



Wellbeing Matters:

The Bromley Farm Inquiry

The Report

August 2013



plus dane group



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introduction

In 2013, Plus Dane Group commissioned Our Life to deliver 'Wellbeing Matters: The Bromley Farm Inquiry.

Wellbeing Matters: The Bromley Farm Inquiry

In 2009 a survey of mental wellbeing in the North West, the first of its kind in England, shed light on the relationship between mental wellbeing and other factors. The survey found those with good mental wellbeing have a higher satisfaction with life and are much more likely to be in employment, be educated, be healthy and have closer relationships with others. Evidence from the survey and from a wealth of other literature demonstrates that the determinants of good mental wellbeing are influenced by a wide range of social, environmental, economic, organisational and individual factors. Achieving mental wellbeing therefore requires action across many different sectors and systems. The aim of Wellbeing Matters: The Bromley Farm Inquiry was as follows:

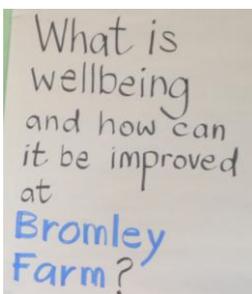
For a diverse group of residents (including those that are traditionally excluded from decision making processes) from Bromley Farm, a neighbourhood in Congleton East Cheshire, to deliberate and produce a set of recommendations

on what action needs to be taken in order to improve wellbeing in the area.

Mike Doran, Managing Director of the Plus Dane Group explained why the Inquiry was commissioned:

Plus Dane believes that strengthening wellbeing in neighbourhoods promotes vitality and contributes to the sustainability of a place and its residents and we have a keen interest in discovering how wellbeing can transform lives and neighbourhoods. We wanted to assess the impact that our current approach to wellbeing is having and therefore invited 'Our Life' to talk to residents and our Partners about what wellbeing means for them and how collaborative working could bring about change and transform lives. We understand the current pressures our residents are facing but recognise that successful wellbeing can build people's resilience to change and empower neighbourhoods to respond to that change in a more positive way.

*We know that increased wellbeing can add 7.5 years to life expectancy and those who actively participate in their own wellbeing experience positive benefits. A person's wellbeing influences their ability to cope with setbacks and difficult circumstances, the strength of relationships they have, their aspiration, and therefore their ability to take up the opportunities that we are presenting to improve their circumstances and transform their lives. **We cannot***



ignore this call to action and we look forward to working with residents and our Partners on making a real difference to the lives of residents who live in Bromley Farm.

Our Life

Our Life specialise in community engagement. We carry out high-quality public participation processes, research and training designed to involve people in decisions and issues that directly affect them and the areas in which they live. Our expertise is in creating a dialogue between people and decision-makers, empowering them to work together and giving them the skills and confidence to influence and deliver change. Our Life specialises in the field of health and wellbeing and has run similar projects in Ellesmere Port in 2010 and 2011 on the subjects of food and alcohol. The outcomes were extremely successful. The establishment of Westminster Food Action was a result of the food inquiry and the group are currently running initiatives such as a local community cooking class called 'Monday Munchies.' The alcohol inquiry group is currently meeting up with Inquiry members from other geographical areas in order to create regional change. Our Life has also designed the acclaimed 'A Fair deal for wellbeing? Discussion Kit and in partnership with the National Children's Bureau the 'Talking

Wellbeing' Discussion Kit, both designed to continue Our Life's work of encouraging people to have conversations about wellbeing.

Wellbeing Matters: The Bromley Farm Inquiry was designed to empower and enable the community to articulate an informed view of the actions that individuals, communities, organisations and decision-makers should support and adopt to ensure that wellbeing is improved locally. The Inquiry enabled local residents who may have not been involved in decision making processes in the past to:

- examine wellbeing in the neighbourhood (through the sharing of experiences and opinions).
- identify what strengths the neighbourhood has in terms of wellbeing.
- investigate what needs to be strengthened or changed in order to improve wellbeing locally.
- identify what action they can take personally, what action they can take as a group and what action others need to take in order to improve wellbeing locally.

