

COMMUNITY EDUCATION PROGRAMME

POLICY SERVICE DELIVERY

- **Policy Context:**

This policy relates to Supporting Community Education Coordinators engaged in the delivery of Community Education and who are members of the Community Education Network of Crosscare (CENC).

1. Purpose: The ‘Why’ of the CENC’s Service Delivery Policy

For the CENC to deliver high-quality services and activities to Community Education Coordinators, it must be attentive to their needs and strengths and to the needs of their participants.

The service delivery policy describes how the programme takes an organised and responsive approach to its core business – the way the needs of coordinators are assessed, plan individualised responses including closure, undertake activities, cooperate with other agencies and review progress for the coordinators against their own plans.

The CENC is focused on responsiveness to the needs and strengths of coordinators, which helps to assist them to work towards a best possible resolution to their needs.

2. Scope:

- This policy will apply to all centres who are currently members of the Network located across the Archdiocese of Dublin inclusive of inner city Community Centres and to new members who wish to join the Network.
- This policy applies solely to the Network but within the overarching mission of Crosscare as a whole namely:
 - i. Developing and modelling innovative high quality rights based services which meet emerging and unmet need
 - ii. Providing localised support programmes that assist people to attain their rights and fulfil their true potential
 - iii. Challenging inequality and prejudice through the development and promotion of evidence based solutions to intractable social problems

Coupled with Crosscare’s principles and values:

- iv. Respect -every person is entitled to dignity, respect, well being & self-fulfilment.
- v. Human Rights - ...It is our responsibility to be aware of the rights of those who avail of our services
- vi. Integrity -We will honour the trust that is placed in us
- vii. Excellence - ...To live out our ethos is to strive for excellence

- Those involved in Community Education activities include the coordinators, AONTAS, The Wheel, Northside Community Forum, Ballymun and Dublin Inner City Partnerships together with Dublin City Council, the VEC, the Dept of C.R.A.G.A and Pobal.

3. Policy Statement: The CENC Commitment

The CENC is committed to delivering services and activities that respond to the needs and strengths of those who engage in the Network.

The CENC wants those who use our service to be confident that their needs and issues have been understood, that there is a clear plan for the service they will receive from the Network and there is assistance available to build relationships with other agencies as appropriate.

Specifically the CENC takes a consistent and dynamic approach to how it delivers:

- Monthly Network Meetings
- Annual Evaluation of the Network's annual output
- Training Provision
- Customised Workshops
- Undertaking developmental work with individual groups
- The Network's Newsletter
- Mentoring support
- Engaging with other key Community Education Agents
- Dissemination of up-to-date pertinent information
- Provision of targetted seminars

4. Procedures

To achieve the aims and goals outlined in the purpose, scope and policy statements, the following describes the circumstances and issues which the CENC undertake in its community education activities.

4.1 Needs Assessment

- Network Meetings:
 - Immediate needs are expressed organically through the meetings and met at subsequent meetings – all of which are recorded on monthly minutes and disseminated
 - Funding Needs are met through the provision of seminars or workshops on application completion
 - Key personnel from within the Voluntary/Community sector are invited to speak at meetings
 - The annual work is reviewed in September
- Newsletters:
 - An annual theme is set against which editorials are written
 - Articles are volunteered by members on the Network

- Evidence gathering is ongoing and reproduced in the Newsletters

- Training Provision
 - Through networking with other 'Support Networks' targeted training is identified and provided together with the expressed needs coming from coordinators either at Network Meetings or in one-to-one sessions
 - Bringing culturally sensitive training to coordinators to equip them with their changing population and inherent needs

- Customised Workshops
 - Working with the coordinator, educational needs are prioritised and assessed from which a needs-focused workshop is developed
 - Workshops are evaluated followed by CENC Graduation

- Developmental Work
 - Working with the coordinator/parish team, community needs are assessed with priorities set in how best to satisfy these needs
 - A process of planning ensues in which clear strategies are defined
 - Commence delivery of agreed actions followed by evaluation
 - Financially underwrite small projects and provide evaluations for evidence collection

- With new centres wishing to join the Network, an informal needs assessment is carried out. This takes the shape of examining:
 - the target group of a Centre/Project
 - Curriculum provided
 - Progression routes on offer
 - Funding streams
 - Specific support requirements of the coordinator
 - Match the response to what is on offer from the Network

- Mentoring
 - Assessing the given situation against the local strategic plan
 - Advising on priority steps to be taken
 - Making referrals to pertinent stakeholders
 - Follow-up on actions carried and levels of need satisfaction
 - Further meetings required if other actions needed

- Quality Assurance Framework
 - CENC can offer groups on the Network with the tools to quality assure their work
 - This process also enables groups to highlight the gaps in their work
 - Once identified these gaps can be strategically addressed

- Engaging with other Key Community Stakeholders
 - Attending other local network meetings

- Attending seminars/conferences
- Researching where to access resources
- Disseminate findings to Network

4.2 The Principles underlying the CENC approach:

The underlying principles of the CENC are:

- Participant-centredness
- Quality
- Equality
- Justice

These four principles are the foundations on which the practice of Community Education is built. Through commitment to these principles, Community Education groups contribute to the achievement of the goals of Celebration, Empowerment, Leadership and Equality.

4.3 Methodology

The method of CENC to its members is based on a methodology similar to that provided within their own centres. As the one with the responsibility of educating and leading must in turn be living out of the principles of Community Education it is only fitting that what CENC offers its members is deeply rooted in these same principles. This is achieved through:

- ◆ The process of dialogue as an existential necessity
- ◆ The importance of involvement emanating from this dialogue
- ◆ The process of facilitating the coordinator to develop intrapersonally in order see that choices are generated from within and not from without.
- ◆ Naming what is the most creative motivational areas to develop in the work place.
- ◆ Developing realistic, achievable goals to make the Action Plans a reality.
- ◆ Developing higher order capabilities in Balanced Judgement, Wisdom, Political Acumen and Intuition essential for Community Education providers

4.4 Measurement of Success

- Through statistical analysis gathered from each of the groups in relation to basic education, further education, training and employment
- Evaluation of Personal Development Courses. The premise being that intrapersonal development mirrors the process of adult education methodology in terms of perspective transformation, critical reflection and affirmative action.
- Using Action Research as a tool for evaluating inter-networking activities and its impact on participants.