

W3RT BAME Engagement Event Evaluation

The event took place on 30th September 2021 and was organised by W3RT CVS in collaboration with a number of partner organisations

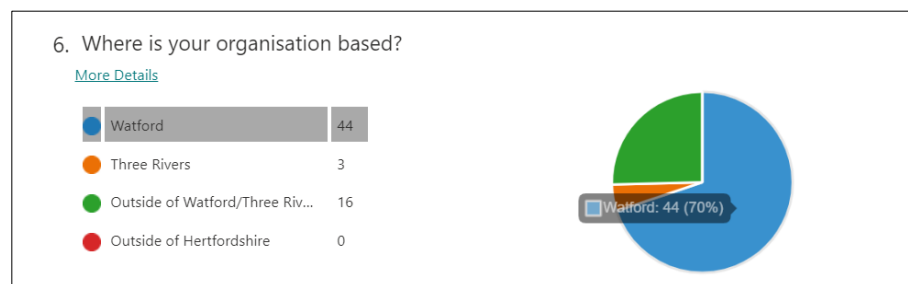


Thank you to everyone to helped to shape and deliver the event, we hope it's the start of an ongoing dialogue and collaboration across all of our organisations and with our BAME communities.

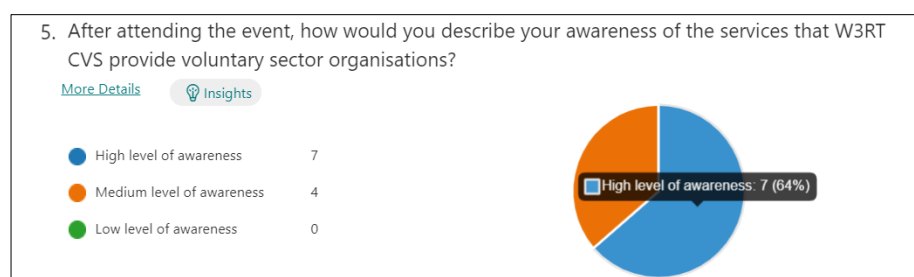
Information on the Attendees

There was a high level of interest in the event with 65 people completing our online registration form prior to the event to reserve a virtual space. 47 people attended on the day, so an attendance rate of 72% and no show rate of 28%. These figures include staff and presenters.

The majority of the registered attendees were from Watford (70%)



The majority of attendees (86%) were aware of CVS services available, though 9 groups said they weren't. Following the event 64% of attendees described having a 'high' level of awareness of the support the CVS can offer to local organisations.



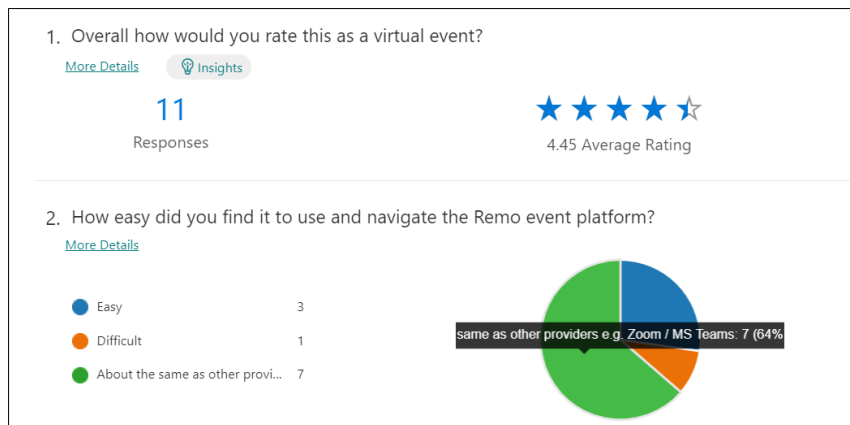
On the day the following 19 groups were represented (listed in alphabetical order):

Brick by Brick Communities
 Caring Sharing Friends
 Community Development Action Herts
 Everyone Active
 Hertfordshire County Council
 Herts Community Foundation
 Hertswise
 Homestart Watford
 Kenyans Association of Hertfordshire
 Ngorli C.I.C

North Herts CVS
 Small Acts of Kindness
 Three Rivers District Council
 Watford & Three Rivers Trust (CVS, Community Development Team, and Wellbeing)
 Watford Borough Council
 Watford Citizens Advice Bureau
 Watford Community Housing Trust
 Watford Interfaith Association
 Watford Womens Centre
 |
 Watford African Caribbean Association

