



Community Planning  
Aberdeen

# Woodside, Tillydrone and Seaton Locality Partnership Annual Report 2019/20



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Woodside, Tillydrone and Seaton Locality Partnership

Further information about the Locality Plan and the Locality Partnership can be found at:<https://communityplanningaberdeen.org.uk/priority-localities/>

Any questions on the partnership or this report should be directed in the first instance to:

Paul Tytler

Locality Inclusion Manager

Aberdeen City Council

07905 531186

[ptytler@aberdeencity.gov.uk](mailto:ptytler@aberdeencity.gov.uk)

## Introduction

Welcome to the 2019/20 Woodside, Tillydrone and Seaton Annual Report.

The report covers the period 2019/20 but it would be remiss not to include the early response to the ongoing Covid 19 situation. Covid 19 has almost overshadowed the work undertaken during the reporting year and it has been refreshing to review and reflect on the extent of work carried out across our locality.

Of particular note is the range of support delivered across a wide range of community organisations and our partners, delivering services and support, that have clearly proven their value in recent months. It is also admirable how service delivery has responded to enable that support to continue to be provided to people in the community, including the most vulnerable people.

The next period will continue to see delivery challenges in response to the ongoing Covid 19 and finding ways to engage with the wider community, where not everyone can rely on online communication.

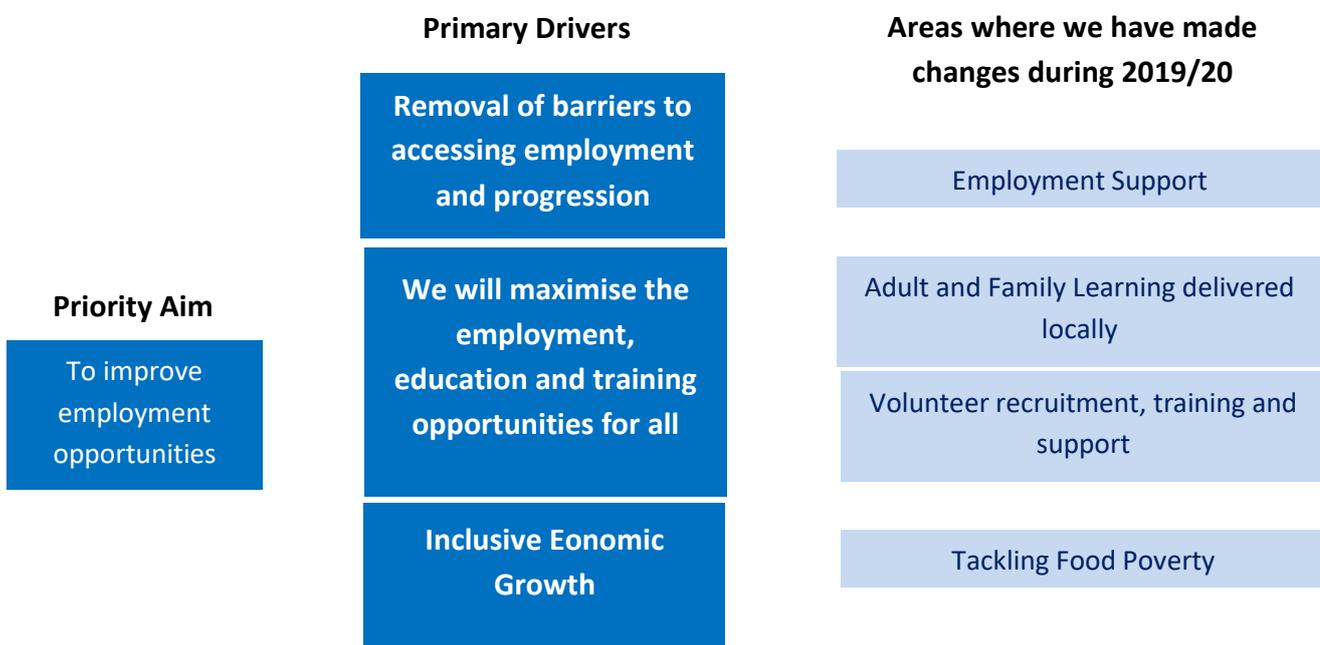
Looking forward to the next year, we will be refreshing the locality plans to align with the citywide Local Outcome Improvement Plan and again the challenge will be finding safe and effective ways of engaging widely to support that work.

In the meantime, I'd like to thank all the volunteers, community groups, projects and services for their work in support of our locality; our partners in Police Scotland, Scottish Fire and Rescue Service and Aberdeen Health and Social Care Partnership for their support and work in the communities. I'd also like to thank the community learning and locality team for their work in support of the plan.

Paul Tytler  
Locality Inclusion Manager

# PROSPEROUS ECONOMY

## Priority: To Improve Employment Opportunities



## Changes in Woodside, Tillydrone and Seaton

### Volunteers

Tillydrone Community Campus opened last year as a way of gathering in one facility a range of services and to provide a space that could be used for the community and local groups to meet. Within the Campus there was a café with the intention of employing a chef and recruiting volunteers to support the chef and the workings of the café.

Over the course of several months prior to and beyond the opening of the café a recruitment drive took place to recruit volunteers. This was done by utilising third sector providers in the area, ACVO, social media and through personal contacts. As a result, we recruited 24 volunteers.



*"This has been a godsend and definitely making me more creative with food to use up what we get it's fantastic probably see you Friday ☺" (comment from one of our group member)*

Having an opportunity to have regular discussions with members whilst collecting a parcel or through a message or call, various issues have been raised, mainly from those with a protected characteristic. Six individuals and families from different ethnic minority backgrounds have been supported with issues such as domestic abuse, sexual work harassment, fuel and food poverty and migration/visas issues. Many members of our community 'struggle in silence' due to a lack of understanding of the social benefits system, cultural differences (such as seeing a local authority as a negative source of power), or simply being ashamed to ask for help. The support has been delivered in partnership working with the Lighthouse support centre.

