

# STRONGER TOGETHER

SOUTHILL COMMUNITY COLLABORATIVE  
PLANNING PROJECT

## PROJECT REPORT

**Paul O'Raw & Associates:  
Niall Heenan & Dr Marie Taylor TUS  
June 2022**

*A joint initiative between Southill Hub,  
Tait House Community Enterprise  
& Southill Family Resource Centre.  
Supported by PAUL Partnership Limerick.*







Background picture by Chris Garrett, One Productions

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### Acknowledgements:

This was not a desk-based project. It necessitated a high degree of commitment from various sectors. We are very grateful for the assistance, guidance and enthusiasm of the Steering Group throughout this process. This project would not have succeeded without the positive contributions of the community of Southill and the staff in the three services. Many thanks to the boards of the services also who embraced the project. A special word of thanks to all the agency staff who eagerly contributed to the consultations.

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Paul O' Raw

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Niall Heenan

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Dr Marie Taylor (TUS)



## 1. Introduction

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We are delighted to welcome the publication of this report.

Consulting the community and planning together is a development in our working relationships and we hope it will shape a more collaborative relationship in the future. The Southill Hub, Southill FRC and Tait House have worked together in different ways over the years but we have never attempted to work together on this scale before.

If the pandemic has taught us anything, it's that we really are better together, and it's this kind of thinking that led the three organisations to come together and do this piece of work. The core principle guiding this piece was that, while we do different things, at the core of all of our work is to support and serve the Southill community.

With this in mind, the Boards of the organisations came together to look at a new way of seeking the views of the community and planning accordingly. PAUL Partnership saw the potential and agreed to fund the project which allowed us to bring Paul O' Raw & Associates on board to support us.

Our next challenge is to take on board the findings of this report and respond to what the community have told us they would like to see. We are excited to continue working together in a more strategic way and serving the community to greater effect.

We would like to thank our Board members for seeing the value in this process and PAUL Partnership for funding us. Paul O' Raw & Associates did an excellent job and were a pleasure to work with. Many thanks also to the other stakeholders who contributed to the consultation process.

We would like to thank our key partner in this piece of work, the community members, who gave their time and opinions so generously. Without their experience and their thoughts, this report would not have been possible.

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***Project Steering Group, July 2022***

## 2. Foreword

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Empowering local communities and groups to develop and deliver co-ordinated social inclusion responses is a key strategic objective of PAUL Partnership.

In 2021, as part of the implementation of our Social Inclusion and Community Activation Programme (SICAP), we were delighted to join the Steering Group for this collaborative planning project with Southill Hub, Southill FRC and Tait House. From the outset, the project was informed by a strong commitment by the 3 community organisations to undertake a community consultation process that combined resources and avoided duplication.

This collaboration, and the shared understanding of each organisation's respective roles, will ensure that the three organisations will continue to work together to deliver vital services and supports in Southill in a way that will best meet the needs of the community into the future.

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Helen Fitzgerald

Social Programmes Co-ordinator

PAUL Partnership Limerick

### 3. Executive Summary

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This document is a report on the collaborative strategic planning project initiated by the three organisations of Southill Hub, Southill Family Resource Centre and Tait House Community Enterprise, supported by PAUL Partnership, Limerick. The project was developed by the three organisations to identify community needs and to identify a collaborative strategic response to the local needs.

An area profile of Southill is presented in Section 4, drawing mainly on the earlier report by PAUL Partnership which analyses the socio-demographics of the area. It reveals continued population decline and worsening disadvantage. These are based on 2016 statistics; it will be useful to update this data when the 2022 CSO reports become available.

The methodology applied by the consultants to this project is summarised in Section 5. It utilised a mix of statistical analysis, survey analysis, and a comprehensive schedule of consultations, workshops and one to one interviews.

The outcome from the consultations is presented in detail in Section 6. The Boards of the three organisations were consulted as well as managers, staff, beneficiaries, agencies and community members. The process produced a great depth and quality of feedback with short summaries for each consultation. A consistency of themes and priority actions emerged which was carried forward to the final table of strategic actions.

Section 7 is a summary of the overall findings from all consultations and research. From this, the consultants prepared a draft table of the key strategic themes emerging from the process and the related priority actions.

The Collaborative Planning Workshop was a key element of the whole project. Section 8 outlines the workshop process and presents the thematic actions finalised by the three organisations at the workshop. The four themes being;

1. Children & Young People
2. Older People
3. Community Leadership & Voice
4. Collaboration, Cooperation & Communications

This thematic table of actions forms the framework for collaboration, cooperation and communications of the three organisations over the coming years.



## 4. Area Profile

This section provides a demographic and socio-economic profile of Southill, Limerick. The area of Southill in South Limerick city includes the Electoral Division (ED) of Galvone B as well as four Small Areas (SAs) in Rathbane (SA 128032002, SA 128032003, SA 128032004, and SA 128032005). There are four main housing estates within Southill referred to as the four parks: O'Malley Park, Kincora Park, Keyes Park, and Carew Park.

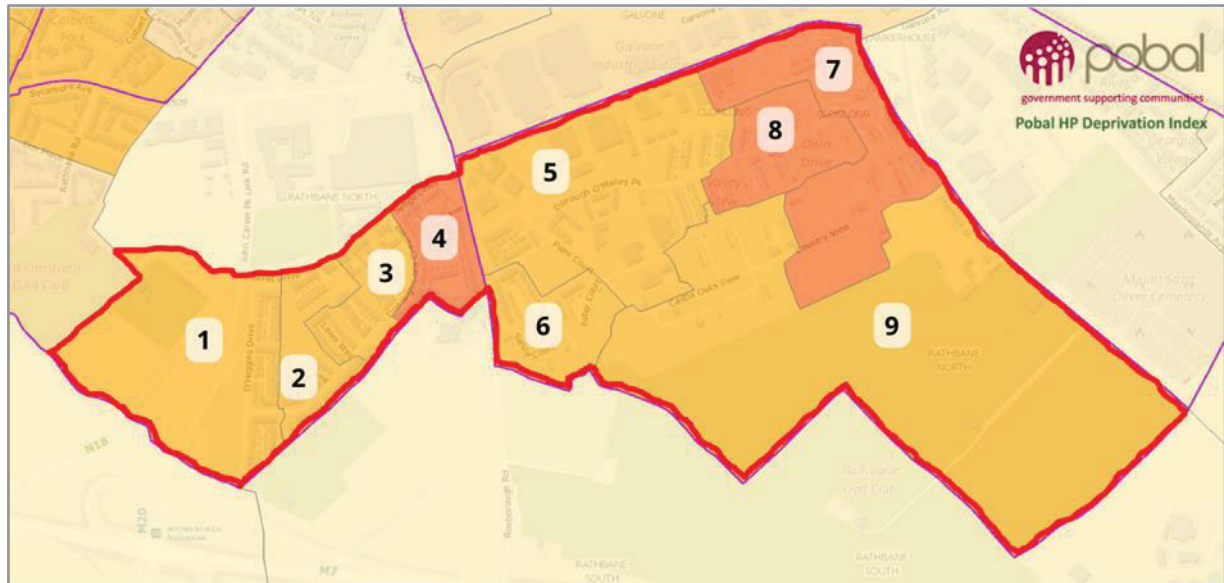


Figure 1: Location of Southill

Source: Pobal Maps. Geoprofiling Reports [online] available at: <https://maps.pobal.ie/>; Perez Goodbody, R. (2020) Southill Area Profile, PAUL Partnership

	Small Area	Electoral District	Areas included
1	128032005	Rathbane	<b>Carew Park</b> - Swallow drive, Star Court and Ash Avenue.
2	128032004	Rathbane	<b>Carew Park</b> - Deer Court and Vale Avenue.
3	128032003	Rathbane	<b>Carew Park</b> - Lawn way, Rock Place, De Vere court and Donoughmore Crescent.
4	128032002	Rathbane	<b>Kincora Park</b> - Tait House, Synge Drive and Yeats Avenue.
5	128020003	Galvone B	<b>Donoghue O'Malley Park</b> - Southill Hub, Southill Family Resource Centre, Lilac court, Palm court, Donoghue O'Malley Court and Galtee View.
6	128020005	Galvone B	<b>Keyes Park</b> - Rose Court, Salvia Court and Aster Court.
7	128020002	Galvone B	Clonlong, Mountain View, Sunny heights, Rose View Drive and Country View.
8	128020001	Galvone B	Valley View and Oisin Drive.
9	128020004	Galvone B	Castle Oaks View and Larkin Drive.

The data used is from the CSO census figures in 2016 as the 2022 census figures are not available yet. It is important to note, therefore, that the information on this demographic and socio-economic profile of Southill is based on six-year-old data and that a new housing development opened in Southill adjacent to the Hub consisting of 36 newly built family housing units and this development is not captured by these figures. Also, in 2018 a significant amount of the housing stock in the community was taken out of commission and/or demolished under the Limerick Regeneration Programme 2008-2019. The information based on the 2022 census findings may vary from these findings.

This profile is based on the Area Profile of Southill 2020, prepared by Rozi Perez Goodbody, PAUL Partnership. The key variables discussed in this profile include population structure (demography); deprivation index; local authority housing; ethnic or cultural background; family structure; employment; educational attainment; and health. It is primarily SA data from the Census of Population which has been used in order to compile this socio-economic profile.

