Hall Green NNS Capacity Building Summary 2020-21

Designing our Capacity Building Programme

1. Findings from NNS Phase 1

As part of NNS Stage 1, we asked community groups and organisations about the areas where they felt they could do with support. The suggestions at the top of the list were mentioned most times, and the ones at the bottom of the list received least votes.

- Funding to run more activities
- Promotional services
- Local knowledge on how to promote volunteering opportunities
- Information on training available (and what would be free)
- Networking
- Training community groups
- More referrals and outreach
- Web design
- Grant applications
- Policies
- Manual handling
- Template contracts and documentation (for direct payments)
- Support in identifying and reaching the most vulnerable in the community
- Safeguarding
- Information on other services to direct / signpost to

Most popular suggestions ↑

2. Facilitated activities at four NNS Network & Funding launch events – Feb 2020

At each event, a participatory activity was facilitated where attendees were asked for their views on the capacity building and training/support element of the NNS programme. Attendees were divided into small groups to discuss and feedback on:

1. The training and support (for community organisations) they would like to see offered through NNS
2. The marketing and networking support they would like
3. The type of activities they felt the small grants scheme should be funding.

Training around funding was a key area identified by community organisations (but not included on BCC's list) and numerous attendees suggested general work practice training such as health and safety, first aid etc.

Marketing training was also mentioned by a number of attendees. This was in relation to training support and in addition to the specific discussion around the marketing and networking support they would like to see as part of the NNS
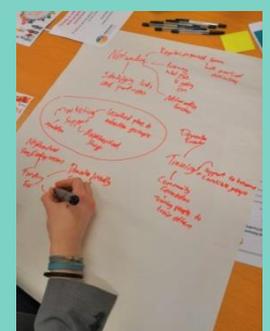
3. Community asset surveys

In December 20 we sent surveys to Hall Green groups and organisations to better understand community asset's training needs in relation to **Governance**, **Marketing** and **Digital Skills**.

Questions included:

- What are you trying to achieve in relation to your organisation's marketing and advertising?
- Has the Covid-19 pandemic brought about additional challenges for you when marketing your services and what if so what are these?
- Are you a new organisation that needs help with setting up your legal entity and governance?
- If you are an established organisation, What are you trying to achieve in relation to policy and procedure in your group/organisation?
- Are there specific aspects you would like training on?
- What would work better for you – small online workshops on specific topics or more intensive 1:1 organisational support?

4. Expressions of interest

Building on the findings from Phase 1 and the Funding events, we invited Hall Green organisations to submit expressions of interest detailing the training and support they could deliver across the following areas:

- Digital inclusion, culture and capability
- Social enterprise
- Volunteering
- Safeguarding
- Funding
- Governance
- Marketing
- Health and wellbeing

We received submissions from nine organisations with interest across all eight training areas.

Our capacity building programme was developed responding to the BCC priority areas and training needs identified by assets. Comparative quotes were sought to ensure VFM and where possible Hall Green based organisations were commissioned to deliver training so as to maximise local network relationships and partnership working.

5. Commissioning

Phase 1

Short introductory online training sessions for small groups on specific topics:

- 2 x 2 hour online sessions on Bid writing
- 2 x 2 hour online sessions on Income Generation and Fundraising
- 2 x 2 hour online sessions on Sustainability
- 1 x 2 hour online session on Social Media Strategies
- 1 x 2 hour online session on Developing a Communications Strategy
- 1 x full day course on Volunteer Management
- 2 x full day courses (split over two days) on Safeguarding Vulnerable Adults
- 4 x half day sessions on Mental Health Awareness
- 1 x Mental Health First Aid England course – run over 4 online sessions (equivalent of a two day face-to-face course)

Facilitators submitted an evaluation summary after each course with attendance levels, participant feedback, key themes from discussions and any learning for the future.

