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<b>Report To:</b>	<b>Inverclyde Alliance Board</b>	<b>Date:</b>	<b>7 October 2019</b>
<b>Report By:</b>	<b>Aubrey Fawcett Chair of Programme Board</b>	<b>Report No:</b>	
<b>Contact Officer:</b>	<b>Lynsey Logsdon</b>	<b>Contact No:</b>	<b>N/A</b>
<b>Subject:</b>	<b>Feedback on Locality Planning Events</b>		

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## **1.0 PURPOSE**

- 1.1 The purpose of this report is to provide the Alliance Board with feedback on the results and key themes to emerge from the locality planning events that have been held across Inverclyde.

## **2.0 SUMMARY**

- 2.1 A series of six locality engagement events were held during August and September 2019, “**Celebrate the Present, Shape the Future**”. The purpose of the events was to begin building positive relationships with communities by giving local people the opportunity to celebrate and recognise what is good about their area and discuss the key issues and priorities to inform the development of locality plans.
- 2.2 The best attended event was Greenock South and South West with over 600 people, followed by Port Glasgow with 70+. The other events had between 6 and 16 participants.
- 2.3 A number of key themes have emerged from the events. These include communications and engagement, employment, the environment, general infrastructure, health and social care, housing, parking, pavements and cycle paths, population, roads, transport, schools and young people.
- 2.4 A comprehensive report that provides detailed analysis of the feedback obtained at each event is contained within Appendix 1.
- 2.5 The next steps are to carry out a formal review of the events to identify what worked well and what didn't work so well and to enable us to identify what processes are worth repeating again and which ones aren't.

## **3.0 RECOMMENDATIONS**

It is recommended that the Alliance Board:

1. Notes the feedback and key themes to emerge from the events; and
2. Discusses how locality planning should be taken forward.

**Aubrey Fawcett**  
**Chair, Programme Board**  
**Chief Executive, Inverclyde Council**

## 4.0 BACKGROUND

- 4.1 As part of the Community Planning element of the Community Empowerment (Scotland) Act 2015, Inverclyde Alliance has a responsibility to develop locality plans for those areas of Inverclyde which experience the greatest inequalities.
- 4.2 In addition, the Public Bodies (Joint Working) (Scotland) Act 2014 specifies that Health and Social care partnerships (HSCPs) set up two or more localities. The purpose of establishing localities being to enable service planning at a local level within natural communities.
- 4.3 Work has been ongoing to develop locality arrangements that meet the needs of both the CPP and the HSCP. As part of this, six locality planning events “Celebrate the Present, Shape the Future” were held across Inverclyde in August / September 2019.
- 4.4 A series of six locality engagement events were held during August and September 2019, **“Celebrate the Present, Shape the Future”**.

4.5

Location	Date	Number of Attendees
Greenock West and Gourock	Tuesday 20 <sup>th</sup> August 3:30 – 7pm	16
Greenock East and Central	Wednesday 21 <sup>st</sup> August 3- 7pm	10
Kilmacolm and Quarriers Village	Tuesday 27 <sup>th</sup> August 3-7pm	9
Port Glasgow	Thursday 29 <sup>th</sup> August 11am – 3pm	70+
Inverkip and Wemyss Bay	Sunday 1 <sup>st</sup> September 11am – 3pm	6
Greenock South and South West	Saturday 7 <sup>th</sup> September 10:30am – 2:30pm	TBC

- 4.6 At the engagement events, people were prompted to respond to two generic questions, “What’s good in our area?” and “What could be improved? Participants recorded their views on post-it notes and placed these on the corresponding poster.
- 4.7 There was also a table top discussion with a focus on mental health and wellbeing, and attendees were invited to join in the facilitated conversation. Tablecloths were used to record key themes and ideas.
- 4.8 An “Ideas Tree” was also used to encourage people to share their views, comments and ideas. Responses were recorded on “leaf” post-it notes and placed on the “ideas tree”.
- 4.9 Staff facilitating the events also recorded key themes as they engaged in discussion with attendees, as well as information regarding how people heard about the events and whether they were interested in future participation.

## 5.0 FEEDBACK FROM THE EVENTS

- 5.1 The feedback from the events has been collated and analysed and a number of key themes have emerged. The key themes which are highlighted below consistently came up at all the events and are not locality specific.
- 5.2 **Community** - more breakfast, lunch & dinner clubs; great community spirit; good community resilience; compassionate; much to celebrate in Inverclyde; people make the area.

**Communications and Engagement** - more opportunities to get involved; better communication; planning together; engagement important; some people didn't feel listened to; better signposting to services & opportunities in the community.

**Employment** - limited job opportunities; people travelling out of area to find work.

**Environment** - great place to live; best views; not enough dog waste bins; grass verges need to be kept in good order; derelict land; boarded up buildings.

**General Infrastructure** - better access to services; Gourock & Greenock declining; community assets should be better utilised e.g. halls; more clubs for all age groups; cost, time & support getting about.

**Health and Social Care** - isolation & loneliness an issue; mental health & access to support / recovery; social prescribers an excellent idea; more drug & addictions support.

**Housing** - some places not designed to handle more housing or people; infrastructure must be improved before more houses built; problems with maintenance e.g. dampness; more social housing needed; more sheltered housing required.

**Parking** - high cost; station parking an issue; discs not needed; not enough spaces; parking on pavements is a big issue.

**Pavements / Cycle Paths** - safer crossings; more walking & cycle routes; safer paths; significantly improved lighting required; improve condition of paths / cycle routes.

**Population** - market the area better; improve infrastructure to encourage people to move to the area; rural villages declining as a result of people moving to town to access schools.

**Roads** - poor / blocked drainage; potholes; road closures better co-ordinated to reduce impact on people especially commuters; road infrastructure not keeping up with housing developments; one-way system in Inverkip.

**Schools** - more breakfast clubs required; impact of random additional holidays; safety issues at Inverkip Primary.

**Transport** - needs to be better joined up; better access would open up opportunities to tackle social isolation; Inverclyde is a commuting town; not good for elderly; cost can be restrictive / a barrier; buses serving Inverkip very poor.

**Young People** - more amenities & clubs required; better recreational areas.

- 5.3 A full copy of the draft feedback report is contained within Appendix 1. The report provides greater detail of the feedback that was obtained from each locality event. The events were supported by a graphic artist who captured the key themes through pictorial representation. The graphic artwork is also contained within the feedback report in Appendix 1. Please note that at the time this report was written the Greenock South and South West event was still to take place.

## 6.0 NEXT STEPS

- 6.1 The six engagements events were the first step in building a dialogue with local communities to facilitate the implementation of locality planning in Inverclyde. They were successful in terms of achieving all their original aims. For example, engagement with the six localities across Inverclyde, the identification of key issues in each locality and the identification of members of the community who are interested in joining Locality Planning Groups.
- 6.2 The next step is to carry out a formal review of the events and an After Action Review will be carried out in October. This is a formal process that will identify what worked well and what did not work so well, thus enabling us to identify what processes are worth repeating again in the future and what we

could do differently next time. This will allow us to capture the lessons learned and build in continuous improvement to how we engage with communities.

6.3 It was disappointing that attendance was low at some of the events. However, the very high attendance at the Port Glasgow event proved that this method of engagement is highly effective. Going forward, we will look at how to build stronger links with communities across all localities. It is worth highlighting that even though attendance was low at some of the events they were still successful in recruiting members of the public to join Locality Planning Groups, making the events extremely worthwhile.

6.4 We will now build on the momentum from the events by looking at new ways in which to engage and empower local communities, begin the process of recruiting members to join the six Locality Action Groups and their respective Communications and Engagement Group and use the feedback from the events to begin drafting locality action plans.

## **7.0 IMPLICATIONS**

7.1 Legal: none at present  
Finance: none at present  
Human Resources: none at present  
Equality and Diversity: none at present  
Repopulation: Strong communities that are empowered and involved in decision making will help to make Inverclyde an attractive place to live.  
Inequalities: Community empowerment if done well has the potential to reduce inequalities.

