

Our Community ... A Way Forward



A Community Action Planning Toolkit

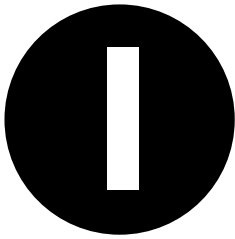


Our Community ... A Way Forward was piloted in three Community Council areas of Grantown-on-Spey, Cromdale & Advie and Dulnain Bridge. It was a partnership project involving Grantown-on-Spey, Cromdale and Dulnain Bridge Community Councils, the Cairngorms National Park Authority, The Highland Council, Highlands & Islands Enterprise Inverness and East Highland, Voluntary Action Badenoch & Strathspey, and the Association of Cairngorms Communities. The Toolkit was written by Ann Clark, of Housing Plus Consultants, for the Project Steering Group.

For further information on the project, please contact Fiona Munro, Housing Policy Officer, Cairngorms National Park Authority, tel: 01479 870540, email: fionamunro@cairngorms.co.uk

Contents

1	Introduction.....	3
2	When to Use This Toolkit.....	5
3	Checklist of Key Steps.....	7
4	Key Learning Points from the Pilot.....	11
5	Getting Started: Planning the Work.....	13
	5.1 Who.....	13
	5.2 Why.....	15
	5.3 How.....	16
	5.4 When.....	18
	5.5 Resources.....	18
6	Carrying Out the Work.....	21
	6.1 Research.....	21
	6.2 Consultation.....	23
	6.3 Feedback of Results.....	26
	6.4 Prioritisation and Action Planning.....	26
7	Carrying Out The Action Plan.....	29
	7.1 Monitoring.....	29
	7.2 Evaluation.....	29
	Appendices.....	31
	1 Examples of materials you can use.....	31
	2 Further reading and advice.....	79



Introduction

Our Community ... A Way Forward is an approach to bringing residents and agencies together to agree priorities for action to improve the quality of life in local communities. It was piloted during late 2007/early 2008 in the three Community Council areas of Grantown-on-Spey, Cromdale & Advie and Dulnain Bridge and involved Grantown-on-Spey, Cromdale and Dulnain Bridge Community Councils, the Cairngorms National Park Authority, The Highland Council, Highlands & Islands Enterprise Inverness and East Highland, Voluntary Action Badenoch & Strathspey and the Association of Cairngorms Communities.

The Our Community ... A Way Forward project started out as a housing survey but ended up as a fairly broad community needs assessment with an emphasis on the economy and tourism, housing and social issues. Although quite a lot of statistical information could be found on some of these issues, most of it was available for areas larger than the pilot communities. There also had to be scope for each community to identify what issues were most important to them. Quite a lot of consultation had been carried out in the pilot communities over a number of years – with few apparent results. Therefore it was felt the community might be reluctant to get involved in the pilot and feel rather cynical about it. There was also a strong feeling that there were sections of the community that previous consultation exercises hadn't reached – for example young people.

This toolkit was produced as part of the pilot and draws on the lessons learnt by everyone involved. It is intended to be a guide for Community Councils and other community groups who want to influence Community Planning in their area by drawing up a list of residents' priorities for action. Community Planning is the way in which public bodies work together to improve services to communities – the agencies involved usually make many important decisions about how public money is spent in communities.

We hope you find the toolkit useful. A separate report of the Our Community ... A Way Forward project is available from Fiona Munro, Housing Policy Officer, Cairngorms National Park Authority, tel: 01 479 870540 email: fionamunro@cairngorms.co.uk



Keep notes as you go!

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2

When to use this toolkit

You might find this Toolkit useful if:

- There is a significant problem in your area that your community wants to solve, eg a lack of affordable housing, young people leaving the area or derelict land;
- You feel there is a need for better services or improvements to facilities in your community, eg more things for young people to do or a better village hall;
- You want to influence how public money is spent in your community and the priorities of local agencies, eg Council Ward discretionary budgets, European funds etc

