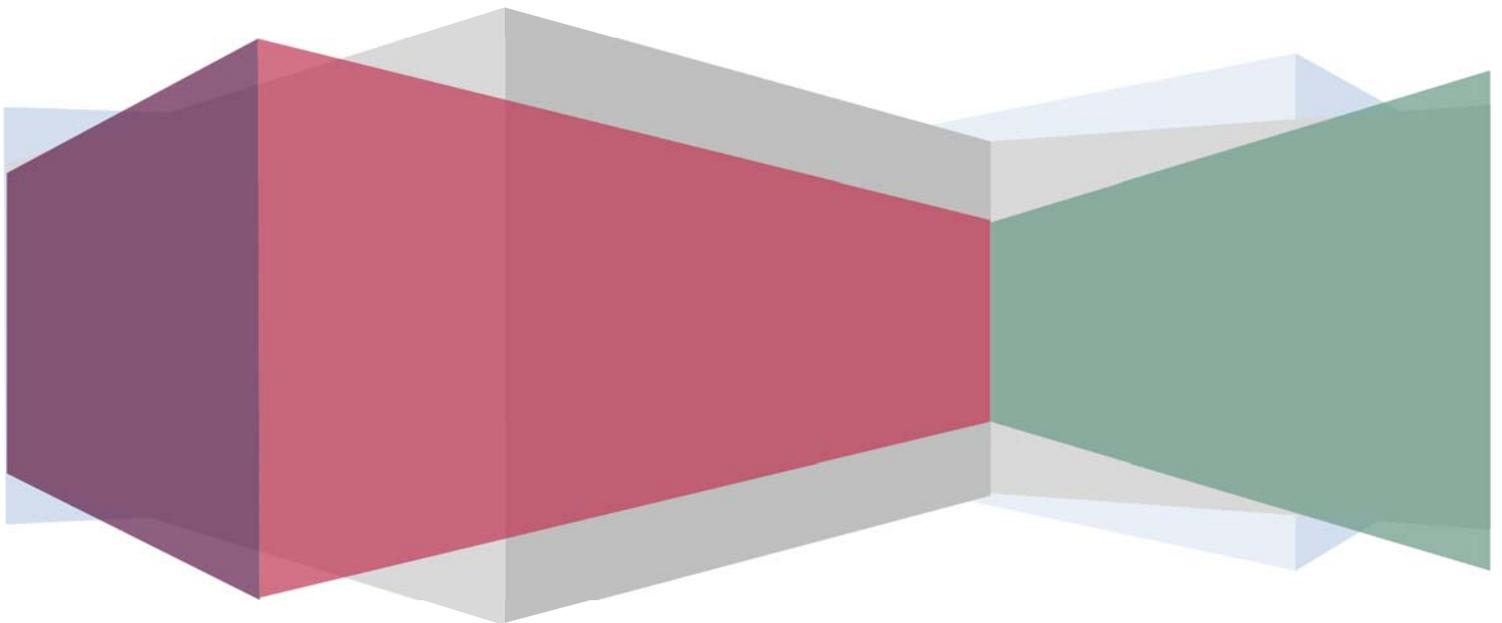


Community Places

# Community Planning is here: Get Involved! Public Forums: Larne

Mid and East Antrim Borough Council  
Area



**This Report was prepared by Community Places, September 2016.**

## Introduction

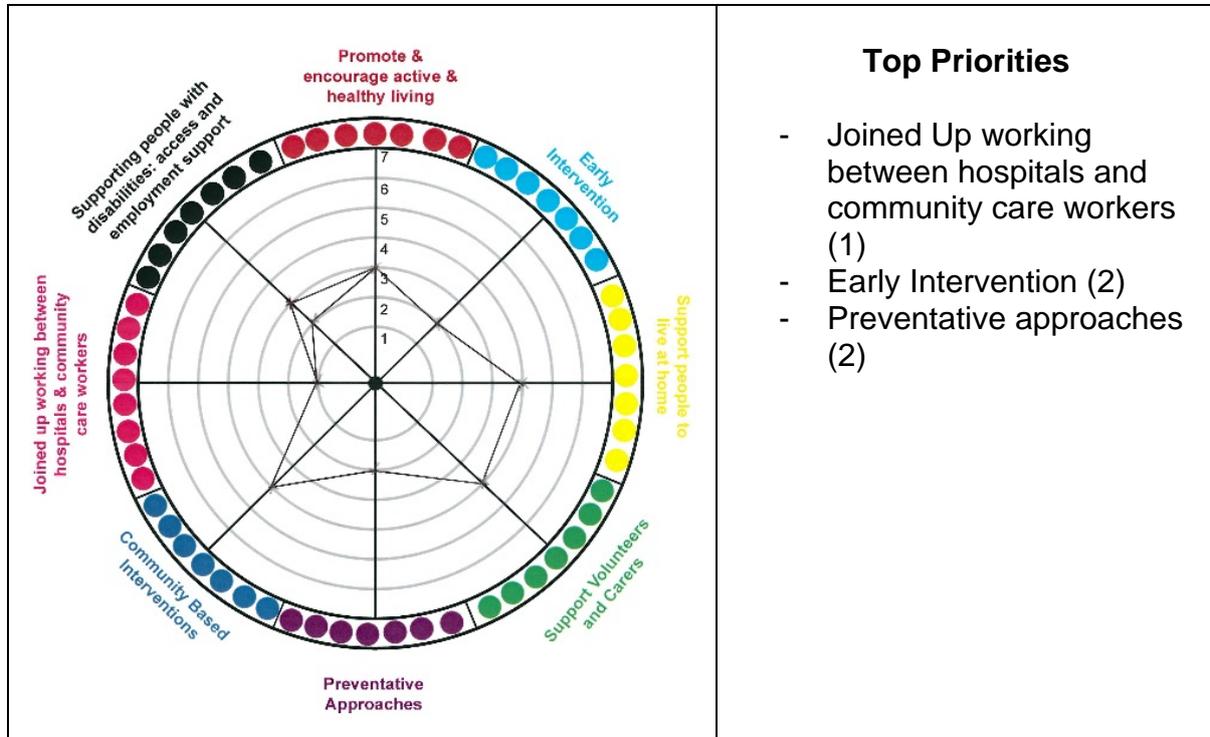
As part of the Community Planning is Here: Get Involved Project three Public