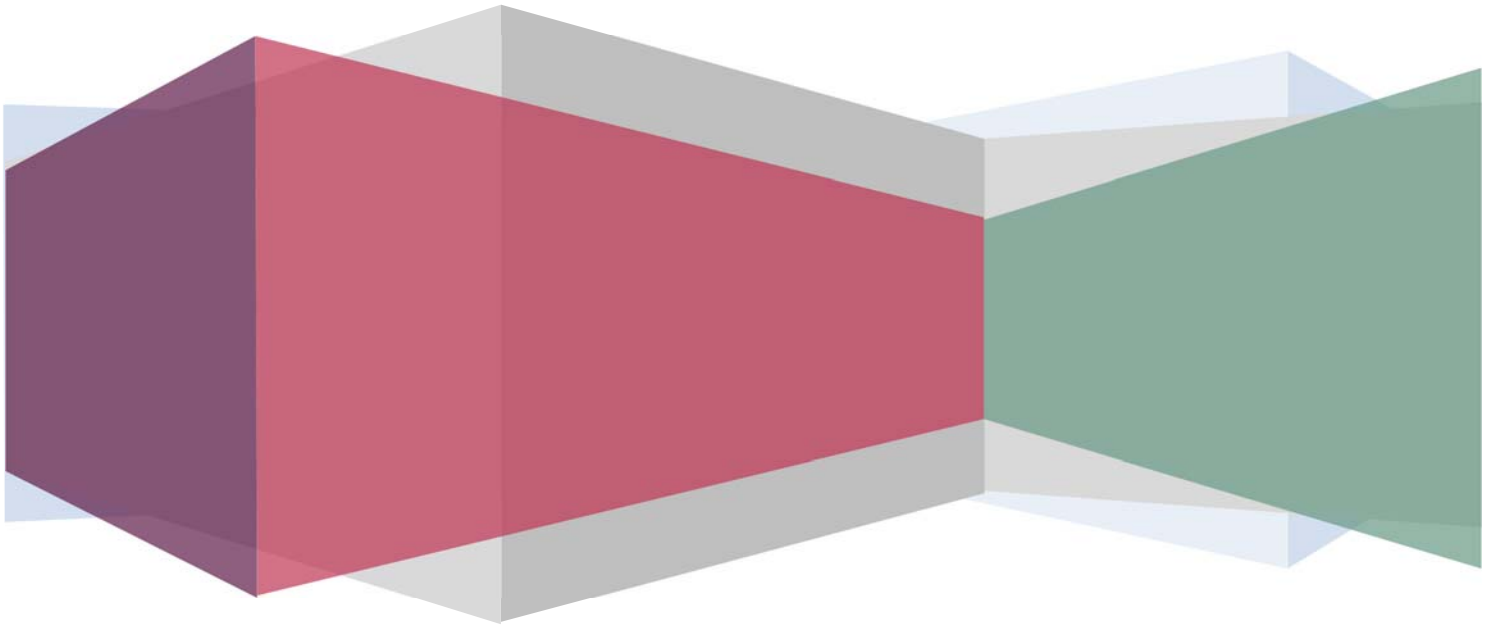
Community Places

Community Planning is here: Get Involved! Public Forums Ballymena

Mid and East Antrim Borough Council Area



LOTTERY FUNDED

BUILDING CHANGE TRUST

Supported by Mid & East Antrim Borough Council

Community Places

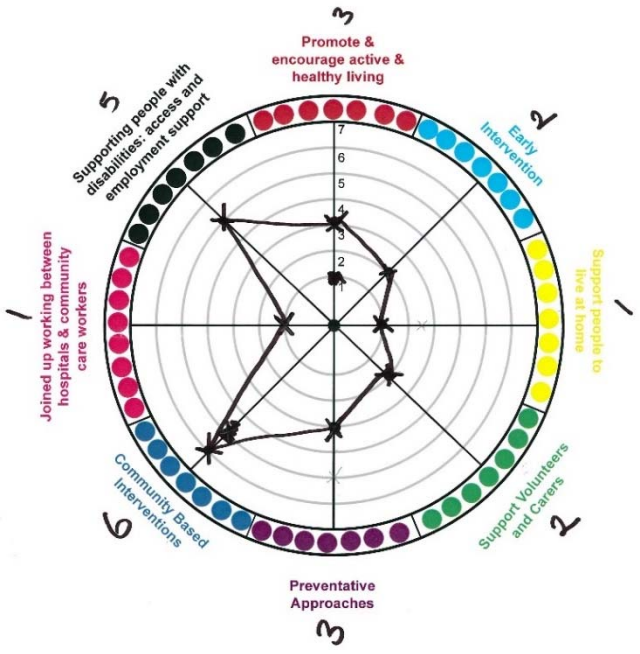
This Report was prepared by Community Places, September 2016.

