

Key Messages

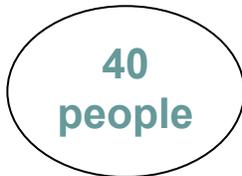
Community Resilience Networking Event Wednesday 21st March 2018 The Drill Hall, Edinburgh

The event

The event was jointly hosted by Scottish Government and Evaluation Support Scotland to:

- Promote learning and sharing of good practice among community resilience groups
- Introduce community groups to the Community Resilience Toolkit, to support them in understanding the difference their group makes

Our participants



Community groups,
Community councils



Responder agencies,
Scottish Government,
ScoRDS



Third sector
organisations

What's important to us as communities...

Participants had the opportunity to share with others what they value about their community. Their priorities included:

Vulnerable people are safe

New residents in the area feel included and know where to go for help

Ditches are clear and roads don't flood

Emergency services know where we are and can access us

We get on with our neighbours and showing respect for each other

Strong community even when there are no emergencies

Residents are confident that we are prepared as a community

Residents are aware of the community resilience group

Wendy Murray, East Haven Together

Wendy spoke about East Haven's journey towards becoming more resilient as a small, rural community. Having a clear community resilience plan in place helped them respond to the recent challenges of the 'Beast from the East'.



“We realised that when we worked together we could make a real difference”



Other achievements of the East Haven group include:

- Raising money for a local defibrillator and the village emergency telephone service
- Laying tracks across a field to make the village more accessible for emergency vehicles

Wendy's tips for other community groups are:

- Groups should identify their own risks and take action
- Work in partnership with as many organisations as possible
- Keep reviewing and updating your plan as the community and the risks change



Why bother evaluating?

Nicola Swan, from Evaluation Support Scotland, introduced the [Community Resilience Toolkit](#), which aims to support community resilience groups understand the difference they make in their local area.

“By understanding why your group exists and what it hopes to achieve then it's much easier to know when the group is doing a good job and making an impact locally”



Measuring impact can also be helpful in:

- ⇒ Getting volunteers on board and keeping them motivated
- ⇒ Tapping into resources in the local area, local funding or skills
- ⇒ Getting better at responding to emergencies
- ⇒ Understanding where groups can get better at supporting their community

Our discussions

During the event participants took part in discussions and activities, kindly facilitated by representatives from ScoRDS, to build understanding about measuring the difference their group makes.

1

The first step on that journey is to set outcomes. **Outcomes** are short, simple statements about what you want your group to achieve. Outcomes should be directly related to the Need or priority in your local area. Participants came up with outcomes such as “We want the whole community to be engaged and feel supported”.

2

The next step is to think about identifying **indicators**, these are your signs of success, signs that you are achieving your outcome. An indicator for the outcome above could be “People know who to contact for help”.

3

Methods are your tools for collecting evidence and feedback. Participants looked at a range of different tools, from doing surveys on the local Facebook pages, to using sticky dots on noticeboards and suggestion boxes in the local Post Office.

Our ideas for methods



Ask questions and get feedback on social media



Hold wine evenings and have café conversations



Some participants thought it was important to involve more young people in community resilience yet found this challenging



Our ideas for engaging young people in resilience were to...

Run projects for school, such as role play, music, drama

Get in touch with the pupil council

Make resilience everyone's business by creating rewards for schools and individuals

Build resilience into Curriculum for Excellence

Link up with local initiatives such as litter picks, switching on Christmas tree lights

Participants feedback



Would **recommend** an event like this to other community resilience groups



Would like to **keep in touch** with other community resilience groups



....through:

Network to support each other
 Closed Facebook group
 Face to face events
 Annual forum
 Scords
 Community resilience blog
 Scottish Flood Forum

“What we will take away from today”

Gave me lots of ideas to open up discussion when I return

Communication between groups is key to their development

Going to talk more with other groups

I'm planning to visit East Haven and Airth for ideas

How to measure the success of our communication channels

Good to know about challenges other groups face

So many ideas!

Lots of information!

We need to join up more

Good ideas for involving young people

East Haven

This was a reminder that working with groups in communities should and needs to be fun

Lots of contacts with other groups

I like the sticky dots idea, will try it



Lots of value in sharing

Worthwhile event for anyone in community resilience

There is a lot of enthusiasm, knowledge and experience in the community, it just needs co-ordination/guidance

Contact details

Evaluation Support Scotland (ESS) works with third sector organisations and funders so that they can measure and report on their impact.

Our aim is to make evaluation valuable, relevant and proportionate.

If you need ESS's support please email Evaluation Support Scotland info@evaluationsupportscotland.org.uk or phone 0131 243 2770

If you have questions about this toolkit, or would like to run a similar workshop in your area, the Scottish Government Resilient Communities team would be happy to help. Please contact Kate Anderson, at kate.anderson@gov.scot or call 0131 244 5489.

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[Evaluation Support Scotland](http://www.evaluationsscotland.org.uk)

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Annex 1:

Outcomes, indicators and methods participants developed at the event

Things we want for our community... (Outcomes)	Signs of success will be... (Indicators)	We will collect evidence by... (Methods)
Develop partnerships with other groups (including responder agencies)	<ul style="list-style-type: none"> • We understand our communities and their capabilities • We develop new relationships • We're joined up • We understand our risks and have plans • We're connected 	<ul style="list-style-type: none"> • "Lessons learned" events • Community polls • Post-it boards • Reviewing complaints, thank you letters • Social media • Wine events/café conversations • Dog walker digest/street feedback
We want the whole community to be engaged and feel supported	<ul style="list-style-type: none"> • People know who to contact • People from all ages and groups are connected • People have access to equipment and resources • People feel Empowered and are pro-active rather than reactive 	<ul style="list-style-type: none"> • Link up with community events such as quiz nights, fundraisers • Look at numbers and demographics to understand level of engagement • Use coloured dots to gather feedback
We have a community where everyone feels included	<ul style="list-style-type: none"> • People know what to do if there's a problem 	<ul style="list-style-type: none"> • Before a problem we will use social media and noticeboards To reach people, measure social media "likes" and use sticky dots on noticeboards • After a problem we will get everyone together and ask "did things go to plan" • Identify key community people and ask them for "community temperature gauge"

Things we want for our community... (Outcomes)	Signs of success will be... (Indicators)	We will collect evidence by... (Methods)
We have a community where everyone feels included	<ul style="list-style-type: none"> • There is a community buzz • People across chat to each other 	<ul style="list-style-type: none"> • Count positive comments on social media and numbers of comments • Observe people chat to each other on the streets • People have their heads up
People know what to do if there's a problem	<ul style="list-style-type: none"> • Numbers of people asking for help • People are doing what's in the plan 	<ul style="list-style-type: none"> • Use number of communication tools, ask neighbours, the butchers, look at Facebook
Our community is prepared	<ul style="list-style-type: none"> • We have a community resilience plan • We know how to use our plan • People know how to access equipment in an emergency • People tell us they feel prepared 	<ul style="list-style-type: none"> • Asking people questions face to face • Suggestion boxes in post office, pubs • Ask for feedback at gala days, farmers markets • Voting on noticeboards • Survey people through Facebook • Newspaper adverts with option to email through comments