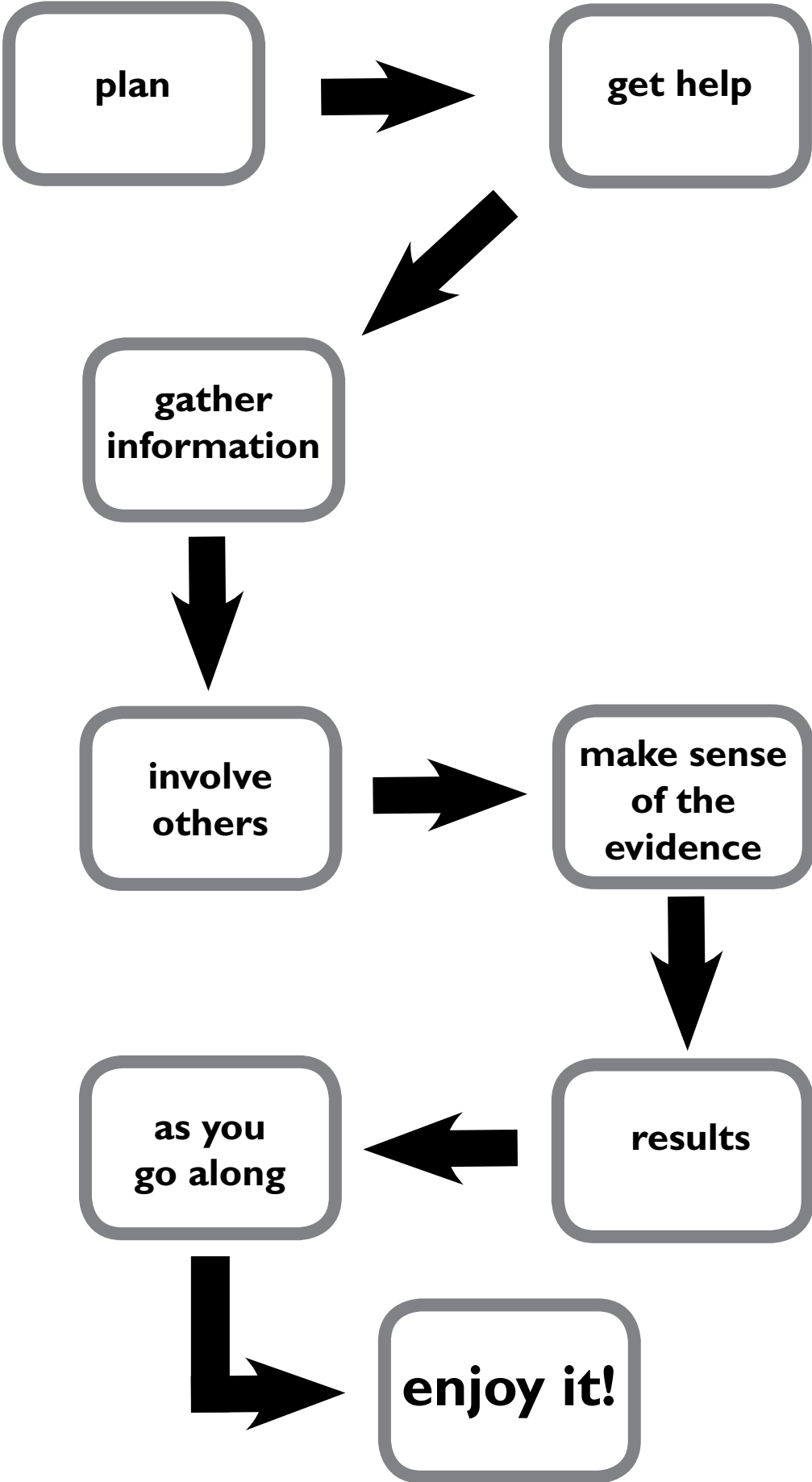
The pilot project started because people wanted to know more about the need for housing in the pilot communities, so that arguments could be made for more investment in affordable housing in the area. However decisions about housing are often linked to other issues about jobs, leisure facilities, the environment etc, so it was agreed to find out about these issues as well. Public agencies like the Cairngorms National Park Authority (CNPA) and The Highland Council also wanted to try out new ways of consulting communities about local issues, to improve their decision making and help prioritise budgets for community projects.

Anyone who lives or works in a community and wants to do something to improve it might use this toolkit to help gather relevant information and decide what action to take.