Forums were held across the Mid and East Antrim Borough Council Area. The forums provided participants with an opportunity to: hear about Community Planning; find out about the progress of Community Planning in their area; explore 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.



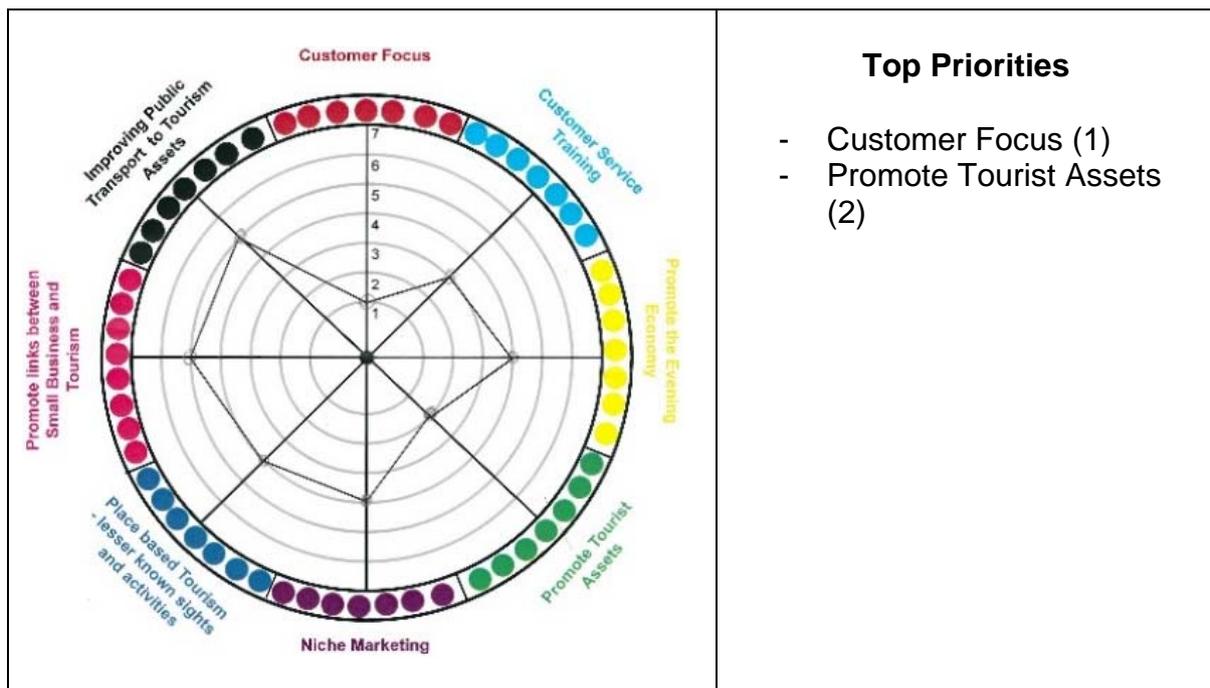
*Participants discussing issues in Larne*