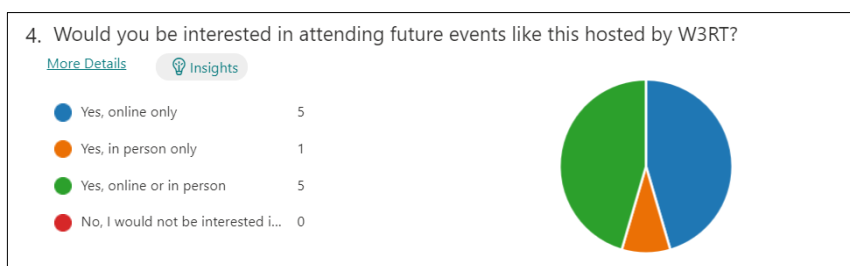
Event Format

Overall, the feedback on the online format using the Remo platform has been positive from those who completed the event feedback form

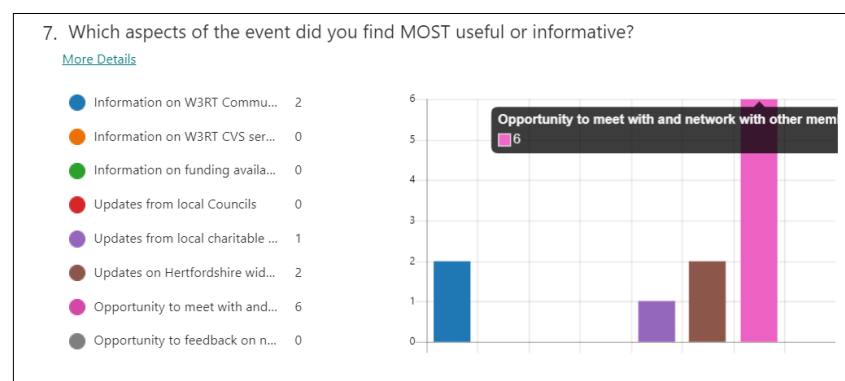


Feedback on the Event Content

100% of attendees said they'd like to attend similar events in future, with 45% preferring online and 45% preferring either online or in person.



Networking and hearing from other groups was the most useful aspect of the event for 56% of attendees who responded



Detailed Feedback and Comments from Round Table Discussions

1. What challenges or barriers are you and your community members facing? (individuals)*

**numbers in brackets represent how many times this topic was captured across the different tables at the event*

- Fear and cultural barriers to asking for help - pride, losing face (4)
- Food Poverty (4)
- Lack of confidence to come and meet face to face due to covid (3)
- Differences in education (2)

- Vaccination uptake- some groups still unsure about the safety of Vaccines **(2)**
- Digital exclusion - Problems for many elderly accessing computers- due to sight issues and not able to use technology in general. **(2)**
- Access to employment
- Language barriers
- Many issues affecting parents, children and young families e.g. school uniform poverty (*national average is £300 for school uniform*)
- Complexities of communities within communities
- Heating and financial issues.
- Isolation and loneliness
- Generational impact on all age groups
- Most services are focused on older people and lots of younger people's services are means tested based on benefits, so this excludes many people. E.g. children on free school meals on lunches, not everyone in BAME communities are able to access even if they're living in same communities.
- Some charities and organisations don't plan for or encourage cultural diversity within their usual groups and activities

2. What challenges or barriers are you and your community members facing? (Charities and organisations)

- Lack of tailored support for smaller, volunteer-led charities
- Lack of staff resource and time in smaller organisations for funding applications, often volunteer run means it can be "draining and exhausting to applying for grants, no standard format, can't copy & paste". Criteria isn't always clear, no offer of assistance to resubmit – no feedback if applications unsuccessful.
- Harder for smaller charities to access funding
- Lack of communication within organisations and between organisations
- More engagement with charity / organisation leaders – pointing community to key services.
- Printed comms - regular paper copy of information e.g. Three Rivers Times

3. What is working well that we can learn from and replicate?

- Getting the money out to organisations where needed – Watford and Three Rivers did well
- Sharing how great the community have been supporting each other
- Celebrating organisations who've supported their community
- Volume of volunteers has been really positive

4. What support or engagement would you like to see in the future? General suggestions & ideas

- Engage religious communities and their leaders and professionals. Community leaders would make a big impact – if they begin asking for help and normalising it will filter down. Areas where people access and trust too. **(5)**
- Offering more diverse range of activities e.g. not tea and sandwiches but tea and simosas. Also theatre trips, meet up groups, dancing, crafting activities, may feel more inclusive and attract more diverse attendees to events and activities **(2)**
- **W3RT Community Champions**, maybe inviting others they know so they can show who is attending
- **W3RT Community Champions** could make this happen by translating and promoting and sharing so people know someone before they come along to an event. Facilitating meetings

