EQUALLY LOCAL

ANGUS THIRD SECTOR CONFERENCE

Friday 6 June 2014

DAVID LLOYD’S CONFERENCE CENTRE
MONIFIETH
## CONTENTS

1. Workshop Outcomes Summary ................................................. 3
2. Agenda .............................................................................. 6
3. Participant List ..................................................................... 7
4. Workshop Groups ............................................................... 9
5. Welcome from Liz Forsyth, Chair, Voluntary Action Angus ...... 11
6. Equally Local – Gary Malone, CEO, Voluntary Action Angus ... 12
7. Focus on Early Years – Margo Williamson, Strategic Director of People, Angus Council 17
8. Workshop 1: Early Years Provision ....................................... 24
9. Empowering Communities – Sir Peter Housden, Permanent Secretary to the Scottish Government 26
10. Workshop 2: Empowerment and working across sectors ..... 27
11. Third Sector Collaborative Agreement ............................... 30
12. Integration and Reshaping Care – Lesley McLay, Chief Executive, NHS Tayside 31
13. Workshop 3: Focus on integration and Reshaping Care ........ 35
14. Third Sector and Social Care Integration – Eric Knox, Director, Tayside Council on Alcohol and Angus Third Sector Strategic Forum 38
15. Open Discussion with panel “The Way Forward” ............... 40
16. The Light Gatherer – Carol Anne Duffy ............................... 41
1. Early Years Provision

What do you think the key themes and messages are?

- A cultural shift is needed to deliver the activities that actually make a difference eg active play.
- Support for parents is needed to reduce the pressures and barriers that interfere with a healthy family life.
- Early years work should be seen and firmly placed within the wider context of the wellbeing of whole communities.

To what extent is the third sector involved in delivery around early years?

- Through involvement with parent councils and youth groups.
- Third sector organisations use school premises to organise activities for families.
- Third sector organisations contribute to the school curriculum in some areas eg volunteering and health and wellbeing.

What improvements could be made in terms of joint working?

- Identify shared goals from bottom up rather than top down
- Access to funding from statutory sector
- Programmes for parental and peer support

What do you think the role of VAA and the Third Sector Strategic Forum should be in this?

- Early years collaborative initiative
- Connecting partners and people
- Making volunteering the norm
2. Empowerment and working across sectors

What do you think the key themes and messages are?

- Communities are complex and should be treated as such
- We need less management and more delivery
- We need to empower staff
- We need to challenge the structures and systems when they are not working

To what extent could Government Policy empower people and communities especially people facing economic deprivation and poverty?

- Better engagement with local people
- Living wage not a minimum wage
- Recognition that constant change in policy has a detrimental effect
- We need the resources to implement the policy

What do you think the role of VAA and the Third Sector Strategic Forum should be in this?

- Enabling the voice of local organisations to be heard
- Recognising and building on the assets that communities have
- Building on the ability to reach local people in local communities

Are Partnership arrangements working? Can you suggest improvements?

- Partnership arrangements are improving with less tokenism
- There is still duplication in services with Third Sector services being overlooked
- We need a willingness to share up to date information
- We need a cultural shift towards equal partners
- Appreciate complexity of localities and not everything is transferable
3. **Focus on Integration and Reshaping Care**

What do you think the key issues and themes are?

- Structural shifts are needed
- Cultural shifts are needed
- Have to be person-centred

To what extent do you think the Third Sector delivers on health and reshaping care?

- Self-help groups
- Local befriending schemes
- Advocacy
- Alternative flexible, person centred services

Do you think the sectors contribution is recognised as having critical value?

- No – the third sector is the last thought

‘All hands on deck’ Do you feel you are all equally included, If not what needs to change?

