



The GoWell Panel's use of good practice

This snapshot captures the GoWell Panel's second event that shared learning about how they applied good practice.

1. Introduction

This second set of GoWell Panel learning workshops were held on 1 and 2 December 2016 at Barmulloch Community Centre, Glasgow.

2. Aims

The event had two aims. Firstly, in response to demand, the 1 December learning workshop was a repeat of the Place Standard activity that the Panel had co-facilitated in Pollokshields in July 2016.

Secondly, feedback given by participants at the GoWell Panel's first learning workshop had indicated appetite for further learning. In response to this feedback, the 2 December workshop aimed to share learning about:

- How the GoWell Panel applied best practice.
- Insights into how the Panel and GoWell created an empowering group dynamic.
- Ideas from Panel members and their local organisations on engaging residents in community-level activity/enquiries and decision-making, including Community Planning Partnerships, Community Councils and Thriving Places.

3. Venue

Barmulloch Community Centre was chosen as the venue because it was one of the areas where the GoWell Panel wished to return. Two of the Panel members had made enquiries about holding the panel workshop with their community organisations in the area, but they were either fully booked, inaccessible to wheelchairs, or could not accommodate the number of participants. Barmulloch Community Centre had the space and facilities to accommodate the workshops.

4. Working together

In the first learning workshop, participants were asked to identify how they wanted to work together, which is one of the National Standards for Community Engagement¹. The purpose of this activity was to give participants first-hand experience of how the Panel agreed their terms of engagement and to introduce them to the national standards if they had not used them before.

In this second set of learning workshops, participants were also asked to do this, and a different method was used. Participants and Panel members were asked to introduce themselves to each other in pairs and begin a five-minute conversation about what they

¹ For more information about the National Standards for Community Engagement, go to: www.voicescotland.org.uk

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were looking forward to in the workshop. The group was brought back together and asked to write down on post-it notes what they had liked from these initial conversations and how they would like the rest of the workshop to go, see Figure 1 below.

Figure 1: What participants and the GoWell panel liked about working together.



5. Place Standard workshop, 1 December 2016

Facilitators and participants

Cat Tabbner, GoWell/Glasgow Centre for Population Health, and Louise Rennick, NHS Health Scotland, co-facilitated this workshop with GoWell Panel members and GCPH staff members.

Participants came from the third sector, voluntary and faith groups as well as stakeholders from NHS health improvement and housing. See Appendix one for the list of participants.

