



BTCV Environments for All

Second annual review and final evaluation

by Black Environment Network



BEN

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PREFACE

BTCV ENVIRONMENTS FOR ALL

The BTCV Environments for All project provides opportunities for marginalised, black and minority ethnic (BME) communities to become involved in looking after and improving their local environment.

The project is a three year programme funded by the Community Fund with support from Barclays PLC. The project was developed in response to the under-representation of significant sections of the UK population in nature conservation and to help reflect the diversity of communities. Existing environmental volunteering opportunities are often not appropriate or relevant to these new audiences for various reasons from social and cultural needs to poverty.

The BTCV Environments for All Programme has been addressing this under-representation by piloting and developing different approaches suited to each community's needs and concerns.

The lessons learnt from Environments for All project is being shared across the whole BTCV organisation to help reflect UK's diverse society, and to help establish best practice within the environmental sector as a whole.

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1. INTRODUCTION

1.1 The BTCV Group

BTCV is UK's largest practical conservation charity. Each year it helps over 130,000 volunteers take hands-on action in nature conservation. The BTCV Group comprises the BTCV charity (established in 1959) which operates across the UK as BTCV in England, BTCV Cymru in Wales, BTCV Scotland and Conservation Volunteers Northern Ireland (CVNI) in Northern Ireland, and trading subsidiaries, BTCV Enterprises Ltd and BTCV Contracting Ltd. BTCV Enterprises is also a 50% shareholding partner of Triage Central Ltd, the New Deal private sector lead company in the Forth Valley. In addition, the BTCV Group includes the Trust for Urban Ecology (TRUE).

There is a strong commitment to quality standards exemplified by the award of Investors in People to both the charity (the first to a national environmental organisation) and the trading subsidiary re-assessed 1999. Working through 10,000 partnerships at national, regional and local levels, BTCV has a history of developing, managing and delivering community assistance, land management, employment and training initiatives.

1.2 Background to Environments for All Project

BTCV specialises in working with people within their communities in both rural and urban settings to bring about positive environmental change. Working through a range of partnerships, the organisation has 40 years' experience of managing volunteer programmes, developing and delivering community support, and running employment and training initiatives. In the early years, BTCV developed volunteering as a way of achieving environmental goals. In the recent years, conservation volunteering is also becoming a focus for achieving wider social goals – addressing social exclusion and encouraging lifelong learning and personal development.

The over-arching purpose of BTCV is to ensure that the potential of voluntary action for the environment is fully realised. BTCV's vision is of a world where people value their environment and take practical action to conserve and improve it. It believes that it can best maximise its long-term impact by expanding the boundaries of conservation volunteering and welcoming the involvement of everyone. The aim of BTCV's 2000 – 2004 strategic plan is to expand the boundaries of conservation volunteering by changing and adapting the ways in which it works.

The main purpose of the Environments for All project was to build on BTCV's existing work with marginalised communities and to help meet individual needs. This

was to be achieved by engaging more effectively with currently under-represented groups in the environment sector in a number of target locations throughout the UK. The project was to: identify, record and disseminate good practice and success; better reflect British multi-cultural society; and to encourage the involvement of people from BME communities in the governance of BTCV. It was also hoped to widen the type of environmentally beneficial actions people take to reflect their social and cultural needs.

The Environments for All project proposed do this by:

- Identifying and removing the barriers that deter people from taking voluntary action through varying the type of work and the methods used according to the need of local people and the resources available.
- Strengthening its programmes to encourage the widest participation of local people of all ages, abilities and backgrounds.
- Running a unified residential volunteering programme providing individuals with access to conservation opportunities in the UK and around the world.
- Developing a strong focus for working with BME and other marginalised groups, offering them specific opportunities to take an active role within their community through environmental action.
- Offering individuals on employment and training initiatives the opportunity to take voluntary action with BTCV.
- Actively promoting the health gains that can be achieved through voluntary action in the environment.
- Sharing the lessons learnt within the BTCV Group and with the wider environment sector.

A project management team was set up with a total of 15 staff including, a project manager in Northern Ireland, a part-time project manager in Scotland, a helpline co-ordinator in Wales, eight full-time and four part-time community project officers and 27 community volunteer officers; in addition there were 36 mentors in Wales. All had strong community development skills and environmental experience.

In England, the project focussed on the non-white communities in Oldham; the predominately Asian area of Belgrave in Leicester; the ethnically mixed areas of Smallheath, Sparkhill, Sparkbrooke and Handsworth in Birmingham; and the predominately Black area of the London Borough of Brent.

In Scotland, the project concentrated on the mainly Asian and non-white communities in Glasgow.

In Wales, existing outreach was extended in Wrexham, North West Gwynedd-Anglesey and Swansea-Ammon Valley.

In Northern Ireland, focus was on more broadly disadvantaged communities, and with a special emphasis on the black and ethnic minority communities in Belfast including the Indian, Chinese and Traveller communities.

The project represented an investment of over £1,770,000 with the Community Fund providing £1,370,000 on a reducing basis over the three years of the project and substantial investment from Barclays. This large investment was distributed equitably to the four countries of the UK. BTCV also contributed significant non-financial experience and expertise. Also, the project has worked with volunteers and local people who would indirectly benefit from the environmental projects developed and carried out in their communities.

1.3 The Evaluation

This second review and final evaluation of the Environment for All project looks at progress made by the BTCV in their work in the UK with marginalised communities including BME, travellers and refugees groups. This evaluation and review will inform future decisions about the Environments for All project in the future.

The evaluation focuses on the qualitative outcomes and outputs of the Environment for All project and is based on the 2001 Baseline Review of BTCV's work with marginalised communities and the 2002 Annual Review of Environments for All projects. It aims to assess if and in what ways the project has made a difference, what has been good about it, what has proved to be a challenge, how to sustain what has been achieved and any new issues emerging.

The quantitative analysis of the outcomes and the diversity of the communities and groups involved in the Environments for All project is presented graphically in Appendix 3. Also, it compares the outputs with the original targets set by BTCV.

Methods used in the review are:

- literature review of the Environments for All project reports and relevant BTCV reports and publications
- dialogue and questionnaires to all community representatives, BTCV/CVNI staff and senior staff involved in the Environments for All project

2. OBJECTIVES AND KEY TARGETS

2.1 Three Main Objectives

The project was structured to meet BTCV's requirement for any project to be tailored to meet the differing needs of the four UK countries and was designed to fit in with the different management structures, complementing their existing resources and expertise to meet the variety of needs as expressed by the local community and assessed by BTCV's local project management. Individual elements of the overall projects had agreed local objectives - subject to the needs of the communities and the resources available. Nevertheless, in general terms the Environments for All project had three key objectives:

- **Increasing black and ethnic minority community involvement**

To meet the first objective, project management staff and community project officers staff were recruited and trained in all of the four UK countries. The community project officers were outreach workers targeted on areas or sectors of particular need.

In England focus was specifically on BME communities where BTCV already had some involvement but had limited resources. In Northern Ireland, focus was more broadly on marginalised communities throughout the country with a focus on the relatively small percentage of BME communities present. In Scotland, the focus was similar to Northern Ireland with a specific concentration on BME communities in Glasgow. In Wales, outreach, building on the experience of current community officers was extended to three areas: Wrexham, North West Gwynedd-Anglesey and Swansea-Ammon Valley. The focus was on generally marginalised groups as well as BME communities and reflects the relatively low number of people of BME background in Wales as a whole.

The community project officer developed partnerships and recruited community volunteer officers and other volunteers who acted as mentors, encourage greater participation and facilitate increased voluntary conservation activities. Project staff actively consulted with the communities to identify what environmental work needs to be undertaken and to learn about the preferences of the communities themselves. The project staff were supported and supplemented by marketing, publicity and other required expertise delivered by the country management and BTCV corporate services.

- **Sharing of Information and Good Practice**

The second objective, the provision of information, was met by advice helplines, local contact points, training and project opportunities, provided mainly through personal contact with the community project officers and their volunteer officers, and the mentors.

The information provided was to build on existing BTCV UK national and country/ regional services and products, and was further developed to meet the needs of the marginalised communities.