The toolkit will help you to:

- Decide what your aims and objectives are;
- Identify what information you need and how best to collect it;
- Involve people in collecting information and deciding what action to take; and
- Publicise your project and the results.

Key Steps



3

Checklist of Key Steps

plan

See example of work plan programme (page 48)

- Take time to think about what you really want to achieve and work out the best methods to use to get there.
- Talk to other groups who have done something similar.
- Have a step by step plan for how you are going to carry out the work.
- Regularly review progress against your plan.

get help

See sample letters to local organisations and stakeholders (pages 33 & 47)

- Be realistic about how much work will be involved.
- Seek help – from public and voluntary agencies as well as local businesses, community groups and individuals with skills you might find useful.

gather information

See pages 50,54,57,62 and 63

- Research what information is already out there about your community and identify the gaps.
- Use a range of different methods to collect what further information you need.
- Use methods suited to your needs, eg surveys to collect facts and figures, small group discussions and community events for views and opinions.

involve others

See stakeholder map (page 43)

- Think about the different types of people in your community and how best to ask for their views.
- Will you need to offer an incentive to get people to participate?
- Can you make it fun?
- Do you need to get information translated or produced in large print or on tape? What about people who are housebound?

make sense of the evidence

- What does all this information tell you?
- What are the key issues?
- Expect some contradictions and conflicting views – how will you resolve these?
- How will you set priorities for action?

results

- Present your results in a way that is easy to understand.
- Think about your audiences – who do you want to influence most?

**as you
go along**

- Spread the word about what you are doing before you start
- Look for opportunities to involve local people in carrying out the work so the community becomes part of it – not just people in your own group
- Regularly review your plan and whether you need to change course
- Tell people how things are progressing as you go along

enjoy it

- Have fun!



Keep notes as you go!

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4

Some learning points from the pilot

- It can take a long time to plan a project properly – find ways to keep people interested and help them understand what is going on in the early days.
- Once people have had a good experience it helps encourage interest.
- Local clubs and societies usually have their programmes made up months in advance – you need to plan well ahead if you want them to give you a slot to talk about your project.
- Agree an appropriate time for meetings, they may need to be in the evenings.
- Involve people you are likely to want to ask for help as early in the project as possible - ask them how they want to be involved.
- Use local people not agency representatives in publicity, requests for help, invitations to events, press releases etc.
- Consultation methods which promote discussion and debate can be a useful learning experience for everyone, as well as a way of getting people's views - events also need to be fun!
- Not everyone will book for community events – some will just turn up and some who have booked will not come! Plan for this in terms of numbers.
- If you are doing a household survey – which is a great way to publicise other consultation activities – make the most of it by including information about other events.
- The positive approach of Appreciative Inquiry (see pages 17 & 80) looking at a community's achievements and assets as well as needs, worked well .
- It is crucial that people can see that action will be taken forward by agencies.
- Don't be daunted.

5

Getting started - Planning the work

5.1 WHO – Needs to be involved

You will need lots of help to carry out your project successfully. Not everyone can or will want to be involved at every stage. So you will need to:

- Set up a Steering Group who will make the main decisions about the project as it goes along;
- Map out the Project 'stakeholders' – people who have an interest in the outcome and whose participation you need; and
- Consider groups that are perhaps more difficult to reach (people with disabilities, young people, older people etc).

Setting up a Steering Group

You may have a ready made group that can take forward your project or you may need to form a new group. Either way you need to make sure that:

- You have a good mix of local residents and agency representatives;
- The role of the group is agreed at the start and key jobs are shared out (Chair, Secretary, Spokesperson etc);
- Everyone feels able to take part and have their say and key decisions are recorded;
- Key contacts promote the process and encourage people to come and participate; and
- Have meetings when the majority of people can come.

In the pilot project, an evaluation sheet was handed out at the end of every meeting and views were recorded in the minutes. This was a safe way for people to express their views and helped to improve meetings as the project went along.

See Sample Meeting Evaluation Sheet and Sample Steering Group Agenda and Minutes (pages 78, 37 & 38)

Role of Pilot Project Steering Group

- Ambassadors/champions – identify key things that are good about the project and sell it on;
- Be information providers, contacts;
- Opening doors, unblocking channels particularly amongst people's own networks and groups;

- Being 'eyes and ears' feeding back information about community reaction to the project;
- Attend key events; and
- have a management/scrutinising role over the project.