### Demographic Profile

The population of Southill has been decreasing in recent years. In the 2016 Census the population stood at 1,605, however, in the previous census in 2011 the population was at 1,860 and in 2006 it was at 2,672. This is a decrease in population by 40% in the 10 years between the 2006 and 2016 Census. This decrease may be as a result of the movement of people as part of the Regeneration Programme 2008-2019. The population at a national level increased by 12.3% in the same time period.

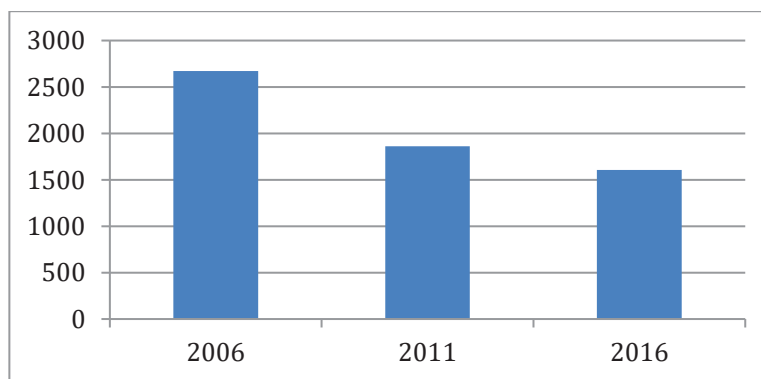


Figure 2. Population in Southill by year, 2006, 2011 and 2016.

Source: Pobal Maps. Geoprofiling Reports [online] available at: <https://maps.pobal.ie/>; Perez Goodbody, R. (2020) Southill Area Profile, PAUL Partnership

In 2016, Southill had a higher proportion of children and young people within the population compared to the national average. Nationally 33% of the population are 24 years old or younger while in Southill this figure was 39%. 26% of the population nationally are 18 years old or younger while in Southill this figure is 30%.



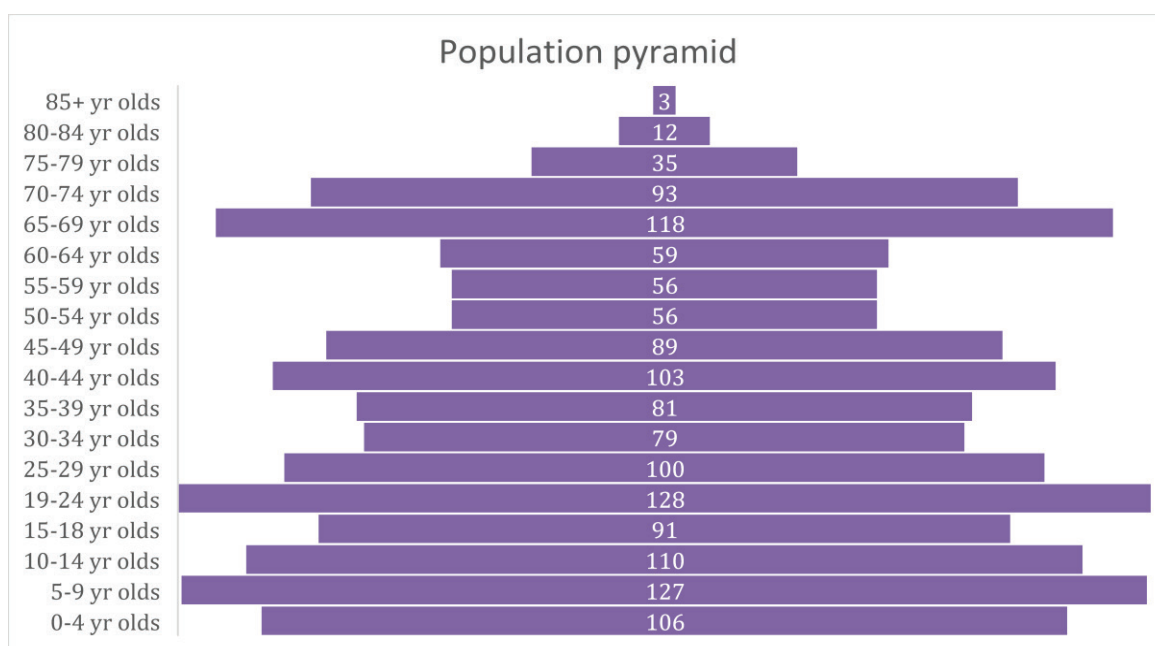


Figure 3: Population of Southill by age cohort, 2016.

Source: Pobal Maps. Geoprofiling Reports [online] available at: <https://maps.pobal.ie/>

## Deprivation

Southill is a very disadvantaged area according to the Hasse Pratschke Index (Pobal 2016), which provides a composite or overall measure of affluence or deprivation in an area. It is widely accepted as providing an objective analysis of the socio-economic well-being of localities. The Index is derived from data on employment and unemployment levels, educational attainment, housing tenure, social class and demography, each of which can be used independently as indicators for deprivation. Figures for each of these variables are compiled into a single index, with lower (including negative) scores indicating higher levels of deprivation as revealed in Southill (table 1). All the Small Areas (SAs) in Southill are classified as either very disadvantaged or extremely disadvantaged. Between 2006 and 2016 the overall level of deprivation in Southill worsened. In 2006 it was at -25.12 while in 2016 it reached -27.38.

The spatial extent of disadvantage within Southill has deteriorated between 2006 and 2016, with 3 SAs moving from being classified as very disadvantaged in 2006 and 2011 to extremely disadvantaged in 2016. The high level of unemployment experienced in the area and the low education attainment rates has had a compounding effect in increasing the rates of deprivation.

Small Area ID	Within ED	Deprivation Score 2006	Deprivation Score 2011	Deprivation Score 2016
128020001	Galvone B	-25.4	-28.1	-32.15
128020002		-29	-29	-30.52
128020003		-24.1	-23	-26.06

128020004		-27.3	-27.7	-24.67
128020005		-24.9	-26.5	-26.43
128032002		-22.5	-27.3	-30.96
128032003	Rathbane	-26.3	-22.9	-23.25
128032004		-20.7	-27	-26.04
128032005		-25	-23.1	-27.09
TOTAL		-25.12	-25.82	-27.38

*Table 1: Deprivation / Affluence Categorisations for SAs located in Southill (2006 – 2016)*

*Source: Perez Goodbody, R. (2020) Southill Area Profile, PAUL Partnership*

## Local Authority Housing

Southill is characterised by high levels of houses which are rented from the Local Authority. In Southill the percentage of houses that are rented from the Local Authority is 45%, and 48% of residents in Southill live in a house that is rented from the Local Authority. This is far higher than the national average (8%) or the average for Limerick City and County (also 8%).

## Family Structure

Southill has an elevated lone parent ratio. Figure 4 below, illustrates the disparity with regard to family structure between Southill and the national average. Lone parent households have a particularly high risk of living below the poverty threshold. The Combat Poverty Agency states that 32.5% of lone parent households are 'consistently poor,' which is four times the rate of other households (Combat Poverty Agency, 2008, p. 4). The high levels of poverty in lone parent households are attributable to an inability to access employment due to low wage part-time employment; childcare costs; potential loss of medical card; and low education attainment rates (Combat Poverty Agency, Making a Difference: An Anti-Poverty Training Handbook for Local Authorities, 2009). The overwhelming majority of lone parents tend to be female, as is the case in Southill as seen in Figure 2. In Ireland 75% of families with children are headed by a couple. In Southill it is almost half that figure (41%). Similarly, in Ireland, a quarter of families with children are lone parent families; while in Southill 60% are lone parent families. The majority of these families are headed by a single mother as opposed to a single father, 56% and 7% respectively. Table 2 shows both the number and percentage of families by family type for Southill and nationally (figure 4).

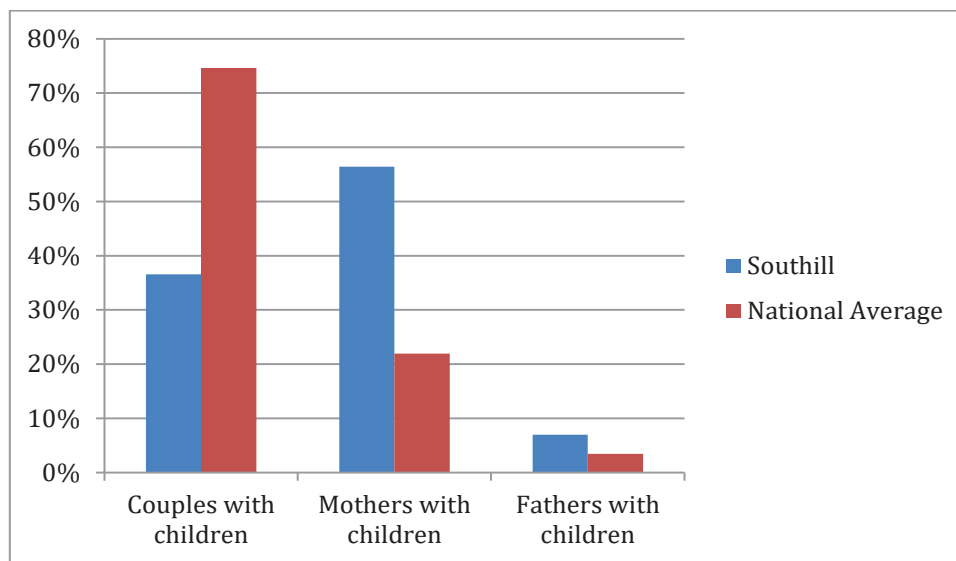


Figure 4: Family Structure of Southill

Source: Central Statistics Office - Census 2016 Small Area Population Statistics (SapMap) [online] available at: <http://census.cso.ie/sapmap/>; Perez Goodbody, R. (2020) Southill Area Profile, PAUL Partnership

## Unemployment

The overall unemployment rate<sup>1</sup> in Southill in 2016 was 44%, far higher than the national average of 12.9% in 2016. Despite the COVID 19 Pandemic, there has been an overall gradual reduction in unemployment figures since the recession. However, some locations have not experienced this, with Southill being one example. In the *Census 2016 Summary Results - Part 2* an unemployment blackspot is defined as “an ED whose labour force exceeded 200 persons and where the unemployment rate (on a Principal Economic Status basis) exceeded 27 per cent” (CSO, 2017, p.25). In 2016 there were 79 such blackspots in Ireland. Limerick city has 38 Electoral Districts (EDs) in total and of these 17 were unemployment blackspots. Southill is made up of the ED of Galvone B and selected Small Areas in Rathbane. Both Galvone B and Rathbane are unemployment blackspots. Galvone B is an unemployment blackspot with the second highest rate of unemployment in Limerick and in Ireland at 45%. Rathbane is an unemployment blackspot with 33.8% unemployment. Within the ED of Rathbane the Small Areas with particularly high levels of unemployment are those areas which coincide with Southill as can be seen in Table 1 at the Small Area level (Perez Goodbody 2020).