- No – the third sector is not equally included
- We need more genuine dialogue
- There needs to be more awareness of the services the third sector provides and the way it provides them
- A value test should be applied to all organisations, statutory and those in the third sector
AGENDA

Equally Local

9am – 9.30am Arrival and Registration
9.30am Welcome from Liz Forsyth, Chair, Voluntary Action Angus
9.40am –10am Equally Local - Gary Malone, CEO, Voluntary Action Angus
10.00am -10.30am Focus on Early Years – Margo Williamson, Strategic Director – People, Angus Council
10.30am – 11am Workshop 1: Early Years Provision
11am – 11.15am Break
11.15am –11.45pm Empowering Communities – Sir Peter Housden, Permanent Secretary to the Scottish Government.
11.45am – 12.15pm Workshop 2: Empowerment and working across sectors
12.15pm – 1.15pm Lunch and Marketplace. Photo opportunity – Third Sector Collaborative Agreement
1.15pm – 1.45pm Integration and Reshaping Care – Lesley McLay, Chief Executive, NHS Tayside.
1.45pm - 2.15pm Workshop 3: Focus on Integration and Reshaping Care
2.15pm – 2.30pm Third Sector and Health & Social Care Integration – Eric Knox, Director, Tayside Council on Alcohol and Angus Third Sector Strategic Forum
2.30pm – 3.15pm Open Discussion with Panel ‘The way forward’
3.15pm Close
Angus Third Sector Conference

Participants

Alan Barr
Alison Myles
Alison Smith
Anne Robertson Brown
Beth Cargill
Bill Muir
Bill Troup
Brenda Garrard
Carol Kubicki
Caroline Selkirk
Charles Goodall
Councillor Mairi Evans
Dawn Crighton
Dianne Mitchell
Donald Morrison
Drew Walker
Eric Knox
Stuart Garden
Freda Stewart
Gail Swankie
Gary Malone
Gordon Snedden
Graham Hewitson
Heather Clark
Jacqui McNeill
Jane McArtney
Janet Dance
Janet Quantock
Jim Dallas
Jim Wallace
John Davidson
Judith Leslie
Judy Findlater
Julie Anne Alexander
Julie Thomson
Kathy Anderson
Kay Webster
Kevin Johnston
Lesley McLay
Liam Yule

Brechin Day Care
Angus Carers
Angus Council
AWARE
VAA
VAA
Angus CHP
PAMIS
Hear Me
NHS Tayside
Federation of Small Business
Angus Council
Hear Me
NHS Tayside
VAA
NHS Tayside
Tayside Council on Alcohol
Showcase the Street
Angus CHP
Brechin Day Care
VAA
Angus Cardiac Group
Angus Council
Barnardo’s
Angus Council
Monifieth Befriending Scheme
Angus CAMHS
Alzheimer Scotland
Angus Carers
Barnardo’s
For Carnoustie
Angus Care & Repair
VAA
Barnardo’s
Home Start Angus
Angus CAB
VAA
CAIR Scotland
NHS Tayside
AMHA
Liz Forsyth  
Lorraine Boyd  
Lynne Kelly  
Mairi Buchanan  
Margo Williamson  
Marie Ramos  
Melanie Coleman  
Morag McKenzie  
Mike Burns  
Monica Hodgkinson  
Neil Prentice  
Patricia Mill  
Pauline Geddes  
Peter Housden  
Rachel Green  
Ross Nicolson  
Ruth Leslie Melville  
Sally Wilson  
Sandra Stewart  
Sarah Elliot  
Scott Malcolm  
Sharon Duncan  
Sheila Hands  
Shelley Hague  
Shirley Wilson  
Steve Nicoll  
Susan Godsall  
Susan Hamill  
Susan Wilson  
Suzanne Swinton  
Tim Armstrong  
Tony Fitzgerald  
Vivien Smith  

VAA  
CAIR Scotland  
Angus Carers  
Angus CAB  
Angus Council  
Relationships Scotland/Family Mediation  
For Carnoustie  
VAA  
CAIR Scotland  
Independent  
VAA  
Deaf Links  
Barnardo’s  
Scottish Government  
VAA  
Showcase the Street  
VAA  
Angus CHP  
VAA  
AMHA  
Angus Care & Repair  
VAA  
Angus Council  
Angus Council  
Relationships Scotland/Family Mediation  
Angus Carers  
VAA  
NHS Voluntary Services  
Angus CHP  
Angus Independent Advocacy  
Angus Council  
Angus Council  
Angus Council
## Workshop Groups

