



## LESSONS LEARNED: CLIMATE CHANGE ENGAGEMENT WITH THE HAVENS COMMUNITY

December 2020 – March 2021

Report prepared for	
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## 1. What we intended to do

This work set out to discuss adapting to climate change with The Havens community, covering the geographical area surrounding Broad Haven, Little Haven, Talbenny, Hasguard, Haroldston, Walton West and Broadway. The project was a collaboration between the Natural Resources Wales (NRW) Marine Area Statement team<sup>1</sup> and Pembrokeshire Coastal Forum (PCF)<sup>2</sup>. It enabled new engagement tools developed in the Coastal Communities Adapting Together<sup>3</sup> project to be trialled with a community. The work was also aligned with the Marine Area Statement's community engagement actions.

Information was sought from participants on Changes, Impacts and Actions related to climate change in their community. Suggestions from the community for **Actions** were recorded. Suggestions from Welsh Government and Fingal County Council's Climate Adaptation Plans were included for participants to consider during the focus groups, but PCF did not set out to influence participants on the choice of Actions. A consultant provided information to help the community plan to take these forwards.

Resource was built into the project so we could learn from with the climate change community engagement work being undertaken in Fishguard and Goodwick, on behalf of the NRW South West Area Statement team<sup>3</sup>. Before commencing we met with Pembrokeshire Coast National Park Authority (PCNPA) planning team and Pembrokeshire County Council (PCC) to discuss any information we needed before selecting the community to work with.

As a result of national lockdown measures, the CCAT engagement tools were adapted to be used online, but restrictions on meeting or travel to the community had significant impact on reaching people, and/or their interest in engaging.

**Note: A national lockdown due to COVID-19 was declared shortly after the start of this project and was in place for the full duration of the community engagement phase.**

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<sup>1</sup> <https://naturalresources.wales/about-us/area-statements/marine-area-statement/?lang=en>

<sup>2</sup> <http://www.pembrokeshirecoastalforum.org.uk/>

<sup>3</sup> [www.ccatproject.eu](http://www.ccatproject.eu)

## 1.1 Objectives and did we meet them?

	<b>Objective</b>	<b>Reflection</b>
1	Citizens share their knowledge of climate change impacts on their community.	Community members were able to share their knowledge of climate change in their community in the focus groups and using the map tool.
2	The pilot community are more aware of the options for climate change adaptation in their community.	<p>Participants in the focus groups took time to discuss the “Actions” cards which cover Climate Adaptations taken from statutory bodies. The report shared with the community provides further information on the Actions from community members and this will be shared with the Community Council.</p> <p>We have taken a “community led” approach. The Actions were selected by the group of people we spoke to.</p>
3	The pilot community engage in a process for planning climate change adaptation.	<p>The “Impacts” of climate change which concerned the community could have nature-based solutions. Whilst the consultant could provide background information, specific locations are needed to be able provide more detail.</p> <p>Our recommended improvement to the project design, with greater time allowance, would be to bring together community members, landowners and stakeholders to explore possibilities before getting consultancy advice to inform their plans.</p> <p>In the next phase further community members would need to be consulted for any Action to represent the wider community’s interests.</p>
4	Learning will be shared with NRW and wider partners, for example the Climate Change and Environmental Risk Assessment Sub-group (CCERA).	The reports will be sent to The Havens Community Council, NRW Marine Area Statement Team, NRW SW Area statement team as well as shared with the wider Public Service Board (PSB) Climate Change and Environmental Risk Assessment group.

## 2. Where we worked

PCNPA and PCC both have lists of coastal communities that are considered a priority for engagement around climate change. PCF cross-referenced these and added in our knowledge of the coastal communities’ likely level of engagement. We took the NRW Shoreline Management Plans (SMPs) for

the areas into account and also considered the size of the community in our final choice. From this process The Havens community seemed a suitable pilot community for this project, as agreed with PCC, PCNPA and NRW representatives of the Pembrokeshire Service Board (PSB) Climate Change working group.

PCF then spoke to the Community Council Clerk and the County Councillor for the area and both were supportive of the project. They were also able to confirm that broadband connection is usually good in the community, which was important as online engagement was the only type possible at this time.