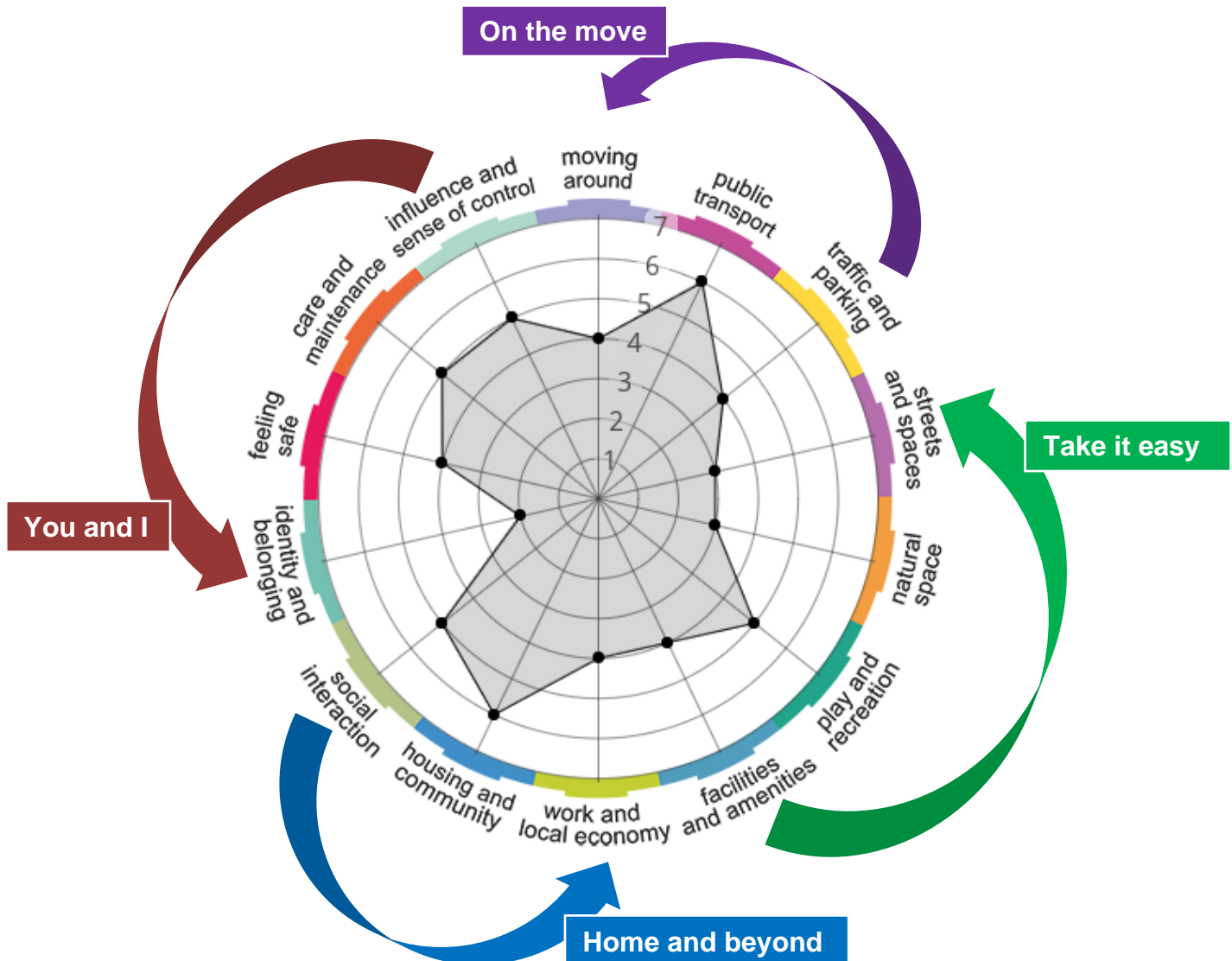
Place Standard activity

The Place Standard activity for the first GoWell learning workshop in July 2016 included an outdoor tour of the local area. With temperatures predicted to be below zero for this To get more information and to access the Panel snapshots, go to www.gowellonline.com

December workshop, GoWell and the Panel decided to adapt the workshop into an indoor activity.

The colour of peoples' name badges was revealed to match one of four groups – see Figure 2 below. Those participants who did not come from Barmulloch were asked to contribute their views from the perspective of newcomers to the area. Participants who were from Barmulloch were asked to work with the 'newcomers' and share information about the local area.

Figure 2: Sorting participants into activity groups.



Participants were given the option go outside, where a vantage point had been identified to enable them to see features of the local area which would inform dialogue about the Place Standard themes.

In their groups, participants toured the four sets of tables in turn. On each set of tables were materials planned by the Panel and facilitators. Each table had a map of the local area and photos taken prior to the workshop which highlighted amenities and features of parts of the neighbourhood. Figure 3 illustrates the map photos provided at these tables. One Panel member who lived in the area brought two volunteers from her church so that To get more information and to access the Panel snapshots, go to www.gowellonline.com

participants could ask them questions about the local area to help inform their discussions about the Place Standard themes. Each group wrote down comments and key points from their discussions on individual Place Standard cards. The groups that followed were asked to read these written comments, discuss them, and then contribute their views and key points from their group's conversations.

Comments and scores

For each theme groups discussed their individual scores of the area and then agreed a group score. Scoring was 1-7, with 1 meaning a lot of improvement was required and 7 meaning no improvement was necessary. See Appendix Two for the comments and scores by the groups.

After a tea break, the scores of each group were averaged by GCPH facilitators. Louise Rennick gave participants an overview of the scores which provided the basis for each of the four groups to discuss what the scoring might mean about how participants viewed the space.

