

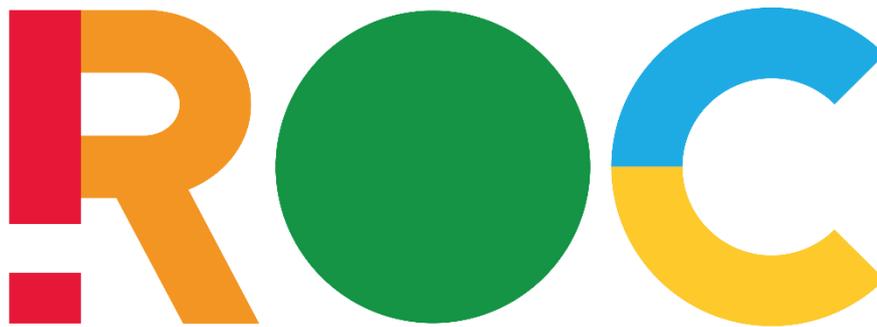
conversation

Penzance

info@roc.uk.com

The FUSE, Warburton Lane, Manchester M31 4BU

www.roc.uk.com



THE COMMUNITY ENGAGEMENT CHARITY

Redeeming Our Communities is a national charity founded in 2004 with over 220 projects across the UK. ROC's main aim is to bring about community transformation by creating strategic partnerships between statutory agencies, volunteer groups, churches and faith groups. These partnerships form new volunteer-led projects that address a variety of social needs.

This partnership approach has seen huge improvements to community wellbeing including support for families, the alleviation of loneliness and isolation many elderly people face, crime and anti-social behaviour reduction and improved opportunities and fresh hope for young people.

ROC brings together community groups, churches, the police, the fire service, local authorities and voluntary agencies to encourage them to work together in positive partnerships for practical 'on the ground' change. As a result, statutory agencies have improved access to the support of community groups, and thousands of volunteers are enabled to better serve the needs of their community.

In 2018 Redeeming Our Communities was awarded The Queen's Award for Voluntary Service.

www.roc.uk.com



Foreword

by Debra Green OBE

The ROC Conversation Penzance took place on Thursday 14th November when around 105 guests came together to discuss their community at The St John's Hall.

Our guests included The Lord Lieutenant of Cornwall Edward Bolitho; High Sheriff of Cornwall John Willis; The Mayor of Penzance Nicole Broadhurst; Deputy Chief Constable of Devon & Cornwall Police Paul Netherton; PC Colin Stirling; Simon Mould, Service Director of Communities, Cornwall Fire and Rescue Service; and Hilary Tyreman, Head teacher of St Marys C of E School.

We'd like to thank the following for their support which enabled the ROC Conversation Penzance to take place: The Police and Crime Commissioner of Devon & Cornwall, Alison Hernandez; Devon & Cornwall Police; Penzance Rotary Club; Derek Thomas; Susan Stuart; Cornwall Fire & Rescue Service; Penzance Town Council. We were delighted to enjoy the support of The Co-op, Morrisons, Sainsbury's, Tesco, and Phil Rodda of Rodda's Clotted Cream for the provision of refreshments.

The local Penzance coordinating team deserve our thanks for all the work they put into hosting such an enthusiastic event. Special thanks to Derath Durkin, Sarah Jeffrey (lead Chaplain Devon & Cornwall Police) and Chris Clewer (ROC South West Regional Coordinator). Thanks also to Howard and Roz Peskett for looking after us so well.

Having a conversation is a great first step, but it needs to lead to action if community change is to be achieved. We're delighted that 65% of those attending indicated they want to join the Action Group, which is meeting at St John's Hall, 5pm on 14th January. One guest commented on their feedback form, "*Enjoyed the event and the solution focused atmosphere – looking forward to the action ☺*" We couldn't agree more – the Conversation is a great start but it's the community action that results which really counts (see page 35 for Action Group next steps). We hope you are also looking forward to '*the action*' because working together can achieve so much.

Debra Green, Founder

Redeeming Our Communities



[#ROCPenzance](https://www.facebook.com/ROCPenzance)

Penzance Overview

The **West Penwith Network Area** (CNA) is made up of **fifteen parishes**; Ludgvan, Madron, Marazion, Morvah, Paul, Penzance, Perranuthnoe, Sancreed, Sennen, St Buryan, St Hilary, St Just, St. Levan, St Michael's Mount and Zennor. Penzance has a very high seasonal tourist and seasonal staff influx, particularly during the summer months.

SAFER CORNWALL

Kernow Salwa



This profile provides a **picture of crime and community safety issues** for this area. It **incorporates information from sources looking at** the wider socio-economic, health¹ and community safety profiles that are available for this area.

About the network area: key statistics

	Current population is 39,300 and projected to increase by 1% to 39,683 by 2025	25% are aged under 25 27% Cornwall / 30% England
People	9% increase projected for Cornwall overall	28% are aged over 65 24% Cornwall / 18% England
	1 in 4 live in the 20% most deprived neighbourhoods in England	
Vulnerable groups	20% of children are living in poverty 16% in Cornwall 17% across England	Education & skills
	12% of households lack central heating	
Housing	7% in Cornwall 3% across England	Economy
	25% of people have a limiting long-term illness	
Health & wellbeing	21% in Cornwall 18% across England	Access & transport
26% of people aged 16-74 are in full-time employment	32% in Cornwall 39% across England	
25% of households do not have a car	17% in Cornwall 26% across England	

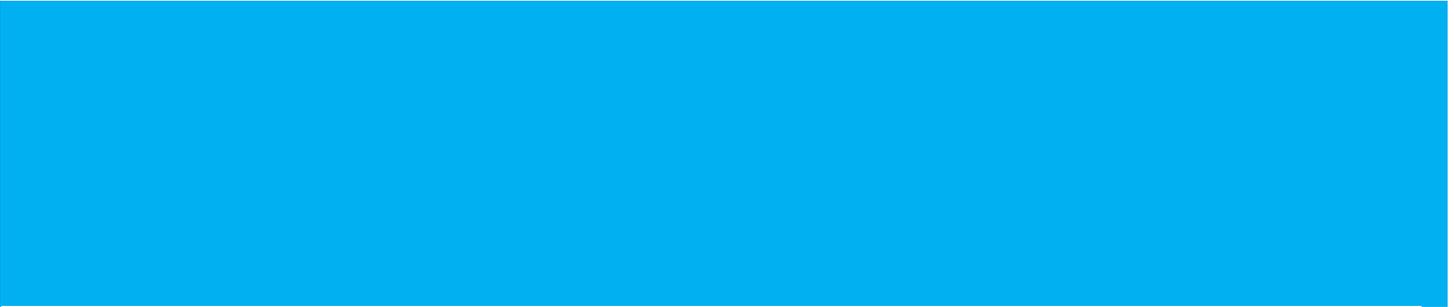
Except where stated this profile provides information for **the geographical area representing Penzance and its immediate environs**. Comparisons are drawn with the average for other large towns in Cornwall (with a population of 10k or more, also described as "urban") and Cornwall as a whole.

<https://safercornwall.co.uk/safer-towns/Penzance/>

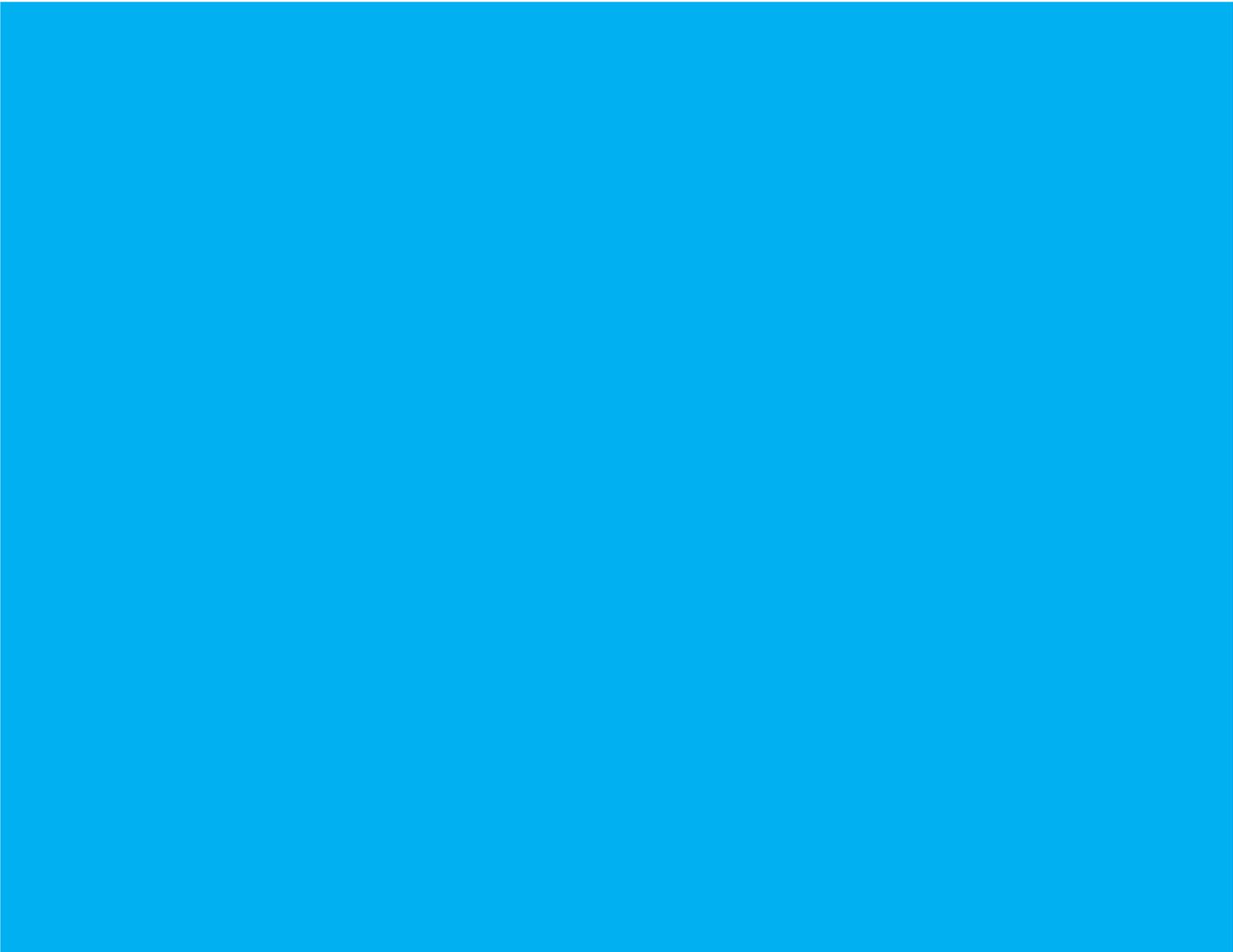


@SaferCornwall

¹ Network area [Community Profiles](#) and [Health Profiles](#) are available from the Joint Strategic Needs Assessment (Public Health) website pages



CELEBRATING THE GOOD



Celebrate the Good

A key element of a ROC Conversation is that we don't just focus on needs, we appreciate the value of recognising and celebrating the good things already taking place in the community and, just as importantly, we take time out to thank and encourage the relevant people in attendance for the often great yet undervalued work they do.