# Place Standard Top Priorities Public Forum: Larne Thursday 2 August 2016

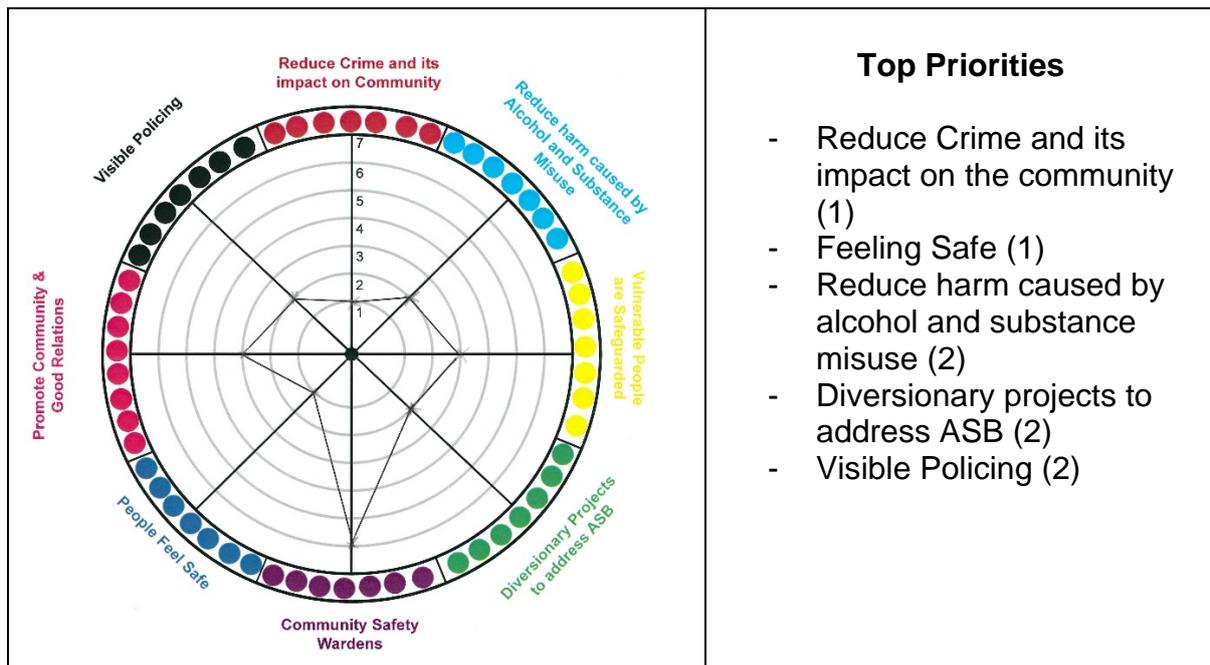
## Good Health and Well-being



## Tourism



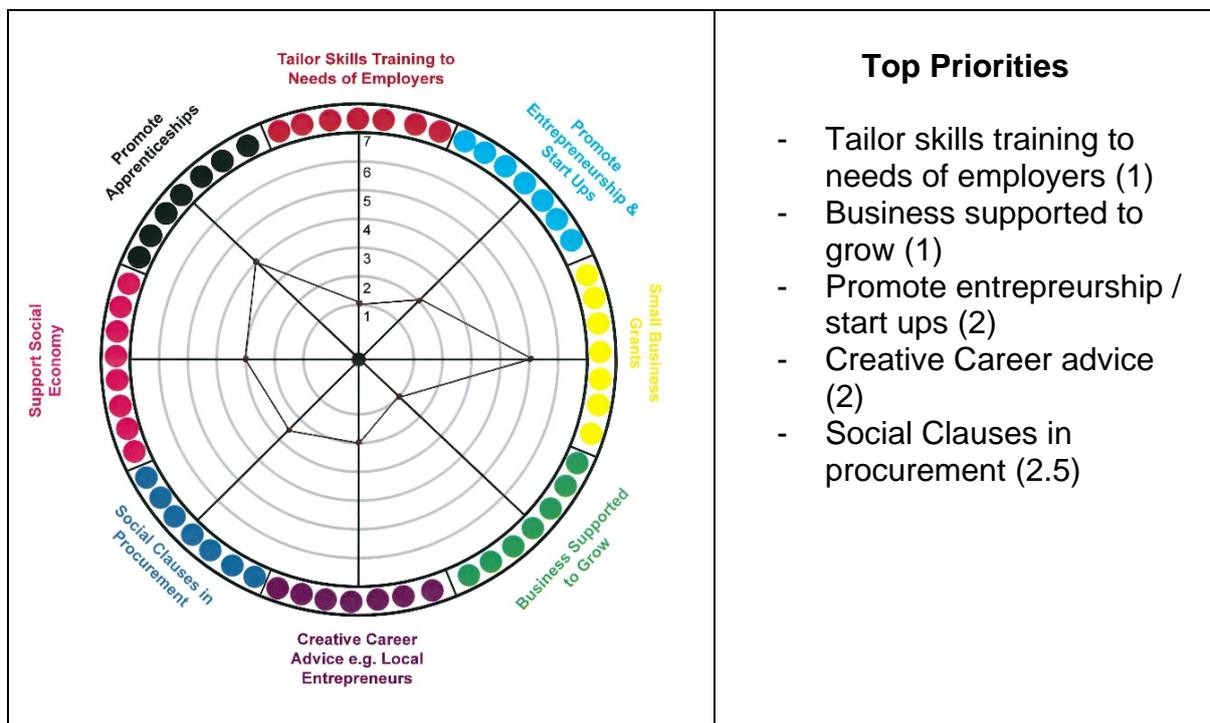
## Community Safety and Cohesion



### Top Priorities

- Reduce Crime and its impact on the community (1)
- Feeling Safe (1)
- Reduce harm caused by alcohol and substance misuse (2)
- Diversionary projects to address ASB (2)
- Visible Policing (2)

## Sustainable Jobs



### Top Priorities

- Tailor skills training to needs of employers (1)
- Business supported to grow (1)
- Promote entrepreneurship / start ups (2)
- Creative Career advice (2)
- Social Clauses in procurement (2.5)

## Place Standard – All Results

### Community Safety and Cohesion

<b>Community Safety and Cohesion</b>	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

### Good Health and Well-being

<b>Good Health and Well-being</b>	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
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### 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
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## 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

## Place Standard – 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. This tailored Place Standard approach enables you to consider issues related to **Good Health and Well-being** and rate those which you think should be tackled first. All of the issues below are important but, which should be prioritised and what actions can be undertaken to address them?

#### Promote and Encourage Active and Healthy Living (3)

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

- Using social functions to promote healthy living.
- Family friendly focus.
- Good targeted communication- via consistent or well established trusted means.
- Co-ordinated and multi-agency approach – from more than one angle.
- Encourage ownership of one’s own health through any opportunity presented.

## Early Intervention (2)

What **actions** could be taken to support early intervention? e.g. intervening early and as soon as possible to tackle problems emerging for children, young people and their families or with a population at risk of developing problems.

- Quick turnaround on hospital referrals/ waiting lists.
- Cancer (big bus) community intervention.
- Joined up approach- multi discipline teams.
- More time with family GPs
- Priority system for serious issues.
- Most cost effective use of resources.

## Support People to live at home (4)

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

- Domiciliary care needs overhauled as not up to scratch.
- More support/ time for patients.
- Support only those who are capable of living at home – improved quality of life.
- Level of support needed – costs involved.
- Tighter regulation and care.
- Correct levels of support.