### Table 1

<table>
<thead>
<tr>
<th>Facilitator</th>
<th>Sandra Stewart</th>
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<tr>
<td>Bill Troup</td>
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<td>Dawn Crighton</td>
<td>Hear Me</td>
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<td>Stuart Garden</td>
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<td>Bill Muir</td>
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<td>Janet Quantock</td>
<td>Alzheimer Scotland</td>
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<td>Julie Thomson</td>
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<td>Judy Findlater</td>
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<td>Susan Dickson</td>
<td>CAIR Scotland</td>
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<tr>
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<tr>
<td>Brenda Garrard</td>
<td>PAMIS</td>
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<td>Councillor Mairi Evans</td>
<td>Angus Council</td>
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<td>Freda Stewart</td>
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<td>Jim Dallas</td>
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<td>Jim Wallace</td>
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<td>Kevin Johnstone</td>
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<td>Susan Godsall</td>
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<tr>
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<td>Carol Kubiki</td>
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<td>Drew Walker</td>
<td>NHS Tayside</td>
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<td>Heather Clark</td>
<td>Barnado’s</td>
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<td>John Davidson</td>
<td>For Carnoustie</td>
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<tr>
<td>Kathy Anderson</td>
<td>Angus CAB</td>
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<td>Kay Webster</td>
<td>VAA</td>
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<td>Donald Morrison</td>
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<tr>
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<th>Jacqui McNeill</th>
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<td>Jane McArtney</td>
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<td>Tricia Mill</td>
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<td>Leslie McClay</td>
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<td>Alan Barr</td>
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<tr>
<td>Monica Hodgkinson</td>
<td>Independent</td>
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<tr>
<td>Suzanne Swinton</td>
<td>Angus Independent Advocacy</td>
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4. **Welcome to the Angus Third Sector Conference**

Liz Forsyth, Chair of Voluntary Action Angus welcomed everyone to the Third Sector Conference, Equally Local.

“I was thinking back to the very first conference I attended, back in the 1960’s! – It was called the ‘Power and Pulse of Scotland’. Even then it was about our communities, not what Scotland can do for you but what you can do for Scotland. It gave us fire in our bellies. What was important then is important now. The only difference seems to be that back then I was seen as part of the solution, now I’m seen as part of the problem. An ageing demographic, older people living longer, using up all the resources. I spent some time googling conferences for young people and as you can imagine got a whole list of inspirational conferences and activities for young people, I then googled conferences for older people and got a list that was focused around, geriatrics and mobility issues, no sea kayaking.

Well excuse me, I will not be discounted, I am still part of the solution. The message I want you to go away with today, with fire in your belly from the power and pulse of Scotland is “where is the pulse?”, I can see people all around me who have the power to change things for the people of Angus, It’s not - what do we need to do for the people of Angus, it’s what do we need to do for ourselves, we are the people of Angus, we are the community and we are part of the solution”
5. **Equally Local - Gary Malone, Chief Executive Officer, Voluntary Action Angus**

**Slide 1**

To be truly radical is to make hope possible rather than despair convincing.

**Slide 2**

**The challenge of change**

- Together: Equally local
- Policy context: Liberating or Exclusion?
- Diversionary or Developmental?
- Caring or Counting?
- Campbell Christie and Jimmy Reid
- Redefining Scottish Culture
  new Society
RESOURCES

VALUES

Slide 4

YES: third sector

- Compact agreement
- Third sector Collaboration
- More democratic representation driven by dialogues
  - Local Collaboration
  - 902 community vol orgs
  - 30,400 adult volunteers
- New culture of young people volunteering
  - Capacity releasing
  - Redefining Scottish Culture and new Society
  - Local and equal
  - Voluntary but not amateur!

Slide 5

Third sector challenge

Traditional SLA Model

Funder

Provider

Pooled resources

Innovation

Coherence

Slide 6
Undoubtedly, the size, scale and scope of the challenge we face in reshaping services against growing demands and reduction in public service spending challenges all partners and local communities to find new ways of working together.

Source: Beyond Nudge to Demand Management

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To take forward what we mean by culture change we need to empower:

1. Cultures of practice – valuing the person rather than the symptoms
2. Respecting the individual, their associational and cultural values and potential for on-going community involvement albeit through volunteering and or collaborative coherent support
3. Cultures of solidarity; equality and respect for partnership working and new relationships with communities, local organisations, workers, families, carers and people receiving services
4. Alternative commissioning. Constructed together - not in isolation

---
Dialogues or monologues

Are Local Authorities and NHS genuinely willing to let communities in on hard choices?

Decide  Momentum
Agree   Understanding
Defend  Movement

'Dialogue is transformative and challenges dominance, consultation doesn't'.