Our Life created a discussion around wellbeing and helped put informed opinion at the fingertips of the Inquiry participants so that they themselves could come to their own conclusions.

the inquiry

The model

Wellbeing Matters: The Bromley Farm Inquiry was loosely based on the model of the Citizens' Jury. At Our Life we believe that citizens have a right to be involved in the way that services are run. These decisions should not be left only to those who have lots of power and influence. Through Inquiries and Citizens' Juries like Wellbeing Matters we want to make sure that the general public are able to have their voices heard, especially those people who have had very little opportunity to be listened to in the past. We believe that the approach of the Citizens' Jury is a very good way of achieving this. Citizens themselves decide what things they want to talk about and after hearing from a range of outsiders, decide what they think should be the priorities for change.



Participants working together in small groups

Oversight Panel

Central to the success of 'The Bromley Farm Inquiry' is the involvement of those who are able to influence wellbeing locally. We invited some of these key decision makers to join the Bromley Farm Inquiry Oversight Panel. The role of the Oversight Panel is to:

1. Ensure that the project design is fair and of a high standard;
2. Suggest topics which should be

considered by citizens in the inquiry and identify commentators best able to present on these topics;

3. Check how citizens were selected
4. Provide assistance in following up citizen recommendations;
5. Raise the profile of the Bromley Farm Inquiry and its outcomes.
6. Help with following up citizen recommendations and associated campaign actions

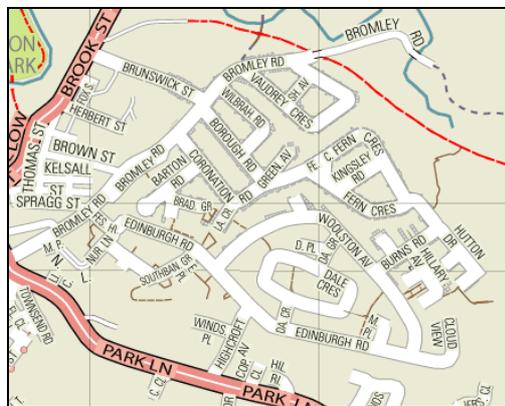
Oversight Panel members met near the start of the process (March 2013), once to monitor progress (May) and once to analyse the recommendations (July). The panel will also meet after the summer.

For a list of Oversight panel members please see appendix 1 on page 19.

Location

The Wellbeing Matters Inquiry participants were recruited from the Bromley Farm neighbourhood in Congleton. Plus Dane Group explained why Bromley Farm was chosen as the location for the Inquiry: *'Bromley Farm has a diverse population and has been identified as a priority neighbourhood by both Cheshire East Council and Plus Dane Group. In addition, over the past five years we have tested out some wellbeing projects but we wanted to really understand the impact of our work*

to date. We wanted to begin a conversation with the local residents and our Partners about how we can work together to improve wellbeing outcomes and make a real difference.'



Bromley Farm

Recruitment

We recruited people who live on Bromley Farm using different methods. 1260 letters and forms were sent to every home on Bromley Farm. The forms had freepost envelopes attached and people were asked to post them back to us or drop them in to The Plus Dane Group. 800 letters and forms also went to a variety of places including Congleton Learning Centre, the Disability Information Bureau, Bromley Farm Community Centre, New Life Church and Plus Dane reception.

A selection meeting was held to make sure that we had recruited a diverse group of participants. During

this meeting it became apparent that there was a lack of responses from males and younger people. Extra recruitment effort took place at Lawton House Surgery, with agencies that work with young people, door to door and walking the streets of Bromley Farm. We then received more responses than we had places for and a reserve list was created. Phone calls were made to all participants to let them know they had been successful in the selection process and they were asked to attend session one.



Participants playing human bingo in session one

Participants

In total, 47 people applied to be a part of the Inquiry. 32 people were invited to attend and there were 21 participants at the first session. 22 people became regular attendees, there were 12 male and 10 female participants. The age range of the participants was from 16 through to

over 60 years. The following gives a flavour of some of the participants:

One participant described herself as a single parent to two young children. She explained why she got involved in Wellbeing Matters;

I wanted to get to meet people from the area as I am a newcomer and to stand up and help the local community.