## Support Volunteers and Carers (4)

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

What actions could be taken to support Volunteers and Carers?

- Dependent on individual circumstances.
- Support network to cut down isolation.
- Attendance support allowance not adequate.
- Respite services.
- Control to ensure that carer is suitable and able to fulfil needs.

## Preventative Approaches (2)

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?

- Clear message and stop moving goal posts.
- Clear research- what was their agenda?
- Full health MOTs periodically.

- Good screening process taking into account family history.
- Preventative education at a young age.
- Continual messages.
- Lifestyle- alcohol.
- Legislative changes- breathalyser.

#### **Community Based Interventions (4)**

What actions could be taken 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.*

- Better communication.
- More collaboration between health professionals and community.
- Local knowledge can have a huge impact.
- Cancer bus.
- Family events.



*Participants exploring Place Standard Process in Larne*

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

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

- Better use of resources.
- Move away from silos.
- More care and follow up.
- Better communication.
- More collaboration.
- More finances.
- Halfway houses for recovery.

- Home check.
- Clear care packages.
- Tighten up domiciliary care system.

### **Supporting people with disabilities: physical access and employment support (3)**

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

Fire Alarm and Evacuation – discussion and scored.

## **Tourism Potential**

### **Customer Focus (1)**

What **actions** could help to improve customer focus?

- Publicise things better e.g. Gobbins
- More signs.
- More focus on people – a welcome desk.
- Not enough accommodation.
- Not trained well enough in hospitality.
- Start at Larne Harbour – the highway- nothing to draw people into town- needs signage. Short opportunity to market the town.
- If you don't feel welcome when you arrive can put people off. Nothing at the harbour. Nowhere to stop for a cup of tea.
- Nothing to welcome tourists and encourage them to stay in the town.
- Pushing them up to Ballynure.
- There need to be something at the Harbour to mark your stay.
- Welcoming people, but need them to stop especially visitors from Scotland. Need to welcome them personally. Tourism staff going out and speaking to people. Tourist Information is in the town but maybe it should be at the harbour.

### **Customer Service Training (3)**

What **actions** could be taken to improve customer service training?

- Service is rubbish in Larne – waiting staff are not good – address this with training.
- Create a sense of pride for the area, need to feel that they have a good tourism spot, changing mind-set.
- Londonderry Arms staff are great and welcoming- they are proud of their product.
- Introduce competition.

### **Promote the Evening Economy (4)**

How important do you think it is to promote the evening economy e.g. late night shopping, café culture, the arts:

What **actions** could be taken to promote the evening economy?

- Restaurants are not open late in the evening. But can't expect to stay open if trade not there.
- People won't stay over if nothing for them to do.
- Take lead from Cathedral Quarter in Belfast and bring people in and let them come and play in town.
- Pubs still have a reputation of troubles and no go areas late at night.
- Problem with design of – create more open space and squares, create event space and have entertainment in the evening.
- Creating more activity and “life” around harbour/promenade area – there is an opportunity to develop sandy bay playing fields in Larne into a multi-purpose events space. The land is underutilised and its proximity to the harbour and the entrance to NI for many tourists means that the space could be become a great outdoor entertainment space.
- Need landscaping to draw people in.
- Council need to promote evening economy.
- Conversation with developers- Point Street and Dunluce Street- villages need to link together and promote together e.g. culture in area, restaurants in another.
- Outdoor events – evening entertainment in the town – open air concerts and plays, fireworks, etc. CC&G council does this really well. Using Carnfunnock takes people away from the town itself.
- Cushendall makes a nightlife because it's too far away from everywhere else.
- In built fear that there is a divide in Larne.

### Promote Tourist Assets (2)

What actions could be taken to promote Tourist Assets? What do you consider to be Tourist Assets?

- Historic Building- Carrickfergus Castle.
- Lots of places with no publicity.
- Gobbins is a Tourist asset.
- Braid, Slemish.
- Link together the assets.
- Gobbins publicity went wrong compared to Causeway. They over egged it. Good to see what to do in parks, the events in leaflets.
- Planned driving routes etc. in leaflets.
- Look at how Belfast has marketed itself.
- Want to eat, drink, hotels, shops, buildings, entertainment.
- Assets are there but just not marketed.
- Carnfunnock Park, Glenarm Castle, Dalriada Festival.
- TIC at the harbour – there is no welcome centre at the port and there is nothing along the Harbour Highway (Brown signs) to tell people why they should stay in Larne. We should have a brown sign promoting Carnfunnock, Town Park, Carnegie Library, International Appalachian Walking Trial.

