

**Consultation techniques:  
strengthening social inclusion  
and individual empowerment.**

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## **Consultation techniques: strengthening social inclusion and individual empowerment.**

All communities are comprised of a wide variety of people of differing age, backgrounds and skills, all of whom have an equal right in matters concerning the future of their collective community.

Whilst traditional methods of consultation have served a purpose for many years, the views of those people within a community who are either unwilling or unable to attend meetings or fill in questionnaires have often gone unheard.

To create a living, working, vibrant and protected countryside it is paramount that everyone within a community is suitably consulted, ensuring that future actions are those required by the majority and not just a few. The primary aim of more 'participatory' consultation methods is to increase levels of social inclusion – that is to get more people involved and empower more people to speak for themselves. It is now widely recognised that a wide variety of skills, knowledge and expertise exist with communities and that all should be involved. A fully inclusive consultation process is the first step to building individual and community level confidence and capacity, adding values to people's lives, and developing a shared belief and trust in democracy and decision making.

The variety and range of consultation methods are regularly changing and alternative methods are continuously being developed all with the primary objectives of enabling individuals and communities to identify problems, opportunities and realistic future actions. Many are designed so that they are appealing and approachable means with which to strengthen social inclusion.

A fully inclusive community provides potential for...

- Increased economic activity and social capital: individual and collective access to wealth, employment and beneficial required life conditions.
- Empowerment: building confidence and suitable skills, and increasing power and influence of all individuals.
- Capacity building: individual skill, expertise and knowledge development to maximise potential and build self-esteem and confidence.

- Legitimacy: recognition that community identification of requirements, problems, resources and assets and local level representation are relevant and applicable.
- Mutual respect, consideration and celebration of cultural and religious diversity and differing lifestyle characteristics.
- Genuine, equal and co-ordinated partnership working and equality of access to information, enabling liaison between all affected and relevant individuals, groups, organisations and authorities.
- Stakeholder incorporation and accountability: knowledge, awareness and responsiveness to issues concerning oppression, isolation and exclusion amongst all stakeholders.
- Localisation of the democratic process: fundamental alterations in policy and service creation, provision and delivery that aid local democracy and strengthen social justice.
- Full and active recognition, consideration and involvement of often 'hidden' individuals and groups experiencing negative life conditions.
- Sustainability: All actions suitably complement and utilise existing rural environmental, economic and social conditions in the long term.
- Rural and poverty proofing: Locally specific and relevant decision making, policy creation and appropriate future actions.
- Reversing many conditions of exclusion and improving individual life conditions.

The places and methods described here are not designed to be prescriptive; rather they are here to be adapted to suit the needs of each individual community...there may be venues and methods that you feel are equally inclusive – use them!!

## Venues: where are you going to conduct the consultation?

### *A few advantages and disadvantages*

It is important to carefully consider consultation venues to ensure that everyone is given a chance to participate. There are a number of different locations...

#### A. Existing community clubs and societies

##### **Advantages:**

- A group of people with shared interests are collected together and there may be opportunities to gather people's detailed opinions.
- It may be possible to visit village lunches, Women's Institute meetings, Weight Watchers, training practice for the local sports teams (amongst others).

##### **Disadvantages:**

- People may feel intruded upon; they attend these groups for a specific purpose.
- To overcome this try to not to dominate proceedings, and make the consultation methods relaxed and informal.

#### B. Schools

##### **Advantages:**

- By working in partnership with local schools it is possible to obtain the views of a large number of young people in your community.
- It creates an opportunity to develop closer links with local schools, and the children welcome the opportunity to have their say (9 times out of 10) – especially when they see their suggestions taken forward.

##### **Disadvantages:**

- Children may feel limited in what they can say because they are at school; they may hold back their true feelings.
- Schools will not provide a venue to consult those who do not engage with education.
- School timetables are often set well in advance so a great deal of prior notice and organisation will be required.



##### **Imagine?**

*An elderly lady who has lived in the village all of her life, but has no desire to go out after dark or fill in a questionnaire. She visits the local shop twice a week and the Post Office once a week... How can she be consulted?*

#### C. Pubs, churches, shops, post office...

##### **Advantages:**

- Most people in a community visit these focal locations at some point during a week.
- It offers an opportunity to consult community members who may not be able to attend a meeting at a set time.