Challenge of change

To deliver and sustain services with communities and people in Angus, we are challenged to do things different. This is fundamentally then about culture:

- We commit to genuine partnership working
- We commit to developing new mutuality’s and dialogues with communities (all the people, all the issues)
- Commitment to sharing resources and building a new equal base on what works, what’s needed and who is best to deliver
- Multi agency silos to trans-disciplinary approaches
- Grow levels of civic health and new approaches of working with communities (doing with – not too)

To be equally local

1. Relationship building: trust the people, positive, integrated, comprehensive local authority – civic health
2. Planning together with third sector not on third sector
4. Redefining local authority; local staff and communities making decisions
5. Keep volunteering voluntary
6. Third sector lead on community engagement.
Who do we think we are?

We started hungry – so let’s finish proud.
6. Focus on early years - Margo Williamson, Strategic Director of People, Angus Council

Slide 1

Margo Williamson
Strategic Director
Angus Council

Slide 2

People Directorate – Values and behaviours

- Do what we can and do it well
- Develop positive and respectful relationships
- Provide prevention and care, advice and information
- Achieve the best outcomes at affordable costs

- Be consistently respectable and reliable
- Treat others with respect and courtesy
- Promote equality and reduce discrimination and abuse amongst
Outline

• Physical Activity of Children: A global matrix of grades. Comparing 15 countries 2014
• Children’s well-being in UK, Sweden and Spain: the role of inequality and materialism 2011
• Free to Learn: why unleashing the instinct to play will make our children happier, more self reliant and better students for life – Peter Gray

Table 3 - Internet Addresses for Individual Country Report Cards

<table>
<thead>
<tr>
<th>Country</th>
<th>Internet Address</th>
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<tbody>
<tr>
<td>Australia</td>
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<td>epiandes.uniandes.edu.co</td>
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<td>Finland</td>
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<td>Kenya</td>
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<tr>
<td>Mexico</td>
<td>obesired.mx/blog</td>
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<td>Mozambique</td>
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<td>United States</td>
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Benchmarks

• Overall Physical Activity - % of children and youth who meet physical activity guidelines
• Organized Sport Participation - % of children and youth who participate in organized sport and/or physical activity programs
• Active Play - % of children and youth who engage in unstructured/unorganized active play for several hours a day
Benchmarks

Sedentary Behaviour - % of children and youth who meet sedentary behaviour or screen-time guidelines

- % of parents who facilitate physical activity and sport opportunities for their children (eg, volunteering, coaching, driving, paying for membership fees and equipment)
- % of parents who meet the physical activity guidelines for adults
- % of parents who are physically active with their kids
- % of children and youth with friends and peers who encourage and support them to be physically active
- % of children and youth who encourage and support their friends and peers to be physically active

Table 1 Grading Framework for the Report Card

<table>
<thead>
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<th>Grade Interpretation</th>
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<tbody>
<tr>
<td>A We are succeeding with a large majority of children and youth (≥ 80%)</td>
</tr>
<tr>
<td>B We are succeeding with well over half of children and youth (60–79%)</td>
</tr>
<tr>
<td>C We are succeeding with about half of children and youth (40–59%)</td>
</tr>
<tr>
<td>D We are succeeding with less than half but some children and youth (20–39%)</td>
</tr>
<tr>
<td>F We are succeeding with very few children and youth (&lt; 20%)</td>
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Ipsos MORI

Children's Wellbeing in UK, Sweden And Spain.
The Role of Inequality and Materialism

- Wellbeing
- Materialism
- Inequality
- The Importance of Time
Slide 9

<table>
<thead>
<tr>
<th>Grade</th>
<th>Physical Activity</th>
<th>Sedentary Behaviours</th>
<th>Family and Peers</th>
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<td>C</td>
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<td>D (minus)</td>
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<td>Scotland 0 – 20%</td>
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<td>F</td>
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Scotland < 30%

Incomplete data

Slide 10

Active play

- % of children who engage in unstructured/unorganised active play for several hours a day
- Freely chosen, spontaneous and self-directed physical activity involving an element of fun
- Is active play extinct?
- Peter Gray (2013)

Slide 11

A playful path is the shortest route to happiness.