## Niche Marketing (4)

How important do you think Niche Marketing is: *a specialised corner of the tourism market e.g. golf, outdoor pursuits, adventure activities, wildlife and nature-based tourism, heritage and cultural tours.*

What actions could be taken to develop Niche Marketing? What do you think could be marketed in this way?

- Walking.
- Need to promote golf tournaments.
- Sailing in Carrick.
- Ulster Rally.
- Cycling.
- Americans like activity holidays.
- Linking up with other tours along the coast.
- Film industry.
- Christian heritage culture e.g. St Patrick.
- Larne Lough and the Irish sea generally have potential – there could be a sea life centre talking about the shipwrecks and the sea life along our coastline and Larne's great connection to the sea. I'm not suggesting anything on a huge scale but with exhibit tanks for small fish and sea creatures, the story of the Princess Victoria and other ships with a connection to the town, Larne and the gun running story if that wasn't too sensitive an issue.
- American connection – so many people left east Antrim to set up in the Carolinas in particular – we should do more to promote our connection to the US and Carolinas in particular since we are twinned with Clover.
- A sea tours base at the harbour – sea trip to the Gobbins (it looks more spectacular from the sea), along the Antrim coast, sea fishing excursions.

## Place based Tourism – lesser known sights and activities (4)

What actions could be taken to develop place based tourism? Can you think of some lesser known sights and activities?

- Antrim hills.
- Monuments.
- Glencoe Waterfall- nowhere to sit down, toilet, tea/coffee.
- Olderfleet Castle.
- Need to create link e.g. waterfall link.
- Whitehead Lighthouse/
- Consider permanent amusements – nothing wrong with promoting yourself as a family friendly seaside town. It works for Portrush and it works for Tramore Co Waterford. Larne could become a family friendly domestic tourist destination (focus on the Irish market). Ideally located near the promenade or a local beach area. This also tends to assist with a night time economy.
- Develop an app which tells you about area.
- Killens limestone trail etc.
- People go through villages but don't know what is there – need signage, app, leaflets.
- Need to educate our people so they can talk to visitors.

## Promote links between Small Business and Tourism (5)

What actions could be taken to promote better links between small business and tourism? Can you identify any examples?

- Depends on business person of they can connect.
- Walk to Castle and coffee shop in Glenarm.
- See an opportunity to jump on bandwagon of film industry e.g. Dark hedges Hostel.
- See what is key thing in their area.
- Need to be proactive – Glenarm should have a seafood restaurant due to salmon industry.

## Improving Public Transport to Tourism Assets (5)

What actions could be taken to improve public transport links and access to Tourism Assets?

- It is very important, not everyone will have a car. Those who fly in.
- Free bus/ train pass- need to get people here.



*Participants discussing priorities in Larne*

## 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?

- Working through PCSP, PIPS, PAL and other groups and organisations.
- Citizens Advice Bureau.

- Whenever welfare reform is implemented crime may rise due to lower income.
- Major impact on how you feel in your own community- if you don't feel safe.
- Schemes for young people: 15- 25 age group.
- Detached youth work- needs to be sustained and long term.
- Issues with resources and funding- needs to be sustained.
- Crime prevention projects.
- Identifying relevant agencies and adopt a multi-agency approach to develop projects.
- Needs to start in Primary School.

## Reduce Harm caused by Alcohol and Substance Misuse (2)

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

- ASB connected with alcohol and substance abuse.
- PAL- Preventing Addiction Larne run by volunteers. Resources are stretched. Funding is a big issue.
- Information sessions on dangers of alcohol and substance abuse.
- Education – promote early intervention.
- Hard hitting campaigns like smoking campaign.
- Off licence and supermarket schemes to ensure under aged are not buying alcohol.
- Locality meetings – working with people on the ground.
- Lack of long term resource.

