Masterclass Eigenwijks-Apeldoorn day 1   29-03-2017
ABCD (Asset Based Community Development)

Attendees

1. Jim Diers, hoogleraar burgerschap Univesity of Washington
2. Cormac Russell, Directeur ABCD Europa
3. Joop Hofman, staflid ABCD Europa, eigenaar Rode Wouw
4. Aart de Graaf, Stimenz
5. Hermien Marsman, Stimenz
6. Jan van Eijk, Stimenz
7. Maria van der Maat, Stimenz
8. Babs Heerschop, Stimenz
9. Elise Vlietstra, Stimenz
10. Marijke Klaassen, Stimenz
11. Inge van Dalen, Stimenz
12. Esther Groenwold, MEE Veluwe
13. Irene Bok, MEE Veluwe
14. Gretha Visserman, MEE Veluwe
15. Ellen Soorsma, Ons Huis
16. Desmond Sagel, Woonmensen
17. Shedy Abourayan, Don Bosco
18. Simone Haneveld, Mooiland
19. Ton Kunneman, Zuiddoetsamen/buurtcoorporatie zuid
20. Corine Laros, Stimenz (organisatie/verslag)

Introduction

Who are you and what are you doing? Tell this to someone you don't know that well. Write it on stickers and put these on your clothes.

What is your ABCD-difference you are going to take in 2017?

- Use the gifts people have in themselves more
- I want to work on my own craftsmanship
- Working together with people in and around the neighbourhood
- Use the ABCD at a project in the neighbourhood of Orden
- Spread out more neighbourhood corporation
- Go to the people
- Building bridges between elderly people and youth
- I want to collect ideas from people in the neighbourhood
- Decorate the interior with habitants at a neighbourhood
- "Making music" in the neighbourhood
- Work from the heart, everything is possible
- Drinking more coffee with people with an open agenda
- Reconnect in Renkum (new job), in a small community, what will work from the inside?
- Nurturing seeds, learn when to help and when to walk away
- ABCD also use for children, we can learn from children!

What will make this masterclass the best ever?

- I hope the method will get real foundation in Apeldoorn and it will really be used by people
- When we find each other more and work together
- When we practice ABCD for real in the future
- If it's worth giving up my birthday :-)
- When it will be continued for longer than one year
- When I get inspired to practice ABCD in my work and find a way to use it, when I'm working very individually with people

Asset mapping in The "Dreven"

Johannes, a resident from the district "De Dreven" tells about this (and "his") neighbourhood. His message: the neighbourhood is not *the other*, it's ourselves, *we* are responsible for our own welfare and for how happy we are living here together".

Cormac: Asset mapping is about **appreciating what is already there**. Open your eyes to see it. Wherever you are, be in the present, let the place matter, ask questions, see it as an adventure. Try not to think that you know what is going on or what is there.

Example: two social workers went into a shop with military things. This shop was not on "the map" of the social workers. The shop is run by Steve, who took over the shop from his father four years ago. Not many people came to the shop. But Steve told the social workers that it was a place where old-military's would come and meet each other. Steve used his shop to connect these people. He wasn't just making money, he was building community.

Going out, opening your eyes and **making the invisible visible**. Challenge yourself and meet people. Finds out where their gifts, skills and passions lie.

A **gift** is something you are born with

A **skill** is something you have learned

The wellbeing in a community can be increased by using gifts, skills and passion from all the people. People have to feel ownership to make things work.

You can sing in the shower, but you can never be a choir on your own. You need others to accomplish more, to make thing better or to change things.

Ask new questions. Not always about where people live or work, but what they like, what they can do well, what they love doing, what's there passion.

Asset mapping is not about getting data. It's about supporting local residents to have these conversations with each other, about their gifts, skills and passion.

Which institutions and residents are really helpful in this environment? What are the residents saying about the local institutions?

"If you have seen one community, you have seen one community". They're all different.

Exercise: talk with each other about your own environment and think about what you would want to change there and what you can do, who you can involve (persons and institutions), etc.

Then go on out into the neighbourhood and practice for real!

➔ Phase 1 Discovering

➔ Phase 2 Connection

➔ Phase 3 Mobilise

→ Phase 1 Discovering

What do people care about, what do they want? And where did you find resources? Combine these with each other. Can you discover links between people's dreams and people's gifts or skills?
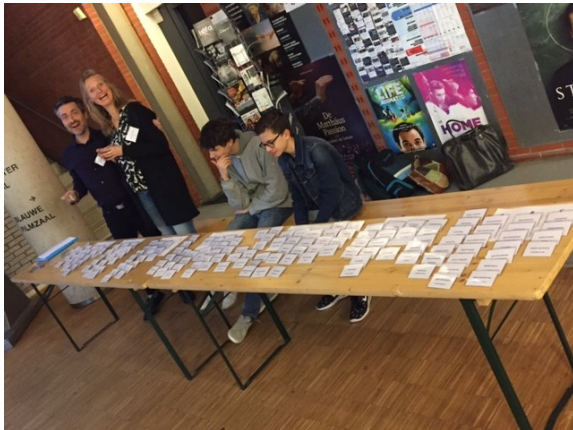
➔ Phase 2 Connection

The Seattle Story

Presentation by Jim Diers about building partnerships, with beautiful examples.
"If it's my dream, it's just a dream, if it's a community's dream, it's possible".

Photo Gallery day 1

www.neighborpower.org

Masterclass Eigenwijks-Apeldoorn day 2   30-03-2017

ABCD (Asset Based Community Development)

Framework day 1 (3x3 f ABCD)

1. **Assets**, of people, places and associations (gifts, skills and dreams)
   1. A gift has to be receptacle, a gift is only a gift when it's giving, but also when it's taking, two-way.
   2. People like to talk about their skills more then there gifts
   3. Passion is something you take action about (for example, when your passionate about the safety of your kids). When you're passionate about the environment you will take action, when you care about it, than you don't necessary take action on it.
2. **Process**, asset-mapping, discovery, connecting, mobilise
   1. Discovery (Learning conversations, Labelling, (helping people to) discovering what people care about and what their dreams are
   2. What are the social networks and associations and institutions in the neighbourhood, connect them
   3. What are the recourses, connect people and take action
3. **Power**, helping people to build powerful relationships
   1. First focus on local assets, which are within peoples influence and control, people don't have to ask permission. Then look at
   2. Secondary asset, no direct influence
   3. External asset. Go talk to organisations, about what you want, what you need, what you can do yourselves, go work together

The "AHA-moments" from the first day in one sentence:

- The power of the question "What is your dream?
- Everybody we asked in the neighbourhood told us about what's in their heart
- Don't be afraid to ask questions, because people are willing to tell their story
- Gifts sometimes needs to be seen by others, before people can see their own gifts
- Listen first (and more), action comes later
- Ask for wishes and look what somebody can do, talents
- Don't start with needs.
- Looking for gifts
- Working in silo's doesn't work
- Not only useable at street-level, but also in organisations
- A gift is not a gift until it's given
- Be curious, just ask and listen
- Connect with eyes en ears open

Dance lessons for partners

<u>Causes for breakdown in communities</u>

- Individualism
- Work-pressure (more hours)
- Churches, institutions are not so key anymore
- Internet and television (when it's a substitute)
- People taking more affection on material things
- Fear, nourished by the media
- We don't live, work and sleep in the same places anymore
- We don't feel responsible
- We don't know our neighbours
- Generations don't stay in the same place anymore
- Loss of our own compassion, using professional help instead
- Organising in silo's, separating people, we don't connect youth and elderly anymore