One participant described himself as an outgoing and sporty person who is committed to supporting the younger generation on the estate. He explained why he got involved in Wellbeing Matters;

I wanted to get involved in the community, get to know them better and share my experiences with the young kids.



The process

The Inquiry ran for nine weeks from April to June 2013. The sessions were held at The Bromley Farm Community Centre on a Wednesday lunchtime between 12.00-2.30pm.

Session one of Wellbeing Matters began with an introduction and overview of the process. The group was then encouraged to explore the subject of wellbeing for the next three sessions. They tried to answer the question 'What is wellbeing and how can it be improved on Bromley Farm?' Sessions five to eight were structured around commentators joining the group to talk about one of the features identified in session four. Session nine was for writing recommendations.

The structure of a typical session with a commentator was as follows; the commentator presented on the issue they had been asked to speak about. We encouraged

commentators to try to make their talk as stimulating as possible. We discouraged lengthy PowerPoint presentations with lots of text. The participants were all given a red card and they were encouraged to hold up their red card if they had difficulty understanding what was being said (for example if the commentator was using too much complex language or jargon.)



Commentator Kevin Browning talking to the group

After the commentator finished their presentation we asked them to leave the room to allow participants the space to talk with each other about their learning. We asked the participants to think of any questions they would like to ask the commentator. They wrote them down and also stated if they felt confident to ask their own question or if they would like a facilitator to ask it on their behalf. Facilitators removed any duplicate questions and commentators were then invited back into the room and the questions identified during the previous activity were asked.



Writing questions for commentator Heather Henry

Commentators were asked to leave the room once again, at which point they were free to leave if they wished. During this slot participants were asked to reflect on their learning. This helped to ensure that the conclusions that they reached were their own and that they felt ownership over any actions that they decided upon.



Sharing learning from the session

the sessions

- **Session 1**

Working in three small groups, the participants did a mapping exercise, plotting the things/places that make Bromley Farm a good/easy place to live and the things/places that make it a difficult/challenging place to live. The group also shared stories with each other of good experiences of life on Bromley Farm.

- **Session 2**

In small groups, the participants used the 'A Fair Deal for Wellbeing' discussion kit. Towards the end of the kit, the group had to identify three wellbeing strengths and three things that need improving about Bromley Farm.



- **Session 3**

The participants reviewed the findings from sessions one and two, bringing them together to produce a full group list of issues that are contributing to poor wellbeing on Bromley Farm.

- **Session 4** The participants worked in threes to reflect on the impact that the Inquiry could have on the group personally and on Bromley Farm as a whole, any further issues were added to the list. We went through each issue one by one to ensure that the wording was clear and everyone understood. A few changes were made and then the issues were voted on. All of the issues were given a letter of the alphabet and the participants were given an alphabetised voting sheet. Participants were given 4 votes each and they could only use one vote on one issue. Previous to the voting it was decided that the top two issues would be explored during sessions 5-8 but when the group saw the results, although they were happy with the top two, they felt that two issues weren't enough to explore. They decided to group some issues together and revote for a third place. They were asked the following question before they voted: ***'Which of these would make the biggest difference to people's wellbeing on Bromley Farm?'***

The first five issues highlighted in the following table were those chosen by the group to examine in more depth in the remaining sessions of the Inquiry:



Mapping exercise in session 1

Issue	Rank	Votes
There aren't enough local jobs (including those that are flexible, part time, and suitable for teenagers, over 40s and over 60s. Also including trades, apprenticeships, volunteering opportunities, and those that pay a living wage), e.g. a local shop ¹ . Also we don't know where local jobs are.	1 st	8
Plus Dane Housing don't have a 'can do attitude' - 'getting them out to do the job is a problem'. They don't respond quickly to complaints. They treat debt harshly. There isn't a local phone number for them	2 nd	7
There are not enough things for children and young people to do ²³	Joint 3 rd	5
There are not enough community activities for all (e.g. walking group, fishing group, craft, sport, fashion maybe in a shared space)	Joint 3 rd	5
People don't know what activities are already going on, not enough communication	Joint 3 rd	1
There is not enough support and treatment for people with alcohol / drug related problems	Joint 4 th	6
There is too much dog mess	Joint 4 th	6
There are not enough local	Joint	5

¹ After voting had finished the group decided to add 'there are not enough local shops' to the jobs issue as an example of a way of creating jobs.