After this positive response and encouragement, we settled on The Havens and confirmed this selection with the lead officer for this project in NRW.

### 3. How we set about engaging with the community

#### 3.1 Community Council

Information about the project was passed on to the Community Council members by their Clerk, and we had hoped to be able to speak to the Community Council at their monthly meeting in February. Agenda items and external speakers at Council meetings need to be approved by the Councillors at the previous meeting. The Clerk was able to raise a discussion point on the project and pass on information about it during the AOB section of the January Council meeting on our behalf. PCF also offered to call any members who were interested in discussing the project further or had concerns. The Clerk was asked by Councillors to promote the project via their Facebook page and community notice boards.

#### 3.2 Digital promotion by PCF

Lockdown extended over the whole community engagement period. As the tools for engagement were digital, we also reached out to the community digitally.

PCF collated an extensive list of public emails for community groups and businesses in The Havens - these were taken from public websites and public Facebook groups. Invites to use the map tool and to take part in the workshops were sent to all of these, with a follow up email when further workshops were announced. In total we emailed nine community groups, 37 local businesses, 15 other key contacts and 18 members of the Public Services Board, as well as Broad Haven Community School. The invitation to participate was passed onto partners and it was circulated by the Biodiversity partnership and internally by PCNPA.

PCF contacted the local newsletter "The Havens Community Diary" to include invites to the workshops and information about the mapping tool in their printed and online issues for February and/or March.

PCF promoted the project via our newsletter and social media. Occasionally the URL to the map tool was blocked by Facebook and the PCC IT system, so we created a page on the PCF website to link to which eliminated this problem. Social media posts were shared by PCF partners and supporters.

#### 3.3 Lessons learned

Despite this considerable effort to reach community members, participation was lower than we had hoped. Only six community members took part in the focus groups with 34 data entries on the map

tool. The depth of data was useful, but we understand that this is likely to only represent the views of a small sample of The Havens community. However, despite low participation numbers, enough information was collected to enable the consultant to consider the proposals for climate **Actions** by participants and suggest steps to take these forwards.

	<b>What worked</b>	<b>Challenges</b>	<b>Recommendation</b>
<b>Community based</b>	Approaching the Community Council first ensured permission for the Clerk to assist.	Community Councillors did not participate in any of the workshops themselves.	Allow enough lead in time for the Community Council to follow their process.  Offer follow up with individual councillors.
<b>Digital promotion</b>	Invitation to take part was seen by a significant number of people.  Focussed messaging meant data was collected from people in the community.	Digital promotion did not reach key groups* in the community.	Use a range of non-digital methods to promote digital. Signage, press articles, flyers, radio, events are all worth considering.  Consider offering a prize or payment for submitting data.

*\* these groups may not have found the digital tools accessible.*

In addition to scheduling and publicising fixed workshops dates and times, we also invited the community to get in touch if they wanted to schedule a meeting at a time suitable for them, however we did not receive any requests, most likely due to the problems already outlined.

## 4. Introduction to the digital tools used

### 4.1 Climate changes, Impacts and Actions (CIA) structured conversation tool



Figure 1 Screen shot of a focus group board with Changes, Impact, and Actions cards. This is the board near the end of the workshop.

PCF developed the CIA structured conversation tool for use in the focus groups. Originally developed as a physical resource and now moved online this tool had been tested with a number of groups towards the end of 2020. Small groups of between six and eight people join a video-conference call, usually via Zoom, to discuss climate related **Changes**, **Impacts** and **Actions**, guided by facilitators. Mural is a web-based platform which allows several users to work together on a virtual canvas. The activity results in a finished board (an example in the screenshot above) with what the participants agree are the most relevant cards in the three categories for the community. The conversation finishes with participants considering who is needed to make the **Actions** happen.

The resulting board itself is a qualitative representation of the data, with participants sorting their priority “cards” into themes. The facilitator assisted with this process during the session, inviting clarification from participants.

Working in this way meant transcribing the discussions and coding into themes was built into the process. This greatly reduces time spent by facilitators post workshop sorting participants information. In addition, participants were able to discuss their ideas freely and their privacy was protected.

