

**The  
Faith  
& Belief  
Forum**



## **Impact Report**

### **Walsall Community Dialogue Project**

**WALSALL FOR ALL**



Ministry of Housing,  
Communities &  
Local Government

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## Introduction

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In 2018, the Ministry for Housing, Communities & Local Government (MHC&LG) set out the 'Integrated Communities' Strategy marking a shift from national community cohesion programmes and incentives to instead focus on "tailored local plans and interventions needed to tackle issues that are specific to a particular place" (MHC&LG, 2019 p.13). Walsall was identified as one of five target areas whereby "strategies will build on existing good practice at local level, local knowledge and expertise, and the strength of community assets" (2019 p.13), one of these being Walsall, West Midlands.

Walsall Community Dialogue Project (referred to for the rest of this report as WCDP) and Walsall Community Recognition Awards (referred to for the rest of this report as WCRA) are two projects proposed and delivered by the Faith & Belief Forum (F&BF) from September 2019 to March 2021, funded as part of Walsall Council's localised strategy, 'Walsall For All'. Both the WCDP and WCRA align with the first priority outlined to promote "connecting across communities" (2020).

### **The objectives of this report are:**

- To understand the experiences of participants and Community Connectors across Phase 1 and Phase 2 of the programme
- To evaluate the theory of change model set out prior to delivering WCDP
- As a result of the above, recommendations will be formulated for Walsall Council and future community dialogue partnership working in other areas of the UK

Community Connectors (referred as CCs in the document) were volunteers from the groups who participated in the dialogue sessions across Walsall. They were trained to facilitate a series of dialogue sessions between their own community and a group from another community.

## Walsall Community Dialogue Project

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The region-wide longitudinal project set out to facilitate discussions on identity, belonging, culture and integration in the region. During the 18-month period in which the project ran, the COVID-19 pandemic and consequent government restrictions significantly impacted the ability to meet in large groups. As a contact-based project, this significantly impacted the infrastructure and logistics leading to a change in project delivery. Phase 1, the original framework of face-to-face sessions, ran from September 2019–March 2020 and Phase 2, delivered online, ran from September 2020–March 2021.

### The project set out to:

- Engage with people from all across Walsall with different identities, experiences and backgrounds.
- Capture the voices, stories and experiences of those living in Walsall around the themes of identity, diversity, belonging and living together.
- Give local people the opportunity to engage in conversations and create connections with different people in the borough who they may not usually have the opportunity to meet.

Driving the WCDP from the outset, and across both Phase 1 and Phase 2, has been a **theory of change** model designed by F&BF staff (outlined in Appendix 1). Theory of change is a structured methodology set out by key stakeholders, both internal and external, to map out desired changes, processes and results within a given project or context. Carried out in the planning stages, it examines understandings of how and why changes might happen in either diagram or narrative form. The **WCDP Theory of Change** identified **six inputs** which were perceived to drive the change:

- 1 Local facilitators are trained in a range of creative community dialogue methods

- 2 Recruiting local facilitators with a good understanding of the local context and connection to local people
- 3 Investing training into local facilitators
- 4 Sustained dialogue sessions
- 5 Research and mapping
- 6 Recruitment of a variety of creative partners

This model focuses on the importance of local facilitators, investing in locally connected and engaged individuals by training in creative dialogue methods for the success of the project. Recruiting local facilitators was predicted to support the recruitment of participants, allow trust to develop quicker and also create a legacy beyond the remit of the project.

From this, two key outcome indicators of impact were proposed as measures of success of the project:.

### **1. Building trust**

As a result of natural social mixing amongst people of different faiths, beliefs, cultures and other identities in public spaces assuming that trust is built through interest in the programme, dialogue being sustained and having a trained facilitator in creative dialogue methods as well as a good understanding of local context and connection to local people.

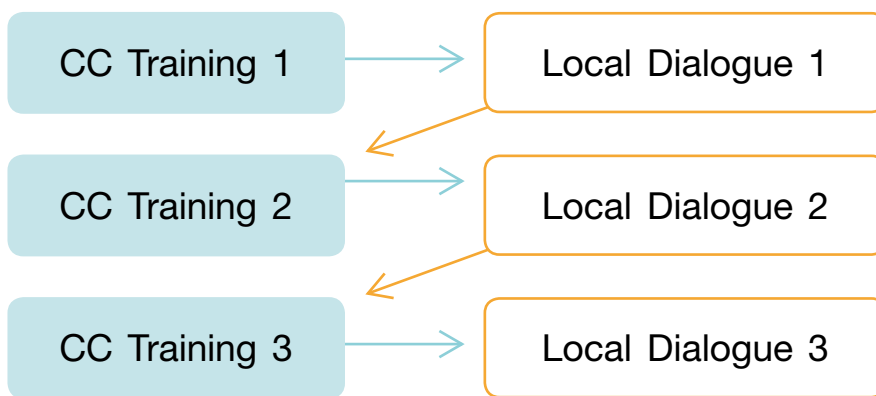
### **2. Having open and honest conversations**

These conversations were determined as important so that future local policy could be informed by community concerns. Assumes that such conversations can be attributed to interest in the programme, sufficiently trained and contextually connected facilitators and sustained dialogue.