##### **Disadvantages:**

- People visit these locations for specific purposes and may only have a short amount of time to spare (if any at all). Therefore, it is vital that the methods chosen are simple, approachable and do not encroach too much on people's time.
- The depth and detail of consultation responses may also be limited.

#### D. On the street

##### **Advantages:**

- It provides an opportunity to consult people who might not otherwise be reached.
- Community members may be consulted during their lunch break.
- Conducting consultation on the street enables engagement with a larger number of community members than would otherwise be possible in a community building.
- If conducted during the evening or at weekends this may provide a means to engage with members of the community who do not engage with formal groups, such as young people.

##### **Disadvantages:**

- People are often unwilling to talk when accosted on the street; they may have little time to spare.
- Any consultation would have to be time limited, therefore reducing the potential depth and detail of responses.
- It can get very cold when standing outside for several hours, so the time of year in which the consultation is conducted is very important.
- There are important safety issues to consider if conducting consultation on the street in the evenings.

#### E. Drop-in events and 'open' meetings

##### **Advantages:**

- Designed to be informal, people can commit as much time as they are able.
- There are opportunities to make suggestions anonymously.
- Community members often engage with one another around common issues in a relaxed atmosphere.
- Such events allow those that would not normally speak up at a public meeting to have their say, thereby reducing the occurrence of

dominance and submission that can often dominate consultation.

#### **Disadvantages:**

- Such events may lack the degree of formality some people require. However, it is entirely up to you how formal or informal you plan your event to be.

### **F. Community days**

#### **Advantages:**

- These can work in much the same way as drop in events, although require more time.
- It is possible to invite local groups, clubs and societies to promote themselves and attract new members as well as organising activities for young children such as face painting, clowns and jugglers.
- Such an event will promote interaction between individuals within a community and between community members and relevant authorities and organisations.

#### **Disadvantages:**

- Organisation and co-ordination are vital for such an event, without careful planning and suitable publicity participation levels may be limited.
- It is also important that the consultation remains the focus of the event.



#### **Imagine?**

*Some single mothers with young children find it difficult to get a babysitter, but do attend the mother and toddler group on a Wednesday morning...How can they be consulted?*

### **G. Popular events: village fetes and summer festivals**

#### **Advantages:**

- It is possible to consult a large number of people on one occasion by 'piggybacking' such events.
- By combining the consultation with occasions of a social nature participation levels are likely to be increased.
- It may provide an opportunity to provide more detailed and in-depth information to community members regarding the purposes and overall aims of the consultation process.
- A variety of activities and events may contribute to creating a more relaxed atmosphere.

#### **Disadvantages:**

- The majority of these events often occur in the spring or summer months and may, therefore, be less suitable if consultation is occurring during other times of the year.
- People may be more interested in the other aspects of such events and may not participate in the consultation methods.

### **H. Focus groups and workshops**

#### **Advantages:**

- These events can provide focused, in depth discussion around specific issues and work towards detailed actions.
- They can provide an opportunity to discuss potential conflict and reach compromises in small groups as a means of identifying future actions.

#### **Disadvantages:**

- People may not be able to commit the amount of time that may be required so you may have to offer incentives – this all adds to the cost of the consultation.

### **I. Door knocking**

#### **Advantages:**

- A means to consult those who do not have the time or desire to attend meetings or other public events.
- It is often the case that people may feel more relaxed participating in consultation and discussing issues in their own home.
- It can be used as a means to ensure all individuals in a community have been offered an opportunity to participate in the consultation process.
- It is possible to record those houses that have been consulted and if clusters are identified where individuals have not participated then it is possible to design a specific ways to be more inclusive.

#### **Disadvantages:**

- Such an approach can place a great strain on time resources, depending upon the amount of houses within your community.
- There are important safety issues involved for both the person visiting and the person being visited.
- Many community members will be wary of strangers knocking at their door.
- The weather can act as a disincentive, as can the winter months

## **J. Community lunches**

### **Advantages:**

- Providing refreshments can add a social element to proceedings whilst maintaining the focus on the consultation.
- All members of the community are invited and many people meet new contacts with shared interests.

### **Disadvantages:**

- Such an event may not be appealing to the community as a whole and without an outline agenda it is possible that the social element may overtake the consultation process.