## **8.0 CONSULTATIONS**

8.1 n/a

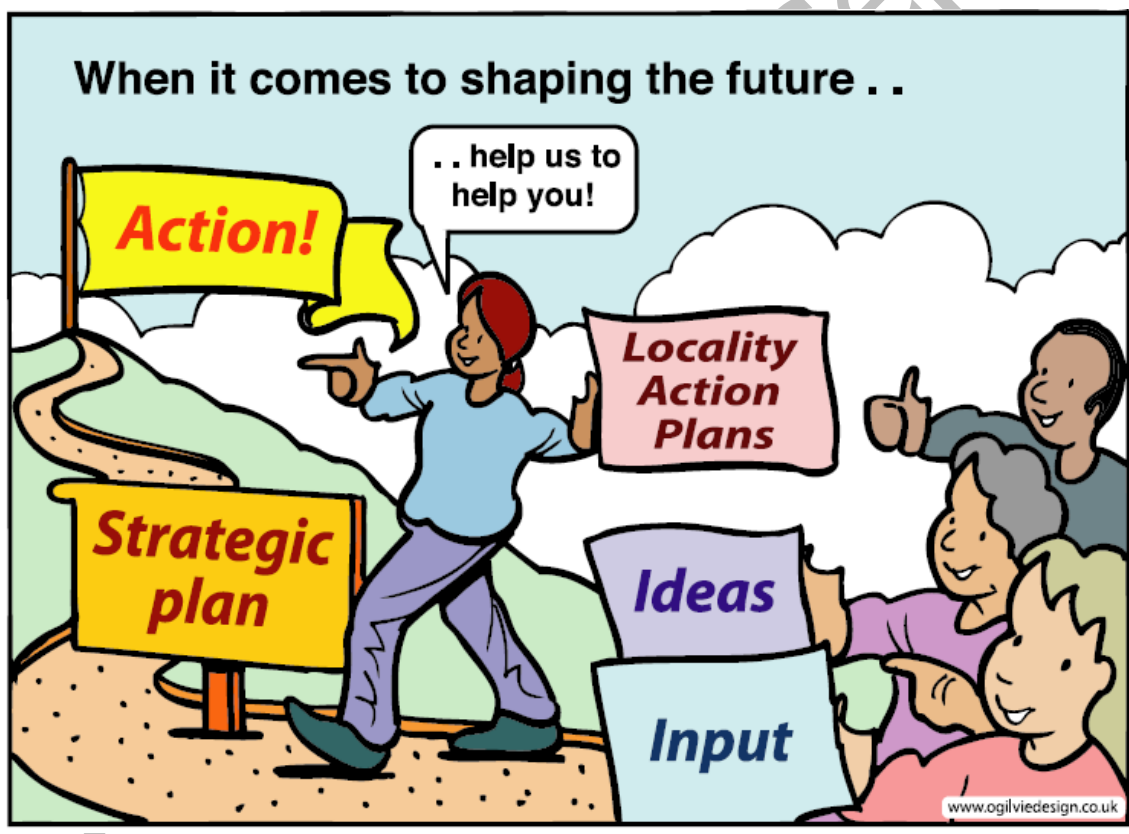
## **9.0 LIST OF BACKGROUND PAPERS**

9.1 n/a

# LOCALITY PLANNING

## COMMUNITY ENGAGEMENT EVENTS

“Celebrate the Present, Shape the Future”



## FEEDBACK REPORT

DRAFT V0.2

9<sup>th</sup> September 2019

## Background

The Community Empowerment (Scotland) Act 2015 places a legal duty on community planning partners to demonstrate that they are making a significant difference to the lives of their residents through the planning and delivery of local outcomes, and the involvement of community bodies at all stages of community planning.

In order to achieve this, the Act places responsibility on Inverclyde Alliance, the area's community planning partnership which includes Inverclyde Health and Social Care Partnership (HSCP), to develop a Local Outcome Improvement Plan (LOIP) and Locality Plans for those areas of Inverclyde that experience the greatest inequalities.

Inverclyde's Local Improvement Plan 2017 / 22 outlines the improvements that Inverclyde Alliance will seek to address, which in turn should improve the wellbeing and quality of life of Inverclyde's citizens. The Plan identifies three strategic priorities that the Alliance Board will focus on, namely population, inequalities, and environment, culture and heritage.

The Public Bodies (Joint Working) (Scotland) Act 2014 specifies that Health and Social Care Partnerships (HSCPs) set up two or more localities. Localities should be established to enable service planning at a local level within natural communities.

Scottish Government Statutory Guidance for HSCPs states that localities should be established to enable service planning at a local level. Localities do not have to be defined by a hard line on a map but rather represent natural communities and delivery of local services. This means each area may operate differently and we need to recognise this. From these observations it becomes clear that there is a degree of synergy between the requirements of both pieces of Legislation. Inverclyde Alliance and Inverclyde HSCP are committed to working better together because we know that's what makes a real difference.

The HSCP Strategic Plan 2019 -2024 states that during the early implementation phase, the current three localities (East, West and Central) will move to six localities to align with Community Planning Partnership. To support this, we are now establishing six Locality Planning Groups (LPGs).

Once established, Locality Planning Groups (LPGs) will be responsible for the development of their respective Locality Action Plans outlining how they will drive forward and deliver transformational change in line with agreed strategic policy and priority areas including :

- Alliance Local Outcomes Improvement Plan priority areas
- HSCP Strategic Plan 2019 – 2024
- Inverclyde Council Corporate Plan 2018-2022
- National Performance Framework
- National Health & Wellbeing Outcomes

Locality Action Plans need to set out how community planning partners, including the HSCP, will improve the experience of those who access and use local services, improve outcomes for people living in our local communities, ensure our services are safe, effective and sustainable, provide best value, and address inequalities.

Locality Action Plans will be developed and implemented through collaboration with local communities and people who use our services; this is an important step as we build up towards community empowerment - we need to prepare people, build them up and that takes time and preparation, and trust.

Inverclyde Alliance received support from stakeholders, the public and politicians on the vision and objectives within their respective Local Outcomes Improvement Plans (LOIP) which was the result of significant consultation processes. The HSCP Strategic Plan 2019 – 2024 was also developed through extensive engagement and consultation with local people.

The extent of engagement and consultation has highlighted that there is a real appetite locally to be involved in shaping Inverclyde's future. That is why we now looking to combine the Alliance and the HSCP communication, involvement, engagement and where necessary formal consultation processes. People want to have their say, and we have a duty to ensure that their voices are able to influence the planning and delivery of services provided by public sector organisations.

We must now build on the positive engagement and consultation work carried out previously, develop continuous dialogue with local communities, and embed this into our day to day business.

### **Community Participation and Engagement**

It is essential to ensure that local communities, service users, carers and local staff are given opportunities to be involved in and have meaningful engagement with Inverclyde Alliance and its partner organisations.

The HSCP as specific Legislative duties and Statutory Guidance placed on it relating to patients, carers, service users and staff over and above requirements that must be met as part of the Inverclyde Alliance partnership.

However, a commitment has been made that the Alliance and HSCP will align their communication, involvement, engagement and where necessary formal consultation activities to prevent duplication of effort but also build continuous quality improvement into our engagement processes, and best practice principles are adopted.

### **Communications & Engagement Plan**

The purpose of the locality planning community engagement activities is to begin developing positive relationships with communities, staff, partner organisations and other key stakeholders as Locality Planning Groups (LPGs)

are established and developed, and develop their respective Locality Action Plans through meaningful participation / engagement.

A Communications and Engagement Plan was developed to support the community engagement events to "Celebrate the Present, Shape the Future".

The key objective of this Communication and Engagement Plan was to ensure we developed and implemented a robust, comprehensive community and staff involvement / engagement framework to support the development of the six Locality Planning Groups (LPGs), Locality Action Plans and forthcoming engagement activities in each area. The Plan also ensured the planned engagement activities were carried out in accordance with relevant Legislation, Statutory Guidance and good practice principles.

The Communication and Engagement Plan set out to include different methods of involving / engaging local communities and staff, to meet varying needs, and how we engage with young people and harder to reach groups.

The Communications and Engagement Plan used a model of engagement that had four distinct stages. The four stages were :

**Stage 1** : (now until mid-July) **planning** - obtaining all relevant information to support the engagement events where we aimed to "Celebrate the Present, Shape the Future". Clarify how the information will be presented to the communities, staff, partners and other key stakeholders. This is to ensure people have the right information to be in a position to contribute to discussions. This will include materials / information to encourage people to participate in Locality Planning Groups (LPGs), their respective Communications and Engagement Groups, and gauge how people would like to participate / engage in shaping the future of their local communities.

At this stage, we will consider best mechanisms for encouraging and obtaining feedback / views. It is anticipated we will use a variety of methods including online survey tools (for example **#OurInverclyde**) and feedback obtained through the engagement process (for example conversation café style table top discussion with topics being recorded on table cloths, prompt questions with responses recorded on post-it notes, etc.).

**Stage 2** : (Mid-July until mid-August) **informing** - key information out into the community and encourage communities to discuss it (to hold 'community conversations').

This will encourage people to start talking about and generating better informed views for Stage 3. It means people will have time to digest the initial information, become familiar with it and not be overwhelmed with information all at once.

Engagement events and how people can participate will be advertised, this will include local papers, social media, and dissemination through local / community networks including Community Councils.



**Stage 3** : (end August – early September) **involvement / engagement** activities will be held in each Locality Planning Group (LPG) area. It is anticipated the programme will include ‘conversation café’ / drop in style methods which we know can be an effective way to engage in conversation with people, but also include different methods to meet varying needs.

In addition to the planned engagement events, alternative methods will be adopted to ensure anyone who is unable to attend the events is still able to participate.