*"As foreigners, the care we felt from the Tillydrone Community Campus, through the Foodbank and the direct support from Zuzana have touched us and made us feel the sense of being in a community again, especially in the lockdown time."*

Tillydrone Community Campus hosts a Trussell Trust supplied Food Store, operated by the Lighthouse Project. Some of the volunteers recruited for the campus café opted to volunteer at the Food Store too. The Communities Team supported Lighthouse to get settled into the new building and develop a way of working that worked for them and those who accessed the Food Store.

The Store was open twice a week and operated a referral system that meant families identified by third party organisations could refer. Self-referral was also possible. Whilst the food was available so was an opportunity to speak with Lighthouse staff to identify any underlying issues with support given to address these.

The Food Store regularly supported 12 families each time it was open. Since COVID struck this has increased to 30, clearly demonstrating the increased demand in the community.

## **Employability**

Fersands and Fountain Community Project provides a range of employability support for people in the locality, including the provision of volunteering opportunities for over 12's with their youth committee, fundraising events and more. Over 16's with PVGS can volunteer in the wider project developing vital skills, training and experiences to maximize employment opportunities. A particular case study is below:

'A young person aged 21 that we had worked with since they were 3 approached us. They had been having a rough few years with mental health and alcohol issues and was looking for some help to give their life a new focus and improve their mental wellbeing. They started volunteering in the Pantry working around 10 hours a week helping in the shop, in time they came into the office and started to support the admin side of the project. We have seen this young person's mental health improve

and they are now living at The Foyer, meeting weekly with their support services and continue to volunteer for us. They have gained really valuable skills and are an asset to our project. We have just supported this person to apply for college starting in the summer in social care and hope she moves onto this positive destination.'

## **Pathways**

Support residents of the locality into employment by providing tailored support for people from the first stages of job seeking through to securing and maintaining employment. They identify and encourage participation of hard to reach residents in the localities through weekly drop-ins, Work Clubs, established links with partner agencies and individually tailored 1-2-1 Keyworker support, accessing a variety of specialist support as appropriate for individual clients, ensuring they receive relevant support to overcome their barriers.

A team of Employment Keyworkers provides support in all aspects of jobsearch, from initial development of CV's, through identification of job goals and barriers, to identification and matching to suitable vacancies, help to complete application forms and preparation for interviews. All participants are also offered in-work support once they start work to ensure job retention. Pathways link with partner agencies where appropriate to ensure that participants receive specialist advice, including budgetary advice before entering employment.

A number of clients are now further away from the work market and therefore need more support to get them job ready. There are also a number who are older, nearer retirement age, but need to gain work as required within the UC criteria. The labour market in Aberdeen has been very poor over the past year in Aberdeen. There have been occasional glimmers that it was about to pick up, but it has then gone very flat again. As a result, there are far fewer vacancies in lower and unskilled vacancies than in more buoyant years.

Compounding the limited vacancies available after Christmas, as the labour market started to pick up the impact of the coronavirus pandemic slowly began to be felt. In March, when employers are often looking to forward recruitment, the labour market slowed drastically and eventually stopped, limiting the number of people into work once again.

## **STAR Community Flat – Langstane Housing Association**

The S.T.A.R Community Flat is based in the Seaton area of Aberdeen and serves the local population. The flat offers a range of free services and classes to support and enhance the day to day lives of Seaton residents. Throughout the year they have held very popular classes in cooking, sewing and craft classes. The community flat helped support 15 people to get back to work. 205 referrals were made to Trussell Trust for food parcels. 99 referrals to Mrs Murray Cat & Dog home for pet food. A member from the CFine SAFE Team providing a weekly session at the Flat and good results were obtained by using this service, providing financial and benefits advice.

Due to the Coronavirus outbreak, for the health and safety of the Flat users, staff and volunteers, the Flat temporarily closed at the end of 17.03.20. The Flat has been using its Facebook Page to notify Seaton

Residents of any important developments and to answer queries, whilst also sign posting people on to other appropriate agencies.

### **Tillydrone Community Flat**

The flat provides a resource for community activity, supports community capacity building and learning, as well as providing a venue for a range of organisations that offer support, information and advice. During the year, 25 agencies used the flat to deliver advice and support services for a range of issues including Health, Education, Employability and Financial Inclusion. There were 3326 recorded uses of the flat facilities, including use of washing machine, phone and access to computers. There were 68 Learning Support creche sessions with 36 children attending creche sessions. A total of 387 participants were involved, 41 of them under 16 years old. 36 people were involved in adult learning activities, 2 people were on the Tilly Tattle editorial group and 12 volunteers contributed 600 hours of volunteer work.

Tillydrone Community Flat is a thriving hub for community activity and provides vital support to local residents. Service user numbers continue to rise and are at a very high level in relation to the size of the project and the minimal staffing levels.

The most notable success of the last year has been the successful outcome of the Participation Request brought forward by the Management Committee in securing the future Tillydrone Community Flat in its current location. This was a substantial piece of work which involved a lot of data collation, risk factors and meetings with ACC officials. The passion and local knowledge of Committee members was tantamount to the positive outcome which has been a source of great happiness and relief to our service users. This outcome has been further enhanced by the Tilly Community Flat being awarded Charity Status by OSCR in mid-March. The flat hosted two Social Work placement students from RGU this year – 2nd and 3rd year, further increasing their strong partnership with the University who recognise the Flat as an ideal placement setting affording students a varied, enlightening and challenging placement.