Phase 2

1:1 mentoring for Hall Green groups and organisations on: Bid Writing, Sustainability & Growth, Business Development & Governance. A programme of webinars, training and 1:1 support on digital inclusion. All to be delivered in June – Nov 21

Evaluation Summary from Phase 1 of Capacity Building Programme

Training	Training area	Delivered by	Number of attendees/ assets	Feedback & Learning
2 x Bid Writing - online 2 hour course, Dec 20 & Jan 21	Funding	Get Grants	8 individuals from 8 different organisations	We received excellent verbal feedback in the sessions themselves, with attendees appearing to be very grateful for the content and support given. Many of the attendees were requesting further support, and commenting that they would appreciate any further one-to-one advice where possible. • **Overall, how would you rate the workshop?** 66% Excellent, 33% Good • **Do you feel more confident now in applying for grant funding?** 100% Yes - I feel more confident • **Are you now more or less likely to apply for grant funding?** 100% More Likely • **Do you feel you would benefit from further Training support?** 66% Yes, 33% Unsure A number of participants across the sessions did however ask about **how to put together budgets for applications**. This was something that was only covered briefly in the content however we could adapt conversations to ensure a more detailed discussion on this was held. In both sessions there were attendee led discussions around additional support that they can access, in particular with **participants looking for opportunities for individual support and 1-to-1 discussions.**
2 x Income Generation and Fundraising - online 2 hour course, Dec 20 & Jan 21	Funding	Get Grants	7 individuals from 7 different organisations	The training sessions offered information, advice and discussions around a range of Fundraising areas from corporate support to Bid writing. The trainer commented that those who attended had a very limited knowledge of fundraising in general and the workshops were needed to be delivered at a relatively basis level, indicating the potential additional support participants might need in future. • **Overall, how would you rate the workshop?** 66% Excellent, 33% Good • **Do you feel more confident now in applying for grant funding?** 100% Yes - I feel a little more confident • **Are you now more or less likely to apply for develop a fundraising strategy?** 66% More Likely, 33% No Different

				• **Do you feel you would benefit from further Training support?** 66% Yes, 33% Unsure
2 x Sustainability – online 2 hour course, Dec & Jan 21	Funding	ISE – Institute for Social Entrepreneurs	7 individuals from 7 different organisations	**Feedback from those that attended was positive and participants fed back that they got useful information** and requested copies of the presentation to share with colleagues. Funding and developing new markets were popular discussion points and I shared some useful further contacts for organisations to follow up. **I offered all participants from both sessions the option of a one-to-one session to answer specific questions** that individuals couldn't share in the group but also to see if they were eligible for additional support from the GBSLEP Growth Hub. Covid-19 unsurprisingly was a topic and individuals **discussed how they could pivot their services to not only survive but hopefully grow by developing new services.** Discussion was good and vibrant and particularly on the daytime session the organisations were keen to build on the relationships … **could there be a session where the organisations could meet digitally with organisations in other NNS'?**
2 x Safeguarding vulnerable adults - online one day course (delivered over two half days), Feb & Mar 21	Safeguarding	St Paul's	22 individuals (across 2 courses) from 19 organisations	**'Good' to 'excellent' were the scores for the training in all areas.** *'Really enjoyed the activities where we broke away into small groups. - Very interactive sessions - Enjoyed learning about the topics and hearing other people's opinions on different issues. - Really enjoyed the virtual aspect as this is my first virtual session. - Instructor was really helpful and explained all the topics clearly.'* *'For me the course was an eye opener as I knew very little or nothing about Safe Guarding adults'.* *'Small group managed well, a huge range of topics discussed and experiences shared. A better understanding of how important it is for all staff to have knowledge of the process and procedures within the workplace relating to safeguarding.'* *'Good case studies; well organised break out discussions; nicely paced; good facilitation skills to bring the group together'.* *'It was very good training a lot to learn. I was very grateful to see training hand out was emailed*