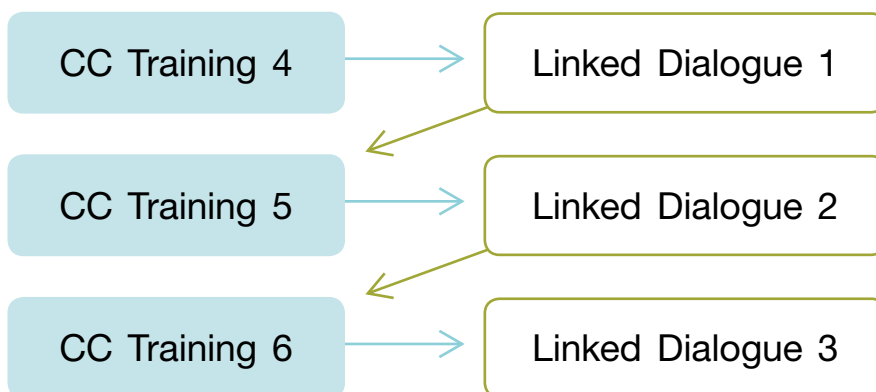
## Phase 1

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Phase 1 was established by the original Community Dialogue model in which sessions were delivered across six months, with each group meeting once per month. For the first three sessions, a group met within their existing group to participate in **Local Community Dialogue Sessions**. Themed sessions included icebreakers and activities to enable participants to discuss identity, stereotypes and misconceptions, relationships to local areas namely places invoking feelings of welcome / belonging and unwelcome / alienation.



Following this, the initial groups were paired for the final three sessions referred to as **Linked Dialogue Sessions**. A pilot of the programme was delivered to two groups (across six sessions) facilitated by F&BF between September 2019 and December 2019. The dialogue sessions were expected to run from February 2020 to July 2020.



### **Phase 1 set out to:**

- Recruit 32 Community Connectors
- Support recruitment of 20 community Groups
- Recruit 20 participants in each community group
- Deliver 6 × F&BF training sessions across 6 months
- Deliver 6 × Dialogue Sessions per group across 6 months
- Deliver 60 Dialogue Sessions in total

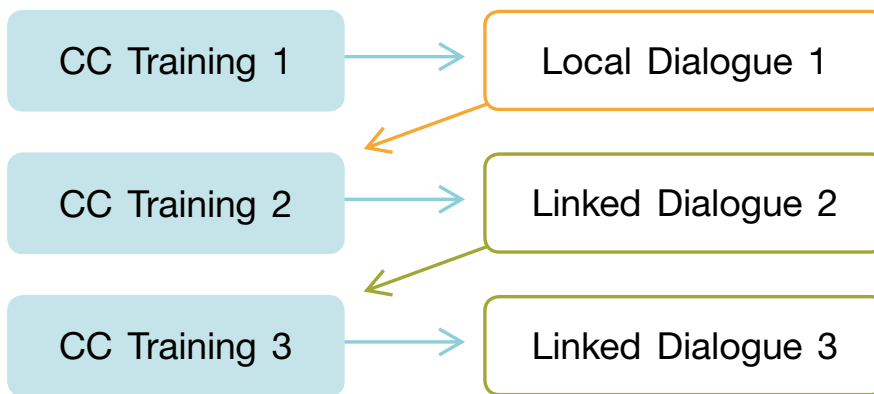
## Phase 2

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Due to the COVID-19 pandemic and consequent restrictions on meeting in groups and face-to-face, the original structure of the project was revised. The original stopped before the second sessions were delivered and the revised framework was reinstated in September 2020, ending in March 2021.

### The differences include:

- Online sessions rather than face-to-face sessions
- Dialogue sessions condensed to three sessions over three months



### Phase 2 set out to:

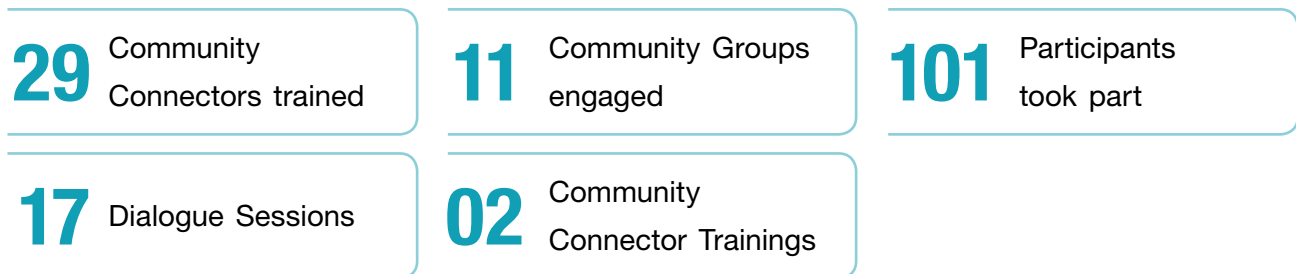
- Recruit 36 Community Connectors
- Support recruitment of 18 community Groups
- Recruit 7–8 participants in each community group
- Deliver 3 × F&BF training sessions across 6 months
- Deliver 3 × Dialogue Sessions per group across 6 months
- Deliver 36 Dialogue Sessions in total