Priorities for action

Whereas the first learning workshop had facilitated participants to identify priorities for action arising from their Place Standard comments, this learning workshop got participants to imagine *how* they would go about achieving priorities for action if they belonged to the neighbourhood and were trying to effect positive changes. These key questions were identified by the group:

- How to organise ourselves?
- Who to speak to?
- How to spread the word?
- Who would be spokesperson?
- Need to constitute a group? Or join an existing group – Community Councils?
- What questions do we ask?
- Approach our Councillors? How do we manage the politics?
- How do we evidence our views?
- How do we tackle actions? Need commitment and volunteers.

Figure 3: Workshop map and photos.



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6. Best practice workshop, 2nd December 2016

Half of the participants and Panel members cancelled their participation in this workshop due to ill health and Christmas community activities. In hindsight, arranging two learning workshops during a single week was too much of a demand on people's time during a busy time of the year. Those three panel members still signed up to the workshop jointly decided to press ahead with the workshop because they were looking forward to it and wanted to meet the stakeholders who had confirmed their attendance. Panel members also signalled their confidence in increasing their facilitation input into their workshop in the wake of other Panel members' absence. This was taken as a positive sign of empowerment and provided another reason to continue as planned.

How the GoWell Panel applied best practice

This workshop exercise was an opportunity for Panel members and participants to identify how they thought the Panel had put the National Standards for Community Engagement into practice. These standards were reviewed in 2016 and so this exercise was also an opportunity to introduce participants to the revised version of the standards.

GoWell had endeavoured to apply the National Standards for Community Engagement in its work with the Panel. Panel sessions had particularly focused on the 'working together' theme. GoWell's community engagement plan had built in the standards from a strategic perspective and the GoWell Community Engagement manager had applied the standards pragmatically during engagement with Panel members and their groups.

Participants were sorted into three groups, each of which also comprised a Panel member and a GCPH staff member who facilitated the group. Groups were given a copy of the National Standards for Community Engagement and were also shown an exhibition showcasing the Panel's work and learning. Using these resources, participants were asked to identify how they thought the Panel had put the standards into practice.

Figure 4: National Standards for Community Engagement.



Participants and the Panel readily identified that the Panel applied five of the National Standards for Community Engagement. The 'methods' theme was not so explicitly identified however participants' views of how the Panel applied the five themes do indicate that a range of means and techniques were used.

Inclusion:

- Taxis were booked for Panel members to get to the sessions from across their neighbourhoods. These were particularly important because some panel members had health conditions limiting their mobility and/or had childcare responsibilities limiting their availability and precluding public transport (buses and train journeys across the city can take up to two hours each way).
- Transport and trips to different areas of the city: Panel sessions were hosted by panel members and their groups in GoWell study areas.
- Using pictures and maps of places to bring learning alive.
- Friendly group, supportive, inclusive.
- Connection with panel: members and staff got on with each other.
- The Panel comprised different age groups, which was seen as a sign of inclusion even though men and ethnic minorities were under-represented.

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Support:

- Childcare – Pollokshields childcare used for a GoWell session meant Donna and her three boys could come and take part.
- Keeping in touch and additional support beyond panel sessions: Community Achievement Awards, one-to-one.
- Passion and belief from facilitators/staff – support in the project

Planning:

- Panel members were brought into the process of learning, exploring GoWell findings and organising the sessions.
- Applying the standards forms a foundation which means there will a long-lasting legacy taken forward by Panel members in their groups.
- Cat's role as a navigator and connector is very important.
- Panel sessions were planned with Panel members.
- GoWell surveys were explored and the Panel began to understand how research and information can be used to plan and implement regeneration.

Methods:

- Informality – works well – used venues like coffee shops.
- Not “overly clever” techniques – “just being there for each other”.

Working together:

- Interest and passion folk had for their communities.
- Speaking well of each other.
- Being kind to one another.
- Friendliness to begin with.
- Cat's role in building confidence/comfortable.
- Communication of the panel members' value – feeling valued.
- Building in space and flexibility to be human beings together: “learning for all”.
- Being open to new ideas – and willing to share.