In order to learn and to provide a wider benefit to its wider partnership base, central support was provided to the project team to publicise and share good practice identified and developed both within BTCV and with its partners. This was a vital part of the project in assisting the overall objective of widening participation across the whole of the environmental sector.

- **Making BTCV more representative**

The third main objective of the project was achieved through the development of an evaluation, monitoring and review system from the initial review to benchmark accurately BTCV's current work with BME communities. In order to provide a comprehensive and accurate two-way flow of information, it was vital that a practical system was developed which built upon the BTCV's current centralised database. It evolved and developed during the life of the project in response to the challenges and needs of the local project staff and the communities they worked with.

The setting of local improvement targets identified opportunities and challenges for operational staff who were tasked to reach an increasing number of marginalised individuals and to help them make a more positive impact in their community. At the same time this would help BTCV to identify who it is working with, and through the Supporters Club and the Community Group Network, to actively encourage people from targeted groups to become involved in the governance and policy making structures of BTCV. With effective management information, targets could be agreed and timescales set to make BTCV become a truly representative organisation both in its staff and volunteer profiles, and also in the way that it as an organisation is managed and developed.

BTCV set up a number of key targets including quantitative socio economic information about the community groups, individuals, volunteers and partners contacted and/or involved in the project. In addition, qualitative information about communication, attitude and customer satisfaction was gathered through research and the project reporting mechanisms.

Key targets were set to effectively monitor and evaluate the success of the project during its delivery to ensure that the experience gained is captured to provide good examples of success, to identify challenges, to highlight problems, failures, issues and solutions.

2.2 Qualitative Outcomes and Targets

Expanding the boundaries of conservation volunteering will directly benefit people who are active in BTCV's voluntary action, and indirectly benefit those who have positive environmental changes that have resulted from the community action. BTCV's experience with its volunteers, and its work with unemployed people and the urban marginalised identified several ways in which people would benefit, including:

- The development of a core of like-minded individuals who, through community consultation and with the right type of support and encouragement, would help the community to identify its needs and decide on a range of conservation projects. These include: renovation of a piece of derelict land, growing organic food, development of a wildlife habitat area, creation of an environmentally sound community building and recycling of consumables including community composting and furniture renovation. Effective consultation to meet the needs and aspirations of the local community whilst having resonance to their cultural, social and economic needs.
- The creation of a cohesive self-belief that enables the community to tackle challenges previously regarded as insurmountable or too big. Creating the confidence for individuals to challenge the established status quo and to pursue positive environmental and community goals that had previously been out of reach.
- The formation of self-supporting sustainable local communities groups who can exist without the day to day support of a community project officer.
- The acquisition of a range of personal skills through emphasis on learning whilst doing, and by using BTCV support materials and formal training. Skills include IT, land-based and conservation, community planning, project planning and management. Opportunities through the BTCV managed Environmental Training Network include influencing, communication, fundraising, committee skills, and marketing. Unwaged people can increase their employability skills and confidence. Some people identify their skill deficiencies and are motivated to pursue further education. Also, people can discover their vocation and volunteer on a regular basis with other voluntary organisations to help address other community problems.
- A range of additional economic, social and environmental benefits for the community as a whole.
- More varied and healthy diet through the cultivation and consumption of normally expensive organic food. Improved health and well-being gained from practical conservation activity.

- Opportunities to meet with other people from outside the community's normal social and cultural grouping. Opportunities to reduce isolation through association, good companionship and from an achievement of common purpose goals.
- Less tangible benefits such as positive changes in individual behaviour, the adoption of a more sustainable lifestyle and other associated lifestyle changes, and the opportunity to develop environmentally sensitive businesses.

2.3 Quantitative Outcomes and Targets

The following quantitative targets were set to effectively monitor and evaluate the success of the project during its delivery.

Table 1a. Direct – the target number of individuals actively involved in consultation and direct environmental practical action

	%	Year 1	Year 2	Year 3	Total
England	52	3 354	3 689	2 387	9 430
Northern Ireland	25	1 612	1 774	1 146	4 532
Scotland	13	838	922	598	2 358
Wales	10	646	710	459	1 815
Total	100	6 450	7 095	4 590	18 135

Table 1b. Direct - the target number of individuals actively involved in consultation and direct environmental practical action

	Year 1	Year 2	Year 3	Total
GROUPS:				
Community Project Officers, Managed Groups	180	180	60	420
Volunteer Officers, Managed Groups	250	250	175	625
INDIVIDUALS:				
Community Project Officers, Managed Groups	2 700	2 700	900	6 300
Volunteer Officers, Managed Groups	3 750	3 750	2 265	10 125
New Group Members		645	1 065	1 710
Total	6 450	7 095	4 590	18 135

Numbers calculated using ratios from BTCV experience of working with local groups:
 35 groups per Community Project Officer; 27 groups per full-time Volunteer Officer;
 15 individuals per group.

Table 2. Indirect – the target number of individuals benefiting from the practical environmental project outcomes.

Location	%	Year 1	Year 2	Year 3	Total
England	52	1 820	3 900	3 900	9 620
Northern Ireland	25	875	1 875	1 875	4 625
Scotland	13	455	975	975	2 405
Wales	10	350	750	750	1 850
Total	100	3 500	7 500	7 500	18 500

Table 3. Indirect – the target number of organisations and community groups benefiting from the practical environmental project outcomes.

Organisations	Total
Ethnic groups worked within project locations	1 045
BTCV community groups	4 000
Local authorities	120
Environmental and social groups	160
BTCV international partners, including CVA	45
Colleges	35
Other partners – New Deal, SRB Partnerships	125
Total	5 530

The outcomes achieved by the Environments for All project are given in Table 4.

3. THE OPERATIONAL STRUCTURE

The introduction to this report shows that BTCV's purpose is to ensure that the potential of voluntary action for the environment is fully realised. BTCV's vision is of a world where people value their environment and take practical action to improve it. It believes that it can best maximise its long-term sustainable impact by expanding the boundaries of conservation volunteering and welcoming the involvement of all.

The Environments for All project was set up to build on BTCV's work with marginalised communities and to support the aims of its strategic plan to expand the boundaries of conservation volunteering. Changing and adapting the way it works would help BTCV meet the needs of more communities and people which are marginalised. The Environments for All project would achieve this by engaging more effectively with currently under represented groups in the environment sector in a number of target locations throughout the UK. The project was to: identify, record and disseminate good practice and success; to better reflect Britain's multi-cultural society; and to encourage the involvement of people from BME communities in the governance of BTCV. BTCV would also widen the type of environmentally beneficial actions people take to reflect their economic, social and cultural needs.

In order to take BTCV's diversity agenda forward the Environments for All project was developed to include review and evaluation of the following aspects:

- Monitoring and evaluation
- Recruitment, retention and training
- Project management
- Operational review
- Project delivery
- Statistical analysis of aspects of the project delivery based on feedback received from project staff, volunteers and communities
- Identifying project achievements based on feedback received from project staff, volunteers and communities.

3.1 Monitoring and Evaluation

Baseline and Annual Reviews:

A Baseline Review of BTCV's work with marginalised communities and Annual Review of Environments for All have been carried out and the reports produced are available within BTCV and its networks. The reports highlight good practice and verifies BTCV's statistical information. The reports also identify challenges and gaps within the Environments for All project and gave recommendations for future action.

Review Procedures:

This final public evaluation report forms part of review procedures to monitor the Environment for All work programme. In addition, local Environments for All project teams have used a variety of tools for measuring the level of success including: monthly project reporting, personal dialogue with project beneficiaries, questionnaires, attitudinal and satisfaction surveys and consultations.

Challenges:

The main challenge for BTCV is to incorporate findings and issues raised in the Baseline and Annual Reviews into its organisational strategy, and to inform the future of the Environments for all project.

3.2 Recruitment, Retention and Training

In general, the ethnic diversity of the Environments for All project staff and their skills in community development and environmental participation is representative of the target groups. Staff have undertaken relevant training, and there are opportunities for further training in areas of need.

Challenges:

Retaining skilled staff: the Environments for All project staff have community development and environmental skills which are currently in demand within the environment and social sectors and ways of retaining them need to be identified. Also managing out-posted staff presents challenges.