It was encouraging to see how much is already happening in Penzance, as the post-it notes detailed the wide variety of projects, clubs and regular events.

At every ROC Conversation we hear **"I had no idea some of this was happening!"**

The Action Group now have all the details which you provided of 'who is doing what' and will share that information more widely.

In our phone poll, we said:

There's a lot happening in Penzance. Which best describes how you feel (choose one)?

There's a lot more happening than I realised **37%**

I'm not surprised by all that's happening **62%**

There's less happening than I thought **2%**

Your response surprised us! It's the first time at a ROC Conversation that a majority have not been surprised by all that's happening. Interestingly, Table discussion suggested that more needed to be done to make the community aware of all that is happening in Penzance. Perhaps those at the ROC Conversation are the same people who are heavily involved in the community – certainly 75% of guests said you regularly volunteer and help in community activity.

Youth

WHAT	WHERE	WHEN	WHO
Play Zone	St John's Church	Friday's 3.30-5pm	M: 07971574199
Survive Alive Outdoor adventure	Residential camp	Annually	Derek Thomas
Voyage of Discovery Club	St Mary's Church, Chapel St TR18 4AP	Thursdays @ 3.30pm	teamleader@penleecluser.org.uk 01736 367863
Limitless Youth Group	Discovery Church, Bolitho School	Thursdays 7-8.30pm	https://www.facebook.com/DiscoveryChurchPZ
Roots Youth Club	Roots Skate, Shekinah Centre TR18 2AA	Thursdays 7-9pm	shekinahchurch@hotmail.com 01736 363616 07870803343

Your Way Youth Advice Service	CAB Office, Alverton St	Wednesdays & Fridays 11am-5pm	kathleen.walsh@ypc.org.uk M:07505263162
Youth Club	Hope Church,	Friday's 7-9pm	Melissa Gowland info@hopechurchcornwall.co.uk
Go-Sup (paddle boarding) sessions for Mental Health	Jubilee Lido pool		info@go-sup.co.uk M:7970120935
Penzance Sea Cadets	Jennings St TR18 2LU	Mondays 7-9.30pm	seacadetspenzance@gmail.com T:01736332107
Ocean High Water sports & Environment	Marazion Beach Loft	3x per week.	M:07801438320
Penzance Summer Get-together	Penlee Park		rebecca.Argall@cornwallrcc.org.uk
Trelya	The Lescudjack Centre TR18 3PE	daily drop-in / Girls group / Mentoring	T:01736 339616
Urban Lockwood Dance & Theatre	The Ship Institute TR18 5JB	Weekdays from 4pm Saturdays 9-12noon	T: 01736 740343
Acorn Dance & Theatre (All-age) groups	Acorn Theatre, Parade St TR18 4BU	4 x weekly	01736 363545 info@theacornpenzance.com
-Holiday Kids Club -After-school Kids club	Penlee Cluster	-5 weeks Summer 9-4pm -Thursdays	teamleader@penleecluster.org.uk 01736 367863
Phoenix Youth Project	Cornwall Fire stations		01326 318177

Aged

WHAT	WHERE	WHEN	WHO
Penzance Memory Cafe	Hope Church TR18 4QB	Alternate Thursdays	David Gregory / Margaret Ford 07974728435 margaretford07@btinternet.com
Coffee morning + lunch	Penzance Youth Hostel	Alternate Wednesdays	Age UK 01736 788265
Coffee morning + lunch	Salvation Army, Queen St	Tuesday mornings	01736 330090
Penwith 50+ forum -Coffee mornings -Are you being served -Christmas Dinner	Hanover Court	Friday mornings	Cynthia 01736 363151 M: 07761496360 E: penwith50plusforum@gmail.com

Dance into fitness	Solomon Browne Hall TR19 6QW	Thursday evenings 6.30pm	Caroline Schanche 07773 669667
Golden Age Club	St Piran's Hall, Goldsthiney TR20 9LF	Monday evenings	chair@perranuthnoepc .info
Pottery Class Elderly Mindfulness	Wobbly Pottery	Week evenings, weekend days	Becky 07419316054

Family

WHAT	WHERE	WHEN	WHO
Baby Social	Jubilee Pool & Cafe	Friday's 10-12.30	T:01736 369224 contact@jubileepool.co.uk
Toddler Group	Jubilee Pool & Cafe	Thursdays 10am	T:01736 369224 contact@jubileepool.co.uk
Outdoor Theatre / Cinema	Penlee Park	https://www.penleeparkeatre.com/events/	01736 879500 07816 285367
Marazion Runners	Marazion	Twice weekly	
Daily Play zone	St John's Church TR18 2HE	Daily - https://www.penleecuster.org.uk/young-people-and-families/playzonepenzance.php	Molly 07341830277
After-school Chill out	St John's Church TR18 2HE	Wed, Thurs, Fri 3.30-5.30pm	Molly 07341830277
Who let the Dads out	St John's Church TR18 2HE	Saturdays 10-12noon	Keith Owen 07816814702
Skylar Nursery & Early intervention project	Lescudjack Centre TR18 3PE	8.30-12.30pm Tues, Wed, Fri	Catherine Brinton 01736 334850 01736 339629 catherine.brinton@trelya.com
Little Chicks Toddler group	Hope Church TR184QB	9.30-11am Tues & Weds	Lindsay Ward 07788 588982
Men's Breakfast	Hope Church TR184QB	2nd Saturday Monthly	07788 588983 info@hopechurchcornwall.co.uk
Men's Group	Hope Church TR184QB	Wednesdays 7-9pm	07788 588983 info@hopechurchcornwall.co.uk

Ladies' Breakfast	Hope Church @ Smuggler's Den	Bi-monthly	07788 588983 info@hopechurchcornwall.co.uk
Little Fishes	Chapel St Methodist Church	Thursdays 9.30am	info@pzmethodist.org.uk 01736 363052
Women's Fellowship	Chapel St Methodist Church	Tuesdays 2.30pm	info@pzmethodist.org.uk 01736 363052
Mutual Aid Partnerships	Addaction 23/24 Market Place TR18 2JD	Fridays 1.30-3pm	01736 365467
Affected by Others	Addaction 23/24 Market Place TR18 2JD	Alternate Wednesdays 5.30-7pm	01736 365467
Messy Family Church	Bolitho School TR18 4JW	Monthly Sunday 4pm	https://www.facebook.com/DiscoveryChurchPZ

Community

WHAT	WHERE	WHEN	WHO
Fishermen's Rest	Hope Church TR184QB		07788 588983 info@hopechurchcornwall.co.uk
Trelya Support for vulnerable young people	Lescudjack Centre TR18 3PE		T: 01736 339616 info@trelya.com
Connecting Penzance - <i>to reduce loneliness</i>	YMCA Cornwall TR18 4TE		T: 01736 334820 penzanceadmin@ymcacornwall.org.uk
West Cornwall Telephone befriending	Friend-line for 18yrs+	daily	Beccy 01736 334676
Inclusion Matters - information and advice	Increase well-being and connection	Phone service	T: 01736 334686
Coffee & Computers	St Peter's Church, Newlyn TR18 5HT	Wednesdays 10.30-11.30am	gerrans_opc@btinternet.com
Ukulele Group	St John's Church TR18 2HE		Clare Brown 07971574199
Friendship / Music / Volunteering	St Mary's Church, Chapel St TR18 4AP		teamleader@penleecluser.org.uk 01736 367863

Community Meal	St Mary's Church, Chapel St TR18 4AP	Wednesday's 6.15pm	teamleader@penleecluster.org.uk 01736 367863
Who Dares Works	Employment training & support		Laura Curtis 07507215735
Tuesday Together Lunch club	Salvation Army, Queen St	11am coffee 12.30pm lunch	Major Wall 01736 711692
Library / Heritage / Arts Volunteering opportunity	Library & Arts Centre Morrab Rd, Penzance		01736 364474 enquiries@morrablibrary.org.uk
Breathe - Create - Grow	Unit 2a Wharfside Centre, TR18 2GB	Thurs, Fri & Sat from 10.30am	breathecommunities@gmail.com 07812110273
Roaming Penzance	Unit 2a Wharfside Centre, TR18 2GB	weekly	breathecommunities@gmail.com 07812110273
Slimming World Various locations @	https://www.slimmingworld.co.uk/counties/cornwall/penzance	Various	Melissa 07725861164 Chris 07974366091 Sarah 07736040436
Harrier's Running Group	Mounts Bay School TR18 3FD	Social run Mon 7pm Coaching Thurs 7pm	info@mountsbayharriers.org.uk
Penzance Rotary Shop / Club	The Queen's Hotel TR18 4HG	Friday lunch-times 12.45	Des Hosken T. 01736 798408 or 07806 798408
Mounts Bay Rotary Shop / Club	The Union Hotel TR18 4AE	Thursdays 6.30pm	http://mountsbayrotary.org.uk
Rotary club community volunteering	Rotary club of Penwith		Claire Waldie 07538 157089
Friendship group for the lonely	Catholic Church, Rosevean Rd TR18 2DX	Wednesdays 2pm	Chris Pearce 01736 362619
Space for silence	Catholic Church, Rosevean Rd TR18 2DX		Fr Dyson 01736 362619
Feel good Friendship group	Shekinah Centre	1st Wednesday monthly	shekinahchurch@hotmail.com 01736 363616 07870803343
Roaming Penzance		weekly	
Household furniture provision	G.O.F.A.	Provided by arrangement	T: 01736 369847
Hospice Care Community Services	Clarence House TR18 2PA	Drop-in Thursdays 1.30-4.30pm	T: 01726 829874
Online information Database	Cornwall Link - services, organisations, carers	daily	https://cornwall-link.co.uk