² After voting the group decided to merge issues about activities together to create a single issue.

shops	5 th	
There is not enough help with benefit entitlement and benefit applications and debt management	Joint 5 th	5
There isn't enough visual policing/PCSO's	6 th	4
There is not enough support for vulnerable people (especially with the bedroom tax coming up)	Joint 7 th	3
The street lighting is appalling	Joint 7 th	3
There is not enough trust between teenagers and people that are older than them	Joint 7 th	3
People are parking on the pavement and there are too many pot holes in the roads	Joint 7 th	3
There is not enough public transport (e.g. early mornings and weekends) and bus stops are badly designed	Joint 7 th	3
There is a drug problem (dealing and people taking drugs in public areas)	Joint 7 th	3
There is too much litter	Joint 8 th	2
There isn't enough CCTV/there is too much CCTV	Joint 8 th	2
Vandalism (like paint bombing and egging windows)	Joint 9 th	1
There aren't enough public toilets / baby changing facilities (the ones that exist aren't maintained or are closing down)	Joint 9 th	1
Conflict between newcomers and existing residents	10 th	0



Writing questions for commentators

In the remaining sessions commentators visited the group to offer their opinions on the features identified by participants during the first session. The following gives a flavour of some of the discussions. For a full list of questions written for commentators please see appendix 2 on page 20.

• **Session 5**

Commentators: Andy Lomas and Barry Callow from The Plus Dane Group. **Example question asked by participants:** How many 'strikes' (complaints made against them) do bad tenants get before they're kicked out?



Commentators Andy Lomas and Barry Callow presenting to the group

• **Session 6**

Commentator: Heather Henry from Connecting Communities (C2). **Example question asked by participants:** How do we get residents to assist the service providers? (to inspire pride in the neighbourhood)

• **Session 7**

Commentators: Lesley Dixon from The Plus Dane Group, Kay McIntyre and Kevin Browning from Cheshire East Youth Support Services. **Example question asked by participants:** Why aren't the youth team doing things with the older teens? What about school leavers (16-21's)? There's nothing for us.

• **Session 8**

Commentators: David Watson from East Cheshire Chamber of Commerce and Adele Fletcher from Congleton Learning Centre. **Example question asked by participants:** How can we get some local job agencies in the community so we don't have to travel?



Participants questioning commentator Kevin Browning

During sessions eight and nine, the participants were asked to write recommendations for change. In small groups or on their own, they were asked to think about and discuss: 'what would improve wellbeing on Bromley Farm and how can this be done?'

recommendations

Recommendations

The recommendations were written, put on the wall and any duplicates removed. They were then voted upon using a voting system. The recommendations are as follows, they are in rank order.

<i>What would improve wellbeing on Bromley Farm?</i>	<i>How can this be done?</i>
Less anxiety, better homes and happier tenants	<p>Dane Housing Quality Control, reviving the system of feedback sheets for each job/action, and acting on these jobs</p> <p>'Maintenance complaints reporting' needs to be more visual/advertised so we all know how to complain. Issues can then be resolved more quickly</p> <p>Dane to hold a monthly Bromley Farm residents meeting on the estate so residents can speak face-to-face about issues, problems, queries or any help they</p>

	<p>might need</p> <p>Dane need to review how they deal with residents over non-payment of bills as currently it is very harsh! Why not a home visit and phone call to offer assistance rather than an immediate warning letter?</p>
<p>Make sure our young people have a place to meet and enjoy what they want to do</p> <p>More residents meeting each other, bringing the community together</p> <p>More learning opportunities for all</p>	<p>A hub – a base for people to meet with internet.</p> <p>A hub with jobs, sport, meeting point, IT (learning skills/courses), Cafe, playgroup</p> <p>A Well-Being Cafe run by volunteers, in premises supplied by Dane</p> <p>A Community Shop, with funding for its bills – create a committee. Aim to prevent ASB after closing, policing, regular opening times, utility tokens, Produce, funding, info, health & hygiene, security, litter</p> <p>Funding bids with support from officers</p>