Once all the workshops were complete the boards were reviewed and a final sort into themes was conducted. This process was supported by referring to notes from the session. When participants identified a particular location during the workshop this was added to the map tool.



## 4.2 Map tool

Feedback from another programme of NRW funded engagement, commissioned through the Public Services Board Climate Change sub group, in the Fishguard and Goodwick communities advised the use of a participatory mapping approach to collecting information on community concerns related to climate change.

CCAT partners University College Dublin were able to develop this additional tool and will evaluate it as part of CCAT. The tool<sup>4</sup> is based on Survey 123 which is an ESRI application linked to ArcGIS<sup>5</sup>. The tool underwent testing by CCAT partners and a Welsh language version was created.

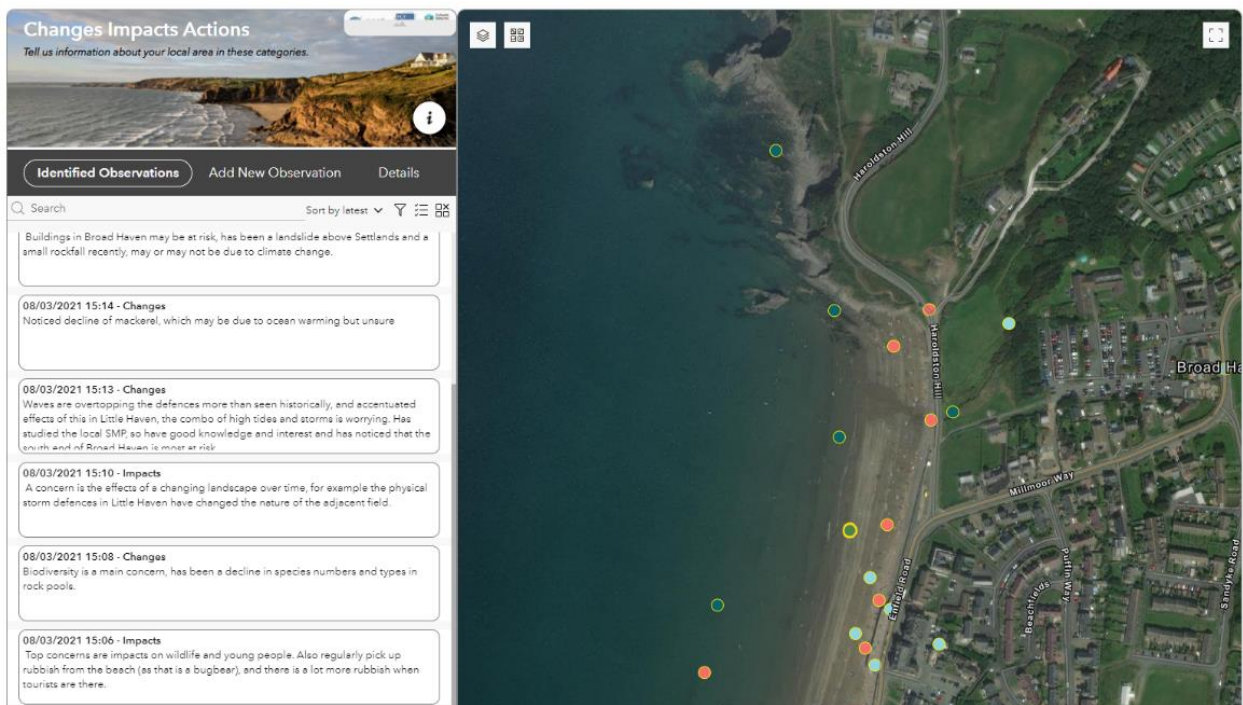


Figure 2. Screen shot of the mapping tool. Each circle represents data supplied by the community.