Sports & Clubs

WHAT	WHERE	WHEN	WHO
Pilates, Ballet (Adult & Children's), Tai Chi	YMCA Cornwall International Hse TR18 4TE		T: 01736 365016
Tai Chi	St Mary's CofE Primary school TR18 4HP	Tuesday's 7-9pm	T: 01736 363009
Tai Chi	Clarence House TR18 2PA	Fridays 11.15-12.15pm	Anna 07530 764772
Rugby Football club Under 7, Under 16	Penzance & Newlyn RFC Alexandra Rd TR18 4LY	Coaching - Thurs, Fridays, Sundays	T: 01736 364227
Zumba	Jubilee Pool TR18 4FF	Tuesday's 11-12	T: 01736 369224

Mental health, poverty and addiction

WHAT	WHERE	WHEN	WHO
Woman's Free Yoga (for those who suffered abuse)	West Cornwall Woman's Aid, TR18 2XP	Tuesday's pm	T: 01736 367539
CTinPA Mental Health Poverty in Action Breakfast	Pro500	Daily	Keith Owen 07816814702
Club for Lonely	Salvation Army, Queen Street	Tuesdays 11-12 coffee, 12.30 lunch, 2-3 Fellowship	01736 711692
Evening meals for the homeless	St John's Hall		T: 01736 363244
Who dares works	Lescudjack Centre	Wednesdays am	www.whodaresworks.org.uk www.activeplus.org.uk
12 step recovery	Shekinah Centre, Taroveor Road, TR18 2AA	Thursdays 7pm	T: 01736 369 616 M: 07870 803 343 shekinahchurch@hotmail.com
Growing Links - Street food project	Community Garden, Gulval TR18 3EF		07762 8233110 food-store@growinglinks.org.uk
Homeless Day centre & cold weather provision	Breathe Centre Unit 2a Wharfside TR18 2GB		breathecommunities@gmail.com 07812110273

Breathe - Mental Health, special needs, Arts	Unit 2a Wharfside Centre, TR18 2GB	Thurs, Fri & Sat from 10.30am	breathecommunities@gmail.com Murray 07812110273
Supported Youth accommodation 16-25yrs	YMCA Cornwall		01736 334820 penzanceadmin@ymcacornwall.org
Christians Against Poverty (CAP)	Lizard, Helston & Mounts Bay Debt centre	Helston Methodist Church Thursday pm	Alison Jones 0800 328 0006 www.capuk.org
Mental Health & well-being support	Newlyn Harbour - Sailing, boat care, training...	Hope ships - by arrangement	Hope Church TR184QB 07788 588983 info@hopechurchcornwall.co.uk

Entertainment

WHAT	WHERE	WHEN	WHO
Penzance Orchestral Society		Wednesday's 7.15-9.15	www.penzanceorchestralesociety.co.uk
Community Sailing	Cornish Maritime Trust		01326 313388
Art Gallery & Museum	Penlee House	daily	T: 01736 363625
Swimming for Well-being	Battery Rocks	11am Daily	Informal group

Environment

WHAT	WHERE	WHEN	WHO
Green Christmas Group	Honeypot	Monthly	
Extinction Rebellion	St Mary's Church, Chapel St	Tuesdays 7pm	teamleader@penleecluster.org.uk 01736 367863
Disabled toilet for public use available	Poppies Cafe TR18 2EL	daily	T: 01736 360039

There are a wealth of worthwhile activities that go on throughout Penzance and its surrounding area. The collation of information provided at the ROC Conversation has given us a very good start in appreciating how much is going on (90 activities listed), but no doubt there are many more that could be added.

Meet the Need



If you can meet one of these needs contact ROC on 061 393 4511 and we'll put you in touch. The Action Group has all the original offers / needs and contact details

There were many needs displayed on the 'Wishing Line', but also a large number of offers of resources available. All those labels have been passed to the Action Group to find any matches between need and resources.

We're very keen to encourage **local business** to consider how they can support the community through staff time and expertise, or resources they no longer require (which may be invaluable to a community group), or through financial support.

We love the label that said

**“I offer my skills to be used as effectively as possible
by whoever needs them”**

Yellow - NEEDS	Green - RESOURCES
Graham Carter Funding Sparkles (?) Dance Company	BUILDING FACILITIES
Building for youth provision	We have space in building to give. Penlee Cluster Clam Brain 07971 574199
Very witched on admin / operations support for tiny charity circa 20hrs per week must be technically able. Paid	Penzance Council VENUES - Penlee Centre meeting room / Coach House - info@penzance-tc.gov.uk
Sea Cadets building Jenning St. Only used 2 days a week Givit a go week B'fast / lunch in the holidays. Local 'Big Lunch' by Street	Small horticultural huts (Therapy in nature) Gabrielle 07952445655
Organisations giving time to employees to volunteer in their own community & encourage companies to focus specific staff time s well as funding, equipment, etc	Sports Hall for young people in the community - Trelya 01736 367377

Yellow - NEEDS	Green - RESOURCES
Organisations giving time to employees to volunteer in their own community & encourage companies to focus specific staff time as well as funding, equipment, etc	Sports Hall for young people in the community - Trelya 01736 367377
Activity for youths start yc B'fast and yc lunch. Boelies (?)	Quiet Garden - Penlee Cluster
Meet your neighbour in designated places / community fair for volunteers	Schools are underused at evenings and weekends -
Local database with what's happening and matching volunteers	St Peter's, Newlyn building - available from April 2020
Meeting rooms - evenings - Addaction	Temporary emergency housing - www.rebuildsouthwest.co.uk
Food for families - Trelya 01736 367377	Community Garden to host events - Growing Links 07990684040
Emergency Housing	
Volunteers for Memory Cafe network	SUPPORT & ADVICE
Breakfast Project volunteers & Finance - Roger Rule CTiPA	Support in setting up children's and families activities - Tess Snellgrove (Volunteer Cornwall) tessas@volunteercornwall.org.uk
Penwith 50+ volunteers - Chris Gorinan	Advice on funding & bid writing - Penzance Council - info@penzance-tc.gov.uk
Peaceful green area in Gulval - Jodhi, Growing Links 07990684040	Mental health awareness / friendly work places - www.mentalhealth.org.uk
Carpenters, builders etc to maintain community Garden	Personal safety and Self-defence training - Tiffany Coates 07805078062
Bronze casting equipment - Patrick McWilliam patrick2@btinternet.com	Support for Mental health & Wellbeing - Hope Ships & Hope Church, Newlyn
A drum screen - info@hopechurchcornwall.co.uk	Expert support & training, skills development - Cornwall Hospice Care
Qualified / Insured self defence / boxing coach for young people	I offer my skills to be used as effectively as possible by whoever need them (Chris Gonimam Penwith 50+ forum)
Volunteers - Citizens in Policing, Sarah Corber 07738752684	Respite to carers of people with Memory loss - Memory Cafe
More support for Mental health needs	
Kitchen storage units - Hope Church	FUNDING
Sound & Vision, PA & Lights - Hope Church	Small grants - Penzance Council - info@penzance-tc.gov.uk
Funding for Addaction outreach worker - Natasha Nicholas	POCA funding - oliver.bayliss@cornwall.gov.uk
Snooker Cues - Hope Church	
Suitable town centre location to deliver Youth services - James Hardy 07794059071	ACTIVITIES
More housing made available to renovate - Empty homes	Playzone - Activities for kids, safe space for families - Penlee Cluster
Volunteers for Mounts Bay Rotary shop - lesley.mitchell@sky.com	Holiday clubs for children / stop holiday hunger (free lunches) - Penlee Cluster
Volunteers and plants for Bosence Community Farm	Parent & toddler Group - Hope Church, Newlyn
Volunteers for Inclusion matters - 01736 334686	Youth Group - Hope Church, Newlyn
SHED - Growing links Jodhi 07990684040	Elderly persons group - Hope Church, Newlyn

Volunteers for Historic buildings Guide - Penlee Cluster £75.000 / building for Penzance Winter night shelter - Simon 07889139331	Music events & free Wednesday lunches (May-Sept) - Penlee Cluster
Volunteer cooks for Kids Club - Penlee Cluster	Handbell ringing - Penlee Cluster
Community Hospice volunteers - Lollie Brewer lbrewer@connwallhospice.co.uk	Gardening & Wild-life area - St Mary's church grounds (EU funding)
Youth equipment, Playzone, St John's - Clare Brain 07971574199	Creative space Sculpture / Painting - Patrick McWilliam patrick2@btinternet.com
Supporters - YMCA Cornwall	
Helpline volunteers, Domestic Abuse Charity 01736 367539	
Volunteer help with decorating school - St Mary's Primary	
Older generation mentors for young people - St Mary's Primary	
Finance for Dementia awareness - Graham Cartor	
Benefits Advisor - to help clients applying for PIP	
Freezers - Penlee Cluster Clare Brain 07971 574199	
Youth provision, day & evening opening in town centre building	
Communication of all that is good in Penzance - tamsin.thomas@cornwall.gov.uk	
Volunteers cook for Tuesday Together Lunch club- J Gosling, Salvation Army Pz	
Mixing desk & motorised screen - Major Wall 01736 711692	
Builders to fix old houses	
Funding / donations for Domestic Abuse Charity - Jenny 01736 367539	
Help to move furniture in Warehouse - G.O.F.A. 01736 369847	
Large Storage unit / shipping container - info@hopechurchcornwall.co.uk	



TABLE FEEDBACK



Table Feedback

This exercise is at the core of every ROC Conversation. It presents an opportunity for you to share your thoughts about the needs of the community and work together with the rest of your group to pool ideas and discover the potential resources and skills available to support solutions. The time available is deliberately restricted.

