

FEBRUARY 2020

# COMMUNITY AND LOCALITY PLANNING 2020 CONFERENCE REPORT

*North Ayrshire Community  
Planning Partnership*



North Ayrshire  
Community Planning Partnership



# ABOUT THE CONFERENCE

## Aims

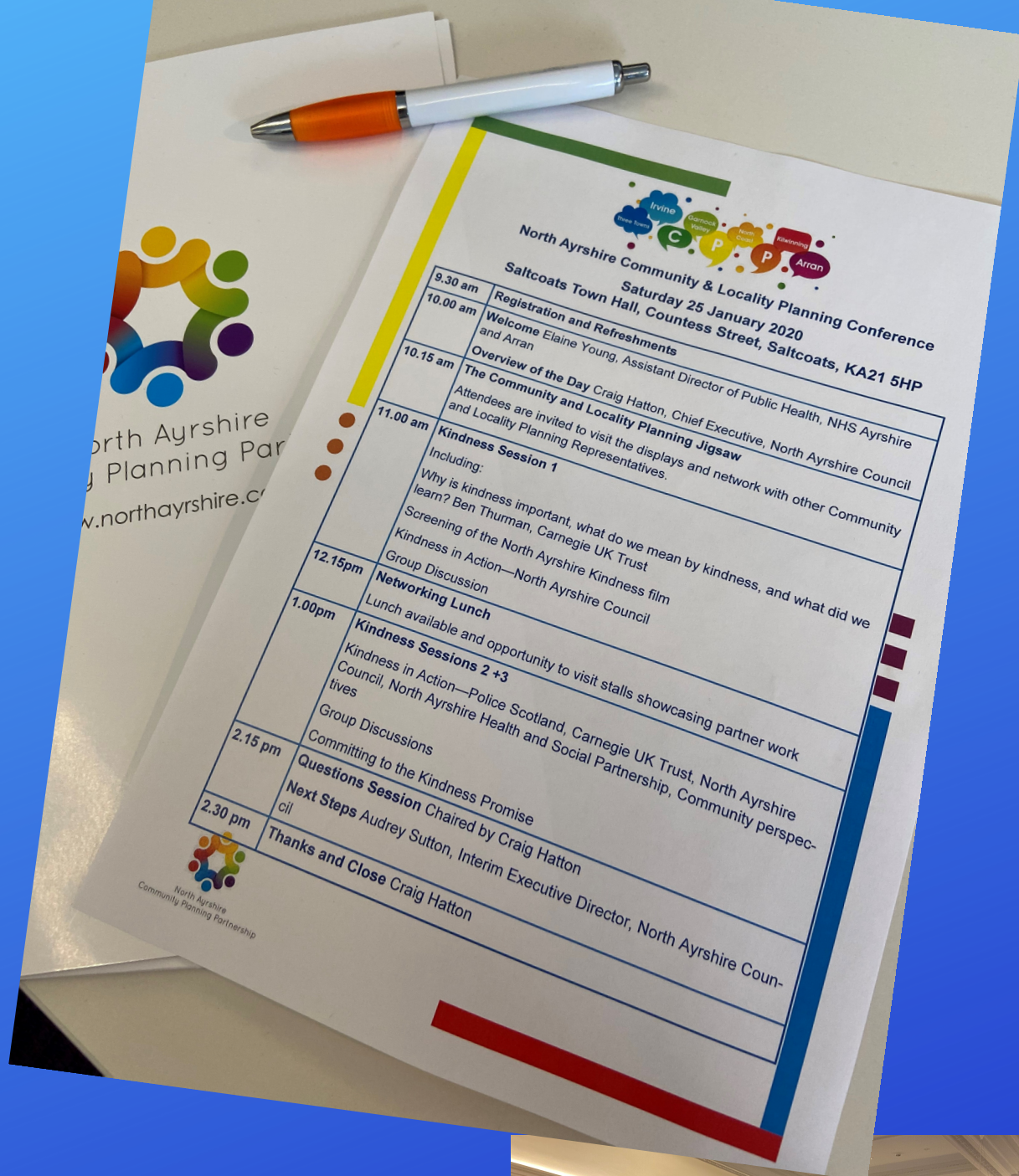
**Saturday 25th January 2020 in Saltcoats Town Hall**