'Stakeholder Mapping'

At the start of your project it's a good idea to list:

- Who could help publicise the project;
- Who might be able to help make the project happen – who has information, ideas, skills, funding etc;
- Who has information you need or can take decisions about local issues – public agencies, voluntary organisations, community groups, local residents; and
- Anyone who might be against the project happening.

This is often called 'stakeholder mapping'.

Possible 'Stakeholders'

Councillors, MSPs, MPs

Council of Voluntary Service

The Council

Sports Clubs

Local Enterprise Company

WRI, Rotary, Business Groups

Health Service, Police, Fire

Youth Groups, Lunch Clubs

Schools, Libraries

Disability Groups

Tourist Agency

Parent and Toddlers, Nurseries

Cairngorms National Park Authority

Young Farmers

Environmental agencies

Historical and cultural societies

Rural Partnerships

See Sample Stakeholder Map (pages 43 to 46)

Once you know who needs to be involved it can be useful to think through how they might get involved. Be realistic about this, eg there's no point wasting resources consulting people who aren't affected by the issues you want to tackle. On the other hand, if you want to do something about vandalism then the police, housing agencies and youth workers might all need to be on your Steering Group.

At this stage you should also think about whether there are groups of people in your community that you will need to make particular efforts to involve such as children and young people, people aged 18-35, people with disabilities, and people from minority ethnic communities. Some of the things to think about including:

- Whether information will be needed in different languages, on tape or in large print;
- Information about support needs on booking forms for events;
- Timing and location of events; and
- Accessibility of venues.

For lots of information and advice about consulting different groups in the community visit the community regeneration section of the website of Communities Scotland
www.communitiesscotland.gov.uk

5.2 WHY – Getting your aims and objectives clear

You may have a clear idea of what you want to take action on and why. If so that's great! If not then you need to take some time to discuss:

- What are the main issues affecting your area?
- Who makes decisions about these issues?
- What sort of information do you need to decide what to do about these issues?
- Has anyone done anything similar in this area in the past – what lessons can you learn?

Even if you think you have clear aims and objectives it's still worth taking some time to:

- Check out whether everyone in your Steering Group agrees what the issues are; and
- Discuss your plans with some of the people and organisations you will want help from.

Information Gathering

Make sure you know the boundary of the area to be included in your project. This is particularly important if you think you might have to do a survey of residents. In the pilot project we used all households listed on the Electoral Roll living in the communities included in the project.

Ask the council for a copy of the Electoral Roll

In the pilot project, getting information on housing was a particularly important issue. So the household survey mostly asked for information about housing needs. You may want to look at a different issue or issues. You may be able to find an example of a survey that you could adapt. If you have a local college you may be able to get a student to help. There may be someone in your community who does this for a living.

Do you need to gather comprehensive information about **all** the issues in your community or just one? This will affect **how** you go about it, **timescales** and **resources**.

See the sample household survey (page 50)

5.3 HOW – Will you gather the information you need?

Now you can work out what information you need to gather to decide how to achieve your aims and objectives. More detailed advice on different methods for gathering information and organisations which might help you is available in Section 6 (see page 21) and Appendix Two (see page 79).

At this stage you need to think about:

- The range of topics you want to cover – one/a few/many?
- Whether you need facts and figures mostly or/and views and opinions?
- Your community's existing experience of consultation – good, bad or ugly?
- What information will help influence relevant agency strategies and plans?
- Are there any equalities issues you need to consider, eg access to buildings, meetings and information, creche?

Background to Pilot Projects

The Our Community...A Way Forward project started out as a housing survey but ended up as a fairly broad community needs assessment with an emphasis on the economy and tourism, housing and social issues. Although quite a lot of statistical information could be found on some of these issues, most of it was available for areas larger than the pilot communities. What was available wasn't detailed enough in some cases to help decide how best to tackle issues – this was the case with housing for example.

The pilot communities were similar in some ways but very different in others – there had to be scope for each community to identify what issues were most important to them. Quite a lot of consultation had been carried out in the pilot communities over a number of years – with few apparent results. Therefore it was felt the community might be reluctant to get involved in the pilot and feel rather cynical about it. There was also a strong feeling that there were sections of the community that previous consultation exercises hadn't reached – for example young people.