<sup>1</sup> Unemployment rate has been calculated using the number of people unemployed (that is unemployed having lost or given up a previous job or looking for their first regular job) and the total number of people in the labour force (that is the number of people unemployed and those who are at work). Data sourced from: <http://census.cso.ie/sapmap/>.

Small Area	Within ED	% Labour Force Unemployed
128020002		60%
128020004/128020005	Galvone B	37.90%
128020001		39.60%
128020003		40.60%
128032002	Rathbane	52.70%
128032003		40%
128032004		43.60%
128032005		40.50%

*Table 2. Unemployment rate in Southill at Small Area Level, 2016*

Source: Airo, Census 2016 Viewer [online] available at: <http://airomaps.nuim.ie/id/Census2016/>; Perez Goodbody, R. (2020) Southill Area Profile, PAUL Partnership

## Educational Attainment

The data shows signs of educational disadvantage present in Southill which differ from the national figures. When looking at data for residents aged 15 years and above by their highest level of education completed, large disparities can be seen between the data reported for the Southill area and the national average. In Southill there are far higher percentages of the population whose highest level of education completed is Primary or Secondary level education. An early school leaver has been defined as a person who has completed only minimal education (up to and including Junior Certificate) or no formal education (O'Sullivan 2018). At national level far higher percentages of the population has gone on to Further Education or Training and/or Third level education. When looking at the data for Southill there is a particularly noticeable drop-off around the transition from secondary level education to further education and/or third level education (Perez Goodbody (2020)).



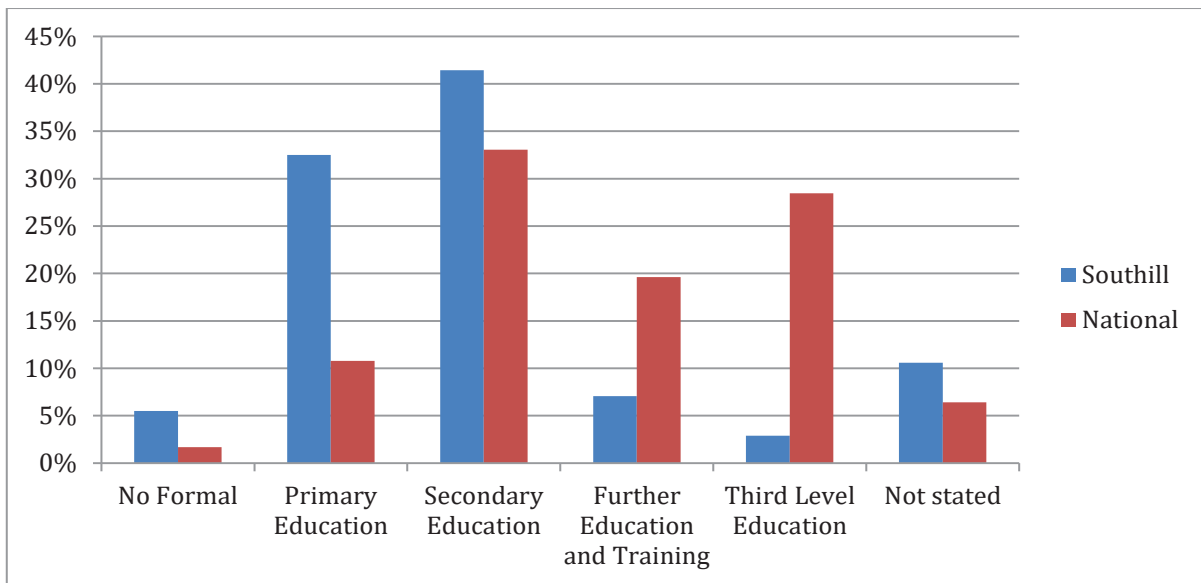


Figure 1. Population aged 15 years and above by their highest level of education completed, 2016. Source: Perez Goodbody, R. (2020) Southill Area Profile, PAUL Partnership

## Health

In Southill, a lower percentage of residents rate their health as ‘very good’ compared to the Limerick average and the national average. Nationally 59.40% of the population rate their health as ‘very good’ and in Limerick City and County this figure is slightly lower at 56.90%. In Southill this rate ranges from 43.40% to 56.60% (Airo, Census 2016 viewer). There are relatively high levels of disability in Southill. The percentage of the total population with a disability at Small Area level in Southill ranges from 18.40% to 30.20%. These are elevated figures compared to the figures for Limerick City and County (15.00%) as well as compared to the national average (13.50%). People who have a disability are more likely to be dependent on the state for financial assistance. In order to receive a disability payment, the ailment must substantially restrict a person from acquiring work that would otherwise be suitable on the grounds of age, qualifications and experience (O’Sullivan 2018).

## Regeneration

Southill is part of the Limerick Regeneration programme which aims to revitalise communities by raising standards of living, opportunity and health and wellbeing for all residents within the regeneration areas. The Limerick Regeneration programme focuses on the three key pillars – Economic, Physical and Social to revitalise the communities by raising standards of living, opportunity and health and wellbeing for all residents of the regeneration areas. The Economic pillar invests in areas such as training, work experience/work placement and job creation, the growth of local capacity through the provision of focused sectoral training and employment opportunities and foster a culture of social innovation and social enterprise; the physical pillar involves a range of projects from new housing construction to renewal/retrofitting of housing, social and educational projects (In the Southill and Ballinacurra Weston areas some €16m will

be spent on the refurbishment of public and private houses); and the social pillar focuses on improving the quality of life of residents in the regeneration communities, improving health and well-being of the population, closing gaps in health with the average population, improving the social environment and safety on the estates, stabilising community life and supporting civic engagement in the community. The Regeneration process was initiated In 2008, with the Southside Regeneration Vision plans in Moyross and Southill as a prelude to the Masterplan. The Limerick Regeneration Framework Implementation Plan was launched in September 2013 as a ten-year plan. However, many communities within the regeneration areas have concerns around the continued needs of the community and how the community will cope when the ten-year plan comes to an end.

**Key findings from analysis of 2016 Census:**

- Falling population 40%
- Higher proportion of children and young people
- A very disadvantaged area/ low levels of income
- Higher proportion of one-parent-families
- Very high unemployment rates
- Considerably lower levels of education
- Poorer levels of health & higher numbers of people with a disability

**References**

- Combat Poverty Agency. (2008). Understanding Poverty: An Introductory Guide to Poverty in Ireland. Dublin: Combat Poverty Agency.
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- Perez Goodbody, R. (2020) Southill Area Profile, Paul Partnership
- Pobal (2017), 2016 Pobal HP Deprivation Index [online], available at: <https://www.pobal.ie/Pages/New-Measures.aspx>, accessed on 1 October 2017.

## 5. Methodology

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The approach to this work can be described as a progressive, stakeholder-based consultation process comprising of consultations with the local community, organisations, residents groups, and public and private organisations operating in the area. This work consisted of one-to-one conversations, facilitated group sessions, community workshops, desk research, online surveys and feedback mechanisms, and collaborative planning sessions with the steering group behind the project, namely, PAUL Partnership, Tait House Community Enterprise, Southill Family Resource Centre and Southill Hub.

As this work began during a period where restrictions around Covid 19 were in place, the work had to incorporate the use of remote tools and technologies such as virtual meetings, online surveys etc as well as more traditional community engagement processes such as workshops and one-to-one engagements. The consultants were conscious of the need to utilise best practice in this new environment and approached this challenge with the objective to make all contacts as engaging and interactive as possible. It is our belief that the work met these objectives.

The work programme followed the initial proposal made as part of the tendering process and began with an introductory meeting with the Steering Group outlining the key areas of work, agreement on the geographical catchment that comprises the Southill area and discussing the key questions to be addressed in the consultation process. Details on the area boundaries used in this work are outlined in the Area Profile.

A key element underpinning this work was the agreement among the Steering Group that the outcome of the work would help influence the strategic direction of each group and the need for strategic cooperation was to be central to the entire consultation process. In summary, the work was to highlight ‘perspectives on the role and work of each organisation,’ take into consideration ‘the broad needs of the community’ and ‘inform respective strategic plans.’