This was achieved by working through 2 exploratory questions and 1 individual feedback question:



1

What are the current gaps/needs in your community?



2

Suggest some potential solutions or projects that may help meet those needs



Feedback

What experience, resources or skills do you feel able to offer the community?

Top 3 community issues

Young people
Homelessness
Social isolation

Needs raised 4 times

Community
Drugs

Issues raised 3 times

Coordination &
Communication
Employment
Mental health
Housing
Poverty

Issues raised 2 times

Family support
Intergenerational

Issues also raised

Public toilets; boredom;
women's accommodation;
need but don't want help; lack
of partnership working; public
transport; lack of volunteers.

Summary

This section identifies the most common community issues raised throughout the evening. There were a total of 12 guest tables, each discussing the same question at the same time

Table Hosts were present on each table to encourage discussion and ensure that everyone had the opportunity to participate. The issues raised, along with potential solutions, were recorded and this information has been sorted into groups to inform the feedback. Some of the issues raised could be categorised in more than one group, so there is an element of subjectivity, but remember the purpose is simply to identify the 'hot topics'.

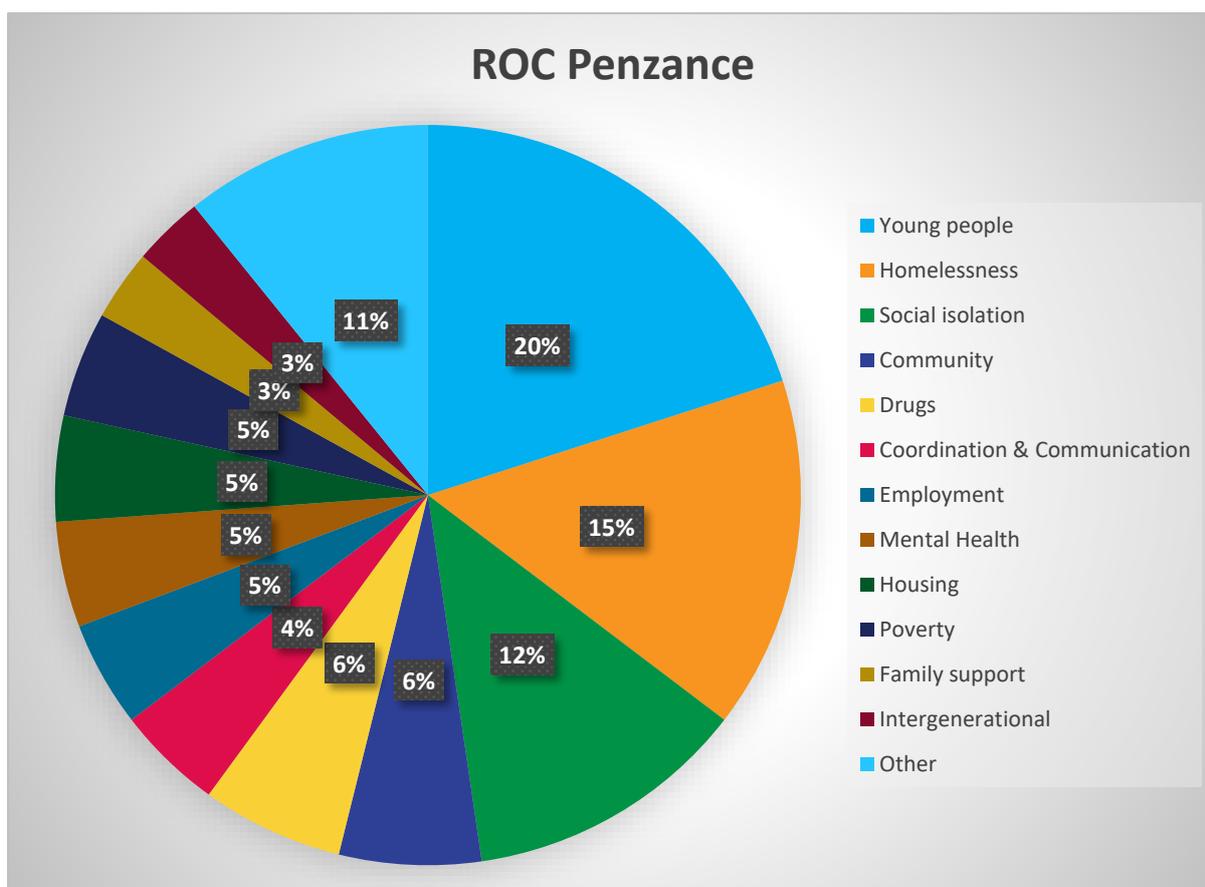
The top three issues accounted for 47.7% of all issues raised. This indicates strong agreement about what the top issues were, but a wide range of other issues were also identified in table discussion.

- The top issue – Young people – accounted for 20% of all the issues raised.
- A further 2 issues accounted for another 27.7% of issues raised.
- Nine more issues were raised 2, 3 or 4 times and accounted for 41.5% of the total.
- Seven other issues were only raised once – in total 10.8% of the issues raised. We don't dismiss these, but we do limit the number of issues we encourage the Action Group to try and tackle.

There were some very positive suggestions of potential solutions or projects that may help meet the identified needs.

All this information will be passed to the Action Group to assist them in taking things forwards.

Key issues



A total of 65 issues were raised (not all were offered with potential solutions). All of the issues / potential solutions have been recorded and passed to the Action Group. These issues should be viewed against other work carried out and reported locally, such as 'Safer Penzance, Safer Cornwall' (SaferCornwall.co.uk) and crime data (see www.police.uk).

This report identifies a relatively small number of priorities which are both important to the guests at the ROC Conversation and are issues where we feel the Action Group may be able to make a positive practical contribution.

We recognise a considerable amount of work is already being undertaken in many of these areas and we would encourage supporting and building on the existing work. We don't want to waste time and energy re-inventing the wheel.

Here at ROC, we say '**if it's not partnership it's not ROC**' – because we know the value of working together with others. 'Communication and Coordination' were themes which flowed through a lot of the discussion. Knowing 'what' is happening, 'who' is organising it and the possibility of people coordinating their efforts, really does seem to be the key to making an even greater impact in the local community. This is particularly important where the statutory agencies are no longer able to deliver some of the services the community has come to expect.

Young people

'Young People' often appear in the list of issues raised at ROC Conversations – but this is the **first time ever** that not one of the comments has been about youth behaviour. One comment refers to the need for youth outreach, another recognises the pressure on young people and their need for support. All of the remaining issues raised by the table discussion refer to a **lack of activities and facilities for the young people of Penzance**. Let's just emphasise how unusual that is – 17% of ALL issues raised are about the lack of youth facilities – and it is clearly the most pressing issue raised during the ROC Conversation Penzance.

What is so encouraging is that the majority of the table discussions have focused on ways in which your community can support your young people. So what can be done?

Based on 'The Celebrate the Good' exercise and our experience of communities, there are a lot of youth activities already being run by voluntary groups and churches in Penzance. We **recommend** the Action Group **research 'what' is happening, 'when' and 'where', and 'who' is running it and produce an on-line directory accessible to all** (see also 'Coordination and Communication'). The Post-it notes are a great starting point but there will be more happening. Don't forget to include the schools and their after school activities! The information from the post-it notes is a great starting point to **create an on-line directory of existing youth activities** – but before distributing the information, pause!

Ask yourselves these questions:

- Is youth provision evenly spread across the community or are there gaps in certain areas?
- Is the youth provision available to all – or is it intended for a selective group (e.g. those who attend the school / church)?
- Ask your local police: Is there an issue of youth anti-social behaviour on the street at particular times? How many local youth groups / activities are open at this time?
- Are there youth groups taking place at the same time as each other and are there any days of the week that there is no local youth provision?

Many would like to see more investment in youth facilities and more employed youth workers. But let's face the reality of today and look at what we can actually do to improve the current situation.

Many youth groups have existed for many years and carry on week by week at the same time, same day, same place. The volunteers become used to faithfully serving at this time. But is it the time when the youth group is most needed?

It's also possible that the activities available are not those that young people wish to see – for example, skateboarding seems to be very popular. We **recommend** the Action Group organise some **street conversations with young people (or school**

surveys). The only reliable way to find out is to **ask the young people!** (Could Street Pastors help out here?)

A word of caution! Ask any group (and young people are no exception) and they will easily provide a 'wish list' of facilities they would like. Unfortunately, a lot of the requests will be prohibitively expensive and impractical. Expect to be challenged with 'What's the point of asking us if you can't provide it?'; 'Why raise expectations you cannot satisfy?' We therefore suggest you keep it real and set some boundaries – "We've got a room we can use 5 nights a week as a drop-in. What facilities would you want to see inside it?" - that's far more deliverable.

We'd also suggest that whatever you are prepared to offer the young people, it engages them in contributing to the development of the club / activity. Cleaning, painting, fund-raising, set-up / refreshment teams on a rota basis – whatever opportunities you can create, for the young people to take some ownership and responsibility for providing their own facilities. We find that 'giving it them on a plate' doesn't generate the same respect for premises as when they have cleaned and painted it themselves. Young people are very capable and resourceful, so give some guidance and encouragement and help them to provide for themselves.



Whatever else is suggested in your street conversations, a 'drop-in' of some form will always be on the list. A safe, dry, warm place where teenagers can hangout and meet up. Ideally, it will have some free refreshments provided, add some background music and a selection from: pool table, table tennis, large screen video games, table activities, and before you know it, you have a **ROC Café**. All that is missing is the adult volunteers who love young people, are prepared to work at building a long term relationship and listen to them as they develop the confidence to share with you. (For more information on ROC Café go to <https://roc.uk.com/roc-cafe>). If Police, Fire and Ambulance staff make a regular habit of dropping in (better still, provide some input), it can build positive relationships with the young people and lead to demand reduction! We strongly **recommend** the Action Group **consider the option of setting up a ROC Café, delivered by volunteers from multiple organisations working together in partnership**. This also ties in with the desire expressed for 'a project' that brings individuals and organisations together and 'builds a sense of community'. Why not take an unused shop unit and turn it into a venue suitable for a 'drop-in' for the older members of the community during the day, an after school club in the late afternoon and a ROC café of an evening. Of course there are challenges to overcome, but if the whole community pull together we are confident this can be achieved and provide an on-going community venue.