Introduction

As part of the Community Planning is Here: Get Involved Project three Public Forums were held across the Mid and East Antrim Borough Council Area. The forums provided participants with an opportunity to: hear about Community Planning; find out about the progress of Community Planning in their area; explore Community Planning Priorities for the Council area through a Place Standard Exercise; and have their say on the issues which are important to them. The report provides a record of the tailored Place Standard exercise undertaken by participants. This approach enables participants to consider issues and rate those which they think should be prioritised. Issues are rated on a scale from **1 to 7**, where **1** means the issue should be tackled as a high priority and **7** where the issue is still important but of a lower priority.

Public Forum: Ballymena Thursday 4 August 2016

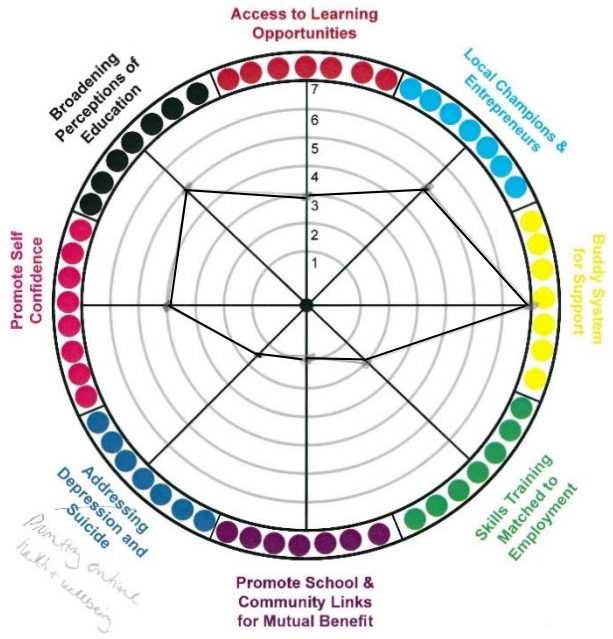
Good Health and Well-being



Top Priorities

- Support People to live at home (1)
- Joined -Up working between hospitals and community care workers (1)
- Early Intervention (2)
- Support Volunteers and Carers (2)

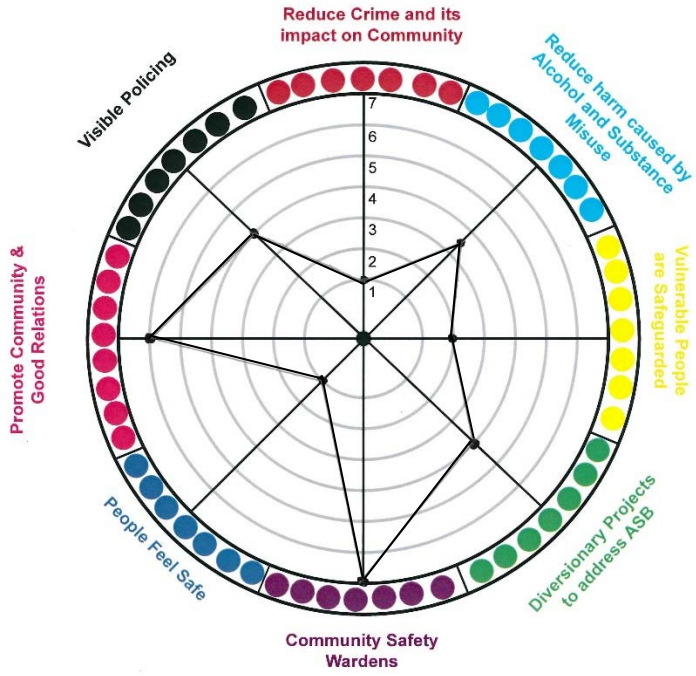
Progress in Education



Top Priorities

- Promote School and Community Links for Mutual Benefit (1)
- Promoting Emotional Health and Wellbeing* (1.5) *Participants renamed Addressing Depression and Suicide*
- Skills Training Matched to Employment (2)

