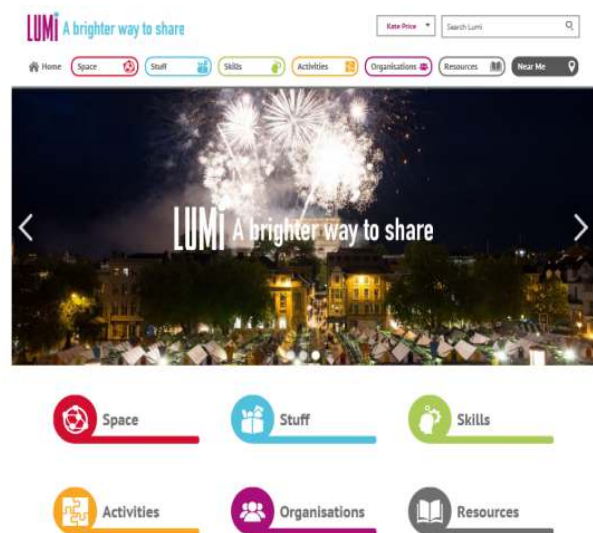


COMMUNITY ENABLING

Norwich City Council

LUMi – The Brighter Way to Share!

Norwich City Councils' *Get Involved* community enabling programme comprises of infrastructure projects, funding streams and general community support. As part of its coproduction, VCSE groups raised a variety of issues they felt the council could help them to address, to improve their capacity and sustainability in an ever challenging environment. These included support to raise public awareness of activities across the city and access to resources like template policies and how-to guides as a one-stop-shop for all the information they needed to continue their great work in our neighbourhoods. Plus access to equipment they could borrow rather than buy to save them money and storage space. From that LUMi was born...

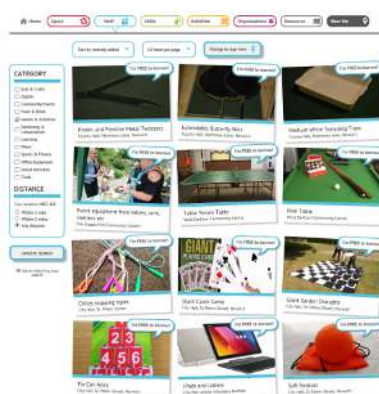


The working group looked at the key elements which community groups need to deliver their activities and tried to make connections to where they could find what they needed for free or low cost as well as promote themselves and create links with one another. This was based around a handful of key topics:

SPACE

Community groups need somewhere to be, whether that is the local park, community centre or church hall, but many of these places don't have their own dedicated website to showcase the ability to rent or borrow them. LUMi gives groups the ability to upload the space they have to lend and for users to see uploaded spaces by type or by location so they can find something to suit their needs. Plus it can encourage thinking outside of the box. Sometimes meeting in a café can be just as good, if not better than hiring a room, especially if it's free! LUMi's ambition is to

widen this to non-traditional spaces such as businesses that have under-used meeting rooms and to list small patches of green space which are adoptable for community planting projects.



STUFF

So many groups want to start new activities but find that the requirement to fundraise for equipment or the storage needed when they only want the equipment for one-off events stifles them. LUMi's Stuff section allows groups (and the council) to list what equipment they have which they will lend for free or low cost to others so they can borrow, not buy. It also allows groups to list equipment they no longer need as "free to a good home" and the team is encouraging businesses to look at as a way of recycling their unwanted equipment as well. There has already been success in groups who borrow from each other

deciding to work together on future projects and events as well as just share equipment.

SKILLS

LUMi aims to turn the idea of volunteering on its head. Organisations cannot list volunteer posts they wish to be filled but they and residents, can list what skills they would like to share with others. It is not about what you want, but what you're willing to give; gently nudging the organisation towards the benefit of the city. It aims to encourage one-off or short term volunteering, based on the volunteers' skills, rather than what the organisation needs. It also enables businesses to increase their corporate social responsibilities impact, by easily connecting with the VCSE sector. Whether a business, community group or resident, this can be someone willing to offer training sessions, mass volunteer hit squads for gardening and decorating projects, or one-off professional services. The section becomes a library of skills, which groups can borrow.

ACTIVITIES

Our groups wanted to make sure everything was in one place, so as well as brokering shared resources they can use it to shout about the activities made possible by borrowing.

Organisations can upload any low-cost or free activities onto the site, searching not only by location (on a map or by distance) but also by categories via our user friendly pin board. Our categories include the way in which the activities contribute to the 5 Ways to Wellbeing making it helpful for organisations using the site to direct service users to helpful community activities and by which are free to attend. Groups can upload funder's logos, booking forms, promotional materials other organisations might want to print and links to bookings platforms or their own websites.

ORGANISATIONS

Other organisations frequently ask the council if it keeps a list of every voluntary group working in the city that they can copy, and the voluntary groups often ask the council to directly connect them to other groups in the area or working on the same issue. LUMi gave us a better, self-service way than the traditional asset-mapped spreadsheet which every statutory service seemed to dedicate time to keep updated by making it all public and easily searchable. For those organisations that require referrals and have information which is not something to publically share, LUMi has an innovative way of ensuring the right people get access. Organisations can add referral details and named contacts in a part of the form which is not visible to the public,



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only to other organisations with a Partner Account, controlled by LUMi administrators which mean only those who may need it, see it.

RESOURCES

LUMi's Resources section is a portal to all residents need to know to set up and run a successful community group. It links to other sites, uploaded templates and PDFs and legal guidelines which groups need to know about. It's a growing library as any time someone suggests a new guide they might need, the team endeavour to find it, and groups send the team things they'd like to share with the wider community. LUMi's fortnightly e-digest sends members updates to all the latest shares including any new resources. We hope it will inspire new start-ups as well as support current groups.

It was fundamental to the steering group, made up of local organisations, volunteers and officers, that the site was as accessible as possible, so the team have worked hard to achieve an AA rating on the site and also check the accessibility of language on the pages to make sure it is at a reading level which works for as many as possible. It is also entirely free to use, whether as a resident simply looking for activities nearby, councillors seeing what they can support in their ward or for large organisations using it as a vital tool for social prescribing or sign posting service users to support and activities in their local area. Due to this, the council were offered additional funding from Public Health Norfolk and Community Action Norfolk to support LUMi's development; to-date the platform has only cost £15,000 with lots of advice being "borrowed" from local collaborators to keep costs low.

In its first five months:

- 70 organisations have signed up to start using the site
- Over 200 accounts have been registered by users
- Over 140 activities have been uploaded
- 40 events and activities have been supported through equipment borrowed through LUMi

Our ambition is that LUMi becomes the go-to site for the Norwich VCSE community by 2019!

For more information: visit LUMi – www.lumi.org.uk

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