

DUNDEE



PARTNERSHIP

Minute of the Dundee Partnership Management Group held on Thursday, 6th December 2018 at 1:30 pm at Enterprise House, Greenmarket

Present:

Alice Bovill, Community Regeneration Forums
Andrea Calder, Chief Executive's, DCC
David Martin, Dundee City Council (chair)
Gordon MacDougall, Skills Development Scotland
Gordon Pryde, Scottish Fire & Rescue Service

Jamie Bell, Scottish Enterprise
Murray Webster, Community Regeneration Forums
Simon Hewitt, D&A College
Stewart Murdoch, Leisure & Culture Dundee
Suzie Mertes, Police Scotland

In Attendance:

Adele Dick, Dundee Fighting For Fairness
Andrew Lorimer, Dundee Fighting For Fairness
Audrey May, Children & Families, DCC
Danielle Hinton, Dundee Fighting For Fairness
Gavin Jenkins, Dundee Fighting For Fairness
Glyn Lloyd, Children & Families, DCC
Jacky Close, Dundee Fighting For Fairness
Jane Ferguson, V&A Dundee

Jane Martin, Children & Families, DCC
Jonathan Padmure, TACTRAN
Nick Fyfe, University of Dundee
Paul Davies, Corporate Division, DCC (minute)
Peter Allan, Corporate Division, DCC
Suzanne Sime, Dundee Fighting For Fairness
Tony Gibson, Dundee Fighting For Fairness

Apologies:

Caroline Strain, Scottish Enterprise
Councillor John Alexander, Dundee City Council
Councillor Kevin Keenan, Dundee City Council
David Lynch, Health & Social Care Partnership
Drew Walker, NHS Tayside

Grant Ritchie, D&A College
Jackie McKenzie, University of Abertay Dundee
Karl Leydecker, University of Dundee
Malcolm Wright, NHS Tayside
Philip Long, V&A Dundee

Action

1. WELCOME / INTRODUCTIONS

David Martin welcomed everyone to the meeting and a round of introductions was made for new group members, delegates and visitors.

2. MINUTE OF PREVIOUS MEETING

Agreed as correct.

3. DUNDEE FAIRNESS COMMISSION PRESENTATION

Gordon MacDougall welcomed the Dundee Fighting For Fairness (DFFF) members to the meeting and made several comments on his experience of being part of Dundee's second Fairness Commission. These included;

- Being part of DFFF has had an impact on both his personal and professional life
- It was good that DFFF took time to hear stories from those with lived experience and to get to know each other
- Over the 18 months DFFF has existed, there have been some surprising experiences
- While there is a lot to be done, some services do already 'go the extra mile'
- The Dundee Partnership (DP) has a role in ensuring that DFFF's vision is achieved. This should be possible due to shared aims
- DFFF highlighted the range of untapped talent that exists in Dundee
- The DP needs to listen to people
 - It's not all about money, but also about design of services and how we treat people and collaborate
 - Small changes can make a big difference e.g. the wording and tone

of debt letters

Jacky Close then gave an outline of the process followed by DFFF;

- Everyone listened to the experiences that were being shared
- From these, a range of factors was drawn out
- Civic commissioners outlined how these linked with their roles
- The group voted to determine which three key areas would be covered by working groups
- These working groups then looked at 'what's out there?', and asked communities and service providers
- Recommendations were drafted, and consultation held on them to determine whether they are feasible, and would make a difference
- The final recommendations are therefore based on evidence

Members of each of the three working groups then outlined what they did, and presented their recommendations to the Management Group

Stigma

- Surveyed people on their experience of accessing services, and received 47 responses
- Held a focus group with eight frontline staff from four organisations
- Met with feature writers and editors from the local press
- Met with the manager of Dundee Healthy Living initiative regarding how people access their services
- Produced five recommendations;
 - We recommend that The Dundee Partnership launches a public campaign for a #FairerDundee
 - We recommend that The Dundee Partnership prepares a series of new, positive anti-poverty messages & non-stigmatising stories for #FairerDundee
 - We recommend that The Dundee Partnership develops joint campaigns with the local media to challenge and change public perceptions
 - We recommend that The Dundee Partnership produces guidance and materials to enable all service providers to attract, recruit, train and support staff with the right values and attitudes towards people who are experiencing poverty or who are in recovery
 - We recommend that The Dundee Partnership does more research to understand the stigma and challenges experienced people struggling against in-work poverty

