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**KINDNESS**  
NORTH AYRSHIRE

**Ben Thurman, Policy and Development Officer, Carnegie UK Trust**

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**WHY IS KINDNESS IMPORTANT?**

**Communities**  
Place  
Loneliness & isolation  
Dependence on services

**Organisations**  
Power  
Falling trust in institutions  
Growing demand for services

**Wellbeing**  
**Empowerment**

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**WHAT DO WE MEAN BY KINDNESS?**




**Radical**

**Relational**

**Random**

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**North Ayrshire Kindness Promise**

We will strive to create the conditions for kindness in our organisations and for the people we serve by:

- trusting our staff to make meaningful connections with people
- protecting time and creating spaces for people to come together
- listening to people's needs and finding solutions in the round, not just addressing our bit of the picture
- creating opportunities to recognise and celebrate kindness
- creating a culture where people are more important than processes and enabling unkindness to be called out
- ensuring our performance management aligns with our values and committing to ask our staff and those we serve if they experience kindness



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**WHAT HAVE WE LEARNED?**

CarnegieUK  
TRUST  
CREATING WORLDS / CHANGING LIVES

- Recognition of the importance of human relationships across our communities & public services
- North Ayrshire Council: growing belief in the power of kindness to change the way we do things
- Real barriers:- 'time' & pressure to meet targets  
- 'procedure' & attitude towards risk

**SO... WHAT NEXT?**



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**KINDNESS**  
NORTH AYRSHIRE

**North Ayrshire Kindness  
Film**



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**KINDNESS**  
NORTH AYRSHIRE



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**KINDNESS**  
NORTH AYRSHIRE

**Kindness in Action**

Audrey Sutton, Interim Executive Director  
(Communities), North Ayrshire Council



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## Group Discussion 1 – How Individuals Can Respond



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When we interact with people, especially when they are in crisis, we often just focus on the immediate issue that we can see in front of us, it is more difficult to see the person as a whole, and appreciate where they are coming from and what has led to that situation.

Why do you think this is?

What would help?



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## Lunch Break



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## Kindness in Action

Dr Elizabeth Kelly, Carnegie UK Trust



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## Increasing Community Participation in North Ayrshire



Rhona Arthur, Interim Head of Service  
(Connected Communities), North Ayrshire Council



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## Locality Partnerships: Changing where decisions are made



6 Locality Partnership did this....

- Launch of Locality Partnerships in 2016
- Participatory Budgeting launched across 6 Localities – **505 groups, over 22,500** community votes
- Community funding awarded to **341 groups**
- Taking part in **Local Development Planning** leading to **LDP2, which combines our community and spatial planning**
- **3 charrettes**
- **#SaveOurFerry**
- £1.2m Community Investment Fund to support local projects, bringing in **over £930k of external funding**



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## Locality Partnerships: Changing where decisions are made




CIF Projects agreed which....

- A **Digital Learning Officer** has been employed in Irvine
- An **Environmental Education Officer** for the **Three Towns Growers** and other investment in an educational facility;
- Community support in **Vineburgh and Fullarton** communities to address addictions and food insecurity;
- A **Community Development Trust** for Ardrossan to maximise the assets of the community and align aspirations;
- **Clearer Minds** Programme to support mental health;
- £200,000 towards community regeneration project at **Millport Town Hall**;
- £50,000 towards the **Training Station** community hub in Saltcoats to restore a community anchor building; and
- Community volunteering, employment, employability skills and social inclusion in the Garnock Valley through Beith Community Development and the **Garnock Valley Men's Shed**





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## Community Book – Irvine



### Digital Learning Officer has..

- Worked with the Irvine Locality Partnership to develop a community book
- This has attracted support of CPP and Council
- Data has been mapped
- Looking for your feedback

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### The Need for Change



- ▶ Get involved
- ▶ Give us your thoughts

Community Charter


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### Group Discussion 2 – How Organisations Can Respond


Inspector Alison Wilson, Police Scotland

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### Every caller is different. So is our response.

Contact Assessment Model (CAM)



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### Why CAM?

- We recognise the requirement to better assess risk and vulnerability at first point of contact.
- We acknowledge the limitations in our current operating model and seek to improve the service we offer.
- We want to implement a model which enables the most appropriate and proportionate policing response.

Every caller is different.  
So is our response.



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### What won't change...

- Our response to urgent and critical incidents.
- Our focus on protecting the public and the most vulnerable in our communities.
- Our officers ability to engage and be visible in the community.

Every caller is different.  
So is our response.



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### What will Change ?

- Removal of default call grading - empowering staff to make decisions based on facts and circumstances
- Response is always based on 'THRIVE' assessment



Every caller is different.  
So is our response.




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### How might we respond

Immediate	Where circumstances dictate that there is a threat to life, property or an ongoing incident that requires a dynamic police response.
Prompt	Dispatch as soon as possible and at most within 4 hours
Local Policing Appointment	Police Scotland's Standard Response.
Non-Attendance	Options of Resolution Team (RT), Direct Crime Recording, Remote Investigation and Non-Incident Resolution: Advice, Partner Sign Posting.

Every caller is different.  
So is our response.




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### Examples.....

Incident Type	Current Model	Proposed Model
The reporter has called 999 after a heated argument with her partner who has now left the locus.	<ul style="list-style-type: none"> <li>• Default Grade 2</li> <li>• Dispatch officer within 15 mins.</li> </ul>	<ul style="list-style-type: none"> <li>• Safety Advice</li> <li>• THRIVE assessment</li> <li>• Response dependant on circumstances and THRIVE assessment</li> </ul>
The reporter has called 101 after receiving racist abuse earlier in the day. Wishes to see the Police the next day.	<ul style="list-style-type: none"> <li>• Default Grade 2</li> <li>• Dispatch officer within 15 mins.</li> </ul>	<ul style="list-style-type: none"> <li>• THRIVE assessment</li> <li>• Scheduled appointment</li> </ul>

Every caller is different.  
So is our response.




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**Experience in Lanarkshire\Dumfries & Galloway**

- In excess of 90,000 incidents
- Around 20% of calls are dispatched within 5 mins
- 98% compliance with Local Policing Appointments (LPA)
- 15% of call demand managed within the new Resolution Team
- Positive feedback from officers and staff
- Ongoing review of calls to ensure response is in line with training

Every caller is different.  
So is our response.




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**Experience in Lanarkshire\Dumfries & Galloway**

- Callers informed how and when we will respond at first point of contact, significant improvement to service delivery
- Police officers report more time available to spend with victims, more time for proactive enquiries
- Improved officer and staff wellbeing.

Every caller is different.  
So is our response.



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Our organisations (whether it is a large organisation or a small community group) sometimes only focus on dealing with an individual part of the situation or problem, instead of dealing with the full range of connected issues that are affecting someone.

Why do you think this is?

How can we join things up more?




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**Kindness in Action**

North Ayrshire Health and Social Care Partnership – Helping a Neighbour




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# Kindness in Action

Community Stories



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# Group Discussion 2 – How Communities Can Respond



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We talk about concepts like knowing our neighbours, community spirit, and community connections. How do we support and develop these?



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# Questions



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## Next Steps

Audrey Sutton, Interim Executive Director  
(Communities), North Ayrshire Council



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# *Thank You*



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