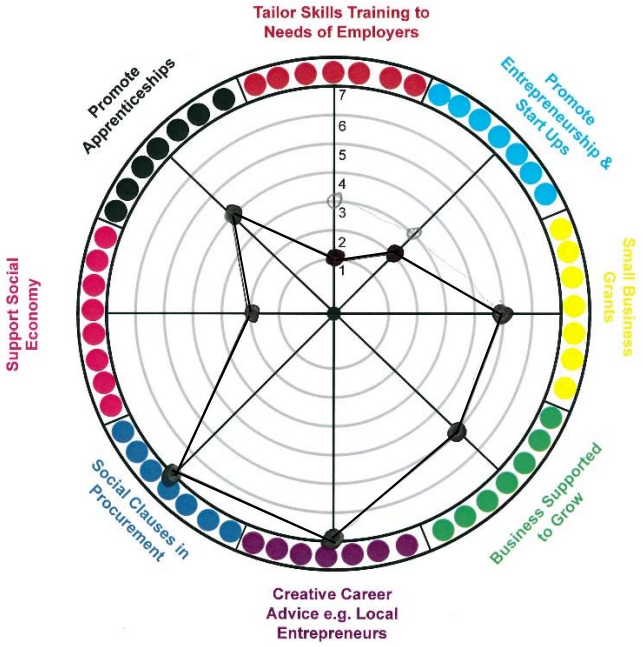
Community Safety and Cohesion



Top Priorities

- Reduce Crime and its impact on Community (1)
- People Feel Safe (1)
- Vulnerable people are Safeguarded (2)

Sustainable Jobs



Top Priorities

- Tailor Skills Training to Needs of Employers (1)
- Promote Entrepreneurship and Start Ups (2)
- Support Social Economy (2)

Place Standard – Prioritisation Check: All Results

Community Safety and Cohesion

Community Safety and Cohesion	Larne	Ballymena	Carrickfergus	MEA
Reduce crime and its impact on the Community	1	1	1	1
Reduce harm caused by alcohol and substance misuse	2	3	3	2.5
Vulnerable people are safeguarded	3	2	5	3
Diversionary projects to address ASB	2	4	5	3.5
Community Safety Wardens	6	7	7	6.5
Feeling Safe	1	1	1	1
Community and Good Relations	3	6	4	4.5
Visible Policing	2	4	3	3

Participants exploring priorities

Good Health and Well-being

Good Health and Well-being	Larne	Ballymena	Carrickfergus	MEA
Promote and encourage active and healthy living	3	3	-	3
Early Intervention	2	2	-	2
Support People to Live at home	4	1	-	2.5
Support Volunteers and Carers	4	2	-	3
Preventative approaches	2	3	-	2.5
Community based interventions	4	6	-	5
Joined up working between hospitals and community care workers	1	1	-	1
Supporting people with disabilities: access and employment support	3	5	-	4

Participants undertaking Place Standard process

Progress in Education

Progress in Education	Larne	Ballymena	Carrickfergus	MEA
Access to Learning Opportunities	-	3	3	3
Local Champions and Entrepreneurs	-	5	4	4.5
Buddy System for Support	-	7	3	5
Skills Training matched to Employment	-	2	1	1.5
Promote School and Community Links for Mutual Benefit	-	1	6	3.5
Addressing Depression and Suicide	-	1.5	3	2
Promote Self Confidence	-	4	4	4
Broadening perceptions of Education	-	5	2	3.5
Additional: Integrated ethos of Education	-	2		2

Sustainable Jobs

Sustainable Jobs	Larne	Ballymena	Carrickfergus	MEA
Tailor skills training to needs of employers	1	1	-	1
Promote entrepreneurship / start ups	2	2	-	2
Small business grants	5	5	-	5
Business supported to grow	1	5	-	3
Creative career advice – e.g. local entrepreneurs	2	7	-	4.5
Social clauses in procurement	2.5	7	-	5
Support Social Economy	3	2	-	2.5
Promote Apprenticeships	4	4	-	4