Playing with other children, away from adults, is how children learn to make their own decisions, control their emotions and impulses, see other perspectives, negotiate difference with others, and make friends. (Gray 2013)
Eurydice research on teaching hours (2012/2013)

<table>
<thead>
<tr>
<th>Country</th>
<th>Year groups</th>
<th>Number of hours annually</th>
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<td>398</td>
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Hours in school per year

Slide 13

 Slide 14
OECD's PISA assessments
(15 year olds)

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<th>Number of hours (infants)</th>
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Primary school day in Angus

9.00 until 10.30
20 minutes break or playtime
10.50 till 12.30
1 hour for lunch
1.30 until 3.10 or 3.20 depending on stage

Do they need more time for active unstructured play within the school day?

“Children can’t be protected from every risk associated with play and recreation, nor should they be, for a key part of growing up is learning how to avoid or minimise hurts and accidents.”

• (Tom Baille, Scotland’s Commissioner for Children & Young People)
Slide 18
Centre for confidence - resilience

- www.centreforconfidence.co.uk
- Developing resilience:
  - Normalise the setbacks
  - Accept learning is tough and at times very frustrating
  - Encourage young people to accept responsibility for their actions
  - Intervention is not always best

Slide 19

Improved opportunities and outcomes for all

Slide 20
How do we work together to support more active play?

- What are the main issues in relation to my presentation?
- To what extent are the third sector involved in delivery around Early Years?
- What improvements could be made in terms of joint working within the sector itself and other partners?
7. Workshop 1 – Early Years Provision

Having heard the presentations from Gary and Margo, what do you think are the key messages?

- Cultural change – active play
- More parents working to obtain material objects and also pressure from government for parents to work - childcare costs
- Too many subjects at primary school- homework encroaching on play
- Parents having literacy issues
- If local authority want more play – why close play parks
- IT screening
- Issues around rural transport
- Grass Roots up
- Consultation doesn’t work
- Values – more important to spend time with children
- All people are service users
- Commissioning behaviour needs dialogue
- Generational difference
- Lack of listening
- Need to address present approach
- Recognise what works and continue
- Recognise value of long term outcomes
- Economic issues
- Need to let go/risk adverse – give more freedom
- Lost communities
- Need to promote wellbeing of society
- Separation between family and school
- Schools taking responsibility for values which should be done within the family
- Need more focus on social skills

To what extent are the third sector involved in delivery around early years?

- Nurseries are led by local authority/private – is there a role for TS
- TS creating new initiatives
- Uniformed groups – encourage parents to be involved
- TS should be there from the start
- Look at what we have and use efficiently
- Create opportunities, not barriers
- Deliver services the way they want them
• Through committees
• Youth Project in Brechin incorporated children in learning difficulties
• TS participating in school curriculum
• Need to get young people involved in volunteering
• TS use schools to organise more activities for families

What improvements could be made in terms of joint working?

• We need to work together
• Access of funding from statutory services
• Is there too much duplication within TS
• Need more general programmes for parents supporting parents
• Playparks could be transferred to the community/ Community Asset transfer
• Locality areas for integrating health and social work
• Support for younger and older people working together
• Local authority s should use TS/private provision rather than statutory
• Time banking
• Help parents with parenting skills
• More input by Parent Councils
• Identify shared goals from bottom up not from strategic side down

What do you think the role of VAA and the Third Sector Strategic Forum should be in this?

• Collaborative Early Years Initiative
• Bring agencies together
• Connecting people
• Partnership opportunities
• Everyone should know where they fit in
• What are the costs of TS versus council
• Celebrate the benefits if volunteering. Make volunteering the norm.
• Volunteering for children
• Link into community based activities
• Get more voluntary orgs into schools
• Identify strategic groups who actually need to be involved
• More localism and independence
• Improve social inclusion
8. **Empowering Communities – Sir Peter Housden, Permanent Secretary to the Scottish Government**

“I’ve heard a lot about what you do in Angus. We all know what communities mean but they can be hard to describe. I’ve noticed over the years that communities are not the same all over, they can be very different constructs and we can’t describe them in the same way all the time. They are actually incredibly complex places to be, communities of place, communities of interest, and the way these two things overlap each other. Individuals and communities change with time and the third sector is better at understanding this.

Inequities within communities whether it be global competition that destabilizes people’s livelihoods, the growth of the service industry and zero hour contracts will always play out at a local level, for instance through the housing market. It’s a kind of ‘sorting’ of individuals within communities.