<u>How to get more people involved, to work inclusive</u>

- **1. Have fun**, make fun! (why have a meeting when you can have a party?)
- **2. Start where people are**
  Do things on **street level** (very local). You can think about a lot of things, like
  - *Crime prevention*
  - *Emergency preparedness*
  - *Block parties*
  - *Skills exchanges*
  - *Share tools, pickup truck, camping equipment, etc*
  - *Buy in bulk*
  - *Policy discussions*
  - *Support for latchkey kids*
  - *Support for housebound seniors*
  - *Rideshares*
  - *Create community garden or pocket park on vacant lot or someone's yard*
  - *Install benches, picnic tables or other community furniture in front yards*
  - *Improve/maintain common spaces, alley median park traffic circle, etc*
  - *Paint mural in intersections*
  - *Plant street trees*
  - *Slow traffic with signs/art*
  - *Create placards for doorway of each home representing that family*
  - *Create website for block*
  - *Create a manifesto of block values and commitments to one another*
  - *Create a directory of available expertise (recycling technology, etc)*
  - *Create a green or drug-free block*
  - *Conduct a talent show*
  - *Show outdoor movies on side of house*
  - *Celebrate Neighbours Day!*

  Use **bumping places**. You build relationships by bumping into other people. Like a bus stop, a mall, a station, school, entrance buildings, playground
  Use their **language and culture**. People need to understand what you are talking about.
  Start with their **networks**. Everybody is part of a network, formally or informally
  Start with their **passions**. Everybody is passionate about something!
  Start with their **call**. Use other calls than meetings, be creative! Get people interested.

➕ **3. Strive for results,** Start with small, win-full projects.

➕ **4. Lead by stepping back**

"*Never do for people what they can do for themselves!*" Break up the leadership in pieces, nobody can do anything, bring people together, everybody had their skills and gifts.
"*When the best leader's work is done, the people will say: we did it ourselves*".

➕ **5. Don't sit on your assets**

Everybody has gifts to give, gifts of the head, heart and hands

The Story of The Stone Soup

One day, a traveler was passing through a village. Times were hard, and people were not particularly warm or hospitable to strangers, or to each other for that matter. Hardly anyone responded to the traveler's hearty greeting or to his cheery attitude. Unfazed by the lukewarm reception, he sat down in a corner and got busy. He took out a large iron pot, whistling a merry tune as he did so. He proceeded to light a fire. He filled the pot with water. While waiting for the water to boil, he made a big to-do about taking a knife, a soup ladle, and a polished stone, whistling all the while. All this activity attracted the attention of passersby.

"What are you cooking?" asked a curious onlooker.

"Stone soup, " was the cheerful reply.

"Stone soup! I've never heard of such a thing," said another.

"Stick around and have some when it's done," was the warm response.

A crowd was starting to gather around the traveler, curious about the so-called stone soup. He continued to whistle away as he dropped the stone into the huge pot of water. Finally, the water started to boil. The traveler took his ladle and took a sip of the soup.

"How does it taste?" asked a voice from the crowd.

"It tastes good," said the traveler, " but it would taste even better if it had a couple of potatoes," he added wistfully.

"I have some potatoes," volunteered an elderly lady. She came forward and handed them over to the traveler. He peeled and chopped them expertly, and added them to the soup. Then he took another sip. He declared it the best stone soup ever, but conceded that it would taste even better if it had carrots in it.

"I think I have some carrots somewhere " said a man who was watching the whole thing. He ran home and quickly came back with a handful, which he handed over to the traveler.The traveler continued to stir his concoction. Every time he would taste the soup, he would smack his lips and declare it the best ever, but would add that it would taste better if only it had this ingredient or that. Cries of "I have leftover meat," or "I have some onions," "salt," "pepper," etc, rang through the crowd.People offered all kinds of stuff from their garden or pantry in the hope that the soup would taste better.

In the meantime, the waiting crowd sat down, exchanged pleasantries and even played music. Everyone agreed that it was the most fun they've had in a long time. Pretty soon, the soup was starting to smell really good. The traveler took another sip of the soup and declared it done. He ladled generous servings of it into bowls and handed them around.

Everyone thanked the traveler for the marvelous stone soup and asked him for the secret. The traveler revealed to them that it was not the stone that made the soup taste good, but all the other ingredients that everyone contributed. He added that in life, as in the case of the soup, if everyone pitched in a little something, a wondrous thing will come out of such an undertaking. The villagers thanked the traveler again for his words of wisdom. From that time on, the villagers became kinder and more helpful to one another. So the traveler, satisfied, went on his merry way, determined more than ever to share the secret of his stone soup to anyone who cared to listen.


Positively (re-)label people
- Unemployed *(relabel: they have time)*
- Old person *(relabel: much experience)*
- At-risk youth *(relabel: energy, good ideas)*
- Homeless *(etc....)*
- Poor person
- Non-dutch speaking
- Single parent
- Addict
- Offender
- Disabled

Learning conversations
- Credential
- Warm up talk
- Motivation to act
- Gifts/talents to contribute
- Dreams to realize
- Concerns/needs to address

WILL THEY PARTICIPATE?

WO ELSE DO THE KNOW?
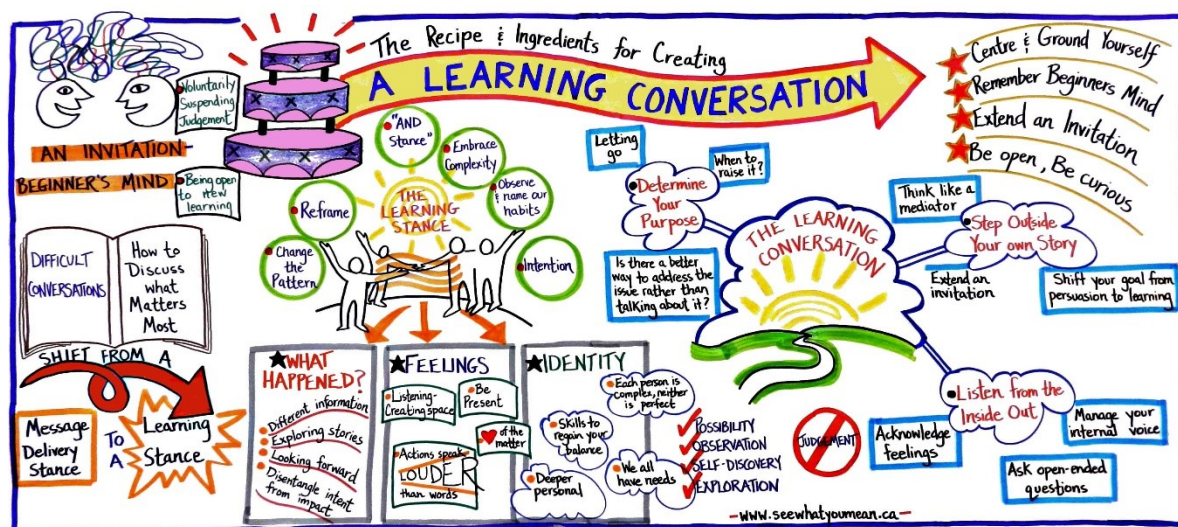
Open space method
No agenda. Nothing will change if you don't take responsibility!