3.3 Project Management

The UK Environments for All project team was made up of members of Regional Project teams and UK national and Country Directorship teams. Regular monthly meetings and other regular liaison was undertaken.

3.4 Project Delivery

The Environments for All project was pro-active, inter-active, inclusive and thus was responsive to the needs and aims of communities. Community volunteer officers were fully involved.

Challenges:

The fundamental challenge is the long-term continuity and sustainability of both individual community projects and of the whole Environments for All project concept.

Table 4. Summary of the Number of Beneficiaries from the Environments for All Project.

Beneficiaries	April 2002	April 2003	October 2003	Grand Total
	Number %	Number %	Number %	
DIRECT				
England	1 533 28	4 683 37	15 541 75	21 757 57
Northern Ireland	2156 39	4 590 39	1924 9	8 670 23
Scotland	1124 20	1 129 10	1183 6	3 436 9
Wales	744 13	1 372 14	2 084 10	4 200 11
Total Direct Beneficiaries	5 557	11 774	20 732	38 063
INDIRECT				
England	4 582 22	23 415 40	77 705 74	105 702 57
Northern Ireland	8 877 42	23 105 39	9 684 10	41 666 23
Scotland	6 832 32	5 645 10	5 915 6	18 392 10
Wales	790 4	6 860 11	10 420 10	18 070 10
Total Indirect Beneficiaries	21 081	59 025	103 724	183 830
GROUPS	310	550	316	1 176

3.5 Operational Reviews

Project staff gave detailed monthly reports on progress and challenges.

Challenges:

Administrative support to the project teams was generally variable and limited. In the early period of the project, valid information and other feedback to inform project and management teams was limited. Sharing information and lessons learnt during the progress of projects was difficult due to the size and complexity of BTCV's organisational structure.

B. SUMMARY OF PAST PROJECT REVIEWS

4. BASELINE REVIEW OF BTCV'S WORK WITH MARGINALISED COMMUNITIES 2001

4.1 Overview

The First Annual Baseline Review identified the following strengths, weaknesses, opportunities and threats to BTCV's work with marginalised communities.

Strengths:

- BTCV's is working with marginalised groups in many parts of the UK through extensive network of local offices.
- Strong commitment from many BTCV staff who want to reach out and work with marginalised communities.
- Many marginalised people live in environments where environmental work can lead to improvement in their quality of life.
- BTCV has large volunteer base to support work with marginalised communities.
- BTCV is resourceful in seeking funds to support it's work with marginalised communities.
- Availability of different communication channels to use to promote BTCV among marginalised communities.

Weaknesses:

- High turnover of BTCV staff who work with marginalised communities.
- Poor communication of good practice and case studies within the organisation.
- Lack of shared ownership of the project. Marginalised community organisations lack of 'real' stake in projects in terms of development, funding and management.
- Lack of established indicators to measure outputs relevant to marginalised communities. There is insufficient work being done to identify the developmental stages and the important benefits of such projects in order to legitimise and establish new indicators.

Opportunities:

- Using BTCV members who have influence with marginalised communities can act as 'champions' to promote the organisation.
- Wider and more effective communication of good practice and case study examples at all levels of the organisation.
- Using the large volunteer officer base who can support staff in reaching out and working with marginalised groups
- Partnership work with BTCV network organisations to identify and address specific needs in working with ethnic, disabled and low income groups.
- Funding providers and Government are keen to support projects targeting marginalised communities.

Threats:

- Reluctance of some BTCV staff who view the organisation as purely nature conservation organisation and who are not so keen to broadening the scope of BTCV work.
- Problems occurring due to lack of consultation with and management support for community project officers, and related problems as needs are not understood and emerging issues are not addressed.
- Perceptions that difficulties and problems are a project failure when this project work is innovative and is a learning process.
- Barriers which prevent community groups from having significant control over project activities. This also limits the long-term sustainability of projects.
- In general, the environmental sector is perceived by marginalised communities as 'white, male and middle class', although the perception of BTCV by marginalised communities is more positive.

Table 5. Diversity of BTCV project beneficiaries at the start of Environments for All Projects

%	GENDER Male/Female	ETHNIC GROUP White/BME	EMPLOYMENT STATUS Employed/Unemployed	ABILITY Able bodied/ Disabled
Directly Managed Mainstream Volunteers	63 / 37	93 / 7	73 / 27	97 / 3
Millennium Volunteers	42 / 58	74 / 26	91 / 9	93 / 7
Community Work	57 / 43	78 / 22	69 / 31	97 / 3
BTCV staff, volunteers, officers and council	54 / 46	97 / 3	73 / 27	100 / 0

4.2 Key Points from the Baseline Review

The findings of the Baseline Review of BTCV's work with marginalised communities shows that such work requires innovation, commitment, responsiveness, resources and has great impact on communities involved and BTCV staff. The Baseline Review summary identified that:

- communities involved in work with BTCV need more ownership of projects
- although BTCV works successfully with marginalised groups, it is less effective with BME communities.
- information about work with BME communities is not being co-ordinated and disseminated effectively within BTCV and it's networks.
- The funding of projects is a major consideration for BTCV staff and the commitment of resources for work with marginalised groups has important implications for them.

4.3 Points of Good Practice

The Baseline Review also identified points of good practice in terms of communication of new ideas, ownership and sustainability of projects, and practicalities of work with marginalised groups; it gave the following actions points:

- develop more appropriate systems to measure work with marginalised groups, especially using relevant soft indicators to measure intangible benefits. BTCV and other environmental organisations should work with funding providers to accept these relevant soft indicators.
- develop a social policy relevant to ethnic communities including travellers, asylum seekers and refugees and Welsh speakers.
- identify a more effective way of co-ordinating and disseminating information on work with marginalised communities.
- adopt positive action in recruitment and service delivery to help change the perception of the organisation among BME communities
- identify and address the needs and concerns of present and future staff working with marginalised communities.
- work with non-environment organisations such as youth offending groups, disability organisations, careers services, housing associations, ethnic community organisations and health projects needs to be promoted at all levels of the organisations.

Thus the Baseline Review presented challenges which could be addressed through the Environments for All project.

5. FIRST ANNUAL REVIEW OF ENVIRONMENTS FOR ALL 2001-02, OCTOBER 2002

5.1 Overview

The Annual Review of the Environments for All project 2001-02 looked at progress made since the Baseline Review was carried out. It was seen against the findings of the Baseline Review and examined improvements in the quality and quantity of BTCV's work with marginalised communities.

The review identified that the Environments for All project is more proactive, inclusive, interactive and responsive to community needs and aspirations than other BTCV work. Volunteers are also the beneficiaries, and the project's flexibility is helping to build relationships and partnerships with ethnic minority communities, leading to a range of practical environmental action which addresses their social concerns and cultural needs.

Through its flexible approach, the project has made a difference to the involvement of marginalised groups, especially those from BME background, by breaking down the mould of institutional practices which are barriers to engagement. It was beginning to raise the profile of BTCV and the environment sector, among marginalised groups more especially ethnic minorities.

Community projects being delivered through Environment for All are responsive to community needs helping them to make decisions for themselves and to own the projects. Individuals are benefiting by developing skills, for example, an ability to participate in consultation, that they would otherwise not be able to develop in a formal setting. Individuals and communities are venturing into new areas of life opportunities through their involvement in Environments for All.

Within BTCV, internal dissemination of information about Environments for All has been excellent. Staff meetings, regional and national conferences are being used to share information regarding work with marginalised communities. Within the environment sector, the Environment for All project is seen as a model of good practice among many organisations including the Groundwork Trusts and Plantlife. The website and helpline activities in Wales gave opportunities to groups and organisations needing information and information support to staff.

Although the project made some significant milestones in its delivery, some challenges and gaps were identified:

Challenges:

- The sustainability of the Environments for All project beyond the three years of the current project.
- The need to have a large number of projects of diverse forms to allow communities to sustain their involvement in practical environmental action and to allow the organisational cultural change that underpin such a new direction of work.
- The need for all BTCV staff to recognise that the Environments for All project is long term and that its findings should inform the overall organisational strategies.
- For staff to have a base close to their local community. If the location is far removed this can be a barrier for volunteers and projects of target group.
- To give focus on attracting communities who have never heard of BTCV or who are never involved with environmental action.
- Promotion of the Environments for All project through direct outreach. When staff time is limited, and a choice has to be made between a range of applications, the single most effective way is to use direct outreach, which achieves maximum outcomes compared with other methods.