**Stage 4** : (early October) **feedback** - preparation of feedback report outlining what people have told us, this report will include a breakdown into locality specific feedback. The report will be used by Locality Planning Groups (LPGs) as they develop their Locality Action Plans.

It is recommended that the feedback report becomes a public document to encourage open and transparent processes to be adopted. Key findings will be communicated back to communities, staff, partners and other key stakeholders ensuring Inverclyde Alliance and Inverclyde HSCP adopts the “You Said, We Did” philosophy.

## Summary

Inverclyde Alliance, including Inverclyde HSCP, held a series of engagement events during August and September 2019, “Celebrate the Present, Shape the Future”. A copy of the advertisement for all events has been included at Appendix 1.

Inverclyde Alliance partners along with other organisations who attended the events are listed in Appendix 7.

Well over 700 members of the community attended the six events, broken down as follows :

Location	Date	Number of Attendees
Gamble Halls, Gourock	20 <sup>th</sup> August	16
Broomhill Community Hub, Greenock	21 <sup>st</sup> August	10
Community Centre, Kilmacolm	27 <sup>th</sup> August	9
St John the Baptist Church Hall, Port Glasgow	29 <sup>th</sup> August	70+
Community Hub, Inverkip	1 <sup>st</sup> September	6
Inverclyde Academy, Greenock	7 <sup>th</sup> September	600+

The numbers attending are approximate and based on feedback from staff facilitating the activities as no formal recording was adopted (e.g. registration).

At the engagement events, people were prompted to respond to two generic questions, “What’s good in our area?” and “What could be improved?”. Respondee recorded their views on post-it notes and placed these on the corresponding poster (Appendix 4).

There was a table top discussion with a focus on mental health and wellbeing, and attendees were invited to join in the facilitated conversation. Tablecloths were used to record key themes and ideas. Appendix 3 details the outcome of the table top discussion separately as this will be used to support service developments through the HSCP Mental Health Strategy.

An “Ideas Tree” was also used to encourage people to share their views, comments and ideas. Responses were recorded on “leaf” post-it notes and placed on the “ideas tree” (Appendix 7).

Staff facilitating the events also recorded key themes as they engaged in discussion with attendees. We know from past experience that not everyone will record their views, comments or ideas using prompts provided therefore this is a useful way to further capture themes as they arise during general conversation.

All feedback has been included in the overall analysis and broken down into Locality Planning Group areas.

## **Summary of Feedback**

The evaluation of the feedback received has provided qualitative feedback only. Given the number of people who attended the six events, the volume of responses has been low and therefore cannot be viewed as representative of local communities across Inverclyde. It is, therefore, imperative that this feedback is used in addition to responses from other engagement and consultation activities which informed that Local Improvements Outcome Plan and HSCP Strategic Plan.

Based on the feedback, a number of key themes / general points have emerged. The table below lists the key themes / general points that emerged from the feedback received. These themes are representative of all feedback collected and not locality specific. Locality specific feedback is provided at Appendices 2 and 3.

Key Themes / General Points	
1	<b>Communication &amp; Engagement</b> – more opportunities to get involved; better communication; planning together; engagement important; some people didn't feel listened to; better signposting to services & opportunities in the community; more events / fun days like this (7 <sup>th</sup> Sep);
2	<b>Community</b> – more breakfast, lunch & dinner clubs; great community spirit; good community resilience; compassionate; much to celebrate in Inverclyde; people make the area; more support for Inverclyde Shed; a welcoming / friendly community; autism groups for children under 5yrs
3	<b>Employment</b> – limited job opportunities; people travelling out of area to find work
4	<b>Environment</b> – great place to live; best views; not enough dog waste bins; grass verges need to be kept in good order; derelict land; boarded up buildings; good green spaces; need to improve overall aesthetic in urban areas; fly tipping an issue
5	<b>General Infrastructure</b> – better access to services; Gourock & Greenock declining; community assets should be better utilised e.g. halls; more clubs for all age groups; cost, time & support getting about; developments good but it shouldn't just be about housing; more affordable sporting facilities; activities for families at weekends; too much focus in one area, need to ensure equity
6	<b>Health &amp; Social Care</b> – isolation & loneliness an issue; mental health & access to support / recovery; social prescribers an excellent idea; more drug & addictions support; better understanding of people who have additional support needs
7	<b>Housing</b> – some places not designed to handle more housing or people; infrastructure must be improved before more houses built; problems with maintenance e.g. dampness; more social housing needed; more sheltered housing required
8	<b>Parking</b> – high cost; station parking an issue; discs not needed; note enough spaces; parking on pavements is a big issue; inconsiderate parking is putting lives at risk
9	<b>Pavements / Cycle Paths</b> – safer crossings; more walking & cycle routes; safer paths; significantly improved lighting required; improve condition of paths / cycle routes
10	<b>Population</b> – market the area better; improve infrastructure to encourage people to move to the area; rural villages declining as a result of people moving to town to access schools
11	<b>Roads</b> – poor / blocked drainage; potholes; road closures better co-ordinated to reduce impact on people especially commuters; road infrastructure not keeping up with housing developments; one-way system in Inverkip; safety issues
12	<b>Safety</b> – more community police
13	<b>Schools</b> - more breakfast clubs required; impact of random additional holidays; safety issues at Inverkip Primary; schools are good
14	<b>Tourism</b> – more to attract visitors to the area

15	<b>Transport</b> – needs to be better joined up; better access would open up opportunities to tackle social isolation; Inverclyde is a commuting town; not good for elderly; cost can be restrictive / a barrier; buses serving Inverkip very poor; do more with transport links; transport for Braeside poor
16	<b>Young People</b> – more amenities & clubs required; better recreational areas; nurturing Inverclyde; more for young adults & teenagers; indoor playpark; more for pre-school children

All feedback received has been an important start of what will now be taken forward at locality level by the emerging Locality Planning Groups (LPGs) and their respective Communications and Engagement Group, and this feedback report will provide an additional reference document as Locality Action Plans are developed and implemented.

All feedback is of great value and welcomed, and Inverclyde Alliance and Inverclyde HSCP wish to thank all those who supported the locality community engagement events and special thanks to everyone who attended and shared their views and ideas.

The full Locality Planning Community Engagement Report will be presented to the Localities Planning Group at its next meeting on [insert date]. A copy of the interim report will be presented to Inverclyde Alliance Board on [insert date] as a supplement to the management paper by the Council's Corporate Policy, Performance and Partnership Team.

This feedback report will become a public document and available via **#OurInverclyde**, and Council and HSCP webpages at [insert link].

We would also like to specifically thank the two graphic artists Caroline Johnstone, CVS Inverclyde and Graham Ogilvie, Ogilvie Design who supported the events and provided much valued pictorial representation of the key themes people shared with us.

Caroline Champion  
Localities & Engagement Officer  
Inverclyde Health & Social Care Partnership

(on behalf of Inverclyde Alliance)

9<sup>th</sup> September 2019

COPY OF EVENTS ADVERTISEMENT

# #OurInverclyde

There is much to celebrate in your community. A range of partners are working together to better understand your community's priorities and use your knowledge and experiences to shape priorities for years to come.

As a community, this is a chance to celebrate but also an opportunity for you to get involved as we look ahead to the future.

**Join the debate online**

Have your say on local debates or create one of your own and encourage discussions about local issues or areas of Inverclyde life you are interested in.

Visit Our Inverclyde website: [www.ourinverclyde.com](http://www.ourinverclyde.com)

Book your place on **eventbrite**

Join one of our six community events to celebrate the present and shape the future:

**Greenock West and Gourock**

Tuesday 20 August 2019 (3.30 - 7pm)

Gamble Halls, 44 Shore Street, Gourock

**Greenock East and Central**

Wednesday 21 August 2019 (3 - 7pm)

Broomhill Community Hub, 46 Mearns Street, Greenock

**Kilmacolm and Quarriers Village**

Tuesday 27 August 2019 (3 - 7pm)

Kilmacolm Community Centre Lochwinnoch Road, Kilmacolm

**Port Glasgow**

Thursday 29 August 2019 (3 - 7pm)

St John the Baptist Church Hall, 23 Shore Street, Port Glasgow

**Greenock South and South West**

Saturday 7 September 2019 (11am - 3pm)

Inverclyde Academy, Cumberland Road, Greenock

**Inverkip and Wemyss Bay**

Sunday 1 September 2019 (10.30am - 2.30pm)

Inverkip Community Hub, Kip Park, Main Street, Inverkip





### LOCALITY PLANNING COMMUNITY ENGAGEMENT EVENTS FEEDBACK

**Greenock West & Gourock Locality : Gamble Halls, Gourock, Tuesday 20<sup>th</sup> August 2019 (3pm – 7pm)**

*Designated Lead : Siobhan McCready, Community Learning & Development, Inverclyde Council*

#### Feedback Captured by Event Lead

- Really appreciate the opportunity to talk to local organisations and to hear what's happening in our community
- We need more events like this to bring people together
- Love living in Gourock, great place to raise a family
- Great shopping and lots to do
- The views are amazing
- Concerns raised over parking, particularly for those commuting to Glasgow by train.
- Lots of conversation across the various stall holders and with members of the public.
- Positive relationship built with Coves Reservoir activists. Several ideas came from the day in terms of closer work with this group and local schools and linking up with Community Council.
- Discussion about lack of social housing and rise in private landlords, not always responsible.

