



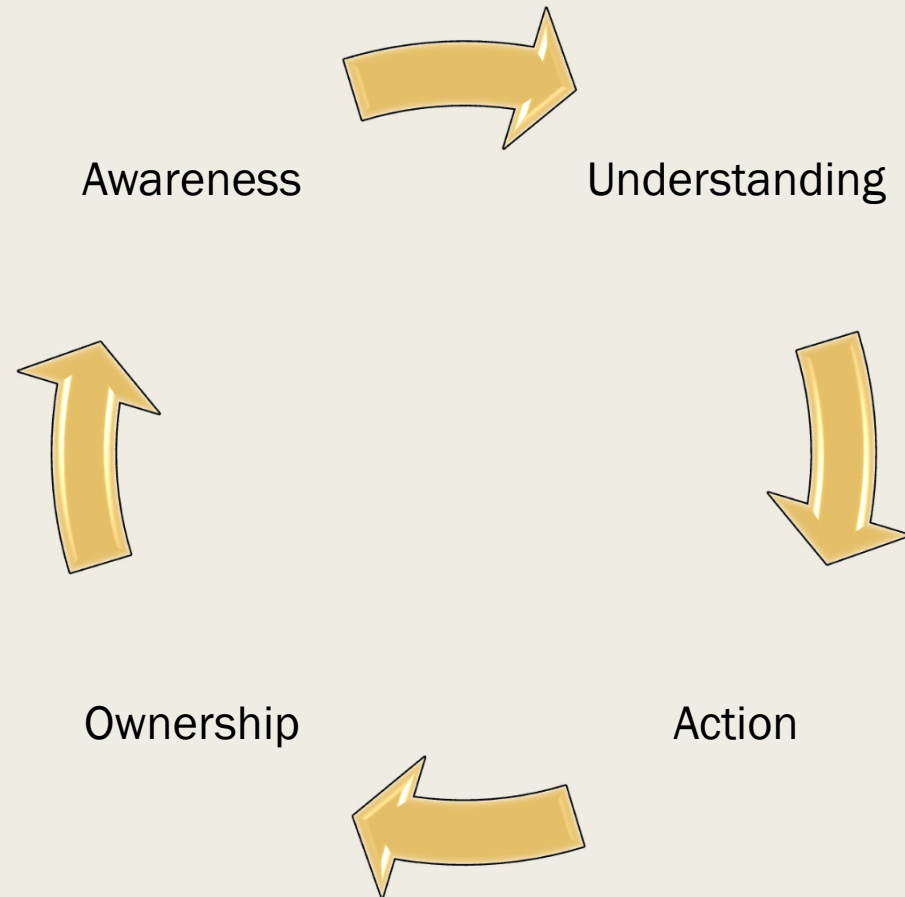
# COMPETENT COMMUNITIES

Stages of development



1<sup>st</sup> cycle – 3 years, BSS-led OR volunteer-led

2<sup>nd</sup> cycle – Community-led, supported by volunteers and BSS



# Timeline

## Year 1

### Outreach

Understanding the community's assets and needs, becoming familiar with neighbourhood characteristics, creating visibility of the team on the ground.

Identifying community leaders, on-boarding key partners and mobilising committed volunteers.



## Year 2



### Cooperation

Building mutual trust, support and cooperation amongst members of the community.

Facilitating strong relationships between the community and external agencies, partners & volunteers.

Co-creating a shared vision for the neighbourhood.