Gaps:

- There is a need to nurture and highlight BME role models both within BTCV and the environment sector in general, and to use them to inspire the community, particularly younger people.
- Other projects within BTCV should start to reach out and work more effectively with ethnic minorities. The Environments for All project should not be considered as the only entry point for ethnic minorities into BTCV and environmental conservation work.
- Promotion of both the project and BTCV in general among BME communities should be increased. Both questionnaire respondents and staff also felt that greater publicity for the Environments for All project is required.

5.2 Diversity

The diversity of BTCV project beneficiaries during the first year of the Environments for All project is given in Table 6. Comparison of Tables 5 and 6 shows that there was an increase of 15% in the number of BME groups involved in BTCV's community work. There was however no, or slight, decrease in other areas of BTCV's work with BME communities.

Table 6 Diversity of BTCV project beneficiaries during the first year of Environments for All project.

%	GENDER	ETHNIC GROUP	EMPLOYMENT STATUS	ABILITY
	Male/Female	White/BME	Employed/Unemployed	Able bodied/ Disabled
Directly Managed Mainstream Volunteers	57 / 43	94 / 6*	75 / 25	98 / 2
Millennium Volunteers	39 / 61	87 / 13*	82 / 18	91 / 9
Community Work	49 / 51	63 / 37	52 / 48	87 / 13
BTCV staff, volunteers, officers and council	48 / 52	97 / 3	52 / 48	91 / 1

* The number of people surveyed is much larger and more geographically diverse. It represents BTCV's current activities and has included areas of lower BME populations.

6. SECOND ANNUAL REVIEW, 2002-03 AND FINAL EVALUATION OF ENVIRONMENTS FOR ALL PROJECT, FEBRUARY 2004

6.1 Evaluation Methods and Procedures

Methods used in this evaluation and review are:

- literature review of the Environments for All project reports and relevant BTCV reports and publications.
- questionnaires to all and dialogue with some community representatives, BTCV staff and senior staff involved in the Environments for All project.

6.2 Results from the Second Review Questionnaire - Statistical Analysis

Table 7 gives details on the scope and size of the responses to the questionnaire. Some communities and groups did not respond because their project had not yet, or had only recently, started; some staff and senior staff did not respond due to other work priorities.

Table 7 The Scope and Size of the Second Review Questionnaire

Evaluation Questionnaire	TOTAL	SENT	RECEIVED BACK Number / % of total sent
BTCV/CVNI Staff, Senior Staff and Trustees	63	63	18 / 46
Communities and Groups:			
England	21	15	6 / 15
Northern Ireland	21	18	2 / 5
Scotland	12	11	6 / 15
Wales	17	12	7 / 18
Total	134	119	39 / 100%

The response to six main questions from BTCV staff, senior staff and trustees is summarised in Table 8, and for communities and groups in Table 9.

Table 8. Summary of the response from BTCV/CVNI staff, senior staff and trustees.

Responses from Staff / Senior Staff and Trustees	Strongly Agree / Agree %	Not Sure %
This project has been different from the usual conservation BTCV/CVNI undertakes.	93	7
There have been positive outcomes.	100	0
There have been key lessons to be learnt.	93	7
The project has encouraged communities to take part in other environmental work.	87	13
The project is more than an initiative and has progressed as an ethos within BTCV/CVNI.	67	33
There has been progress to encourage diversity in all its forms within BTCV/CVNI.	87	13

The response to six main questions from communities and groups is given in Table 9.

Table 9. Summary of the response from communities and groups.

Responses from Communities and Groups	Strongly Agree/ Agree %	Not Sure %
Our perception of BTCV/CVNI has changed positively when compared to our first perception.	82	18
Our group feels confident when working with BTCV/CVNI.	94	6
There have been positive outcomes.	100	0
Our group would like the working relationship with BTCV/CVNI to continue.	94	6
Our group would need to use BTCV/CVNI in other projects.	88	12
Our group would recommend BTCV/CVNI to others.	94	6

Further details of the response to six main questions are given in Tables 10 and 11.

Table 10. Response to six main questions from BTCV staff, senior staff and trustees

Number of responses from Staff / Senior Staff and Trustees	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
This project has been different from the usual conservation BTCV/CVNI undertakes.	0 / 2	9 / 5	1 / 0	-	-
There have been positive outcomes.	7 / 6	3 / 1	0 / 1	-	-
There have been key lessons to be learnt.	5 / 3	4 / 4	1 / 0	-	-
The project has encouraged communities to take part in other environmental work.	5 / 4	3 / 3	2 / 0	-	-
The project is more than an initiative and has progressed as an ethos within BTCV/CVNI.	5 / 1	1 / 5	4 / 1	-	-
There has been progress to encourage diversity in all its forms within BTCV/CVNI.	4 / 2	5 / 4	1 / 0	-	-

Table 11. Response to six main questions from communities and groups

Number of responses from Communities and Groups	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
Our perception of BTCV/CVNI has changed positively when compared to our first perception.	6	8	3	-	-
Our group feels confident when working with BTCV/CVNI.	12	4	1	-	-
There have been positive outcomes.	12	5		-	-
Our group would like the working relationship with BTCV/CVNI to continue.	13	3	1	-	-
Our group would need to use BTCV/CVNI in other projects.	12	3	2	-	-
Our group would recommend BTCV/CVNI to others.	13	3	1	-	-

An indication of the relative tone of positive-ness of all of the responses is given in Table 12.

Table 12. Relative tone of positive-ness of all of the responses to all the questions.

Responses - % of total	Strongly Agree	Agree	Not sure
Communities and Groups	67	25	8
BTCV / CVNI Staff	38	44	18
BTCV/CVNI Senior Staff and Trustees	39	56	5

6.3 Comments from the Evaluation Questionnaire

6.3.1 BTCV/CVNI Staff, Senior Staff and Trustees

Of the BTCV staff and senior staff respondents, 93% strongly agreed and agreed that the Environments for All project has been different from the usual or traditional conservation that BTCV undertakes. Comments included:

...it differs as it has had a lot more room to manoeuvre thus allowing some innovative projects... we have been more active in recruiting volunteers who are now more representative of the communities.

...broader range of practical tasks and workshops, much longer process of involvement starting with 'getting to know you' activities...

...engaging with communities on other projects such as balloon artistry and candle-making gives an opportunity to build a relationship before more traditional activities are introduced...

...more emphasis on personal and community development and less on environmental outcomes...

...outreach to specific target groups, proactive not reactive...

...well resourced from the beginning...

...no requirement to bring in additional income...

...far more time intensive...

... participants are more physically disabled and rely heavily on staff assistance...

...pupils themselves were able to help design, plan and improve their grounds rather than staff doing all the work for them...

...emphasis on producing posters and correspondence bilingually...

...emphasis on getting people involved who would not normally participate...

...having a whole staff's time devoted to it...

...having staff from the BME community undertaking work on the project...

...probably the first complete community project (from nothing to completion) on an estate-wide scale...

There was 100% strong agreement/agreement that the Environments for All project has had positive outcomes. Comments included:

...the level of trust between partnership organisations...

...being accepted by the [community] organisation...have realised that we 'are for real'...

...residents have become more receptive and less sceptical of staff...

...boys are learning about nature conservation in a very deprived, built-up area... school grounds have been greatly improved in a visually depressing area...

...continued involvement with the groups...

...more interesting and varied activities which will make them happier...

...raised confidence of people in the estate to tackle other issues...

...as a group with special needs and behavioural problems, the project gives them great physical outlet which they do not usually have...

...made BTCV more aware of needing to make the environment relevant to people's lives and circumstance...

...greater number and variety of people involved...

...greater recognition of what BTCV can do for and with the full spectrum of society...

...helps BTCV to articulate new outcomes to measure community development performances...

...dispel myths about BME and lower income people doing environmental work...

...gaining funding to expand into the e-Merge project. Gaining funding through the 'Positive Images' project...

There was 93% strong agreement/agreement that the Environments for All project gave key lessons to be learnt. Comments included:

...that every organisation should be representative of its community...