#### CVS Inverclyde Feedback - Posters

##### **What is good about my area?**

- Great views unsurpassed of the Cowal Hill
- Great community Spirit
- Gourock's got great untapped heritage
- It's good for young children

## What could be improved?

- Better walking and cycle routes, that are more joined up and separate from traffic
- A – B buses, trains and ferries link up : - to get entertainment socialising. Meet up with pals to, in relation to social isolation
- Improve transport, transport links: - to avoid Social Isolation
- If you are going to charge £2 a day to park in Kempock St., then you must simplify the car park at the station. Could rail season ticket holders not get a monthly pass rather than faffing about with payment machines – too confusion
- So many barriers to living in Inverclyde & working elsewhere
- Lack of breakfast clubs in schools
- Parking at stations
- Random, extra school holidays! (VE Day)!
- Safer pedestrian crossings at the Larkfield road / Shore St. junctions
- Potholes, pavements & pathways could be improved
- Parking disc not needed
- Pavements, roads, drains / gulley's blockage, smell -> flooding when it rains
- Limited job opportunities
- Intergenerational + community bonding. Need to find the good in each other. Protect yes
- Implements : - breakfast, lunch & evening meal clubs for elderly, those living alone, etc. NEEDY
- Poor public transport – especially at night
- Not enough activities for people with visual impairments
- Reciprocation
- New opportunities in Greenock + Gourock went to Port Glasgow

- Ravenscraig
- Market the area better – good schools, good amenities, low house prices, world class scenery! Why are we de-populating!!
- Should be one of the best places to live & commute to Glasgow – to rival Dumbartonshire & Renfrewshire
- Man or woman is not an island

### Feedback from YourVoice

#### Key Issues identified

- Traffic and parking discs are not needed – waste of time
- Should be more play and recreation for young people
- Health should be high on the agenda
- Limited job opportunities
- Housing opportunities – Ravenscraig could be utilised
- Not utilising Greenspace
- Potholes, pavements & pathways – room for improvement
- Shops etc. all moved to Port Glasgow – Greenock and Gourock declining
- Agreed with lack of amenities for teenagers
- Not enough activities etc. for people with visual impairments

### Ideas Tree

- Get churches more involved –
  - Pastoral care
  - Visiting people at home who are alone & don't get out
  - Maybe run a free soup & sandwich lunch each month



## Greenock East & Central Locality : Broomhill Community Hub, Greenock, Wednesday 21<sup>st</sup> August 2019 (3pm - 7pm)

*Designated Lead : Mark White, CVS Inverclyde*

### **What's good in our area?**

- Best views in the world!
- Majority of people are warm and friendly
- Wellpark, refurbished play area & good for walking dogs during the day
- Central location with good transport links
- Good having places to go in the area i.e. community hub, it gives people in
- Isolation somewhere to go and something to be part of

### **What could be improved?**

- Grass verges and areas need to be cut more often, area driving throughout Greenock looking unsightly
- Town centre parking
- More community groups for young people / teenagers
- Used to be a great community (Lyndoch Street), but it is no longer the case. This allowed the community to have a good reputation
- Houses need improved, bad dampness which are leading to health issues
- More consideration when blocking off roads for roadworks. Main road in Greenock should not be blocked off at same time
- Not good transport for the elderly

### Ideas Tree

- Create a culture of respect, compassion
- Room in new health centre for discharge planning
- We need back :
  - Play parks
  - Breast feeding scheme / group

**Kilmacolm & Quarriers Locality : Community Centre, Kilmacolm Tuesday 27<sup>th</sup> August 2019 (3pm - 7pm)**

*Designated Lead : Siobhan McCready, Community Learning & Development, Inverclyde Council*

Feedback Captured by Event Lead

- Parking and parking restrictions
- Sense that residents didn't feel listened to
- Community Council should be the primary consultative group and should have run the event. The Community Council is very unrepresentative and a clique, in other words standard community feedback.
- Comment about families moving out of the villages to be nearer high schools of parental choice.

Feedback from YourVoice

- Happy with their community / village except for parking
- People not engaging which led to a conversation about stigma

Ideas Tree

- Pilgrim Pathway (Old Kirk)
- Need breast feeding facilities back in Kilmacolm

**Port Glasgow Locality : St John the Baptist Church Hall, Port Glasgow, Thursday 29<sup>th</sup> August 2019 (3pm – 7pm)**

*Designated Lead : Karen Haldane, Executive Officer, Your Voice Inverclyde Community Care Forum*

Feedback from YourVoice

Key issues for Port Glasgow that have been identified through data analysis and feedback from the Inverclyde wide survey "Our Place Our Future. Participants were asked if they agree that these are the key issues and ask if there are any missing?

- Condition of pavements and cycle paths

- Cost of travel particularly on short journeys - due to the increasing costs of public transport / financial restraints and lack of transport in certain areas in the evenings, people would like to see more services / support available in Port Glasgow and reduced / free travel for people on low incomes. People would also like to see more local services / support due to health issues that make independent travel a challenge
- Job opportunities particularly permanent jobs
- Traffic and parking
- Does a sense of community still exist? Majority of people feel that people make Port Glasgow, and there is a sense of community for many, although not all.
- Play and recreation - highlighted there is a lack of things to do for children and young people, with people suggesting that more opportunities / activities are needed
- Derelict land and empty / boarded up buildings
- Influence and sense of control- do people feel listened to? People showed willing to get involved and are keen to assist in creating and providing opportunities / activities for people in their communities, keen to share what they think is needed and would like the opportunity to make things happen, less talking more action – more information and guidance on participatory budgeting
- Group of people indicated that Inverclyde Leisure seem to have a big say in the running of Clune Park resource centre – not great at engaging with people who use the centre, very negative, limited choice with the majority of courses pertaining to employability, when lots of community members would like to participate in social skills and how to keep mentally and physically well etc., groups are a lifeline to people get 10 weeks of this then that's you, where do people go...don't feel listened to in this case
- Housing opportunities particularly social housing
- Lack of amenities for teenagers - needs to be more activities for children and young people, there is a real lack of things to do
- Potholes, pavements and pathways

Participants were asked to identify five or six key actions that they would like to see included in the Locality Action Plan for Port Glasgow

- Would like to see community centres and Port Glasgow town hall better utilised by the community in the day and evening. What would you go to...?

- Would like access to classes about mindfulness, meditation, tai chi – basics, things we can put into our everyday life's, willing to pay low / nominal fee, when approach professionals very expensive and unaffordable. May be useful for communities to access students who are doing the above as a placement, they can utilise community groups to home / harness their skills
- Community centres are now more about employability and less about community, would like access to a range of training, activities that keep you connected with the community and make you feel better, learn social skills, increase confidence and self esteem
- Would like to have access to a weekly Stroke / Long term conditions group for younger people 40+, build in sessions about balance, co-ordination, self-management, etc.
- Improve communication
  - Never enough information on what's available locally
  - More advertisements of what's on locally, not enough information
  - Need to know what is available and where
- More events like this, showcasing what's on for people
- Access to normal channels e.g. social media
- More activities / opportunities for children / young people

### Ideas Tree

- Loneliness + isolation is a big issue for elderly people living in the high flats
- More clubs and facilities for young people
- More amenities should be available for local people
- Need more facilities such as Bingo hall, cinema
- My wife was receiving acupuncture at the local surgery & her quality of life was greatly improved. It was withdrawn & now my wife suffers. WHY?
- Funding needed to start up clubs for all ages – could be self – sustaining in the long run?
- More sheltered housing in Port Glasgow
- Art club no longer runs. Very sorely missed. Can anything be done to reinstate & invest in this?

- Improve the town centre

### **Inverkip & Wemyss Bay Locality : Community Hub, Inverkip, Sunday 1<sup>st</sup> September 2019 (10.30am – 2.30pm)**

*Designated Lead : Siobhan McCready, Community Learning & Development, Inverclyde Council*

#### Feedback Captured by Event Lead

- Issues with traffic, roads and lighting
- The road infrastructure isn't keeping up with extent of development and commute times an issue. People leaving earlier and working later to avoid traffic congestion.
- Community Centre well used, people appreciate the range of classes and activities on offer.
- There are families struggling in this community, cost is a factor in participating in sport, etc. for some families.