WHAT IS OPEN SPACE?

It is a self-organizing practice of inner discipline and collective activity which releases the inherent creativity and leadership in people. By inviting people to take responsibility for what they care about, Open Space establishes a marketplace of inquiry, reflection and learning, bringing out the best in both individuals and the whole.

WHEN TO USE IT:
- ❖ Where conflict is holding back the ability to change
- ❖ Where the situation is complex
- ❖ Where there is a high degree of diversity
- ❖ Where there is an urgent need to make speedy decisions
- ❖ Where all stakeholders are needed for good decisions to be made
- ❖ Where you have no preconceived notion of what the outcomes should be

PROBABLE OUTCOMES:
- ❖ Builds energy, commitment and shared leadership
- ❖ Participants accept responsibility for what does or doesn't happen
- ❖ Action plans and recommendations emerge from discussions as appropriate
- ❖ You create a record of the entire proceedings as you go along

HOW IT WORKS:

The <u>Law of Two Feet</u> means you take responsibility for what you care about -- standing up for that and using your own two feet to move to whatever place you can best contribute and/or learn.

<u>Four principles</u> apply to how you navigate in open space:

Whoever comes is the right people

Whoever is attracted to the same conversation are the people who can contribute most to that conversation—because they care. So they are exactly the ones—for the whole group-- who are capable of initiating action.

Whatever happens is the only thing that could've

We are all limited by our own pasts and expectations. This principle acknowledges we'll all do our best to focus on NOW-- the present time and place-- and not get bogged down in what could've or should've happened.

When it starts is the right time

The creative spirit has its own time, and our task is to make our best contribution and enter the flow of creativity when it starts.

When it's over, it's over

Creativity has its own rhythm. So do groups. Just a reminder to pay attention to the flow of creativity -- not the clock. When you think it is over, ask: *Is it over?* And if it is, go on to the next thing you have passion for. If it's not, make plans for continuing the conversation.

HOW OPEN SPACE WORKS WHEN THERE IS CONFLICT:

The Law of Two Feet gives participants freedom to move at any time to a discussion they care about. Caring creates common ground, and helps to remind participants of higher purpose.

THE STEPS IN BRIEF:

1. Select a focusing statement or question for your gathering. It should frame the higher purpose and widest context for your discussion in a positive way.
2. Invite the circle of people: all stakeholders or all the people you'd like to have in the room. Include the theme, date, place and time of gathering in the invitation.
3. Create the circle: Set up chairs in a circle or in concentric circles, leaving space in the center. Choose a blank wall for the Agenda Wall and label it AGENDA: AM, PM across the top. Set up a table for computers near a wall you label NEWS. Put blank sheets of news print (about quarter size of a flip chart page) and colored felt pens in the center of the circle. Near the Agenda Wall and the News Wall put masking tape for people to post papers on the walls.
4. To begin the gathering: Facilitator explains: the theme, the simple process the group will follow to organize and create a record, where to put things up and find out what is happening, the Law of Two Feet, and the Principles of Open Space. Then, facilitator invites people to silently meditate on what has heart and meaning for each of them.
5. Opening the marketplace: the Facilitator invites anyone who cares about an issue to step into the middle of the circle and write the topic, their name, a time and place for meeting, announce it and post the offering on the Agenda Wall -- one sheet per topic—as many topics as he/she wants. They will be conveners who have responsibility for facilitating their session(s) and seeing to it that a report is made and shared on the News Wall.
6. When ALL offerings are concluded, the Facilitator invites people to sign up for what they are interested in and take responsibility for their schedules, using the Law of Two Feet.
7. People participate in discussions. The Facilitator takes care of the space. Reporters enter discussion reports in the computers and printouts are posted on the News Wall.
8. Closing Circle: all reconvene an hour before closing to share highlights, "aha's" and key learnings in a Dialogue format: simply listening to whatever people have to offer without discussion, or you can pass a "talking stick" for each person to hold as he/she is talking, or to pass along if the person doesn't want to contribute anything.
9. Mail out whatever record is created and an address list to all who came.
10. If it is a several day gathering, do steps 3 through 8 daily.

Dutch examples presented by Joop Hofman

➔ "Demand-oriented" makes people more dependant
➔ "Offer-oriented" is focused on organising offers from the habitants themselves

Dilemma's when it comes to the transition to ABCD:

- Difference in time, the speed of the neighbourhood and the speed of the professional
- Delivering to outcomes, targets
- Silo's in- and outside organisations
- How to go into the neighbourhood without an agenda, without a purpose
- Rules (you get money to clean a neighbourhood, but not for a party....)
- Think big, start big, is the rule of the organisation, the want big results
- Other expectations from the citizens
- Organisations wants us to go and meet people, but we don't have the time to do this
- Professionals are being moved around to work in another place, building up again!

Partnership
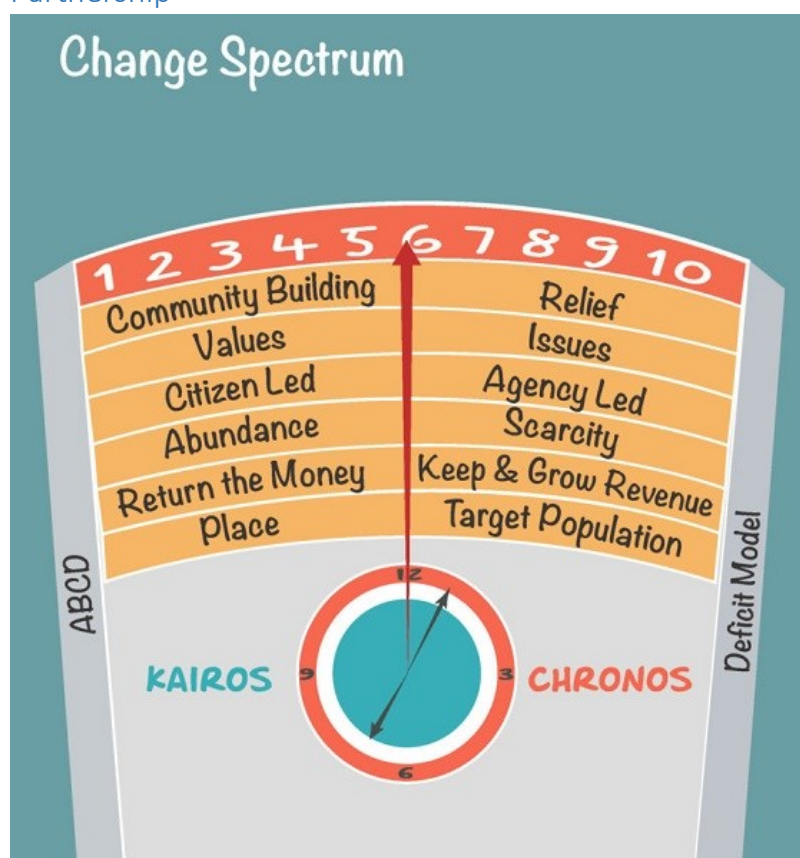
The deficit side, looking at what's missing. We mustn't look for the people with the less money, the biggest problems, etc. and trying to relief and to solve that problem. Don't provide help, only organise people! Can we find any more space, to bé the practitioner we want to be? Turn your complaints into proposals and ideas.