...people from all backgrounds are interested in the environment, but wish to participate in different ways...

...paramount to recognise community's cultural and religious beliefs to reduce potential barriers...

...being sensitive to the community's needs – praying facilities, single gender activities, halal food, festival dates, fasting periods...

...not to class groups of people like 'refugee and asylum seekers' as a community as they may be from many different countries, languages and religions...

...it takes time to establish trust...

...groups will not be rushed, acceptance comes with time, encouragement and trust...

...needs 10-year funding to really make it work. Staff have the dedication, knowledge and experience, but need long-term funding...

...to listen to concerns, not use jargon, not to assume understanding, to keep them fully involved, wanting things to change for the better...

...keep an open mind...

...ability to have people from BME communities as members of staff...

...flexibility to engage marginalised groups as they can have different concepts of the environment than the traditional BTCV one, and flexibility to be able to do a variety of practical and non-practical projects...

There was 87% strong agreement/agreement that the Environments for All project encouraged communities to take part in other environmental work. Comments included:

...some groups have submitted grant applications to start a community garden...

...some groups have taken part in BTCV Action Breaks...

...has raised awareness..

...has made contacts...

...provided a case study which can be shown to funding partners...

...has given people opportunities outside their communities...

...by explaining the different strands of BTCV, people can get involved at the level they choose and without being a conservationist can do something for their environment...

...enabled neighbouring BTCV projects to make links with BME groups...

...the publicity of this project has helped credibility with council departments...

There was 67% strong agreement/agreement that the Environments for All project was more than an initiative and has progressed as an ethos within BTCV. Comments included:

...it is the way forward for BTCV...

...now, supporting and guiding staff will help to fully implement the ethos...

...staff are so caught up in their own workload that they cannot give much attention to it...

...not sure about regions where there has been no Environments for All staff...

...it has become an ethos of sorts, but without funding it won't last...

...it depends on funding and communication...

...it will significantly influence future strategic direction...

There was 87% strong agreement/agreement that the Environments for All project was more than an initiative and has progressed as an ethos within BTCV. Comments included:

...we are trying more...

...does not seem to be increasing as much as it should be...

...we now have a diversity manager and officer...

...it would not have been so marked without the Environments for All...

6.3.2 Communities, Groups and Volunteers

Of the communities, groups and volunteers, 82% strongly agreed and agreed that their perception of BTCV/CVNI had changed positively when compared to their first perception. Comments included:

...our experience of BTCV has always been extremely positive...

...it has always been positive...

...none, we had never heard of them...

...I thought BTCV is working to improve forests and seashores...

...an active Green Party...

...working like Greenpeace and control toxic, chemicals environment...

...a complete turnaround...

...our project officer completely changed our outlook...

There was 94% strong agreement/agreement that their group feels confident when working with BTCV/CVNI. Comments included:

...because they are friendly and helpful...

...very reliable and interested...

...BTCV arranges the transport and one of them [BTCV staff] was always there whenever they went out...

...friendly approach helped our group relax...

...that they will tailor any activity to suit us...

...fair comments from area and regional managers...

There was 100% strong agreement/agreement that there was positive outcomes. Comments included:

...they took care of the whole procedure...

...she showed that everyone can get involved and made it fun too...

...they acquire funding, help with advertising and organisation on the day...

...outsiders – knowledgeable individuals bringing-in their skills to our children – good role models...

...we got a lot of support to improve the quality of life of our older people...

...in addition, it was less work for me and my staff one afternoon a week...

...the on-going work has been important and interesting to the children...

...group members still talk about the project – want more...

...good ideas for projects...

There was 94% strong agreement/agreement that groups would like the working relationship with BTCV/CVNI to continue. Comments included:

...work continuously – as advisory and guide role...

...like to, after further consultation with our youth group, put forward an environmental activities proposal...

...like BTCV to start more projects...

...we are ready to start joint ventures for the environmental improvement...

...more partnership programme lead to self sustaining regular programmes...

...in its support capacity with practical aid and information...

...two members have renewed interest in their gardens. Group asked if they could prepare hanging baskets, but finances would not allow this.

...continue as it does now but unfortunately your officer is leaving...

...regular workshops every six months or so...

...like contact on occasions in maintaining our area and to be involved in any future projects...

...it has continued so we are able to carry on encouraging the community...

...definitely...

...regular updates and occasional visits to show concern and interest in our project...

There was 88% strong agreement/agreement that groups would need to use BTCV/CVNI in other projects.

There was 94% strong agreement/agreement that groups would recommend BTCV/CVNI to others.

6.4 Key Achievements and Highlights

The key achievements of the Environments of All projects in quantitative terms are:

- 38, 063 Direct Beneficiaries
- 103, 724 Indirect Beneficiaries
- 1,176 Communities and Groups

In Qualitative terms, the key achievements are summarised as follows:

Diversity:

- Projects have been diverse in terms of the variety of cultures, ethnicity, religion, age, gender, social backgrounds and location, geographically
- Projects have been diverse in terms of the variety of work undertaken. This has included tree-planting, gardening, walking, visiting heritage sites, recycling workshops, candle-making and music workshops.

The aim in the future is to have diversity in each project, and not to solely target individual communities or groups.

Sustainability:

There is now a greater awareness and acceptance of the importance of this factor. Management strategies are being developed by project staff with the aim of projects sustaining themselves and to ensure that groups continue even with a change of funding or staff.

Experienced staff:

Environments for All staff have been gaining more knowledge of ways of reaching, and practical skills in working with, marginalised groups. They have received relevant training such as conflict management within community groups and lone working practices. Volunteer officers have been trained in the Environments for All ethos.

Dissemination of information:

The ethos and experience of the Environments for All projects (putting people first in nature conservation) is being communicated within BTCV and to communities and the wider environment sector including wildlife trusts, local councils, water authorities and environmental agencies.

Integration:

The Integration of the ethos of the Environments for All projects into other BTCV projects has created new partnerships and new networks. Involving other project officers in the Environments for All projects has given them greater skills. Other organisations are approaching BTCV for training, and have approached communities for people to participate in other projects.

New projects and new sources of funding:

E-merge is a new multi-media training project arising from the Environments for All projects. It prompts the need for maximising opportunities for other sources of funding to become available.

Publicity for BTCV:

The success of the Environments for All projects has given BTCV positive publicity. Its image of being a 'white, middle-class, male' organisation is being broken down.

Project Highlights

Comments on project highlights from BTCV/CVNI staff, senior staff and trustees included:

...positive feedback from individuals and groups...

...the play equipment allowed children to play together...

...the good rapport between staff and residents...

...the boys social skills are improving as they communicate with staff...

...we hope it will be a showcase garden for all the shoppers and will lead to more interest...

...improved relationships on the estate...

...the group [with special needs] work regularly in public parks and are receiving a very positive response from the public...

...increased diversity...

...the Environments for All ethos is now in the strategic plan as a way forward for the organisation,...

Comments on the best part and the highlights of Environments for All project from communities and groups included:

...a lot of fun, hardwork and great experiences...

...a good day out...

...thoroughly enjoyed the trips and outings...

...pond dipping with the children...

...just getting hands dirty and ending up with something pretty and useful...

...when making the bird boxes it looked like a very inexperienced wood working class, it was excellent fun...

...children accepting CVNI workers as friends and giving them nicknames...

...the best part was opening up the area to parents and the children acting as guides...

...everyone dancing on the garden in BTCV Mela...

...nearly all BTCV officers and members were lost on Belgrave Road on Diwali Celebrations...

6.5 Sharing Information and Good Practice

It is one of the objectives of the Environments for All project to share information and best practice within BTCV and with the wider environment sector. This process will help sustain diversity within the ethos of BTCV and will help in the learning of what has, and has not, worked well, and of the challenges of working with marginalised communities.

6.5.1 Lessons Learnt

In general, the lessons learnt from the Environments for All projects were:

- importance of listening and responding to the exact needs and wishes of the community or group
- importance of planning ahead, communicating clearly and regularly
- changing or doing small things can make a big difference to the community
- importance of having positive, reliable, knowledgeable, enthusiastic project staff
- importance of on-going contact, support and sustainability of projects.