Communication:

- Welcoming and relaxed
- Having a laugh together
- Interview on Sunny Govan Radio
- Stays in touch in between meeting, text phone call, and cups of tea.
- Cascading learning - blog
- Learning about level of regeneration across Glasgow: Castlemilk, Govan.

Some workshop participants were aware of the standards before this workshop, but they had been unsure of how to apply them. They said this exercise was a useful way of understanding how the standards could be applied in pragmatic and straightforward ways.

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“We’re just kind to one another”: How the GoWell Panel created an empowering learning environment and group dynamic

Participants were put into different groups, each with a Panel member who facilitated and a GCPH staff member who scribed. For twenty minutes at a time, facilitators and participants sat down in circles to discuss what they thought made the panel an empowering group dynamic and made its sessions an empowering learning environment. Participants then rotated around to the next Panel and GCPH staff member, where they began new discussions on this topic. The purpose of rotating participants around in this fashion was to enable them to discuss the topic with each of the Panel members and to have deeper conversations each time they rotated.

Six themes emerged which characterised the Panel’s empowering dynamic and learning environment:

1. Getting there:

The first part of the Panel’s empowerment was getting to the sessions. GoWell provided panel members with taxis to and from their homes. While Panel members also had to also make the sometimes daunting decision to come to the sessions, taxi provision helped make that journey a little easier.

2. Values:

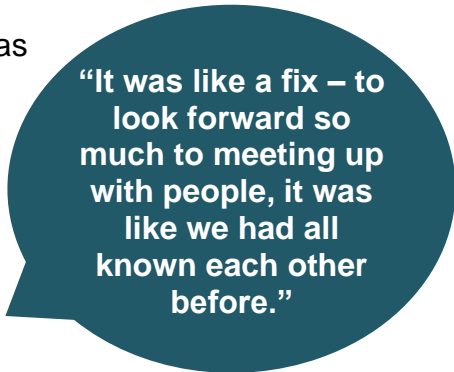
The Panel was a supportive, inclusive group because:

- “we’re just kind to one another”: implicit in the Panel’s values was mutual respect and trust, helping each other feel encouraged and supported.
- a common language was established: literally and figuratively.
- values between the Panel and GoWell team were reciprocated and mutual:
 - the GoWell team had “passion and belief” in the Panel’s work, which made them feel supported.
 - the interest and passion “folk” (Panel members and their groups) had for their communities inspired and affirmed the importance of the Panel sessions.
- panel members’ value was communicated frequently: successes were celebrated, capacity and assets were appreciated. Panel members felt valued.

3. Tone and atmosphere:

The tone and atmosphere of the Panel was as conducive to empowerment as their learning and achievements. The Panel was characterised by:

- a welcoming and relaxed atmosphere: the first thing Panel members did was greet each other catch up with news over a cup of tea.
- Having a laugh together.
- Friendliness.
- Connection between panel.
- Informality (for example meeting in coffee shops) – works well to put everyone at ease.



“It was like a fix – to look forward so much to meeting up with people, it was like we had all known each other before.”

and

4. Research and learning:

As to be expected from the discussion topic given to groups, research and learning figured strongly as a theme, comprising the following combination of approaches:

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- Built in space and flexibility to be human beings together, “learning for all”. Panel members learned at their own pace and level, as demonstrated by their Community Achievement Awards which they completed at levels 4-6.
- The focus on health and wellbeing in a holistic sense was significant and meaningful for Panel members because the Panel workshops explored how regeneration could help improve people’s lives.
- “Being open to new ideas – and willing to share”: Panel members and GoWell had their own views and were also open to new ideas, sometimes resulting in their minds changing. For instance, they increasingly realised the valuable contribution they make to their communities, they discovered they could complete a qualification and that others might learn from their skills.
- Peer learning/support: Panel members cascaded learning with each other, sharing assets and building on their strengths. For example, they helped each other to write a blog on a computer.
- The Panel was comprised of a mixture of ages, experience and confidence levels. This mixture helped the Panel to understand that their diverse contributions were welcome and they could learn from each other.
- Being brought into the process: Panel members helped to plan the sessions and getting to meet the organisations involved in making decisions about regeneration helped them feel part of a real, meaningful learning process.
- Panel members felt very included and supported.
- Learning new things about regeneration in different neighbourhoods in Glasgow. There has been lots of change across the city.
- Accreditation via Community Achievement Awards.
- Increased knowledge about regeneration and work undertaken by community groups to improve people’s lives.
- Not overly clever techniques – just being there for each other.