# PROSPEROUS PEOPLE

## Priority: Communities are Inclusive and Safe

### Priority Aim

### Primary Drivers

### Areas where we have made changes during 2019/20

Communities are inclusive and safe

There are groups and networks that strengthen the sense of community

Young People

Community Support

We will work in new ways to ensure engagement of all sections of the community

Participatory Budgeting

Family Learning

Improve health and wellbeing with increased access to healthy food

We will prevent and reduce the levels of substance misuse in our community

Mental Health

Breastfeeding

Sustainable food provision will be developed

Community Growing

## Changes in Woodside, Tillydrone and Seaton

### Mental Health

Young People and Mental Health is identified within the Local Outcome Improvement Plan as well as being identified as a local priority by the Local Partnership (including the recent refresh of locality priorities), with the stretch outcome being;

*Increase the confidence of parents and young people to recognise and seek support in response to deteriorating mental wellbeing by 2026.*

A locality subgroup was formed to develop a plan and a course of action in how work locally could contribute to delivery of the stretch outcome.

Youth groups were identified where engagement and information could be gathered on their experience within schools and the wider community looking at their mental and emotional wellbeing. Coupled with this we would embark on a program of activities to create opportunities for the wider community to access partner agencies and training opportunities.

We were able to provide 6 free places for community members to attend Mental Health First Aid training and engage with 3 youth groups (engaged with 12 young people). A world café event was organised where young people, volunteers, local youth groups and community members were invited to help inform the next phase of the work. Unfortunately, COVID prevented us from hosting the event. Online platforms are currently being explored to continue the engagement and support.

The Healthy Minds team is part of the councils Community Learning and Development service and is funded by the Health and Social Care partnership and NHS Grampian.

We aim to assist adults with enduring mental health illness to access learning opportunities within Aberdeen City. We support and encourage learners to get involved in their community by accessing learning opportunities to promote their recovery.

Our team co-ordinates and supports a variety of small learning groups in venues throughout the city along with offering support to individuals to access mainstream activities arranged in partnership with other agencies.

In the last year we have supported learners with a wide range of opportunities including Gardening at the Grove, Basic and Intermediate Guitar, Writing Groups, Craft, Walks and Art. Learners who took part in activities at the Grove supported Aberdeen's Britain in Bloom bid.

We had a DJ Workshop at Cornhill hospital which started off as adhoc sessions and developed in a 4-week course culminating in the group recording a CD at Captain Tom's Studios. Four learners took part from across the localities where supportive relationships were formed which have been helpful during the lockdown. One learner said *"When you reach an all-time low, something like this really gives you a sense of self-worth."*

### Healthy Minds

Healthy Minds celebrated our 12 volunteers in December at an event at Rosemount Community Centre. Over the year the volunteers have amassed an astounding 1680 hours of time by supporting craft, music, Branching Out, Men's Group, walking, sports and activities at The Grove.

The Branching Out Programme takes part in partnership with the Countryside Rangers and the Forestry Commission. This project supports learners to gain skills and build confidence over a 10-week programme. Some learners then support future courses as peer mentors. Learners from across all localities attend this group. One learner said the group helped them be *“More assertive, less anxious.”*

### **Consultation on the Promoting Good Mental Health Action Plan**

Aberdeen City Health and Social Care Partnership launched a consultation on their new action plan for community Mental Health in December 2019. On the 28<sup>th</sup>/29<sup>th</sup> January the Healthy Minds Team facilitated two consultation events to encourage our learners to give their views on the action plan. One event took place at the Grove in Hazlehead with 7 participants and another at Rosemount with 15 participants. Learners were encouraged to give their opinion on each of the 14 actions as well as the overall presentation of the plan.



Most participants felt that the actions would assist in supporting and promoting health and wellbeing in Aberdeen but were concerned about the layout of the document and the language used. There were also several concerns about the use of technology and how mental health service users would be able to access information if they couldn't use a computer.

Many learners were positive about the increased use of advanced statements but were unsure of how they worked. Several learners also commented on the need to increase peer mentors and volunteers to support learners who are just starting their recovery journey.

### **Work at the Blair Unit**

We also have an adult learning tutor based in the Blair Unit at Cornhill Hospital. The tutor works with adults within the low secure forensic mental health service on a range of topics which have included support with driving theory, general maths and science, cyber security, CV writing and art over the last year.

## Statistics

96% of learners report improved confidence

98% of learners report improved skills

One learner completed their Adult Achievement Award

	Total enrolments	Learner Hours
Locality 1	74	678
Locality 2	86	597
Woodside, Tillydrone and Seaton	70	578

## Printfield Feel Good Project

The project aims to increase relaxation and wellbeing by providing Complimentary Health sessions including Reflexology, Reiki and Indian Head Massage accessible to everyone within the area of Woodside and delivered by a qualified and experienced Complimentary Health Practitioner. During the year, 20 participants accessed 76 therapy sessions.

## Fersands Family Support Worker

Support vulnerable families in the community; provide regular one to one support and advice on a wide range of issues including housing, employment and child protection, involve parents in group discussions and activities which make them feel less isolated and increase their parenting skills.

Link with Social Work and other professionals that can offer support to the families, introduce new resources and opportunities for families to benefit from or become more involved in community activities or volunteering opportunities. Help individuals to access employment or educational opportunities, offer direct practical support and play a key role in representing families during family case meetings. During the year, 44 families received support and 2 parent groups ran weekly. More intensive, long term support was provided to 12 families who have social work involvement.

Many vulnerable families benefit from financial grants or donations of goods to support the family in crisis situations, this work has increased through changes to Welfare Reform. The support worker has managed to help families apply for and receive over £3000 in support grants.