- **Meet members of other Locality Partnerships, and share experiences and ideas**
- **Discuss with Community Planning partners how we can better work in partnership**
- **Learn from our work with Carnegie UK Trust and consider how we can embed kindness as a value**





# THE PROGRAMME



"We will strive to create the conditions for kindness in our organisations and for the people we serve by creating opportunities to recognise and celebrate kindness"





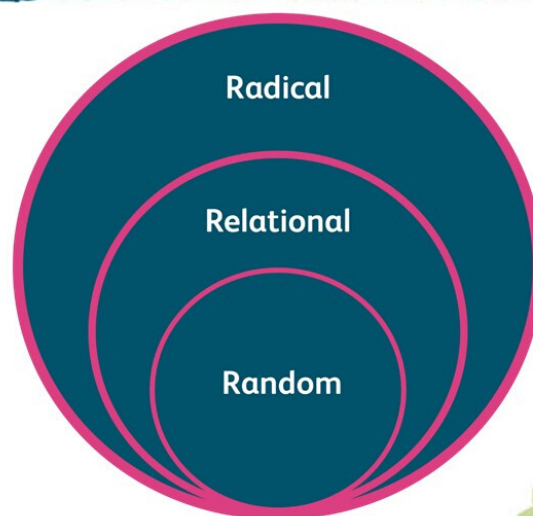
# WHY IS KINDNESS IMPORTANT?



## ATTENDEES

Tenants, Police Scotland, Scottish Fire and Rescue Service, Elected Members, NAC Planning, Headteacher, Community Representatives, Ranger Service, NAC Connected Communities, MSYP, Carnegie UK Trust, Community Councils, HSCP, Be Inspired Project, Community Representatives, Turning Point, Corra, Scottish Health Council, NAC Place

## WHAT DO WE MEAN BY KINDNESS?





## 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





"We will strive to create the conditions for kindness in our organisations and for the people we serve by creating a culture where people are more important than processes and enabling unkindness to be called out."



# GROUP DISCUSSIONS

## HOW INDIVIDUALS CAN RESPOND

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?

- You want to cure the crisis
- Dependency on ourselves and a little afraid of the burden
- Natural instinct to deal with crisis
- The bigger picture needs more time/resources to help
- An immediate crisis is simple to address
- Natural reaction to deal with one issue at a time
- Priority approach. Lack of confidence
- First quick reaction
- Confidence, knowledge and experience
- Don't want to appear intrusive
- Own judgements and assumptions impact on how we react
- Empathy to focus on a single issue and be influenced by our own values
- Resources and budgets impact on ability to take on a holistic approach
- Concern for safety
- Some people can have personal struggles
- Need to keep staff safe
- Don't want to offend people. Don't want to interfere



# HOW INDIVIDUALS CAN RESPOND

## What would help?

- Deal with the priority but look deeper at why the crisis happened
- Permission to act from higher levels
- Knowing who/where to go and training for staff so they feel confident/comfortable
- Flexibility to help and not just following procedures
- Be less judgemental
- Have a social conscience
- Quick interventions
- Give young people and children more opportunities to talk
- Make space and time for people
- Holistic approach with agencies working/coming together more often
- Be aware of interactions with colleagues/staff/clients
- Central repository of information for staff
- Check list for a crisis.
- Shadowing to build a whole system approach
- Transforming corporate to community so members of the public feel spaces and services are kind
- Empower and enable people
- Praise don't criticise
- Create space to show it is ok to be different
- Challenge cultures that aren't as accepting
- Get like minded people together
- Kindness being embedded with culture change
- Recognise the journey
- Recognise and reward kind responses and acts
- More use of positive language
- Opportunities to bring the generations together
- Better investment in social spaces
- Access to resting spaces
- Better sharing of information between agencies
- Developers and planners need to think with kindness when designing
- Build kindness into practices and procedures
- Kindness awards to celebrate the successes
- Kindness badge or card to provide assurance of a kindness ethos within a service or space
- Create an example of kindness to build trust and break down barriers to accept kindness
- Filtering down of information through all levels of staffing

## Locality Partnerships: Changing where decisions are made

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;
- **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**





## HOW ORGANISATIONS CAN RESPOND

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. How can we join things up more? How do we notice and celebrate kindness in our organisations?