## **Methods: What are you going to do? *Possibly means to strengthen social inclusion and some disadvantages***

### **1. Planning for real®**

Planning for real is a community consultation method that involves the creation of a 3D scale map of the relevant community onto which all community members are able to place their ideas, suggestions, comments and actions for the future of their area. These suggestions are then discussed and prioritised and specific issues relating to funding and required levels of future community involvement are considered before reaching consensus on the priorities for the community as a whole.

### **How does planning for real strengthen social inclusion?**

- Young children are empowered through the creation of the map and are able to put forward their suggestions and desired actions. The parents of these children often attend the launch of the map to see the finished work and often feel compelled to forward their views.
- For those people who may feel intimidated at open meetings, planning for real provides a mean by which views can be put forward anonymously. The emphasis is placed upon the map so that person to person confrontation is avoided - All views are equally important.
- The planning for real map should be situated in a location that has adequate facilities and access for people with disabilities.
- The suggestion cards provide an opportunity for unconstrained responses.
- Interactive consultation methods empower people to actively engage with issues affecting their lives.
- The diagrammatic representation of suggestions and action on the picture cards provide a clear and easy means of involvement.

- There are facilitators on-hand to assist anyone experiencing difficulties with the process.
- The map is designed to be portable so that it can be taken to events and meetings organised by local groups, clubs and societies, enabling members of the community who share specific interests to put their views forward.

### **Disadvantages:**

- A successful planning for real event takes a great deal of planning and time and a great deal of publicity, which all costs money.
- The event would have to be conducted at a time that does not exclude the working population of a community.
- The materials and facilitators required add to the potential costs of the consultation process.



### **Imagine?**

*There are a group of teenagers who hang around the bus stop in the evenings. They have no interest in going to a 'stuffy' village meeting, but would like some activities to occupy their spare time...How can they be consulted?*

### **2. Suggestion boxes**

Suggestion boxes can incorporate as much or as little detail as is required. It is advisable to ensure such boxes are accompanied with a brief outline of the primary objectives of the consultation and the potential outcomes, as well as details as to how the boxes should be used. Individuals may be instructed to state what they like and dislike about their community; what they would like to see changed; and what actions they would like to see taken forward. Suggestion boxes can be left in the local church, the local pub, local shops, the doctor's surgery, the vets, and any other locations regularly frequented by community members.

### **How can suggestion boxes strengthen social inclusion?**

- Suggestion boxes are quick and easy to use so can include people with little spare time and those who are only concerned about a few specific issues.
- Suggestion boxes provide an opportunity for unconstrained responses.
- By placing suggestion boxes in locations where the majority of residents visit, provision is made to widen the scope of the consultation.
- Those people who work evenings or weekends, which are traditionally the time when public

events occur, are able to engage in consultation at their own convenience.

- People who visit the community are able to forward their suggestions and comments.
- If the boxes are placed in train stations and taken to bus stops then those who commute to work may be consulted.
- The suggestion made will be appropriate and relevant to community members in their locality.

### **Disadvantages:**

- Suggestions boxes may exclude those members of a community who do not read and/or write or for those for who English is not their first language.
- It will take time to collate the data, and the detail of the suggestions may be limited.



### **Imagine?**

*Some people may be fed up with questionnaires, they may only want to make a few suggestions... How can they be consulted?*

### **3. Suggestion or comment charts**

Suggestion or comment charts involve a flip chart with a good supply of paper and can be used in much the same way as suggestion boxes. Post-it notes may be left for people to use or a pen can be attached to the chart. It is important that there are clear instructions as to the purpose of the chart and how it can be used. Such charts have been used in the past at open days or drop in events as a means with which people can add any further detailed comments or suggestions.

It may be possible to cover such topics as: What do you like about your community? What do you dislike about your community? What actions would you like to see taken in the future in your community? What can you do to help?

### **How can suggestion or comment charts strengthen social inclusion?**

- Suggestion or comment charts offer many of the same benefits as suggestion boxes.
- There is an opportunity to gain a better understanding of the issues affecting fellow community members, and to agree or disagree.
- Suggestion or comment charts provide an opportunity for unconstrained responses.
- Reduce the occurrence of dominance and submissiveness that are often elements of open meetings.
- Those people who work evenings or weekends, which are traditionally the time when public events occur, are able to engage in consultation at their own convenience.

