

# Better access of the Roma community to the health care in the SR by means of trained health field workers

LOT 2 - Training activities for different target  
groups: health field workers, local authorities  
and local medical staff

Monthly report- December 2005

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#### LIST OF ABBREVIATIONS

SHFW	System of health Field Workers
HFW	Health Field Workers
MH SR	Ministry of Health of the Slovak Republic
CSW	Community Social Worker
SFW	Social Field Worker
PT	Project Team
CC	Community Centrum
MO	Mayors office
CSFW	Centre for social affairs, family and work



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## A. OVERALL PROGRESS

This monthly report covers the period of activities of expert team for LOT 02.

In the month of December the first training of HFW took place from 15 till 17 of December 2005. This report provides detailed information about outputs of carried out training.

For the reason of a very wide range and a shortage of time the training was held from 14 to 18 of December 2005. This was the only way to assign for the training three full days and thus maximize benefits for LOT 2 of the project.

The project team for LOT 01 had the opportunity to arrange meetings with HFW regarding administrative matters of the project. Further information about this issue can be found in the monthly report of LOT 1.

Discussions about preparations of training materials for the team have continued during the course of this month. They are supposed to be ready and prepared at the end of March. Monthly reports for January and February will provide further information about continuing work and content of these materials.

Outputs of the training are arranged as followed:

- Report from December training,
- Training schedule ,
- Feedback from participants.



## **B. CHANGES AND RISKS**

In the month of December no changes about project activities have been reported towards the original plans.



## C. REPORT FROM DECEMBER TRAINING

Report from the training for HFW held from 14 to 18 December 2005 in Lipovce.

### C.I. IDENTIFICATION PART - REPORT OF INSTRUCTORS

#### C.I.1 Title of the training:

1. Date and a place of meeting: 14 – 18. December. 2006, Lipovce pri Prešove
2. Training coordinator: PhDr. Balonova
3. Trainers: Janka Hažírova, Paula Tomanková
4. Targeted group and number of participants: HFW, 39
5. Number of absent HFW: 1 Rastislav Žiga
6. Presenter of the report: Jana Hažírová, Paula Tomanková

### C.II. CONTENT

#### Program

##### Thursday, 15.12.2005

1. Introduction of trainers, participants, activities of HFW, motivation of participants for the work of HFW
2. Learning activities, group dynamics, cooperation of team
3. Work of HFW (experience, quality, manner)

##### Friday, 16.12.2005

1. Community of HFW (localisation, problems, presentation, confrontation, cooperation)
2. Health of a human being, health of the community
3. Team-building activities

##### Saturday, 17.12.2005

1. HFW – job and mission
2. Aims of HFW
3. Behaviour and motivation of oneself and others
4. Team building activities
5. Feedback and stimulation of participants

### C.III. PREPARATION OF INSTRUCTORS FOR TRAINING - DESCRIPTION

Preparation of materials (Health and Roma) by the trainers is a result of a long-term experience in of trainers. During preparation of materials and contents of individual trainings for future HFW we took into account the



basic requirement of the HFW in regards to their future work and workload. The whole idea of education is based on interactive techniques of working with a group. The content and aim of individual blocs come out from the experiences of instructors gained in the Phare programme “Building of community centres in the Slovak Republic” and from the programme “Roma Health”, which was carried out from 1999 by the Open Society Foundation (both instructors were involved in OAF).

#### **C.IV. PREPARATION OF WORKING SHEETS**

.....of interactive activities, ect. (short description), list of materials and tools provided for the training.

The list of the used working sheets will be included in the attachment of the outcomes from the training. All working sheets used and created during three cycles of trainings will form the attachment of monthly report for the month of February, in which the last training will be carried out. During the drafting and selection of working sheets the trainers paid attention to the practical usage of the material taking into account the level of education of HFW.

#### **C.V. CONTENT OF TRAINING**

.... program, positives, negatives, observations, recommendations for the MH SR for the amendments of content.

In the attachment, there is a complete programme of the training and a time table. A positive feature of education is the possibility to have all the participants in the same place at a same time, because the basis for the work of HFW are in team work and in mutual support among participants or those who work in the project. The discipline of HFW during the training was assessed by instructor as positive, no late arriving and early leaving. Actually, the instructors were surprised, because the HFW showed interest and goodwill for learning. Our first aim was to motivate an individual, encourage him to build a stable and functional team of HFW, having no regards to their educational and mental level.