#### Feedback from YourVoice

- Transport – no buses go up the big hill in Inverkip to the top estate. Resident need to organise My Bus to take them up the hill.

#### Ideas Tree

- Need more dog poo bins
- Is it going to take a serious accident or fatality before the traffic situation is taken seriously? [relates to the ongoing issue with parking at the primary school]
- Timetabled bus service should be reinstated. People need more choice. Changes imposed affecting people's health, independence, social isolation. Even makes it difficult attending GP appts
- Area at The Glebe is a conservation area. Very concerned this will be developed & more houses built. A conservation area should remain a conservation area
- More use of My Bus down here. Often I can't get booked

- Fear that is people voice concerns to McGills, they will be penalised with total withdrawal of services through the village centre
- Parking at the school is horrendous. We need to encourage more parents to walk their children to school
- Fix speed bumps, they are falling apart
- One way system in Inverkip

**Greenock South & South West Locality : Inverclyde Academy, Greencock, Saturday 7<sup>th</sup> September 2019 (11am – 3pm)**

*Designated Lead : Willie Wilson, Branchton Community Centre Manager*

CVS Inverclyde Feedback - Posters

**What is good about my area?**

- Area specific wildlife and open space
- Gym, parks, swimming pool
- Great events
- Lots to do ie? dancing school
- Good parks
- St Andrew FC & fun play area
- Lots to do for kids
- Lots of walks. Outdoors
- Friends
- Good schools
- Local gym, swimming pool
- Sense of community
- Fetes & parties & café
- The school
- Good bus services around top Port Glasgow

- My neighbours are nice
- Good views
- Skate park
- Need more activities for kids
- Soft play & parks
- Lovely walks
- Izone
- Family activities
- Holiday lunch groups
- Playing at the cycle track on my bike
- Librarys
- Leisure facilities
- It's good because it caring and helping?
- Inverclyde has lots of things like library & schools & swimming
- Clean beaches
- Youth connections
- I like the play areas
- Got really good shops
- Rains a lot + also sunny = rainbow!
- Dancing + youth club
- Good clubs to attend
- Schools have fun days
- Community spirit is bountiful in Inverclyde! ☺
- Branchton Community Centre
- Its got lots of entertainment

- Great community spirit – lunch club assistance at school. Out of school activities working parents 😊
- More facilities for kids
- I loved the owls
- I like the owls
- Football club
- Plenty of play parks for kids
- The family community centres are great in Inverclyde!
- Youth connections Larkfield
- I love playing with LB she is funny x (*name not included in full*)
- Branchton Community Centre
- Branchton Community Centre
- The beautiful scenery
- School
- Education is improved greatly
- Family fun days brilliant
- Playing and trampoline
- More play parks for kids
- I live in Larkfield. Great community spirit & area looking much better
- I live in Larkfield. Great playpark for the kids! 😊
- Actives schools
- All the playgroups available for babies
- The increase in community projects
- Good parks
- Community events like these!
- We love our outdoor activities (swimming, parks, museum)



- I like the play areas
- Plenty for kids to do
- Good views
- Swimming, fun ?, nursery
- Youth clubs to keep kids off the streets is great
- Lots of active classes for kids
- Has a lot of things put on
- Great fun days organised for the kids. Wish west end area had something similar
- Branchton Community Centre
- Community comes together when needed
- A fun place
- I loved the owls!
- Good community events such as today bring the community together
- Good :- people spirit, improved services e.g. investment in waterfront etc
- Neighbours support each other
- Schools & soft play / gym
- Good facilities; make the most of our waterfront & views
- Community spirit
- It's got more space!
- Got really good views in Inverclyde
- New play areas
- It has great community spirit and excellent community centres
- The people
- I liked all the owls!
- You get a good view

- Community comes together in time of need
- We have amazing green spaces

### **What can be improved?**

- Transport
- Community services
- Increase tourism
- More events like festivals
- Hospital
- More things for teens
- Drugs + violence is still terrible
- More community police
- The youth clubs in Inverclyde could be improved
- Improved parking
- More of this please in Inverkip
- Autism groups for 5 years and under after school for working parents
- More activities for teenagers
- Less road works
- Car parking facilities at Aileymill PS
- Bring back Ravenscraig S Centre Youth Club
- Hospital
- More for younger people
- Not much choice for young children to participate in (Port Glasgow)
- We do not have good transport links
- Affordable football pitches

- We should have an indoor playpark
- Homelessness
- The scenery
- More tourism
- More activities for younger kids
- More clubs for babies and 5-7 year olds
- Stunning views, best in world
- More sporting facilities at affordable prices
- Canteen is cool!
- Do better parks, events
- Do good buses, schools
- More outside parks & maybe youth clubs for kids
- Not enough for kids
- Good play areas
- Bow Road area tenants? have to re-open
- More stuff for Larkfield
- More attention to garden areas
- Pavements
- Play area in Larkfield eg keep space at Cumberland Walk Green ☺ or skate park
- Could build another high school
- No play areas in Fancy Farm area!!!
- Jobs
- Housing opportunities
- To be improved school transport
- Working traffic lights

- Improved parks
- Parking in Branchton area
- School
- Transport
- The Battery Park to be used for more free activities for kids!
- Transport in Braeside
- More food since it ran out
- Improved times of summer camps
- Activities sometimes on
- Crime reduction
- More play for the young kids needs improving
- More dog litter bins in areas
- Stop busing the tourists from cruise ships out the area!!!
- Improve the play parks
- Play parks updated
- More free facilities for older teenagers to keep them off street
- I think more playparks
- Oak Mall could be improved NO
- Road safety at St Joes
- More outdoor stuff for young ones
- Good community spirit
- More for kids to do
- Bad roads
- More to do for young adults / teens
- Community centre together

- More places for kids to go
- More clubs for teenagers
- Shops & buses – if you don't like it's difficult
- More places for family's – bolling ally ect
- Parks are good in the area!
- Peace, love
- Less noise
- Less people taking narcotixs
- Facilities for young people
- T? Hall Larkfield to open

#### Feedback from YourVoice

- This is a big area, feel that most things are concentrated to the Branchton area. However we live over the other side (Fancy Farm) St Joseph's is in the heart of our community. It also has 2 x nurseries operating from it. The PTA are keen to access funding to put on a range of activities / exercises @ St Josephs out with school time to improve health and wellbeing of adults and children (feel we have a captive audience), also looking at drumming workshops and intergenerational activities
- Group for single / widowed people – model to look at Jolly Dollies – UK wide – meet once a month in Glasgow
- More social groups – community member looking to develop groups / family activities (upper Port Glasgow community club on facebook)
- Would like to see more outdoor play / play parks
- Better use of green space
- Access to walking groups in the area
- Be good to access a local bereavement group – went to the one at St Luke's did not meet my needs, too long a wait to access via statutory Crown House Mental Health Service e.g. 12 weeks
- Activities for families at weekends

- Something like Gourock Heritage here – tried it, did not feel that welcome
- Quite a few adults / parents who work indicated that they would be keen to access keep fit classes early evening 5.30pm / 6pm start in their local area. Majority of people we engaged with shared that they would like to participate with / alongside children / grandchildren – learning and playing together, keen for intergenerational opportunities
- Parents / grandparents with pre-school children indicated that there seems to be lots on offer for kids over the age of 5, and would like to see more for opportunities for pre-school kids to engage with their peers, build friendships in the communities that they live. Keen that activities are interactive offering exercise and learning. Interest in participating in intergenerational and family activities – day time and early evening seems to be key times, with others preferring weekend access to activities
- People with long term conditions – access to arts / crafts, crocheting, cooking etc during the day when kids are at school
- COPD – access smoking cessation, on the patches, go to the health centre see you right away, brilliant service, not so great when you go to the pharmacy, approached them a few times, always seem too busy and ask you to come back
- Over the summer, family utilise activities provided by Inverclyde Council at a range of venues (move around) Branchton included, start time is usually 10am or after, if a working parent, it is difficult to get kids there as impinges on working hours
- People feel if you cater for the community, they will come along and get involved

### Ideas Tree

- Safe place for people to take drugs; this environment could help some people to recover, we know not all will
- People with driveways still park on already congested roads causing big problems for other residents. Buses have been forced to reverse because can't get past. Issue for emergency services
- A baby park just for babies, no big pepol
- Inverclyde Shed – could do with a large work bench
- A better park
- Boxes made by Inverclyde Shed – get more people involved

- Need to promote & link elec bike scheme for people who want to improve fitness – improve health & wellbeing outcomes

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# MENTAL HEALTH TABLE TOP DISCUSSION

## Greenock West & Gourock Locality

### Self-Management?

- What keeps you mentally well?
  - Meditation
  - Doing things
  - Feeling worthwhile
  - Hope
  - Having a purpose
- Being able to get to our greenspaces on public transport
- Affordable transport costs a lot to get from my area to town
- Lack of community based resources...not heard of SeeMe
- Financial advice for carers
- The outdoors can help me stay well

### Community Resources and Wellness?

- Drugs & alcohol support
  - Away from associations + temptation
- Months waiting list for help
- Talking Benches are helping with social isolation
- More understanding of mental health in the community

### Help for yourself and others?

- If you can't see a GP for mental health, seeing someone in between would be good
- Getting out / socialising with no expectations
- 24 / 7 place of safety
- Inverclyde Area Centre for Mental Health
- Volunteering as an alternative to work, valued as equivalent. Confidence and rebuilding skills
- Access to Nature -> active travel links to nature
- Sport, gym, leisure centre
- Accessing outdoors. "Doors Open". To be safe

### Types of Support?

- Like the idea of social prescribers
- More access to counselling if you want it
- Network of befrienders
- "Street Triage", dedicate CPN for distress calls



- Connected social media
- Have support offered in different ways. Not just phone calls...” it’s a hands on requirement”

### **Access to Support?**

- Helping people to stay active
- Quite expensive on the bus any time after 5pm
- Young people being able to access support help earlier
- Routine check-ups don’t wait for me to call you...
- Activities for people with Alzheimer’s / Dementia

### **Greenock East & Central Locality**

Asked the question “What keeps you mentally healthy”?