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<sup>4</sup> [Map tool](#)

<sup>5</sup> [ArcGIS Survey 123](#)



### 4.3 Lessons learned

	<b>What worked</b>	<b>Challenges</b>	<b>Recommendation</b>
<b>CIA structured conversation tool</b>	<p>Structured conversations.</p> <p>Participants grasped how to use the tool quickly.</p> <p>Educational value, both from the resource and peer to peer.</p>	<p>Harder for users without a laptop. Access is possible on phone or tablet, but harder for users to move around the board.</p> <p>Participants took a while to get to grips with Mural at the start of the workshops.</p> <p>Technical problems with video-conferencing at times.</p>	<p>Outside of COVID-19 restrictions offer remote digital, blended* and conventional ways to participate.</p>
<b>Map tool</b>	<p>Detailed user supplied data for the specific area.</p> <p>Hyperlocal information captured.</p> <p>Facilitated browsing of peer – peer information by users even if they didn't submit an entry.</p>	<p>The URL was blocked for some users.</p> <p>Lockdown restricted use of the mobile version, where users could use their smartphone camera to log an issue.</p> <p>Some users expressed that it was too complex for them to use.</p>	<p>Test links work, especially from social media and local government systems in advance.</p> <p>Embed tools in a page on an existing organisation's website.</p> <p>Use practical sessions to orientate users to any new digital tool.</p>

*\*blended here is used to describe an approach where participants and facilitator are in the same physical space but using the digital tool on their own devices.*

## 5. How we processed the information

Data from the focus groups was qualitative. The focus group process was designed with processing the information in mind. The cards were discussed, prioritised into groups and some were discarded in this process. Cards were then grouped into themes either by participants during the workshop or afterwards by PCF.

The map tool was designed to complement the focus groups using the same categories: **Changes**, **Impacts** and **Actions**. We cross referenced the information with the focus group themes.

In the Havens community, the information from the map matched the themes from the focus groups, but this may not always be the case.

The map tool provided more detailed information about particular concerns and this was passed on to the consultant to consider when advising on the **Actions**.

## 5.1 Feedback on focus groups

At the end of the workshops, the participants were asked to give feedback on the engagement styles and workshop process to the facilitator(s). Below is a screenshot of a grid-style board in Mural from a workshop to capture feedback quickly and effectively in a visual format using “post-it notes” and allow the information to be categorised easily. During our previous pilot workshops in 2020, participants had time to add in their own feedback to the boards but we found that during the workshops with The Havens community it was easier for the facilitator to do this.

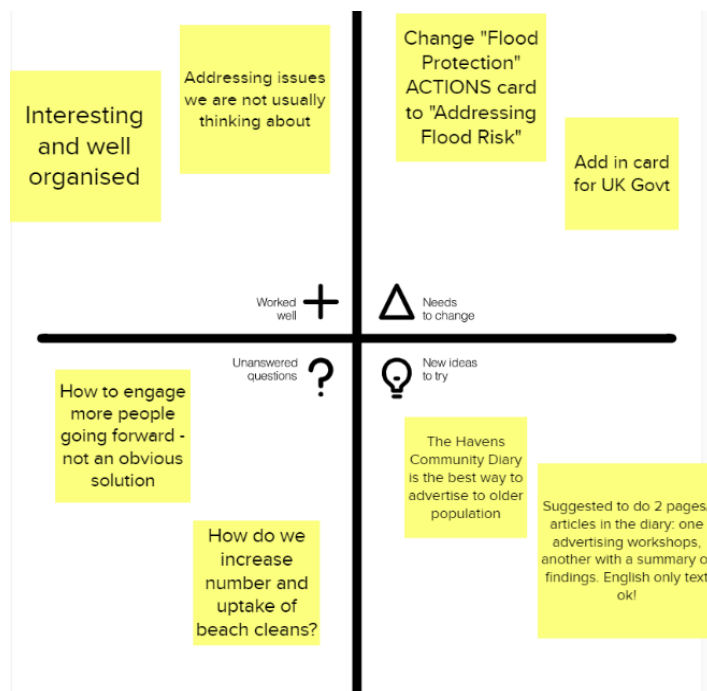


Figure 3. Example of a feedback board following one of the focus groups

Themes emerging from the feedback on the focus group:

1. **Organisation and structure were good:** Participants enjoyed using Mural and the overall structured approach to the session.
2. **It was hard to see the information on all of the cards:** Constructive suggestions to improve viewing the information on the cards. We will be able to take this on board.
3. **They would recommend the experience to their friends and neighbours:** Constructive suggestions on how to get more people to get involved. We were able to act on these but time frame was limited.

