

**Strategic Planning Reference Group
Workshop notes – Community Assets
21st June 2018, Elgin Town Hall**

Aims of workshop

1. Check in and enthuse the Strategic Planning Reference Group with what we already know around community assets.
2. Initiate community asset mapping for strategic planning and commissioning use.
3. Propose some headline themes emerging from community mapping.
4. Identify any gaps or areas that require strengthening or further focus.

Event facilitation: tsiMoray and Moray Wellbeing Hub
Attendance approx.: 50 people, est. 70% third sector

Overview

Two Showcase presentations:

- Kim Paterson Sports Development Team, Moray Council – Sports Development Opportunities
- Chris Littlejohn, NHS Grampian - linking community assets with House of Care approach

Facilitated discussion:

- This was repeated four times based on localities as a focus.
- Question asked to attendees - *What is available in this locality to support a range of different people and groups, and to inform and support the strategic planning and commissioning process in relation to the Integration of Health and Social Care in Moray?*
- Headings for discussion – Resources, People, Partnerships & connections, Place & space, Barriers.
- Full notes are included and key themes noted below as a focus for SPRG.

Key themes from workshop discussions

Emerging headline themes:

- Interest and energy in novel ways, including connecting with private business and sport resources, for use toward HSC outcomes i.e. the NHS Highland community hubs in halls.
- Moray has a great resource of groups including around movement, music, creativity, use of local spaces and the outdoors.
- Moray has great community energy for fundraising, volunteering and collaborating, especially around locally rooted projects, spiritual life and traditions.
- Great projects have worked well and these need more resources to spread the reach and sustainability.

Gaps requiring strengthening and focus:

- Connection:
 - Transport coordination and empowerment for all partners to find solutions to the gaps.
 - groups needing local coordination (idea - reciprocal visits to other groups to raise awareness and connection) and linking to HSCM services,
 - increase individuals working as bridges to empower people to take part in groups or activities – combat loneliness as a health issue - relevant peer relationship exists (e.g. young people relating to a younger person)
 - Awareness and training needs – mentioned autism, young people, food handling hygiene training etc
- Balance:
 - Focusing on those not wanting to be engaged and resourcing those enthusiastic for new approaches.
 - Spreading and maintaining great approaches and projects to other areas of Moray (i.e. vintage teas) vs recognition of locally grown solutions.
- Realising our local equity: empowerment to utilise resources that already exist.
 - Increasing access and attractiveness of existing community connecting resources (i.e. community councils, community resource buildings, transport)
 - Mobilising specific groups people as a resource (i.e. young people, those with experiences of long-term conditions, military personnel)
 - Going where people already are (i.e. linking with vet practices to reach farmers)

Attendees are encouraged to use the full notes from the workshop as a resource for planning in their own organisations, and inspiring activity and connection in their community of interest or place.

Full notes based on locality discussions

Elgin-Lossiemouth Table

Facilitator: Chris Bagnall – Moray Wellbeing Hub

Note Taker: Ewan Mathers – Moray Wellbeing Hub

<p>People</p> <ul style="list-style-type: none"> - Men's Sheds – great people - Volunteers (tsiMoray volunteer lists) - Changes in the needs of people who are in hospitals – more care need in homes - Self-management and Peer Support - Friendship groups – based around other groups like BALL, craft, sport, mental health and wellness etc. - 'Stable and Able' group – feel involved and you do what you can - '1-1' befriending – builds on confidence - Need to be able to move on from a 'group' out into the wider world when ready - Music groups – power of music to connect people - Need for support to attend a group in the first place - Suggestion that everyone over 18 should have a comprehensive annual medical which can then link you to groups and support that would be useful (like House of Care model) - Note that not everyone wants to be socially engaged – some people like to be on their own (example came from meals-on-wheels now being just a frozen dinner but remember that this suits some) 	<p>Resources:</p> <ul style="list-style-type: none"> - Community Café Keith – example of a local resource (also partnership with Tesco and a church). 80-90 people a week and free to use. - tsiMoray - Windfarm funding - Local industry – get them involved in sponsoring transport links - Forres Cycling Club – for all ages - Keith has outdoor sports equipment available for all to use anytime and free - Walk and Talk Groups - Craft Groups – also found in care homes - Monday Club – dementia focus - 'Dial M' Bus - Video Conferencing facilities for outpatients. In Highland 80% of the consultants are based at Raigmore in Inverness so on Skye use of adapted iPads to link in by video to consultants and only have to go to Inverness if really needed - Quote – 'The right thing for the right person at the right time!'
<p>Connections and Partnerships</p> <ul style="list-style-type: none"> - tsiMoray – volunteer opportunities - 'Confidence to Cook' at EYC - Tesco working with Keith Church providing food - Connections with Men's Sheds - Speyside Community Council example of possible inter-community rivalries making connections difficult - Need connectivity - Share knowledge amongst groups by doing reciprocal visits and talks – even where they may not at first seem connected 	<p>Place and Space</p> <ul style="list-style-type: none"> - Church Halls - Rural environment - Indoor cycle training (on rollers) in Forres - Beaches – Surfing at Lossiemouth, bereavement group walking, photography groups, walking groups, bird watching <p>Barriers</p> <ul style="list-style-type: none"> - TRANSPORT!!!!!! – huge issue in Moray - Digital Connectivity – also a big issue in Moray - Getting enough volunteers - Certification required e.g. food hygiene