## Young People

Communities staff undertook lead contact roles to help the multi partner work undertaken to support vulnerable children and families. This involved acting as a contact point for all communications, fire and health and safety, one to one support to children where appropriate and liaising with Social Work, the Youth Team, AFCCT, Sport Aberdeen and other providers to develop the children's programme. For example, one family who were previously unopened to SW were allocated a Social Worker due to a child protection concern, with at least three further child protection concerns being raised with social work. At least 25 food parcels were handed out to hub families every week to try and help tackle food poverty An average of 15 vulnerable children per day were supported during this period. Feedback from schools, parents, children, and staff has been very positive and a report on the inspection of the Hub by HMIE can be found at Appendix 1.

## **Fersands 2's Group**

This group provides a safe welcoming and stimulating environment to deliver good quality play and learning experiences for children to encourage motivation, and enthusiastic learning. Target the most vulnerable families and work with parents, health visitors, education support workers social work to maximise the child's development opportunities. During the year, 19 children attended and 4 pre nursery groups were held per week. In addition, 2 volunteers contributed 192 hours of volunteer time.

## **Fersands Youth Work**

Provide a wide range of youth work services to encourage young people to take responsibility, experience new activities, gain new skills, new experiences, work together, build relationships, and learn about health issues, employment and other issues relevant to the young people. Provide free alternative activities including day trips and residential camps which take the youths into different environments, new situations and new challenges, helping them become more independent and to work as a team. Over the year, 120 young people participated, 101 of them under 16 years old. Additionally, 8 volunteers contributed 136 hours of volunteer time.

## **St George's Church - ACT Attack**

This group provides drama classes as a means to help promote a sense of value, self-worth, and self-confidence in young people, and give them an appreciation of Arts, drama and music while having fun and enjoying themselves. During the year, 55 under 16s were involved in 50 classes. A total of 6 volunteers contributed 80 hours of volunteer time

## **Community Support**

Staff from the Communities Team and Health & Social Care were involved in supporting the community resilience work during the COVID -19 lockdown. The Grampian Local Resilience Partnership (GLRP) agreed to establish a Humanitarian Assistance Centre (HAC) to deliver Care for People and Community Resilience under one banner. The following areas of support work were actioned;

### **Community Audits**

Neighbourhood Leads consisting of Communities Team and Health and Social Care Teams were directed to assess the capacity of community organisations to support volunteer and resident needs during the COVID-19 lockdown. AS an example Locality 3 neighbourhoods assessed over 20 organisations in relation to community support capacities. This included whether they had enough digital connectivity, volunteer numbers, funding, training and structural supports to cope during the C-19 lockdown.

### **Shielding Survey**

Neighbourhood leads were also tasked with door knocking duties to contact people who were identified as being in the shielding category and who had not confirmed receipt of their letters. Approximately 400 checks were made in locality 3. The checks involved an online survey which asked if the resident needed food and prescription deliveries and if they required emotional support. Feedback was evidenced through the surveys that residents felt very

isolated during this time and were very appreciative of the fact that neighbourhood leads were making contact with them and ensuring their safety. One observation, there was a lot of friendly chat during the shielding letter checks which helped alleviate the seriousness of the lockdown environment. The door to door activity enabled a degree of community engagement that has also gone along way into gaining a better insight into community needs and perceptions. This in turn will help align services to meet those needs.

### The Emergency Crisis Line

Neighbourhood leads also actively contributed towards the crisis line support offer by linking/directing volunteers to community organisations to register support offers for prescription deliveries, food shopping support, foodbank delivery, mental health support. Staff distributed over 10,000 posters advertising the crisis line number to businesses and community organisations across Aberdeen during the C-19 Lockdown period.

### Community Growing

A small group is working on a community growing project on Hayton Road in Tillydrone, called 'Earth and Worms'.

The group needed support to recruit volunteers, which was done in partnership with the environmental team who posted out a volunteer opportunity to those who were on the waiting list for allotments. From this there were 7 responses with 4 being met to date at the garden. An online meeting is planned for the volunteers to support the development of the garden, clarify expectations and roles.

The garden itself is semi-wild and requires time and effort to have it the way the group would like it. The volunteers have seen the garden and know the extent of the work required but are also excited by the prospect of being involved in the development of the community growing space.



### Participatory Budgeting

The Locality Partnership agreed that applicants for the participatory budget of £20,000 should have a focus on Additional Support Needs. With that in mind, a partnership was formed with the Disability Equity Partnership (DEP) to set application criteria, while also ensuring due diligence and governance.

The criteria were deliberately broad in order to allow for applications from as wide a range of projects as possible to go forward to the public vote. Applicants needed to demonstrate inclusiveness about people who have physical, sensory and learning disabilities.

The DEP gave guidance on the promotional materials as well as the accessibility and location for the accompanying public event while the Partnership gave advice on voting criteria.



Following a public event at Seaton Primary School, online voting, leaflet distribution across the entire area and presentations at primary schools - allowing pupils aged 5 and upwards the opportunity to fully participate in a meaningful democratic process. The public event took the form of a market stall, where the 13 projects which applied set up displays allowed members of the community to move around freely, speaking to project team members before being invited to vote. The following projects were voted for and received funding;

- Woodside Community Centre - Older People Day Trip.
- Woodside Community Centre - Summer Playscheme.
- Lord Hays Court - Sensory Garden
- Fersands - Holiday Playscheme
- Granite City Taekwondo - Taekwondo Classes
- KittyBrewster Primary School - Creative Energy: Imagine Our Potential
- Seaton Linksfield Network - Seaton Street Fayre
- Polish Association Aberdeen - Visual expressions inspired by Grampian storytelling & arts
- Community Link Childcare - Community Activity Garden

Aberdeen City Council Co Leader, Councillor Jenny Laing, said: “We had a fantastic public response with 4880 votes being cast and resulting in eight wonderful local projects receiving participation funding.

