

Feedback from Groups – Improving Communication Between VCSE & Statutory Sectors

Key Points Raised by Group 1 –

- Beryl Izzard people should make better use of elected members and help and kindness. issue raised that they may not know who their members are:
- monthly surgeries held in libraries are very useful
- The public often doesn't know which council deals with what, so there is a piece of work to be done around awareness raising here
- People want to ring a single point of contact and get through to a person rather than an automated service in the first instance
- make sure CAB has all service information
- ensure that people can access knowledge and representatives in alternative locations e.g. village halls pubs and shops
- Covid has given rise to very active volunteer support groups in towns and villages could they have an elected volunteer to be the conduit between the community and the council?
- Due to data protection volunteer groups had no idea who was CEV shielding etc

Key Points Raised by Group 2 –

- People do use Help and Kindness but one community group doesn't advise their residents to use it as they don't know if the groups on the site are regulated in any way.
- Does the information about provision from community groups get filtered and checked?
- Often too much information out there, not enough filtering
- Swanage are running a Wellbeing project – Frome model with sign posters and connectors, also have a hub and community café. Connectors and sign posters should be links between statutory and community.
- Who are the common links?
- Who are the trusted voices in the community who can recommend where to go?
- Not all on line, concerns raised that many people being supported by Adult Services will miss out on opportunities.
- What other methods can be used to share information and get it to those who need it?

Key Points Raised by Group 3 –

- Need a way to promote our services that is used by the Council & Service Users
- Forum – great way to Network and Promote services. Must have a “decision-maker” presence otherwise is just another networking event
- Needs a Central Point – that way all contact is with one person. Not devolved to “no one”
- Group liked the idea of a Community Front door for Services & Service Users
- Feedback needs to be regular and directly respond to questions/issues
- Forum – could be themed, so that interactions were meaningful
- Data – a desire to have information about what Service Users want
- Central Point – not a central person, that means that even if someone leaves – the contact information stays the same
- Inclusive and Meaningful – media of comms is not as important as the purpose or outcome