In order to achieve this objective, the work programme was as follows:

- Review of existing research and data on the area
- Preparation of socio-economic profile of Southill
- Consultations with Board members, staff, community members and residents’ associations
- Distribution of online community survey
- Focus groups with a range of groups and bodies using the services of the three organisations
- Community workshops presenting findings of online surveys
- Stakeholder consultations with agencies and NGOs
- Collaborative planning workshop with the Steering Group
- Compilation of final report

The workflow for this is outlined in the following flow chart:

<b>Southill Community Consultation 2021/ 2022</b>	
<b>Project Schedule</b>	
	Introduction and briefing with steering group.
	Deskwork: Review of reports, surveys and policies. Preparation of socio-demographic profile.
	Prepare survey/ consult with steering group
	Individual consultation phone calls with service managers
	Boards consultation
	Introduce consultation project to community and promote survey
	Focus groups with staff of the three services
	Residents association and Youth focus groups
	Close surveys
	Community Workshop. Present local analysis, present community survey results. Facilitate discussion to identify priority themes
	Stakeholders consultation (agencies & NGOs). Phone calls & survey
	Prepare interim report and present to steering group
	Facilitate a collaborative workshop with steering group. Explore consultation findings and facilitate collaborative planning
	Final report edits and presentation to steering group



## 6. Consultations

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### 6.1 Boards' Consultation

*'More recently we have seen the positive value of networking and collaboration. Collaboration has not been a feature of agencies over the years with services in many cases competing for funding'*

*The importance of having meaningful engagement with the community and listening to their ideas and concerns. This has led to more engaged and confident community board members which will in turn encourage more engagement from the rest of the community'*

One of the first steps in this process was to consult with board members from the three services. Due to COVID 19 public health restrictions the consultation workshop in December 2021 was held on-line. In advance of the workshop a questionnaire was completed by members of the three boards.

The greatest changes in the Southill area were described in terms of the decline in population, the closure of the junior school, and a local feeling of frustration and disappointment with the Regeneration Process. On a positive note, the opening of The Hub is considered a very positive and constructive development in the area.

Board members reflected on accomplishments in recent years and highlighted the following:

- The development of youth services by The Hub.
- Becoming more responsive to community needs - listening to local voices.
- The Family Fun days.
- The expansion of the creche services in Tait House Community Enterprise.
- A closed steel business revived and an enterprise centre providing accommodation to start-ups.
- The refurbishment of The Hub Café.
- More agencies using the Hub rooms and facilities.
- Providing local employment.
- A greater sense of partnership with agencies.
- Undertaking this joint consultation and planning project.

When invited to consider the lessons learned from addressing the challenges in Southill, board members identified a range of inter-connected issues as per the table below:

<i>The only way forward is to work together.</i>	<i>Regular, open communication between the managers &amp; boards is vital to avoid duplication of services.</i>	
<i>The importance of meaningful engagement with the Community... leading to more engaged and confident community board members.</i>	<i>Our goal is the same - to build and support a sustainable, vibrant community in Southill.</i>	
<i>We have recently seen the value of networking and collaboration.</i>	<i>The importance of good governance.</i>	<i>Collaboration has not been a feature over the years ... in many cases competing for funding."</i>
<i>A co-ordinated approach is vital.</i>	<i>The community needs to be involved in development of services/ local responses.</i>	<i>Dec.13th is a welcome 1st step - marking a new beginning! Thank you.</i>

Members of the boards of the three organisations articulated a set of expectations from the joint consultation and planning process.

<p><b>Board members expectations from the process:</b></p> <ul style="list-style-type: none"> <li>• Direction, focus &amp; energy</li> <li>• Understanding of each other’s organisation, communications &amp; coordination</li> <li>• Understanding of community needs</li> <li>• Working with agencies</li> </ul>
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## 6.2 Steering Group Consultation

All members of the Project Steering Group were interviewed individually by the consultants. In advance of the interviews members were invited to consider the following;

- Hopes and expectations from the consultation and planning project,
- The challenges and opportunities within the project,
- To reflect on historic levels of collaboration,
- To consider the consequences of no collaboration,
- To describe what a successful outcome might look like.

**Hopes and expectations.** A good level of community buy-in and participation in the process was a priority expectation, especially considering this was the first initiative of its kind in Southill. Members also anticipated that the process would bring about a greater level of understanding of

each other's organisations. Overall, it was hoped that an effective level of collaboration between the three organisations would be achieved, thus facilitating greater results for the community.

**Challenges and opportunities.** Challenges anticipated included engagement in the project, overcoming feelings of frustration with the Regeneration Process and a level of resident's distrust of agencies. At the same time, the project was valued as a great opportunity to gain an understanding of each other's organisations, to avoid duplication, identify gaps and to make best use of available resources. The project would provide an opportunity to present a cohesive approach to agencies and stakeholders.

**Historic levels of collaboration.** Steering group members agreed that, historically, the level of collaboration and cooperation was very unstructured, not strategic, and at times led to duplication of resources. This began to improve through the participation of the three managers on the Regeneration Project.

**Consequences of no collaboration?** Steering group members were invited to reflect on the consequences of low levels of collaboration or coordination if things continue as they are. In response, they felt they would continue to work in an insular fashion, unaware of each other's services or future plans. This would lead to a risk of duplication, of gaps in services and at times, to competition. In addition, it was felt that, at present collaboration depends on the good will of project managers rather than being core to agreed strategic arrangements.

**A successful outcome?** Some thoughts on a successful outcome from strategic collaboration include: a greater community perception of cooperation between the organisations, better use of resources, stronger and more cohesive cases for securing resources, and greater working arrangements and good will from agencies and partner organisations.

**Key points Steering Group consultation:**

1. It was hoped that this project would gain a good level of community buy-in, a greater level of understanding of each other's organisation and more effective levels of collaboration.
2. While there are high expectations from the project it was recognised that securing resident's participation would be an important element of the work.
3. It was acknowledged that, historically, the three organisations collaborated in an ad-hoc manner rather than strategically.
4. Without effective, strategic, collaboration there is a risk of duplication, gaps in service, competition and poorer outcomes for Southill.

### 6.3 Community Survey

This section provides the feedback and summary analysis from the Community Surveys. The survey focused on a number of areas including economic and social perceptions. The survey was circulated widely to the community in Southill, and there were 113 survey responses, providing a summary of people’s views, perceptions, concerns and hopes regarding life in Southill. The results were presented at the community workshop and were discussed in greater detail by those attending.

#### General Information

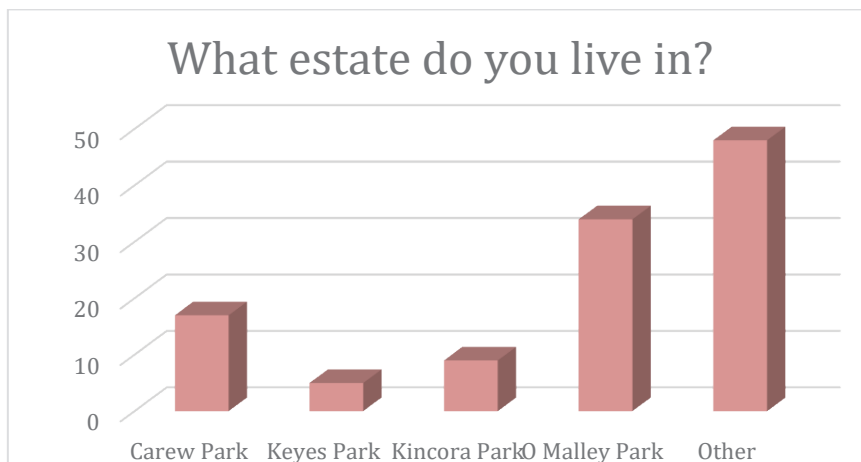


Figure 1. Location of respondents

The Hub, Southill Family Resource Centre, Tait House Community Enterprise and Paul Partnership actively promoted the community survey to local people, groups and organisations. A considerable number of respondents (42.5%) are living outside the Southill area. This may be an indication of the level of displacement due to Regeneration where people from the Southill area were moved to other locations, either temporarily or permanently. It also indicates how strong the tie is with Southill that people who are no longer living in the area still return to use services and participate in activities and that they still strongly associate themselves with Southill.

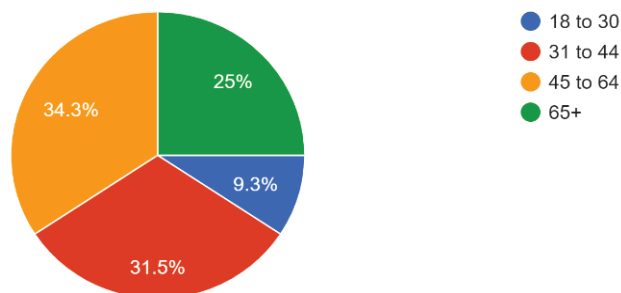


Figure 2: age of respondents

The majority of people were either aged between 31-44 or 45-64. The smallest percentage (9.3%) were from the 18-30 age bracket. A quarter of the respondents were aged over 65.



### The perceptions of the services of the three organisations: The Hub, Southill Family Resource Centre and Tait House Community Enterprise.