<p><i>Elgin/Lossiemouth – Connections & partnerships contd</i></p> <ul style="list-style-type: none"> - Moray DUO’ – open day. New leaflets (helped by Moray Wellbeing hub to do this via PB funding). Access points at GP practices needed. Ask other groups to come and visit and give talks to share. They look at all people effected by disability, not just the disabled person but also family, friends, carers, work colleagues etc. - Monday Clubs in Elgin – dementia focus. Work with Quarriers and Shared Lives. Want to encourage relatives as well as carers to attend but this needs support. - Relatives – need carer support - Connect unrelated groups to share and learn - Need to have a good idea first and then a person to take it forward – sustainability! 	<p><i>Elgin/ Lossiemouth- Barriers contd/</i></p> <ul style="list-style-type: none"> - Elgin is a large population that does not seem to be as well community coordinated as smaller towns and villages in Moray - ‘Silo’ mentality - Isolation - Loneliness - Community Hospitals – need better transport links so families can visit – this needs cooperation across NHS when placing people across NHS area borders - Access to GP surgeries for groups is very difficult – they just want to be able to share their knowledge but it is so hard to get ‘in’ with a practice - Getting to Aberdeen RI for morning appointments is very difficult – Moray is stuck between Inverness and Aberdeen - Help needed for families and carers to get a break – otherwise they will need caring for as well!
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Forres Table:

Facilitator: Heidi Tweedie – Moray Wellbeing Hub

Note Taker: Joel Hockney – Moray Wellbeing Hub

<p>People</p> <ul style="list-style-type: none"> - Huge volunteer resources - Rotary Club - Kinloss people - Word of mouth - Need connectors in relevant peer groups - Loneliness is the new 'smoking' - discussion mentioned current research into the damaging effects of loneliness, that the prevention of loneliness is not also more effective, it is cheaper for society to help individuals to be more socially outgoing. 	<p>Resources</p> <ul style="list-style-type: none"> - 'Spotlight' is a great advertising service for the Moray area, although 'word-of-mouth' still seems to be the most effective way of getting individuals to attend groups and services. - Older people directory and worker - Getting out on the streets - Physical activity for Young People - Colours of Cluny (cancelled) - Ian Todd – 'Planning for Real' (ask Ann) - Lack of central advertising – night driving - Supply and demand – folk in Moray - Ensure a range of advertising for a range of services, i.e. social media is not the best platform to advertise a service aimed at those older than sixty, due to potentially a lack of IT skills. - Tesco community champion very enthusiastic
<p>Barriers</p> <ul style="list-style-type: none"> - Knowing what the group is - i.e. a more basic name to ensure identification of service – is very important to ensure individuals who it is aimed at, will attend. - Lack of things for Young People: There was also an interesting example in the discussion involving young people and the lack of perceived mutuality; e.g. Tesco community champion invited young people – who were 'loitering' from just outside – to be indoors where the champion worked so that they would have better access to the wi-fi and would not be getting cold in the poor weather conditions. However due to the age difference, there was a lack of perceived mutuality, so no of the young individuals chose to do so. - Hearing the voices of Young People themselves – key connectors - Relevant peer experiences are important to creating connection - recurring theme in the discussion that there is a lack of young individuals being champion/workers, causing these groups of young adults (and solitary individuals) not to have a peer to turn to, due to aforementioned perception lack of mutuality and shared life 	<p>Connections and Partnerships</p> <ul style="list-style-type: none"> - Scottish Country music once a month - Potential for inclusivity in sport - Forres Community Councillor held an open day for the Community Council for people to drop in, very successful, as people do not tend to come along to regular Community Council meetings. - Feedback from Forres area, that their local Development Trust FACT (Forres Area Community Trust) plays an important role as a 'community connector'. - FACT has also produced a local Directory of Services which has been very successful and well received. - Many charity shops in Forres; connectedness with local groups. - Connections with Findhorn – both between communities and the physical closeness in location – was also noted as a positive connection, notably mentioned was the Organic Bakery and the Bike-house Café. <p>Place and Space</p> <ul style="list-style-type: none"> - Low rainfall – Findhorn = 'Riviera of the North' - History of the shifting sands

