

Community Renewal Consultancy & Training

WHOLE-PERSON, WHOLE-NEIGHBOURHOOD
APPROACHES. RETHINKING HOW WE END
PERSISTANT POVERTY AND INEQUITY.



**POVERTY
IS COMPLEX.**

**THE SOLUTIONS
DON'T HAVE
TO BE.**



Community Renewal Consultancy & Training

WHO ARE WE?

Community Renewal Trust is a charity seeking to **end persistent poverty and inequality in Scotland** by demonstrating and proving effective ways to sustainably transform people's lives and lift whole neighbourhoods out of poverty.

For twenty years we have pioneered new approaches to **community engagement** and **case management** combining work in employability, health, wellbeing, and community development.

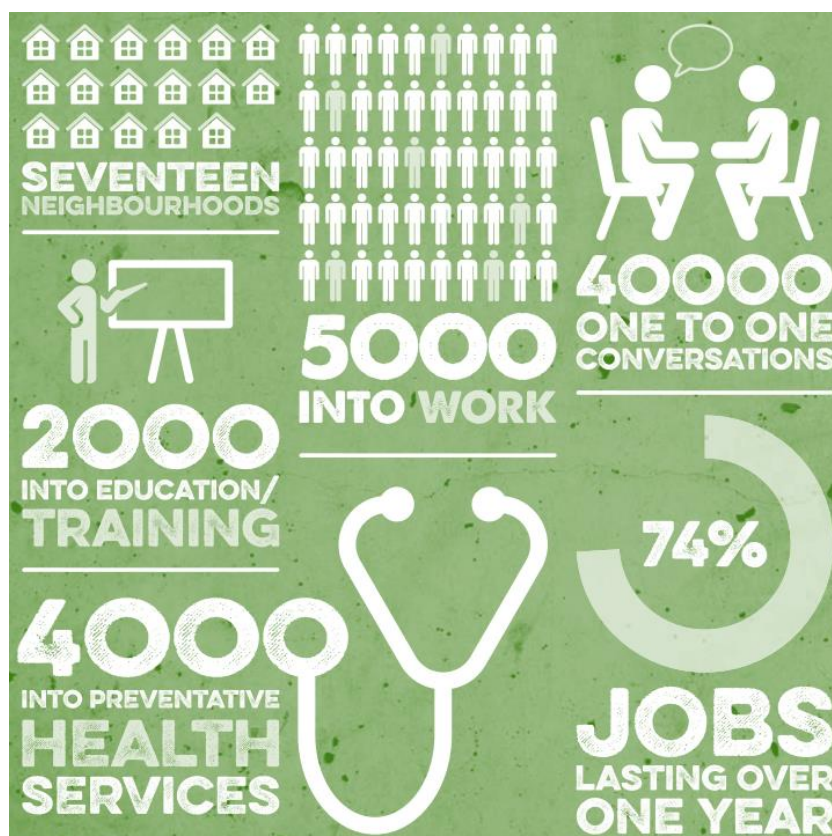
We have worked in **seventeen deprived neighbourhoods** in which we have focussed on **listening deeply** to what people want for themselves individually and their neighbourhoods collectively then **stuck with them for as long as it takes to build their own capacity to make that change for themselves**.

Community Renewal Trust is now focussed on just three neighbourhoods in which it has developed tests of change in a number of disciplines to evidence how we can move towards a Scotland without poverty in practical steps. These neighbourhoods are Muirhouse/Pilton, Bingham/Magdalene and Govanhill.

In addition, **Community Renewal Trust provides consultancy and training services** to share expertise in deep community engagement, case management, holistic assessment and asset-based community development. This training has supported community organisations, primary care practitioners (including GPs) and public health practitioners - making their work **more impactful, more person-centred and shift the power relationship** towards the person being supported.

We have four main sets of training:

- Sharing our overall learning about whole-place whole-person approaches with senior managers and policy makers.
- Practical lessons in our tried and tested listening conversation methodology as part of streetwork, community events, and door-knocking to reach people in deprived communities (e.g. for health interventions, employability or holistic support).
- Creating a shared community vision and enabling local community leadership.
- Practical lessons in holistic person-centred case management and using shared asset-based assessment methodologies.



We are also able to provide a bespoke package of support including presentations, meeting facilitation, provision of interim/temporary staffing, database solutions, remote training, and quality assurance.

Community Renewal Trust is not interested in growing as an organisation but instead is seeking to share our knowledge and improve whole-person whole-neighbourhood approaches across Scotland. We are keen to reinforce that our approaches are not recipes that can be simply copied, but rather that we can act as a cookery school to improve your own capacity to create, deliver and iteratively learn similar approaches yourselves. More detail about the three more detailed training courses are set out below:

Practical lessons in listening conversations as part of streetwork, community events, and door-knocking to reach people in deprived communities (e.g. for health interventions, employability or holistic support).

A whole-neighbourhood model is different to a specialist model in that it must take a proactive approach to engagement rather than rely on referrals (e.g. when people are in crisis). Our approach is to train in asset-based community development informed approaches to engagement. This includes hosting community events, enabling community leadership/activism, streetwork and knocking on people's doors. This results in more prevention and early intervention; when this is targeted in a deprived community it can be a potent mix.