Tourism

Tourism	Larne	Ballymena	Carrickfergus	MEA
Customer Focus	1	-	1	1
Customer Service Training	3	-	3	3
Promote the Evening Economy	4	-	6	5
Promote Tourist Assets	2	-	2	2
Niche Marketing	4	-	2	3
Place-based Tourism -lesser known sights and activities	4	-	4	4
Promote links between Small business and Tourism	5	-	2.5	4
Improving Public Transport to Tourism Assets	5	-	2	3.5

Prioritisation and Actions

Good Health and Well-being

The issues presented below have been developed from a number of processes including the 'Putting People First' Conference; Base-line evidence gathering; and 'Strategic Conversations' with statutory and support partners.

Promote and Encourage Active and Healthy Living (3)

What actions could be taken to promote and encourage active and healthy living?

Safe, quality green and accessible space e.g. Connswater Community Greenway.
Goof communication tailored to different groups – being mindful of older people.
Community based interventions.
Targeting areas of deprivation.
Education.
Innovative approaches for younger people.
Accessible best uses of communal spaces at weekends e.g. schools etc.
Green prescriptions.

Early Intervention (2)

What **actions** could be taken to support early intervention?

- Encourage volunteering.
- Education from early age.
- Target areas of economic and social deprivation.
- Early Diagnosis.
- Effective and Timely medication.
- Effective communication.
- Joined up approach with different agencies.
- GP referral programme for holistic treatments.
- Life skills – promotion.
- Community Based initiatives.

Support People to live at home (1)

What **actions** could be taken to support people to live at home?

- Individual specific.
- Importance of having correct resources.
- Self-directed support.
- Regulation of domiciliary care.
- Person centred approach.
- Thorough assessment.
- Befriending / advocacy services.
- Good morning service.
- Voluntary driver service.
- Dementia friendly communities.

- Remove stigma.
- Community support.

Support Volunteers and Carers (2)

How important do you think it is to support Volunteers and Carers:

What actions could be taken to support Volunteers and Carers?

- Volunteer Support – massive savings for government.
- Carers NI.
- Structured support and supervision.
- Cover out of pocket expenses.
- Financial support and rights of carers with a full assessment of carers needs.
- Respite.
- Hospitals should not discharge during the night or without proper provision.
- Volunteer recognition.
- Promote benefits of volunteering.

Preventative Approaches (3)

How important do you think preventative approaches are to achieving good health and well- being: *The term "preventative" can cover many different types of support, services, facilities or other resources. This can range from wide scale whole-population measures aimed at promoting health, to more targeted, individual interventions aimed at improving skills or functioning for one person or a particular group.*

What **actions** could be taken to support preventative approaches?

- Green prescriptions.
- Volunteering.
- Work on social cohesion.
- Improving lifestyle – resource, education, equality of opportunity.
- Community and voluntary interventions.
- Ease of access.
- Community spirit.

Community Based Interventions (6)

How important do you think it is to support Community Based Interventions:
e.g. this includes the skills, knowledge and time of individuals, and the resources of community organisations and groups; focus on promoting health and wellbeing in community settings; promoting equity in health and healthcare by working in partnership with individuals and groups that face barriers to good health; and seeking to increase people's control over their health and lives.

What actions could be taken to support Community Based Interventions?

- Funding.

- Planned and Structured.
- Core funding.
- Correct timing of delivery.
- Invest in niche.

Joined up working between hospitals and community care workers (1)

What actions could be taken to develop better joined up working?

- Integrated care pathways.
- Local commissioning groups.
- Joined up approach.
- Fully resourced.
- Good communication.
- Too many hospitals.
- Stop playing politics.

Supporting people with disabilities: physical access and employment support (5)

What actions could be taken to support people with disabilities particularly in relation to physical access and employment support?

- Level access.
- Mentorship programmes.
- Awareness.
- Caring support from other team members.
- Fair employment.
- Social Economy businesses to develop skills.
- Equal rights.
- Tailored support.