#### **Community Responses**

- Walk my dogs – good area but transport an issue
- Fighting loneliness
- Getting out in the community
- Golf + sports facilities
- Friends
- Family keeps me well
- Digital inclusion important + digital safety
- Gardening
- Staying fit and healthy
- Staying active mentally. If you keep yourself healthy
- Good social interaction
- More community events – people feel part of something bigger
- Geography + weather can be a barrier to getting out
- More social enterprises & community initiatives

#### **Services**

- Need ‘joined up’ approach for addiction & mental health. Give people the whole package so they don’t get batted about
- Leadership programme w/ lived experiences
- Affordable services – for people who may not have much
- Needs to be more awareness of mental health issues
- Knowledge of how to get help
- Easy accessible support (referrals)

## Greenock East & Central Locality

The Big 6 Actions included in the Inverclyde Health and Social Care Partnership (HSCP) Strategic Plan 2019 - 2024. Participants were asked what role they can play or ideas they have to help achieve the 6 big actions.

Feedback from discussion on the day pertaining to mental health and wellbeing have been included within the Big Actions.

Participants were asked the question "What keeps you mentally healthy?"

Big Action 1 - Reducing inequalities by building stronger communities and improving physical and mental health

Self-management

- Walking, clears my mind, makes me feel alive
- Communicating with others, keep my mind healthy
- Exercise, running
- Walking, Zumba
- Keep my mind busy, do quizzes, competitions etc.
- Listen to music
- Swimming, walking
- Taking part in groups
- Walking

Big Action 2 - A nurturing Inverclyde will give our children and young people the best start in life

- Access to normal channels e/g/ social anxiety
- Not enough activities for children / young people

Big Action 3 - Together we will protect our population

- Need more community engagement workers going round the doors to engage people who are socially isolated

Big Action 4 - We will support more people to fulfil their right to live at home or within a homely setting and promote independent living, together we will maximise opportunities to provide stable sustainable housing for all

- Would like to have access to a weekly PG Stroke / Long term conditions group for younger people 40+, build in sessions about balance, co-ordination, self- management

- More support for older people with mental health problems – suffer in silence

Big Action 5 - Together we will reduce the use of, and harm from alcohol, tobacco and drugs

- Need more drug support, this will help people stay out of trouble/cut down on shop lifting etc.
- PG needs more drug support / access to recovery

Big Action 6 - We will build on the strengths of our people and our community

- Help yourself and others
  - Having a good relationship with neighbours
  - Helping to do my bit
  - Socialising with others / peer support
  - Sharing information
  - Group therapy works
  - Quite happy with the area and the people of Port Glasgow
  - Family, going to groups – somewhere to go, conversation, tea free
  - Challenging stigma
- Community resources / wellness
  - 71/2 John Wood Street is a good resource
  - Port Glasgow baths is a good resource
  - People are excellent in Port Glasgow
  - Arts and crafts classes in the day time – Clune Park Resource Centre on a Thursday ladies saw a gap and now have an knitting bee in the evening in Upper Port Glasgow Social Club (5 ladies)
  - Access the internet, health information
  - Port Glasgow Recovery Café
  - Birds – owl therapy

With grateful thanks to Rachel McLean, ACUMEN, Gordon McInnes, Mental Health Network, Greater Glasgow & Clyde, and staff from YourVoice for supporting and facilitating the table top discussions at the events, and recording feedback from members of the community who took part.

CVS INVERCLYDE FEEDBACK POSTERS



### OTHER FEEDBACK

#### Our Inverclyde

With support from CVS Inverclyde, Inverclyde HSCP created a form of prompt questions for the first debate on the “Our Inverclyde” website, to ‘test’ and encourage people to engage with the system, and start using the online platform as a means to share their ideas, views or comments. The system went live in early July 2019.

#### Creating a healthier Inverclyde

Everyone wants to be healthy and well but it isn't always easy. There is a proven link between wealth and health – better off people tend to be healthier, have fewer health conditions and live longer. That isn't right and everybody should be doing something to reduce that gap.

#### How can we tackle this gap together?

- How can we make sure that money is spent as effectively as possible?
- How can people and communities contribute to improving their own health and that of others?
- What's the best way for people to access services?
- How can we all work together better?

A total of 2 responses have been received. These are posted below and anonymised.

- The allotments strategy should have a funding pot for community groups to establish new community gardens (posted 15<sup>th</sup> July 2019).
- Activities should be community based rather than centrally based. Services and agencies need to do more to connect to local areas through community facility networks. If agency wants to do that, contact me (posted 18<sup>th</sup> July 2019).

These responses are included in the overall locality planning community engagement feedback report.