## Phase 1 and Phase 2 Statistics <sup>1</sup>

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In both Phase 1 and Phase 2, to support recruitment and sustained engagement, attendance was incentivised according to each group who would receive £1,000 for an activity before or after the session. This ranged from providing refreshments before meetings to sports activities and arts activities. As Phase 2 was online, the incentive was monetary whereby each group would receive £500 for participating and each participant would receive £10 per session attended.

### In Phase 1:



### In Phase 2:



## Social Mixing

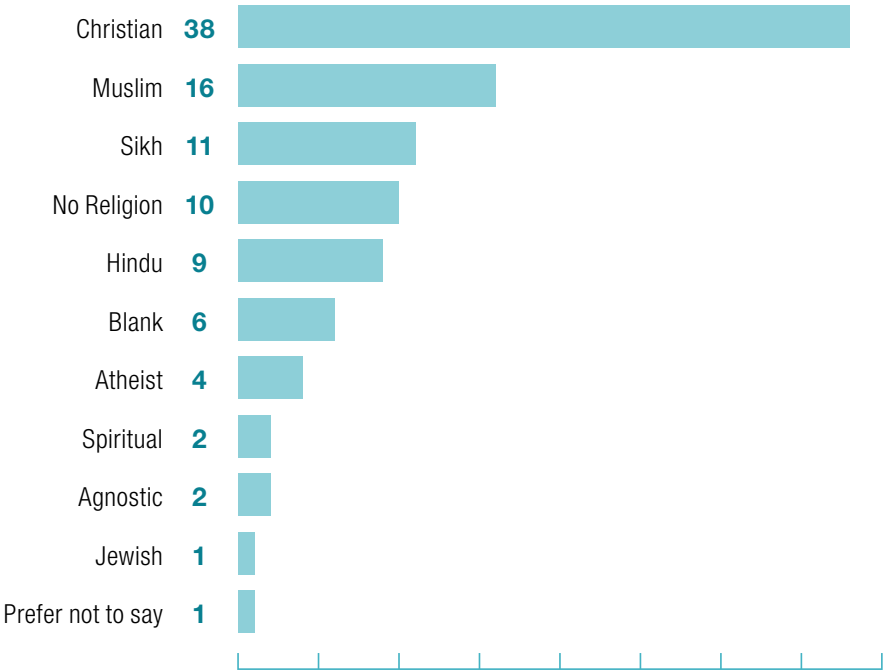
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Social mixing was a significant factor in both Phase 1 and Phase 2 of the WCDP with participants coming from across the Walsall region and from a range of faith and ethnic backgrounds.

<sup>1</sup> Phase 1 had 3 drop out groups and Phase 2 had 4 drop out groups. 8 CCs received repeat training due to being involved in Phase 1 and Phase 2 and this has been subtracted from the total.