People & Money

- Met with a range of professionals, including the Financial Inclusion Strategy Group, DCC's Financial Inclusion Development Officer, and Senior Manager of DCC Advice Services
- Met with the Director of Hillcrest Housing Association regarding changes to wording of letters about outstanding debt
- Critiqued the job descriptions for Social Security Scotland, which led to changes to encourage more empathy amongst successful applicants
- Produced three recommendations;
 - We recommend that public bodies and social landlords in Dundee adopt more effective and supportive ways of communicating with clients/tenants about money matters and debt
 - We recommend that The Dundee Partnership creates a single access point for all the financial advice services in the city, including Council and voluntary services
 - We recommend that The Dundee Partnership makes a case to participate in the introduction of the Citizen's Basic Income Scheme for Scotland

Mental Health

- Designed a comprehensive questionnaire and asked a range of agencies to promote to their clients. 122 returns were received
- Held eight focus groups with a total of 42 people attending
- Received an additional 90 responses via SurveyMonkey
- Created a full report based on returns. A summary of this will be made available in January
- Are presenting their findings to a cross-party group in January
- Produced four recommendations;
 - We recommend that The Dundee Health and Social Care Partnership develops a 24/7 drop-in (self-referral) service in collaboration with beneficiaries and offering clinical, non-clinical, therapeutic and peer support
 - We recommend that the Dundee Drug Commission and the Dundee Alcohol & Drug Partnership utilise the Fairness Commission's mental health research findings to ensure that people with substance misuse issues are offered and can access appropriate mental health support
 - We recommend that The Dundee Partnership provides training for service providers and frontline staff (including GP surgeries)
 - We recommend that The Dundee Partnership disseminates the Fairness Commission's mental health research findings to all relevant partners, strategic planners and commissioners and holds them accountable for implementing the associated recommendations

In addition;

- A slogan 'nothing about us, without us, is for us', in use with other Fairness Commissions and similar groups, resonated strongly with DFFF members
- DFFFs hopes for the future include;
 - Future policy and strategy development including the people that will be affected by those policies and strategies
 - A more permanent community structure, to hold people in power to account

Discussion followed which included;

- Several group members congratulated the group on the work they've done and the resulting recommendations report
- The asks from the Commission are clear, and the Partnership will need help from communities to take these forward in a meaningful way
- There is a lot in the report for Police Scotland and its multi-agency activities. Some work is already underway, e.g. a new vulnerability framework, and development of safe spaces
- Empathy, developing relationships and understanding are all highlighted. There is a need for training and workforce development to increase the incidence of these within the workforce
- The report includes a good mix of practical and strategic activity
- Mental health is a key area of work for young people too
- Both the mental health and money messages will resonate strongly with many D&A College students. The college has events coming up at which DFFF member participation would be welcome
- There is a need for the Partnership to overcome budget pressures and their impact on services in order to implement these recommendations. We need to do what we're doing well better, and address gaps that are identified
 - DFFF aim to hold the Partnership to account on what is / isn't being done in the coming months
 - There are some 'quick wins' (e.g. changing the wording of debt related letters) and some harder, longer term goals
 - An action plan needs to be put in place and checks will be made

SH

- with DFFF regarding the content and pace of delivery of this. David Martin, Peter Allan and Jacky Close to meet to work out the details of this
- Even with a focus on working with adults, the impact on children cannot be overlooked;
 - Debt and school dinners – learning is needed to help support people
 - Helping parents (particularly with money and/or mental health) will indirectly help to increase pupil's school attendance, which will impact positively on attainment
 - Positively, some of the funding available to schools is able to generate a local response to needs
- While DFFF focussed on people at the lower end of the socio-economic scale, improving the overall economy is important over the long term. In relation to this, Robin Presswood, new head of DCC's City Development, will be taking a fresh look at Employability Services. Peter will bring a report on this to the March meeting
- To round off discussions before the DFFF representatives left the meeting, each group member was given a tag with a quote on it, and asked to use it to help reflect on a small positive change they can make as an individual