Voting on the recommendations

Community feeling safe, and Anti Social Behaviour reduced	More police walking around Lighting on Parnell Council CCTV on Parnell and walkways to monitor kids loitering, drug-selling, abuse of drink, pinching and vandalism Residential Rehab in Congleton!
Making streets cleaner of dog-fouling and litter	Better policing of dog fouling laws, and community taking action Need info on how to complain
Helping more people to use computers and develop IT skills	IT access at Bromley Farm Community centre
Physical health – keep people fit	Make it cheaper for unemployed people to use all sports facilities (not just the leisure centre) Dane could fund residents £5 to get a Leisure Card from Congleton Leisure Centre Link-up young people with Congleton Sports Clubs so they can have a go at more activities e.g. tennis, bowling, cricket Being active – sports, awareness

	of what's on for kids, guided walks
Improve people's knowledge of what is already going on e.g. the 16 youth organisations in Congleton we didn't know about before	An office on the estate for the youth worker Health: a Well-Being Clinic – invite a nurse once a week at Bromley Farm Community Centre Introduce a new KISS project
New services	
Helping people prepare for seeking work	Job support group, to offer car-sharing, skills share, training, job information
Making it easier to find jobs and travel to work	A hub where people can surf the net with online connection, to search for jobs and information about benefits Funding for Community centre internet broadband Better public transport for early morning jobs outside the estate Information from Knutsford's Welcome group More information on K.I.S.S
	Stop parking on pavements

More volunteering opportunities	Activities for elders – socials, walks, trips, visits
Our new residents need to feel they have a proper home and are part of the community	Make new residents feel welcome and supported in their new home Greater help from Dane, and more support from neighbours to “come to our hub” Assisting new residents to access free furniture



The group on the final session

Most members of the group decided that they would like to continue meeting after the Inquiry had finished, in order to take some of the recommendations forward. They decided that they would like to hold a meeting where they could present their recommendations to local stakeholders and policy makers. Wellbeing Matters: The Bromley Farm Inquiry findings launch event was held on July 31st 2013.

Launch of the findings

Members of the group met for four sessions in June and July 2013 to plan for the launch of the findings.

They looked at the recommendations and categorised them into themes that could be discussed at the event. They decided that all of the recommendations could be categorised as follows:

- Homes
- Jobs, skills and volunteering
- Bringing people together/things to do
- Neighbourhood environment

They decided upon a list of people they wanted to invite. Representatives were invited from health, local authority, housing, police, fire and the voluntary sector.



One of the participants presenting at the launch

The group wrote a presentation that described the process of the Inquiry from start to finish and they designed a section where the attendees could talk about the recommendations they were most interested in. 15 participants hosted the meeting and 46 professionals attended. For a full list of attendees please see appendix 3 on page 23. After presenting Wellbeing Matters: The Bromley Farm Inquiry, the group led small thematic groups to start making the recommendations a reality.



The attendees working with the participants on themed tables



Group discussion

Some of the actions that gained support were for Plus Dane to investigate re-instating feedback sheets and for Plus Dane to attend monthly meetings run by residents with all residents to be invited by Inquiry participants and Plus Dane. The group is also looking into the idea of starting a community shop/cafe/hub on Bromley Farm.



One of the participants bringing the event to a close

The participants are now meeting regularly to discuss next steps and are excited about making changes locally.

evaluation



Participants

The participants were asked to complete an evaluation form about their experience of 'Wellbeing Matters: The Bromley Farm Inquiry'. Some of the responses are as follows:

- 94% of the participants enjoyed the sessions
- 94% of the participants agreed that the facilitators made them feel comfortable and that they felt able to speak their mind
- 100% of the participants understand why Our Life and Plus Dane wanted to carry out the Inquiry
- 88% of participants intend to keep in touch with other participants they have met during the Inquiry
- 94% of the participants are keen to see the outcomes of the project
- 94% of the participants have increased their knowledge of wellbeing issues
- 94% of the participants agreed that the sessions have made them think about their own wellbeing
- 82% of the participants felt they received enough support during the Inquiry
- 94% of the participants will be coming to follow up meetings
- 100% of the participants would like to continue being a part of Plus Dane's work

Some of the questions asked and comments received are as follows:

What was the best thing about the sessions?

