

FEEDBACK REPORT - OCTOBER 2000

This report outlines activities of the Board for the period July-October 2000.

1. Community Participation

The Audit of Community and Voluntary Organisations identified nearly 600 such organisations active in the City. These organisations have been placed on a list that has been put on public display at public libraries and Garda stations in the City. A public notice was placed in the Evening Echo (September 6th) and Inside Cork (September 7th) publicising the list and the locations where it could be inspected. The notice also invited organisations not on the list to notify the Director's office and to be included on the list.

The Board's information leaflet has been delivered to each address in the City (both business and residential). The purpose of the leaflet is to:

- bring the Board to the attention of the wider public;
- identify community and voluntary organisations;
- identify issues that are of concern to individuals.

The distribution of the leaflet was supported up by an advertising campaign on 96FM. This involved 5 advertisements broadcast per day for 4 weeks commencing on September 18th last.

To date 79 responses were received to the leaflet resulting in the identification of 20 additional community and voluntary organisations. These organisations were circulated with the documents (Background Report, Feedback Report, Questionnaire, information on the Community Forum and list of Strategic Issues) that were already circulated to the organisations identified in the Audit of Community and Voluntary Organisations.

2. Audit of Service Provision

A questionnaire was circulated to each of the Community and Voluntary Organisations requesting information on their activities. To date 109 responses have been received. The geographical spread of the organisations and their service areas are set out below.

GSA	Total	NE	NW	Centre	SE	SC	SW	Other
Supra City	16	1		11	1	2		
City	43	3	3	19	6	4	5	2
Local	50	17	10	5	4	10	3	1
TOTAL	101	19	13	35	11	17	8	3

GSA- General Service Area; NE- North East; NW- North West; Centre- City Centre SE- South East; SC- South Centre; SW- South West;

Organisations operating at the City or Supra-city level tend to be located in the City Centre. The most frequent responses, from organisations with a local focus, were received from organisations located in the North-east, North-west and South-centre areas.

The table below shows the service areas of each respondent organisation.

Service Area

Advice and information	4
Arts	14
Child welfare	1
Childcare facilities	4
Community care	1
Community Development	20
Counselling and support	5
Credit Union	2
Disability support	3
Education	11
Elderly support	1
Health	12
Housing/ Homelessness	3
Sport	15
Youth group	13
Total	109

Questionnaires regarding the Audit of Service Provision were also sent to the service providers listed in Appendix I.

The responses received from both sets of questionnaires will be analysed and will form the basis of the report on the Audit of Service Provision. Information gained from the Service Audit will be used to:

1. formulate the Strategy
2. influence the Board's service co-ordination function
3. put community and voluntary organisations in touch with the Community Forum
4. feed into the community participation process which must be an integral part of the Board's activities.

3. Strategic Issues

In the scanning exercise carried out by Board members during June and July, certain strategic issues were identified. These issues have been circulated to the Community and Voluntary Organisations.

Each organisation was asked to undertake three tasks:

1. to specify if they wished to be involved in working groups, to explore further the issues as set out by the Board (CDB),

2. to rate the issues on a scale of 1-5 in terms of their importance to the organisation, 1 being the highest or most important
3. if the organisation wished, it could also outline other issues, which they saw as being important but were not on the list.

A closing date of 30th September was set for this exercise. It will not be rigidly enforced. As of 17th October 2000, 57 groups have responded. The results thus far are:

- 40 expressed a wish to be involved in working groups.
- 17 groups rated the issues but for one reason or another could not partake in the working groups.
- Of the 40 organisations who expressed a wish to be involved, 20 groups added more issues to the list and of those that could not participate in working groups, 3 contributed to the issues list.

The organisations that expressed a wish to be involved in further meetings were in the following service areas.

Health	4
Sport	6
Education and training	5
Community development	6
Advice	3
Housing/ Homelessness	2
Arts	5
Youth groups	5
Support Groups	4
Total	40

The 23 organisations that added more strategic issues came up with the following:

- Clean up streets with respect to construction crews.
- Environmental issues.
- Housing and Homelessness.
- Mental health issues.
- Wider health issues.
- Women in politics (not very prominent).
- Business and voluntary partnerships.
- Issues affecting people with hearing difficulties.
- Co-operation, re: funding, research and volunteer schemes.
- Style of politics.
- Road safety and safety in general.
- Issues affecting people with MS.
- Provision of additional playing pitches.
- Importance of sport in community development.

- Links between voluntary and statutory sectors.
- Youth alcohol abuse.
- 'Estate management does not work'.
- Enriching Cork culture through music.
- Traveller issues
- Support for Parent/Toddler groups
- Single Parent Families

No group has as yet disagreed with any of the circulated issues.

The geographical areas covered by the 44 responders are as follows:

TOTAL	NE	NW	CENTRE	SE	SC	SW	OTHER
57	12	5	18	6	9	6	1

These may be an indication of the capacity within organisations to deal with strategic issues. 37 of the responders have a supra-city or citywide remit and may have greater resources for this type of exercise. Non-responding organisations may need assistance in formulating their position on the issues. This will be further analysed as responses come in.

These strategic issues will become the basis of Working Groups. These will consider the issues and report back to the Board on their findings. The issues will also influence data collection and the next steps in the Strategy preparation process - Step 4: SWOT Analysis and Step 5: Development of Vision, Goals, Objectives.

Working Groups can be composed of:

- Board members and persons from other organisations
- An individual may take responsibility
- A consultant may be employed

In relation to the final option, expressions of interest were sought from consultants by public notice placed in the Irish Times (September 6th) and the Irish Examiner (September 6th). The consultants may also assist the Board in Steps 4 and 5 of the Strategy Preparation Process.

The Board agreed that the Strategic Issues be circulated to the Service providers listed in Appendix I for comment and formal endorsement by these organisations. This includes the organisations represented on the Board. These organisations will also be invited to propose additional strategic issues the Board should consider.

Appendix I: Organisations receiving questionnaire on Service Provision

FAS
 City of Cork VEC
 Cork City Partnership
 Southern Health Board
 Garda Síochána
 Enterprise Ireland
 IDA Ireland
 Dept. of Social Community and Family Affairs
 South-West Regional Tourism Organisation
 Cork City Enterprise Board
 Bus Éireann.
 ADM
 CERT

Cork Chamber of Commerce
Cork Council of Trade Unions.
Cork Institute of Technology
Dept. of Arts, Culture and the Gaeltacht
Dept. of Education and Science.
Dept. of Justice, Equality and Law reform.
For
Family Mediation Service
Iarrod Eireann
IBEC
Port of Cork.
University College Cork
Irish Refugee Council
Young People's Facilities and Services Fund
Cork Drugs Task Force
Legal Aid Board
Probation and Welfare service,
Cork Combat Poverty