**DM / PA
/ JC**

PA / RP

Some further discussion continued after DFFF representatives had left. This included;

- We will ensure that actions have a responsible person associated with them, to increase accountability
- We will help DFFF to address specific issues
- A further phase of Commission work will be supported
- David will discuss the recommendations with the new head of NHS Tayside
- Partners need to keep talking about this to help in continuing to make progress
 - There are many actions that we can take forward collectively, e.g. the advice services portal will need a brand but be a collaborative piece of work
 - There has been a lot of work done on identifying what works, and we need to make best use of this. Peer discussion needs to be held
- Frontline staff can often be 'ground down' by dealing with difficult clients and/or increasing numbers of clients, for whom they have little control over the outcomes reached
 - There is a need to share tips and good practice on how best to deal with this through CPD
 - There is a need to configure resources better, through smarter service design
 - Senior staff need to make time to pass on lessons to others in order to maximise benefits from their experiences

PA

PA

DM

All

4. MATTERS ARISING

(a) Action Note from September 2018 Meeting

All items are complete, with a report on rationalisation and group membership having been tabled (also attached with this minute). Any comments or queries on this to be sent to Paul Davies.

All

(b) Drug Commission Update

Peter gave a brief update which stated that the Commission is meeting again in w/c 10th December to continue looking into the four priority areas identified;

- Leadership
- Treatment Services and Options

- Reducing Drug Deaths
- Mental Health

The Commission plans to report on its findings by May 2019, though some learning is already being acted upon by relevant services.

Discussion that followed included;

- Operation Fundamental has generated some good learning which is being fed into the multi-agency response to tackling drug misuse
 - Joint working has been very positive
 - Eighty people were identified as being vulnerable, with all except one of these already in contact with relevant services, which shows that early intervention is working
 - A debrief is planned for January which will help translate the learning into everyday joint working practices

(c) Dundee Partnership Forum on Social Isolation

Peter thanked everyone who had attended this DP Forum and indicated that a report is in production. Items from this will be fed into many different areas of work to which they are relevant, including the Fairness Action Plan.

(d) V&A Dundee Opening

Jane Ferguson gave an update on the first months since the opening of the V&A Dundee. This included;

- The forecast was for 292k visitors by March 2019. This week the 300k mark will be achieved. This amounts to approximately 3,600 visitors per day
- The staff team are learning a lot and working well together
- From feedback surveys;
 - 42% of visitors are spending 1-2 hours at the museum, and 35% are spending 2-3 hours
 - Most visitors rate the museum as good or very good
 - While 36% of visitors to the museum are local coming, many people from all over. 37% are from other parts of Scotland, 16% from the rest of the UK, and 11% from abroad
 - 37% of visitors are staying overnight in Dundee, further boosting the local economy
- Over 2,000 media items have covered the V&A Dundee to date
 - Printed media has reached an estimated 553m people
 - The BBC coverage of the opening gave an estimated £2m contribution to the profile of Dundee
- Young people and local groups are involved in shaping and celebrating the museum
- The 3D Festival held on the weekend of the opening was seen as appropriate by 94% of survey responders, and 84% stated that it positively affected their impression of the city

Discussion followed which included;

- Around 30% of visitors accessed the Ocean Liners exhibit (expectations were around 12-15%)
- Sneak peeks for the next exhibitions are planned. The next two are on computer games, and robots, with 2-3 exhibits being planned each year
- Work is in progress with other museums to promote 'cultural weekends' in Dundee, including promotional signage improvements, notices at the train station, and a 360 bus during peak visitor season
 - Other cultural exhibits have seen an increase in visitors, e.g. the Discovery has doubled its numbers compared to the same period last year

- Schools are being kept involved through free visits, and care experienced children who were able to visit gave very positive feedback