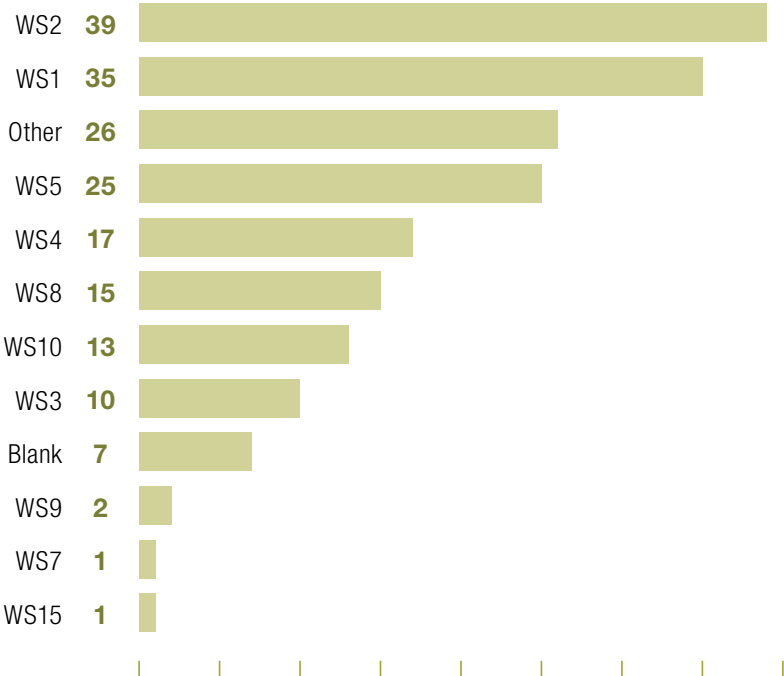
## Faith across Phase 1 and Phase 2

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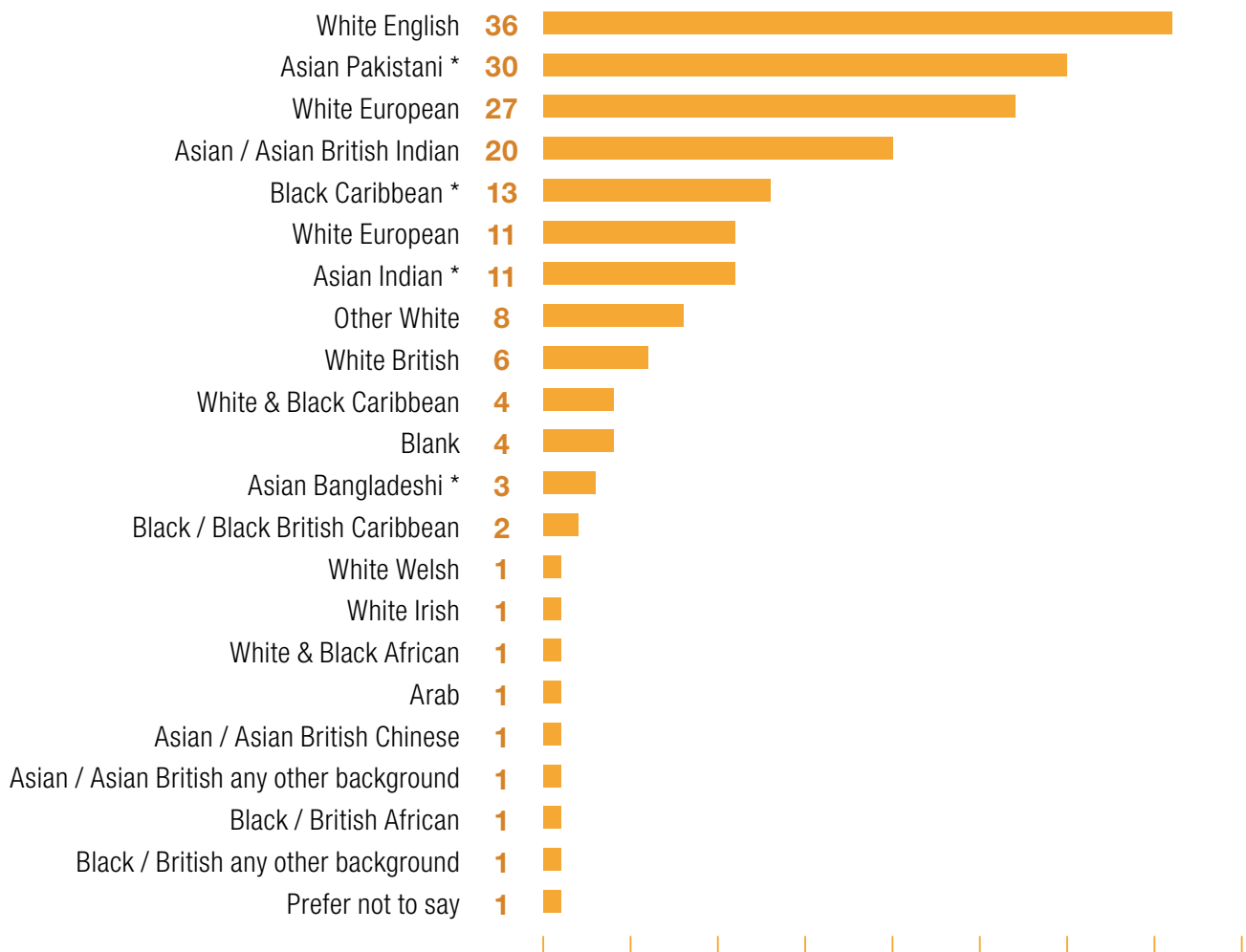
## Location across Phase 1 and Phase 2

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## Ethnicity across Phase 1 and Phase 2

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\* (British, English, Scottish, Welsh, Irish)

### WALSALL FOR ALL

Alongside the WCDP, F&BF also received funding to deliver Community Recognition Awards. This event aimed to recognise and celebrate the contribution made to Walsall by individuals, voluntary and faith groups. It aimed to create opportunities for social mixing through celebrating and recognising the work happening in Walsall, providing a networking space for social mixing. By providing this space to showcase voluntary contributions to Walsall and recognising the diversity of these contributions in terms of age, gender, location, religion and ethnicity, disability, and sexuality, this in turn increased awareness of diversity, encouraging mutual respect and understanding between individuals and groups.

The project engaged 125 groups / individuals nominated from projects touching a variety of community issues and included individuals of diverse identities across the Walsall region. The actual event had 275 guests confirmed to attend in March 2020. However, due to COVID-19 this was postponed.

