

**STRATEGIC PLANNING & COMMISSIONING GROUP**  
**PROMOTING COMMUNITY WELLBEING WORKSHOP**  
**THURSDAY 30 NOVEMBER 2017**

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## Elgin / Lossie

### TSI

#### What is the 3<sup>rd</sup> Sector?

- Voluntary sector, key partner in service provision
- **PB** - Positive experiences, good way for smaller projects to be seen, good networking between groups – idea generation, peer support – encouragement

#### Any changes in locality to help more participation?

- Encourage more people to participate
- More publicity needed for TSI & PB
- More notice for events & funding initiatives
- Workshops/surgeries to help people apply
- Help signpost people to other sources of help/funding
- More advertising regarding who TSI are and what they do

**TSI Plan for Success** – build capacity of groups prior to TSI securing funding.

### TSI

- Locality Planning – involving communities in decision making – partnership approach
- Is there support after the funding is awarded? TSI – range of support signposted
- How is the money monitored and accounted for?
- Elgin – issues around size – sense of community

#### Moray Wellbeing Hub

*“Good to hear about it”*

*“Participation/co-production”* – buzz words, good to avoid jargon

*“Working together”*

Positive experience at Arts Festival in October, lots of different groups took part in different activities, publicised what was going on and chance to try out new activities.

- Hub challenging traditional way of dealing with challenge, e.g. mental health issues – removing stigma, inclusive
- Not always the activity that is beneficial, also the social interaction & feeling of being involved
- Better understanding of what the hub is trying to do
- Different way to do things – or is it? Previous generations “looked after” each other
- Getting younger generation to learn & use this approach

## **MWH**

- Poverty & wellbeing linked
- Hub Focus on wellbeing but signpost to other partners e.g. CAB
- Exciting to know the Hub is working to include under 16s

## **Community Development Team**

- Fantastic resource
- Very positive DVD – gave real flavour of what goes on, longer version has testimonies on it
- Activities looked good fun! Reach many people
- Dance excellent exercise – movement, balance etc. & teachers popular
- Lots of other exercise for less able – singing etc
- Move away from lunch clubs of the past
- Vintage tea parties/Joanna's event – new approaches, activities planned & designed with participants – co-production
- U3A – 15 groups, languages, walking, poetry etc
- Plenty to do in Moray, great energy to do things
- Social interaction uplifting
- Have to get people who are stuck at home – help them to participate – buddy scheme
- “Can't wait to be old!”
- Right support staff in place to encourage innate & reinvigorate. Need for succession planning to ensure activities are sustained & people step up
- Helps keep people healthy, need for care & other interventions

## **CDT**

- Recognise sometimes activities/groups have to end or need to change (not a failure but a natural end)

## **Promoting Health & Wellbeing – Public Health**

- Healthpoint – hospital location good for older people, High Street perhaps better for younger people
- Healthpoint good at going out and advertising services. Smaller units with information – e.g. old phone boxes, libraries – catch families
- Develop Healthpoint app – appeal from school up – involves young people in design of it (fun memes / YouTube / Internet based / website (HiNet) / Facebook / Instagram / Twitter
- Apps also appeal to other people
- Bus available for multiple of uses – taking info and activities out to rural areas or in town at specific times. Pop up shop more centrally?
- “Ladies in Healthpoint are brilliant”

## **Speyside & Keith**

### **Moray Wellbeing Hub**

#### **What struck you?**

- Lots going on
- Know it exists
- Can be mistaken for a 'service' such as the Wellness Centre, but it's very different
- Wellbeing college e.g. WRAP; Wellness, Resilience, Action Planning
- A highly successful experiment
- Big focus on recovery
- Journey from project, to CIC (Community Interest Company)

#### **Work closely with tsiMoray**

#### **How does MWH relate to locality?**

- Champions could help 'new comers' to break into close knit communities
- Champions have a range of roles, not every champion directly challenges stigma
- Transformation – someone looking for services finds value and purpose by helping others – mutuality
- Roadshows

#### **What needs to change?**

- Broaden out from 'mental health'
- Help people recognise wider wellbeing, for example – people trying to get back into work following ill health or accident e.g. stroke; taking strength based focus; working out what's most important to people
- How to connect emotional / cognitive wellbeing to physical recovery or self-management of long term conditions
- WRAP – people taking ownership

WRAP – a manual for yourself, a plan. This could work both with mental and physical health issues that require management (different tasks / thoughts for different circumstances).