Place Standard – Checking Priorities Progress in Education

The issues presented below have been developed from a number of processes including the 'Putting People First' Conference; Base-line evidence gathering; and 'Strategic Conversations' with statutory and support partners.

Access to Learning Opportunities (3)

What **actions** could be taken to provide better access to learning opportunities?

- Important to look at lifelong learning. Pre-school learning is important and used.
- 16-18-year-old age group needs to be addressed. Provision for this age group is disjointed and inappropriate- path for them is disjointed.
- Used to be lots pf evening classes, need more now.
- Due to job losses people are up-skilling themselves.
- Need Further Education colleges to devise appropriate courses and math to employment needs.

Local Champions and Entrepreneurs (5)

How important do you think engaging and learning from successful local champions and entrepreneurs is:

What **actions** could be taken to make the most of local champions and entrepreneurs?

- Start 360 good example- office in Ballymena and work with young people and engage with troubled youth. They are community based people.
- Works best where there is local support- Need at least one person to be a champion. Support that person so they can drive it forward for the community.

Buddy System for Support (7)

What **actions** could be taken to develop the buddy system?

- Quite the in thing in schools. Peer mediation schemes now carried out for children in Primary 6. They decide in Primary 7 if they want to be a peer mediator.
- Buddy system used with younger children or new children to school. Playground buddies who buddy up with those who may be shy. Done at a lot of primary schools now. This will help in the longer-term.

Participants discussing thematic issues

Skills Training Matched to Employment (2)

What actions could be taken to better match skills training to the needs of employers?

- It opens the door to employment for children who are not academic.
- Good to keep core skills for as long as you can and then specialise.

- Too many children doing watered down grammar school education in subjects not needed and need to start focusing on what they are good at. This may cause their grades in English and Maths to go down as they lose interest.
- They should be given the opportunity to know what they like.
- Grammar schools need to have applied courses.
- Technical colleges also need to move on in terms of course provision and better match this to employment opportunities.

Promote School and Community Links for Mutual Benefit (1)

What actions could be taken to develop links between schools and the community for their mutual benefit? e.g. extended school programmes provide for a range of services or activities outside of the normal school day to help meet the needs of nursery, primary, secondary and special school children as well as their parents, families and local community.

- Very important- a challenge is sustaining the funding for these programmes.
- It can strengthen the link and confidence between parents and the school.
- Go into school and Provide training to staff.
- Groups can be keen to come into schools but problem is space and time for the school to facilitate this.
- Use outside of school hours e.g. breakfast clubs
- Schools are a public facility could be sued to develop better links with the community.
- Community schools need funding.
- Schools open in the evening.

Addressing Depression and Suicide (1.5)

What actions could be taken to address depression and suicide for younger people?

- Build self-esteem. Children who switch off from school then feel that they are no good- they need a sense of worth.
- We talk about suicide too much or in the wrong way- we are only now talking about Five ways to well-being.
- Calms service is overwhelmed; schools can refer children to it. Children not accessing services appropriately. Focus can be on a way of dying rather than on a way of living.
- Nurture children from an early age about well-being – preventative work needed.
- More family support and reduction in waiting times.
- Should be ‘promoting well-being’ and not ‘addressing’ depression – preventative work is done really well in Scotland.
- **Think this issue should be renamed- Promoting Emotional Health and Well-being rather than Addressing Depression and Suicide.**

Promote Self Confidence (4)

What actions could be taken to promote self- confidence?

- Many children who have no self-confidence.

- People live on social media but still feel isolated.
- Youth organisations, sports clubs can help self-confidence because they can achieve something even if not 'academic'
- Engaging community around the school. If school can help transfer talents into clubs e.g. swimming.

Broadening Perceptions of Education (5)

How important is it to broaden people's perceptions of education beyond 'classroom based learning' and the sole role of teachers e.g. intergenerational learning between younger and older people, community based learning which connects with local institutions, history, literature, cultural heritage, and natural environments.

What actions could be taken to broaden people's perceptions of education?

- Community groups go to where people are – younger helping older people e.g. computer skills.
- Happened more naturally in the past. Schools brought in people to talk to class e.g. grandparents.
- People can feel that education is out of their reach- address this with small steps.
- Importance of parental role models.
- Every day is a school day!

