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**4th September 2019 – 9.30am @ Tillydrone Community Campus**

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| **Community Representatives** | **Professional Representatives/Officers** |
| **Volunteers Present:****Alan Parker - Chair SLN****Lewis McGill - Vice Chair SLN****Jane Fullerton – Donside Village Community SCIO****Aileen Goymer – Community** **Cllr Neil Copland****Voluntary Sector Staff Present:** | **Madelene McSween – Development Manager****Graham Donald – Community Development Officer****Elaine McConnachie – Public Health Coordinator****Angie Johnston – Aberdeen Lads Club****Bryan Nelson – Scottish Fire and Rescue Service****Kimberley Craik – Customer Experience Officer** |
| **Apologies: Murray Dawson - SHMU, Paul Tytler – Locality Inclusion Manager** |  |

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| **Topic** | **Discussion/Decision** | **Action** |
| 1. Apologies, welcomes and Introductions.
 | Round room introductions and apologies noted |  |
| 1. Minutes of last meeting
 | Minutes template has been altered, showing who arevolunteers/Volunteer Sector Staff and Officer’s from the Public Sector.Elaine’s job title and Neil Copland’s name check corrected.Minutes have not gone to networks and community councils yet, but will be.LOIP on the agendaMeeting re the Cruyff Football court taking place next week – actions in hand. | **AG attending** |
| 1. We Care Charter & Commitments – Kimberly Clark
 | Kimberley from ACC to discuss Customer Care Charter. Needs to ne revisited as ACC is currently going through TOM and accommodating the budget constraints.Commitment to the **CARE** Charter; **C**onnected, **A**ccessible, **R**esponsive and **E**mpowered. Customers should see and feel this approach. Move to digitise whilst ensuring customers feel connected with **CARE**.Kimberly looking for some feedback on how ACC is delivering on CARE. Questionnaire distributed and completed by those in attendanceQ asked re time scale – going public in October – share across ACC – access to survey can be done online and accessed within Tilly Campus.NC – highlighted that there is a 20min wait and that most people want to speak directly to someone with call centre. Balance btw availability of call centre staff (not getting there) and use of digital access (getting there). Kimberly highlighted that there is currently a move towards digital and staffing and systems are catching up. Does there need to be an acknowledgement of complaints particularly online (job number needs to be noted). Members of the team are available to support residents to access online services – coming soon. Automatic response.BN highlighted that his experience is that online engagements look for an instant response and if this is not forthcoming then they resort to calling. Encouragement to move all ages to move online – habit forming.Local staff need support to be able to direct and support residents towards online system.Q- Who defines most vulnerable – dependant on the service that they are accessing, a variety of things.  | Kimberly’s contact details;KCraik@aberdeencity.gov.ukKimberley will be taking back the information to the CARE TeamIf members have examples of specific issues, they should forward them to Kimberley |
| 1. LOIP Priorities – feedback from discussions
 | Stretch Outcomes have been identified.MM discovered some of the name’s persons had moved on. Those left with responsibilities do not think they have responsibility – ongoing to establish who has taken them on. MM did meet some of the staff and updated as appropriate. Locality Partnership agreed the following as Priorities going forward.**Employability** – Roz Taylor leads a charter helping individuals to start up own business. Possible roadshows in Hub to encourage individuals to set up. Who is the target audience? Not an uptake where other roadshows have taken place. About what sector do we target.Living Wage and increasing those who get it – link with SHMU and employing people. Lead on PC has left, not clear who is taken this on. Community Benefit - Locally this would be the new school build. Tilly Network in process of setting up a group to look at Community Benefit gained from the school build. % increase for those who are using digital – Andrew Horne taking this forward.**Reduce the rate of teenage pregnancies** – MM has met with Rachel and have meetings lined up to have a coordinated approach to support young families in a tenancy. Might be able to have an influence on those who might have subsequent children. Support to mums and dads. MMR uptake – low in the area. Difficult to get exact data due to movement of families. There is national decrease in the uptake of MMR. Stephen McNamee looking at barriers and how the vaccination might be better distributed – to be linked in with parents.**Healthy Starts, Seaton** – exploring opportunities for support to parents of young families; parent group offering a range of topics to support development of children. EMcC Young People feeling Mentally Well; Q around early start in Seaton – issues; finances and mental health. Two projects in Seaton have applied for HIF money which will go some way to addressing this Outcome. Amie (NHS) will be taking a lead in Seaton to create parents’ group to support parents in the area (sleep, eating, breast feeding etc.) -what is relevant to those attending. Young People and Mental Health – suggestion of looking at how to support YP and MH.ADP – Update on projects set by ADP and reminder that localities discussion takes place on 19th Sept at 11am to further develop and finalise the locality Project ideas. | Priority; project charter to be created JF, MD, BN, GDPriority; MM, RT, AG and FS to part of this group. GDPriority: Project Charter to be created by Amie Wilson, Angie Johnstone, GDPriority MM/GD/PT to support/Lead |
| 1. LOIP – Health Discussion – Elaine McConachie
 | See Priorities conversation |  |
| 1. Partners update
 | JF – Planning permission for the new school has been posted.AP – mentioned lack of access at Seaton CC and the process he has entered in addressing the issue. Petition re School Road, 400 signatures, going to a committee to present information. Address weight restrictions and speed.Health Fayre – will have entertainment as well a range of health information points along with potential examinations. 11th April @ Seaton CC. Walk Through taking place in September to identify Infrastructure, Housing and Environmental issues.EM – HIF; Looks like there will be another round of funding. | LP acknowledged the work of the Seaton and Links field Network a great amount has been achieved in less than 2 years.. |
| 1. Mentoring project charter – Derek Bain
 | Mentoring Project at university to help students from challenged background. Looking for approval from LP to develop the work further. Link in with other organisations to support – looking for funding from HIF to ensure mentors are not out of pocket. | LP happy to support this with Derek giving input at next meeting. |
| 1. Update on ADP locality funding
 | ADP have now decided what their core projects are going to be. Future meeting to review how we take forward the spend. Meeting will be to explore what projects the LP would take forward. Agreed that this continue to be a locality priority.This will result in a subgroup being formed. Details to follow. | Mtg 19th Sept, 11.00am @ SCC |
| 1. AOCB
 | MM – currently writing the Locality plan Annual Report, there might be requests for information / input to this by members.DONM – 23RD October 1.30pm at Seaton CC. |  |