## Vulnerable People are Safeguarded (3)

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

- Socially isolated – rural areas.
- PSNI other priorities – lack of resources.
- Work with Farmers Union – Farm Watch- Text Alert- again lack of long term resources for these initiatives.
- Neighbourhood watch for rural areas. Home security- signs, cameras, dogs.
- Elderly people – MEAP Project.
- Sheltered Housing- work with NIHE specifically Carrnough.
- Concern hub- working with PSNI – multi agency- identifying people who are vulnerable and put in early interventions.
- Care in the Community an issue in rural areas.

## Diversionsary Projects to address Anti-Social Behaviour (2)

What actions could be taken to develop diversionsary projects?

- Twilight soccer. Again need to be sustained- no use just having them for a while. Have a consistent approach especially when it is working.
- Particular activities for 14+ age groups.
- Youth workers within schools.
- PACT Project- Carrickfergus.

- Funding issues need to be addressed.
- Work with EA Youth workers YMCA etc.

### **Community Safety Wardens (6)**

What actions could be taken to support Community Safety Wardens?

- Only one warden who works evenings and weekends in Carrickfergus and Larne. Focuses on graffiti, ASB.
- Need more wardens.
- Street pastors- link with other volunteering organisations.
- More community police.

### **People Feel Safe (1)**

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

- More community police on the ground- more consistency the same officers so you can build working relationships with the community.
- Talk to young people.
- Lack of resources.

### **Promote Community and Good Relations (3)**

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

- Good relations are important.
- Not same participation with Councillors and Council officers at events with community groups. Need to recognise success.
- Disconnect between Council and community- important for good relations. Need officers to represent Council at local events.
- Community Awards and Volunteer Awards – achievement.
- Types of bonfires- damage to property- need more interagency approach.
- Mediation with regard to flags and bonfires.
- Educational programmes around bonfires – with young people.
- Good Relations co-ordinated multi agency approach.

### **Visible Policing (2)**

What actions could be taken to help make policing more visible? e.g. foot patrols

- More visible policing.
- Building relationships and maintain relationships.
- Impact on perceptions.

### **Are there any other issues which you think could help to deliver better Community Safety and Cohesion?**

Social Media – internet fraud / bullying (7) Rural Crime. Road Safety.

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

- Education
- Road Safety – black boxes fitted up to age 25- used for anyone with speeding offences regardless of age.

## Sustainable Jobs

### Tailor Skills Training to Needs of Employers (1)

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

- Continual link between the schools and employers to keep up to date with needs of the employer.
- Identify the employers – new industry/potential employers and what employers that are already within locality.
- Enterprise agencies are already networking and sharing schemes in locality.
- Who can we attract to the area? Who is already employing in Larne?
- New Industries E.g. Film



*Participants discussing issues in Larne*

### Promote Entrepreneurship and Start Ups (2)

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

- Provide support and mentorship for new businesses for short, medium and long term support.
- Entrepreneurship needs to be promoted and nurtured in schools and community.

- Encourage people to start hobby businesses, part-time businesses- money can be re-invested back into locality – are smaller businesses better for the economy.
- Dragon's Den opportunity - Linking schools with local business to bring entrepreneurship alive.

### Small Business Grants (5)

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

- Grants – government or business monies.
- Grants for business controlled and issued by the new Council.
- Program support is key – mentoring and a kick-start to assist business development.
- Enabler for new business.
- Job creation caveat.

### Business supported to Grow (1)

What actions could be taken to support Business Growth?

- More structured support for businesses – experts in key areas into a nigger program.
- Businesses need to be aware of the 'new world' of technology, social media to assist with positioning.
- Showing local businesses and potential for local entrepreneurs – how to use/ exploit existing assets- e.g. Wild Atlantic Way – a way to connect businesses along a tourist route- connected up thinking regarding business promotion.

### Creative Career Advice (2)

What actions could be taken to improve Career Advice?

- Services across the demographics.
- Focus on creative.
- Demographic links.

### Social Clauses in Procurement (2.5)

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.*

- Has potential.

### Support the Social Economy (3)

What actions could be taken 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*

- Specialist hub for locality -Social Enterprise Support.

### Promote Apprenticeships (4)

What actions could be taken to promote Apprenticeships?

- Issues with youth unemployment.
- Need to have jobs at the end of training/ apprenticeships.
- Statutory agencies getting involved.