Spirals of decline begin where we have poor quality housing, with people with low confidence who are disconnected from others. The majority of people who get jobs know someone who has a job. What if you don’t know anyone with a job.

Good quality public services can ameliorate this inequality but they will not sweep inequalities off the table. I read a story from Angus where a young lad would not go to his local health centre for sexual health advice because his aunty worked there, and as Harry Burns says we can have all the high quality services we want but unless they are accessible they won’t hit the target.

We have a workforce with massive skills, drive and determination waiting to be told they can do things from a stagnating, hierarchical structure. We need to empower people and treat them with the dignity and respect they deserve.

We need to co-produce services with people and the third sector is the platform through which people can come together, articulate and connect with those services. We need to have the capacity within the infrastructure and we need to integrate with community planning partnerships to make this happen.”
9. **Workshop 2 - Empowerment and working across sectors**

Having heard the presentation from Sir Peter what do you think the key themes and messages are?

- Take away layers of management – sometimes we create our own layers, maybe due to reporting/accountability
- People doing the job are the key people to talk to
- Stats and reporting takes away time from delivering services
- Complexity around what we mean by a community
- Boards being more proactive and also approachable
- Boards need to be more informed/involved in challenging the org they govern
- Guarded opinions due to media
- Brutal frank discussion needed
- Built in flexibility in community work
- Important to empower staff to take responsibility
- Remove blame culture so staff feel comfortable
- Organisation must value their work force
- Increased autonomy in voluntary sector
- Challenge targets and policies that stop change happening
- Flexible services that meet today’s requirements
- Letting go power
- Managing change – convincing workers they can change
- People have been stripped of empowerment – risk adverse
- Freedom to be independent

**To what extent could government policy empower people and communities especially people facing economic deprivation and poverty?**

- Living wage not a minimum wage
- More liaison between the government and people on the breadline
- Constant change in policy has a detrimental effect on people
- Terminology is a barrier
- Understanding forms can be difficult
- No face to face contact
- DWP working to deadlines
- Local solutions for local communities
- Government to consider funding streams. Could integration across sectors deliver a better, more cost-effective service
• Tackle risk aversion. Empowering staff to find solutions
• Health and Safety gone mad
• More simplified policy making – policy stifles community groups
• Local are having more say on services
• Lack of understanding of work ongoing at MEP level
• Disadvantaged groups have quietest voice
• ‘He who shouts loudest gets the most’
• If there is not resources to implement policy/strategy then positivity is lost
• Shift the sanctions from only those at the bottom
• Evaluate practise skills programme
• Programmes that increase confidence in skills to enable re-connection with society – improve life chances
• Need to trust
• How do we get people to use it
• Fewer national priorities and more local priorities to decide how best to use funding to meet local needs
• People don’t always want what government say they should

What is the role of the Third Sector in community engagement / empowerment?

• Ability to reach people – be advocates
• Connecting links
• People in the voluntary sector care more
• TS can be more independent
• Enables people to become involved in an organisation through volunteering. Helps people to be part of the community
• Dedicated OT paid by the council working with TS
• Early intervention to prevent major problems
• Keeping information up to date and easily accessible
• Tackle risk aversion. Empowering staff to find solutions
• Voice of local orgs needs to be heard
• Need to be accountable to the local people
• Access to funding – long term funding needed
• Capacity building
• Engagement must be tackled jointly
• What doesn’t work and what can work
• Build on assets not negativity
• End user needs to be consulted and listened to
Service users need to be active in deciding process of moving forward
Service providers perception may be different from what people actually want

Are partnership arrangements working? Can you suggest improvements?

- Not so much tokenism
- Still duplication in services
- Better than a few years ago
- More conversation needed
- Events like the third sector conference important
- Need more chairs at partnership meetings
- Need up to date information and more willing to share information
- Need to learn from others
- Valuable volunteering opportunities born out of good partnership working
- Angus is the right size to make things happen
- TS equal partners
- Community Planning partners – roll out elsewhere
- Work from everyone’s strengths
- Encourage other partners to be involved in the collaboration
- When org applies for funding a requirement should be built in so they must engage in partnership working
- Mapping of services
- Not to be so precious about what we do
- Need to look at what works for each locality – things not necessarily transferrable
- Society more selfish – issue in differentiating between needs and wants
- People now expecting help from TS rather than being appreciative
- Unrealistic expectations
10. **Third Sector Collaborative Agreement**

During the conference the Third Sector Collaborative Forum agreed and signed the Angus Third Sector Collaborative Agreement.

