

SETSCoP

Communique: Second meeting of the Community Capacity Building sub-group

Videoconference – 3 December 2020

On 3 December, SETSCoP held its second meeting for members of the Community Capacity Building sub-group. The focus for the discussion was the results of the mapping exercise, and the sharing of digital literacy initiatives, engagement strategies and approaches to intra-community challenges.

Attendees suggested some additional keys terms to describe CCB that were missing from the mapping exercise which include:

- community lead
- using existing assets
- mentoring
- networking
- collaboration for systemic change.

Attendees also shared their thoughts on the difference between community capacity building and community development, highlighting that most providers provide support in both.

There was discussion on who is a leader and around the importance of separating behaviours and personality traits required for community leaders.

Some additional key points shared on community leaders include:

- consults with community
- community have confidence in them
- they have influence
- willingness to be a voice for their community.

There was general consensus that it would be difficult to develop a standardised definition for CCB for all SETS providers, but that the development of a one-pager document word cloud on what is CCB and who is a community leader based on the mapping data and additional feedback, would be useful. Attendees noted value in these resources to guide providers in applying these concepts to their own organisations and tailoring the operational definitions to suit.

Digital literacy initiatives

Attendees shared some of their digital literacy initiatives which included:

- working with communities to develop in-language resources to support digital literacy
- a job-readiness program focused on improving digital literacy skills
- digital literacy videos in basic English
- in-language videos or courses to support access to digital services

Engagement strategy

Engagement strategies were shared by sub-group members. Some of the strategies mentioned include:

- building relationships through visiting communities face to face
- mixed engagement by both face to face and online
- providing short courses in leadership for community leaders
- supporting community leaders over lockdown through check in calls
- having an open-door policy
- engaging with both formal and informal leaders
- multicultural groups.

Some attendees discussed how during the pandemic many community leaders felt they were consulted too much, constantly being approached by the government and community sector.

Intra-community challenges

Providers shared some of the intra-community challenges they have recently seen which include:

- conflict arising when transitioning between old and new members
- multiple community leaders wanting to take leadership
- undermining of new leadership
- incomplete handovers.

Attendees shared the value in SETS providers supporting the transition between old and new leadership, through encouraging departing leaders to see the legacy of their community group and the importance of future sustainability rather than a focus on themselves as individuals.

Having diverse representation (including women, youth etc.) in community leadership was also highlighted.

Next Meeting

There was general consensus that the next meeting would focus on workshopping drafts of the one pager documents on 'What is CCB?' and 'Who is a Community Leader?'

Resources shared

[Learning Videos \(Access Community Services Ltd\)](#)

[New learning videos in Arabic \(Arabic Welfare League\)](#)

[Tibetan Video Series- Electronic Empowerment Project \(MiCare\)](#)

[GoDigi](#)