Whilst the 'Wishing Line' indicates a 'Building for youth provision' is required, there are also offers of spaces which are currently 'under-used'. In ROC, we like building on the foundations that are already in place and we were particularly struck by one Table's feedback '*Hope Church needs a bigger building to help with the youth work already outworking. Current building at capacity*'. We **Recommend** the Action Group **engage with the youth leaders at Hope Church and really search to see if there is any building**

that could be used to expand this existing work – or, better still, engage them in developing the community drop-in recommended above.

However, even the best equipped drop in youth base won't attract ALL young people. As one group of young people stood across the road from such a youth base told us, *"we don't go there because we don't like the others who do."* Sometimes it seems you can't win – but that's no reason not to try!

It may be that as the Action Group research 'what's happening', they discover some obvious gaps between existing provision and the need, or the dreams, of the young people.

Would those volunteering and working so hard in providing youth group activities change the day to match demand, or amend their programme to match the current youth culture? How about two (or more) groups coming together to run a bigger group at a single location with shared facilities?

At a recent ROC Conversation, someone wisely commented *"You can't ask people what they want by telling them what you are giving them."* This particularly applies to young people.

We **recommend** the Action Group **invite all the local youth group providers to come together to hear the results of the research for the directory and the street / school survey**. This would be the ideal time to share any observations as to how youth work in the community might be taken forwards in partnership.

In creating a directory of 'what's happening' in Penzance and getting that information to young people, you are offering an alternative to hanging around on the street where there is a greater risk of getting involved in less desirable activities. A wide variety of different activities will appeal to a wider section of your young people (they don't all want the same thing!). Through partnership working between all who contribute to youth provision, a very effective programme can be developed.

At a recent ROC Conversation in Northern Ireland, a senior youth leader shared, *"I was that brat"* and explained how the persistence of a volunteer youth worker had changed his life. Could **you** be that volunteer youth worker in Penzance?

Homelessness

**LET'S END STREET
HOMELESSNESS IN CORNWALL**

A lot of work has already been done and is currently taking place to tackle the issue of rough sleeping in Penzance but despite this, 12.3% of the issues raised can be summarized as 'Homelessness'. In addition, a further category of 'Housing' reported on the cost of accommodation, the need for affordable housing and housing support for young people.

The Government street count tables show the evidence based estimates of rough sleeping in autumn in Cornwall. You can access the data [here](#). These figures are a snapshot only, but they do indicate the trend over the past few years. In Cornwall, in Autumn 2016, 99 people were estimated to be rough sleeping; in 2017 that estimate dropped to 68 and in 2018 the number of rough sleepers was estimated at 53. Cornwall had the greatest decrease in rough sleepers in England in 2017 – a reduction of 31%. Whilst the trend indicates a reducing problem, for each individual rough sleeping, the situation is unchanged.

What can I do now?

If you are concerned about someone over the age of 18 that you have seen sleeping rough, you can use the streetlink.org.uk website to send an alert to StreetLink. The details you provide are sent to the local authority or outreach service for the area in which you have seen the person, to help them find the individual and connect them to support. It is important to note that if you think the person you are concerned about is under 18 please do not contact StreetLink but instead call the police.

We always look to support existing work that is effective rather than creating new projects which can distract from or dilute the current work.

We strongly believe that the best **recommendation** we can make to the Action Group is to support St Petrocs in the work they have been undertaking for the last 30 years.

You can find out more about St Petrocs from their website stpetrocs.org.uk but we **recommend** the Action Group go further than this and invite a representative from St Petrocs to come and share how they can best be supported. (Contact Communications Team 01872 260948)

What can I do now?

Three immediate suggestions for individuals and groups who would like to take Action and support St Petrocs now: <https://stpetrocs.org.uk/support-us/>

1. **Give a donation** - £10 provides a personal hygiene pack, £25 provides a client with a new pair of boots. It will soon be Christmas, could you give someone an unexpected gift this year?
2. **Give some time** and use your skills to help others (121 volunteers gave 10,397 hours last year!).
3. **Give your skill** to be auctioned in support of St Petrocs – it's so simple, you offer your skills eg painting a fence; cooking a meal; wrapping Christmas gifts; teaching someone to fish, in a **Christmas Community Auction**. The highest bidder secures your services and St Petrocs are presented with the auction profits. All it needs is someone to volunteer to organise it and someone to provide the mince pies and coffee, and the Penzance community could have a very enjoyable evening whilst making a big difference to individuals.

LATEST NEWS! Penzance Night Shelter will be running from 16th December for a month – contact the Communications Team on 01872 260948 for further information or to volunteer your support.

Social isolation

Britain is the loneliness capital of Europe (Office of National Statistics 2014) and loneliness through social isolation – particularly amongst the elderly, was the third priority identified. Whilst the elderly were the main concern, social isolation amongst other groups was not ignored. Several reasons for loneliness/ isolation were identified, including family moving out of the area for work reasons, mental health issues and transport challenges.

There is already a lot of existing support – see cornwall-link.co.uk and Ageuk.org.uk where transport services are also available. **Tuesday Together** in the Community Hall at the Salvation Army, Queen Street takes place between 11-1230 and offers free tea or coffee, and there are further activities throughout the day – everyone is welcome.

The biggest challenge in engaging those who are socially isolated is identifying who those people are. The next challenge is to invite them to and engage them in some community activity (recognising that not everyone wants to engage in community activity!).

So how do we 'find' these people? GP's are now encouraged to undertake Social Prescribing and may be willing to provide isolated patients with information on voluntary support networks and local activities. Whilst social media is increasingly used by many elderly people, those who are most isolated appear least likely to access information by these means. Many other statutory agencies (e.g. The Fire and Rescue

Service, the Police) would welcome the opportunity to put isolated people in touch with you and your activity. If these professionals have an awareness of what's on locally, they can make these potential guests aware. Perhaps the leaflet from The Cornwall Link could be made available to them or the Action Group may consider producing a Penzance invitation?

Other communities use drop-in lunches, 'Knit and Natter', Memory Café, HomeStart, intensive befriending, tea dances, bingo, sit down exercise classes and walking football. These kinds of activities help increase confidence through the acquisition of new skills. They also offer an opportunity to reach out, but they do so in a way that allows people to retain active involvement in the routine of their own lives, rather than sitting waiting for the doorbell to ring from a health or social visitor.

We would encourage the Action Group to make the reduction of loneliness and social isolation a focus of their work. We **recommend mapping existing activities** and discovering where the gaps are and work in partnership to avoid duplication.

We **recommend** the Action Group **produce a leaflet and online directory detailing available support and activities** (many isolated elderly do not regularly access the internet).

We **recommend** the Action Group **distribute leaflets (and details of the directory) to existing activity groups, and professionals with access to the elderly and suitable community locations.**

Many of those who find themselves socially isolated have considerable experience and skills to offer. **It is sometimes easier to persuade these people to contribute to some community activity than to come along to a social event.** Engage those with time and talent.

Having said that, befriending and visiting schemes are well established methods of support and can be a very valuable service to those perhaps unable to leave their homes, or as a 'first step' for those not yet confident in attending an activity.

The good news is that social isolation and loneliness can easily be resolved for many, by you. It's called **Know my Neighbour.**

Let us share the story of Karien Downes from Whitstable:

Weekly Street Coffee –

"It was started as an initiative to create community in our street. I delivered 50 leaflets to 50 houses in my road and invited everyone for a coffee at my house for the very next Wednesday and all Wednesdays thereafter.

It was made clear that it was not for anything, not for charity, no money was going to be charged, purely to connect the neighbours in the road.

That first week 12 people came. It became clear over time that most people assumed it was for women only, so on subsequent leaflets (I did a leaflet drop every week in the beginning) I made it clear this was for men as well as women. There was one man who consistently came and through him all the other men (from those who are couples) slowly joined in too.

We now have 30 people, as many men as women, and the whole thing has been running for 3 years. It has been incredibly well received, people have not stopped praising me for having started this - even though we are well into our 3rd year now!

We now host in turn, and never miss a Wednesday. It has grown into a vibrant community, which has so many benefits. Neighbours now know one another, so disputes about parking, garden boundaries, trees etc. are much easier to deal with as relationships have been established. (In fact, none have arisen so far)

If anyone needs a long ladder, it's guaranteed someone in the street will have one. If someone is looking for a gardener, a roofer, a garage builder or whatever, people have contacts and happily share them.

Outside of the Wednesday morning coffees (from 10-12 where people are welcome to come for just 5 mins or the whole 2 hours), we now run a year's social programme too, where peoples passions are being utilised.

A few examples of what happens in our social calendar: a Street-Coffee January (post-Christmas), Sunday lunch at a nearby restaurant where all 30 people attend, a Safari Supper (organised by a retired head mistress), Art and craft classes (organised by the different members), such as pottery, glass making, mosaic, Quiz-nights, Car treasure hunts, Beach cleans, and we have incorporated our postie who knows everyone on the road too, and he organised an Astronomy evening!

It has been and continues to be a roaring success, where birthdays are celebrated, bring and share lunches are held in gardens and generally everyone is looking out for everyone.

I would heartily recommend doing something similar wherever you live... two questions to ask yourself before starting: am I prepared to be in this for the long run? And, am I prepared to keep putting in ALL of the work (in case nobody else helps!)?

Of course, it doesn't have to be a weekly thing, and frankly I am astonished that people seem to want to meet so often. You can do it once a month or once a term.

I feel particularly lucky to live in this road where there are so many like-minded and wonderful people. Not everyone comes of course, but over the course of time almost everyone has been in touch over one thing or another, and it has really brought the road together. I hope we carry on for many more years!"

Update – We've shared this story with 23 communities – and in every place where they have implemented the recommendation, social isolation has been reduced, one person at a time.

We **recommend** the Action Group **encourage and establish 'Know my Neighbour' schemes** wherever a single volunteer is prepared to give an hour each week.

