



COMMUNITY
FIRST

Community Engagement & Consultancy Services

Do you need help with community consultation and engagement?

Our expert team works on the ground, at the grassroots level delivering bespoke training and direct support for community led projects, digital and face to face community consultations, neighbourhood planning, community led planning and more.

We also offer support to establish new groups, help with meeting or event planning/facilitation and carry out research or needs analysis.



“Massive thanks to you both for an excellently delivered insightful course...I didn’t expect to gain so much specially via zoom!”

How we can help

Community First has experience in building and strengthening local communities through active participation and leadership. We believe in community ownership by supporting new thoughts and ideas and helping people convert them into reality.

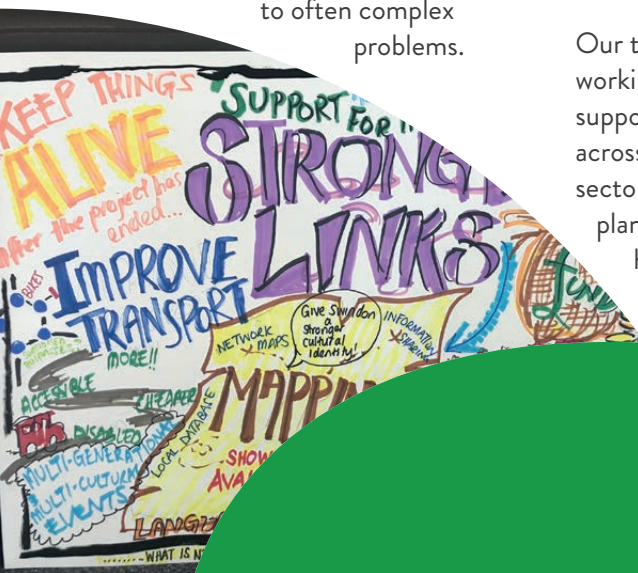
Community First uses the Community Organising approach as an open and effective way to meet and talk to local people on matters that are important to them, often in their own homes or in other places where people naturally gather such as lunch clubs, groups or public spaces.

The Community Organising team at Community First is committed to bringing together communities to reflect a range of differing views and issues. This approach produces collective clarity and action that delivers workable solutions to often complex problems.

Using a community led approach, our team offers the following paid consultancy services with a free 30 minute introductory consultation:

- All forms of community consultation and engagement.
- Community empowerment and influence.
- Support for community led planning or neighbourhood planning consultation or referendum.
- Online survey design and survey questionnaire design.
- Research, feasibility studies and collecting evidence of need.
- Report writing and thematic analysis.
- Project development and project management.
- Online and face to face training.

Our team has extensive experience working in rural communities and has supported groups and organisations across the voluntary, public and private sectors on a range of issues including planning, youth work, housing and health care.



Neighbourhood Consultation

Our team worked with Woodborough Parish Council to consult with residents about a proposed Neighbourhood Development Order (NDO). The NDO contained a proposal for the construction of new houses, along with a drop-off parking area for the local school which had been identified as a need.

Community First carried out 3 days of consultation activity, knocking on doors to speak to residents about their initial thoughts as they related to the proposed order. Following door-knocking activity, our team held a public event to ensure residents had the opportunity to

ask questions, offer feedback and raise concerns about the proposal in an open and supportive environment. As part of the consultation process, residents also took part in an interactive session with Community Organisers which identified a number of key themes and concerns relating to the Neighbourhood Development Order.

Following the neighbourhood consultation in Woodborough, our Community Organisers gathered the feedback from residents into a report with a series of recommendations about how the community could move forward.





Community Engagement

Bath & North East Somerset, Swindon and Wiltshire Clinical Commissioning Group (BSW CCG) commissioned Community First to deliver a community based engagement project, with the overall aim of understanding how rural inequalities impact upon people affected by cancer. The listening project also aimed to provide insight into digital exclusion during Covid-19.

BSW CCG wanted to understand what was working well and potential barriers for people affected by cancer in rural parts of Wiltshire and Bath & North East Somerset. A key focus for BSW CCG was hearing from harder to reach groups including individuals from the boating, travelling and military communities.

Prior to face-to-face activity activity, our team devised methods of engaging harder

to reach groups, as well as carrying out desk-based research to map local support and services for people affected by cancer.

Our Community Organisers spent several days door-knocking in key areas, listening to over 200 residents and recording their feedback. Feedback was also gathered from organisations who work with people affected by cancer in B&NES and Wiltshire.

Listenings were transcribed and a thematic analysis was carried out to identify key themes which emerged from the data. All findings were compiled into a comprehensive report with key themes clearly highlighted, qualitative and quantitative analysis and a series of recommendations for the CCG.



Online & Face-to-Face Training

We offer Community Organising training for groups and organisations who would like to engage with their local community more effectively, as well as training new community leaders. Our courses can be designed for adults or young people and delivered online or face-to-face at your preferred venue.

Online Surveys

Community First now offers branded online surveys. We use a premium survey tool which allows for exceptional flexibility with an unlimited number of questions, question types and responses from members of the public.

We can take the hassle out of survey design by creating a bespoke survey branded with your logo and colour scheme. Surveys are user friendly, mobile optimised and easy to complete, with a full password protected data export and PDF results summary at the close of the survey date. We also provide technical support and a weekly update on the number of respondents, as well as advice on how to promote your survey to maximise responses.

Youth Peer to Peer Consultation:

In addition to Community Development services, Community First also manages the award-winning Youth Action Wiltshire (YAW) service. Our team works alongside YAW youth workers to design and deliver innovative youth peer to peer listening and engagement projects, as well as helping organisations to embed the voice and views of young people in their service delivery.

Community First is uniquely positioned in Wiltshire to offer support to ‘youth led’ organisations and has a proven track record of supporting and empowering young people to share their views, including with commissioners and other decision makers. Our youth voice and engagement projects include Young Listeners (Healthwatch Wiltshire) and Youth Consultant (Wiltshire Council.)

Service	Details
Introductory consultation (30 mins)	Free
Daily door knocking	<i>Please contact us for more information and so we can create a bespoke package that works for you.</i>
Transport	
Online Survey and data export (with summary results)	
Facilitation day or event	
Training day (virtual or face-to-face)	
Simple feedback report	
Full published report (including thematic analysis)	



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