

PAVS AGM 2014

'Re-Imagining Public Services' Workshops Feedback

Designing a sustainable local service delivery infrastructure

This workshop should seek to:

- establish the essential components of a sustainable local service delivery infrastructure – people, places, transport and communication
- what assets do we have that can contribute to a local service delivery infrastructure
- What is stopping us from doing things differently – what needs to change to make things happen?

WORKSHOP NOTES

Designing a Sustainable Local Service Delivery Infrastructure (co-production)

- Engage people at local level what matters (services)
- Local people solving their own problems by delivering their own services
- How to engage / speak to local people?
 - Church / faith organisations
 - Community associations
 - Town councils
 - Digital inclusion (rural)
 - Mobilise people on the ground
 - Community action researchers on the ground (SHARP)
 - Good neighbour schemes
 - Door to door
 - Service providers need to be part of the solution
 - Issue based approach not service
 - Mobile service provision / pub / café etc.
 - Better use of community venues – close building i.e. PAVS and County Hall
 - Communities of interest as well as geographical
 - Replication of good practice
 - Share resources – IT, Skype, video conference
 - Better marketing of current community facilities (as technology improves)

What is getting in the Way?

Culture

Lack of interest

Crises brings people together

Lack of money but brings people together – engage well off people?

Sense of community – is it lost?

Grass roots up – people are vital to make things happen

Community groups that already exist - work together

Sell it in the right way

Light touch (no strings) not scare local people away

Action plans – identify the right people locally with the right skills

Being accountable – pin point who is responsible?

Good time to ask for funding

Community councils – capacity building

What Stops Us Using Our Assets

- Conflicts of interest (exclusion of youths etc.)
- Size of communities (they have to get there from rural area)
- Apathy – what do we need to get over this?
- The people who run the centres - access (keys) / friendliness / champions
- Equipment / storage (for day centres / halls)
- Community skills database
- How do you get information to the people
- Organisers, champions, do-ers
- Better ?? and info for training users
- Very many halls in very small communities