GRAPHIC ART



Graham Ogilvie, Graphic Artist, Inverclyde Academy, 7<sup>th</sup> September

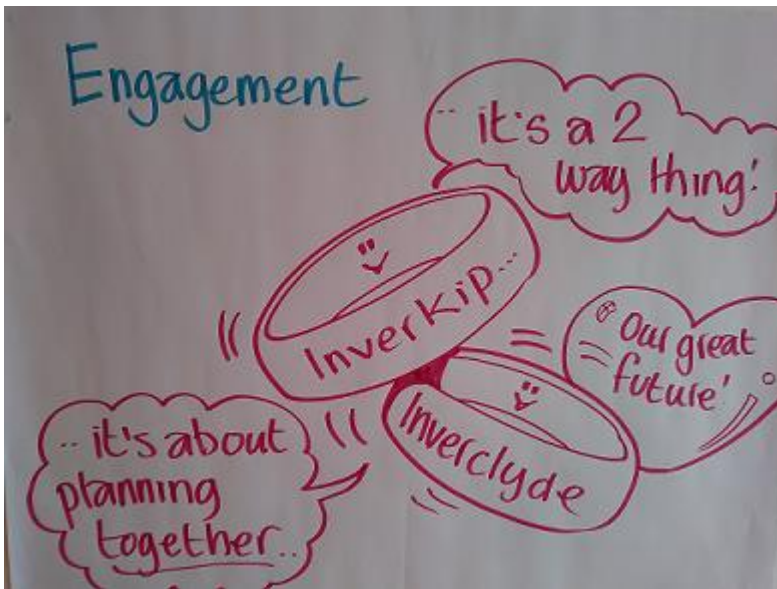












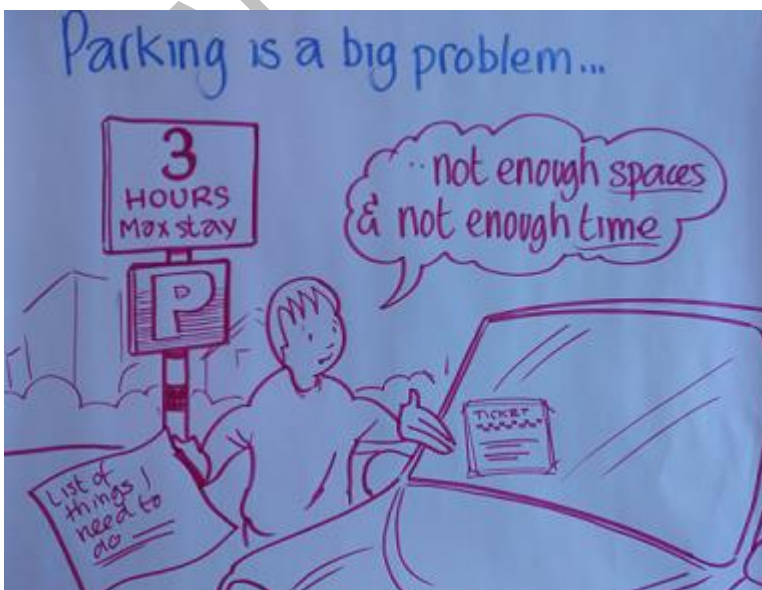


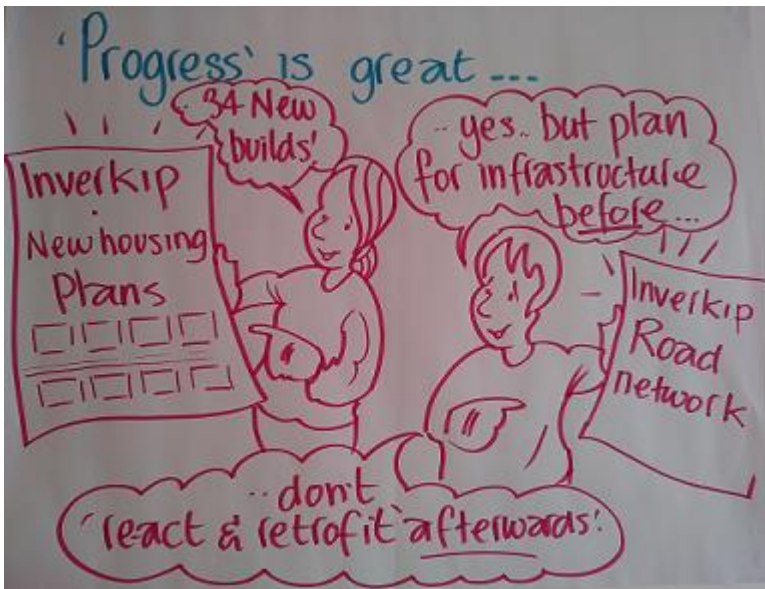




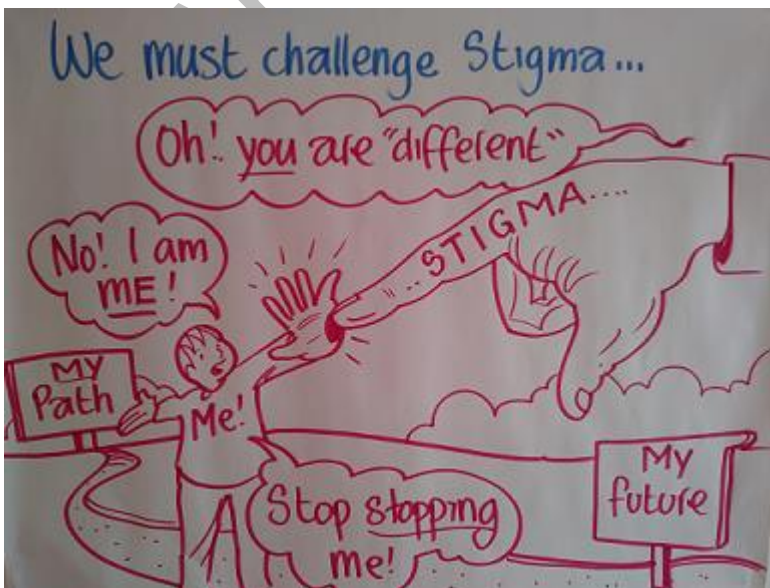






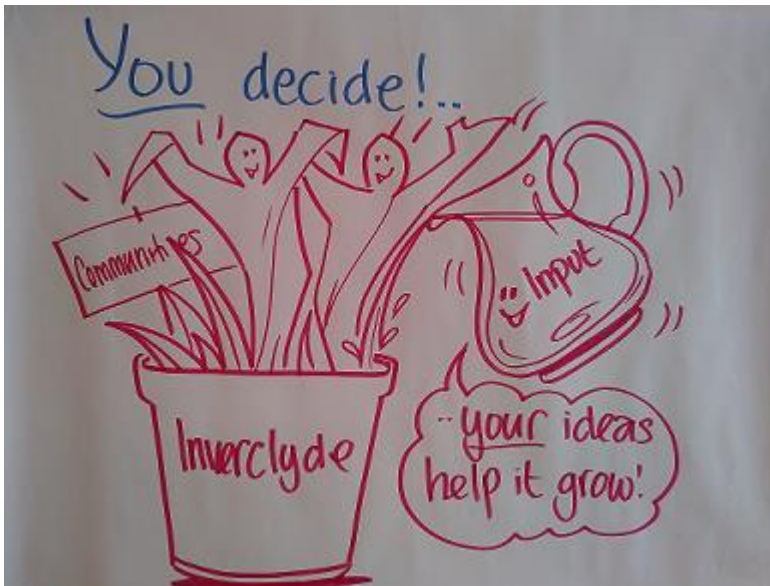






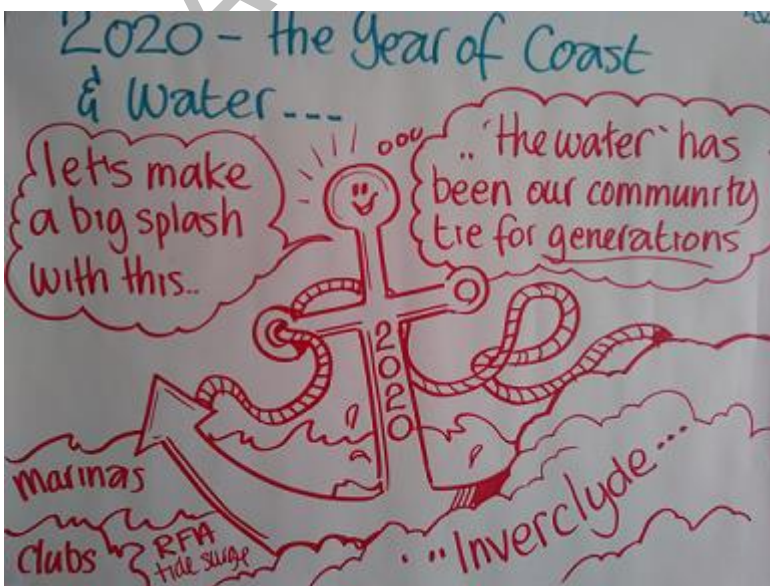






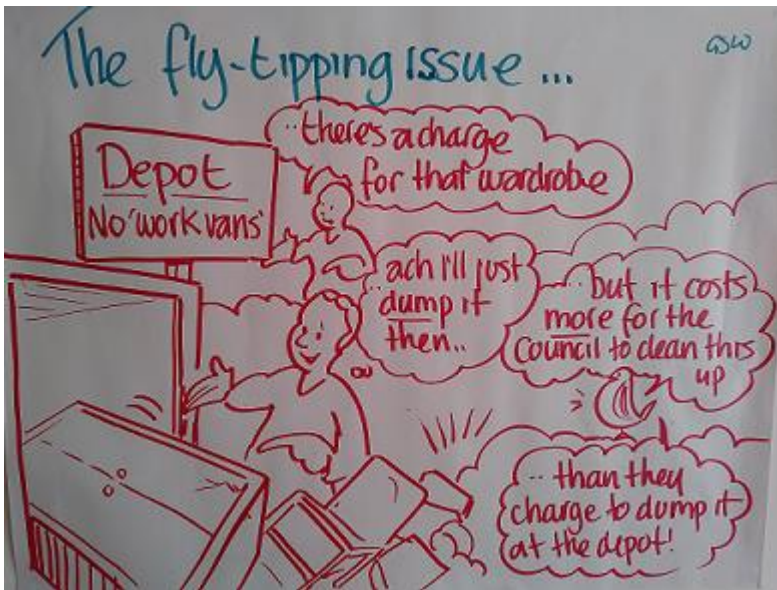


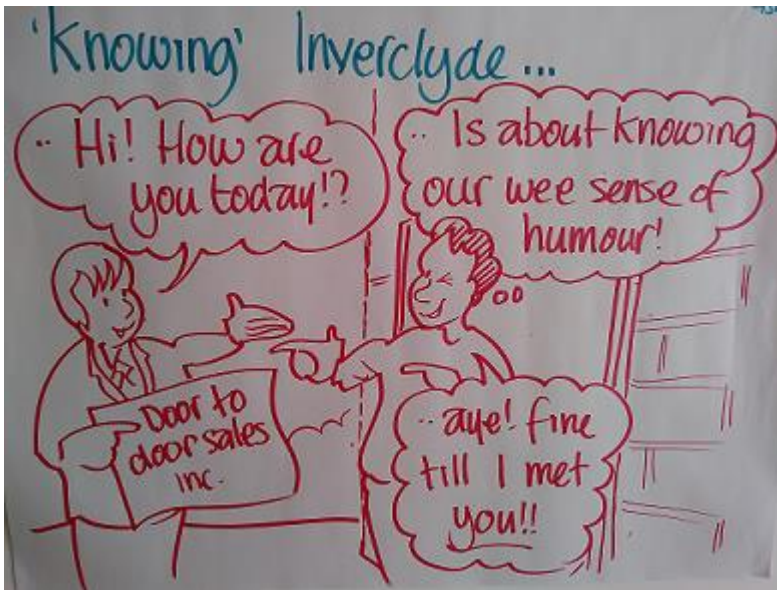




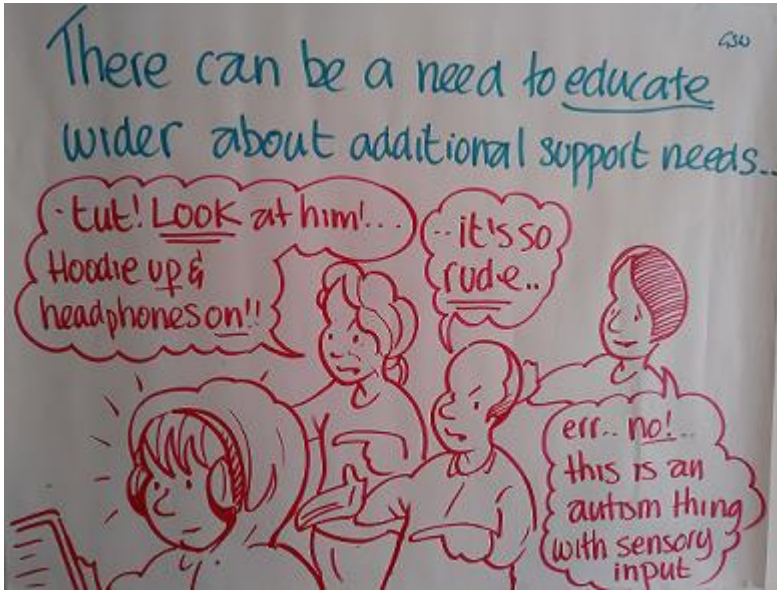






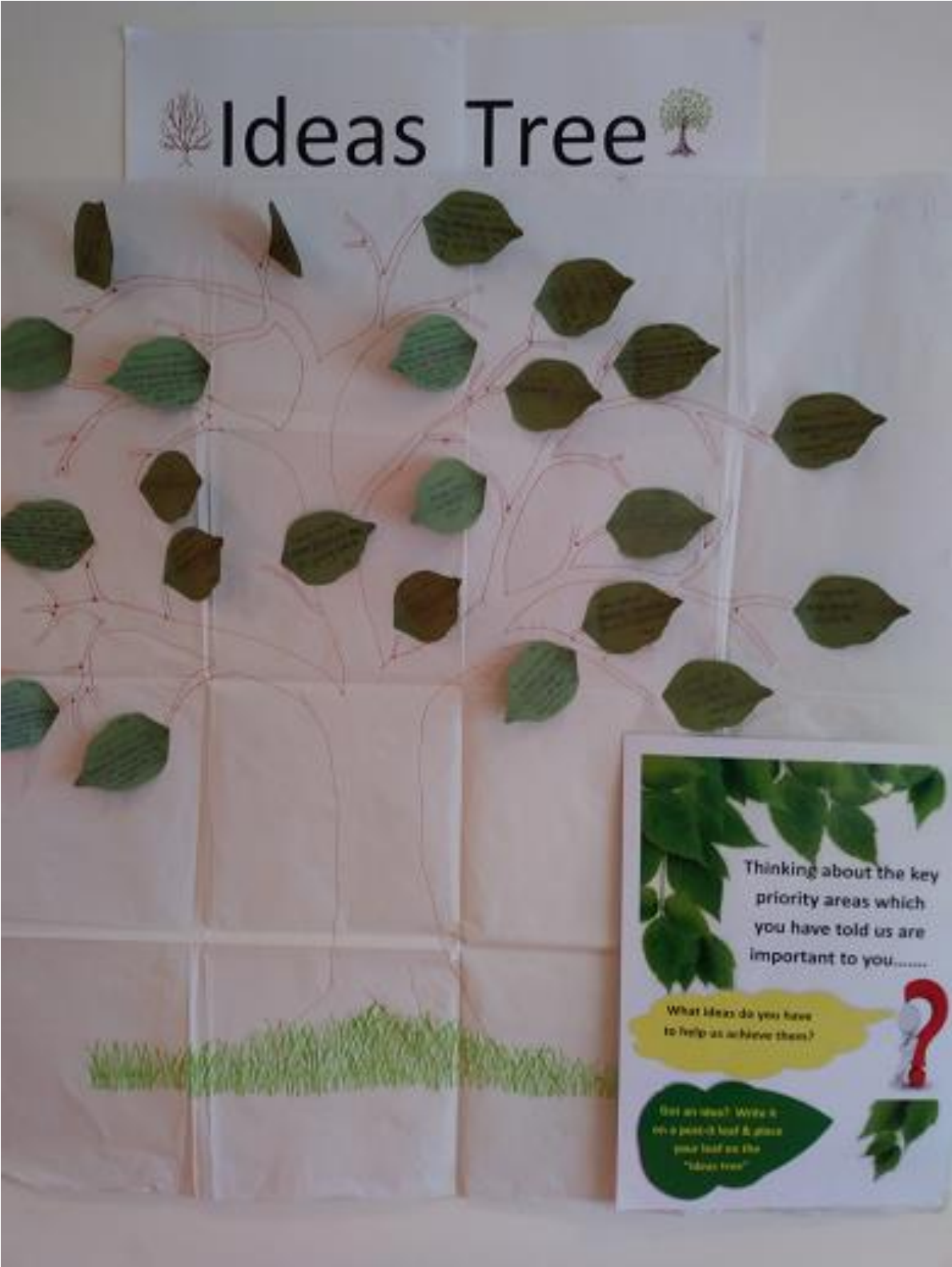






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IDEAS TREE





PHOTOS FROM THE EVENTS

A number of photographs and recordings were made at some of the events. As only verbal confirmation was sought from members of the public attending, many cannot be used in line with current Legislation.



Inverkip, 1<sup>st</sup> September



Port Glasgow, 29<sup>th</sup> August



St Stephen's "Grease" production, Port Glasgow, 29<sup>th</sup> August



Broomhill, 21<sup>st</sup> August



Youngest participant, 2 week old  
Callum, Port Glasgow, 29<sup>th</sup> August

09Sep'19



Inverclyde Academy, 7<sup>th</sup> September



Inverclyde Academy, 7<sup>th</sup> September

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## APPENDIX 9

### LIST OF ORGANISATIONS WHO PARTICIPATED

Organisation	Greenock West & Gourrock Locality	Greenock East & Central Locality	Kilmacolm & Quarriers Locality	Port Glasgow Locality	Inverkip & Wemyss Bay Locality	Greenock South & South West Locality
Activ8OurPlace						✓