As part of Phase 2 (Online) of the WCDP, F&BF proposed integrating Community Dialogue with the Community Recognition Awards. As the face-to-face recognition event was not possible, F&BF used its platform on social media and online through web and blog content to raise awareness and recognise the 125 nominated organisations and individuals under the following categories:

- Promoting Inclusion
- Improving Access to Services
- Interfaith Relations
- Health and Wellbeing
- Supporting Women
- Inspiring Youth
- Inspiring Individuals
- Community Associations
- Walsall for All projects

This occurred between August and October with a new category being spotlighted every three weeks.

Although this project was managed separately to the WCDP and has not been subjected to the same evaluation, it is mentioned here as an initiative which complemented the aims and objectives of WCDP. Those involved are viewed as part of the legacy of F&BF's engagement in building relations between different identity groups in Walsall during this period.

## Evaluating Trust and Open and Honest Conversations

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*I can't tell you how nice it felt when you shared your object [crucifix]. From the moment the object was introduced, the wall just fell down and the conversation just flowed and flowed.*

Participant exchange in Linked Dialogue session



The following section will draw on qualitative data collected at the end of the project. By collecting qualitative data, the aim is to formulate a rich and detailed understanding of the feelings, attitudes, and experiences of the dialogue sessions. This allows gathering deeper personal insights into both the 'how' and 'why'. A semi-structured approach to focus groups and interviews allowed for a conversational tone to explore this richness and depth in participants' answers.

The data was collected from five interviews – including two with CCs and three with participants, and two focus groups – one with three CCs and the other with five participants. Both focus groups and interviews were held on Zoom due to COVID-19 restrictions. The aim of the analysis was to identify whether participants and CCs experienced a change in terms of trust across the programme using the before-after approach and to understand which factors each participant felt were most important to supporting open and honest conversations.

The semi-structured focus groups and interviews were informal and conversational, however both involved essential questions as part of the data collection listed in Appendix 2 and 3. Question 1 is the same for both CCs and participants to understand whether trust was established and if this was a prerequisite for having open and honest conversations. Question 2 intends to understand whether the assumptions included in the theory of change model are correct or whether other variables have impacted on trust and open and honest conversations. CCs were also asked additional questions to whether their local connection played a part in gaining momentum and recruiting participants. The full list of questions can be found in Appendix 2 and Appendix 3.

## 1. Building trust

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*It was difficult to notice that this was actually the first time the participants of either group had met – they were relaxed and open without awkwardness. I think it made a big difference that it was a women-only session as so many of the mothers felt they could open up about difficulties with childcare and feeling exhausted, especially in Lockdown.*

F&BF Staff Reflection from Session 2



Prior to the programme starting, several participants expressed caution, referencing nerves, anxieties and it being ‘the unknown’. Some participants weren’t fully aware of what the project entailed, which in itself shows an element of trust to engage before starting. For other participants, this was more of a curiosity than an anxiety and the opportunity of meeting new people, during a time when this was very difficult to, was a positive to being involved.

One participant expressed that their anxieties ahead of the programme were eased knowing their CC would be leading the session. For groups with participants with disabilities, CCs played an important role in building trust by providing the opportunity to prepare before each session. This was important to ensure they felt understood and included which helped build trust – “people cared about what you had to say” (Participant Interview).

Another participant also expressed they felt suspicious about the project due to having not heard of F&BF before and knowing it was funded by Walsall Council. For this participant, it was important that it wasn’t run by the Council and instead had a third party bringing new ideas to discussions about community cohesion. However, the same participant also expressed that based on the conversations being had, it would have been useful to have a Council worker present to take note of opinions, feedback, and suggestions during focused sessions on belonging in Walsall.

At the end of the project, all participants and CCs interviewed expressed that they would have liked the sessions to continue with one CC stating they felt like barriers within their group had been broken. Not only did some participants feel they became more comfortable with each other but also with F&BF staff. Several spoke about the supportive atmosphere and the encouragement to contribute but without pressure to have to. One participant felt particularly trusting of the group due to their patience in her speaking due to her speech impediment.



Community Connector training session

## 2. Open and honest conversations

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*Happy to join today, I didn't know any other cultures. I thought other people didn't welcome Asian people like me.*

Participant, ESOL Group



Dialogue sessions allowed groups to discuss topics including faith, disability, family heritage, race, integration, changing neighbourhoods and the effect of the COVID pandemic. For groups that already knew each other, the discussions allowed participants to explore topics beyond their normal group's purposes and once linked, this trust continued with most participants; "with them [the other group] there was a degree of vulnerability but also safety" (CC). Interestingly, conversations about communities and belonging were more directed towards socio-economic issues rather than integration issues, often discussing the decline of Walsall town centre rather than talking about their own immediate local communities.

Where participants did talk about belonging in terms of identity, this mostly crossed intersections of ethnicity and religion. One group spoke about how Hindu and Sikh women who go to Muslim areas that are more socially conservative feel judged for their clothing. The project provided opportunity for individuals to meet people from other groups that they hadn't met before. In one example a group of Asian women had never met a Polish person before and said they felt very comfortable with Polish people in the session since participating.