Are there any other issues which you think could help to deliver Progress in Education? *Please note these here:*

Integrated ethos of education (2)

What **actions** could be taken to address these issues?

- if we shoehorn people into schools and they don't get to meet other people, what happens when they get thrown in with a range of people after school.
- Make education more joined up. Should be able to go to local school regardless of religion.
- Schools need to become more open and inclusive.
- Religion syllabus is taught in all schools in the same way.

Place Standard – Checking Priorities Community Safety and Cohesion

Reduce Crime and its impact on the Community (1)

What **actions** could be taken to help reduce crime and its impact on the Community?

- Identify crime and types of crime – more localised / in-depth analysis of crime figures and identifying hot spots.
- Provide information to people on how to avoid crime /cope with crime.
- Using the groups/ infrastructure of organisations already doing this- support them to continue doing what they are doing.

- Gathering and careful usage of information – risk of heightening fear.
- Awareness campaigns.
- Bogus callers at doorstep or on the phone- mechanisms to tackle this.
- Home safety checks- scheme to visit hot spots.
- Partnership within NIHE- doing safety checks whilst visiting houses anyway.
- Designing out crime scheme.
- Some quick wins here at low cost possible.

Reduce Harm caused by Alcohol and Substance Misuse (3)

What **actions** could be taken to reduce harm caused by Alcohol and Substance Misuse?

- Prevention is key, help before things go too far – young people/ education.
- Community based resources / community clinics/ increased levels of engagement evident when services are local.
- Church schemes happening quietly.
- Two streams Education/ Prevention and Reducing Harm of those misusing.
- Licensing issues / responsibility of pub land-lord's / Policing attention to this.
- Support for families of users – reducing harm to loved ones (financial, physical, mental, social).
- Schemes such as needle exchanges / contact with professionals.
- Youth service education programmes- seek out best practice.
- PSNI connecting with young people – officers based in schools.
- On street schemes (at weekends and going home times).
- Polycarbonate glasses at weekends (reduce harm. Risk of injury from violence).

Vulnerable People Are Safeguarded (2)

What **actions** could be taken to safeguard vulnerable people?

- Bogus callers scheme
- Identify who is vulnerable and how they are vulnerable– young? Old? Cater accordingly and make people aware of services available.
- Good morning projects.
- Multi-agency approaches work best.
- Opportunities for vulnerable people to build relationships for support.
- Handyman scheme.
- Need a clear identification of needs – proper assessment of need/ levels of vulnerability.
- Clarity on what people are vulnerable so that services can be targeted – disability, race, religion, age?
- Education e.g. Muslim/ Race
- Welcome schemes on housing estates- informing tenants and helping new tenants.

Diversionary Projects to address Anti-Social Behaviour (4)

What actions could be taken to develop diversionary projects?

- Clarity on what is ASB / definition of ASB/ what is acceptable / what isn't.
- Support to community to identify problems and come up with potential solutions.
- Look at root causes/ what is causing it.
- Co-ordination of approaches.
- Supporting volunteering – resources to do the job they are doing.

Community Safety Wardens (7)

What actions could be taken to support Community Safety Wardens?

- Unclear on what authority and credibility they have?
- Are they at risk?
- Where do you put them?

People Feel Safe (1)

What actions could be taken to help people to feel safe?

- Where? Your own home/ own community/ shopping/ out at night?
- Raise awareness of level of safety – low levels of crime.
- Engagement with local media / balanced reporting.
- Support groups who already promote safety at a local level.
- Get the word out about what help is available.
- Get the word out about how well we are doing / low crime.
- Use of language/ terminology.
- Community Directory.
- Community scheme / message in a bottle/ bogus caller schemes.

Promote Community and Good Relations (6)

What actions could be taken to promote better community and good relations?

- Flags protocol.
- Cultural education – about own and others cultures.
- Take account of local sensitivities.
- Target the areas where number of migrants are higher.
- Start in schools – educate parents through the children.
- Long term work needed. Programmes with longer term commitments.
- Support for likes of BIEF to get word out and share information.
- Chipping away over a long period of time – hard work, no quick wins.
- Work with Churches support.