5. *Facilitation:*

- Facilitation’s role in building confidence and making Panel members feel comfortable.

6. *Experiences and opportunities:*

- Interview on Sunny Govan Radio: empowering experience
- Scottish Parliament visit: opportunities to see how decision-making processes work.

Outcomes:

These six themes paved the way for empowerment outcomes, including:

- Empowerment in personal lives: improved family relationships, role modelling, getting housing association to make home improvements.
- Increase in confidence
- Develop confidence – and seen this in other panel members too
- Individuals’ transformational journeys
- Now happy and comfortable and happy to challenge – very nervous at first.
- Follow on: more bringing together, more people across the city – Panel II?

Engaging residents in community activities and decisions

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Four stakeholder organisations and initiatives facilitated world café discussions with four groups of participants about engaging residents in city-wide structures and decision-making mechanisms. After 20 minutes, participants rotated around the world café stations, where they began new discussions on this topic. Scribes summarised the previous discussion with the aim of deepening the conversation.

Barmulloch Balornock Initiative (BBI):

BBI came out of a need for assets-focussed coordination in the neighbourhoods between various third sector/community organisations and NHS health improvement. This was in the context of an area which while facing some issues, is not typically on the top list for funding within Glasgow or north east Glasgow as there are other areas with higher levels of deprivation, for example those targeted for Thriving Places².

CHEX:

CHEX is short for Community Health Exchange. CHEX supports community-led work that seeks to tackle inequalities and not just behaviours. This kind of work can focus on what makes us feel well, taking actions for ourselves and groups learning from each other.

Community Planning Partnership:

Two Glasgow City Council Partnership and Development team members described their roles and the work that their North East Glasgow Community Planning Partnership does:

- Partnership and Development support Community Planning Partnerships (CPPs). CPPs bring public services together. They aim to deliver better services and listen to issues. CPPs enable people to see how one issue might affect everyone.
- The North East Community Planning Partnership operates over six electoral wards (boundaries are changing). Each ward has multiple councillors. Boundaries are changing because areas of the city can become more/less densely populated and ward boundaries are set in response to population sizes. Area Partnerships have one of each for each of local wards.

² For more information about the Thriving Places programme, go to: www.glasgowcpp.org.uk/thrivingplaces
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Appendix one: participant list

1 December: Place Standard workshop		
Cat	Tabbner	GoWell Community Engagement Manager
Dawn	McManus	Digital Inclusion Community Worker, Thenue Housing Association
Debbie		Personal Assistant, Mochridhe
Donna	Henderson	GoWell Panel member
Donna	McKenzie	GoWell Panel member
Edward	Donnachie	GoWell Panel member and Carer, Kingsway Court Health & Wellbeing Centre
Eric	Duncan	Health Improvement Senior, North West Locality Health Improvement Team, Glasgow City Health and Social Care Partnership (GCHSCP)
Gillian	Gilmartin	Bead and Blether, Plantation Productions
Jean	Donnachie	Kingsway Court Health & Wellbeing Centre
John	Marshall	Health Improvement, NHS GGC
Katie	Elliott	Bead and Blether, Plantation Productions
Lesley	Sweeney	GoWell Panel member, Nan McKay Hall
Lisa	Garnham	Glasgow Centre for Population Health
Louise	Rennick	NHS Health Scotland
Lynne	McAleer	Tots n Toys, Tron St Mary's Church, Red Road
Maggie	MacBean Orr	Community Organiser, Hosted by Platform for Thriving Places Easterhouse
Margaret	Finlay	TSM Family Support Project
Margaret		Kingsway Court Health & Wellbeing Centre
Rona	McAleer	Church member, Tron St Mary's Church, Red Road
Sarah	Brady	Health Improvement Senior, North West Locality Health Improvement Team, Glasgow City Health and Social Care Partnership (GCHSCP)