The responses to the open questions on the three organisations were overwhelmingly positive:

The Hub	Southill FRC	Tait House Community Enterprise
Easy to access any of the services, staff are very friendly and will help you out in any way they can.	FRC is excellent, always very warm welcome and staff always in hand to help and to give advice.	I found the staff helpful, and they helped out the learner in any way possible.
Always very good service from all staff.	FRC is like a home away from home.	Staff are very friendly in the cafe and also in Tait House itself.
A brilliant community hub, the food in the cafe is beautiful.	FRC gave me support and encouragement needed to continue in my education.	Very friendly people working there, nice to see a familiar face.
Love the food in the cafe very reasonable and yummy.	Southill FRC is a community on its own, with an eagerness to meet the needs of the community.	Lovely people and very welcoming. Great food.
Lovely polite people always there to meet others needs.	They have been a positive influence on the life of me and my children.	Food and childcare is excellent.

Table 1: sample of quotes on experiences of using the services of the three organisations

There were a very limited number of negative comments. One centred round accessibility and the difficulty of getting to bingo with the bus service. Two comments focused on the lack of awareness regarding the services available and whether they were self-referrals or professional referrals. There were also two comments in terms of perceptions about the type of people that availed of the different services of the three organisations with some being strongly associated with older people rather than families and also the perception that it was a closed group to ‘outsiders.’ Some of these negative perceptions can be seen in the responses to the question outlined in the graph below.

If you have not used any of the services of the three organisations, why might that be?

53 responses

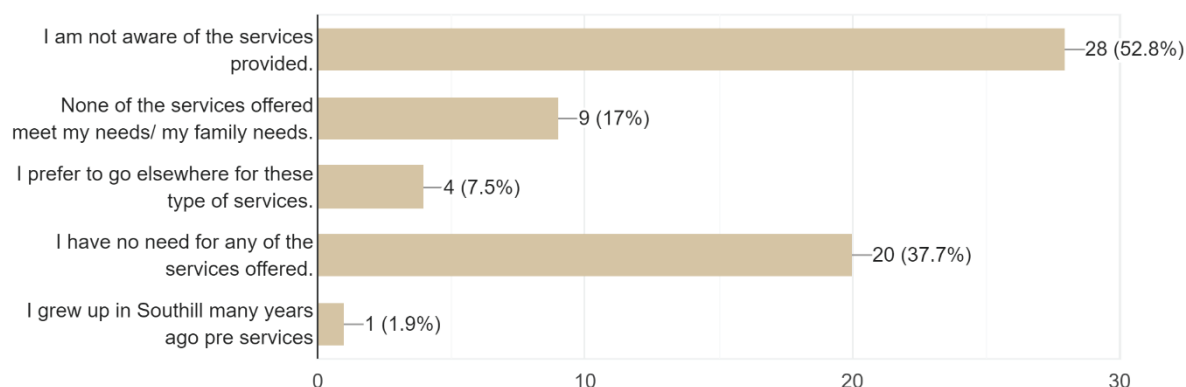


Figure 3: Reasons for not using the services of the three organisations

Lack of awareness around the services on offer was the main response with over half of the respondents (52.8%) who did not use the services of the three organisations, citing this as a reason. The next largest response was the perception of a lack of need of the services of the three organisations. This in addition to the perception that the services do not meet their needs account for 54.7% of the responses.

In terms of addressing the need to increase awareness of the services of the three organisations the following graph illustrates the best methods according to the respondents.

What do you think is the best way to provide information to the community?

93 responses

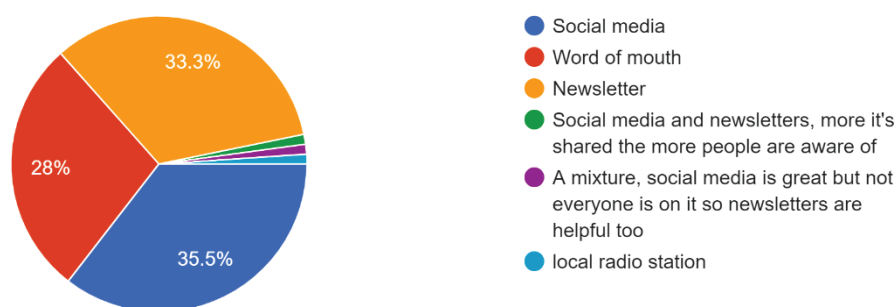


Figure 4: best methods to provide information to the community

The best way of providing information to the community was through 'social media' with 35.5% of the respondents selecting this option. If, however, you combine the selections 'word of mouth' and 'newsletter' then the best options are more traditional. A quarter of respondents were in the over 65 age group which may account for this.

### Sense of Community:

The survey invited people to give three words they would use to describe living in Southill. The responses are illustrated in the word cloud in figure 5. (A word cloud gathers all words and the frequency with which they occur. The result is that the biggest words in the word cloud represent the most commonly used words). As can be seen in figure 5 the people of Southill consider community to be important. The most common words to describe community are friendly, neighbours, brilliant people. Other positive words used to describe living in Southill include uplifting people, very happy, fun. These words suggest positive feelings towards living in Southill. There are, however, a number of negative words around feeling unsafe including anti-social behaviour, unsafe, hell, nightmare, no Gardai, fine during the day implying that there is a feeling of being unsafe at night. There is a perception of being let down by regeneration, of being without support, of being alone. There is also the opposite to the positive community feelings outlined previously. These include 'was' great – implying that it is no longer great, no community spirit and forgotten.



Figure 5: Words to describe living in Southill

There was also a question asking for 3 words outlining the best things about living in Southill. Again, there was this positive focus on a key strength namely community with words associated with community such as community itself, neighbours, community centre, support, inclusion, family and home. Other positive words centred on the services available such as the Hub, bingo, club, kids activities, facilities and FRC.



Figure 6: Words to describe the 3 things liked most about living in Southill

When asked for 3 words to describe the things liked least about living in Southill, the lack of services was the most common answer (figure 7). They included no playground, poor transport, no youth amenities, no amenities, no shops, no green space. There were also negative associations around the prevalence of safety with words commonly used such as antisocial behaviour, crime, fear, drugs, lack of gardai, negative press, vandalism, fear at night and the use of motor bikes. There was also a sense of loss in terms of community with neighbours moved out, no community, loneliness and new houses. Overall, there would seem to be a feeling of lack of investment and support in terms of certain issues such as crime, provision of services and housing in Southill.



Figure 7: Words to describe the 3 things liked least about living in Southill

### Changes in the Community:

There was a series of questions asking about the level of change in Southill over the past five years, with regards certain aspects such as movement, transport, amenities, a sense of community, feeling safe, health and wellbeing and community participation. The majority of respondents felt there was change for the better in terms of moving around/walking and cycling; amenities for older people, health and wellbeing. The majority felt there was a change for the worse in terms of streets and public spaces; public transport; play and recreation facilities; amenities in general; traffic and parking; amenities for young people. There was little difference in people's perception of change with regard to work and the local economy, and likewise for the sense of community. There was an equal number of people who thought that community participation had either got better or worse. Overall, while people feel that certain services, for example, amenities for older people have improved on the other hand there was the perception that amenities for young people had got worse.

### The Future:

In terms of volunteering the majority of respondents (65.3%) stated that they were not involved in a community or voluntary group. However, of this group, 32.3% said they would get involved if

invited and nearly 42% said they might get involved. Just a quarter said they would not wish to get involved in community or voluntary groups.

Are you involved in a community or voluntary group?  
95 responses

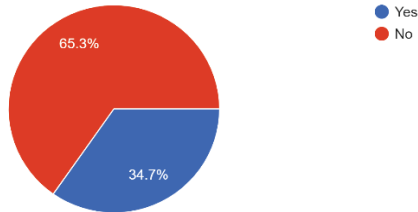


Figure 8: involvement in community group

If you said no would you get involved if you were invited?  
62 responses

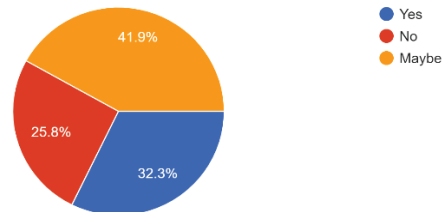


Figure 9: Possible future participation

Reasons given for not getting involved included work commitments, changing work hours, childcare, not having enough time, suffering from social anxiety, too many forms and the feeling of not being welcome. When invited to say how they would get involved in or contribute to the community there was a wide range of suggestions. These included involvement in children’s activities, activities for parents and children to do together, organising community events/fun days, sports camps, and in mother’s groups. Responses also included: keeping the areas clean, office work, joining groups and attending meetings/courses, joining the resident’s association, helping the elderly, helping at the community allotments, and in community development.

All the suggestions were positive and demonstrate the community’s willingness to help develop their community further and the types of activities they could assist with. It also highlights a potential pool of resources that can be harnessed and developed further.

There was also a question looking for suggestions for future services. The responses were consistent with earlier feedback with services and amenities for youth and children; more information needed on the services that are available; more of a focus on community events/activities/services; services for the aged; tackling crime and anti-social behaviour; greater community engagement and greater cooperation among the three organisations The Hub, Southill FRC and Tait House Community Enterprise.

**Analysis of the feedback from the surveys identifies the following:**

- People like living in Southill, describing it as friendly with good neighbours and a good sense of community.
- There are issues concerning availability of certain services and amenities especially for children and young people such as a playground and provision of better transport services.
- There are concerns about safety, crime and anti-social behaviour.
- There is a need for the 3 organisations, the Hub, Southill FRC and Tait House to promote and raise greater awareness of the services already available.
- Greater need to include people in volunteering or developing events that people can engage with such as community events.