“Our ambition for Aberdeen is for the city to be a place where everyone can prosper regardless of their circumstances and where perceived obstacles are removed. Public participation, particularly involving our children and young people, are also high priorities and so this year’s voting process and the eventual funding awards in Tillydrone, Woodside and Seaton have really reflected our ambitions”.

### **Family Learning**

Family Learning helped parents with children’s home learning during the summer months by providing Family Learning packs with a focus on outdoor activities and arts and crafts. We created and delivered learning packs in April & August to help parents who would otherwise have no access to learning resources or activities during the current Covid-19 lockdown.

Approximately 368 children from 147 families have received bags containing the activity and educational resources including fun tools such as art supplies, yoyos toy windmills and even

magnifying glasses and descriptive drawings to help children find and identify the insects in their gardens

The team have taken part in almost 5000 calls, video calls and WhatsApp conversations to help the families through the height of the lockdown. Through advice and support provided by the team members on issue such as on food, parenting, sleep, mental health, activities and accessing free school meals. The detail of one of the projects is below.

#### GERONIMO AT THE GROVE

This was a joint piece of work between Creative Learning, who had accessed funding from the Fairer Scotland Fund, and Family Learning.

The project provided Creative Outdoor Learning sessions for families at a forest location within the Grove Nursery site at Hazlehead. Creative learning employed an artist, Jessica Fernandez and together with Caroline Hay- Crawford, a Forest School qualified Leader who is part of the Family Learning team planned and delivered 30 2-hours sessions over a five-week period.

The families who took part were identified by family learning and were families who they were actively working with. The families came from across the city and if they did not have access to transport we organised and provided taxis to take them to and from the forest site. Family Learning also provided waterproofs and wellingtons for families to remove any barriers to taking part.

We had over 20 families taking part and most participated in 3 consecutive sessions and some only managed 1 or 2, but everyone who took part enjoyed the activities.

The kind of things we provided included, outdoor nature related games, family flag making using natural materials scavenger hunts and transient art, Den building, which became quite competitive among some families, bug hunts, creating obstacle courses ,campfire cooking and using clay to create new members of their family. We also spent time playing games such as hide and seek, creating and telling stories and exploring the forest site. The families encountered a range of wildlife and saw red squirrels, dear and a range of birds, insects and toads. We encouraged children to use their imaginations and be creative when in the forest.



The project has been a great success and the feedback we received was very positive and included from all: “Great could not wait to come back” All the activities we offered were given 5 stars by families in the feedback sheets, most enjoyed spending time playing together with their children, and having fun with Jessica and Caroline and being outdoors.

Many of the families learnt new things such as “how to make a fire,” making a flag”” learning about secret hideout places,” “how to make marshmallow smores and bananas with chocolate in them” “I had never been in the forest before but will go more now”, “All the children working together” “ more ideas of things to do outdoors”. The project had been a great success and helped families spend time together and enjoy being in nature.

The Breastfeeding Improvement charter group has now resumed and we are in the process of having peer support mentors trained by the NHS which will be complete by December to complete. (Three local peer support mentors have been recruited for this role). We have also been in communication with local businesses in Tillydrone, to encourage them to sign up to the Breastfeeding Friendly Membership Scheme to ensure that the community as a whole will be recognised as breastfeeding friendly – so far, 5 local businesses have signed up.

The Young Parent Support Group has now also restarted, with a number of partners committed, including CFINE, SHMU, Home Check and St Machar Credit Union, to attending the 8 week group before lockdown. Since resuming, we have added a Family Learning staff member to the group. Family Learning will also refer the young families for the group out of their existing case load and waiting list. We are now co-producing the design of the programme with the families, so that they can identify and address any barriers that would prevent them attending i.e. technology, transport etc.

# PROSPEROUS PLACE

## Priority: To improve transport options

### Priority Aim

To improve transport options

### Primary Drivers

Roads are safer with less congestion and improved air quality

There are appropriate spaces and facilities to support play and recreational activities

The community is resilient, tidy and well-maintained

### Areas where we have made changes during 2017/18

Street Design

Tillydrone Community Campus

Cruyff Court

Environmental walkabouts

## Changes in Woodside, Tillydrone and Seaton

**Tillydrone Community Campus** – the Campus was opened on 23<sup>rd</sup> August 2019. Here are (most of) the people who were there and the centre was opened by the Lord Provost, helped by one of the volunteers Aileen Davidson.



The opening ceremony marks the start of a new era for Tillydrone and the opening of a purpose built modern, fit for purpose facility.

With over 3000 visitors in the first few weeks of opening, the challenge is to develop a programme that meets the needs of the local community while addressing the issues within the community.

Throughout the entire process, the Communities team has strived to make sure the community are at the centre of all planning. At the lessons learned session the community group overwhelmingly praised the process, with the following noted:

- The initial Kingswells event – everything that was raised then that was asked for.
- Brief has been met for the building
- Community engagement has been good
- Communication between ACC and community has been good.
- Opps group members has been good, open and honest
- Communication has been good.
- Group members feel they have been involved in the whole process from design to picking colours etc
- Support from ACC staff for moving ie with decant and moving into the Campus
- Organisations who weren't involved in the decant were involve and kept up to date.
- Being part of the ops group has allowed people to get to know each other better
- Lighthouse/ACC relationships have developed due to sharing the offices

- Partnership with ACC early years/Lads Club to provide the FT nursery provision – offering local provision and employment opportunities
- Volunteers have done a lot to help.
- Good membership of the group by local people, staff. People have been honest and open and extremely commitment.