## 5.2 Feedback on Map tool

	What worked	Challenges	Recommendation
<b>Map tool</b>	Detailed information for information with a location.	<p>Feedback from participants was the tool worked well but could exclude people “not used to that sort of thing.”</p> <p>Information that doesn’t happen in a particular place wasn’t logged.</p>	<p>In person demonstrations of the tool to participants.</p> <p>Organise sessions to collect the data around the local area as a group with volunteers from the community.</p> <p>Have a place or option for logging general information.</p>

## 6. Reporting back to the community

PCF created a report to share with the Community Council. The report provides information to support the development of an Action Plan. Low community participation at during lockdown should be noted, and we would recommend reaching out again to gauge support in the wider community.

The themes relating to **Actions** were passed onto an Environmental Consultant who was briefed to provide information on the proposed actions. They were asked to consider steps relevant to the Community Council, or community group who wished to take these forwards. The report provided information of the seven **Actions** put forward by the community, including links to resources, and support to take the proposals forward.

Providing a map for the location of potential **Actions** was also considered. On balance we decided not to produce a map due to the reasons in the table below and the fixed time frame of the project

For	Challenge	Possible Solution
<p>Some <b>Actions</b> (for instance actions to reduce flooding) need to happen in specific places to be effective.</p> <p>Location for some <b>Actions</b> is an important next step in the implementation process.</p>	<p>Indicating <b>Actions</b> on private land without consulting the land owner would could give unrealistic expectations.</p>	<p><b>Geo-design</b><sup>6</sup> is an approach being explored by the CCAT project. Geo-games enable participants to explore possibilities for their community within agreed constraints. This approach could provide a forum to discuss what could go where, without commitment.</p>

<sup>6</sup> <https://www.esri.com/en-us/arcgis/geodesign>

Proposed Actions for PSB, Community Council or Community Group:

- Explore whether the concerns and proposed actions raised in this report resonate with the wider community.
- Water quality was raised in the Focus groups and on the map tool. As a result, we suggest the Community Council to share concerns raised about water quality and request an update from Natural Resources Wales and Welsh Water about how this is being tackled. Wider community to be updated on what action is being taken.
- Community Council to maintain communication with environmental groups. This report, in particular the comments from the consultant provided in this section will provide points for discussion.

## 7. Recommendations for future community climate change engagement

### **R1 Avoid engaging with a community during a lockdown or other community stress.**

Whilst it was technically possible to speak to people using the digital tools, community members have more immediate concerns. We found that the lead-in time for engagement with groups such as Community Councils is at least two months, even when we already have the correct contacts and notwithstanding any further delays from stressors as outlined above.

### **R2 Digital tools work well but aren't for everyone**

Digital tools provide an efficient process for gathering information but do not reach significant sections of a community. However, digital tools do have a key role in extending existing engagement or bridging gaps when in-person meetings are not possible. We propose mixed methods will be the model for most engagement strategies going forward.

### **R3 Hold a series of demonstration events for any tool you want the public to use**

Demonstration of how to use any tools is helpful even to confident users. This could range from an "in-person" tour which people in the community could turn up for with a map tool demo on a tablet to an online "testing session" with software such as Mural. Bear in mind this should be a series of events which happen regularly and at the same time and place so community members can just "drop in" if they want.

### **R4 Conversations are a great way of collecting data**

Plan in advance how you will process this data which will mostly be qualitative. The cards used within the CIA workshops worked well in guiding participants on the topics we wanted them to cover and allowed us to work to a time schedule more effectively.

### **R5 For most people climate change and the environment are more or less the same thing**

To get information covering climate change relating to broader issues, you need to explicitly ask for it. Participants are usually not sure whether changes and impacts are linked to climate change or not. This reflects the developing scientific understanding of the subject at every level. Facilitators need enough knowledge to be able to suggest further sources of information.

**R6 Engagement sessions should be repeated and flexible**

Whether doing digital or in-person events, they should never be a “one-off”, rather a series of events over a longer time period and occurring at various times of the day (including evenings and weekends if needed) to meet the needs of different community members. The repeatable sessions combined with a longer lead-in time for engagement will allow maximum opportunity for different sections of the community to engage.