- People who visit the community are able to forward their suggestions and comments

### **Disadvantages:**

- Again, the disadvantages are similar to those experienced with suggestion boxes.
- There is the added disadvantage that suggestion or comment charts are not as anonymous as suggestion boxes.

### **4. Painting, Drawing and photography / community exhibition**

Holding competitions and awarding prizes will attract the attention of people of all ages. You may decide to provide young people with disposable cameras and offer awards for the best pictures that encapsulate 'what I like and what I dislike about my community'.

Alternatively, it is possible to widen the scope of this method and hold competition for various age groups and include drawing and painting under a similar competition headline. There is also the potential to develop a community exhibition to raise awareness of issues affecting community members.

### **How can painting, drawing or photography strengthen social inclusion?**

- It may be possible to present the awards at an open or drop-in consultation event thereby encouraging young people to extend the views expressed through their art.
- The parents of those taking part will have a keen interest in what their children have achieved and may become involved.
- This method provides a means with which to empower young people and strengthen their capacity to contribute to the consultation process.
- By widening the scope of this method to include various age groups, the potential prizes may be enough to encourage the involvement of others who view traditional consultation as un-enjoyable.
- Methods of consultation that incorporate art empower people to express their individual creativity whilst potentially developing new skills

### **Disadvantages:**

- Disposable cameras and the development of film are not cheap, neither are competition prizes
- It can be hard to interpret what certain drawings, pictures and photographs mean. This may lead to mis-interpretation of individual views.
- To provide better understanding of the meaning and significance of each competition entry, and to avoid mis-interpretation, explanations may be required. This may detract people and reduce participation levels.

- Someone independent will have to judge the competition.
- To avoid disappointment there may have to be a number of prizes, or even rewards just for taking part.

### 5. The (Pub) quiz

The pub quiz has, for many years, been one of the more popular activities in many rural areas. It is possible to design a quiz that retains all of the enjoyment and entertainment of the traditional quiz whilst incorporating a consultation exercise.

Each round is designed around broad headings such as transport, entertainment, sport and environment; all topics that are relevant to most rural areas. The questions within each round cover all manner of historical, current and topical issues. At the end of each round, sheets are passed around the teams providing an opportunity for people to put forward their suggestions and actions under each topic heading for their locality. It may be an idea to instruct participants to put their age, sex and whether or not they are a local resident next to each suggestion.

Refreshments can be provided throughout the event and at the end of the quiz the team with the most correct answers is awarded a prize.

It is also possible to develop this method in other locations such as village halls and other community buildings.

#### How can the Pub quiz strengthen social inclusion?

- This method provides a means to consult young adults over 18, for whom there are often very few social activities in a community, village or parish.
- This method is suitable for people of all ages (subject to pub licensing conditions).
- This method can be used in a variety of locations.
- Such a method of consultation provides a fun and entertaining means to gather community members together.

#### Disadvantages:

- Such an event would require lengthy organisation and planning.
- Not all people use the local pub and not all people leave their homes after dark.
- As the evening progresses, the suggestions may become more extravagant.



#### Imagine?

*There are four or five people in the village who care for elderly relatives. They don't feel confident leaving their relatives on their own...How can they be consulted?*

### 6. 'Walkabout'

The 'walkabout' method of consultation involves community members walking through their local area and recording all positive and negative features of interest. It is possible to do this individually or in groups and the local school may take an entire class on such an exercise.

#### How can the 'walkabout' strengthen social inclusion?

- Conducting this method of consultation may increase local knowledge and encourage people to partake in schemes that maintain existing character.
- For young people, this method may prove to be stimulating and enjoyable.
- It is a method that can be carried out by an entire family.
- Going 'walkabout' will help newer residents gain a better understanding of the locality and interact with other community residents.
- There is an opportunity for people to gain a better understanding of issues of local importance.
- Walking through an area will enable people to consider more place specific suggestions and future actions.

#### Disadvantages:

- For those who are less able, infirm or experience certain disabilities, such a method may be unfeasible.
- This method of consultation would take a great deal of organisation and co-ordination, which all takes time.

### 7. Problem walls and solution trees

These are visual ways in which people can put forward suggestions and comments regarding unfavourable issues and also link potential actions to remedy those issues. The materials used should be colourful to stand out and attract attention.