In terms of impacts, the following early outcomes have been identified by the group:

#### Impact

- Has encouraged groups to work together – share facilities
- Helped groups work in alternative spaces ie woodside
- Will help local folk use facilities in their own areas
- More understanding of what other project deliver
- Will encourage centre users to access other services
- Ability to cross refer
- Café will be central for people to gather and spend time or access services
- Opportunity to work and engage with men in the café
- Sense of achievement
- Building looks amazing!
- Mosaic looks amazing

Seaton Linksfield Community Network – Walk Throughs

Seaton Linksfield Community Network (SCLN) was established in 2018 with a view to be a focus point for community support and action in the areas of Seaton and Linksfield. The Network was made up of community members with support from the Communities Team met monthly. The meetings were open and allowed for members of the community to attend and raise concerns about the area.

It became clear that there were reoccurring themes around the Roads, Environmental issues, and Housing. To offer support to the SCLN and ultimately the community it was agreed that series of Walk Throughs were organised. These Walk Throughs would be attended by SCLN committee members and ACC staff who had knowledge, understanding and could influence the identified issues and concerns.

### Outcome

Reports written on each of the themes with attendees getting an understanding of how ACC officers came to decisions, relationships built between SCLN and attending ACC officers (clarifying protocols and dismissing interpretations of actions) and a report that would hold ACC staff accountable to any actions that came out of the Walk Through with the understanding of attending future SCLN meetings to update progress. The report can be viewed at Appendix 2.



### **Printfield Community Project**

Provide a resource for community activity, support community capacity building and learning, providing a venue for a range of organisations that offer support, information and advice. The flat provides Family Support Services consisting of Crèche Provision, Youth Services, Out of School Care, Access to IT and assistance with Forms and Benefits relating to Welfare Reform.

Young people receive support to look at their choices when preparing to leave school and are guided to apply for employment, apprenticeships, or a college place. Forum members worked with ACC Waste Management team and participated in a Recycling Project in Printfield to raise awareness among residents about the importance of recycling, and to tackle an ongoing problem with fly-tipping in the community.

Over 100 young people aged 5-16 participated in activities in the project and 49 in the After-School Club, with 12 children under 3 years are registered. In addition, 60 volunteers contributed 600 volunteer hours. The project has supported 50 people with relevance to Welfare Reform, helping with benefits etc.

## **Street design**

**The Street Design Project** - Sustrans and Aberdeen City Council are working in partnership to develop a concept design that aims to make Tillydrone and Woodside a more attractive place to live, work and move around in. This will be achieved by strengthening the corridor between Great Northern Road and Tillydrone Avenue.

The Project builds on the Street audit undertaken by Living Streets in 2017 with residents which identified potential solutions to address road safety concerns along Hayton Road.

In terms of community engagement, the Street design process has worked with the community through the Street design steering Group meeting regularly to jointly organise engagement activities. The Street Design Steering Group (local reps and residents) consists of representatives or members of the following organisations:

- Riverbank Primary School
- Local Councillors
- Tillydrone Community Council
- Woodside Community Council
- Tillydrone Community Flat
- Donside Village Association
- Clifton Court Sheltered Housing Complex
- Health Walks Group
- NHS Health and Support
- Printfield Project Management Committee
- Printfield Forum
- Aberdeen Lad's Club
- Fersands and Fountain Community Project
- Station House Media Unit
- Over 55's lunch club
- Tidier Tilly Group

In total there have been over 3,000 people engaged, 38 activities and events and 500 children have got involved from July 2018 to June 2019.

There have been 5 key themes identified with local people and these are;

1. Improving pavement conditions
2. Reducing and slowing down traffic
3. Providing safer crossings
4. Enhancing public spaces
5. Adding more greenery and informal play opportunities

Key areas for design improvements include: The Underpass, Don Street Bridge, Hayton Road, The Woodside Gateway and the Hayton Road Entrance. Included in the Street Design Project is also the Tillydrone Gateway Sculpture proposal.

### **Cruyff Court**

The Denis Law Legacy Trust and Streetsport Aberdeen identified Tillydrone as a possible location for a 3<sup>rd</sup> Cruyff Court in Aberdeen (potentially making Aberdeen the first city in the world with 3 Courts). In partnership with ACC Officers, consultation took place local schools, and local community organisations notably Tillydrone Network and Tillydrone Community Council. Over 200 pupils were consulted, and agreement was reached to proceed with a Cruyff Court design. A location consultation was also carried out with local residents. The court will have the first hard surface running track as a result of the pupil consultations.

Despite the lockdown barriers the Cruyff Court project team has continually met to progress the business case and timelines for the Cruyff Court in Tillydrone. The final legal agreement is now being reviewed by Legal and the Communities Team to address the maintenance and sports coaching frameworks. The timeline for construction completion is now June 2021. The project has supported

- Increased involvement of children and young people in decision making in relation to design and location and type of multisport options
- Increased involvement of local organisations in decision making e.g. Tillydrone Community Flat, Tillydrone Community Council, Tillydrone Network

### **Station House Media Unit**

SHMU provide a wide range of service supporting the locality – the community newsletters and radio station along with considerable volunteering and training opportunities. An excellent example of how these aspects can come together in support of the community is as follows:

#### **Friends of Jacob's Ladder campaign**

'A local person came into shmu one day to chat to staff about an idea she had; she regularly does litter picks throughout the Woodside and Tillydrone areas, particularly

along the River Don, and is passionate about the upkeep of the area. After speaking to staff, she wrote up a piece for the Woodside Free Press and Tilly Tattle, set up a group email address and organised a public meeting which was to be held at shmu. Unfortunately, due to the current coronavirus pandemic the meeting has been postponed, but the community member received lots of positive feedback from her article and has not been discouraged in her efforts to do something positive for her community.'