## Year 3

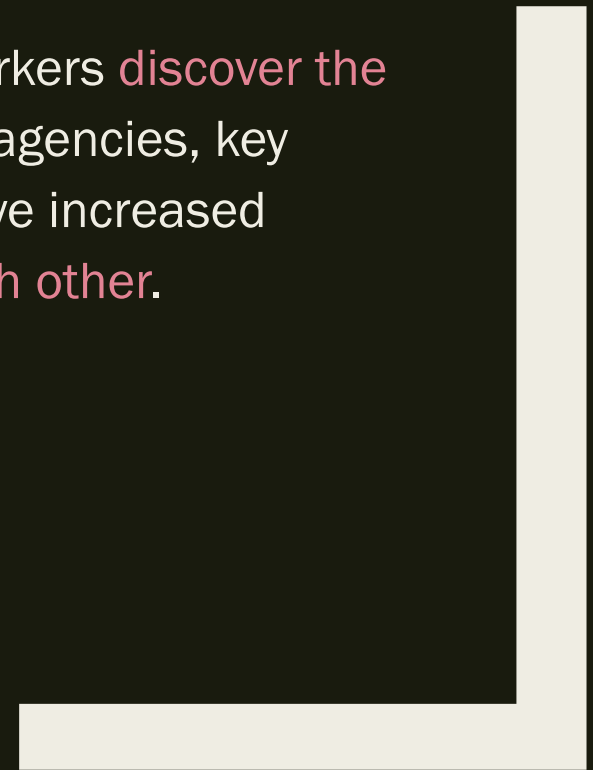
### Ownership and sustainability

Capacity building and supporting partners, volunteers and local community in creating independent, ground-up initiatives that promote well-being, inclusion and vibrancy within neighbourhoods and in wider society.



# AWARENESS

Members, volunteers, local partners and community workers **discover the assets** (interests, skills, informal networks, helping agencies, key resource persons, etc) in a neighbourhood and have increased opportunities to **encounter and recognise each other**.



# Possible indicators

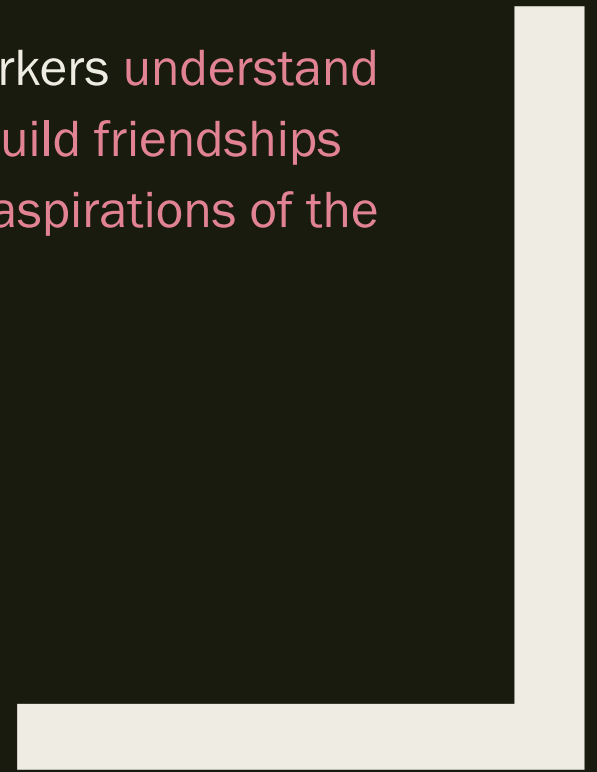
- Community asset mapping survey is complete, with data from at least 80% of households with children & youth
- Contact has been made with 80% of helping agencies and other resources in the neighbourhood (schools, clinics, RC, MP, FSC, etc)
- At least 50% of families with children and youth have one member with attendance marked in outreach activities (gift/food distribution, outings, neighbourhood events, etc)
- At least 10 members are involved in supporting outreach activities (includes smaller actions like sweeping the floor, bringing goodies to a meeting, inviting a neighbour to join in, setting up)
- Dipstick survey of 50 families, where at least 80% have come into contact with BSS/partners/volunteers and have some idea of community building activities in the neighbourhood

# Relevant activities

- Door knocking
- Neighbourhood walks
- Neighbourhood events (free markets, community day, friendship day, etc)
- Outings
- Gift/food distribution
- Storytelling (social media)
- Home visits
- Introductions via meetings/email exchanges with helping agencies, RC chairman, local MP
- Learning journeys

# UNDERSTANDING

Members, volunteers, local partners and community workers understand the assets and demographics in the neighbourhood, build friendships and are able to identify shared concerns, interests and aspirations of the community.