				to us, very useful' Key findings and themes: • **Domestic Abuse is a real concern and especially within the Asian community where women felt they couldn't say anything about it.** • **The discussions were mainly around poor care for adults in care homes.** • **Mental Health training was mentioned as a need.**
Volunteer Management -online one day course, Mar 21	Volunteering	St Paul's	8 from 8 organisations	There was a lot of discussion around the legal aspects of volunteering- reimbursements, gifts, using training as a way of paying volunteers back etc. They enjoyed sharing how they work with volunteers and how to thank and celebrate their volunteers. I did cover the basic legal aspects, which caused the most discussion, and **I did tell them that Volunteering and the Law is a whole session in itself. So maybe a workshop on that would be good**, however I did sign post them as to where they could get that as separate training. Comments: *'Trainer had excellent knowledge of the subject area.'* *'It was at a good pace and there were opportunities to interact in smaller groups.'* *'Everyone was given the opportunity to speak.'* *'Overall the course was very enjoyable and an excellent refresher for me.'* *'Session was clear and thorough, well-paced. Extremely useful to our organisation that's trying to put all the proper systems and procedures in place.'* *'Pleasant and helpful manner of the trainer a well as the detailed information given.'*
Social Media Strategies – online 2 hour course, Mar 21	Marketing / Digital inclusion, culture and capability	ISE – Institute for Social Entrepreneurs	8 from 7 organisations	Participants commented that **the most useful part of the training was understanding the algorithm, the stats, different channels and how they can be used, and the functions of different platforms in relation to audiences.** There **were different levels of experience within the group but this balanced out through the pre-training questionnaire** which allowed me to tailor content to meet group needs. *'I really enjoyed the session and found myself engaged throughout the whole 2 hours which is shocking!'*
Developing a	Marketing	ISE – Institute	11 from 9	The **most useful part was creating the 5 step plan and understanding the basics of a strategy**

Comms Strategy – online 2 hour course, Mar 21		for Social Entrepreneurs	organisations	and getting started. One person commented that they might have benefited from seeing what a professional plan template might look like. Participants said that they will aim to have a communications strategy having done the training. We took a **peer-to-peer approach and often the group were able to give support to each other from their experiences that worked well.**
4 x Mental Health Awareness – online 3 hour course, Feb & Mar 21	Health and wellbeing	Birmingham Mind	38 attendees across 4 courses	The **majority of the 38 attendees said that their confidence to discuss mental health had increased to some degree**. Of the topics covered in the training, the two most commonly listed as useful were – "Stress container" & "What is mental health/Mental health continuum" In response to the question asking about what participants would have liked more of, the two areas with most votes were: **"More on specific mental health conditions" & "More detailed Suicide prevention training".** Participants felt very strongly that the timing of the training around the Covid 19 pandemic was very useful and important. They felt there **is a need for more training at a grass roots level** which can support taking key messages around mental health & wellbeing into diverse communities and that they could be some of the key people to carry these messages because of their positioning at grass roots level.
Mental Health First Aid – online course equivalent of 2 day face to face, Apr 21	Health and wellbeing	Birmingham Mind	12 from 12 organisations	The **opportunity to attend the training without cost implications for individuals and organisations/groups was hugely welcomed** and the training was overwhelmingly well received. Participants thought that having skilled and informed mental health first aiders at a community level was very important and that the connections that local organisations have and the people they can reach, means that key messages around mental health are able to reach key groups that may not receive or hear/accept these messages through national organisations/bodies. {table below}

Questions Asked	Average	Total completed
Confidence before	2.75	8
Confidence after	7.50	8
Knowledge before	3.63	8
Knowledge after	7.75	8

				ead instructor rating	9.06	8
				Likelihood of recommending the course	8.50	8

'This course had all one could wish for: quality learning material for us to keep for future reference, a well-informed, inclusive, accessible and articulate coach who understood exactly how to flexibly facilitate learning, communication and exchange. There was a good mix of varied group interaction. I feel much better equipped now to relate to people in various life situations and am aware that it's a process of building more confidence by putting these specific new skills into practice.'

'Very enjoyable and informative course, and very sensitively handled by Mike.'

'Being out of education for a while due to being a mature student I was concerned in regards to my learning, would I get it, would I struggle..what if. ..but all of those worries were unnecessary. Even if you do not understand something you have no problem raising your hand during class to highlight this you feel comfortable enough even with other classmates you have never met before to raise your hand. etc. Thumbs up.'

Total number of attendees - **121**

16 online training sessions

Phase 1 commissioning

Attendees from **63** Hall Green groups & organisations

£8,740 of investment across:
- Funding
- Safeguarding
- Volunteering
- Sustainability
- Health and Wellbeing Marketing

58 hours of training

Phase 2 commissioning

£16,135 of investment 1:1 mentoring support on:
- Funding
- Sustainability
- Governance & Business Development

+ Programme of Digital Skills training, webinars and 1:1 support