During one session when several participants of one group had expressed their hesitance at going to the Bloxwich area of Walsall due to negative connotations and stereotypes of the area as well as and lack of representation of their own community there, one participant felt able to express their sadness at this due to Bloxwich being their neighbourhood. This led to conversations about whether a pre-existing cultural festival celebrating Walsall should be held in Bloxwich given the need to diversify and change perceptions of the area.

### 3. What factors influenced trust building?

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- **Local Facilitators trained in creative community dialogue methods**



*I was sceptical about talking about issues on the ground, but it worked well.*

(CC interview)



The interviews and focus groups confirmed that the CCs' role specifically as facilitators was a significant factor in enabling groups. By knowing the activities and sessions, CCs were able to model answers by being open and honest in their answers supporting participants to do the same; "when they [participants] saw CCs go first and share openly, it gave an element of trust" (CC interview). Online breakout groups which provided smaller groups and space for everyone to speak also helped. Despite two CCs stating their initial uncertainty as to how the activities could lead to open and honest conversations, both also expressed surprise at how open and honest people were when it came to discussions about their areas and the scale and agreement that these were issues felt across groups.

Although the training was viewed as essential by CCs, the importance of F&BF being present on the side lines was also expressed; "the facilitators knew when to step back and let us talk", and although the focus was on Walsall, hearing from other people's experiences from F&BF was also viewed positively. During the CC focus group, some CCs felt that the activities didn't address the important or difficult issues at hand stating that more time was needed to encourage people to be further questioned by group members especially as the group agreement was in place to facilitate such conversations. It was suggested that some activities be completed pre-session to allow for this or hypothetical scenarios used to sensitively engage in deeper discussion.

The connection of CCs to the group was also considered highly significant to participants. However, there were mixed views as to whether this was due to having a local link or an organisational link. Some sessions included people from outside of Walsall which some CCs felt made the

Walsall-orientated session difficult and another participant expressed they liked this session least due to not having a connection with Walsall. Another CC highlighted the differences in experiences, even between the two CCs, so having multiple local CCs in one session was helpful: “there is such diversity locally, very different in the 2½ miles between where I and x live”. However, one CC viewed the link by organisation rather than specifically local knowledge was the more important reason for trust and open conversations.

One CC emphasised that although group connection drives engagement, the effect means that the work of the project isn't always engaging with the individuals who need it most, in a sense 'preaching to the choir'. One CC suggested that having additional sessions where all participants are mixed and split into groups would further add to the mixing element which implies that whilst CCs are important initially, the trust develops as the project develops.

- **Sustained Dialogue**



***You wouldn't just start talking to a stranger in the street, but this project made that possible.***

(CC interview)



Sustained dialogue was important to another participant as it meant that everyone had a chance to speak without the pressure to do so in the first session. Furthermore, the informal nature of the sessions was also considered important to building trust over an extended period. One CC said that this allowed people to open-up slowly and encouraged others to do the same. Although most participants did feel that there had been an increase in both trust and open and honest conversations using phrases like “always supportive”, “kind atmosphere” and “we had a laugh but also talked about serious stuff”, one participant noted that they felt they were still more open and honest in the first local dialogue rather than the linked dialogues.

The discussions allowed participants to consider other opinions and experiences encouraging them to think in different ways. One participant said they would listen and often think “I didn't think of that or I didn't think of it like that” (Participant interview). Both CCs and participants were keen to continue in some form after the project ended. Although ideas for format varied, the key reason for this was to continue the relationships that had been made and to have the ability to meet in person as many groups hadn't done so. As well as continuing contact and engagement, this has also sparked individual action to bring people together. A participant in one group applied for Near Neighbours funding to set up a podcast about how people's beliefs support their day-to-day life. A participant in another group was inspired by the online element and moved their walking group online to promote contact and conversation between people during the pandemic whilst being unable to meet. As well as meeting respective groups, some CCs also expressed a desire to meet other CCs highlighting how the linking was also on a CC level as well as participants.

Although Phase 2 allowed for the continuation (and also initial engagement for new groups) of Community Dialogue despite COVID-19 restrictions, for several groups this was a significant factor in preventing their continuation in the project due to lack of accessibility to digital resources. The type of groups who were unfortunately excluded due to this was wide-ranging including two women's groups, a gypsy and traveller group and a refugee and migrant group.

The digital element was, in a sense, a double-edged sword in that it allowed the continuation of the project and several groups expressed how the digital space made it more inclusive for participants who otherwise would not have been able to join in person e.g. the visually impaired, hard of hearing and mothers with young children. However, it also raises questions as to whether open and honest conversations can be achieved in a digital space, especially when discussing and navigating difficult and complex conversations on sensitive issues when meeting new people or speaking with people they don't know well.

## Recommendation 1

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Harness post-project engagement from both participants and trained CCs for long term impact

Following the end of the project there have been several instances of individuals and groups continuing their contact with other individuals and groups. Many groups expressed their desire to meet in person when this can be done safely and have planned to remain in contact. For sustainability purposes, the responsibility for this long term lies with the community facilitators (i.e. the CCs who acted as the catalysts for change).