It's not about the question whether the glass is half-full of half-empty. It is both! Every neighbourhood has their problems, it's about your approach, where do you begin? Energy of people must be the starting point. Find ways to give people just te right amount of support so they will get into action.

Blog from Cormac Russell about the "Change Spectrum"

The Change Spectrum   August 24, 2016

I've had the privilege of seeing a lot of professional practitioners wrestle with the dilemmas that Asset-Based Community Development presents; serving while walking backwards being chief among them.

When I present the spectrum in a workshop, I typically invite people to say where they feel they currently are and where they'd like to be. Hot on the heels of that invitation come the very understandable questions of should they answer for themselves or as a part of the agency they work with. Why not try both, I say. There is no particular hierarchy in the way I designed this, but in order of how they appear, let me explain each of the suggested shifts from right to left: Relief can be defined as financial or practical assistance given to those in special need or difficulty. It's the outside in kind of stuff, where things are 'done to' or 'for people'. Community Building in contrast enables people to do things in association with each other. It is done 'by the people' themselves.

1. The way we frame issues like homelessness, can set us down a road of direct service provision before we've fully understood what it is the people we are serving really want. What if, for example, people value autonomy more than shelter? Fixating on issues instead of respecting the values of those we serve and getting clear about our own practice values has been the birthplace of many a 'white elephant'.

2. This shift simply asks who's in the driving seat of social change. The answer far too often is that the institutions are. How can we relocate that authority, so that communities and citizens are the primary architects of an alternative future (where they are the golfers and paid practitioners are the caddies)?

3. The scarcity mindset starts with an exclusive focus on what's missing or broken and having identified that, we quickly move into fixing mode at the lowest cost possible. It further drives us into a wholesale as opposed to a retail model of human services, where we aggregate people with the same conditions together, for efficiency, instead of working with people in their local context. The scarcity mindset also leads to top down, silo-based approaches. Whereas abundance thinking starts with a recognition that people come to know what resources they need from outside by discovering, connecting and mobilising the abundance they have within and around them.

4. I often ask human service practitioners to honestly assess, 'if the people they serve had the same level of income as the practitioners have, would they use that income to purchase the services currently being offered to them?' To date, not one person I've asked has said yes. How can we ensure people have choice and control in shaping their own lives? A significant part of the answer is ensuring we do not disable choice and control, by hoarding resources to do what we believe to be right, but instead restoring the power and resources to their rightful place, the people who themselves have to live with and through those choices.

5. It is typical of most public sector and third sector organisations to work out of silos. We have the youth sector, the eldercare agencies, those that work in the field of disabilities etc. But this approach can lead to ghettoisation and inadvertently lead to the further erosion of communities of place. Thinking about the village/place bounded communities as the primary unit of change provides a much needed antidote to the dominant target population model as it enables connections to be made across population groupings, their economy and ecology. However, it also enables various services to step beyond their administrative boundaries on the common ground of the neighbourhood, where they can form genuine humble relationships with local residents.

"You can't change practice without practicing change"

Eight Touch Stones

1. **Finding a Community Building Team**

   Start your Initiator group. The main "persons" are:

   Leader – someone that can bring people together to work on an issue

   Gift Giver – a person that is willing to contribute their asset to work on an issue.

   Invisible Person – a person that has not yet been "discovered" or been convinced to use their assets to help achieve their dreams or address their concerns in the neighbourhood**.**

   The unsung hero!

   Community Builder – an individual that is good at discovering what people care about and where their assets can be used. Not a single issue person!

   - *Gift centered*
   - *Well connected*
   - *Trusted*
   - *Believe they are welcome*

2. **Recruiting a Community Animator**

   The Characteristics of Community Animator

   -A facilitator/includer

   -A community builder in their own life

   -A child-like curiosity/with an adult presence

   -Never does for others what they can do for themselves

3. **Hosting community conversations to discover assets and what people care about**

   -Appreciating what's good about the community

   -What do people care about enough to work on?

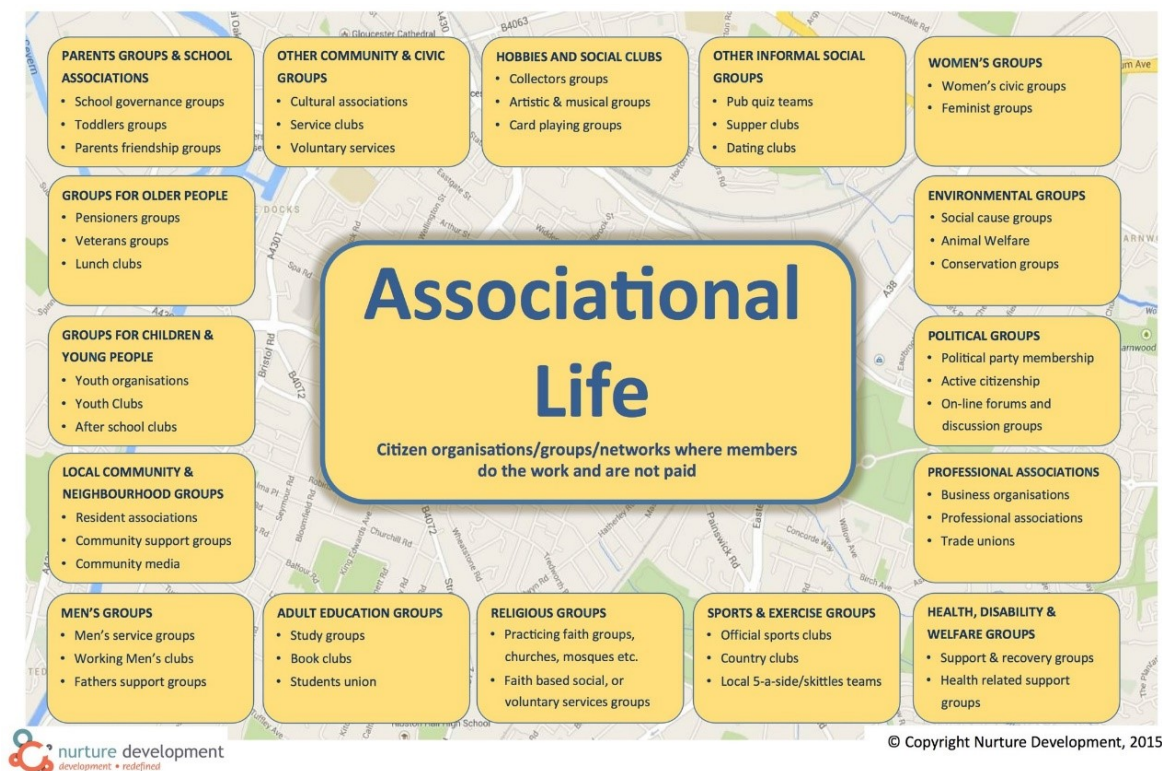   -Discovering, Mapping and Connecting

4. **Engaging community groups and associations**

-Informal social networks

-Do your map

-e.g. Faith communities, sporting groups, environmental groups etc

-Ask what else they want to do, who else they know who might be interested in ideas fair?