Comments on challenges, barriers and lessons learnt from communities and groups included:

...regular networking meetings in the community's languages...

...communicating by leaving phone messages was not easy...

...a barrier when other people outside the project make commitments on behalf of the group...

...listen to the people involved it is 'their' project...

...have it on a Saturday as our project is managed by volunteers who work or study during the week...

...finding suitable places to take the elderly to suit their disabilities...

...on the larger projects space out over a few years so as not to get too bogged down with difference issues...

...how important it is to have a positive and experienced person leading the project...

...understanding cultural and religious values...

...other community's perceptions are different in many ways...

...combining all different ages and ethnic groups into a workable unit...

...some of the kids don't love craft...

...trying to involve parents...

...motivating older people to change their way of life [recycling]...

...need to re-design the bird boxes design allows water in the boxes, put too low by children and others took them down and threw them away...

...not a lot of the group had correct footwear and maybe getting boots to borrow for an event...

Comments on challenges, barriers and lessons learnt from BTCV/CVNI staff, senior staff and trustees included:

...be yourself and not too PC...

...embedding the ethos of Environments for All...

...consultation has proven to be of utmost importance...

...keep an open mind...

...seek solutions to issues from the communities themselves...

...recognise organisational change takes time and happens organically...

...more clarity over initial research and targeting...

...relevance to people's lives, values and cultures...

...share their culture's approach to environmental work e.g. using their traditional materials, music workshops...

...think much earlier about how to get long-term funds...

...focus on fewer groups but in more detail...

...never under-estimate the time it takes, and never give up because of own or two disappointments...

...suspicion that help is a 'token gesture' and won't survive the next change in funding stream...

...with delays, people lose interest...

...sometimes people want instant results, otherwise they lose interest...

6.5.2 Issues and Concerns

In general, the main issues and concerns reported by respondents were:

- sustainability – funding, experienced staff and long time scales needed
- knowledge and understanding of, and sensitivity and responsiveness to the needs of each community
- many other communities and groups have yet to become involved
- many other activities, projects, ideas and events have yet to be tried or undertaken
- dissemination and integration of Environments for All ethos throughout BTCV.

Comments on the main issues and concerns from communities and groups included:

...keeping local interested group informed so that they will access you again...

...funding is always an issue...

...secure more resources to do something the people can see in real sense...

...overall, costs would deter group members - restriction of further activities because of funding...

...developing long-term partnerships with BME organisation...

...link in more with other community groups...

...much more publicity to reach the public...

...making the project more suitable for elderly needs, frail now, whenever outings are arranged they should consider seating and shelter...

...Asian skilled women remaining sitting in home depressed. Build some environmental study workshop to attract them...

Comments on the main issues and concerns from BTCV/CVNI staff, senior staff and trustees included:

...we have only just begun- there are many issues...

...if all staff were given diversity training then we would all be at the same level of knowledge...

...how to make it sustainable and achieve longer term funding...

...losing staff means you lose momentum and the skills required for Environments for All staff are different from a generic project officer or manager...

...high levels of staff turnover mean that people are having to learn what others have already found out, and this makes progress slow and causes frustration for other staff...

...how best to integrate the lessons learnt and the BME contacts within BTCV...

...how to roll this ethos out to every member of staff...

...not enough central publicity and public impact to share the lessons learnt...

...need to ensure that links with BME communities will continue when the Environments for All project comes to an end...

...other marginalised groups which have not been contacted...

...how to prioritise which groups to help...

...not all communities see themselves as conservationists and so it takes time to build relationships before they are ready for ideas that are new for them...

...some communities do not have any commonality e.g. race or religion which gives a route in to BME communities...

...communities do not always show enthusiasm for projects that directly benefit them, they often need to be convinced...

...some communities have apathy which has to be overcome first...

...negative peer pressure that young people face when engaging in community work...

7. CONCLUSIONS

The conclusions are based on the feedback received from communities, groups, BTCV/CVNI staff, senior staff and trustees. Overall, both staff and communities had very positive, constructive experiences about the Environments for All projects. This is in terms of both practical conservation and other environmental work. All this has been achieved against positive social, cultural and personal experiences and skills which may influence economic outcomes and development.

In ethnic minority and other marginalised communities where the Environments for All has been working, there has been a significant increase in the awareness of BTCV/CVNI and the general environment sector. There has also been a significant increase in the numbers of ethnic minority and other marginalized communities and people involved with environmental projects. However, their level of involvement has not been to the extent where groups can continue and sustain their involvement independent of support.

The new external challenge for Environments for All is how it can respond to and support this increased awareness and interest from BME and marginalised communities and community groups which are now involved. It is essential that future work should be done to consolidate what has been achieved and to build that capacity to a level at which they are confidently and independently active.

Parallel to this, Environments for All need to expand its work to build up a minimum critical mass of participants in practical environmental action from marginalised communities in order to make their engagement into the future sustainable.

Whilst the achievements of the Environments for All has been within their work with ethnic minority and other marginalized communities and groups, and there has been an increased number of BTCV/CVNI staff working with these target groups, however, there has been little, or no, increase in diversity in other areas of BTCV/CVNI such as in staff, management and senior staff. The organisational challenge is to clarify and strengthen a process where the Environments for All is able to firstly, influence areas of recruitment and staff training, and to mainstream inclusive working practice; and secondly to undertake a new role influencing the ethos and organisational culture of other organisations within the wider environmental sector.

8. RECOMMENDATIONS

1. It is recommended that BTCV should continue with the marginalised communities and groups they are engaging with. They should consolidate their work in order to develop the capacity and confidence of the groups and communities to initiate and manage their own environmental action programmes.
2. BTCV should expand the Environments for All programme to build up a critical mass of participation within marginalised communities and groups. On the one hand, it should work to reach out to the additional new groups. On the other hand, it should work in partnership with groups already engaged who will then act as champions for the new groups.
3. It is recommended that Environments for All invest in a new programme of work for the development of inclusive organisational practices. This would include sharing experiences, mentoring, networking and expert advice. That would enable the practical main-streaming of diversity within the ethos of BTCV and the environmental sector as a whole.

REFERENCES

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APPENDIX 1

Environments for All Evaluation Questionnaire for Communities and Groups

BTCV Environments for All – 2004 Project Review by BEN

QUESTIONNAIRE FOR COMMUNITIES AND VOLUNTEERS

We wish to find out about your experiences of the Environments for All project.

Please give answers which best describes what you think.

There are no right or wrong answers, it is your opinion that counts.

Please enter your responses here and return as soon as possible to Henry Adomako BEN – either by email or by post:

Email: henry@ben-network.org.uk

Post: c/o SCSH, Wellgate House, 200 Cowgate, Edinburgh, EH1 1NQ

Background Information

1. What is the name of the project?
2. How did you first hear of the project? (e.g. friend, contact in organisation, media)
3. How long have you been working with BTCV/CVNI?
4. What were your first perceptions and images of BTCV/CVNI?
5. In what ways have your perceptions changed since working with BTCV/CVNI?
6. Why have you chosen to work with BTCV/CVNI?
7. What support did you receive from BTCV/CVNI?
8. What else could have been provided by BTCV/CVNI?
9. Would your group have undertaken environmental without BTCV/CVNI's involvement?
10. How important to your group has BTCV/CVNI's involvement been?
11. Would you recommend BTCV/CVNI to other communities carrying out a similar project?

**BTCV ENVIRONMENTS FOR ALL – 2004 PROJECT REVIEW BY BEN
QUESTIONNAIRE FOR COMMUNITIES AND VOLUNTEERS**

Your Experiences of the Project

12. Has your group had a say in the project? What was done so that your group did have a say?
13. What needs to be done so that your group has a say in a project?
14. In what ways do you feel positive or confident about working with BTCV/CVNI?
15. In what ways do you feel unsure or negative about working with BTCV/CVNI?
16. In what ways does BTCV/CVNI meet your needs?
17. What has been good about BTCV/CVNI's involvement?
18. Did your group enjoy the project? Was it fun?
19. What was the best or funniest part of the project?
20. What were the main challenges or barriers of the project?
21. What was the worst part of the project?
22. What could have been done differently or better?