It is worth to discuss the length and complexity of the whole training bloc (5 days and 4 nights). On the first training, especially Roma women-mothers found it difficult to depart from home for such a long time (in most cases it was their first similar experience) even if they knew what they can expect. Nobody of them was counting with such demanding and long program of the training (the sessions held every evening were also very demanding and focused on procedural, personnel and administrative matters.)

#### **C.VI. TRAINING DESCRIPTION**





... Ambiance, activity of the participants, feedback from the group and individuals, instructor assessment of the training.

Despite the workload on the HFW the instructors found the group active with an interest in the topic. Feedback is proving the ability of HFW to name things and problems and to say their opinion. For the most participants we saw the real will to work as HFW, this is the result of optimal selections of candidates in the communities. Group work is very interesting because of diversity of HFW.

Through the training the project team for lot 01 was also present, its main responsibility was to give administrative support for the training. In the case, that some HFW show some interest, the responsible expert discussed the administrative matters of their work. Project team for lot 01 didn't participate on training activities, which were taught by the experts from group 2. Training coordinator was also present on the training from the reason to assign methodology and monitoring, their result will be transformed to educational materials.

## C.VII. OUTPUTS

...filed in questionnaire, working sheets, manual, recommendations for the MH SR for training,

1. Filled in feedback questionnaire. Copies of this questionnaire are attached to this monthly report.
2. Processed feedback is part of this report.
3. Working sheets in printed form will be part of February monthly report.
4. Manual: Work on manuals is still in progress. Expected date for completing of manuals is the end of March 2006. This date is conditioned by completion of all training proposed within lot 2 and by collecting information from training and feedback from the training participants. These will be incorporated in to the manuals.
5. Recommendations for the MH SR: They will be produced at the end of educational process, which is supposed to be at the end of April.
6. Feedback on the material – we will request feedback after manuals are published from HFW, which will have their own experience with using these manuals at schools, where they will cooperate with realisation of health education. After a few weeks it will be helpful to have some information from them about quality and usage of the prepared materials (manuals, materials for health education).
7. In the end of the educational process - evaluation of all topics and all lectors (by points, selected topic, processing, usage, so it can be put into a chart). In the end of educational process participants will evaluate quality, usefulness and presentation of all topics in a comprehensive feedback questionnaire.



8. Evaluation of the course and content of the complete educational cycle will be produced at the end of February 2006, after completions of the whole cycle.

## C.VIII. APPENDIX

Attached only to the Slovak printed version:

Appendix 1 – List of participants

Appendix 2 – Evaluation sheets from HFW (from their view)

Appendix 3 – Photo documentation



## **D. OUTPUT - PROGRAMME I. MODULE**

Training HFW in the period from 14 – 18. December 2006 in Lipovce:

### **D.I. THURSDAY, 15.12.2006**

**FLIPCHART: 'Welcome! (sun)**

**9.00 AM**

1. Introduction of lectors (Janka , Evka Paula), we spoke about our names, how we are living with them.
2. Introduction of participants, they too spoke about their names.
3. Activity. Introduction in groups of seven people. After ten minutes they summarised what they learned.
4. Activity to ease the nervousness.
5. Introduction of project, identifying priorities, role of individuals and team work.
6. Motivation of participants to work for the project.
7. Activity to encourage team work and knowing the others: Find a person who is ..... Activity to relax and strengthen the team.
8. Learning the rules of group. Group is divided to smaller groups with seven members. They have to come up with five things, which will give rules to our group. We recorded this ideas:
  - Breakfast + coffee
  - Cell phones if turn on, only on vibrations
  - To be on time at the start
  - Not to interrupt
  - Smile
  - No alcohol drinking during the day

**Break – coffee and snack**

**11:00 AM**

1. Activity: Clew “I like about you...”, clew is going from person to person. We are speaking about cooperation inside the group and communication. We speak about praise and a need for direct communication (e.g. with the social field workers, clients or at home)
2. My strong features. On five colourful stickers they have to write 4 features, what they can do, what they learned and on 1 what they like on their bodies.
3. Homework. To put this stickers at home on the mirror and accept them as their personal positive side. Repeatedly come back on them so that the mind will accept them.



## Lunch

14:30 PM

1. Looking for MRS Novak. Instructors played the scene at the authority.

- Firstly a clerk is very impolite
- Secondly the clerk is nice

We are speaking about behaviour of a clerk.