Forres – Barriers contd/

- experiences; e.g. 'that person is too old to know what I'm going through/must have an agenda,' etc.
- Inclusion of disability in existing groups.
- Challenge of getting range of services
- Get the health professionals on board (e.g. health centre) to spread the word
- Parking
- No Youth Café
- Confidence to ask for help – empowerment
- Working volunteers (i.e. balancing work and volunteer life)
- Taking ownership
- Lack of integration between certain groups, as well as a lack of communication, that has often led to groups unintentionally 'overlapping' on certain areas - where there is a great opportunity to collaborate resources and skills between these groups/leading individuals.
- Many shops have closed, with an individual claiming they couldn't buy many basic items in Forres, such as shoes, and had to travel to another location in Moray to purchase these items. Which is exacerbated by barriers to transport for many individuals not just in Forres, but Moray as a whole, due to the geography of the area.
- The potential construction of a new A96 dual road was mentioned as being a 'challenge' and a 'source of conflict' between the different projected routes, as obviously no one would like their house to be demolished or be otherwise disrupted by the building of the new dual road across Moray. However, it was also noted to instigate 'connectedness' between individuals that would otherwise never meet, as they have a shared concern of the projected dual-road for their own homes – but also wouldn't want other individuals and families have their own residences destroyed if the other projected route goes ahead.

Forres – Place and Space contd/

- Sanquhar Woods – wheelchair accessibility now good
- Tea Shops, people visit area for these, how can we use this? - Morayvia Café / Café in Findhorn
- Space to reflect
- Transition Town Forres was also noted to be a key community asset, with individuals overcoming travel difficulties to go to the valued, free courses provided there.– amazing family led courses
- FACT – who are also taking over the town hall.
- Pond Volunteer Group that clears up the rubbish and litter from sanquhar.
- 'Forres in Bloom' - noted to be a hard-working group with opportunities to connect through gardening, which the discussion at the table highlighted to try and learn from what made that group so successful, and who will benefit from what 'works' in that group. There was a mention that the floral displays in Forres were not as much as it used to be (?).
- Mention of good sports groups in Forres (?) - with the community sports hub and clubs (along with Forres Academy) putting inclusivity as a focal point.
- Lots of Social Enterprises, Reboot, Waste-busters, Community Hub, FACT etc.
- The unique size, layout and 'greenness' – the natural resources of the area – of Forres, were all noted to be a positive effect on people's wellbeing.
- Groups, whatever type, background and focus, are often all very community-spirited.
- There is a very large volunteer-force; with a few hundred (?) helping with the pipe band championships (although now currently 'last' pipe band).
- Estimated to be about 200 groups in Forres alone.
- It was also noted that many groups in Forres (but not just Forres within the discussions) would take a 'step' for less outgoing individuals to go outside

Forres – Barriers contd/

Kinloss Army Base: The loss of RAF Kinloss has had many knock-on side effects and opportunities

- Not as connected
- Family day is now gated
- Not as inclusive as the RAF had been - community now not allowed to use the facilities - The British Army Barracks (Royal Engineers) has closed many of its services, swimming pool, gym etc, that the RAF Kinloss voluntarily opened. This has caused many individuals around that area to miss out on services. Of course, it is up to the Army to decide – and services were most likely closed due to security concerns, rather than any hubris to the public. Although the discussion noted that there didn't appear to be any plans to even have discussions about any potential (or clarification of) re-opening these services to the general public at certain times/events.
- More single individuals – less families
- They are engineers – so what can they build?
- Don't know where to go – community liaison officers?

Forres – Place and Space contd/

- of the group and have a conversation to make them feel at ease prior to introducing them to the service/group.
- Town market has been effective – although not very well advertised.