### Report on Tillydrone Hub for Vulnerable Children and Young People.

#### *Introduction and Context*

Education Scotland was asked by Aberdeen City Council to undertake a brief visit to the Tillydrone Hub in Aberdeen and provide an objective view of how well staff are meeting the needs of children and young people in the context of the current Covid-19 pandemic. Two members of Education Scotland visited the hub on Friday 1<sup>st</sup> May 2020. The hub was established in response to the need to support vulnerable children and young people during a period of quarantine. It is housed in Tillydrone Community Hub. This report is structured to answer two key questions, using aspects of Quality Indicators 3.1 and 1.3 of How Good is our School? 4. At the time of the visit, 8 children were using the Hub.

#### *How well is the Hub meeting the wellbeing needs of children and young people?*

Staff know the needs of the children and young people very well. They have a clear understanding of each child's needs and are upholding well the 6 nurture principles within their practice. They respond effectively to pupils' individual needs and are very flexible in finding solutions to problems that arise. Planning to meet the needs of individuals' social, emotional and learning needs is working very well. Simple but effective processes are in place to ensure important information is shared with practitioners. Children are also able to rate their own emotional wellbeing each morning. Staff use effectively a multi-agency platform to capture information on children's health and wellbeing. This is shared appropriately with agencies supporting the child. The headteacher who oversees the hub has developed a very helpful information and planning wall which staff use to access information and add planning ideas.

Staff within the Tillydrone Hub have ensured that the SHANARRI wellbeing indicators are weaved throughout their practice and interactions with pupils. This helps to ensure that children are experiencing positive outcomes while they are in the hub and develop important life skills and knowledge. Staff have adapted parts of the building to meet the needs of specific children which helps children to feel safe and able to begin to feel calm following distressed behaviours. Staff have also used creative solutions to ensure exits from the building are safe for all pupils and staff. All staff do their best to implement guidelines on social distancing but this is not always possible when intervention with children is required.

The hub is based in a local community centre and this is proving to be a key strength in its successful operation. Staff are using on-site washing facilities to ensure children have clean clothing; they use the training kitchen to help children learn important cooking skills; and they make use of the local food bank to help children and families have enough food. This is supported by a newsletter which has easy recipes that families can cook together. The staff make very flexible use of the building which allows children to be active and make choices about their activities. This is very well monitored within the limitations of the social distancing guidelines.

Overall, children are achieving well. They develop a range of skills through experiential learning and this is supported further by teachers, who provide support for learning that is delivered through Google Classrooms. Other partners, such as Active Schools and Community Learning and Development contribute extremely effectively to the learning of children. Children are included well in the life and planning of the Hub through the use of ideas walls and planning discussions. The effective outcomes are based on very strong positive relationships between staff which are then developed between staff and children. There is very effective multi-agency working with the needs of children being the first and foremost driver for planning and discussion.

*How effective is the strategic planning of hub delivery?*

The headteacher overseeing the hub is a very effective and respected leader. She has, in a very short time, recruited and built a blend of volunteers with flexible 'can-do' attitudes: this is a key element to the success of the hub. She provides clear advice and simple processes which people follow. The key social worker is also an important leader and helps to ensure the wellbeing needs of children, arising from home, are quickly communicated to and addressed by the hub team. This strong partnership is supported very well by the advice and guidance of the local authority. Of particular note are the 'markers of vulnerability' which facilitate child-centred planning. Appropriate support and guidance is also given to staff to support their own health and wellbeing. Across the hub, staff take the lead to provide activities for children and young people.

The multi-agency working in the hub is highly effective. A broad range of partners works very effectively together to draw on each other's skills and experiences to deliver a child-led service. The strong collaboration means that decisions are made quickly and outcomes reviewed without adding too much to workload. For example, evaluation activities take place using a 'dart board' approach which includes staff and children.

Staff are clear about their roles and responsibilities within the hub. However, they are flexible enough to pick up a range of work if it helps to meet the needs of children. They are empowered to use their professional judgement, suggest changes and initiate new thinking. Which agency is in the lead changes in response to the needs of children and very effective communication through twice daily meetings has resulted in cross-pollination of learning for staff. Staff understand their responsibilities regarding safeguarding and know where to go for guidance if required.

### *Summary*

Overall, the hub is a highly effective place for children to learn and thrive. This is underpinned by a number of positive factors:

- The hub is not based in a school and so children and staff have taken ownership of the environment and made it suit the needs of all. The more relaxed atmosphere helps children to remain calm and feel they can take the lead in some of their activities and learning.
- The ability to use the resources in the community centre means that the hub is supporting the parents and carers as well as the children. This helps to develop a more relaxed atmosphere at home and benefits the children. The Friday coffee, made by a local parent creates a relaxed environment where staff and children mingle within the context of social distancing. This helps to build positive relationships across the service.
- The leadership of the headteacher has led to an effective blend of people being brought together to plan and deliver outcomes for children. The unreserved commitment from all staff to collaboration and multi-agency working means that solutions to problems are found quickly and new ideas are developed at pace.

Staff in the hub may wish to consider:

- Using technology to help children record and talk about their learning. This could also be used to connect parents and carers to the activities children are experiencing.
- Staggering food parcel distribution to best meet the needs of families, taking into consideration when wages are paid or benefits received.
- How they can feedback to children on suggestions made to improve the hub.

# Walk Through:

## Local people taking action

### Organisation Seaton Linksfield Community Network

An Audit of.....Infrastructure.....