It was decided that the overall approach to the pilot should be a method called 'Appreciative Inquiry', which looks at a community's strengths and achievements and how to build upon them. A survey of all households was carried out to gather the facts and figures needed about housing issues and views about the community. A range of other methods were used to fill in the gaps in statistical information and to get ideas from local residents about how to improve their community. These included:

- Interviews with employees of local public services, local business organisations and employers, voluntary groups and elected representatives;

(continued over page)

Background to Pilot Projects continued

- 'Community conversations' (group discussions) with different special interest groups – older people, new migrants, young mums, adult learners;
- An online debate, a graffiti board and questionnaires for young people;
- 'Map Your Community' events for local residents with fun activities as an incentive to take part.

See Section 6 (page 17) and Appendix Two (page 79) for more information on Appreciative Inquiry. See Appendix One (page 31) for samples of the techniques used including the housing survey, guides to holding a community conversation and programmes for events.

5.4 WHEN

- Things which are going on already such as mother and toddler, youth clubs, over 60's clubs;
- Things like school holidays, Christmas and other religious festivals of different faiths, annual events like Burns Suppers and agricultural shows, can push back dates for consultation;
- Giving plenty notice of consultation events and deadlines; and
- Other commitments people in your group have to work around.

Above all – **be realistic** – most things take longer than we imagine!

Timetable

Your timetable can be very simple but this is a task that it can be very helpful to do on a computer. The Our Community... A Way Forward project had both timetables and detailed work programmes.

See sample work programmes and timetables (pages 48 & 49)

5.5 RESOURCES

The people involved in your group and local residents willing to volunteer will be some of your main resources but you are likely to need help with some tasks. Things you might need help with include:

- Designing, printing and analysing a survey;
- Publicity – writing and issuing press releases; putting information on relevant websites;

- Researching what information already exists on your community;
- Planning and running community consultation events;
- Working out the costs of all the above; and
- Someone to co-ordinate and facilitate the consultation process, depending how much will be involved.

You will also need practical resources such as a place to meet, access to photocopying, funding to print publicity leaflets and reports, venues for community events etc. You may be able to get some help 'in kind' from local voluntary and public agencies such as the Cairngorms National Park Authority, your local Council of Voluntary Service or the Council Community Learning and Leisure Service. These organisations may also have funding you can apply for, or be able to give you advice about other sources of funds. You will need to draw up a realistic budget for all of your likely expenses before making a funding application. It is also a good idea to ask public agencies to identify some funding that can be set aside to enable you to achieve some 'quick wins' as well as to carry out any consultation.



Keep notes as you go!

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Carrying out the work

6.1 RESEARCH – Finding existing information about your community

Using existing information about your area or a particular topic will save you time and resources. There is a large amount of statistical information held at national and local level about a very wide variety of topics. It is likely that at least some of the information you need will already have been collected. This type of statistical data is particularly useful if you want to build up an overall picture or profile of your community. You can use it to compare your area with others and Scotland as a whole, to identify trends over time and issues which particularly affect your area. One difficulty you might face however is that often the information will not have been collected for exactly the same area as your boundaries. Your Council's planning service may have someone that could give you advice about what statistics are available.

Statistics are important but you will also be able to find out a lot about your community from things like:

- Speaking to people working in key positions locally;
- Reading the local newspapers and documents like annual reports of local organisations; and
- Using the internet, particularly websites of large public agencies like your Council, the Cairngorms National Park Authority and your Enterprise Company.

It's often worth talking to key people and reading background information before you start to collect statistical information or consult local residents. If someone has tackled the issues already they may be able to provide you with the results of their work to save you time and effort.