From the problem wall, a solution tree can be developed to investigate means with which to remedy specific issues. Actions and suggestions that are linked are connected via a branch, those that differ will be connected by a separate branch; highlighting that for every issues there are a variety of potential suggestions and actions.

#### How can problem walls and solution trees strengthen social inclusion?

- These methods can be developed in conjunction with local schools to engage the younger members of the community in the consultation process.
- The colourful design and clear lay-out of these methods makes them applicable to people of all ages.

- They can be used in a way that retains anonymity, ensuring people do not have to defend their suggestions.
- They promote discussion between community members.
- They have the potential to create compromise on debateable issues.
- These methods are portable so can be taken to a variety of locations.
- They are quick and easy to engage with, reducing the time impact.
- Any method of consultation that empowers the more reserved members of society to engage with the consultation process builds the capacity and confidence of those people.

### Disadvantages:

- Some members of the community may feel this idea is rather 'childish'.
- These methods assume literacy amongst all community members.

## **8. Implementation matrix and responsibility chart**

The implementation matrix can be used to compare two variables such as the level of difficulty involved and any potential impact in taking each action forward when establishing priorities. Difficulty levels can include 'very little', 'a reasonable amount', and 'a lot', whilst potential impacts can range from 'none at all' to 'a great deal'. The responsibility chart can be used to establish who is responsible for taking each action or suggestion forward and can also be used to formulate project timescales.

### How can the implementation matrix and responsibility chart strengthen social inclusion?

- Both methods are simple and easy to use, reducing the time demands on individuals.
- The matrix and the chart promote debate and discussion and assist in consensus building.
- They are both portable.
- Both methods empower individuals to set priorities and makes decisions regarding the future of their community.

### Disadvantages:

- For these methods to be successful in consensus building the majority of community members must be engaged.
- All consultation methods that require a public event may potentially exclude those members of a community who work evenings or weekends, which are traditionally the times when such events occur.



### Imagine?

*Your village hall doesn't have very good wheelchair access so a public meeting may be out of the question for some people...How can they be consulted?*

## **9. Scoring and Ranking**

This method of consultation enables community members to select their favoured options from a group of options. Each community member may be instructed to place a tick or a sticky dot in the boxes next to their favoured choices.

### How can Scoring and Ranking strengthen social inclusion?

- Both methods are simply, quick and easy to engage with.
- The charts used can be portable.
- This method highlights that different individuals exhibit varying preferences over various issues – people gain an insight into the priorities of other community members.

### Disadvantages:

- There can only be a set limit to the number of potential options, therefore people do not have the scope to forward alternatives.
- To engage with this method certain literacy skills are needed.



### Imagine?

*There is a small estate of houses on the edge of your village. The people on this estate feel isolated but want to improve conditions on the estate...How can they be consulted?*

## **10. Questionnaires**

Questionnaires are a very useful method of community consultation when carefully planned, designed, piloted and implemented. Questionnaires should enable respondents to forward their individual suggestions and possible actions. When planning a questionnaire it is important that all questions included are relevant to the task and assist in achieving objectives. If consultation is occurring for an Action Plan it is advisable to ensure that community members have the freedom to express their individual views on a wide variety of issues. It is possible to invite respondents to complete a questionnaire on a face-to-face basis or in their own time, returning the completed document to a suitable location.

## How can questionnaires strengthen social inclusion?

- It is possible to ensure each member of a community receives a questionnaire, thereby ensuring each person has an opportunity to engage in the consultation process.
- Residents who may be unable to attend specific events have an opportunity to engage.
- Conducting questionnaires on a face-to-face basis can assist in providing clarity where uncertainty may exist.
- Those people who are unable to leave their homes are able to engage in consultation.
- People with disabilities do not have to attend events in locations with unsuitable access or facilities.
- It is possible to design separate questionnaires for young people.
- There is no intimidation from other community members – people are able to engage fully.
- People are able to respond in their own time and offer considered opinions.
- Those who work evenings or weekends, which are traditionally the time when public events occur, are able to engage in consultation at their own convenience.