'**Re-engage** is an established national charity (www.reengage.org.uk) that exists to tackle loneliness and social isolation with a mission to empower older people to make new social connections, and break out of the cycle of social isolation. Each older person is collected from their home by a volunteer and taken to a volunteer host's home for the afternoon. The group is warmly welcomed by a different host each month, but the drivers remain the same, which means that over the months and years, acquaintances turn into friends and loneliness is replaced by companionship. '**Linking Lives UK**' offers the opportunity to be part of the solution by becoming a befriender

(<https://linkinglives.uk/>). Support, advice and the resources required to set up a project in your community can be provided by Linking Lives.

ROC Care offers a trained befriender volunteer once a week to visit or phone a person who has been identified as socially isolated/lonely by a referral agency. The aim of the befriending scheme is to improve the health and wellbeing of the client. Regular social contact and friendly conversation provides clients with a connection to the outside world, as well as access to services and support within the community.

Loneliness is a huge problem (with many related issues) but can easily be reduced – **one person at a time**.

Have you got an hour to spare each week?

What can I do now?

You can invite your neighbours around for a **Christmas 'Coffee and Cake'** – and you don't need to wait for the Action Group meeting to do it! Christmas can be a particularly lonely time for isolated people – but not in your Street. We've drafted a suggested invitation as a template (page 44) – simply hand deliver and personally invite all your neighbours and put the kettle on.

We'd be really keen to hear from everyone who takes up this challenge – so please let us know what happens by emailing info@roc.uk.com or phoning 0161 393 4511.

Two reports from **Age UK** and **The Children's Society** tackle the subject of loneliness at Christmas and are reported in the media under the headline '*Tackling loneliness at Christmas: How to spot the signs someone is suffering and what you can do to help*' (Daily Mail 27/11/19) [link](#)

There's also the story '*Pupils invite lonely widower to eat with them four times a week in school canteen following death of his beloved wife*'. Cyril (86) who lives near the gates of Coombe Dean Secondary School in Plymouth, was invited into school for lunch by concerned pupils (Daily Mail 27/11/19) [link](#) or Plymouth Live 'Be a Friend' [link](#). A great story demonstrating how easy it is for each of us to make a real difference this Christmas.

Communicate & Coordinate

A common theme at all ROC Conversations is '**Communication & Coordination**'. It was so encouraging to see how much is already taking place in the Community and there were comments made during the ROC Conversation indicating some people discovered existing facilities they were not aware of.

It makes sense that you know what's already happening before inadvertently 're-inventing the wheel'. There are a number of 'what's on' internet pages (including cornwall-link.co.uk) but there doesn't appear to be a comprehensive directory of all local Penzance activities.

We **recommend** the Action Group properly **map all the existing community activities**. Ask the questions: **Who** is doing **What**, **When** and **Where**? In addition, ask what **help** they need to continue and expand the work they are doing. Collate the results and you've a really solid foundation of what is happening, what help is required and where the gaps exist. Once you know what is happening, it's time to start communicating with the whole community.

Based on experience..

The mapping is a job for a team of people who will simply gather the sort of information we asked for in the '**Celebrate the Good**' exercise '**What**' is happening '**When**', '**Where**' and '**Who**' do people contact for more information. You're already off to a great start with the 90 entries (Page 6) which the Action Group also have on a spreadsheet – ready for more entries to be added. Set yourselves a time limit (two weeks?) to gather as much detail as you can – and then share the information publicly. Don't wait until you have every single activity listed, the list can be added to and amended as new activities commence and others change.

How do you communicate to the whole community? - In a whole range of different ways! Ideas included **producing a directory** (print and online for use by statutory and voluntary groups) or support an existing one. If you include in the directory any assets which could be shared (from buildings to projectors to sports equipment) it would enable a quick start up for new groups. Of course, getting all the information into the directory is only the start – it needs continually updating, if it is to be useful. We find the best way to ensure the directory remains fresh and relevant is if those running the events are also responsible for updating their own entries (rather than a central editor being responsible). If you go to the Cornwall Link you can add your local service (<https://cornwall-link.co.uk/my-account/my-listings/add-listing/>)

We **recommend** the Action Group **invite all these organisations to a Penzance Community Fair** (pop up banners, displays and information in a central venue, where community groups can display their activities, appeal for support and show the whole community just how much is taking place).

We have two suggestions based on what other communities across the UK have done to improve their communication.

1

A local Facebook page can be invaluable in encouraging local community activity. Establish a local community Facebook page through which funding opportunities, resources, training opportunities, activities and community events can be shared. In addition to being a powerful tool to help boost community networking and communication, the Facebook page can also be utilised as a 'volunteer matching' facility whereby volunteers can offer their expertise and connect with existing projects or available facilities.



The example post above is about a community development project in Marple. The network was set up as a result of a ROC Conversation and now connects nearly 1800 community members and volunteers.

2

We're really excited that, as a result of another ROC Conversation, and thanks to the support of Jaki Bent (CEO & Founder of 'If Everyone Cares'), ROC are exploring a new way of working in partnership to put every one of your community projects on the map – live and easily accessible online in one place. Our aim is to effectively produce an online version of our 'Celebrate the Good' mapping exercise, so if you are involved in running a community activity in Penzance click www.adoddle.org and be amongst the first to add your details for free.



We believe the Action Group can be a very effective forum for coordinating activity with the statutory agencies, simply by those agencies being actively engaged in the Action Group.

Consider activities for older people, all of which help reduce loneliness and isolation. We often find that several programmes happen on the same day, but on other days there is nothing available. With a little goodwill and a partnership approach, activities could be coordinated to ensure that community needs are met, with no additional effort from the volunteers who run the events. The same applies to youth activities, parents and toddlers, in fact, any community activity!

Wouldn't it be better to provide a comprehensive spread of activities across the week rather than make people choose between your event and another? A more comprehensive programme of community activity can be provided (at no extra effort) when activities are coordinated and not seen to be competing. ROC firmly believes in a partnership approach - because we've seen the benefits time and time again. This is particularly relevant where both statutory agencies and voluntary groups work with the same people.

We know of churches who run Parents and Toddler groups where you can also get your baby weighed and obtain professional advice, simply because the statutory agencies were invited to attend. The professionals find they get to see more mums and babies and in a relaxed environment (no appointments or queues), simply by moving their clinic to where the clients are.

ROC are a charity and we know first-hand the challenges of financing worthwhile projects. We know there are not unlimited pots of money available and we strongly encourage partnerships rather than competition for limited resources. Once the mapping exercise is underway, we think the Action Group will discover opportunities to enhance community provision by encouraging existing groups to coordinate their work. This could save money (sharing premises for joint activities has cost benefits) and could also attract additional funding (grant makers want to see value for their money and partnerships are attractive). Working in partnership allows groups to share their expertise and also benefit from the expertise, resources and experience of others. Our task is easier – and **the community we are all serving, benefits.**

Summary of Recommendations

Young people

We **recommend** the Action Group **research 'what' is happening, 'when' and 'where' and 'who' is running it and produce an on-line directory accessible to all.**

We **recommend** the Action Group **organise some street conversations with young people (or school surveys).**

We strongly **recommend** the Action Group **consider the option of setting up a ROC Café, delivered by volunteers from multiple organisations working together in partnership.**

We **Recommend** the Action Group **engage with the youth leaders at Hope Church and really search to see if there is any building that could be used to expand this existing work – or, better still, engage them in developing the community drop-in recommended above.**

We **recommend** the Action Group **invite all the local youth group providers to come together to hear the results of the research for the directory and the street / school survey.**

Homelessness

We **recommend** the Action Group **support St Petrocs in the work they have been undertaking for the last 30 years.**

We **recommend** the Action Group **invite a representative from St Petrocs to come and share how they can best be supported.**

Social isolation

We **recommend** **mapping existing activities** and discovering where the gaps are and work in partnership to avoid duplication.

We **recommend** the Action Group **produce a leaflet and online directory detailing available support and activities** (many isolated elderly do not regularly access the internet).

We **recommend** the Action Group **distribute leaflets (and details of the directory) to existing activity groups, professionals with access to the elderly and suitable community locations.**

We **recommend** the Action Group **encourage and establish 'Know my Neighbour' schemes** wherever a single volunteer is prepared to give an hour each week.