## 6.4 Focus groups

A number of focus groups were held as part of the consultation process. The purpose of these was to gain insight into key questions regarding the work of the organisations and how the community perceived both the work and the organisations. The focus groups took the form of semi structured interviews, and this was supported by using visual images to prompt participants thinking and responses. This part of the focus group interview was modelled on a group intervention process called 'Photospeak.' This is the use of images, chosen by participants, which assists them to articulate their views or opinions on a topic or question. This can often allow for more creative and insightful responses and is designed to encourage participation and engagement.

In holding focus groups, the intention is to explore the participants' understanding and involvement in a topic or issue. The use of focus groups in qualitative research is illustrated in this quote:

*'focus groups explicitly use group interaction as part of the method. This means that instead of the researcher asking each person to respond to a question in turn, people are encouraged to talk to one another: asking questions, exchanging anecdotes and commenting on each other's experiences and points of view. The method is particularly useful for exploring people's knowledge and experiences and can be used to examine not only what people think but how they think and why they think that way.'*

Source: BMJ 1995

With regard to this work, the use of the focus groups allowed the researchers to explore participants' experiences, interactions and opinions on the services available through the three organisations operating in Southill. By holding the focus groups in the centres it allowed for a very relaxed and informal discussion setting which encouraged participation and interaction.

The focus groups were as follows:

- The Southill Monday Club/Ladies Club at the Family Resource Centre (combined as one group)
- Southill Residents Association at Tait House
- Clients of The Hub
- The Hub Staff - group 1
- The Hub Staff - group 2
- Members of the Youth Group at The Hub
- Tait House Staff - group 1
- Tait House Staff - group 2

Each focus group meeting was documented (see appendix) and the following serves to document the key issues that were raised across all groups.



### *Community Spirit*

Throughout all the groups and ages involved in the focus groups, the issue of community spirit tended to be central to people's experience of living in Southill. Mention was made of a historical community spirit and connection among residents, especially those there for a long time. This has been impacted by the loss of families due to the reduction in housing stock in recent years and there was mention that newer residents are not fully integrated or known yet. This sense of a changing community, coupled with a sense of loss of the 'traditional community spirit' was a noted part of the discussions on several occasions. There is a lot of negativity in relation to the Regeneration process and the amount of work that has been done and the consequent changes in terms of loss of neighbours and social connections. The focus on 'what has been lost' rather than 'what is being created' was common in these group conversations and this may be impacting on what might be termed a 'community vision for itself.'

A consistent theme among participants, now living elsewhere, who spoke about their growing up in the area and their memories of that time, was of the strong communities that helped form their childhood development. Mention was made of Community Sports events, older young people looking out for the younger ones, the readiness of neighbours to assist in times of need, being able to drop into one's neighbour, leaving doors unlocked etc. This history of neighbourliness, local community leadership etc in times of need was contrasted with the current perception that there is not as much voluntary community spirit or connection. The changing built environment, the challenge of getting volunteers involved and changing lifestyles. The increased level of service provision, in many cases delivered by the three organisations, may have resulted in less of a need for volunteerism in light of this professional service delivery. Nonetheless, the need for strong community structures, and the maintenance of existing strong structures, can be seen as an indicator of community viability and there may be a need to look at how future local leaders will emerge and be supported in their emergence.

### *Visibility of the organisations*

With regard to the three services that are the focus of this work, there is a widespread regard for the work that it carries out. Many of the participants had limited knowledge of all organisations however this can be explained by the fact that some people avail of services that are 'service specific' and it is understandable if people are not totally aware of an organisation that they are not clients of. The geographical location of both the Hub and FRC increases their visibility by default and the fact that Tait House is located where it is, can have an impact on people's awareness of what it does. When one speaks with those who avail of the services of all organisations there is a very strong appreciation and 'fondness' for staff, facilities and services provided. The three organisations provide a wide range of supports and services and for many in the community, their interaction with an organisation is a central part of their daily lives and experiences. In many ways, the work of the organisations provides an 'anchor,' routine and stability. The absence of any of the organisations would result in a gap in many people's lived experience of being a resident of Southill.

### *Communication, Cooperation and Collaboration*

The need for all organisations to communicate and cooperate was raised on several occasions. Mention was made of historical competition between organisations, however that was countered by opinions that cooperation was improving. Notwithstanding this, the overarching view was that more communication, coordination and cooperation between the three organisations would help reach the widest possible audience in the Southill community and help all organisations to have a greater impact. The issue of communication was referred to several times in the various groups with suggestions made with respect to having more regular online and offline publicity and promotional materials. The challenge of reaching people via social media was mentioned and the fact that many people still need to be reached by more traditional printed resources and person-to-person interactions. The suggestion was made that management teams of the three organisations need to meet more frequently with a collaborative intention and explore how best to ensure that the impact of each organisation is optimised.

### *Youth and Youth Supports*

There was regular mention in many of the focus groups on the need to respond to youth needs in the Southill area. The need for safe outdoor spaces, organised activities and access to facilities in the evening and weekend were mentioned as important needs to respond to the youth population of the area. The young people themselves who took part in a focus group spoke of their good friends locally, the support of the Hub, breakfast in the Tait House centre etc as important to their lives. With regard to their futures, they expressed the need for safe open spaces, places to gather with their friends and a more equitable future. The positive influence of the Youth Worker who helped facilitate the Youth focus group illustrated the impact that dedicated, positive role models for youth can have in enabling young people make conscious, positive choices.

## 6.5 Community Planning Workshop

Having completed the community survey and the focus groups, a community workshop was held to present the consultation findings to date and to build consensus on emerging themes and actions. The workshop format was:

- o Presentation of findings from community survey,
- o Presentation of feedback arising from other elements of the consultations,
- o Presentation of emerging themes.

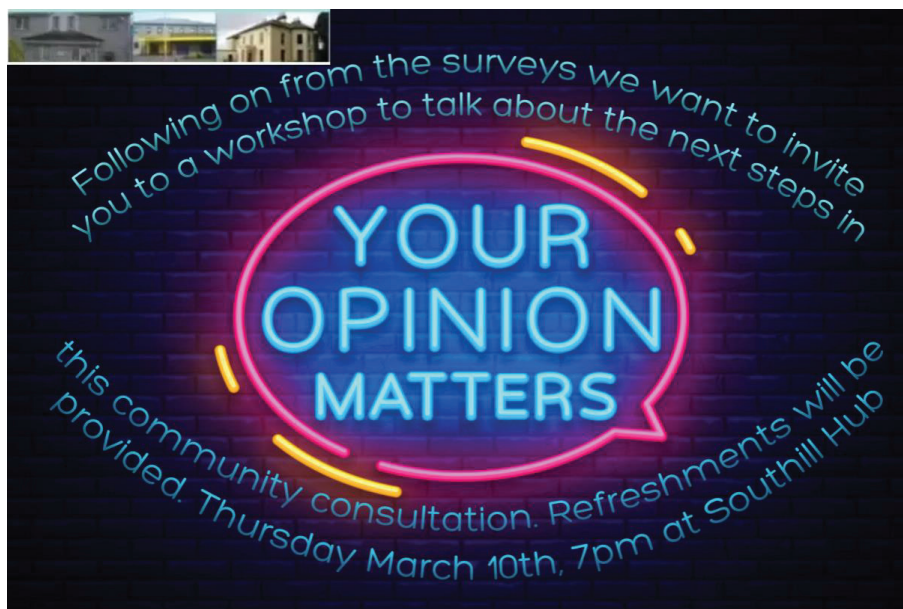
Working in small groups, participants were invited to discuss and comment on the emerging themes. The feedback from each table was gathered and is summarised in the table below:

Theme	Discussion Feedback
Children & Young People	<i>'A Mother &amp; Baby Group facilitator/ an inclusive mother &amp; toddler group, communications for young people through social media, a track for scramblers, a field for horses, door-to-door leaflets, more mental health supports, youth leadership training'</i>
Older People	<i>'Older people have a lot to contribute. A drop-in lunch service, improved bus service, ensure inclusion of all older people, networks with other older people's groups in the city, provide information in plain English, public lighting, care and repair services, older persons as volunteers, supports for men'</i>
Collaboration, Cooperation & Communications	<i>'A cohesive approach. Greater collaboration, cooperation and communications between agencies &amp; between agencies and the community, form a sub-group from the three boards. Be visible in the estate. A joint fun day'</i>
Community Leadership & Voice	<i>'Boards/ residents involvement in decision-making, more community leadership. Confidence-building, training. People keen to get involved in specific events/ purposes. Youth leadership training'</i>

The Next 10 Years	<p><i>'Greater backing from the local community. A Garda presence. Shops &amp; facilities. Houses brought up to standard. Comfort in old age. Move about safely. Lighting. Transport. Newsletters. Community workshops like this. A sense of belonging. Listening. A place to gather. Community leadership. Greater synergy between services. Less noise/ scramblers. Information/ better informed. Play space'</i></p>
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**In summary:**

- The workshop approved the draft set of themes and actions, and valuable details and suggestions were added.
- Particular concerns raised regarding insufficient play spaces and activities for children and young people.
- It was felt there is a need to invest in local leadership including youth leadership.
- The participants appreciated the workshop and would like similar consultations to take place regularly.