Visible Policing (4)

What actions could be taken to help make policing more visible?

- More on action.
- What do we mean by this? – PSNI in schools; Neighbourhood policing; accessible officers (sharing mobile numbers).
- Confidence in policing.
- Knowing your local police officers.

Place Standard – Checking Priorities Sustainable Jobs

Tailor Skills Training to Needs of Employers (1)

What **actions** could help to tailor skills training to needs of Employers?

- Northern Regional College see themselves as the main provider.
- Skills training fund for individual firms
- Losing major employers (JTI, Michelin)
- Do we know what skills are needed? More linkages with smaller employers are they getting the skills they need.
- Are colleges doing appropriate training for small businesses
- Skilled labour – important resource
- Importance of sled employment -reducing level of support, end of RT, need for basic skills training- CV, manual handling.
- Identifying relevant skills.
- Skills audit.
- Configuring range of organisations.
- People plus.

Promote Entrepreneurship and Start Ups (2)

What **actions** could be taken to promote Entrepreneurship and Start Ups?

- Promote entrepreneurship at school level – over emphasis on professions.
- Self-employed sometimes out of necessity because of job losses.
- Vital because NI public sector- importance of basic entrepreneurial skills.
- Self-employment is not for everybody -need to be realistic.
- Entrepreneurship is vital to grow the economy.
- NI folk are risk averse.
- Lack of support for businesses after start-up – 2 years in.
- Encourage people to become companies- safer than sole trader.

Small Business Grants (5)

What **actions** could be taken to enhance the impact of Small Business Grants?

- Support for small business- grants, training package.
- Difficult for faith based social economy.
- Some grants more effort than benefit.

- Are grants good? – help growth or hindrance? Do they promote dependency.
- Too complicated.
- Training most important.
- Are grants for FDI good value – sustainable?

Business supported to Grow (5)

What actions could be taken to support Business Growth?

- Planning – adequate plans and resources to enable.
- training important here.
- Some grants for business.
- Subsidise jobs – (key sectors).
- Marketing help important.
- Businesses need more support in 'how to manage' businesses – mentoring/ training/ roadshows/ events.
- Need business support networks.
- More use of IT and Technology.
- Need for small business to have back office support.
- More access to finance.

Creative Career Advice (7)

What actions could be taken to improve Career Advice?

- Not a high priority.
- Inspirational talks- transferable.
- Young people good aim for this.
- Tours of businesses, not simply on a school stage.
- LEA- undertake this.
- More co-ordination of any individuals – more open to different audiences.

Social Clauses in Procurement (7)

What actions could be taken to promote the use of Social Clauses? *e.g. a social clause in a public contract could prioritise the need to train or give jobs to the long term unemployed in the community as part of the contracting workforce.*

- Importance of social clauses being locally based.
- Lack of understanding of 'what are social clauses'
- Difficult for 'ordinary business' more bureaucracy.
- More appropriate for social enterprises.
- Value for money should not be compromised.

Support the Social Economy (2)

How important do you think it is to support the Social Economy: *A social economy is a third sector among economies between the private (business) and public sectors (government). It includes organizations such as cooperatives, non-profit organisations, social enterprises and charities*

What actions could be taken to support the Social Economy?

- Good support for Social Economy start-ups.
- Unclear as to support next year.
- Social economy helps to encourage entrepreneurship.
- Large companies could work alongside Social Economy – e.g. Wrightbus-Green Pastures Social Economy
- Social responsibility clauses.
- Government agencies not helping or enabling communities to be sustainable.

Promote Apprenticeships (4)

What actions could be taken to promote Apprenticeships?

- Very manufacturing and process trades.
- Very narrow focus- now jobs need to be flexible.
- Transferable skills important.
- NVQ and academic qualifications.
- Technology overtaking specialisms/ crafts.
- Some specialist roles.

Are there any other issues which you think could help to deliver Sustainable Jobs?

Please note these here:

Need Simpler grant and support documentation.
Brexit- stalling growth.

What **actions** could be taken to address these issues?

- Collaborative working (GIG economy)- sometimes 4/5 week contracts, not in same company, but have come together for certain tasks.
- Reduced energy costs- helps sustainability.
- Improve transport infrastructure.
- More networking – personal and business.