Speyside and Keith table

Facilitator: Chris Ritchie, Moray Wellbeing Hub

Facilitator / notetaker: Jan MacPherson

<p>People:</p> <ul style="list-style-type: none"> - Minister /Religious leaders/ Church Elders etc - People who collect folk to go to lunch clubs - Voluntary organisations - Volunteers – e.g. BALL group, Steam train - Friends of Hospital – ‘ Fish and Chip’ Sundays, Trolley service for afternoon tea, helping in the hospital garden etc. - Day Care Centre will organise transport to the Hospital if there is to be an event held there - Uniformed groups – Scouts etc - Community Councils / Community Associations /Hall Committees - Pipe Band - LEG club - Glenlivet – ‘tea in the park’ group <p>Place and Space:</p> <ul style="list-style-type: none"> - Speyside Way - Resilient communities 	<p>Resources:</p> <ul style="list-style-type: none"> - Car Share – Speyside Scheme - Over 60’s club in Speyside - Volunteer railway line from Dufftown to Keith - Foodbank - Charity Shops - Quarriers - SPEIRINS – Dufftown Community Newsletter – online and hard copies available - STRAMASH – music event in Dufftown - monthly - Wind Farms – an asset in terms of being a funding source e.g. The Development Trust in Tomintoul has Wind Farm funding. - With the possibility of Halls moving to community ownership – possibly then becoming g more of a community resource. - Dial a bus – consensus that folk are not clear what the offer is here – needs better promotion. - ‘Vision online’ – where patients can order prescriptions, book and cancel GP appointments, and view a summary of their medical records – is apparently to be introduced in Fochabers, already done in Orkney, and Northern Ireland have introduced across the board.
<p>Connections & Partnerships:</p> <ul style="list-style-type: none"> - Whisky industry - Private sector Employers e.g. Christies, Walkers, Transport Hubs, Farming networks - Example given that an employee of Grants Distillery has paid time off work to attend committee meetings as a volunteer for Speyside Youth - Example of Strathisla Distillery offering the free use of facilities/premises for a training course to be run for the MADP - Community Councils – a query as to whether these help to connect people ? (see Forres note community councils idea). <p>Speyside and Keith, connections & partnerships –</p>	<p>Barriers / Gaps:</p> <ul style="list-style-type: none"> - Current poor understanding re eligible for the Dial a Bus service, and the feeling is that the present service is very limited, as you have to book at least a day ahead, it only operates within School times, not at weekends, and folk don’t feel that they have the certainty of being able to book/organise a suitable return journey. - Need some way to better co-ordinate what is available, such as transport – whose role would or could this be ? - Need to find an effective way to reach Crofters/ Farming communities – suggestions of doing this via Vets premises, or possibility the attendance of third sector organisations at Agricultural shows etc. to help to raise awareness.

contd.

- It was noted that it was important to acknowledge that Keith has sometimes a more natural community connection with Huntly e.g. Huntly Rugby Club, so not to always think in terms of local government administrative borders.
- TESCO Community Champion acknowledged as an excellent community connector
- Discussion around how to let the Community know what is happening, and who to get in touch with ? How do you know what you don't know ? Could there be Community noticeboards in *agreed* places ?
- Facebook and social media in general seen as a good connector but it was also noted that it doesn't suit all people.
- Idea of annual cycle of holding 'Vintage Tea' type events in localities throughout Moray to be able to bring everyone up to date with current local services and activities ? – apparently this idea has already been mooted at some point, but there are no current plans to implement at present.
- tsiMORAY seen as an asset to be able to promote and signpost groups and events, via their 'shop window' and also via electronic bulletins.
- Free newsletters – eg. Spotlight
- UNISON could help with community connections – could there be a Community Involvement Officer between UNISON and tsiMORAY ?
- Noted that on the face of it Garmouth could be seen to have poor community connections due to poor public transport links, lack of a village shop etc. but that in reality this person experienced that it was a very resilient community with good 'internal' community connections.

Speyside and Keith, Barriers/gaps – contd.

- How to address the future sustainability of groups going forward ?
- How to ensure that local knowledge and expertise is not lost when someone steps down from a voluntary position ?
- Poor broadband in rural areas could impact the effectiveness of initiatives such as a car share website.
- Sometimes smaller rural communities can be experienced as being discriminatory i.e. not always experienced as being 'close knit' and positive.
- Folk need to have both opportunity *and* choice

Highlighted ideas:

- A) could be relatively easy to implement now,
 - could the existing TESCO home delivery service be used to also help distribute copies of free community newsletters such as the KNOCK news – which is currently only available in very restricted outlets – some concern that this might need to be targeted to those who would appreciate this 'service' rather than a blanket distribution.
- B) example of a 'good idea' from another area.
 - b) Noted that NHS Highland have introduced community hubs from within halls or other buildings (x6 to date) – see separate note of example from Kiltarlity Shinty Club, where the newly built first aid room was built to a GP practice specification, which can be used during the day by Community Nurses, Physios etc.
 - This ties in with the overall theme of thinking about using physical resources in a different way such as for example the use of Joanna's nightclub during the day to provide a social meeting place and activity for older people.