Associational Life

Citizen organisations/groups/networks where members do the work and are not paid

PARENTS GROUPS & SCHOOL ASSOCIATIONS
- School governance groups
- Toddlers groups
- Parents friendship groups

OTHER COMMUNITY & CIVIC GROUPS
- Cultural associations
- Service clubs
- Voluntary services

HOBBIES AND SOCIAL CLUBS
- Collectors groups
- Artistic & musical groups
- Card playing groups

OTHER INFORMAL SOCIAL GROUPS
- Pub quiz teams
- Supper clubs
- Dating clubs

WOMEN'S GROUPS
- Women's civic groups
- Feminist groups

GROUPS FOR OLDER PEOPLE
- Pensioners groups
- Veterans groups
- Lunch clubs

ENVIRONMENTAL GROUPS
- Social cause groups
- Animal Welfare
- Conservation groups

GROUPS FOR CHILDREN & YOUNG PEOPLE
- Youth organisations
- Youth Clubs
- After school clubs

POLITICAL GROUPS
- Political party membership
- Active citizenship
- On-line forums and discussion groups

LOCAL COMMUNITY & NEIGHBOURHOOD GROUPS
- Resident associations
- Community support groups
- Community media

PROFESSIONAL ASSOCIATIONS
- Business organisations
- Professional associations
- Trade unions

MEN'S GROUPS
- Men's service groups
- Working Men's clubs
- Fathers support groups

ADULT EDUCATION GROUPS
- Study groups
- Book clubs
- Students union

RELIGIOUS GROUPS
- Practicing faith groups, churches, mosques etc.
- Faith based social, or voluntary services groups

SPORTS & EXERCISE GROUPS
- Official sports clubs
- Country clubs
- Local 5-a-side/skittles teams

HEALTH, DISABILITY & WELFARE GROUPS
- Support & recovery groups
- Health related support groups

nurture development
development • redefined

© Copyright Nurture Development, 2015

5. **Building connections through social interaction and sharable opportunities**

    Building Connections Through Social Interaction Activities and Shareable
    Community Opportunities

6. **Visioning and planning**

    Key Questions:

    1 What can we do?

    2 What do we need outside help with?

    3 What do we need outside agencies to do for us?

7. **Implementing change (doing and reviewing)**

8. **Fostering celebration**

Reflection

Reflect on what's happened for you in the last two days and pick out some moments that have struck you most.

- When we were outside, we talked to a mother, after some time she told that she's helping elderly neighbours, I learned that you have to take time
- Huge amount of information in one hour
- Creativity when you go out of your comfort zone
- Sentence "nothing is going to happen unless you take responsibility
- Recruiting a community animator
- To build a community before you can use it
- Picture about our mind heart and hands
- Professional behaviour can make room for curious and caring personality. Instead of professional perspectives
- Never do for people what they can do themselves
- No plan
- Don't measure but treasure
- Think big, act small
- Start with small thing in yourself
- Make it my ownership and don't be dependant from organisations. You must know the community before you can build one
- Be a caddy
- Look for treasures in everybody
- Much useful information in so little time
- Ownership is important, I want to carry it out among my colleagues
- Power of gifts, passion and connection gives me lots of inspiration
- Let people come with their own ideas (don't react to their needs which will make them dependent)
- It's easy to gather information out on the streets
- Important to do this together
- Glad to be in this group of beautiful people
- Building relationships
- Having fun together is very important
- Be the practitioner you want te be, don't wait for other people
- Ask people what they want and listen!
- Search for talent and gifts
- Take responsibility, as inhabitant but also as professional

Joop: it looks like everybody is eager to hear about this, to work with it. The managers have to hear your stories now. You are the next change makers

Cormac: There's no map in this work, but there is a compass. We believe in the community. Focus on discoverables. Support community is what your jobs are about.
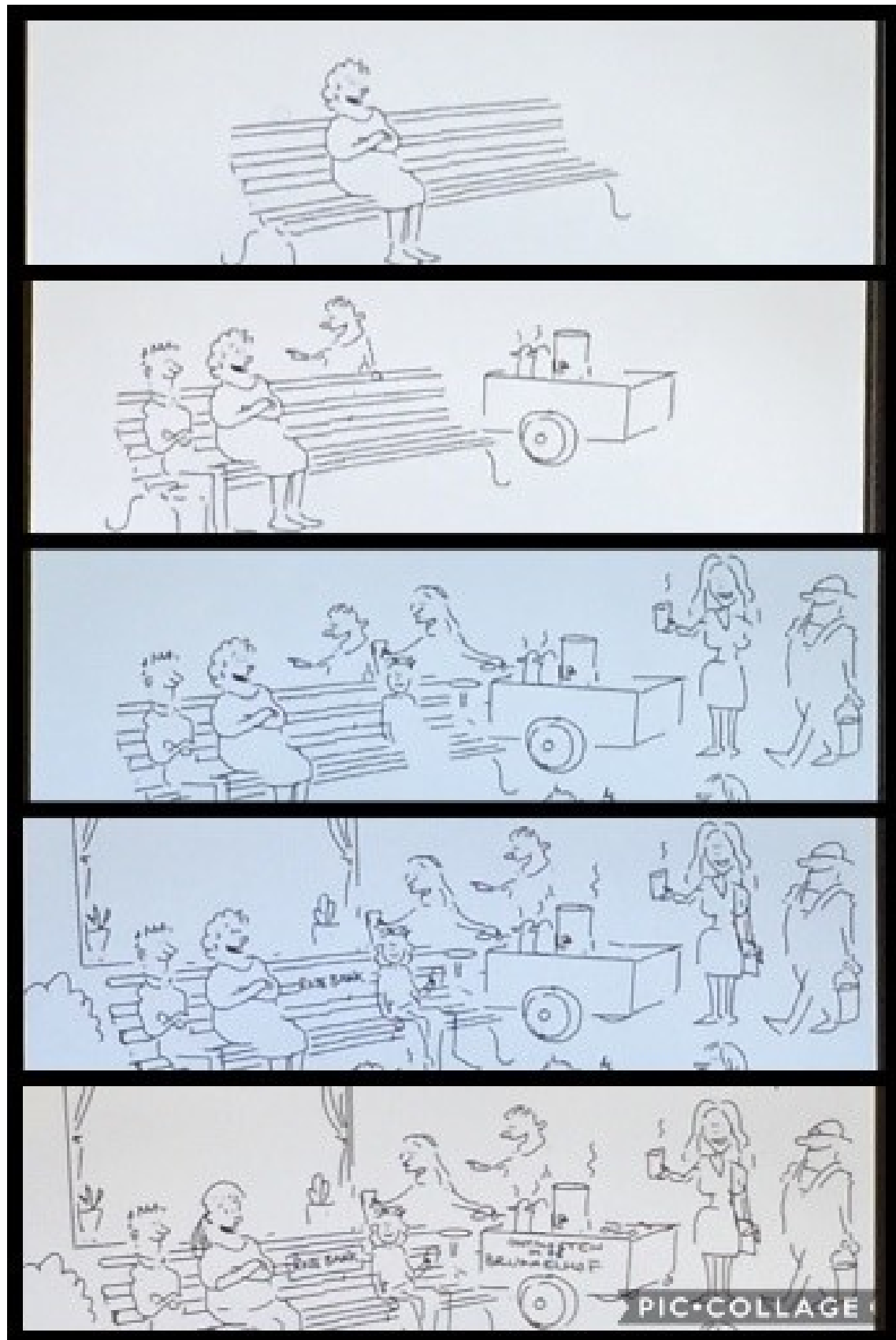
Photo Gallery day 2
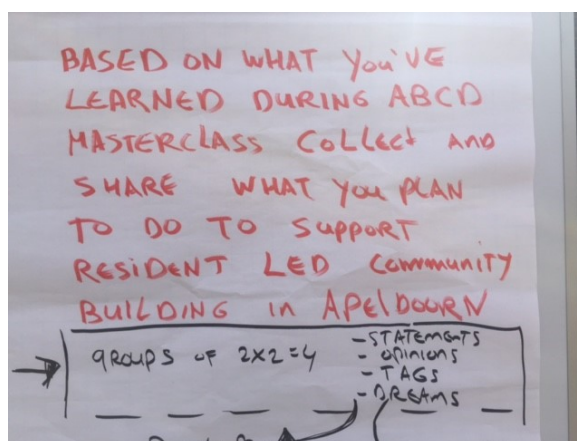
Masterclass Eigenwijks-Apeldoorn day 3   31-03-2017
ABCD (Asset Based Community Development)