# Possible indicators

- Neighbourhood health report is produced and shared with interested members, volunteers and helping agencies/local partners in the neighbourhood
- A collective dream (or a few) is built, incorporation information from health report
- Self-assessment is complete
- At least 10 residents who are willing to volunteer/lead are identified
- There are at least two partner organisations/volunteer groups who have committed to journeying with the community for at least 6 months
- At least two groups of residents are organised around shared needs, interests or identities. In specific, groups interested in employment competence, education competence and leadership competence (youth and adult group) are formed
- Local groups meet each other and volunteers independent of BSS
- There are at least two stories that demonstrate friendship/peer support and neighbours looking out for each other following groups coming together
- Community workers/members/volunteers are able to produce a list of shared concerns in the neighbourhood

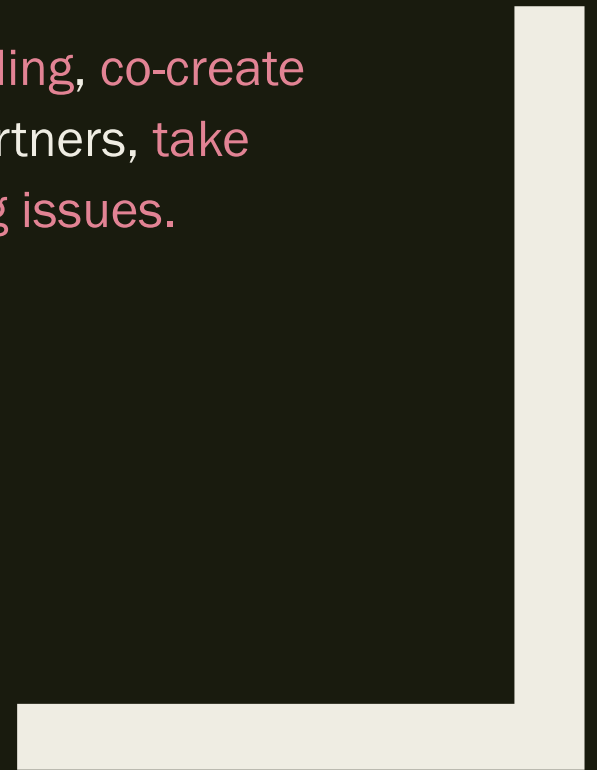


# Relevant activities

- Who are we?; Dream building; Self-assessment (first 3 stage of CLCP)
- Community conversations / meetings / community AGMs (second cycle)
- Families are connected to volunteer befrienders

# ACTION

Members participate actively in narrative and skills building, co-create projects/programmes of interest with volunteers and partners, take action towards self-directed goals and respond to arising issues.