“The purpose of this agreement is to facilitate joint working within the third sector in order to best focus our efforts for the benefit of Angus communities.

It will enable a stronger and more collective voice to represent the third sector with other sectors locally and nationally. This agreement is underpinned by a commitment to openness, transparency and trust within our sector to assist one another where possible, to make best representation of views, provision of service and awareness of the outstanding issues within Angus. We also aim to develop innovative ways of working and develop a broader range of collaborative advantage within the third sector.

The Third Sector Strategic Forum brings together leading third sector organisations to deliberate on strategic and policy issues which both effect the third sector and allow third sector organisations to affect change through lobbying and collective representation.

This agreement is about joint working and greater cohesion within the third sector. Whilst built around concepts of collaborative advantage, the agreement recognises and supports the individual sovereignty and values of all third sector organisations and appreciates their independence as required within good governance and by charity law.”
11. Integration and Reshaping Care – Lesley McLay, Chief Executive, NHS Tayside.

Slide 1

Integration & Reshaping Care

Lesley McLay
Chief Executive

Slide 2

Why are we Reshaping Care?

Burning platforms:
- Changing needs & demography
- Quality & Safety
- Austerity
- Organisational Change

--- and why integrated care is a key response to these challenges

Slide 3

Healthcare Demand is Growing

Demographic change for population aged 65+ Scotland
Potential impact on emergency bed numbers 2007-2031

NHS Tayside
+148 beds 2016
+517 beds 2031

A new Hospital by 2031!
2020 Vision Routemap

2020 Care Vision
An Integrated Care System Centred on 
Local Communities  Enabling People to Live Longer, 
Healthier Lives

From… “What’s the matter?”

“What matters to you?”

Integration is NOT New...
We are building on solid foundations as we already work collaboratively with local authority colleagues and the third sector to deliver many services.

Successes
• Angus Dementia Liaison Team
• Acute care avoidance – MDT’s
Mary's Story

Mary – aged 79. Has arthritis, well-controlled diabetes and no previous care arrangements. Seen by her GP in the surgery for routine monitoring.

Scenario 1 – Mary's Dilemma

GP is concerned not about Mary's health but her general frailty and wellbeing. Mary advises her daughter can look after her. The following week her daughter visits and finds Mary unable to get our of bed. Unsure what to do, her daughter calls an ambulance which takes her to A&E.

Mary's Story Continued

Scenario 2 – The Friday Night Dilemma

It's Friday night, it's five-to-five and GP has had to make a housecall to Mary who he assesses could be managed at home if the right support could be provided.

5.05pm – no answer from any of the health and social care support at home services.

5.20pm – no other options available so ambulance called to take Mary to Ninewells.
Slide 10

Integrated Care – How This Supports Mary to Stay at Home?

- Early identification of anticipatory care needs
- Co-ordinated Multi-disciplinary Agency Team care planning
- 7 day response
- Signposting to all community based services

Slide 11

We’re Going to Need a Bigger Sofa...

Slide 12

Working Together in Angus to Build and Deliver the Vision For Person Centred Care and Support...
12. **Workshop 3 – Focus on Integration and Reshaping care**

Having heard the presentation from Lesley, what do you think the key issues and themes are?

- We need to listen to people re what works for them
- Huge challenge and cultural shift
- The need for groups to work together that traditionally have not worked well together in the past
- Anticipating need – early intervention
- Organisational standards
- Restructuring services
- Financially driven
- Wanting to be more person centred
- Onus on keeping people out of hospital and discharging quicker
- Shortage of experienced staff
- Change in demographics
- Sustainability/sustainable funding
- Changing from 5 to 7 days model – TS will find this easier to do, although larger orgs might find this difficult
- Public need better explanations about what is offered locally – public need to know where best expertise is
- Tele-health and its potential
- IT systems need to talk to each other
- Empowerment, giving individuals more choice
- SDS – law – 10 year strategy
- Move people away from being passive recipients

**To what extent do you think the Third Sector delivers on Health and Reshaping Care.**

- Workforce have to be on board but also have enough knowledge and understanding
- All sectors need to work in an integrated way
- Circle of care instead of a spiral of care need
- Need to avoid disconnection
- Inability of people receiving services to cope with change and uncertainty
- Help liaise with services where people are not confident or know where to go
- Self-help groups
• Local befriending schemes
• Reach a wider audience and can reach more people
• Easier to develop opportunities
• Contribution is probably more recognised at coalface level
• GP’s not aware of the wide range of services
• Can be duplication in TS which can cause confusion
• TS needs more involvement at the beginning of somebody’s journey
• Pro-active responses needed, rather than reactive

Do you feel the sectors contribution is recognised as having critical value?