- Totally fits with community resilience
- Culture change
- WRAP in schools
- WRAP App
- Need to run a WRAP course in Speyside, Keith – particularly engaging health professionals, practitioners so they familiarise themselves

## **Community Wellbeing Development Team**

- To see all pulled together and having one point of contact for rehabilitating older people
- Sustainability – CWDT and tsiMoray working together to achieve this
- Creation of SET classes
- Also supporting micro enterprises
- Loneliness and physical
- Social Enterprise form pooling SDS monies to set up a business; problems due to it being a new role

## **Challenges to business / health balance**

- Now self-sustaining
- Transport challenges – increased Dial a Bus use by 50%
- Transport to social activities
- Helping to more through ties
- Self-commission

## **Parking**

- Self-commissioning under SDS
- Chris – Mindful Designs – Business set up and include support for people with challenges, and work for those with less, or further forward

## **What needs to change (community wellbeing development team?)**

- Scope for using sheltered housing facilities in Keith (underutilised and not enough activities)
- Ambition – more integration with existing assets / facilities
- Balance between choice and prescription
- We need community champions within groups to pick up early on people who may be close to /in crisis

## **Public Health – Health Improvement Team**

### **What struck you?**

- Wealth of stuff out there
- Lots of actions taken forward as a result of Teams and communities taking ownership of actions and getting support from a diverse range of partners
- Partnership – effective, rather than mistaken perceptions of overlap or duplications

## **How does it relate to Speyside / Keith?**

- VTs in Speyside and Keith
- Move VTs / Health and Wellbeing events, public and professionals, share learning / experiences
- Do locality planning as part of the fun
- Health Point in Dufftown
- MIB – promoting people borrowing it
- MIB – Support for groups, small grants can go a long way to help existing groups to make use / access resources
- Small grants not often enough (need regular / frequency)
- Also raising awareness of YP / Youth Philanthropy Initiative
- Intergenerational – Men’s Shed
- Back into schools with WRAP
- Take WRAP into schools
- Young people volunteering in hospitals (e.g. at Flemming)
- Strengthen links with schools and health and social care workforce (positive examples even as young as primary school)
- Keen on intergenerational with children going into care homes bringing sense of fun, community and play

## **Action Plan**

Feasible / Achievable / Factors – scattered locality

### A) Tie strands together

- How to bring groups together where very different attitudes (events, pops, information)

A) Knowing more about what’s going on / people telling their stories – small grants, strengthen and connect existing assets, enable groups to promote and share good news stories

### A) Getting WRAP to go broader in Speyside

- Lead – Moray Wellbeing Hub Partners – tsiMoray and public sector partners
- Identifying patients / commissioning trainers (Moray Wellbeing Hub) e.g. for physio staff, healthcare professionals
- In through the locality plan

A) Get Health Point to link in with Physio Training Plan

## **What struck you? TsiMoray**

- Lots of activity, lots of groups being connected – wasn’t aware, impressive
- TsiMoray – also lots of volunteering options, way of connecting. Really important to capture what’s happening, what you get back for investment
- social audit
- working towards sustainability for groups
- PB is a design process that involves stakeholders

### **How does it relate to locality?**

- Living in Speyside, don't see impact but through working role then see far greater impact. 6, 12, 18 months change programme – working advantages to look at how tsiMoray to work with people with learning disabilities
- Speyside – lots of small, very resilient communities within one locality
- Sense of community
- Every weekend there are self-run community events, coffee mornings
- Vulnerable folk are those who are not connected, who don't know anyone