## Disadvantages:

- Some questionnaire surveys can take a great deal of time, depending upon the size of a community.
- As the length of a questionnaire increase the number of respondents often decreases.
- If questionnaires are delivered to people's homes then those who are uncomfortable with reading or writing may not engage with the process.
- Interviewers need to be trained so that they are independent.
- If questionnaires are conducted face-to-face then there are important safety implications to consider and the interviewer must not bully, guide or push the respondents.
- People who are partially sighted or blind may only be able to engage with a questionnaire if it is conducted face-to-face.
- It may be difficult to establish a time when best to visit people in their homes; many people are not at home during the day and many people will be sceptical of answering their door late at night.
- If poorly designed then questionnaires can include leading questions be.
- The analysis of questionnaire data can be time consuming and, if performed by an outside consultant, sometimes expensive.

## 11. Semi-structured interviews

Semi-structured interviews provide an opportunity to investigate the views of community members in greater depth. The interviewer should ensure that the topics

covered are those that are relevant to the objectives of the consultation. The interviewer will begin by establishing a rapport with the interviewee and follow by asking a series of broad questions on a range of topics. It is important that the interviewee feels they are able to say as much or as little as they wish. All the information is recorded by the interviewer, either by hand or using a Dictaphone and the transcripts form an important part of the consultation data.

## How can semi-structured interviews strengthen social inclusion?

- The interviewer records responses so reading and writing skills are not needed.
- This method can be conducted in individual homes or in small groups in a suitable location, which has the potential to engage outlying residents.
- People are able to speak their mind.
- Those members of the community who have poor literacy skills, or may be blind or partially sighted, are able to engage with the process.
- The boundaries for responses are very flexible; people are able to make suggestions relevant to their specific views.
- For those members of a community unable to attend specific events the consultation process becomes more flexible.
- Community members are able to decide how much time they have to engage and respond accordingly.
- Semi-structure interviews provide an opportunity for open discussion based on a number of agreed questions in preference to a formal questionnaire.

## Disadvantages:

- Conducting interviews and writing transcripts can take a great deal of time.
- People may only be willing to express their views to someone independent.
- It may be possible to incorrectly group responses for ease.

## You may require some of the following...

Access to a photocopier, Blu-tac, cameras, catering facilities, card (coloured and plain), chairs, clipboards, computer (for collating consultation information), dictaphone, flipcharts, paper, paperclips, pencils, pens, pins, post-it notes, selotape, sticky dots, tables, Velcro pads, venues, waste disposal facilities.....plus many others.

## It is advisable to involve the following in your consultation process (if relevant)...

Parish Council, District Council, County Council, Landlords, shopkeepers, the local vicar, local clubs and societies plus many others...



### Imagine?

*A number of people have attended village meetings before but feel to intimidated to talk because they often get shouted down...How can they be consulted?*

## A few important things to remember...

- You cannot over publicise events: Put notices through people's doors, write information in the parish newsletter, get coverage from the local paper, have an advert on local radio, put posters in shops, pubs, post offices. The more opportunities people are given to be aware of what is occurring, the more likely they are to get involved.
- Make as much effort as possible to involve all community members. This may mean visiting society lunches or getting the local pub involved.
- Involve a skills search. This may highlight people who are willing and have the skills to help take actions forward
- Expect diversity, everyone's view counts and all suggestions are valid and relevant. There is no right or wrong – the emphasis must be on communicating to reach a compromise.
- Be flexible. People may not want to come to an open day or drop in event, they may simply want to raise one or two points when given a flyer – think about ways to respond to this.
- Make sure enough time and financial resources are allocated to make the consultation fully inclusive.
- Involve other organisations and authorities. This may lead to lead to more realistic actions.
- You may decide to take an A 1,2,4 approach or a B and C 3,6,8 approach, or you may decide that you have your own ideas. The choice is entirely yours - all methods are flexible and adaptable. Choose a variety of methods that will include the variety of people in your community.
- The most important point is that **EFFORT SHOULD BE MADE TO CONSULT EVERYONE IN THE COMMUNITY!!**