- Seeing persons needs and strengths before crisis point
- More outdoor spaces for people to play and connect, safe community spaces
- Work with Locality Partnerships to identify people we need to reach
- Permission to offer help beyond formal roles
- A one stop shop type of provision
- A community book type format. A pen with a pull-out of emergency numbers
- Responsibility for community groups to get involved
- Community Planning Partnership website a starting point. Link up the various websites and have them share information. Any information needs to be easy to find
- Let people know about intervention services before things get to crisis stage
- Have information in various different formats for it to be inclusive
- Permission for staff to get to know other services with protected networking time
- Out of hours provision more inline with working ,hours availability
- The person on the phone needs to be caring/empathetic. Specific advice lines
- A type of service like “Ayrshire Unscheduled Care” service
- Get rid of short-term priorities, planning and funding
- Navigating council services is really difficult – are contact centres the answer
- Explain how budgets are decided and how decisions are made
- More networking events
- One point of contact for communities to join things up
- Training in place to enable services and communities to respond to needs
- Community centres and hubs that people can go to
- React to need immediately if required
- Customer service team response
- Systems could be joined up with electronic access to information
- Power to step out of procedures to help make it easier for people
- Making connections can be easier when younger generation connects
- Build caring and supportive networks with people to make them feel valued
- Notice when habits change and understand how to help
- Going over and above outside working time
- Trust people to do their job
- We need inspirational leaders
- Don't pigeon hole people
- Appropriate language skills and training and coaching of staff.
- Improve staff knowledge and understanding
- Raise awareness of what you are doing or can do
- Stop gatekeeping resources
- Bench mark ourselves against others who are good at it
- Set kind agendas
- Upskill workers to empower them to be kind
- Time constraints may stop people being kind
- Identify organisations who are good at it – use Carnegie as a link
- Always remember the journey we've been on to learn for the way ahead

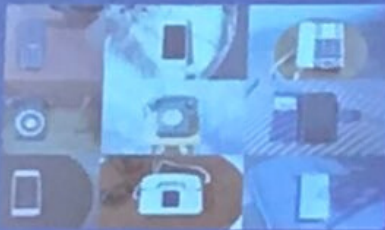


**"We will strive to create the conditions for kindness in our organisations and for the people we serve by listening to people's needs and finding solutions in the round, not just addressing our bit of the picture"**

## Kindness in Action



ce Scotland Contact Assessment  
del



Every caller  
is different.  
So is our response.



Table 2



## HOW COMMUNITIES CAN RESPOND

**We talk about concepts like knowing our neighbours, community spirit and community connections. How do we support and develop these? How do we notice and celebrate kindness in our communities?**

- Provost's civic pride awards
- Youth awards
- Sometimes kind people don't want to be recognised but to stay under the radar and carry on being kind
- Could we have a kind community award for each locality
- Use social media for kind stories
- Community information sharing, simple newsletters, updates and notice boards
- Encourage and support community leaders
- Enigmatic type of person to take the lead and recognise what needs to be done
- Spotlight segment on newsletters or Facebook pages
- Pay it forward culture could be promoted and developed
- "Cup of Kindness"- can we all do this with our neighbours
- Neighbours at work – open plan office and we don't know peoples name - floor plans
- We need to recognise different types of community not just geographical community. Work community, active community, social media community
- There is community spirit, Xmas events, switch ons, Marymass. Could this be harnessed
- Better signposting in town centres
- Open organisations and invite community in
- Break red tape and just do it
- Share best practice
- Good neighbour type of recognition brought back as a Kindness Award
- A place for statutory services to provide initial support for community to take forward
- Provide support to let community know whats out there and provide opportunities to network and come together with like minded groups
- Training for community
- Spend time talking over the fence to older neighbours
- Be intergenerational and break down stereotypes about other groups
- Make opportunities to come together
- Physical infrastructure with spaces to play
- Mens sheds
- Start with a smile and make a connection
- Make time
- Place a value on community connections
- Celebrate more together
- Supporting housebound people
- Simplify non-organised volunteering. Find an easier way for people to help. No form filling
- Spaces in communities to relax
- Use community centres as welcome points