- 23. What key lessons should BTCV/CVNI learn from this project when they work with other communities?
- 24. What other issues need to be considered by the Environments of All project?
- 25. What is being done so that your group continues to do environmental work after BTCV/CVNI's direct involvement ends?
- 26. What needs to be done to ensure that your group continues to be involved in environmental work?
- 27. Would your group need to use BTCV/CVNI if doing another similar project?
- 28. In what ways does your group feel able to run its own project now?
- 29. How would your group like the relationship with BTCV/CVNI to continue?

We wish to evaluate the quality of service that the Environments for All project is providing.

Please indicate by ticking the extent to which you agree or disagree with the following statements:

Please tick <input type="checkbox"/> the box which most closely matches your opinion.	<i>Strongly Agree</i>	<i>Agree</i>	<i>Not Sure</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
Our perception of BTCV/CVNI has changed positively when compared to our first perception.					
Our group feels confident when working with BTCV/CVNI.					
There have been positive outcomes.					
Our group would like the working relationship with BTCV/CVNI to continue.					
Our group would need to use BTCV/CVNI in other projects.					
Our group would recommend BTCV/CVNI to others.					

Thank you for your help with our study.

Now email or post this as soon as possible to Henry Adomako, BEN

Email: henry@ben-network.org.uk

Post: c/o SCSH, Wellgate House, 200 Cowgate, Edinburgh, EH1 1NQ

**Environments for All Evaluation Questionnaire for BTCV Staff
BTCV Environments for All – 2004 Project Review by BEN**

QUESTIONNAIRE FOR BTCV STAFF

We wish to find out about your experiences of the Environments for All project.

Please give answers that best describes what you think.

There are no right or wrong answers, it is your opinion that counts.

Please enter your responses here and return as soon as possible to Henry Adomako, BEN – either by email or by post:

Email: henry@ben-network.org.uk *Post:* c/o SCSH, Wellgate House, 200 Cowgate, Edinburgh, EH1 1NQ

Background Information

1. What are the names of the organisation involved?

2. Did you work in partnership to identify and make contact with the BME communities?

3. If so, what are the names of the partner organisations?

4. What was the funding mix of the project?

5. In what ways was this project different from other BTCV or conservation projects?

6. In what ways has this project aided the involvement of BME groups in BTCV's wider work?

7. What were the main challenges or barriers in setting up the project?

8. What support was given by BTCV?

9. What else could have been provided by BTCV?

**BTCV ENVIRONMENTS FOR ALL – 2004 PROJECT REVIEW BY BEN
QUESTIONNAIRE FOR BTCV STAFF**

Your Experiences of the Project

10. What types of practical work or action have the BME groups chosen to undertake?
11. What are the main positive outcomes of the project?
12. What were the main challenges or barriers in delivering the project?
13. What could have been done differently or better?

Overview of the Project and the Future Steps

14. What are the most important elements in successfully working with BME communities?
15. In what ways did you, or would you, use the Environments for All project to encourage BME communities to take part in conservation projects?
16. If not, please give the reasons.
17. What are the key lessons to be learnt from this project?
18. In what ways could they be effectively communicated?
19. What other issues need to be considered by the Environments of All project?
20. In what ways could these be addressed?

BTCV ENVIRONMENTS FOR ALL – 2004 PROJECT REVIEW BY BEN
Questionnaire for BTCV Staff

Overview of the Project and the Future Steps

21. Do you consider the Environments of All project more than an initiative?
22. How much has the Environments of All ethos been progressed within the BTCV?
23. In what ways could the Environments of All ethos become integrated into all BTCV work?
24. Do you think diversity in all its forms is increasing or progressing within BTCV?

We wish to evaluate the quality of service that the Environments for All project is providing.

Please indicate by ticking ✓ the extent to which you agree or disagree with the following statements:

Please tick <input type="checkbox"/> the box which most closely matches your opinion.	<i>Strongly Agree</i>	<i>Agree</i>	<i>Not Sure</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
This project has been different from the usual conservation BTCV undertakes.					
There have been positive outcomes.					
There have been key lessons to be learnt.					
The project has encouraged communities to take part in other environmental work.					
The project is more than an initiative and has progressed as an ethos within BTCV.					
There has been progress to encourage diversity in all its forms within BTCV.					

Thank you for you help with this research.

Now email or post this as soon as possible to Henry Adomako, BEN

Email: henry@ben-network.org.uk

Post: c/o SCSH, Wellgate House, 200 Cowgate, Edinburgh, EH1 1NQ

APPENDIX 1

Environments for All Evaluation Questionnaire for BTCV Senior Staff and Trustees

BTCV Environments for All – 2004 Project Review by BEN

QUESTIONNAIRE FOR BTCV SENIOR STAFF AND TRUSTEES

We wish to find out about your experiences of the Environments for All project. Please give answers that best describes what you think. There are no right or wrong answers, it is your opinion that counts.

Please enter your responses here and return to Henry Adomako – either by email or by post:

Email: henry@ben-network.org.uk *Post:* c/o SCSH Wellgate House, 200 Cowgate, Edinburgh, EH1 1NQ

Background Information

1. What is the name of the project?
2. What are the names of the organisation involved?
3. Did you work in partnership to identify and make contact with the BME communities?
4. If so, what are the names of the partner organisations?
5. What were the main challenges or barriers in setting up the project?
6. What support was given by BTCV?
7. What else could have been provided by BTCV?
8. In what ways was this project different from other BTCV conservation projects?
9. In what ways has this project aided the involvement of BME communities in BTCV's wider work?

**BTCV ENVIRONMENTS FOR ALL – 2004 PROJECT REVIEW BY BEN
QUESTIONNAIRE FOR BTCV SENIOR STAFF AND TRUSTEES**

Your Experiences of the Project

10. What are the main positive outcomes of the project?
11. What were the main challenges or barriers in delivering the project?
12. What could have been done differently or better?

Overview of the Project and the Future Steps

13. What are the most important elements in successfully working with BME communities?
14. What are the key lessons to be learnt from this project?
15. In what ways could they be effectively communicated?
16. What other issues need to be considered by the Environments of All project?
17. In what ways could these be addressed?
18. Do you consider the Environments of All project more than an initiative?
19. If so, in what ways could the Environments of All ethos be progressed within the BTCV?
20. Do you think diversity in all its forms is increasing or progressing within BTCV?

**BTCV ENVIRONMENTS FOR ALL – 2004 PROJECT REVIEW BY BEN
QUESTIONNAIRE FOR BTCV SENIOR STAFF AND TRUSTEES**

We wish to evaluate the quality of service that the Environments for All project is providing.
Please indicate by ticking ✓ the extent to which you agree or disagree with the following statements:

Please tick <input type="checkbox"/> the box which most closely matches your opinion.	<i>Strongly Agree</i>	<i>Agree</i>	<i>Not Sure</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
This project has been different from the usual conservation BTCV undertakes.					
There has been positive outcomes.					
There has been key lessons to be learnt.					
The project has encouraged communities to take part in other environmental work.					
The project is more than an initiative and has progressed as an ethos within BTCV.					
There has been progress to encourage diversity within BTCV.					

Thank you for your help with this research.