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2 December: GoWell Panel workshop		
Andrew	McMillan	Partnership & Development Officer, North East, Glasgow City Council
Cat	Tabbner	GoWell Community Engagement Manager
David	Reilly	Development Manager, Scottish Community Development Centre & Community Health Exchange
Dawn	McManus	Digital Inclusion Community Worker, Thenue Housing Association
Deborah	Hamilton	The Alliance
Donna	Henderson	Panel member
Donna	McKenzie	Panel member
Eric	Duncan	Health Improvement Senior, North West Locality Health Improvement Team, Glasgow City Health and Social Care Partnership (GCHSCP)
Jessica	Watson	Glasgow Centre for Population Health
John	Marshall	Health Improvement, NHS GGC
Jonathan	Howes	Cultural Services Officer, Glasgow Life Communities
Judith	McVinnie	Development Consultant, CEIS
Kirsteen	Shearlaw	Partnership & Development Officer, North East, Glasgow City Council
Lesley	Sweeney	Panel member, Nan McKay Hall
Linda	Butterfield	MSc student, University of Glasgow
Lizzie	Leman	Glasgow Centre for Population Health
Neil	Orr	Community Organiser, Thriving Places Dalmarnock, Parkhead, Camlachie
Sarah	Brady	Health Improvement Senior, North West Locality Health Improvement Team, Glasgow City Health and Social Care Partnership (GCHSCP)
Suzanne	Glennie	HSCP Health Improvement Manager

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Appendix two: Place Standard comments and scores

Note: the comments in this section were written by workshop participants from the perspective of newcomers to the area for the purposes of engaging with the Place Standard tool during the workshop.

Moving Around

Can I easily walk and cycle around using good quality routes?

- On speaking to local residents there are no cycle routes in the area.
- Difficult for people with disabilities to walk as area seems quite hilly and vast.
- Lots of roads and streets but surfaces are poor.
- No cycle routes.
- Good links but signage poor.
- Lack of benches/crossing support.
- Feels unsafe in evening and winter (poor gritting).
- Wallacewell Road – cycle route.
- Poor road crossing – dangerous for kids.

Streets & Spaces

Do buildings, streets and public spaces create an attractive place that is easy to get around?

- The area is pleasing to the eye with new housing. Lots of trees and greenspace make it attractive.
- Problem with graffiti – dog direct
- Pavement have dropped curbs are still a bit high.
- No vacant areas.
- Can be noisy, i.e. evenings at shops. Shops next to housing.
- Not pleasant to pass through.
- Schools, churches, some historical close by
- Features are municipal and functional.

Facilities & Amenities

Do facilities and amenities meet my needs?

- Range of facilities is poor.
- Doesn't support healthy lifestyle
- What is available can be reached by transport
- What is there looks well maintained
- Not used to its potential but won't meet needs in future.
- Variable – some amenities for older adults and younger children, but not so much for 'inbetweeners'.
- Football pitched is used by dog walkers so not suitable for soccer.

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Natural Space

Can I regularly experience good quality natural space?

- Natural space available however not designed/developed to provide positive experiences.
- Encourage varied natural space:
 - Seating
 - Community garden
 - Landscaped space/ flowers/ trees
- Very little – what is there is not developed for use. All seems to be built by humans.
- Park/gold course/small grass/ few swing parks
- Opportunities but awareness poor
- Accessibility is poor, patchy and seating is lacking
- Well maintained but at busy junction, lots of cars so air quality will be poor.
- Lots of young people so hope it improves in future.

Feeling Safe

Do I feel safe?