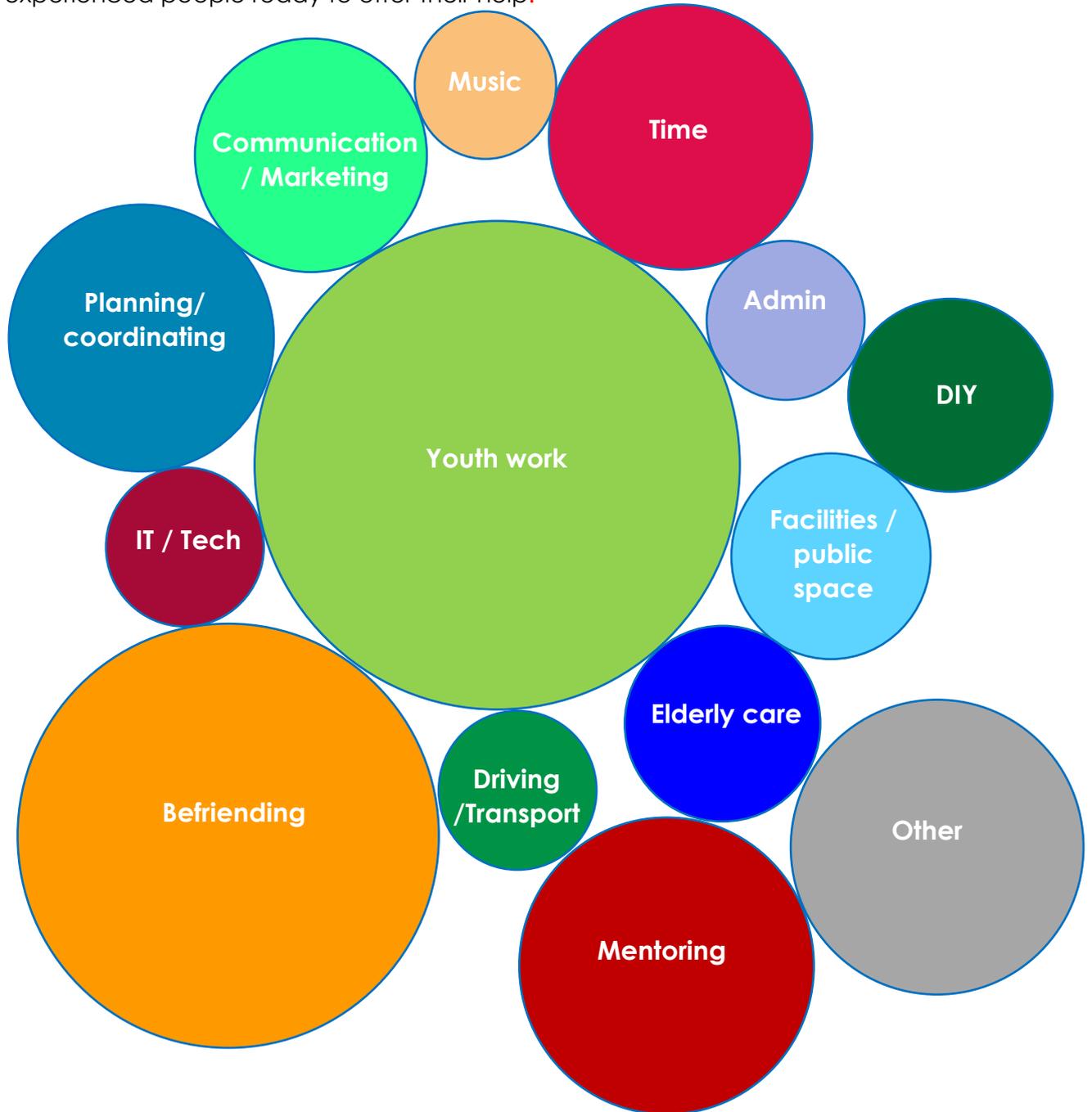
Communicate & Coordinate

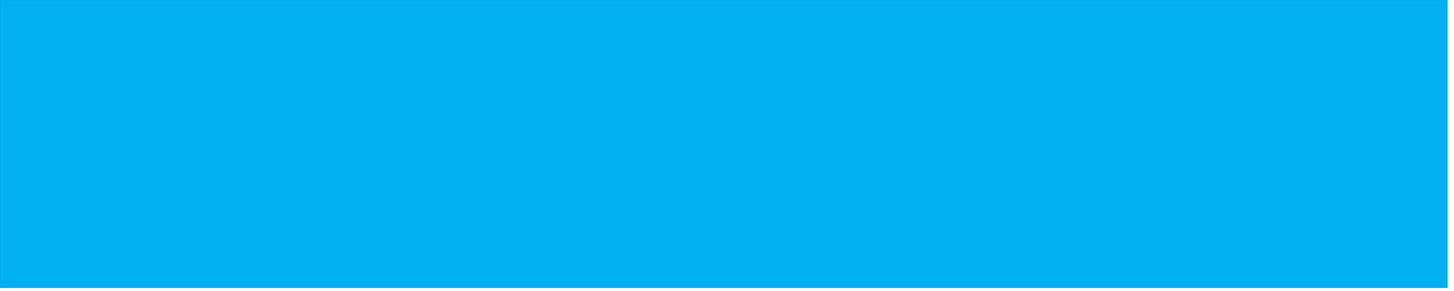
We **recommend** the Action Group properly **map all the existing community activities.**

We **recommend** the Action Group **invite all these organisations to a Penzance Community Fair where they can display their activities, appeal for support and show the whole community just how much is taking place.**

Skills & Resources

Below is a visual representation of the available skills and resources offered on the evening as part of the final feedback exercise. There are plenty of skilful and experienced people ready to offer their help.





NEXT STEPS



Action Group

It's vital to keep the momentum going following a ROC Conversation and the first step in achieving this is through the formation of a local Action Group.

The Action Group plays a big part in helping turn conversations into actual results by continuing to connect a willing network of people passionate about transforming their community. The Action Group will be locally led and will meet at 5pm on 14th January at St John's Hall.

As we've already seen from the needs analysis and skills mapping, there is a lot of need, but equally a lot of willing resources and skillsets within the community.

By working together, you can not only help meet that need – but also support and encourage each other, pool resources and share ideas.

All the raw data collected from the evening will be passed over to the Action Group to help review the needs and potential solutions in further detail.

Thank you to all those people – an incredible 65% of guests - who have already expressed an interest in being part of the **Action Group**. We'd be grateful if you would complete and return the [Pen Portrait](#) online or the info sheet (see page 43) to help us know the experience and skills available, and to enable us to make the most of our Action Group time together.

If you have a particular skill to offer, or represent a specific community group or agency, and are interested in being part of the Action Group, but didn't indicate this on the feedback form, then please complete the Pen Picture and send it into us at: info@roc.uk.com



[Penzance](#)

Community Action – 101 Great Ideas

We hope the ROC Conversation has inspired you to explore ways in which you could serve your community. To help, we've put this list together of 101 ideas in the hope that it will act as a catalyst to encourage people of goodwill to come together to work for safer, stronger communities.

As with any community work, we'd encourage you to start by finding out what's already happening in your area and seeing how you can support and complement existing good work.

YOUNG PEOPLE & FAMILIES

1. Battle of the bands
2. Run outdoor activities for youth in a local park over the summer
3. Toy exchange
4. Run a dad & kid's club
5. Hold a pre-school breakfast club
6. Organise an after-school homework club
7. Set up a mums and tots group
8. Host a parenting course
9. Set up training schemes for young people e.g. life skills, IT, CV writing
10. Offer practical help to lone parents
11. Collect baby equipment/toys to donate to new parents with limited resources
12. Hold an autism-friendly youth club with opportunity for 'carer coffee time'
13. Organise a free child tutor service
14. Set up an art class for children with special needs
15. Set up a detached youth team
16. Set up a help-out scheme for children and young adults with disabilities
17. Set up a volunteering competition for local young people

ELDERLY

18. Organise a tea dance for elderly members of the community
19. Coffee and cake morning for the elderly
20. Sing at a local nursing home
21. Read letters & newspapers to residents at a local nursing home
22. Make phone visits with the elderly
23. Nursing home nail & beauty bar
24. Deliver meals to elderly residents
25. Become a dementia-friendly community
26. Free transport service for those unable to drive
27. Support a hospital visiting team
28. Ironing service
29. Ask a local school to write letters for elderly residents
30. Offer computer servicing and assistance
31. Offer help with social media

ENVIRONMENTAL & NATURE

32. Clear up overgrown gardens
33. Clean up graffiti
34. Litter pick at your local park
35. Tree planting
36. Tidy up local allotments
37. Tidy up your local park
38. Paint local fences/gates
39. Clear up alleys or stairwells
40. Paint a mural
41. Set up a recycling unit
42. Set up a community vegetable garden
43. Clear up a fly-tipping location
44. Repair damage caused by vandalism
45. Start a 'friends of' for your local park
46. Offer transport and hands in moving large items to recycling centres

HOMELESSNESS & POVERTY

47. Hand out care packages to homeless people
48. Open a soup kitchen
49. Make sandwiches for a local homeless shelter
50. Deliver essential food parcels
51. Offer breakfast, shower and laundry for homeless people
52. Speak to your local foodbank and see how you can help
53. Run a CV writing workshop to help people return to work
54. Host a Christmas dinner for the homeless

COMMUNITY BUILDING

55. Organise a day of kindness e.g. help out in shops, busking, giving out flowers
56. Gather local community groups to exhibit at a community fair
57. Free car wash
58. Hold a summer festival – hog roast, bouncy castle, market stall, crafts and music
59. Host a marriage course
60. Set up a 'time-bank' where people can offer services in exchange for hours back
61. Host a community BBQ
62. Hold a street party
63. Put on a street theatre production
64. Open a community shop e.g. second hand children's clothes
65. Produce a community newsletter
66. Set up a community radio
67. Offer to collect groceries for those unable to in the community
68. Regular community quiz night
69. Set up a book-exchange

70. Knit & natter group
71. Arrange to meet in a coffee shop and get to know your neighbours
72. Create a welcome pack for new residents to the community
73. Set up a 'Random Acts of Kindness' group
74. Organise a community treasure hunt
75. Organise a 'thank you' event for local volunteers
76. Plan a community cultural awareness day
77. Organise a community choir
78. Create a community website or Facebook page
79. Start a neighbourhood crime watch program
80. Turn a local café into a community games room for an afternoon each week
81. Carry out a survey in your area to see where the need is
82. Create a short film about what's already going on in your community
83. Set up a temporary 'street café' offering free food
84. Provide hot drinks to morning commuters
85. Set up a free cinema club
86. Organise a local photography exhibition of your community
87. Organise a basic car maintenance workshop

HEALTH & WELLBEING

88. Arrange a weekly ramble
89. Offer a healthy eating course
90. Health awareness campaign in partnership with a local GP surgery
91. Set up a transportation service to a local doctor's surgery
92. Provide soft or hot drinks outside nightclubs
93. Organise basic reading & writing classes for adults
94. Provide work placement or internship opportunities