5. EXECUTIVE BOARD UPDATE – CHILDREN & FAMILIES

Glyn gave an update based on the report circulated prior to the meeting. This included;

- It is now two years since inspection by the Care Commission. This identified a number of strengths, including;
 - Immediate response to risks and needs
 - The approach taken to dealing with child sexual exploitation
 - The work of the Champion’s Board and The Corner
- Recommendations for improvement included;
 - Collaborative leadership being needed
 - Consistent self-evaluation
 - Better quality and consistency of Children’s Plans
 - More strategic focus on parenting
- Services are coming into alignment with the City Plan and the Tayside Children, Young People, and Families Plan
 - This is collaborative between DCC, NHS Tayside and the Third Sector
 - A key theme is focus on the middle part of the GIRFEC triangle, to target needs pre-crisis. This helps prevent the need for high tariff crisis interventions
- Seven action areas were highlighted (see report for more detail);
 - Health visitors
 - Family Nurse Partnership
 - Local family support hubs
 - Parenting strategy
 - Attainment challenge and Pupil Equity Funding
 - Looked After Children
 - Individualised support to reduce risk
- In terms of the impact, we are beginning to see merging positive trends. The aim is to continue with the same sort of work, to continue these trends

Audrey added some detail on the inspection around the Attainment Challenge that took place in February 2018;

- Strengths that were identified included;
 - Leadership, across the board and at different levels
 - Data use for improvement purposes, and the targeting of the Pupil Equity Fund
 - Early years work
 - Partnerships
- Development areas included;
 - The need for more, faster improvement
 - The need to narrow the focus and streamline measures. Since this was identified, focus has been on five key areas
- Work is being carried out collaboratively, with the Tayside Learning & Attainment Group overseeing progress in fifty schools across Tayside. There is a lot of working together and sharing of learning around identifying and meeting needs

Jane Martin then rounded off the report to the group;

- The number of looked after children (LAC) is decreasing
- More of them are able to be kept locally for longer, reducing the need for more expensive external placement
- More LAC are continuing their care into young adulthood. This increases costs, but has benefits in terms of more positive outcomes for them
- Child Protection referrals have decreased in number, but increased in complexity

- Joint inductions for new staff are planned alongside Police, and other partners

Discussion followed, which included;

- We need head teachers to be more involved (and are seeing this taking place), as well as parents and young people
- Skills Development Scotland are a key partner in helping young people into positive destinations
- The focus on pre-crisis, preventative work is a good example that should be highlighted in future reporting on the City Plan
- Frontline staff, such as teachers, come across a range of mental health issues. There need to be a focus on nurture and ensuring that all staff have relevant training and good links with Educational Psychologists
- It is good to see the decrease in the school exclusion rate and that fewer young people are taken into custody for offences
- It is positive that we are able to talk about nurturing individuals as well as looking at the overall numbers and targets. We need to be able to record this too
- We need to work on better press coverage of the positive progress being made

6. TAY CITIES DEAL / MICHELIN UPDATE

The Tay Cities deal has been signed, but work is ongoing with regard to the £50m difference in support from the UK and Scottish governments. The aim is for a fully signed Deal within 3-6 months.

The announcement by Michelin approximately three weeks ago was unexpected and affects 845 staff. DCC, Scottish Enterprise, Scottish Government and Skills Development Scotland have taken a key role in discussions with Michelin's corporate headquarters. The reasons for the planned closure have been established but an alternative has been proposed by local partners. This could see the factory focussing instead on a low carbon / circular economy. An announcement in relation to this is hoped for in January and more detail will be brought to our March meeting

DM

7. TAYSIDE PUBLIC HEALTH STRATEGY

An update on this was circulated with the meeting papers. Drew was unable to attend the meeting to discuss.

8. AOCB

None raised.

8. DATE OF NEXT MEETING

Thursday 7th March at 1.30pm, Committee Room 2, 14 City Square (lunch from 1pm)

2019 Meeting Dates (all 1:30-3:30 with buffet lunch from 1:00, venues tbc)

7th March

6th June

5th September

5th December