2. My experience – about my first contact with a doctor as a HFW, mayor, principal, we speak about aggression in communication...

3. Personality of HFW. In five groups they are writing down some qualities which they should have as a HFW. Coming back to strong features.

They have made a picture of a HFW

### Qualities of HFW

- No prejudice to a different race (Roma)
- Patient
- To be able empathize in to a different situations
- Communicate on different levels
- Knowing how to listen
- Not to judge people
- Balanced personality
- Strong minded
- To be an example
- Responsible
- Organisational skills
- Trustworthy
- Objectiveness and seriousness
- Positive thinking

In step by step we taught about each remark, spoke about specific situations and what to do in these situations.

4. At the end of a day we once more spoke about strong features of each individual, to bust self-confidence.

Activity: my profile. Participants drew their own portrait, made an envelope and glued it to a wall of a meeting room. Through the whole training they can receive a notes from the others – positive or negative about their abilities, skills, ideas, behaving etc.

## D.II. FRIDAY 16. 12. 2005

### Flipchart : Good morning and good day + illustration

9.00 AM



1. Activity: ring of feelings, we spoke how the HFW felt after the first day. They rated with fingers their present state.
2. Activity: massage for a good morning. Relaxing activity. They were trying to guess weather by rubbing backs of the next person.
3. Community maps. Participants were divided into groups in compliance with micro regions and they were asked to draw a map of their village or place where they work.

**Flipchart:**

**Community map:**

**Drawn up:**

- Place in village where Roma live
- School
- Mayor
- Shopping places, bar, tavern
- Church
- Doctor
- Disco
- Interesting sights (buildings, parks)
- Important things (toilets, wells)

**BREAK**

**11.00 AM**

1. Presentations of community maps. All participant spoke about their village or municipality where they will work. Each one of them presented problems of this locality.
2. Evaluation of situation in villages and discussion.
3. Flower of health – Instructor described the definition of health (physical, mental, spiritual, social and environmental). Participants wrote their ideas to improve specific heath on leaves of a flower, which is part of life inside Roma settlements. They gradually glued each leaf and presented their ideas so they created our flower of health. They understood that health is not only state when something is aching but there is more to it in life.

**FLIPCHART: OUR FLOWER OF HEALTH**

**PHYSICAL**

1. Healthy regime
  - Change eating habits (more vitamins, minerals, milk products, less meat especially fatty)
  - Smoking, drugs, alcohol, coffee, sweets – give up or reduce)
2. Temperance in eating
  - prevent obesity



3. sport
  - going for walks in nature
  - physical activities
  - swimming
4. Not neglect sexual life
5. Sleeping
6. Healthy day schedule
7. Hygiene
8. Knowing own body

**SOCIAL:**

1. Coexistence Roma with Nonroma
  - educational activities
  - sociable activities
  - discussions about discriminations
2. solving unemployment Roma
3. better communication inside the family and community
4. improve of education for roma
5. create space for realization of activities
6. enlightenment
7. respect for the old
8. sexual education for youngsters

**MENTAL:**

1. peace in family
2. do not use alcohol and drugs
3. aggression in family and around, eliminate and reduce by doing sports
4. cover of basic needs
5. showing love in any possible way
6. keeping physical health

**ENVIRONMENTAL:**

1. water purifiers
2. dry toilets or sewer
3. waste management
4. neatness of surrounding area
5. avoiding harmful substances
6. airing of living space

**SPIRITUAL:**

1. Trust in God and or other supernatural power
2. Believe in power nature
3. Prayer



4. Meditate
5. Relax, peace, rest
6. Everyday spiritual purification
7. Positive thinking

## LUNCH

14:30 PM

1. Expected problems in communalities – problems which we will have to solve.

Participants in groups agreed on five topics which they thought were problematic in their communities. We summarised as follows:

### FLIPCHART: What we will have to solve

- Low hygiene
- Source of water, WC, sewer
- Roads, electricity
- Language problems
- Unemployment
- Usury
- Vandalism
- Waste dumps
- Problems among neighbours
- Bad living condition
- Insufficient social work
- Low education
- Truancy
- Lack of prevention measures + lack of finance (transport, medicines)
- Insufficient sexual education
- Failure of civic duty from the authorities
- Alcoholism and drug addiction
- Aggression in families
- Problem with cadastre
- Early leavings from maternity wards
- Household planning
- Incest, lack of immunity
- Handicapped children
- Bad eating habits and diet
- Pre-mature mothers