- Could be better for safety
- Less high flats and tenements but does not feel safe.
- Same throughout the year.
- Feel safer at home than outside.
- Not lots of empty spaces/ derelict buildings.
- Some people feel safe
- Overlooking buildings
- Well used
- Some homes
- No negative features.
- Feel safe in Barmulloch Community Centre but building next to it gives a feeling of unease as to why it's boarded.

Play & Recreation

Do I have access to a range of space and opportunities for play and recreation?

- Limited access for older children – equipment not appropriate
- Size of playpark isn't in perspective to size of land
- Doesn't have age appropriate equipment. Not baby swing.
- Very exposed
- Is the greenspace 'user friendly'? Can children/ families play?
- Use of seating to invite people to 'stop and rest'.
- Swing parks aimed at teenagers
- Limited activity for teenagers.
- No sports centre but MUGA in park.
- Opening day centre soon, sheltered housing, dementia friendly community work.

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- What is there is accessible to older people only.
- Similar risk to other areas.
- Safety is similar to other areas.

Traffic & Parking

Do traffic and parking arrangements allow people to move around safely and meet the community's needs?

- Around community centre seems quite enough but roads are narrow which might restrict parking. Didn't see much in the way of pedestrian crossings.
- Traffic is a priority.
- Parking is poor, on street, less attractive.
- Diversions.
- Times of peak volume of traffic.
- Roads built when there were fewer cars – roads not wide enough for parked cars, bikes to pass safely.
- Mainly on street parking.
- Speed bumps on some roads, lack of crossing points.
- Primarily on street parking.

Public Transport

Does public transport meet my needs?

- When we were outside, we saw lots of buses going up and down the main road. It looks like there are good links in the local area and between here and the centre of town. Speaking to local residents the bus is not as good if you don't live beside the main road.
- Buses do cover most bus routes. Currently one of the main bus routes is diverted, one road is closed (temporarily). 57, 67a and 8 all go through area and buses covering hospitals.
- Mark down to 6 because of cost of fares.
- Buses – frequent, some stop early.
- Lots of bus stops, most have seats and cover. Price quite expensive.
- Buses are good quality, no public transport hub in our area.
- Lack of facilities generally.
- Buses – frequent, some stop early.

Work & Local Economy

Is there an active local economy and the opportunity to access good quality work?

- No job centre locally.
- Not a lot of opportunities for local businesses to grow.
- Community centre has a lot of services/projects for young people: computing classes to help people gain skills.
- Three primary schools in the area, one secondary school and one council-run nursery.

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- Not an active local economy – work is mainly outside of area so need to travel to work – transport poor.
- Not suitable areas to develop ‘industrial estate’.
- Further Education college was closed and moved outside the area.

Care & Maintenance

Are buildings and spaces well cared for?

- Area looks well cared for, only thing is building next to community hall is boarded up.
- Public areas are poorly maintained.
- Lots of problems, dog fouling improved.
- Recycling is accessed by council collections and shops.
- Negligence to ...parks?
- Local authority communicates poorly, housing association well, voluntary organisations poor. NHS is good. RA was effective...community council are there.
- Area not well maintained.
- Problems with litter and dog fouling.
- Didn't notice any recycling facilities.
- Housing Associations vary in their responsibility.
- Communications poor.
- Poorly serviced by housing for all area.

Home & beyond			
	Work & local economy	Housing & community	Social interaction
	Group Score: 1 - 7	Group Score: 1 - 7	Group Score: 1 - 7
Group A RAINBOW	-1	2	3½
Group B Green.	2	5	3
Group C			
Group D			
Total average score			

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Take it easy			
	Natural space Group Score: 1 - 7	Play & recreation Group Score: 1 - 7	Facilities & amenities Group Score: 1 - 7
Group A GREEN	3	4	5
Group B Rainbow	2	2	3
Group C purple	4	3	4
Group D			
Total average score			

You & I				
	Identity & belonging Group Score: 1 - 7	Feeling safe Group Score: 1 - 7	Care & maintenance Group Score: 1 - 7	Influence & control Group Score: 1 - 7
Group A Red.	6	5	6	2
Group B Purple	3	2	2	3
Group C RAINBOW	3	3	3	3
Group D				
Total average score				

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