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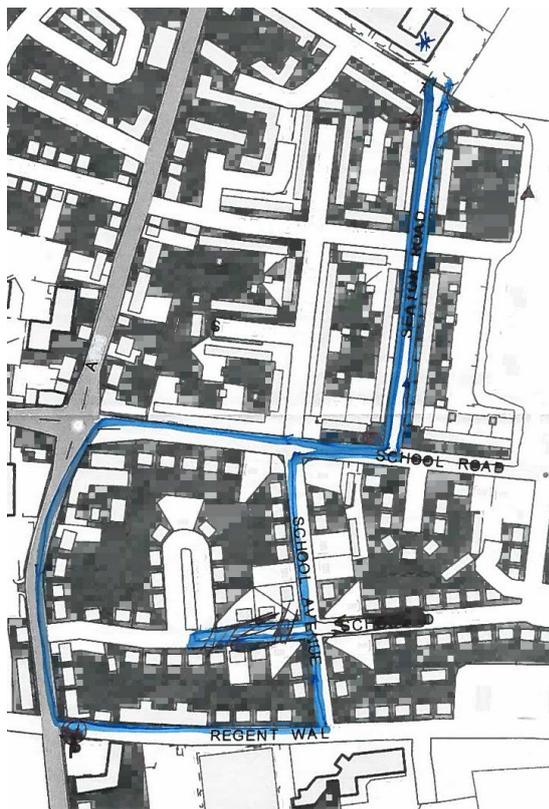
## Introduction

We are Seaton Linksfield Community Network (SLCN) and plan to create a Seaton that is a safe, attractive and enjoyable place for residents and visitors to enjoy. We hope to work with professionals and politicians to make sure the vision we have for Seaton can be fulfilled.

Part of this process was to carry out a series of Walk Throughs looking at Environment, Infrastructure and Housing conditions.

## Audit route and process

Due to the nature of a Walk Through it would have been impractical to cover every street, lane, path or park in Seaton. As such a route was selected that would highlight a range of environmental issues that would reflect issues across the community.



## Summary

On 16<sup>th</sup> September, 13:00, 2019 an audit of Infrastructure issues in Seaton was undertaken by members of the (SLCN) with support from Traffic Management and Road Safety Team.

The Walk Through was a structured and systematic method of evaluating Infrastructure issues within Seaton from the point of view of those who reside there. Due to several factors it was agreed previously with SLCN to have a designated route that would pick up on potential areas of discussion.

From the Walk Through the group agreed the following priority short and longer-term actions that would improve conditions for walking.

## Priority recommendations for action

### Short term:

#### **Potholes;**

Throughout the walk there were several potholes identified with further information being shared of this being across Seaton.

#### **Action;**

Vycki informed the Walk Through of the process in repairing reported potholes; once reported and inspection team will inspect and if it meets the criteria will then be repaired. Routes, such as Bus routes will get priority.

It is everyone's responsibility to report potholes or indeed other issues with roads and pavements, more information can be found on Council website - <https://www.aberdeencity.gov.uk/services/roads-transport-and-parking/report-problem-road-pavement-or-road-sign>

### Longer term:

#### **Gullies;**

It was noted that several Gullies were not draining properly and resulting in localised flooding when it rained. Some of the Gullies that were not draining properly impacted on areas further down the road not draining and created large puddles and preventing pedestrians from using crossings.

#### **Action;**

Vycki stated that Gullies were not directly the responsibility of her team but would pass on the concerns to the officers responsible. It was also noted that due to cutbacks there were fewer gully clearing resources; this has had an impact on the frequency of Gully clearing.

It is everyone's responsibility to report blocked gullies or indeed other issues with roads and pavements, more information can be found on Council website - <https://www.aberdeencity.gov.uk/services/roads-transport-and-parking/report-problem-road-pavement-or-road-sign>

## Road Markings

Throughout the walk the road markings highlighting speed limits were worn and not particularly clear.

### **Action;**

The group was informed that road markings were refreshed as reported and budget allows with priority given to those at junctions. This work is only carried out during the summer months.

Encouragement to report issues would be through the following link;

<https://www.aberdeency.gov.uk/services/roads-transport-and-parking/report-problem-road-pavement-or-road-sign>

## **Additional Information**

Throughout the walk and in the discussions afterwards Vycki was able to give an insight to other questions / issues raised

### **School Road**

#### **Additional crossing**

There is not enough pedestrian traffic to justify another crossing however there are currently plans looking at a number of factors on School Road that might impact on this assessment.

#### **Reduce Traffic**

Currently looking to reduce traffic, particularly HGV's coming through Seaton by several potential approaches, such as; limit weight on School Road and additional through routes (Golf Road etc). This is also about looking at making King Street more appealing for HGV's to use. Currently work being done to move this on.

Plans are in motion to look at getting the safety van to come to school road (currently not a priority road for them) and monitor for accidents and speeding. The location of this sites now with Vycki's team who will try to make the case for sighting of the van on School Road.

#### **Dropped Kerbs**

Recognition that some kerbs at crossing points are high. These are not routinely dropped with priority given to those with mobility issues; require anything from a walker to a mobility scooter to move around. Requests should relate to specific individuals and routes.

For further information; <https://www.aberdeency.gov.uk/services/roads-transport-and-parking>

## Link in with local priorities

### Local Outcome Improvement Plan (LOIP)

#### Stretch Outcome

15.38% of people walking and 5% of people cycling as main mode of travel by 2026

#### Key Driver

15.1 Supporting different ways for active travel in everyday journeys, using partners and volunteers to address safety, infrastructure, fitness, well-being and confidence.

## Contact details

Whilst the Walk Through was designed to pick up a range of points regarding infrastructure issues, findings were limited by the coverage of the Walk Through. As a result, the Operational Team recognised that the issues identified in this report is potentially replicated in other areas of Seaton. However, they can only act on what was observed in this Walk Through and what can be reported through online processes.

Infrastructure issues can report directly on the Council website;  
<https://www.aberdeencity.gov.uk/services/roads-transport-and-parking>

This report is submitted by Seaton Linksfield Community Network please direct your response to the group's named representative:

Alan Parker – SLCN Chairperson

E-mail: [chair@seatonlinksfield.co.uk](mailto:chair@seatonlinksfield.co.uk)