- Neglecting in education of children by their parents
  - Inflexibility
  - Unwillingness for a change
  - Disrespect to elderly
  - Discrimination
2. Discussion about topics
  3. We have maps, we know the settlements, is there somebody who can help us to solve problems. Team work: write five persons who can help us. List of assistants:

FLIPCHART: WHO CAN HELP US

- MAYORS AND THEIR CLARKS
  - Doctors and medical stuff
  - Police (state and municipal)
  - Principals, teachers + Roma assistants
  - Community centres
  - Pastor and church
  - Parents
  - Clients
  - HFW
  - MSAF SR
  - OZ + advisory centres
  - Regional authorities
  - Vajdas
  - TSP – from Community centres
  - Government, reforms.
4. Discussion

**D.III. SATURDAY, 17:12:2005**

**9.00 AM**

FLIPCHART: We hope that you had a good sleep

1. ACTIVITY: Race, warming up
2. ACTIVITY: Balls – building trust against other people
3. Today. We read a text and handed it out to participants.
4. Selection process – course. Participants were divided in to smaller groups and they had to write:

FLIPCHART:





- Who told them about the job as HFW
- What they did to prepare themselves for the selection process
- Demands of selection committee
- Who told them about results and how did they feel

After 15 minutes we recorded this:

**FROM WHOM AND WHAT:**

- Municipal radio
- Application from the mayor's office
- Found it in a mail box
- Mayor and workers
- Doctor and medical staff
- Social worker
- Notice board

**WHAT DID I DO TO PREPARE MYSELF:**

- Nothing special
- Numbers in the Roma language

**DEMANDS OF THE SELECTION COMMITTEE :**

- Are you able to do this?
- Questionnaire about this job.
- Second round of selection - screen
- Willingness to learn Roma language

**HOW I FELT AFTER:**

- Answers came in a month, I almost forgot
- Mayor told me the result
- Super

After this activity we summarised that this was only the beginning and by selection nothing is ending, actually it is vice versa. The fact, that they have this job is a change and no accident. They should get hold of it. There were no special requirements at the selection stage. It is all about attitude and humanity.

**OBJECTIVES OF HFW ACCORDING TO THEIR VIEWS**

We have been chosen. What are the aims of your job according to you? Why are you in place?

After dividing HFW groups we come up with the following:

- Improve hygiene in settlements
- Vaccinate children
- Health enlightenment, uncover untreated



- Improve communication between doctor and patient
- Improve eating habits and regime
- Sexual education for youngsters
- Learning first aid
- Alcoholism – stop or reduce
- Changing of thinking –be positive
- Teach children hygiene habits
- Motivate people
- Regular visit to doctor
- Improve attendance at school
- Better household economy
- Bringing them to be more responsible for themselves and family
- Teaching them to be tolerant
- Motivate them for a better life
- To be an example
- Not to start with premature sex
- Completion of education.

It is very important to set up goals, without which we would not know what we are doing or what to do and whether the whole effort has a meaning. We also have to realise that we came up with 20 goals. There is no need to do right away all of them, but what is important is to set up priorities. What is important and possible to solve, we will speak about later.

## **BREAK**

**11:00 AM**

1. Motivation vs critique
  - Politeness and critique
2. Motivation by nice word

### FLIPCHART: Motivation by nice word

- Tell, what good s/he did
- Tell, how it help
- Thank and smile

It always has to be true !

3. **ACTIVITY** : How to motivate TSP in a village and CC

Each participant received a sheet of paper and according to a pattern s/he had to write a text of motivation for TSP. After writing it down, they practiced dialogs in groups, how to tell it to TSP at home.

4. Homework:



Motivation at home (mate, children, parents) according to the pattern.

## LUNCH

15:00 PM

FLIPCHART: We are almost at the end enjoy it

### 1. Tips of behaviour

FLIPCHART: Behaving towards other people.

- Aggression – I lose, everybody loses
  - Passivity – I lose, you lose
  - Assertively – I win, everybody wins and everybody feels good.
2. ACTIVITY: Playing roles - play inside a settlement, HFW was asked by a doctor to visit a mother whose children have to be vaccinated. HFW will notice a little dump of faeces in front of a house. HFW is reacting slowly:
- Aggressively, aggression (Miro from Jarovnice)
  - Passively ( Zoli from Bátka)
  - Assertively ( Zdenka from Rudňany)

Paula played role of the mother.