Two other secondary benefits of this approach are:

- A reduction in failure-led demand (e.g. when people are endlessly referred between services without breaking out of a cycle of need).
- People whose lives are transformed may not leave the area if they are engaged in more community activities themselves and have a positive sense of place.

We have tried and tested methodologies which have been delivered in training to around one thousand staff members and volunteers. Our approach requires staff to use their curiosity to ask asset-based questions and to follow up with those they engage; it teaches people to avoid saying things like "we can help you, do you want help?" which we have evidenced do not work effectively.

Creating a shared community vision and enabling local community leadership.

The process of creating a shared community vision is often implemented through consultation. Our experience is that this results in a vision with low buy-in, no community leadership and missed opportunities to follow-up with support for those consulted.

We can provide guidance on a more inclusive and thorough approach to engagement and visioning. Unless already coupled with a practical lessons in listening conversations, we would normally include a Health Issues in the Community course for staff and local community members as part of this.

Most practitioners agree that a lasting community structure to allow the community a voice in local delivery and emerging needs, is a useful legacy from a community visioning exercise. We can guide through the differences between ad hoc community leadership, community steering groups, community conferences and open community forums.

We have tended to use a combination of community conferences and community forums with sub-groups for each theme in the community vision. Setting up such open structures,

we find, gets the right balance between inclusiveness and relying on some community members to progress practical issues.

Practical lessons in holistic person-centred case management and using shared asset-based assessment methodologies.

There are many barriers for frontline staff to avoid silo working and to integrate into a place-based, holistic approach to case management. We do not claim to have the answers, but we do have learning and an approach based on the pitfalls we have faced ourselves.

For fourteen years, Community Renewal Trust has used and refined a methodology for case management built around our *Holistic Assessment*[™]. This licensed approach in three sections helps a case manager in any discipline support someone towards a key question “*what would a much better life look like for you in 18 months*”. Together they can then generate personal goals and prioritised actions, followed by quarterly reviews. An unlicensed approach is available too, in which we only deliver training in the overall approach.

In delivering these elements, our preferred approach is a combination of sessions covering:

- Vision and approach.
- Classroom based group learning.
- Role play, shadowing and observations.
- One to one support reflecting on case studies.
- Practical lessons around data management and paperwork.
- Practical lessons around safeguarding and consent.
- The differences between signposting, referrals and introductions.

OUR TEAM

John Halliday

John is the Executive Director leading Community Renewal Trust and a non-executive director of three other social enterprises. He leads on supporting the visioning process of a new integrated place-based approach. He ,s presentations, consultancy, research and training. He leads on the setting up of training, learning, data and quality assurance structures needed to make our approaches work. He is able to share learning from our flagship programmes establishing new pilots in integration of public sector staff and use of household data (e.g. from Experian) for greater targeting.

Sheila Thomson

Sheila is a Director of Community Renewal Trust. Her specialism is training in our holistic assessment process and the case management processes surrounding this. She is also able to deliver accredited or unaccredited Health Issues in the Community courses.

Suzanne Bell

Suzanne is a Director of Community Renewal Trust. Her specialism is training and consultancy in community visioning and establishing community leadership. She has led integrated frontline teams and overseen community visioning in several neighbourhoods herself. She has delivered training and train-the-trainer sessions with hundreds of staff and volunteers in our methodologies.

Cara Babineau

Cara is a Neighbourhood Manager in Muirhouse (Edinburgh). She can support our training around community visioning and community leadership as a long-term practitioner (in the UK and rural Canada) of community development methodologies.

Database Consultant

We retain a staff member who has created bespoke databases (using Microsoft 365 Power Apps and Sharepoint integration) to specifically combine the community engagement and holistic casework methodologies which we train. This is of course an optional addition.

PRICING

Our prices are inclusive of any VAT but exclusive of expenses for in-person meetings.

We tend to offer discounts to smaller community organisations or newer innovative programmes which meet our wider strategic aims as a charity.

Consultant/trainer	Day rate
John Halliday	£890
Sheila Thomson	£690
Suzanne Bell	£690
Cara Babineau	£420
Database Adviser	£600
Support trainers*	£340

*We use support trainers who are experienced case managers or coach (Erin, Niamh, Laura, Dave). These team members have considerable frontline experience working in the paradigms which we teach. They are valuable as much of our training is based around role play, their inclusion also reduces costs rather than using two Directors for each training session.

LICENSING PRICING

While this is not always a cost if only training is required, for completeness we include below the full Holistic Assessment™ license requirement. This is applied per staff member using the tool per month (minimum 12 months). Each staff member is entitled to three one to one individual sessions as part of this in the first year and one session in each subsequent year. It does not include database creation or IT support - most clients would have or be building their own solution (although we are happy to help if appropriate).

Licenses cost £30 per staff member per month.

Please note that Community Renewal Trust and all subsidiaries are Accredited Living Wage Employers. Our Quality Management and Environmental Management Policies are available on request.



**WE WORK WITH ONE PERSON AT A TIME,
STREET BY STREET IN NEIGHBOURHOODS
WITH FEWER THAN 10,000 PEOPLE. NO SILOS,
STARTING EVERY CONVERSATION WITH A
WARM WELCOME AND A CUP OF TEA.**


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renewal

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