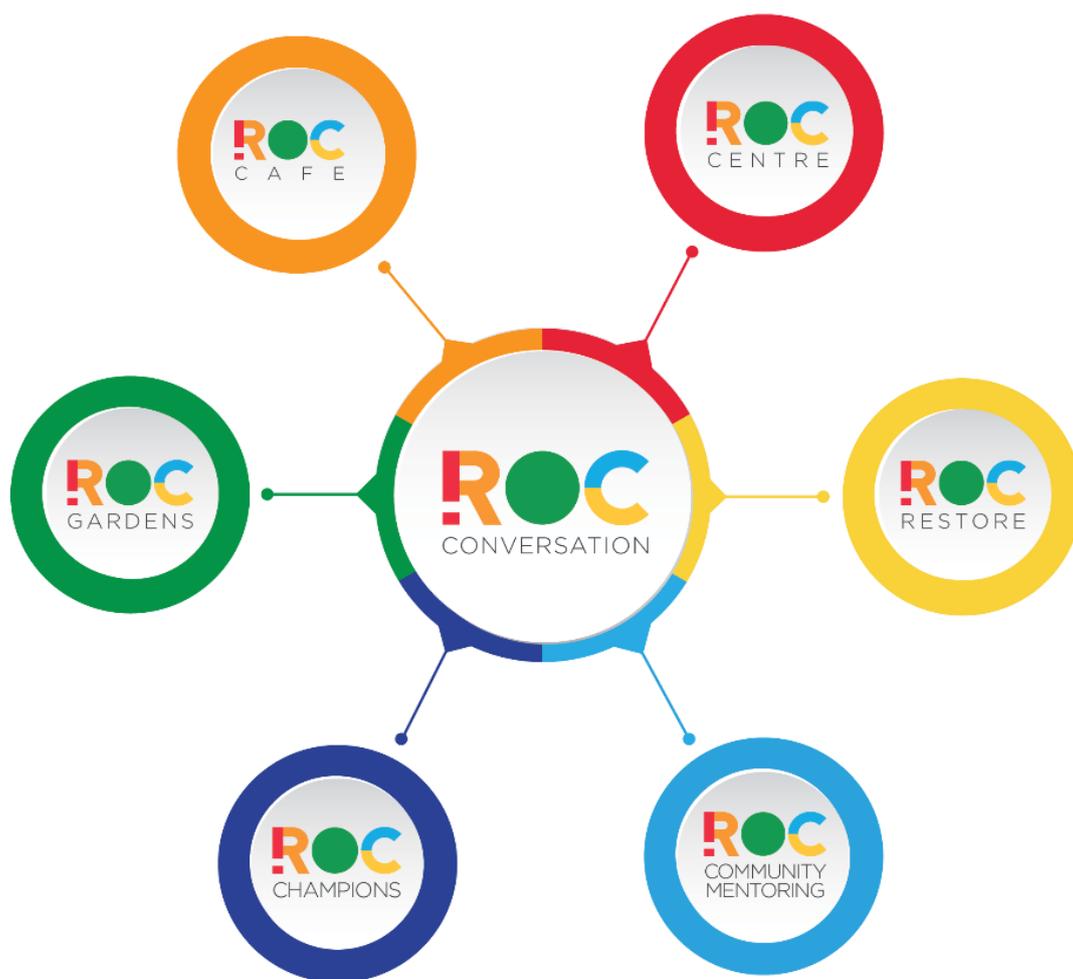
SEASONAL

95. Wrap Christmas presents in the local shopping centre
96. Set up a collection point for a Christmas toy appeal
97. Host an Easter egg hunt for local disadvantaged children
98. Adopt a family at Christmas and buy gifts & toys for them
99. Organise a bonfire party
100. Hold a community carol concert
101. Decorate a community Christmas tree

ROC Programme & Projects

We hope our list of 101 great ideas will inspire you to find small ways of making a big difference. However, once you've started small you'll be amazed how quickly you'll be encouraged to go even bigger.

Take a look at some of our programmes below and if you're interested in learning how a particular ROC project may be a fit for your community, please [contact us](#).



ROC Café

A ROC café is a safe, fun place where young people can come and build relationships with each other and receive support from positive adult role models. Regular activities generally include sports, drama, art, crafts and indoor games which help improve confidence and self-esteem.

A ROC Café is usually open one night a week as an after-school or evening club depending on when there is the greatest need, which is often at the weekend. It is run by local volunteers in partnership with local agencies such as the Police, Fire and Rescue Service and the local Council.



ROC Community Mentoring

ROC community mentoring, in partnership with COACH, is a scheme which enables and supports organisations in the delivery of a community strengthening programme. It aims to empower disadvantaged young people and families and build resilience in individuals through one-to-one mentoring.



ROC Restore

ROC Restore is a form of Restorative Justice (RJ) undertaken by volunteer community members. It is the process of bringing together parties involved in cases of low level crime and conflict into a facilitated meeting. In this meeting, trained volunteers use restorative approaches to agree on a course of action to repair the harm for those involved. ROC Restore's aim is to reduce conflict and re-offending and to make communities safer.

ROC Restore was recently awarded the Restorative Service Quality Mark; this demonstrates that we're committed to providing a safe and effective project for the benefit of the community.



ROC Centre

A ROC Centre is a community hub which houses a number of projects under one roof. The Centre is locally owned and locally managed with the support of our experienced team at ROC HQ.



ROC Champions

ROC Champions is a term-time, age appropriate, socially relevant scheme aimed at those interested in setting up peer support in their school or youth group. It trains young people up to become peer mentors and is delivered through workshops over the course of a term.



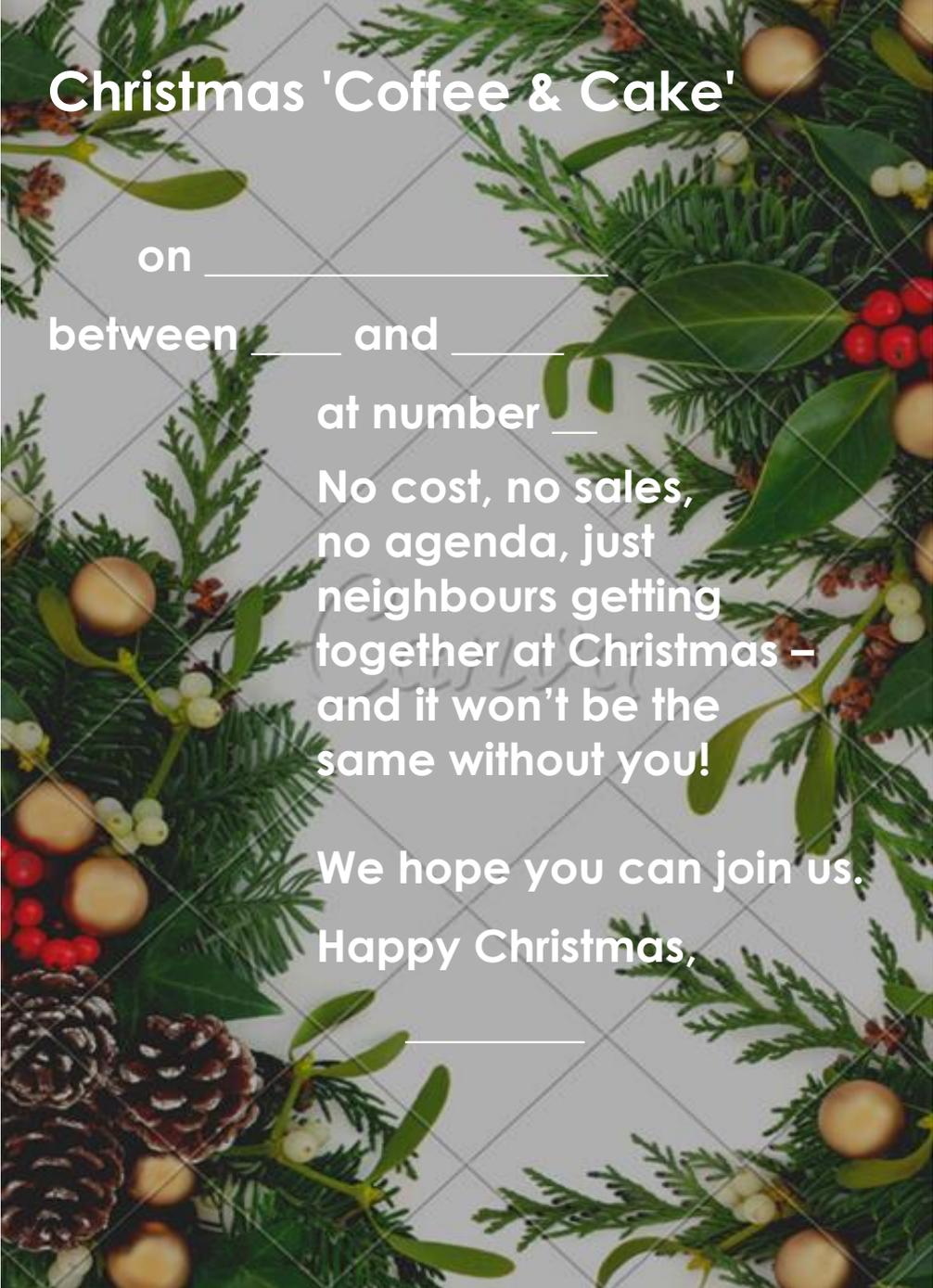
ROC Gardens

ROC Gardens is an education and training opportunity for the unemployed to learn gardening skills. Practical training takes place transforming overgrown gardens, producing professional results where all proceeds go back into serving the communities. With a great track record of participants finding full time employment, everyone's a winner.

Action Group Pen Picture

Name	
Contact Telephone / email	
What are you passionate about in Penzance? – a particular people group in Penzance? a particular community/place in Penzance? a particular aspect of community life in Penzance?	
What skills/expertise/space do you have that you could offer to support others passionate about community transformation, either individually or through your agency, group or church?	
Are there other people/agencies/groups/churches you are connected to who might be able to help?	
What time do you have to offer?	
Any other information about yourself that you think might be useful? Other resources you may be able to offer?	
Which of these areas interests you most? (please tick one)	<ul style="list-style-type: none"> <input type="checkbox"/> Young people <input type="checkbox"/> Homelessness <input type="checkbox"/> Social isolation

Email to info@roc.uk.com



Christmas 'Coffee & Cake'

on _____

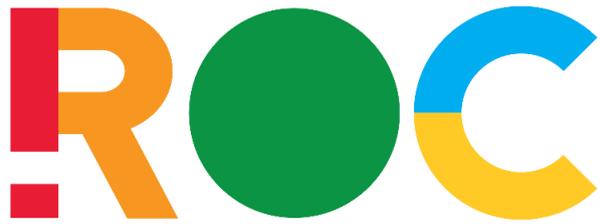
between _____ and _____

at number _____

No cost, no sales,
no agenda, just
neighbours getting
together at Christmas –
and it won't be the
same without you!

We hope you can join us.

Happy Christmas,



REDEEMING OUR
COMMUNITIES

info@roc.uk.com

www.roc.uk.com



[@weareroc](https://twitter.com/weareroc)



[/wearerocuk](https://www.facebook.com/wearerocuk)