**"We will strive to create the conditions for kindness in our organisations and for the people we serve by protecting time and creating spaces for people to come together"**



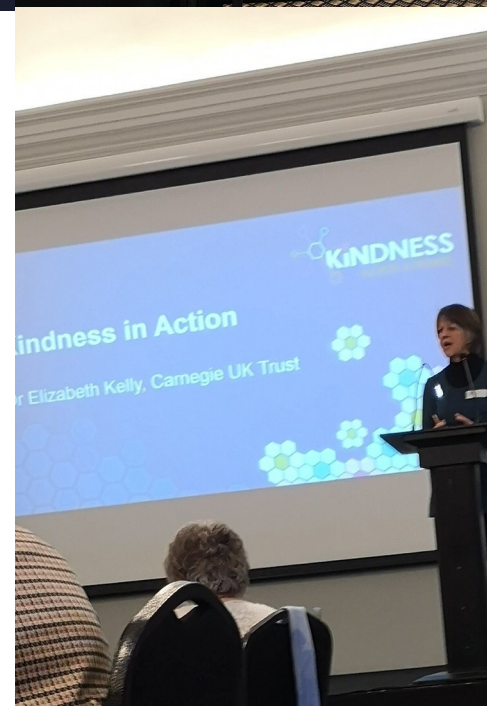
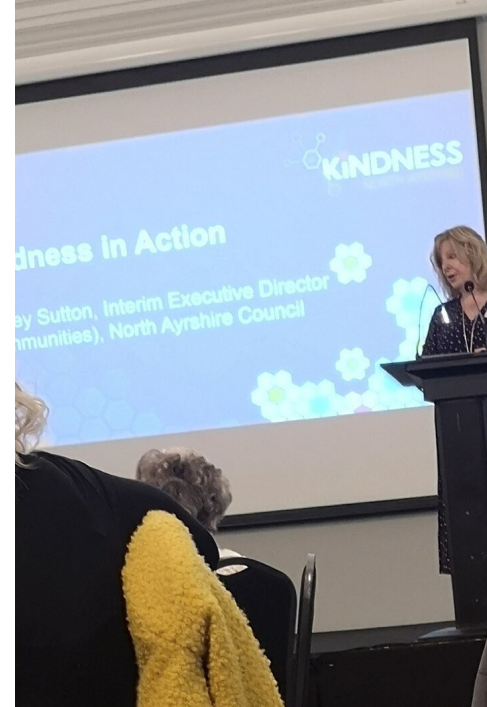
## What's Next

- Working with Locality Partnerships to promote kindness in our communities, and recognise and celebrate it
- Use these examples, and your conference feedback, to help our understanding of what helps create kindness and what the barriers are for organisations and communities

"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."

## What's Next

- Tests of change within Community Planning partner organisations
- Promoting Kindness within organisational culture change work
- Delivering on the North Ayrshire Kindness promise





# FEEDBACK

*"Well organised event which kept to schedule. As a newcomer to the area it was very beneficial to be able to meet and network with partners across Ayrshire."*

*"Overall an excellent conference. Conversations around the table were great and I felt people really engaged with the topic."*

*"It was great to see so many people attending and it shows the passion that the volunteers have for their communities."*

*"Good to meet up with people in localities I hadn't had the opportunity to meet before."*

*"Really enjoyed the conference. I thought the discussion was good and meaningful."*

---

Thanks to all who came to our conference and contributed, and to our friends at Carnegie UK Trust for their support in our work on kindness in North Ayrshire.

# FEEDBACK

100%

Had the opportunity to meet someone new

93%

Rated the conference as excellent or very good.

86%

Found out something new about Community Planning,  
Locality Planning or Kindness.

"We will strive to create the conditions for kindness in our organisations and for the people we serve by ensuring our performance management aligns with our values and committing to ask our staff and those we serve if they experience kindness."