Now email or post this to Henry Adomako

Email: henry@ben-network.org.uk

Post: c/o SCSH Wellgate House, 200 Cowgate, Edinburgh, EH1 1NQ

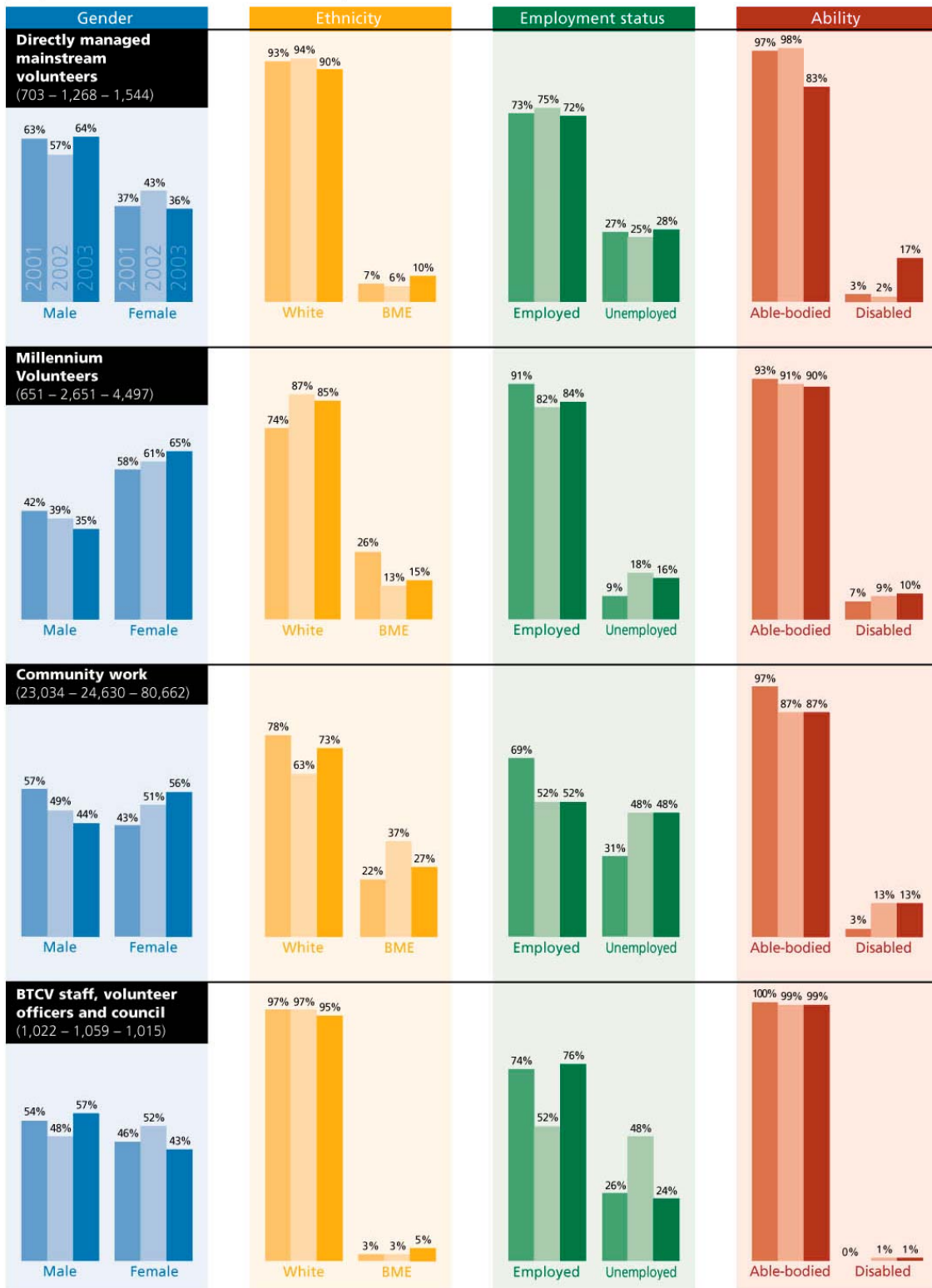
APPENDIX 2**List of Communities and Groups, BTCV and CVNI Staff, Senior Staff and Trustees Consulted**

Name		Community or Role
Liz	Barton	CVNI
Mukesh	Bhatt	Brahma Samas Centre
Jenny	Biggart	EfA Community Development Officer
Pam	Broad	Northop Hall CP School
Neil	Canham	East Midlands Regional Director
Joanne	Cooper	Croft Nursery
Clifford	Davy	Regional Director, BTCV London
Ron	Fern	Operations Director, BTCV England
Andy	Harradine	Community Project Officer
Rajni	Hindocha	Leicester Group
Donna	Holly	CVNI
Lynne	Hopkins	Friends of Ynys Dawela Nature Park
Ian	Humphreys	Ooperations Manager, CVNI
Romena	Huq	EfA Project Manager
Mohammed	Iqbal	Glasgow Central Mosque
M A	Islam	MECC – Multi-cultural Elderly Care Centre
Dave	Jackson	Development Manager
David	Jamieson	Director, BTCV Scotland
Sue	Jones	Caia Park Communities First
Dipak	Joshi	Leicester Haymarket Theatre
Shirley	Lawrence	Caia Park Gardening Club
John	Lewis	Regional Director, BTCV England
Fiona	Lovely	Belfast Travellers Support Group
Alan	Lu	Chinese Welfare Association
Colin	Mc Gavin	Sighthill Youth Project
Claire	McClafferty	Haringey and Brent Senior Outreach Officer
Anne	Meikle	Director, BTCV Wales
Donna	Milne	Oldham New Deals for Communities
Tanja	Neumayer	Community Project Officer
Mel	Newbury	Homestart
Marina	Pacheco	Outer London Area Manager
Sarah	Partington	Impio Forest Education Initiative
Sian	Rhys Williams	Awel Aman Tawe Community Windfarm Project
Jenny	Ross	Emerge Community Development Officer
Ketil	Sorhaug	Chestnuts Outreach Service
Mary	Southall	Sealand Manor Residents Association
Rahatt	Syyed	Dixon Community Ethnic Minority Day Care Centre
Barry	Tapster	CVNI
Stephanie	Wong	Enviro Kids, Meridian

APPENDIX 3

Analysis of BTCV's progress in the UK between 2001 and 2003

(Sample sizes in brackets 2001 – 2002 – 2003)



APPENDIX 4

COMMENTS AND SUGGESTIONS GIVEN BY COMMUNITIES AND BTCV STAFF AND SENIOR STAFF IN THE REVIEW QUESTIONNAIRES

BTCV – Organisation and Ethos:

- ...focus on accessing relevant funding
- ...inform decision-maker and funding-providers
- ...demonstrate successes and failures, and give clear reasons
- ...integrate the BME links and contacts within BTCV
- ...develop integrated projects
- ...EfA is for all communities and not just BME groups; focus on BME has confused the message
- ...employ more BME staff
- ...employ staff with specific responsibility for diversity and EfA ethos
- ...build on and have more Volunteer Officer training and empowerment; volunteers enrich and should be representative and included
- ...focus on communication of EfA ethos/successes/case studies
- ...have specific training for all staff and regions in EfA
- ...have new staff induction in EfA
- ...give sufficient time to let the ethos become naturally absorbed by individuals
- ...BTCV has important on-going role in communities giving advice, information, guidance, and having a presence, taking an interest and giving support as well as providing practical help and tools
- ...hold more staff conferences, seminars and networks
- ...have tips, hints, good practice on the BTCV webpage; have a Community Toolkit for staff

- ...provide administration staff for EfA projects
- ...provide better IT support for EfA projects
- ...more emphasis on strategic and organisational plans

Publicity:

- ...use every communication medium; use a variety of formats
- ...be consistent and reiterative
- ...capture as much and as varied interest as possible
- ...have more, and more regular, local press coverage
- ...publicise events in a variety of languages
- ...be available on other websites such as local councils
- ...BTCV website to have more examples and EfA news

Project Officers and Development Workers:

- ...positive, enthusiastic, reliable, helpful, friendly, knowledgeable, consultative, interested, understanding, and co-ordinators with liaison and links with other bodies and organizations
- ... Project Officers are treated as friends and for example, are given nicknames
- ...Project Officers need to know what they want or able [to do] as a project leader

Sustainability:

- ...most groups are committed to keeping their project going; many specifically asked for a longer-term project and/or more activities
- ...Project Officers are seen as being part of the community group; need continuity to establish trust of the group; need to establish that you are serious – long-term and not tokenism

...raise environmental awareness – practical conservation is not necessarily the most important outcome

Communities and Groups:

...involve key members of the community

...overcome the initial inertia, inwardness, apathy and lack of ownership of their immediate environment

...show that conservation work means a number and a variety of skills

...solve transport problems – provide more transport, provide bigger transport, clean-ness of the bus

...regular and often is better than long sessions as that can more closely match the groups' capabilities

...provide concentrated, long-term, quality support with a few groups rather than supporting more groups but doing less

...keep contact at all times in all ways

...organise projects to be a full part of the school programme [rather than being the sole responsibility of just one or two teachers]

...more integration and links with other community events and activities, and/or other organisations in the community

...for young people, using multi-media is a great lead into practical environmental activities