Buckie and Cullen area table

Facilitator: Elidh Brown, tsiMORAY

Notetaker: Marion Caldwell-Hardie, MWH

Resources, people, connections:	Barriers / challenges:
<ul style="list-style-type: none">- Training for adults project Buckie Yarns Shop – shop skills- Recycling project – Moray waste watchers- What main assets in Buckie – huge resource volunteering in Buckie, very enthusiastic.- Ball group – older people- Buckie are so strong and self-reliant- Community embedded in school- Tesco's community champion is amazing- Buckie Christmas crackers is an amazing event- N/E sensory- A fishing community looking after their own (same as Cullen)- Past & present Cullen – community raise money- Buckie people are a huge asset- Establish gym in health centre so GPs can do more referring people- Very helpful at health centre- Cullen – interest in getting men's shed running- within M.S. really interested in showing skills- Dial M for Moray – message of how accessible it is particularly for young people- No public transport to Tomintoul except Thursday but not able to get back on same day- Great spirit of independent in people The soup Cullen Skink also Cullen Skink world championship once a year- Very resourceful- Faith strong in community- Beaches – Cullen are a strong pull for people- Forest – environment- Buckie high stood out as being really motivated - supported bids and local charities- Musical Minds > the school is great- Buckie thistle supporters club support all local charities- Independent advocacy service outside of Elgin - Buckie biggest user	<ul style="list-style-type: none">- Fear – as vol group you don't know how to deal with some challenges or young people e.g. Autism- There are some supports available so timing in advance ... some funding available- Moray deal – for disabilities anyone can attend they need to be independent so people can access- Clarity in local groups as to who they can support / welcome- <u>Disability</u> physical access to buildings – shops and public spaces – is v. bad : What have similar places done to solve problems? Swimming pool <u>great</u> for access- Power chair – have to request a low liner to get to Elgin sometimes transport home is sometimes not available as broken down or not available- Lost bus Dufftown is 6.30- Transport – big issue dial M is needing to be publicised more- People need a hub to connect and know what is happening- Community area forum – sometimes find that difficult to get local support due to lack of continuing support

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21st June 2018, Elgin Town Hall
Appendix to workshop notes – example of inspirational integration project

Kiltarlity Shinty Club: new pavilion

Lovat Shinty Club is embarking on an ambitious project to build a new sports pavilion in Kiltarlity village. This would not only provide male and female changing facilities for the clubs youth and adult shinty teams but would be used regularly by the community as a whole, **incorporating treatment rooms designed to be used by physiotherapists and NHS staff as well as social areas for the local school and other constituted groups who operate in the rural community**, with the local village hall oversubscribed the demand for an additional community facility is high.

Lovat Shinty Club have been working to increase the numbers of youth members which was identified in our development plan as a critical issue for the long term success and sustainability of the club. Youth and children's teams will commonly have boys and girls playing alongside each other, and currently we have no changing facilities for girls and no accessible facilities for disabled people. Also we have recently developed a ladies team, and between the youth membership and our ladies section the club has grown considerably. We hope that the new pavilion will provide enhanced opportunities for children to develop new skills, confidence and feel part of the community.

Kiltarlity is a small rural village and the shinty club is the social hub for a large number of people in the community. Although the main thrust of our project is to provide a new pavilion for the shinty club, our community will benefit greatly from the new building. **The treatment room will serve as a room for physio and first aid on match days, but will also be available to the NHS etc. The local NHS trust have indicated that this would be of interest to them. Kiltarlity has very limited public transport offerings and the opportunity to see the community nurse etc in the village would be of huge benefit to those who don't have access to transport such as the elderly, young families etc. Also the main social space will be available for community use. We have a village hall but it is over-subscribed and many groups have had to close down due to lack of facilities.**

Currently we have support from SportScotland, the Robertson Trust and together with the clubs own funds and donations we already have a large contribution towards the cost of the project. However, we are not quite there yet and are appealing for funders to come forward and donate what they can. Your help and support would mean a lot to not only the shinty club but to the community as a whole. Please don't hesitate to contact us should you wish to learn more.