Plan of action

Today is about making a concrete plan of action. *What* are you going to do, *where* are you going to do it and *when* are you going to do it? In the environment where you work and where you live. Ideas and questions:

- Monday-evening there is a meeting with two habitants in a flat, "the 9th house". Those people who live there have thought of that name.
- Make a what's app group or something to inspire each other in the time coming
- Employer and colleagues tell them about what I've learned. Reserve time in agenda for follow-ups.
- Fun evening with people from the neighbourhood, maybe when can use ABCD that evening.
- What tools can we use?
- Project "meeting in the Brummelhof", we want to make an asset-mapping with the people. Take our contact with them to the next level. Make it more than a meeting, make it concrete!
- Go out with colleagues and show them how inspiring it is just to talk to people in the neighbourhood.
- Organise a party in my own neighbourhood
- Don't use asset-mapping like a trick of technique, you must have a concrete, genuine goal
- How do you inspire the people in the neighbourhood?
- We have a plan with different actions. We want to create and go to bumping-places.
- I want to serve time in my agenda to go out with my team to the people
- There's tension how to make the balance when it's citizen-lead or when you're doing it yourselves
- Looking for talents and connect them
- In an apartment-building, they told us their wishes and they think I'm going to make it happen, but I will go back and help them doing it themselves
- I have an appointment with a man with autism, he wants to meet other people with autism. I'm going to try to make him feel ownership en look what he can do for himself. Also meet people without autism
- Being critical to my own faults
- I want to bring this method into my company, it's a mind-change. I have to work on that first, before I can work with it.
- I must not think in solutions but put people in their own strength
- Binding the house-corporations about this subject!!
- Companies think they know what is good for our renters. It will be a challenge to explain this to them and why it's so important. I will start small be just doing it and maybe I can convince people with good examples
- I'm in contact with a group of women with different cultures/background. We organised an event and we will share this ABCD, learn them about gifts, talent and hope they will tell other people about it, so it will grow
- In my own neighbourhood I want to organise a block meeting round about an intersection to get to know each other.
- I want to bring this information to my team.
- I want to learn how to get a street together again, where there is lots of resistance
- Involve people we already know into this method
- Use my own enthusiasm to inspire other people
- Celebrate examples ABCD that are already working/in progress
- Motivate colleagues to go and gather assets and treasures, with a bike, go to bumping places
- Diepenheim 30 juni, there's a day ABCD-day in Netherland, let's tell there what's Apeldoorn is doing
- How to make people do asset-mapping themselves
- We are going to work more together. Directors are not here. They say ABCD is important
- How can organisation be supported to this, together?

Agencies must step back

1. **Do no harm**
- Don't distract the community from its own priorities
- Don't force the community into the agencies' silos
- Don't take people's time without showing results
- Never do for people what they can do for themselves
- Don't make the community dependent on your services, funding or other external resources
- Don't treat non-profit organisations as the surrogate for community

2. **Remove Agency Barriers**
- Centralized decision making
- Cookie cutter programs and regulations
- Inaccessibility (location, language, hours, run-around)
- Know-it-all attitude
- Bureaucratic red tape

3. **Build community capacity**
- Offer leadership training
- Assist with outreach tools like translation
- Work with associations of all types
- Provide forums for networking
- Offer non-meeting options for engagement
- Highlight community strengths
- Share stories of successful communities
- Move beyond client services to community empowerment

"YOUR TURN: *What could your agency keep, stop and start doing to be the best possible community partner?*"

Stop
- Thinking in solutions
- Complaining
- Thinking for others
- Being busy with your own organisation
- Working on times we want
- Hours and tasks
- Making community with professionals

Keep doing
- Looking for talent and empower them
- Keep energy in meeting people!
- Just observe and be yourself
- Keep the expertise in the network
- Keep on loving

Start doing
- Inspire people more to take their own responsibility
- Focus organisation more on community building en bound with managers
- start with faith
- Transform worries into changes
- Use the tools we've learned, next to our intuisme

How are we going to do this

- Share stories of success from other places
- Identify and work with internal champions
- Identify and mobilize external allies
- Borrow good ideas but adapt to local conditions
- Identify and try to accommodate self-interest of all parties – do more listening than promoting
- Go with opportunity
- Start small and utilize pilots
- Resolve legitimate concerns but take some risks
- Utilize existing resources, especially underutilized ones
- Give credit away
- Share local stories of success

Support communities to take the lead

- Get out of your cubicle and into the community
- Help the community to discover its resources and power
- Share tools that enable the community to take the lead
- Assist community associations to network with one another
- Help people find ways to share their gifts with one another
- Pay attention to segments of the community that are being excluded and find ways to engage them
- Develop leaders
- Always be on the lookout for potential new leaders
- Share stones of community success
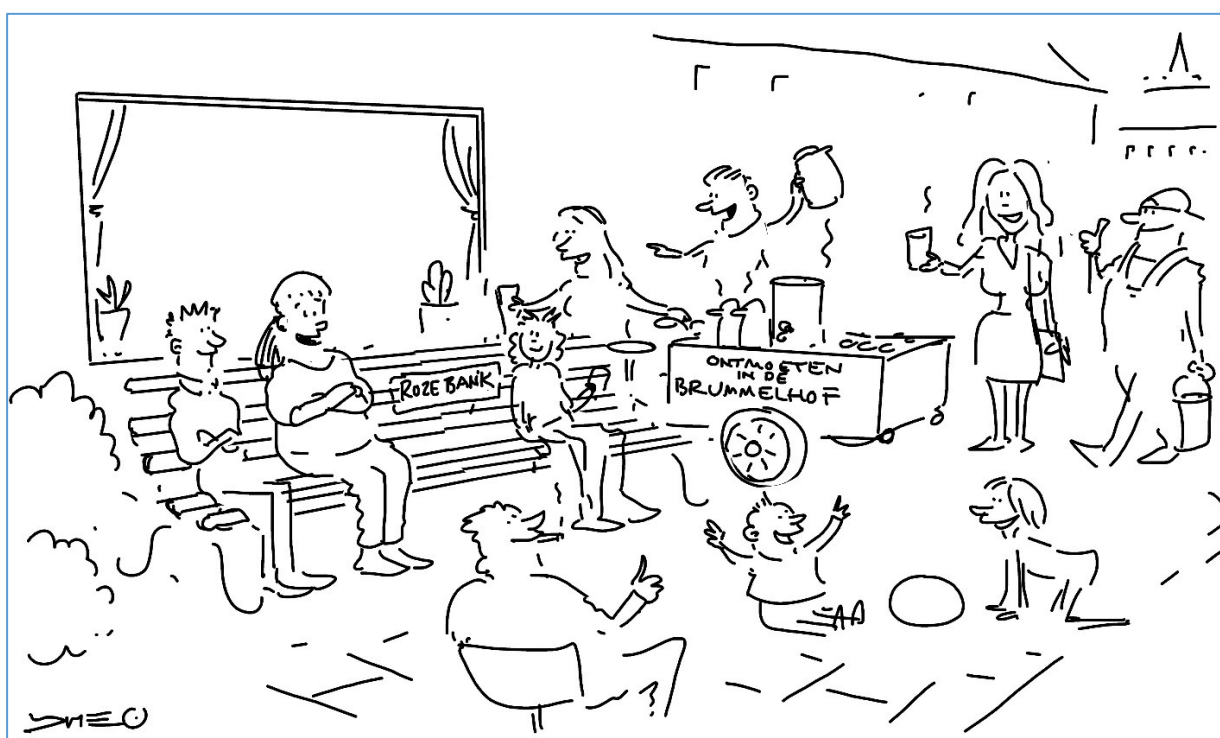- Practice what you preach by being active in your own community