- Meeting other people and building as a team. Having a focus on wellbeing. Hearing different views and opinions
- Realising that there are people on the estate who care
- Meeting people and contributing to the community I live in



Participants talking about what wellbeing means to them

What was the worst thing about the sessions?

- Nothing I have enjoyed the meeting and found out a lot of useful information
- Honestly I can't think of anything
- Nothing

If you had to suggest one thing that would have improved the sessions, what would it be?

- One week on, one week off
- More time to discuss each problem

- Better control of those who choose to interrupt

What was the most valuable thing you learned from other people attending the sessions?

- That there is a wide spectrum of issues (not just my own)
- There is good in everybody
- Sharing values and experiences and building friendships

What impact has your involvement in this project had on you personally?

- Has made me more aware of my community and new friends
- You realise that your opinions count and are important
- It has helped me to meet new people and realise ordinary people can have a voice

Now that The Bromley Farm Inquiry has finished, do you think that public engagement on decisions relating to wellbeing is more or less important than you did at the start of the process?

- 25% answered 'a lot more important'
- 56% answered 'more important'
- 6% answered 'the same level of importance'
- No-one answered 'less important', 'a lot less important' or 'don't know'
- 13% didn't answer the question

On being asked 'why is that?' to the above question the responses were

as follows:

- I have always believed that local democracy is what should drive local issues and remedies. This exercise has shown the participants that their views do count if made known to authorities
- Because it has brought to the forefront what issues are important to individuals and as a community
- The community as a whole will benefit and hopefully there will be more community spirit where everyone gets on

Additional comments

- This whole Inquiry has convinced me that it is a very valid and potentially very productive way to improve living conditions on similar estates.
- I really enjoyed the sessions and working with the staff and everyone involved
- An enjoyable approach to important issues which affect us all



Participants listening to commentators

Commentators

We asked the Commentators to complete an evaluation form with thoughts about the process. Some of the questions and their responses are as follows:

What did you think of the Inquiry process?

- It was a productive forum where participants appeared confident to ask questions
- I thought the session was good with openness and good questions
- Very interesting. Good to see residents supported to ask questions – in that way I could see their confidence growing

What could be improved?

- Perhaps a bit longer for the process
- Nothing as felt the afternoon was well delivered and planned
- More discussion with the participants and what we could do for them would have been useful

Why have you decided to take part in this?

- The forum was a good way for me to reach new parts of the community and try and find out what support they need.
- To give support to the project from a business aspect
- We take the opinion of our customers very seriously and

this was an opportunity to engage

Does this type of process have a role in policy making?

- Yes as long as the process is productive and has meaningful outcomes that are put in to practice and followed up
- Potentially if the process is focussed and the information gathered is used in conjunction with other material
- Local decision making – yes



One of the participants questioning commentators

appendices

Appendix 1. Oversight Panel members

Chaired by Mike Doran from Plus Dane Group, the Oversight Panel consists of the following members (alphabetical by organisation)

Name	Job title	Organisation
David Watson	CEO	Chamber of Commerce
Russell Thomas	Sergeant	Cheshire Constabulary
Emma Leigh	Public Health Manager	Cheshire East Council
Gordon Baxendale	Councillor	Cheshire East Council
Guy Kilminster	Head of Health Improvement	Cheshire East Council
Karen Carsberg	Housing Strategy Manager	Cheshire East Council
Lorraine Butcher	Strategic Director of Children, Family & Adults	Cheshire East Council
Alan Lawson	Manager	Congleton Local Area Partnership
Donna Peddie	Engagement Officer	Congleton Local Area Partnership