Active Schools						✓
ACUMEN Rachel McLeod	✓		✓			
Belville Community Garden – Smoothie Bike)		✓		✓		
Branchton Crochet Group						✓
Branchton Community Centre						✓
Branchton Events Development Group						✓
Branchton PCF Team						✓
Broomhill Community Garden		✓				
Caroline Johnstone Graphic Artist (CVS)	✓	✓				
Clune Park A+C+R Group				✓		
Clune Park Art Group				✓		
Clune Park Charm Group				✓		
Clune Park Happy Hands				✓		
Community Learning & Development Team, Inverclyde Council	✓	✓	✓	✓	✓	✓
CVS Inverclyde	✓	✓	✓	✓	✓	✓
Face Painting				✓		✓
Friends of Coves Reservoir	✓					
Gourock Community Council	✓					
Home 1 <sup>st</sup> , Inverclyde HSCP	✓	✓	✓	✓		
Hootenanny Owls				✓		✓
Inverclyde Carers Centre		✓				

Inverclyde HSCP	✓	✓	✓	✓	✓	✓
Inverclyde Men's Shed		✓				✓
Larkfield Braeside & Branchton Community Council						✓
Larkfield Community Hall						✓
Larkfield Housing Association						✓
Mental Health Network (GG&C) Gordon McInnes	✓	✓				
Moving On Inverclyde		✓				
Muirshiel Seniors				✓		
New Scots Food				✓		
Nicola Young Face Painting		✓				
Oak Tree Housing Association		✓				✓
Ogilvie Design Ltd, Graphic Illustrator			✓		✓	✓
Old Men's Club				✓		
Police Scotland	✓	✓	✓	✓	✓	✓
Port Glasgow Community Council				✓		
Riverclyde Homes	✓	✓		✓	✓	
Riverside Youth Band				✓		
St Marys PS - HT	✓					
St Stephen's- production of "Grease"				✓		
Scottish Fire & Rescue Service	✓	✓	✓	✓	✓	✓
Shopmobility				✓		
Starter Packs Inverclyde		✓				
The Bothy						✓
YourVoice Inverclyde Community Care Forum	✓	✓	✓	✓	✓	✓
Youth Connections						✓