation

Tailoring advertising

One off events

17-18 years CV building

Specific job descriptions to get new people in – sound manageable

Be positive with messaging

Make comms more visual – infographics

Plain English

Asking for help in a way that makes it appealing

Instil a sense of belonging

Make sure we thank people

Communication future plans /being open

Re-inspire community starting young – school assemblies, Drs etc.

Marketing : comms, posters, social media FB groups, Instagram

Make sure we have a mixed demographic – not new expensive housing with people too busy to get involved

Have a BBQ

Ask for short term volunteers

Knock on doors

Social media

Raise our profile

Look at timing and structure

Cut down on meetings

No meetings

Make ourselves more approachable to young people

Organise meeting via facebook

Remind people via facebook

Consider structures

Thank people

Have a pint of contact for volunteers

Give out a list of useful contacts

Make sure that achievable tasks are given out and that volunteers are supported

Young person’s branch of councils

Community /partner insight team

Management by walking about

Right space/ right time

Beavers story – FB page, Beaver leaders as Beaver Activists

Communication is key – social media, website, great quality friendly comms.

Pester power

Did you know Q’s – your local shop adds value to your home?

New – focus group find out more/new residents to village

Community shop currently ,meet refresh, re-launch, social

Food motivation

What’s app /Skype

Communicate differently- more face to face

Be more inclusive, flexible and open minded

More joined up approach between existing groups – partnership working between groups

Use different forms of social media to communicate with people

To give younger people the opportunity to facilitate – visit schools, local afterschool clubs

Food incentives

Personal approach – being asked

Sell the sizzle not the sausage

Give people a taster – village event, flower planting ,Bingo

Letting people know what is and isn’t expected of them

Utilising the skills of local residents – language cooking, gardening, culture

Be creative

Review processes

Disposable cameras- village competition

Review communications

Valuing what people can offer and thank them

Include all ages

Be more positive

Communication – establish needs of future generations – contact of message

Facebook

Types of media

Next door messages

Village website

Newsletters – change content -take online

Email invite t- approaching and contacting groups particularly youth groups

Village survey – younger people

Village plan action points -follow up using multi media

Newcomers - separation ,contacts

Soft points of contact

Flexibility of approach

Feedback from users

Informal meetings

Threat of closure

Work with school and youth groups

Be positive

Don’t sound desperate

All different

See things from your audience – what does it / I look like to them?

Use young person as contact on social media

Clarity

Appreciate potential contributions and people know they are appreciated

Term limit officers on committee to get fresh blood

Individual approach for specific tasks .