## 6.6 Agency & Stakeholder Consultations

A total of 28 staff from agencies and stakeholder organisations, who provide or support services in Southill, were consulted for this project. The consultation consisted of a combination of phone calls and on-line questionnaire. This yielded a high volume of high-quality feedback. A brief summary of the responses is presented here:

<p>Q1. How would you describe your organisation's role in Southill?</p>	<p><i>'Complimenting other services, sharing information, two-way referrals, collaborating/ avoiding duplication, delivering services, funding, networking'</i></p>
<p>Q2. What has emerged from the work/ what lessons have been learned?</p>	<p><i>'Good work, good working relations. Clarify of roles and services required. Agreed communications needed. A level of 'disjointed' provision noted, independent operations, territorial. Greater collaboration would be beneficial. Positive messaging needed'</i></p>
<p>Q3. How do you see your role in Southill over the coming years?</p>	<p><i>'Continuing delivery of services. Developing Schools Completion Programme. Expand services for children and families. Greater utilisation of networking supports. Explore new opportunities. A strengthening community leadership programme. Avoiding duplication, greater collaboration. Advocate for older people'</i></p>
<p>Q4. How would you describe the strengths of the area as well as the challenges?</p>	<p>Strengths. <i>'Strong community identity, community development tradition. Community buy-in. Trust in local services. Professional staff. A high level of services, programmes etc. The mix of family supports therapeutic services and community education'</i></p>
	<p>Challenges. <i>'Unemployment. Hard-to-reach engagement, parent engagement, role models commitment. Poverty. Literacy. Exposure to drugs, alcohol, crime. Local landscape, lack of facilities for children and youth, dereliction. Population decline. Uncertainty on Regeneration. Competition between services/ agencies. Hanging on to the past.'</i></p>
<p>Q5. What do you see as the respective roles of the three services?</p>	<p>The Hub: <i>'youthwork, children, family support, referrals, events, café, room hire'</i></p> <p>FRC: <i>'education, participation, digital literacy, family support, older people'</i></p> <p>Tait House Community Enterprise: <i>'CE Schemes, childcare, enterprise, services, estate management'</i></p>

**Key points from agency consultations:**

- Each agency, including the three Southill services, has a distinct role – every effort must be maintained to communicate these distinctions and to provide further clarity as needs arise.
- While working relations have strengthened and developed, agencies reported a perception of lack of collaboration and communications at times between the Southill services.
- Strategic collaboration and coordination is fully supported by partner agencies.
- Most agencies envisage their services continuing and developing over the coming years with the exception of the Regeneration Agency as it will wind down its operations at the end of 2023.
- Key strengths include a strong sense of community spirit, a wide range of interventions, growing interagency collaboration.
- A range of challenges are identified e.g., unemployment, lack of role-models, the local landscape and uncertainty regarding the Regeneration project.
- Agencies proposed a number of steps for future development that encompass greater collaboration, making best use of resources, joint project proposals and building on progress.

**Some key areas for future collaboration and support:**

- Collaboration. As above; the 3 organisations could identify a number of key action areas to work on collaboratively.
- Education. The 3 organisations could seek support from the LCEN and use the network to strengthen their provisions in a collaborative way. LECN will work with the three organisations to develop a coherent plan for community-based education in the area. Suggestion: to identify projects where the three services can together develop a joint learning initiative with LCETB.
- Children and Family Support. Refer children and families to the three services as appropriate and take referrals where required. Further develop the referral pathways in and out of services for families. Strengthen family support in accessing early years services. Expand capacity to take on more children in anticipation of increased demand from new housing. Ensure the voice of parents, children and families are heard and influence service provision.
- Advocate for youth work, continue youth supports.



## 7. Overall Findings

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### 1. A Sense of Community.

Southill residents, past and present, participating in the consultations expressed a strong sense of attachment to Southill, despite the considerable challenges in the area. Many former residents retain a strong sense of identity with the community, and many people who no longer live in Southill are employed in the various programmes operated by the three services. Residents are active on a number of organisations, voluntarily giving their time and energy for the benefit of the community. This sense of community and attachment is also noticed by the agencies as a strength of Southill.

### 2. Continued Disadvantage.

The community of Southill continues to experience considerable levels of disadvantage. All the key demographic measures for the area such as size of population, age dependency, families headed by one person, health, employment, education and disability, point to cumulative disadvantage and implicitly to social exclusion. In consultations, the issues of population decline, the closure of the junior school and disappointment with the Regeneration project were particularly highlighted as negatives in the area.

### 3. Focus on Children & Youth.

A common concern featured in discussions and survey feedback was the absence of play and safe spaces for children and youth. At the time of undertaking this consultation progress had been made in providing a playground. A site had been agreed, a budget had been approved and the project was at design stage. There are still concerns however on the need for wider age-appropriate facilities for young people across the age groups. There was further concern about the challenges facing young people in Southill trying to complete education and secure employment.

### 4. Consensus on need for Cooperation and Collaboration.

All consultations agreed on the critical importance for the three services to ensure strategic cooperation and collaboration for the benefit of the community. There was a consensus that, to date, cooperation and collaboration was ad-hoc. The three boards, the managers, the staff, the service beneficiaries and the agencies that participated in this project all prioritised this issue in particular as the key priority to ensure best results for Southill.

### 5. Common Organisational Goals.

Some conversations acknowledged explicitly, and some implicitly, that all three services have a common goal to build a sustainable and vibrant community in Southill. There was a high degree of consensus on this issue articulated by members of the boards of the three services and by the members of the Steering Group throughout the consultation process. The desire for a more strategic, cohesive and collaborative approach is clearly evident.

### 6. An Agreed Communications Strategy.

Feedback from the community, from staff in the three services and from agencies also highlighted the need for effective communications. This referred to communications at a community level, internally between the three services, and coordinated communications with the various partner agencies and funders.

**7. Leadership Development.**

This emerged in discussions as necessary for building community in the coming years. It was stated that there is a need to facilitate leadership courses, for both adults and young people and to foster the emerging leadership. Sustained community development will depend on investment in the leadership skills of the local community.

**8. Volunteering – An Underdeveloped Resource.**

One of the survey questions explored the topic of volunteering. The responses indicate a potential pool of creativity and untapped resources the three organisations can draw upon as they implement their work plans. Research tells us that people are more inclined to respond positively when personally invited.

**9. Potential for Increased Partnership.**

This consultation project received a high level of responses from agencies and stakeholders, keen to support development in Southill. As already mentioned, agencies had perceived a lack of formal collaboration between the local organisations but were very pleased to support the joint consultation and planning process. They are keen to continue developing their services in conjunction with the three organisations. To support this, they suggest clear communications of the distinct roles of the three services, greater coordination to make best use of resources, and the preparation of joint proposals as opportunities arise.

## 8. Collaborative Planning Workshop

The final step in the project was a workshop with staff and board from the three services, as well as staff from PAUL Partnership. The draft themes and actions had already been circulated in advance - the purpose of this workshop being:

*To facilitate a collaborative planning session...to explore the findings from the community consultations and to identify and agree strategic priorities for each of the three organisations to include in their own subsequent strategic plan development.*

Over the course of the project the feedback and outcomes of the various stages were reported to the steering group, therefore the group had a good understanding of the key findings prior to the final workshop. The format of the workshop was as follows:

- Each manager presented a slide outlining the main areas of activities of their service (see appendix 10.1)
- A summary of key findings from the stakeholders/ agencies survey was presented.
- A matrix of main activities provided by the three services was presented (see appendix 10.2)
- A graphic representing key points for consideration was presented as a discussion prompt:



- Charts of the four strategic and corresponding draft actions as suggested by the consultation process, were posted around the room and steering group members were invited to browse, to discuss in small groups and to note any points for consideration.
- In plenary the draft actions were discussed in turn and will now inform the development of the strategic plans by the three organisations.

The following table shows the four strategic area and the corresponding draft actions, as suggested by the consultation process.

## Suggested Strategic Themes & Suggested Actions

1. Children & Young People	2. Older People	3. Community Leadership & Voice	4. Collaboration, Cooperation & Communications
1.1 Appoint a Mother & Baby Group facilitator.	2.1 Resume the drop-in lunch service.	3.1 Promote residents' participation on the boards of the three services.	4.1 Establish a working group of the three services to implement this theme.
1.2 Investigate the possibility of a track for scramblers.	2.2 Liaise with Bus Eireann to improve service.	3.2 Provide a community leadership training programme. Include personal development/ confidence-building.	4.2 Develop a communications strategy: <ul style="list-style-type: none"> <li>o Between the three services</li> <li>o Between the stakeholders</li> <li>o With the community</li> <li>o For young people</li> <li>o To include social media, print media and face-to-face engagement.</li> </ul>
1.3 Investigate the possibility of an equine stables project (to address the issue of horses on the estate).	2.3 Network with other older people's groups in the city.	3.3 Facilitate people to volunteer for specific events/ purposes.	4.3 Ensure greater community awareness and support for the work of the three services.
1.4 Provide additional mental health supports.	2.4 Liaise with LCCC to improve street lighting.	3.4 Strengthen the role of the Resident's Association.	4.4 Facilitate on-going community consultations, discussions and listening.
1.5 Provide youth leadership training.	2.5 Provide a care and repair service.	3.5 Use local influence to ensure local concerns and issues are brought to the attention of the Regeneration Project.	4.5 Each service to include actions to support this theme in their individual strategic plans.
	2.6 Provide supports for men.	3.6 Arrange informal community coffee-mornings to engage with and listen to community needs and issues.	4.4 Coordinate a joint family fun day
	2.7 Pursue a greater level of safety in the area.		