# Possible indicators

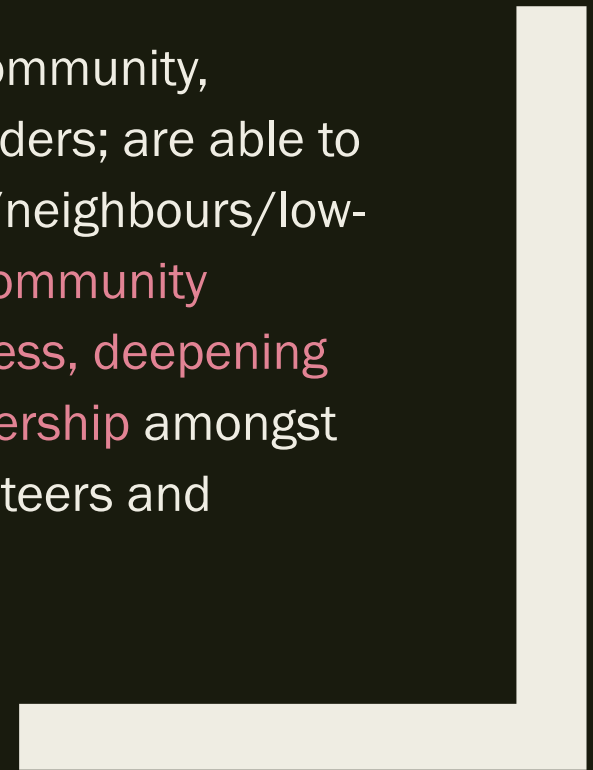
- At least 10 members a year are involved in storytelling efforts (media/social media/neighbourhood AGMs, newsletters, etc)
- The local volunteer groups (adults and youth) of at least 20 pax attend at least two community problem-solving retreats, capacity building/skills building workshops, trainings, talks, networking events, etc within and outside the local community in a year.
- Locals work with volunteers, partners and BSS to organise at least 3 activities, projects and programmes that benefit the neighbourhood annually (e.g. community tabung, community theatre, COL).
- Members in at least two groups take actions towards self-directed goals (e.g. job club members attend skills training or take steps towards licensing; children in soccer club prepare for upcoming tournament, caring community members meet to plan activities.)
- Members surface at least one arising concern/difficult issue in a year, are able to come together with volunteers and each other for restorative conversations/peacemaking circles to talk about it and cooperate and take some action on it
- In a year, at least 10 members and 10 external volunteers participate in family strengthening processes for vulnerable families in their neighbourhood
- There must be at least one instance of local volunteering involved in every neighbourhood activity/project in the following roles: taking attendance, invites, chaperone, bringing refreshments, holding the meeting in their home, setting up, classroom management, teaching/training, meeting stakeholders
- There must be at least four instances of local volunteering involved in every neighbourhood programme (longer than 6 months) in the following roles: taking attendance, invites, chaperone, bringing refreshments, holding the meeting in their home, setting up, classroom management, teaching/training, meeting stakeholders

# Relevant activities

- Next three stages of CLCP (Action plan, action and review against goals/self-assessment)
- Capacity building/skills building sessions
- Problem-solving retreats
- Regular meetings for interest/volunteer groups
- Featuring community's efforts in internal and external communications
- Regular activities where local volunteers take part more actively
- Community theatre
- Community Tabung
- Celebration of Learning
- Family Strengthening / Family Group Conferencing supported by local and external volunteers
- Restorative conflict resolution
- Peacemaking circles

# OWNERSHIP

Members *initiate meaningful conversations* with local community, grassroots leaders, helping agencies and other stakeholders; are able to *articulate life experiences and advocate* for themselves/neighbours/low-income families on different platforms; *take charge of community programmes*; and *continue the cycle of creating awareness, deepening understanding, stimulating action and encouraging ownership* amongst others in their neighbourhood (in cooperation with volunteers and partners).



# Possible indicators

- Members have at least 3 opportunities to share their experiences with other stakeholders / push for changes (e.g. participating in knowledge festival, training other neighbourhood leaders, advocating for changes at MPS, meeting policymakers, presenting at conferences)
- Members mobilise resources independently for at least 2 initiatives in a year
- Members work independently and directly with volunteers to manage and sustain programmes and projects in the neighbourhood (e.g. LIFE, interest groups, income-generation projects, Tabung)
- Neighbourhood leaders conduct home visits, do outreach to other families in the neighbourhood, organise activities, AGMs and community conversations independently

# Relevant activities

- Knowledge festivals, conferences, community AGMs
- Sharing sessions across neighbourhoods / neighbourhood leaders
- Networking events and other opportunities for members and volunteers/partners to strengthen relationships
- Activities for Awareness, Understanding and Action, led by neighbourhood leaders