Peter Aston	Chairman	Congleton Sustainability Group
George Hayes	Mayor /Governor	Congleton Town Council/Eaton Bank Academy
Louise Daniels	Third Sector JSNA Coordinator	CVS Cheshire East
Elizabeth Whitehurst	Strategic Business Manager	Eaton Bank Academy
Melanie Lyman	Practice Manger	Lawton House Surgery
Sharon Beadon	Deputy Practice Manager	Lawton House Surgery
Rebecca Patel	Public Engagement Manager	NHS Eastern Cheshire CCG
Peter Bryant	Head of Public Engagement	Our Life
Sue Millichap	Community Engagement Practitioner	Our Life
Mike Doran	Managing Director	Plus Dane
Andy Tester	Health and Wellbeing Officer	Plus Dane Group
Emma Sneyd	Engagement Manager	Plus Dane Group

Appendix 2. Questions written by participants to ask commentators

All questions are written in the words of the participants.

Questions for Andy Lomas and Barry Callow – Plus Dane Group

- Do you keep records and figures of how well your own guidelines are met so we can all see whether it's true?
- If you've got a target say 5 days or 7 days, that's not 4 months. Is it because you're using external contractors (outside your parameters of keeping to that)?
- If we feel that the neighbourhood support team do NOT apply the rules in a fair and correct manner how do we raise a complaint against them?
- Your workers park and drive on our pavements – are you aware of this? (And if not, how are you made aware of any other problems?)
- How do you know if your employees aren't following company policy?
- How/why can 'Housing Officers' get away with not visiting a property/tenant every x months?

- How many 'strikes' (complaints made against them) do bad tenants get before they're kicked out?
- Could Dane offer better assistance to tenants regarding debts?
- How are you going to inform us all about the new phone numbers?
- Why can't Dane just have a 'normal' UK landline number?
- Is there only one inspector for repairs when the same people or areas are constantly refused?
- Is there anything Plus Dane can do about issues 1 and 3?
- Where do you advertise your vacancies for repairs jobs and apprenticeships?

Questions for Heather Henry – Connecting Communities (C2)

- How can we get from where we are now to what you describe? Taking responsibility etc. Where do you start? How do you get the ball rolling?
- How do you motivate the community to get involved e.g. litter picks and dog mess?
- How do we get residents to assist the service providers?

- (to inspire pride in the neighbourhood)
- How is C2 funded and how do you help us in our process?
 - You spent 32 years not listening to the community whilst in the NHS. What makes you think you can help us in our process?

Questions for Lesley Dixon, Kay McIntyre and Kevin Browning – Plus Dane Group and Cheshire East Youth Support Service

- We are concerned about promotion aimed at young people, why can't young people have promotion targeted at them?
- If your hours are so limited, where is that funding coming from now? Is there no way we can put the pressure on to make your role full time?
- Why haven't I heard about all the activities around the town? If you've got flyers, why don't you post them through people's doors?
- Why aren't the youth team doing things with the older teens? What about school leavers (16-21's)? There's nothing for us.
- Do you go on the streets and tell people about what's going on?
- What is the website called for different age groups (0-99)?
- Marketing opportunities off the youth forum, why isn't Congleton High School mentioned?
- There are notice boards in the community centre about the activities, are there notices in the schools and in the community?
- What services are aimed at under 11's? E.g. summer holiday activities?
- How would we get involved in what you do of an afternoon with the youngsters?
- How do you measure the effectiveness of what you do
- Is there any 1-2-1 help in the services that you offer?
- Is there a contact number that parents can use to contact your team?
- Why haven't we got a Connexions hub in Congleton anymore?
- Why haven't I seen the youth team around the town since the change?
- There are some young people who don't come to the groups because it is not seen as 'cool'. They want to ride quad bikes etc. What can you do for them?