## 9. Conclusions & Observations

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- **A new level of collaboration.** The community of Southill experiences considerable levels of disadvantage. That is known and documented. Tackling long-term, intergenerational problems requires an equally long-term commitment. What is perhaps less obvious is the on-the-ground work by the three local services, local community organisations, agencies and stakeholders to address the issues. Inter-agency collaboration takes place each week. This consultation and planning process by the three organisations of Southill Hub, Southill Family Resource Centre and Tait House Community Enterprise, seeks to bring collaboration to a new level to ensure greater use of resources for the benefit of the community.
- **High satisfaction levels.** Successes and achievements should be noted and celebrated. While this is a collaborative project, as independent consultants we would note that, on their own, the three organisations are providing valuable supports to the local community. The survey feedback was unambiguous in this regard. The three services are held in high esteem by the vast majority of those who participated in the process. Working in closer collaboration, it is hoped, their local impact will be even greater.
- **Stronger together.** The three organisations are to be commended for undertaking this collaborative planning project. While each organisation has a service level agreement or contract with their funders, this initiative goes above and beyond the formal contractual agreements. It is an acknowledgement that the community of Southill is stronger when it works together. While the three organisations acknowledge their previous collaborations were not strategic, the act of coming together to create this plan is collaboration in itself. Each has given a strong commitment of time and energy throughout this process, demonstrating a high degree of ownership to a new way of working.
- **Commitment required.** A high level of commitment will be necessary over the coming years to maintain the energy that has been generated to implement this report. It will need to be a priority for the managers and the boards of the three organisations. It is new, there is no obvious roadmap nor historical experience to draw upon, trust and patience will be required to navigate unforeseen obstacles.
- **Strategic relations.** Agencies, partners and funders were pleased to participate in the consultations. They were encouraged by the collaborative initiative of the three organisations and are keen to support it over the coming years. The on-the-ground collaboration of the three local organisations should attract greater levels of supports and resources from the partners and stakeholders.
- **Empowerment or service provision?** Staying on the theme of community development and leadership, we would suggest now is an opportunity for the three services to examine their relationship with locals benefiting from their services. 'Services users' tends to describe individuals benefiting from services delivered by three organisations. However,

all three organisations have a community development dimension which includes empowering the individual and facilitating local groups to identify and act upon their needs. The question for consideration could be *'to what extent are we facilitating community empowerment?'*

- **Investing in leadership.** A need emerging from this process is to invest in training and support to develop local leadership. As a sector there has been less emphasis and funding on building community development skills in recent years due to national programme policy. With a greater emphasis on delivering services, organisations had less funding for community development work, and as a result the development of local leadership capacity was neglected. Building the confidence and capacity of local leaders, including adults and youth is an investment in the future of Southill, requiring a commitment from a range of education, training and development partners.
- **Regular review and planning.** Community development and strategic planning should be a cyclical process, undergoing periodic reflection, planning and implementation every 3 – 5 years. This allows communities to examine their current reality, to take stock of change, and to develop new plans in response to changing needs.
- **Vision for the Future.** Southill has experienced considerable change, and much of it very challenging. Much yearning for an earlier Southill, and uncertainty for the future, was expressed during the community consultations, indicating a need to build local leadership, and to articulate a new community vision for the area.



## 10. Appendices

### Appendix 10.1 Main Programmes & Services

The Hub	Family Resource Centre	Tait House
<ol style="list-style-type: none"> <li>Youth work programme</li> <li>Café</li> <li>Family support</li> <li>Sports hall</li> <li>Meeting rooms</li> <li>Computer room</li> <li>Space for other agencies' services</li> <li>Community events</li> </ol>	<ol style="list-style-type: none"> <li>Family Support</li> <li>Health &amp; well being</li> <li>Education &amp; training</li> <li>Advocacy</li> <li>Peer Groups</li> <li>Counselling service</li> <li>Services to the elderly</li> <li>Allotments</li> <li>Community supports</li> </ol>	<ol style="list-style-type: none"> <li>Café</li> <li>Creche &amp; afterschool</li> <li>Treaty Steel</li> <li>Property management</li> <li>Community education</li> <li>Community regeneration</li> <li>Older person's services</li> <li>Estate management</li> </ol>
PAUL Partnership, Barnardos, Gardai, Limerick Regeneration, Southill Afterschools, Limerick Youth Service, Limerick & Clare Education & Training Board, Limerick Social Services Council, Schools,	TUSLA, Limerick & Clare Education & Training Board, Limerick Community Education Network, Limerick Regeneration, Limerick Social Services Council, PAUL Partnership,	PAUL Partnership/ SICAP Limerick Regeneration Limerick & Clare Education & Training Board,
	Schools, Child & Family Centre, Southill Afterschools, Barnardos, Local Employment Service, HSE Public Health Nurses,	

## Appendix 10.2 Programmes & Services Matrix

Programmes & Services Matrix			
	The Hub	FRC	Tait
Youth programmes	✓		
Older people		✓	✓
Family support	✓	✓	
Café	✓		✓
Estate management			✓
Regeneration	✓	✓	✓
Community events	✓	✓	
Education & training	✓	✓	✓
Peer groups		✓	
Allotments		✓	
Admin supports		✓	
Social enterprise			✓
Childcare			✓
Room hire	✓	✓	✓

### Appendix 10.3 - Community Planning Workshop - Table Discussion Feedback:

Theme	Round 1	Round 2	Round 3
1. Children and young people	<ul style="list-style-type: none"> <li>• Family events.</li> <li>• A mother &amp; baby group and facilitator. Door to door outreach.</li> <li>• Tie in with other programmes – Rainbows.</li> <li>• Communications with young people.</li> </ul>	<ul style="list-style-type: none"> <li>• More volunteers.</li> <li>• A safe place for scramblers and horses.</li> <li>• Safety for residents.</li> </ul>	<ul style="list-style-type: none"> <li>• A focus on U10's</li> <li>• More outreach and mental health provision.</li> <li>• Develop youth leadership.</li> <li>• Confidence building, job training/ experience.</li> <li>• A cohesive approach.</li> </ul>
2. Older people	<ul style="list-style-type: none"> <li>• Value older people as an asset, as volunteers.</li> <li>• More facilities and services such as a local hairdresser, chiropody, various therapies.</li> <li>• A drop-in lunch space.</li> </ul>	<ul style="list-style-type: none"> <li>• Mental health.</li> <li>• Inclusion of all older people.</li> <li>• Networking with other groups in the city.</li> <li>• Relevant information in plain English.</li> </ul>	<ul style="list-style-type: none"> <li>• Public lighting.</li> <li>• Practical supports – grass cutting, a care and repair service.</li> <li>• A drop-in facility for companionship.</li> </ul>
3. Collaboration, cooperation & communications	<ul style="list-style-type: none"> <li>• Needs to continue.</li> <li>• Between agencies</li> <li>• Between agencies &amp; community.</li> <li>• Plain English communications.</li> <li>• Address needs of specific estates.</li> <li>• Form a sub-group from the 3 boards to focus on communications.</li> <li>• Be visible, walking around estate, visiting. A dedicated person / rotation between the 3 to interact and visit/ walk.</li> </ul>	<ul style="list-style-type: none"> <li>• Fun day with opportunities to promote/ see what's available from agencies.</li> <li>• People who have expressed a willingness to get involved (survey) target these for specific events, ask them to help out.</li> </ul>	<ul style="list-style-type: none"> <li>• Community transport needed to allow people to come to events. Maybe something for board sub-group to look at.</li> </ul>
4. Community leadership and voice	<ul style="list-style-type: none"> <li>• Survey the young people.</li> <li>• How to get youth interested.</li> </ul>	<ul style="list-style-type: none"> <li>• Improve communications.</li> </ul>	

<p>5. The next 10 years...</p>	<ul style="list-style-type: none"> <li>• <i>Community cohesion.</i></li> <li>• <i>Garda presence, community Gardai.</i></li> <li>• <i>Shops and facilities.</i></li> <li>• <i>A sense of community.</i></li> <li>• <i>Houses brought up to standard.</i></li> <li>• <i>Comfort in old age.</i></li> <li>• <i>Walk about without fear.</i></li> <li>• <i>Transport to suit everyone/ elderly.</i></li> <li>• <i>Good lighting.</i></li> <li>• <i>More jobs</i></li> <li>• <i>Youth trained in leadership.</i></li> <li>• <i>A newsletter to everyone.</i></li> <li>• <i>Marching band.</i></li> <li>• <i>Ideas like this to help the community (this workshop)</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>A sense of belonging.</i></li> <li>• <i>Be more supportive, work with people.</i></li> <li>• <i>Listening to all concerns.</i></li> <li>• <i>Better relationships.</i></li> <li>• <i>A place to gather.</i></li> <li>• <i>Houses brought up to standard.</i></li> <li>• <i>Local shops esp. for the elderly. Access to fresh produce.</i></li> <li>• <i>Bus service &amp; taxi service.</i></li> <li>• <i>Community leadership.</i></li> <li>• <i>Greater synergy between services.</i></li> <li>• <i>Signage, CCTV.</i></li> <li>• <i>Don't move the gardai. A good relationship with gardai needed.</i></li> <li>• <i>More people on the boards/ representing.</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Less noise from scramblers.</i></li> <li>• <i>Be better informed on what is happening in the area.</i></li> <li>• <i>A space for young people/ playground.</i></li> <li>• <i>Fear of building up area, keep it smaller. Houses not on top of each other, more space.</i></li> <li>• <i>Houses with gardens.</i></li> <li>• <i>No ghettos.</i></li> <li>• <i>Better bus routes &amp; stop, from city out to Southill.</i></li> <li>• <i>Better recreation for kids. Outdoor spaces. Soccer, rounders, games.</i></li> <li>• <i>Outlet for teens so it doesn't bottleneck recreation area.</i></li> </ul>
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