After we have played all three roles we discussed behaviour of the HFW, what was right and what was wrong as well how the client reacted. We spoke about the role of politeness in communication with clients.

3. ACTIVITY: chairs and vegetable families, - building team of HFW
4. ACTIVITY: changing places by those who ..., reducing stress and building of mutual confidence
- How I would raise my children.

Participants were divided into groups and received 2 statements from a father about bringing up of their children. They spoke about it and compared it to their situation at home and in settlement where they work as HFW. Later on they all discussed about the need for right the way for raising of children even in their own families.

- Plan of happy goals for year 2006

FLIPCHART: Plan of happy goals for year 2006

- What I want
- My annual earnings I want
- What I want to happen in my family
- What I want to happen at work
- What I want to happen in my free time
- What I want to reach in society

It has been proven that the people which are writing down their goals and they are regularly coming back to them are more successful to actually



reach these goals. If we put something on a paper we can always come back to it, complement it and evaluate.

Every participant received a sheet of paper and was asked to write down the text from the as well as his/her own goals and then save the paper.

Repeating topic for homework

- Glued paper with strong features on mirror
- Play with the partner or children about strong features
- Motivate by a nice word
- Elementary school
  - Number of children
  - Number of classes
- Smile

### Feedback

FLIPCHART: How it was:

- What was the best topic for me
- What we should discuss at next meeting
- What topic did not interest me
- How would you evaluate meeting
- How do I feel at the end of training

Every participant received a sheet of paper and according to a pattern they evaluated training (through feedback on content, usefulness, topics, quality of instructors etc.).

Results are in appendix No. 2

5. ACTIVITY: Motivation of participants to work and creating of an effective network for cooperation among HFW

FLIPCHART: APPRECIATION 3x BEST:

- Most congenial person
- Nicest smile
- Most mysterious man

Every participant wrote down three names, the committee announced winners who were awarded little presents.

- Zdenka, kissing piglets
- Janka, plush rabbit
- Tomáš, big dolly

Instructors said good-bye to the whole group and later individually to every participant. Participants received a bag with toys, which had been prepared earlier. Content of bags was obtained from humanitarian collection, which was organised in the month of December by the newspaper Petržalské noviny.



Remark: Mr. Miroslav Balon (coordinator) participated in the afternoon session, which was appreciated by the participants.



## **E. OUTPUT - FEEDBACK FROM TRAINING**

The HFW were asked to complete the feedback sheet on the last day of the first training session 30 minutes before the final ending of the meeting. The instructors had prepared the feedback questionnaire for all participants in a way not only with yes-or-no-answer question but in a way that the HFW had to provide their own view about the training.

The feedback questionnaire was supposed to bring the balanced information about topics, presentations, interaction and inputs of HFW to the process, not only facts about accommodation in hotel or evening fatigue ect..

The questions were created in a simple way but some HFW had troubles with formulating simple answers. Not all of them gave answer every question or commented some of the questions.

### **FEEDBACK – Questionnaire was named How was it?:**

#### **A. What topic did I like most?**

Answers:

1. types of behaviour
2. behaviour, raising children, approach in cantina
3. all
4. all
5. all
6. all
7. all
8. all
9. all
10. all
11. all + about HFW
12. motivation by nice word
13. motivation by nice word
14. motivation
15. motivation
16. motivation
17. motivation
18. motivation
19. what we will do as HFW
20. what we will do as HFW
21. what we will do as HFW
22. about job of HFW
23. quality of HFW
24. Flower of health



25. about health
26. community maps, quality of HFW, motivation
27. drawing up maps
28. drawing up maps
29. drawing up maps
30. drawing up maps
31. my performance with paula
32. clew
33. I gained a lot , I met fantastic people, I am glad that we exchange information, it was good and fun

**B. What we should discuss next time:**

Answer:

1. respect to each other
2. repeat some topics
3. I don't know
4. I leave it up to you
5. I leave it up to you
6. household economy
7. discrimination
8. rules during TP
9. what to do with enlightenment
10. sexual education, first aid
11. sexual education for youngsters
12. sexual education
13. sexual education, job experiences
14. our accomplishments and failures in micro regions
15. experience from this job – problems and joy
16. our accomplishments and failures in micro regions
17. drugs, alcohol, work results from month of December
18. alcoholism
19. alcohol, addiction
20. interpersonal relations
21. interpersonal relations
22. interpersonal relations
23. interpersonal relations
24. interpersonal relations
25. how to solve arguments
26. health
27. health
28. about health service
29. about health service



- 30. about human psychics
- 31. about abandoned children in foster homes

**C. What topic did not interest me:**

Answers:

- 1. drawing up maps
- 2. maps
- 3. maps
- 4. maps
- 5. I like all
- 6. I like all
- 7. I like all
- 8. I like all
- 9. I like all
- 10. I like all
- 11. I like all
- 12. I like all
- 13. I like all
- 14. I like all
- 15. none (maybe they all being good)
- 16. none
- 17. none
- 18. none
- 19. none
- 20. none
- 21. none
- 22. none
- 23. play on fairy tale
- 24. play on fairy tale
- 25. types of behaviour
- 26. drawing up self portrait
- 27. drawing up self portrait
- 28. drawing up self portrait
- 29. drawing up characters
- 30. -
- 31. -

**D. How would you evaluate training (1,2,3,4,5)**

(No. 1 is the best and No. 5 is worst)

- 1. 1
- 2. 1
- 3. 1





4. 1
5. 1
6. 1
7. 1
8. 1
9. 1
- 10.1
- 11.1
- 12.1
- 13.1
- 14.1
- 15.1
- 16.1
- 17.1
- 18.1
- 19.
20. everything was interesting
- 21.2
- 22.2
- 23.2
- 24.2
- 25.2
- 26.2
- 27.2
- 28.2 ( training was OK, I would comment only the organisation of the training – time, poor communication with coordinators, feedback, open communication about how it was)
- 29.3
- 30.4
31. according to order

**E. How I fill at the end:**

Answers:

1. bored
2. sad
3. a little sad but I am happy for next meeting
4. super
5. O.K.
6. O.K.
7. O.K.
8. O.K.
9. excellent



10. excellent
11. very good
12. very good but tired, spiritually balanced
13. feel fine with new ideas
14. little tired but with new knowledge
15. tired, I need fresh air but I am glad that I gained new knowledge
16. good and I could stay one more day
17. tired but I learned something
18. little tired, but I am glad that I was here
19. little tired, but I am glad that I was here
20. little tired but glad that I learned new knowledge
21. little tired but glad that I learned new knowledge
22. little tired but glad that I learned new knowledge
23. gained more experience and knowledge about team work
24. tired but satisfied, you were superb
25. I felt good
26. sad but you were both very good
27. relaxed and concentrated
28. pleasantly tired
29. it was good, I can not sit anymore, even of good can be too much
30. 1
31. 1
32. 1



## **F. PLANNED ACTIVITIES**

### **F.I. PLANS FOR FURTHER TRAININGS**

#### **HFW**

During the first meeting we found out that despite lack of time for organisation and duration of the training, the three-day cycle is suitable for the instructors as well as HFW. After completion of the training the remaining time is used to tackle administrative issues of the project. This part is conducted by the project team of lot 01.

In accordance with the implementation plan the second part of training will take place in the same location on 12 – 14<sup>th</sup> January 2006. The third part of training, which is also the last part will be held from 8 till 10<sup>th</sup> February 2006.

#### **HEALTH PERSONNEL**

Three meetings with the doctors will be organised

- 24 February 2006
- 25 February 2006
- 26 February 2006

In order to ensure participation of the medical staff at the meetings, teams of LOT 01 and 02 made a proposal for motivation of medical personnel to take part on the meetings. Recent experience with implementation of the project proves interest of doctors for cooperation. From the debates with doctors it is clear that the work of HFW motivates Roma in settlements to cooperate with doctors. The doctors see this as a positive outcome.

Within the activities of LOT 01 of the project personal contacts or contacts in writing with doctors will be conducted by HFW or project coordinators. Doctors will have the opportunity to express their view on cooperation with HFW through formal letters or personal meetings, or they can propose ideas how to improve the cooperation with HFW from their own perspective.

#### **LOCAL AUTHORITIES**

Proposed dates for meeting local authorities are:

- 24 January 2006
- 25 January 2006
- 26 January 2006