The Faith & Belief Forum has facilitated a post-project discussion with CCs to discuss next steps. This has resulted in the idea of establishing a 'Walsall Voices' group made up of project participants and acting as a sustainable vehicle for honest conversations both at community level and between communities and council. Such a group could build on discussions so far to generate initiatives to support community issues. This is caveated with the need for funding; if there were funding opportunities for organisations to tap into, the ideas could develop further toward forming a team of CCs who meet regularly, forming a community hub and organising planned activities.

## Recommendation 2

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Community cohesion projects need to invest in existing local groups and local leaders can drive recruitment and sustain engagement

As emphasised already, CCs played an important role in building trust and open and honest conversations within groups. The training and opportunity were valued and worthwhile suggesting a need to promote, invest and support key local groups and leaders in order to promote community cohesion from the ground up. Importantly, the post programme conversations highlighted the different form this could take and allowed the group to present ideas tailored to each group. This is important for encouraging long-term sustainable change as it places autonomy with the groups themselves rather than a project structure implemented by a third party e.g. Faith & Belief Forum or Walsall Council.

### Recommendation 3

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Digital exclusion is a considerable issue for some groups – future community engagement projects need to consider this in planning and funding applications

Although Phase 2 allowed for the continuation (and also initial engagement for new groups) of Community Dialogue despite COVID-19 restrictions, it was also a significant factor in preventing some groups continuing in the project due to lack of accessibility to digital resources. By investing in digital inclusion through resources and education, harder to reach groups who would benefit from community dialogue can also be engaged.



**I would like to see an assembly set up, that consists of people from all community groups, including BAME representation. I would like this group to be the vocal point within the council and public services. A primary consultation group that hears all the voices and allows information to flow back to the community groups. Working in harmony, collaboratively, sharing resources and learning from each other to exercise best practice and effective solutions across the borough of Walsall.**

CC Post Programme Reflection



## Conclusion

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*At a time when I have felt disempowered, I can say this project has been immensely empowering.*

Participant, BSL Faith Group



The aim of this Impact Report is to evaluate the impact of the WCDP on building trust and facilitating open and honest conversations among participants and CCs across the 18-month period in which the project was delivered. The project set out to engage with 20 community groups and 32 CCs and despite COVID forcing the project to adapt in form and delivery these targets were surpassed.

The reach of the project significantly impacted participants and CCs being able to develop trust and hold open and honest conversations with 54 dialogues held in total, 46 CCs trained across both phases and 20 community groups engaged in total. Furthermore, a diverse social mix was obtained across all characteristics; location, ethnicity, faith and belief, sexuality, gender, and age meaning participants and CCs built trust and had open and honest conversations across intersections.

Overall, trust played a significant role in enabling groups to have open and honest conversations and this was supported by the presence of local CCs. From the findings above, this was more to do with being familiar to their groups than their local knowledge or being trained in creative community dialogue methods. The appetite for continuing dialogue sessions by both CCs and participants should be seen as an opportunity to address in more depth the controversial issues and topics that might not have always been addressed in the online sessions.

These findings have important implications for funders and other external stakeholders both currently and in future partnerships. The recommendations are based on overall analysis plus ideas and concepts generated from discussions with participants and CCs post-project.

## Thanks

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We would like to say a big thank you to both The Ministry of Housing, Communities and Local Government and Walsall for All for their ongoing support during this project.

A huge thank you to all the community groups we worked with across both phases.

### In phase 1:

- Manor Farm Community Association
- Brownhills Community Association
- WATMOS
- Aaina Hub
- Goscote Green Acres
- Walsall Creative Factory
- Caldmore Community Garden
- Ahmadiyya Women's Group, Walsall Ahmaddiya Mosque
- Nash Dom
- Guru Nanak Gurdwara, Willenhall
- Age Matters, Walsall
- DWP Groups
- St. Matthews Church

### In phase 2:

- Brownhills Community Association
- WATMOS
- Guru Nanak Gurdwara, Willenhall
- Walsall Disability Hub, Midland Mencap
- One Love
- Sewa Kitchen
- Walsall Black Sisters
- Multi Kulti West Midlands, CIC
- ESOL Group
- Signs for Worship
- Faith Meeting Faith
- New Testament Church of God, Walsall Faith Temple, Youth Group

## Appendix 1:

# Walsall Community Dialogue Theory of Change and Logic Framework

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## Theory of Change

We believe that local facilitators are trained in a range of creative community dialogue methods, and apply these creative methods to facilitating local community dialogue that brings together the voices of people drawn from different cultural, faith and identity groups in Walsall, then sufficient interest and momentum will be built to sustain the participation of 400 people, leading to the effective building of trust between different identity groups, ultimately the goal of people across Walsall having open and honest conversations about issues that matter to them around local concerns, integration, cohesion, migration, faith and race and more.

We believe that recruiting local facilitators with a good understanding of the local context and connection to local people will ensure recruitment of participants and a quicker level of trust established leading to open and honest conversations. We also believe that by investing training into local facilitators will create a legacy with skilled members of the community able to facilitate dialogue sessions.