## Possible consultation venues and methods for specific sections of a community...

Sections of a community	Potential locations	Potential methods
Schoolchildren (5-16)	A, B, C, D, (E,F,G If at suitable times)	1, 2, 3, 4, 6, 7, 8, 9, (10, if suitably designed), 11
Young people (11-18)	A, B, C, D, (E,F,G If at suitable times)	1, 2, 3, 4, 5, 6, 7, 8, 9, (10 if suitably designed), 11
Those in full or part time Employment in the Community	A, C, D, E, F, G, H, I, J	1, 2, 3, 4, 5, 7, 8, 9, 10
Those who commute to work	C, D, E, F, G, I	2, 3, 4, 5, 7, 8, 9, (10 if not too lengthy)
Retired people	A, C, D, E, F, G, H, I, J	1, 2, 3, 4, 5, 7, 8, 9, 10, 11
Over 60's	A, C, D, E, F, G, H, I, J	1, 2, 3, 4, 5, 7, 8, 9, 10, 11
Less abled (depending on disability)	A, C, D, E, F, G, H, I, J	1, 2, 3, 4, 5, 7, 8, 9, 10, 11
Religious groups	A, E, F, H	1 - 11
Community groups and societies who hold regular meetings or events	A, E, F, G, J	2, 3, 4, 7, 8, 9, 11
Visitors	C, D, E, G	2, 3, 5, 7, 8, 9
Local businesses	C, D, E, F, G, H,	2, 3, 4, 7, 8, 9, 11
Those living in outlying areas	C, D, E, F, G, I	2, 3, 4, 7, 8, 9, 10, 11
Housing estates	C, D, E, F, G, H, I, J	1 - 11
Single parent families	A, B, C, D, E, F, G, I	1, 2, 3, 4, 6, 7, 8, 9, 10
Minority ethnic groups and Travelling communities	A, B, C, D, E, F, G, H, I, J	1 - 11

## For further (more in-depth) information try some of the following...

### Organisations

- Action with communities in rural England: [www.acre.org.uk](http://www.acre.org.uk)
- Community Education Development Centre: [www.cedc.org.uk](http://www.cedc.org.uk)
- Combined European Bureau for Social Development: [www.cebsd.org](http://www.cebsd.org)
- Community Development Foundation: [www.cdf.org.uk](http://www.cdf.org.uk)
- Community Matters: [www.communitymatters.org.uk](http://www.communitymatters.org.uk)
- Council for Ethnic Minority Voluntary Organisations: [www.emf-cemvo.co.uk](http://www.emf-cemvo.co.uk)
- Federation of Community Work Training Groups: [www.communitydevelopmentlearning.org.uk](http://www.communitydevelopmentlearning.org.uk)
- International Association for Community Development: [www.iacdglobal.org](http://www.iacdglobal.org)
- Lifelong Learning Network: [www.life-learning.net](http://www.life-learning.net)
- New Economics Foundation: [www.neweconomics.org](http://www.neweconomics.org)
- Neighbourhood Initiatives Foundation: [www.nifonline.org.uk](http://www.nifonline.org.uk)
- Neighbourhood Renewal Unit: [www.neighbourhood.dtlr.gov.uk](http://www.neighbourhood.dtlr.gov.uk)
- Women Connect: [www.womenconnect.org.uk](http://www.womenconnect.org.uk)

### Publications

- Chambers, R. 2002 *Participatory Workshops: a sourcebook of 21 sets of ideas and activities*, Earthscan, London.
- Countryside Agency, 2000 *Not seen, not heard? Social Exclusion in rural areas*, Countryside Agency, Cheltenham.
- Henderson, P & Thomas, D. 2000 *Skills in Neighbourhood Work*, 3<sup>rd</sup> Edition, Routledge, London.
- New Economics Foundation / Participation Network, 1998 *Participation Works: 21 Techniques for community participation in the 21<sup>st</sup> Century*, [www.neweconomics.org](http://www.neweconomics.org)
- Nick Wates, *The Community Planning Handbook*, Earthscan, London. ISBN 1-85383-654-0

Every day of the week, staff from ORCC are providing support and advice to the rural communities of Oxfordshire to help them:

- Raise the quality of facilities provide by village halls
- Establish clubs and support schemes for more frail members of rural communities
- Advise and promote good quality play areas and recreational opportunities
- Help village communities provide housing for people from the local area
- Raise awareness of rural issues among policy-makers and the public
- Keep their village shop both viable and providing essential services to local people
- Investigate and establish community transport schemes
- Develop local village and parish action plans to address a myriad of other local needs

For more information concerning community consultation and social inclusion then please contact:

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