

case study

SOLACE Enterprises – capacity building with a district council

Challenge – In 2006, SOLACE Enterprises was commissioned to work with a small District authority in receipt of capacity building funds from central government to make improvements on a range of fronts. **agenda** consultants formed part of a team set up by SOLACE Enterprises – one of the UK’s most respected public service improvement companies – to work with the council on four areas of its operation where improvements were required. These four areas which became known as ‘change streams’ were:

- Setting goals and priorities
- Partnership working
- Sustaining the organisation and
- Engaging with the community

agenda consultants were SOLACE Enterprises’ expert communications partner for the change stream ‘engaging with the community’.

Approach – **agenda** consultant Alison Jones supported a team of Council staff reviewing current activity around engaging with the community, considering and suggesting the way forward with particular emphasis on building the capacity of the organisation to deliver better quality services.

Outcome – the project resulted in a three pronged approach:

- Development days for staff which included examination of case studies to identify good practice, how to reach the community via their new Community Partnerships and making sure staff knew about help available from colleagues and external partners
- Collation of information about community groups in the District and their relationship with the council to assist staff in pinpointing community partners for the future
- Planning of a Community Showcase aimed at giving community groups and voluntary sector organisations in the District a chance to promote what they did and learn from each other as well as giving the Council a platform to assert its supporting stance.