"If you can't make the marriage work, how can you cheat?" By Jim Diers :-) So........

"YOUR TURN: *What can you do to build community even if that is not a priority for your manager of agency?"*

The communiTEA

The pink bench

The bumping-party

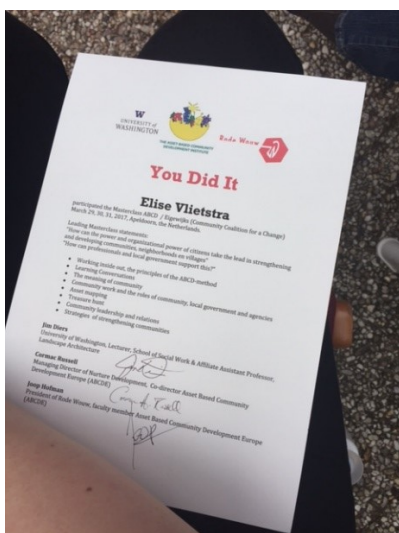
ADHD – Apeldoorn Doet Het Dus

Photo Gallery day 3

Bijlage: verslag symposium (nl)

Symposium Eigenwijks: Apeldoorn omarmt de burgerkracht

Een boost geven aan de burgerkracht in Apeldoorn. Dat was de doelstelling van het symposium Eigewijks over burgerkracht en eigenaarschap. Met dit symposium – georganiseerd door Stimenz, de Rode Wouw en de partners van het welzijnswerk in Apeldoorn – werd het startschot gegeven voor een driedaagse masterclass over ABCD. Dit gedachtegoed (Asset Based Community Development) gaat uit van een wijkaanpak waarbij inwoners zelf actief bouwen aan de leefbaarheid van de gemeenschappen waarvan ze deel uitmaken.

ABCD bestaat al sinds 1993. Wethouder Paul Blokhuis van Apeldoorn (die zorg en welzijn in zijn portefeuille heeft) vroeg zich aan de start van het symposium dan ook af waarom het de stad nu pas bereikt. 'Ik geloof erin', zei hij, 'het is een goed concept dat een boost kan geven aan onze samenleving. Het betrekt immers de burger bij de leefbaarheid van de buurten en wijken van onze stad en dat is hard nodig. We hebben veel vrijwilligers in zorg en welzijn, maar we hebben ook veel uitdagingen. We willen komen tot een inclusieve samenleving waarin het vanzelfsprekend is dat iedereen deelneemt.' Om dit te bewerkstelligen, heeft de gemeente een budget van twintig miljoen euro beschikbaar gesteld om wijkgericht werken vorm te geven en meer burgerkracht te mobiliseren. Deels is dit geld bestemd voor de zorg- en welzijnsaanbieders in de stad, maar een flexibel deel is gereserveerd om burgerinitiatieven financieel mogelijk te maken.

De uitdaging: eenzaamheid aanpakken

Cormac Russel, faculty member ABCD Institute aan de universiteit van Chicago en voorman van ABCD Europe, maakte met één woord duidelijk wat de grootste uitdaging van gemeenten in onze huidige samenleving is: eenzaamheid. Hij riep in herinnering dat tijdens de Europese hittegolf van 2003 in Parijs vijfduizend mensen stierven, voor een groot deel eenzame ouderen. 'En dat in een land met een heel goed zorgsysteem', zei hij. 'Maar het was augustus, dus veel zorgprofessionals waren op vakantie. En de meeste mensen namen aan dat het welbevinden van de ouderen in de stad door professionals in de gaten werd gehouden. Een vergissing die laat zien hoe essentieel gemeenschapszin is voor een samenleving, vooral voor mensen aan de randen van die samenleving.'

Eenzelfde probleem doet zich voor in Engeland. Veertig procent van de mensen die daar de huisartspraktijk bezoekt, heeft geen medische klacht maar wil met de huisarts spreken over zijn gevoelens van eenzaamheid. 'Ze zien geen andere optie', zei Russel. 'Het is óf eenzaam thuis zitten óf de huisarts erop aanspreken.' En hij vroeg de aanwezigen om in kleine groepjes kort te discussiëren over de vraag wat nodig is voor een goed leven als iemand ouder wordt. De consensus hieruit was binnen tien minuten duidelijk: verbonden blijven met gelijkgestemden. 'Verbinding zoeken is zo oud als de mensheid', zei Russel hierop.

Voor verbinding zorgen

In vroeger tijden bepaalde samen leven of mensen wel of niet overleefden. In onze tijd is samen leven nog steeds onverminderd van belang. ABCD is erop gericht mensen in hun directe omgeving met elkaar in verbinding te brengen. 'Professionals kunnen daaraan toegevoegde waarde leveren', stelde Russel, 'maar ze moeten vooral ruimte bieden aan mensen om waarde toe te voegen aan elkaars leven. Vriendschap kunnen ze een individu niet bezorgen, dat kan alleen dat individu bewerkstelligen.' Er zijn grenzen aan wat het professionele circuit kan bijdragen aan het geluk van mensen, stelde hij. Kwetsbare ouderen of jongeren met problemen bij elkaar plaatsen gaat niet helpen om die kwetsbaarheid of die problemen weg te nemen. 'Dat is silodenken, zei hij, 'het zet mensen apart. De enige oplossing zit in de samenleving zelf, in gemeenschappen bouwen.'

Opnieuw wendde Russel zich rechtstreeks tot de zaal. Dit keer om te vragen hoe mensen dit in hun eigen gemeenschap zien gebeuren. Soms is daarvoor een tragedie nodig, stelde iemand, het overlijden van iemand in de straat bijvoorbeeld. Maar in andere gevallen kan het ook op een vrolijker manier tot stand komen, bijvoorbeeld als buurtgenoten afspreken elkaar in een WhatsApp groep op de hoogte te houden van wat er in hun directe leefomgeving gebeurt, en ook samen dingen – zoals een jaarmarkt – organiseren.