### **What needs changing?**

- Greater awareness of impact of tsiMoray
- Thread coming through more strongly
- Making sure reaching (so not necessarily worrying always about balance / comparisons)
- Raise awareness in different localities
- Example CIC joined tsiMoray - easy to find, help small businesses / enterprises
- Sharing more good news stories
- Better connections to local media / good news

## **Forres**

### **TSI**

- Both community connectors like Jo
- TSI aspires to join dots
- How to sign post
- Communicating what's old there
- Community lead → strategic direction & communication
- Empowerment ideal support
- Shifting relationships
- Hierarchy 3 section working well with statutory
- Solutions – seeding between 1<sup>st</sup> Health & Social
- Mutual – client & social care to understand
- Mutual respect

### **How can we help you to achieve wellbeing in your area of interest?**

- Systems are complex
- Communities are diverse and complex
- Need to shift the ethos back to health in the NHS not illness
- Making people more resilient
- Improving in workplaces/bosses
- Healthy working lives, partnership & cross benefits
- Fabulous resource! Empower and change
- Virtual benefit or barrier?
- Charity shop – hub to drop in (MWH)
- Physical place missing
- Meeting place on a neutral peer to peer basis
- Hope to change = powerful
- Excited and lots of opportunities
- Striking philosophy of peer
- Shift on focus from illness/disease to wellbeing and prevention
- Promote what is strong rather than what is wrong
- Assets based approach

### **Forres Specifics**

- “Virtual” hub is great as people resent when things are not in their locality
- Pop up hubs
- No limit
- To resource as the resource is the champion promotion
- Understanding the concept of virtual
- Making the initial connection is the hardest thing
- Local “surgery” drop in café culture buddy basis



## **Community Development Team**

- Prevention – earlier intervention
- Co-production with all services – trying to find an “inroad”
- Involvement outwith health setting
- Why is the health point in the hospital? OR is it a health priority health service? I.e. good to be in the hospital
- Good to be a fun activity
- Vintage Tea – good promotion – what can the locality leads contribute to the priorities indicated by the Vintage Teas?
- Spirit of community – in Forres led to identifying assets and gaps e.g. directory
- Communication of what is happening is key and crossing boundaries between age groups etc.

## **What like to see in Forres?**

- Intergenerational activities
- Co-location of intergeneration activities and nurseries in care homes or visits

## **Promoting Health & Wellbeing**

- Buddies / befrienders
- Shoe shop – local amenity not?
- Venue hire – tsiMORAY to investigate
- Navigating GP appointment system
- Identify how this can be taken forward
- Who can take this forward?
- Next step is to implement
- Accessibility to the bus as a venue
- Inclusive environment
- Training – behaviour change
- Self-help philosophy
- Can be bespoke
- Use Tesco car park in Forres? Pop up surgery
- Excitement regarding the use of the bus in 4 venues around Forres as a “pop up” hub/surgery regarding well being
- Specific local info/resource when in Forres
- Themed surgery e.g. nature/outdoor activities
- What needs to change?
- Lack of clarity regarding the next steps
- Who and how?
- Dynamics and commitment

## **Key Actions Plan**

- Test pop up HUB with the Bus – perhaps a theme WMH
- Find community leads for the priorities from vintage teas, spirit of communities, Planning 4 Real and support them
- Outreach is a challenge
- Community resilience is key to talk and take and establish
- Making sense of consultations
- Support communities to support themselves

## **Buckie / Cullen**

### **Feedback on 10 Minutes TSI Presentation**

- How much has been achieved?
- What difference did it actually make?
  - More information please
  - Showcase study, for example
- Was every area of Moray represented?
  - Were Buckie and Cullen involved?
  - More info about “participatory budgeting” what does that actually mean?
- Alternative day, date, time and place
- Even if people couldn’t attend, minutes are useful – (any web resource/link for this on TSI?)
- How to TSI circulate info and details or gatherings. Some organisations never knew about it
- How do you address barriers to share info? – How do you access that?
- Create tab on TSI with locality – specific
- Agencies / resources / organisations in community to be made aware and involved
- Signpost where to go to access information, not everyone is I.T literate
- Directory at local services e.g. like the one created by F.A.C.T (Forres Area Community Team) – one in process of construction at the moment by Buckie / Cullen locality
- Trying to be proactive in the community about what’s going on is difficult
- Process of coming together like this is helpful
- Reduce the not knowing about events