We believe that meaningful, honest and open conversations are generated through sustained dialogue sessions allowing participants to build trust and deeper relationships with other participants and the facilitators. This process will allow for participants to build this trust and relationships both within local dialogue sessions and then lead onto linked dialogue sessions with another group.

It is important to understand that groups and communities through a variety of factors might be harder to engage with. We believe that through research and mapping we can gain a better understanding of each of these groups and through the recruitment of a variety of creative partners we can provide incentives (sports, arts, food) for engagement.

	<b>Summary</b>	<b>Indicators</b>	<b>Means of verification</b>
<b>Goal</b>	People having open and honest conversations about issues that matter to them around local concerns, integration, cohesion, migration, faith and race and more.	Improved policy addressing community concerns with increasing satisfaction regarding e.g. community safety, education, job opportunities, etc.  Group of 40 CCs linking communities with influencers	Crime, employment statistics for different identity groups.
<b>Outcome</b>	Trust established between different identity groups	Natural social mixing amongst people of different faiths, beliefs, cultures and other identities in public spaces – and positive attitudes expressed towards others	Assessment by IFF and FBF using before & after approach – comparing baseline with attitudes at end of project;  Attitudinal surveys.
<b>Outputs</b>	1 A group of skilled facilitators managing trust building processes and sustaining safe spaces	Quality facilitation on a regular basis	FBF monitoring and observation
	2 Awareness of and regular use of safe spaces amongst different identity groups	Regular attendance at dialogue events framed as opportunities to have open, honest conversations	Attendance records  FBF monitoring
	3 Stories and manifestos for coexistence reflecting different identity groups	Stories and manifestos in different media – pictures, video, written documents, audio recordings, etc.	Press & social media coverage
	4 Charter for coexistence / pledge signed by local government and community representatives	Charter for coexistence – with care taken not to replicate Walsall for All Pledge	Press & social media coverage

	Summary	Indicators	Means of verification
<b>Activities</b>	1 Mapping of what activities are already taking place, key barriers to dialogue, stakeholder groups – setting a baseline	4 × focus group discussions	Mapping report Baseline report
	2 Recruitment CCs / facilitators	2 × CCs recruited from each of Walsall's 20 Wards	Letters of agreement with CCs / facilitators
	3 Recruitment of dialogue participants	20 groups of 20 signing up for dialogue sessions – social media coverage of project  Incentive programmes designed with CCs and convening organisations such as schools, arts venues, football clubs, etc.	Participant lists and evaluation forms from each session
	4 Ward dialogue	3 training & reflection sessions completed by the 40 CCs (3 sessions)  3 dialogue sessions completed by each of 20 dialogue groups (60 sessions)	Budget expended – feedback from facilitators – evaluation forms

	<b>Summary</b>	<b>Indicators</b>	<b>Means of verification</b>
	5 Linked dialogue	<p>Identification organisations with broad appeal and with space that can be used as a neutral venue for link dialogue days</p> <p>3 training &amp; reflection sessions completed by the 40 CCs (3 sessions)</p> <p>3 link dialogue sessions completed by each of 10 pairings (30 sessions)</p>	<p>MOUs with (safe space) venues</p> <p>Budget expended – feedback from facilitators</p>
	6 Conference	<p>Conference prepared and held – bringing together approx. 500 people including dialogue participants, local government and evaluators and involving presentation of stories, manifestos and Charter for coexistence/pledge.</p>	<p>Budget expended</p> <p>Conference report</p>

## Appendix 2: Interview Questions / Participant Focus Group

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- 1 How did you feel at the beginning of session one...
- 2 How did you feel at the end of session three...
- 3 Were there differences in how you felt about having open and honest conversations?
- 4 What things have helped you to have open and honest conversations?
  - a Interested in sharing my views and hearing the views of others
  - b Having a trained group leader(s) who use interesting activities
  - c Having group leader(s) who live in the local area and who know me
  - d Having the opportunity to get to know people over several online sessions
  - e Having the opportunity to get to know people over five months
  - f The sessions created an atmosphere of trust
  - g Being able to participate online
  - h Other

### Appendix 3: Interview Questions / Community Connector Focus Group

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- 1 How did you feel at the beginning of session one...
- 2 How did you feel at the end of session three...
- 3 Were there differences in how you felt about having open and honest conversations?
- 4 How do you think your relationship with the participants affected:
  - a the recruitment of people to the project?
  - b people continuing to attend the sessions?
- 5 How do you think your connection to the area affected
  - a the recruitment of people to the project?
  - b people continuing to attend the sessions?
- 6 Do you think you have developed confidence and skills in leading community dialogue sessions?
  - a If so, which skills do you feel more confident with now?
  - b If not, what else would have helped you to develop more skills and confidence?
- 7 We have discussed your relationships with participants, your connection to the local area and your skills and confidence, how (if at all), have these things helped to create open and honest conversations, and trust in your dialogue sessions?
- 8 What else has helped to create open and honest conversations, and trust in your dialogue sessions?

## Bibliography

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