- **What's on Guide** targeted at over 55s – can we include younger groups as well?
- Small Acts of Kindness send out Winter bags for the elderly- could W3RT add a leaflet or some What's On Guides to those bags. This would reach a wider audience.
- Support in the community link / poster with QR code (toilets, schools, notice boards, supermarkets)
- Making effort to attend particular events outside of usual networks / backgrounds to hear diverse perspectives as community leaders
- Mental health championing – starting small discussion groups every fortnight in town/ community locations to discuss
- Need to consider those in poverty but not on benefits, they may be missing out on support.. E.g. Solo stars service for single parents to access support for those working and on lower.
- Need to translate information into other languages Urdu, Hindi, Punjabi.
- Use notice boards in community centres to share information
- More case studies – shows real human story, bit of extra help and support might help to share on social media
- One participant requested that Councils raise threshold for free school meals to include more working families
- More face-to-face meetings to be arranged for the future
- Evening meetings for those who cannot attend during the day.
- More opportunities to engage young people through sports tournaments and awards to engage them and help them avoid anti-social behaviour, e.g. cricket, football etc...
- Accessing support through pupil premium fund for support for families

5. Is there anything we could do to make W3RT services and support more accessible for our BAME Community groups and members? CVS specific suggestions and ideas

- A networking forum (online/in person) with minutes taken so we can share best practice across charities **(3)**
- Need better support for volunteers running organisations
- Need to demonstrate value of volunteering for younger generations
- Joined up approach to thank you events and awards for volunteers and support them across the local area
- Elevate status of volunteers, basic training and support for volunteers, make them feel valued, make it fun
- Diversity monitoring - organisations should improve data collection or monitoring to improve understanding of how many BAME people are accessing services, and how many BAME organisations applied for funding and were successful or rejected
- Posters that go on the back of Toilet doors in shopping centres, councils, and community centres- great to promote services and W3RT.
- Use CCGS to send out text messages – giving information – wellbeing
- Need for specific funding to work with elderly BAME communities

Priority Areas Identified

- 1. Explore how W3RT can work with charities and Councils to raise awareness of support and services available outlined above in a more joined up way locally.**
- 2. W3RT CVS to establish a fundraising networking forum (online/in person) and a volunteering networking forum for staff and volunteers to attend, with regular training opportunities and minutes taken so we can share best practice across charities (3).**

3. **Diversity monitoring** – W3RT CVS to improve internal data collection and monitoring to capture how many BAME organisations applied for funding and were successful or rejected.
4. **Diversity monitoring** – W3RT CVS to work with other organisations to improve understanding of how many BAME people are accessing services across the local sector.
5. **W3RT to further engage religious communities and their leaders and professionals to share information in community languages (5).**
6. Encourage and support charities and organisations to offer more diverse range of activities that will appeal to wider audience **(2).**
7. Exploring how Neighbours Together can support BAME communities through adding activity listings into What's on Guide and for Community Champion volunteers to share information in their community languages.

Short Term Actions for W3RT

Action	Status	Notes / Context
Share findings and planned short term actions with attendees and speakers at BAME Engagement Event and CVS members	Complete	<ul style="list-style-type: none"> Meeting held with event partners to discuss findings and ensure alignment moving forward W3RT CVS invited to regular CDA Herts CRB project meetings Evaluation report shared with event attendees Update to share at W3RT CVS Annual Conference
Take action on priority areas outlined above	In progress – all started Nov 2021, due for completion Jan 2022	<ul style="list-style-type: none"> Meetings held with Watford Indian Association Diversity monitoring and training being explored at W3RT W3RT Neighbours Together team improving diversity of What's on Guide listings and Community Champions programme
Develop medium to longer term internal action plan and work with representatives and organisations across the sector to understand evolving needs.	In progress – due end of January 2022	<ul style="list-style-type: none"> Working on action plan using Hertfordshire County Council template Developing 'ED&I Charter' for W3RT Community Development Team
Engage with faith and cultural community leaders through meetings and visits to religious buildings and work with interfaith group.	Complete – initial meetings held, with ongoing dialogue and engagement to continue	<ul style="list-style-type: none"> W3RT staff support at Watford Celebration Attended Watford Interfaith Pilgrimage Attended One Vision remembrance event to meet with local faith leaders in attendance Made recommendation to Watford Borough Council that Watford Interfaith Association joins Watford Mayor's Voluntary Sector Planning meetings
Deliver 'you said, we did' update 6 months on	Pending – due March/April 2022	