### **Moray Wellbeing Hub**

- More aware of what it is and what it does
- Stigma in location
- Not using the term “Mental Health” in advertising
- Community groups (works) bull group / LLTTF
- Locality ambition – empowered to deal with crisis first aid
- School
- “Vintage Tea” idea to take interaction to the community

### **Informal**

- Neighbourhood events “street party” conversation café
- Informal conversation, bi-product signposting, wellbeing action not the topic
- How do we identify the main lead “coffee makers” (the people who draw people to events) in Buckie?
- How to use the same successful approach locality based
- Linking locality with PB funding with the approach that worked in MWH

## **Community Development**

- Activities well attended and enjoyable
- Still needs to get the hard to reach people to these activities (transporting them) but needs to empower people – personal positive stories
- Over 60's have so much OPP's – perception which is brilliant
- What is equivalent for other age groups
- Remove stigma's that are not essential – marketing important – it's about the activity fitting the individual
- Importance of word of mouth
- Challenge – changing remit to encourage people who would benefit for example someone under 60 accessing ball groups
- Community choir – all ages in Buckie
- Relationships with groups
- Need honesty and transparency
- Vintage tea – biggest attended party – recommendations report created
- Stronger partnership between 4 key presenting organisations today as work in partnership at different levels – reduce replication
- Need frontline staff joining in these conversations so that they are aware and can relay service users
- Generate more community champions
- How often and how do we know when health point/MIB is in the community
- Trust and relationship being build
- The need for a local point of contact
- Excited about the MIB
- Wider use of the MIB
- Using resources for networking
- So many groups – how do they join up?
- Flexibility to meet / support
- Form a group – interested parties meet and share and grow
- Challenge resource and capacity to support
- Full days of multi-agency use of bus

## **Actions**

- TSI Health and well form
- Local agencies and local groups come together – recruit local champions
- Piggyback the directory work – link workers / other directories
- Central location for info – Town Hall (regeneration team), Phoenix centre
- Remove non-essential labels / criteria from activities – AGE, illness etc.
- Bus

## Miscellaneous Post-It Notes

- Supporting each other – not duplication if we co-ordinate strategically
- Achieving Community Wellbeing – how can we share resources?
  - Health Point
  - Health Bus
  - Leaflets
  - Workers etc.
  - Events
  - Volunteers
- How to capture value of interested – question for future
- Public want to be involved – PB feedback
- Different team members focus roles
- Project to S.E – 17 applications
- Participatory budgeting opportunity – partnership
- Over 60s have so much!
- It can be easy to think that community wellbeing is one organisations business – we need a co-ordinated range of leaders influence 4 organisations from today
- Each organisation based at each locality and hub in Elgin
- Process workshops to be reflected on
- Challenge for this workshop – information was not accessible, open invite?
- We've trialled these approaches so now need them to go across barriers of age
- Separation between older people and younger people
- Buckie Regionals Group (Facebook)
- Managing to take everyone forward – PB process
- Connecting
- Build capacity
- Group support/signposting
- Advocating
- Parties
- More champions
- Less labels
- Health and Wellbeing
- Forum on tour
- Community people who attract people to events
- Not labelling and age
- Directory
- Working together form group
- Parties
- Right day/date
- Finding information/sharing information
- Need for strong partnership
- Shave resources
- Replicate and build on what's worked