• Carers health check
• How do we find what is out there
• GP health centre link signposting
• Locality workers linked with health centre – roll this out elsewhere
• Identify high risk groups
• Use of technology re access to info
• Problem mapping
• Trusted organisation
• Third Sector is the last thought
• Local authority need to think outside the box to find ways to integrate and work together
• Local authority needs to come out to third sector groups and see what services are provided.

All Hands on Deck? Do we really feel we are all equally included? If not, what needs to change.

• Dialogue needs increased
• Talk to each other – internal communication
• Cultural change
• Lobbying/campaigning role
• Accountability
• Health services need to be more aware of TS and their services
• Need more flexible volunteering opportunities
• Proportionality depending on circumstances
• Money should be spent on delivery of services not on levels of management
• Education is required for service users and also for service commissioners
• Value test should be applied across the board – to statutory and third sector services

• Service level agreements – do they act in the best interests of the community eg cut in funding for small repairs leads to decrease in overall referrals

• Public desire to go back to basics- far to PC.
13. Third Sector and Social Care Integration – Eric Knox, Director, Tayside Council on Alcohol and Angus Third Sector Strategic Forum

Slide 1

Reflections
- Where we were
- Where we are
- Where we want to be
- How we get there

Slide 2

Slide 3
LIVE LONG AND PROSPER
14. **Open Discussion with panel “The Way Forward”**

The panel consisted of:

Vivien Smith, Head of Planning and Place, Angus Council
Alison Myles, Chief executive officer, Angus Carers Centre
Liz Forsyth, Chair, Voluntary Action Angus (Chair)
Drew Walker, Director of Public Health, NHS Tayside
Susan Wilson, Interim Chief Officer, Angus Shadow Health & Social Care Integration Partnership

Q “How will you know, and, what are your thoughts as to how the third sector can contribute towards health and social care integration?

A “We’ll know if we listen to what individuals tell us, the challenge is capturing that information”

“We need to be working together from the beginning”

Q I have seen the local authority providing services that are duplicating other services – what is the planning that’s needed to prevent this from happening?

A “It’s about the dialogues and relationships that we have to enable the shifting of services over the communities. We need to build on the key strengths of the third sector to achieve this”

“Do we need to look at the way we commission to achieve this”

Q “How are the processes of social care and health integration going to be managed”

A “We want to do this collaboratively by developing locality models. There is a requirement to have a strategic group in place how its representation should reflect the values and principles of the all sectors. We need mutual trust and knowledge which is where the opportunity for the third sector is to work collaboratively locally so that we can as much provided locally. Let’s start this process at the beginning.

“The third sector interface role of Voluntary Action Angus and the third sector collaborative forum is really important in this regard – we need to look at how we plan for place differently”
The Light Gatherer (Carol Ann Duffy)

(to you Claire, my beautiful daughter)

When you were small, your cupped palms
each held a candlesworth under the skin,
   enough light to begin,

   and as you grew
light gathered in you, two clear raindrops
   in your eyes,

warm pearls, shy
in the lobes of your ears, even always
the light of a smile after your tears.

Your kissed feet glowed in my one hand,
or I’d enter a room to see the corner you played in
   lit like a stage set,

the crown of your bowed head spotlit.
When language came, it glittered like a river,
   Silver, clever with fish,

   and you slept
with the whole moon held in your arms for a night light
   where I knelt watching.
Light gatherer. You fell from a star
into my lap, the soft lamp at the bedside table
mirrored in you,

and now you shine like a snowgirl,
a buttercup under a chin, the wide blue yonder
you squeal at and fly in,

like a jewelled cave,
turquoise and diamond and gold, opening out
at the end of a tunnel of years.