Ruimte bieden

Gaandeweg begint helpen minder iets te worden dat top down gebeurt en meer iets wat vanuit de samenleving gebeurt, stelde Russel. Mensen willen iets voor elkaar betekenen, en ze willen hiervoor ook een bepaalde kennis inzetten, door bijvoorbeeld computerles te geven of iemands belastingaangifte te regelen. Professionals moeten hiervoor ook ruimte bieden, zei hij. Want hoe behulpzaam ze ook kunnen zijn, professionals kunnen ook onbedoeld teveel doen. Met het voorbeeld van de Britse gemeente Hodgehill illustreerde hij hoe dat ruimte bieden kan worden gefaciliteerd. De priester van die gemeente zocht en vond *unsung heroes*, mensen die iets voor anderen overhebben zonder zich daarop te laten voorstaan. Hij vond er 93 en vroeg heb allen er vier mee te nemen naar een bijeenkomst waarin ze de kans kregen hun verhalen te delen met elkaar. 'Een mooi voorbeeld van *community building*', zei Russel. 'Iedere samenleving heeft zijn kracht, maar die wordt pas zichtbaar als mensen worden gefaciliteerd om elkaar te vinden.'

Hiermee maakte hij een prachtige brug naar de volgende spreker, Jim Diers, hoogleraar sociaal werk aan de Washington University. Die liet talloze voorbeelden van burgerkracht de revue passeren. Bijvoorbeeld in Ballard, de wijk in de Amerikaanse stad Seattle met het geringste aantal bomen. Een inwoonster ging overal aanbellen om hiervoor aandacht te vragen, met als gevolg dat meer dan duizend buurtbewoners duizend bomen plantten. Vervolgens legden ze parken aan, regelden ze groenvoorzieningen bij scholen, bouwden ze een skatepark en speeltuinen. In Lower Hutt (Nieuw-Zeeland) bracht een vrouw mensen bij elkaar om een stadsboerderij te creëren. Met als gevolg dat kinderen er nu groenten verbouwen (waarmee ze kunnen sparen voor een eigen fiets) en inwoners die kinderen kookles zijn gaan geven (waarmee ze en passant bewerkstelligen dat deze kinderen – wonend in een van de armste gemeenten van het land – gezonder zijn gaan eten).

Ontmoetingsplekken creëren

De voorbeelden die Diers aanhaalde, buitelden over elkaar heen. Christchurch (Nieuw Zeeland) bijvoorbeeld, waar een aardbeving veel kale plekken in de omgeving had geslagen. In plaats van die gewoon weer op te vullen met nieuwe gebouwen, hebben de bewoners er ontmoetingsplekken gecreëerd. Een bioscoop bijvoorbeeld waar de film draait zolang de kijkers trappen op de fietsen die voor de elektriciteit zorgen, en nog veel meer. 'Een prachtig voorbeeld van hoe een crisis mensen bij elkaar brengt', zei Diers. 'Dit voorbeeld laat zien wat het belangrijkst is voor mensen: samen leven. En het gebeurt hier in Apeldoorn ook. Kijk maar naar de voedselbank, die geheel door vrijwilligers wordt gerund, of naar de VIP-bus waarin jongeren hun dromen kunnen delen.' Hij deed een oproep aan iedereen in de zaal om dit soort verhalen vooral te delen, omdat ze laten zien wat de kracht van een gemeenschap is. 'Dat is heel hard nodig', stelde hij, 'want veel mensen voelen zich tegenwoordig zo machteloos. Je moet uitgaan van de kracht van de gemeenschap in plaats van de problemen als uitgangspunt te nemen. Anders gaan de professionals voor oplossingen zorgen.'

De aanpak die ABCD biedt, faciliteert burgers om dit naar zichzelf toe te trekken. En voorbeelden delen, zoals Diers deed (veel meer voorbeelden zijn te vinden in zijn boek *Neighbor power*) helpt daarbij. 'Maar', waarschuwde Russel, 'als je één gemeenschap gezien hebt, heb je echt maar één gemeenschap gezien. Je kunt het niet standaardiseren, er is geen blauwdruk waarvan je een kopie kunt maken. Hoe je ABCD aanpakt, hangt af van de lokale context.' De driedaagse masterclass waarvan dit symposium het startschot vormde, moet Apeldoorn de kans bieden om die lokale context optimaal te leren benutten.

www.wijzijnabcd.nl

'We hebben meer burgerkracht nodig'

ABCD. Die vier letters staan model voor een wijkaanpak waarbij inwoners zelf actief bijdragen aan de leefbaarheid van hun gemeenschap.

David Knigge
Apeldoorn

Jim Diers en Cormac Russel deden het ABCD-principe gisteren uit de doeken tijdens een symposium in theater Gigant. In de tot de nok gevulde zaal sprak Cormac Russel zijn gehoor met een onvervalst Iers accent toe. Hij is voorman van ABCD (Asset Based Community Development) Europe. De methode houdt in dat de gemeenschap voor elkaar zorgt, waarbij bewoners initiatieven opzetten en naar elkaar omkijken. Het ABCD-idee is zo oud als het ontstaan van de aarde, zegt Russel. „De mensen zagen dat er een gemeenschap nodig was om te overleven."

Jim Diers, Amerikaan en hoogleraar sociaal werk aan de Washington University, vulde dit aan door enthousiast de leus 'We need more Burgerkracht' te roepen. Diers: „We hebben professionals nodig maar ze moeten de burgers niet overschaduwen. Er zit zoveel creativiteit in de wijk waar je woont. De burgers moeten een stap vooruit zetten en in de buurt aan de slag gaan. De overheid daarentegen moet een stap terugdoen en burgers de kans geven. Zodat zij zelf kunnen beslissen wat de wijk nodig heeft."

Herkenbaar

„Het is fijn als iemand je een spiegel voorhoudt, ik vind het inspirerend wat ik vandaag hoor", zegt Bea Bouwman. Zij doet vrijwilligerswerk bij De Kap en herkent zich in het drie uur durende verhaal van de twee 'ABCD-ambassadeurs'. „De buurt kan veel betekenen voor mensen met een hulpvraag, juist die persoonlijke

> **Het is fijn als iemand je een spiegel voorhoudt. Ik vind het inspirerend wat ik vandaag hoor**
>
> —Bea Bouwman, De Kap

benadering is ontzettend belangrijk." Daar herkent vrijwilliger Gerard van Grunsven zich in. Als ouderenadviseur helpt hij ouderen in Apeldoorn Zuid-Oost met de administratie. Hij merkt dat veel mensen het lastig vinden om zich open te stellen: „De drempel om de vuile was buiten te hangen is erg hoog. Professionals moeten heel erg efficiënt te werk gaan en zien de hulpbehoevende vaak te kort om een band met ze op te bouwen. Maar het draait juist om die contactmomenten heb ik gemerkt. Naarmate je mensen meer ziet bouw je een band op. Daar kan de plaatselijke gemeenschap zijn steentje aan bijdragen."

Eén model

Van Grunsven heeft niet op alles een antwoord gekregen: „Ik weet nog niet hoe ik ABCD concreet moet toepassen." En daar zit juist de crux, geeft Cormac aan: „Wij Europeanen houden van modellen, het liefst gieten we alles in een model. Maar je kan zo'n model niet toepasbaar maken voor alle wijken. Elke wijk is anders en elke gemeenschap heeft specifieke behoeftes."