## Evaluation Responses

Total number of responses from survey: 26

**1. How were the venue / facilities at the event? Please feel free to add any specific comments.**

Comments	Responses: 25
<ul style="list-style-type: none"><li>- Venue very good</li><li>- Lovely lunch – no problems</li><li>- Ok</li><li>- Trouble seeing videos on screen due to lights</li><li>- AGBC much better, sound not as good. Set up for presentations poor – small screen &amp; lighting poor. Microphone awkward. Drier in toilet noisy when presentations being delivered.</li><li>- Good but cold</li><li>- Good. Could have murdered a cuppa at 3pm.</li><li>- Lovely lunch, thank you but would have liked a cup of tea in the afternoon</li><li>- Lunch excellent – venue not so good</li><li>- Lovely lunch / great networking, bit cold</li><li>- The venue and facilities were good – where was the cakes?</li><li>- Good facilities but cold</li><li>- Venue was fine – very nice lunch, thank you. Parking nearby</li><li>- Venue good, easy for parking</li><li>- Cold, lovely lunch though</li><li>- Warm, excellent</li><li>- Fine, a little cold. Soup / lunch was lovely</li><li>- Well organised, great sharing of ideas, valuable network, wonderful feedback / conversations</li><li>- Was quite noisy at times, cold, lovely food provided</li><li>- Thank you very much to lunch</li><li>- Soup and sandwich lovely. Venue was ok. Noise not a problem this time.</li><li>- Very good</li><li>- Venue ok – bit large and impersonal. Food was great.</li><li>- Fine – no issues</li><li>- Very draughty, lovely soup!</li></ul>	

## 2. Overall Workshop Feedback

Thinking about your involvement in the workshop, please read the statements below and rate the statement in terms of how they have improved your knowledge and understanding of our direction of travel in relation to older people in Moray and enabled us to achieve the aims of the workshop above.

				<b>Responses:26</b>	
	<b>Very useful</b>	<b>Somewhat useful</b>	<b>Not very useful</b>	<b>Not at all useful</b>	
<b>Feedback from last workshop older people</b>	8	15	1	0	
<b>Spotlight Moray Third Sector Interface</b>	17	8	0	0	
<b>Spotlight Moray Wellbeing Hub</b>	20	6	0	0	
<b>Spotlight Community Development Team DVD</b>	21	5	0	0	
<b>Spotlight promoting health and wellbeing public health</b>	19	6	0	0	
<b>Workshop activity – locality conversations</b>	16	10	0	0	
<b>Planning Key actions in Localities</b>	16	10	0	0	

### 3. Please let us know if you have any further comments about the workshop.

Comments	Responses:20
<ul style="list-style-type: none"><li>- Very pleased to have been involved in this occasion</li><li>- Have worked in projects and now had a more depth understanding</li><li>- Good event, thank you. When and how will you share outputs?</li><li>- Folk didn't stay till end</li><li>- Need to have consistency</li><li>- Good mix of folk, good conversations, more please!</li><li>- Great networking and discussions. Bigger tables or less people on each table. Facilitator did not allow / ensure everyone could put forward views.</li><li>- The presentations that were given were well thought out. All those who participated planned well and explained the roles of their organisations brilliant. Thank you.</li><li>- It was interesting and helpful to work with people from different backgrounds/organisations</li><li>- Was unsure why I was invited and what it was all about. Was interesting from a community point of view and work related.</li><li>- Keen to see some actions. Lots of talk and consultations. Need to take this forward into a clear strategic commissioning plan.</li><li>- Interesting engagement at the Forres table, information flowed, everyone communicating and essential support for all areas discussed</li><li>- Good networking opportunity to increase my "signposting" knowledge and resources which we put there for people to use. Interesting afternoon.</li><li>- This has highlighted to people in Buckie / Cullen community the value and importance of being aware of and involved in events / conversations about what is happening in our community</li><li>- Has le onto new networking within Buckie locality</li><li>- Great atmosphere and friendly conversation. Relationships &amp; trust built. Not nice that most people left before end.</li><li>- Very informative. Good discussions and useful networking. Thank you for an interesting and informative afternoon.</li><li>- Making links with others in locality – future possibilities.</li><li>- Event gave opportunity to think about what my service can do to help reshape care for older people and promote community wellbeing</li><li>- Thoughtful facilitation</li></ul>	