**Questions for David Watson
and Adele Fletcher – East
Cheshire Chamber of
Commerce and Congleton
Learning Centre**

- Could you give me some help setting up my own business or any guidance on associations that will help me?
- Could you create 'how to' guides to help people? e.g. how to set up your own business
- Is there any mentoring for people who wish to become self employed?
- Do the Chamber of Commerce have to answer to the council?
- The time schedule for doing courses to become employable = never ending courses + no job!
- People feel embarrassed about courses, looking stupid. How to overcome this barrier?
- How can we get some local job agencies in the community so we don't have to travel?
- Does the learning centre have employment agencies come to your offices?
- How can we form another KISS/how did you organise KISS last time?
- How are you advertising your services at the moment?
- How do you advertise the work club?
- Could info packs be created to tell people what's going on? Put them in places people go – library, pub etc
- Can people who aren't on JSA (e.g. parents on income support) get the training at the learning centre?
- How to apply for 2 week employability course?
- What's available for over 25's?
- How can we form a drop in centre? (like they have in Knutsford)
- Ask people (survey) on Bromley Farm if they would use a drop in service at the community centre as there was a low turnout when there was one.
- What's happened to the development of Congleton e.g. shops?

Appendix 3. Attendees of the 'launch of the findings'

(alphabetical by organisation)

Name	Job title	Organisation
Dominic Anderson	Deputy Chief Executive Services and Development	Age UK Cheshire East
Karyn Johnston	Communications and Fundraising Manager	Age UK Cheshire East
Ernie Clarke	Chairman	Buglawton Community Group
Alyssa Baines	Community Agent	Cheshire Community Action
Matthew Steele	PCSO	Cheshire Constabulary
Rhys Davey	PCSO	Cheshire Constabulary
Andrew Thwaite	Councillor Congleton East Ward	Cheshire East Council
Bridget Marsh	Senior Young Persons Advisor - Youth Support Service	Cheshire East Council
Emma Leigh	Public Health Manager	Cheshire East Council
Karen Carsberg	Housing Strategy Manager	Cheshire East Council
Shelia Woolstencroft	Health Improvement Manager	Cheshire East Council

Donna Williamson	Health Partnerships Manager	Cheshire East Council Health Improvement Team
Kay McIntyre	Area Delivery Manager – Youth Support Service	Cheshire East Council
Lee Jackson	Centre Manager	Congleton Leisure Centre
Russell Thomas	SGT 2440	Congleton Police Station
Peter Aston	Chairman	Congleton Sustainability Group
Brian Hogan	Town Clerk	Congleton Town Council
Bob Edwards	Leader of the Council	Congleton Town Council
Glen Williams	Councillor	Congleton Town Council
Robbie Brightwell	Councillor / Olympian	Congleton Town Council
Karen Booth	Team Leader	The Co-operative Food
Caroline O'Brien	Chief Officer	CVS Cheshire East
David Watson	CEO	East Cheshire Chamber of Commerce and Enterprise
Harriet Crompton	Constituency Assistant	Fiona Bruce MP

Carol Bates	Employer & Partnership Manager	Job Centre Plus
Anne Brightwell	Olympian	N/A
Holly Keogh	Marketing and Communications Manager	Our Life
Nick Beddow	Community Engagement Specialist	Our Life
Peter Bryant	Head of Community Engagement	Our Life
Sue Millichap	Community Engagement Practitioner	Our Life
Andrea Drumm	Neighbourhood Housing Officer	Plus Dane Group
Andrew Tester	Health and Wellbeing Officer	Plus Dane Group
Andy Lomas	Neighbourhood Director Plus Dane	Plus Dane Group
Barry Callow	Group Repairs Manager	Plus Dane Group
Denis Hogg	Lead for Skill Share /Finance Manager	Plus Dane Group
Emma Sneyd	Engagement Manager	Plus Dane Group
Janet Cresswell	Campaigns Manager	Plus Dane Group
Lesley Dixon	Youth Engagement Officer	Plus Dane Group

Marnie Reanny	Youth Forum Member	Plus Dane Group
Mike Doran	Managing Director	Plus Dane Group
Owen Hart	Environmental, Health & Safety Manager	Siemens PLC
Suzanne Edwards	Business Excellence Manager	Siemens PLC
Clare Ellis	Reader in Residence for Plus Dane Group	The Reader Organisation
Chris Whiley	CEO	Visyon
Bill Bradley	Sustain Worker	Youth Federation

Most representatives from health were unable to attend due to the Clinical Commissioning Group (CCG) leadership and governing body meeting being held on the same day.

For further information regarding this report please contact:

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