Research and Information

In the pilot project information was gathered on a range of social issues including:

- Population trends and projections
- Age structure of the population
- Number and type of households
- Health of population
- Length of time living in the area

Information was obtained from official data sources (see Appendix 2 see page 79) and household survey findings

Research and Information continued

Economic information gathered in the pilot project included:

- Working age population and numbers employed/not employed
- Hours worked by those in employment
- Employment by industry
- Method of travelling to work
- Educational qualifications of working population
- Unemployment rates
- In and out migration
- Income levels
- Tourism
- Local economic and tourism organisations

Information was obtained from official data sources (see Appendix 2 see page 79) and interviews with stakeholder agencies

Housing information gathered in the pilot project included:

- Total number of houses
- Number of second/holiday homes and empty houses
- Social rented houses – supply and demand
- Homelessness
- Housing for particular needs
- Owner occupation – house prices and demand
- Affordability of housing
- Private rented housing and tied housing – supply and demand

Information was obtained from official data sources (see Appendix 2 page 79), household survey findings and consultation with stakeholder agencies and community consultation feedback.

Research and Information continued

Information on services, eg transport, health, education, police and facilities and amenities was obtained from interviews with stakeholder agencies and community organisations identified during the stakeholder mapping exercise. It is important to obtain a range of views about services as the 'community' view is often different from that of the agencies.

6.2 CONSULTATION – Asking the community about itself

There are many different methods which can be used to gather information from residents in your community about issues that concern them. We can't discuss different methods in detail here but there are lots of sources of information and advice listed in Appendix Two (see page 79). There are likely to be various people working in local organisations like the Council, the Cairngorms National Park Authority and your local Council of Voluntary Service who may be able to give support and advice. They are likely to be called something like Community Development/Community Learning/Social Inclusion workers.

If you are going to need help from particular people or community organisations you might want to ask their views about what consultation methods will work best. Invite them to a meeting of your Steering Group or organise a separate discussion with a small group of key people. Do this early on, before any decisions have been made about which methods to use but after you have read up on the various options!

To get this bit right, you need to make sure the methods you choose are 'fit for purpose'. Normally it's a good idea to use more than one method – to check whether you get different results from different methods and to reach different types of people.

As described in Section 5 it will be helpful if, before you look at information on different methods, you have thought about:

- What kind of information you want to gather:
 - facts and figures e.g. on the population, local economy, housing, local services
 - ideas, opinions, feelings, memories;
- Who you need to get the information from, including groups that might face barriers to taking part;
- How complex the issues are likely to be – will people need background information to express a view, or will there need to be an opportunity to debate and discuss issues and reach a consensus;
- How you might record and make sense of the information you gather;

- How much time and resources you will have;
- What skills you have and what help might be available, eg might students at a local college help you with a survey?; and
- Which methods have worked or not worked previously.

The National Standards for Community Engagement consist of 10 good practice statements which are designed to develop more effective community consultation which gives a fair voice to all communities. There is a useful website with lots of tips about community consultation at www.communitiesscotland.gov.uk

Before you start to gather information from the community you need to let people know what is going on so think about publicity.

Publicity

Throughout the pilot project various different methods were used to tell people what was going on:

- An introductory letter to key individuals in agencies and community groups at the start of the project;
- A publicity leaflet with tear off slip for those willing to get involved;
- A page on the local community website and links on other popular websites;
- Articles in the community newspaper;
- Regular press releases, featuring quotes from community representatives, targeted at local newspapers;
- Personal letters from community representatives, requesting support, mailed direct to a wide variety of 'stakeholders';
- School bag leaflet drops;
- Posters in shops, community centres etc; and
- Door knocking.

- Keep your messages simple;
- Use direct quotes from local people where possible;
- Create photo opportunities for local press;
- Make it easy for people to contact you by different methods– a free post address and free phone telephone number, an email address.

Map Your Community Events

As part of the pilot project, we held a number of half day events in each community, open to any local resident. The events were designed to require lots of participation, refreshments were offered and some included a fun activity such as a quiz or bingo. The Council Planning Service provided large scale maps of each community. Participants were given lots of blank 'flags' made from post it notes and cocktail sticks. Issues were written on the flags which were then placed on the map with blu tac. Participants were asked to identify: community assets – things of value to the community; things that should be kept as they were; things that should be improved and opportunities for new facilities or services. Participants were encouraged to look at what other people had written and the exercise prompted lots of discussion amongst those present. The issues raised on the map were recorded and then compared with what was raised in discussion groups on the same day and in the surveys.

6.3 FEEDBACK - Results of Consultation Process

If you want to keep people on board with your project then you need to regularly tell them about progress and in particular provide feedback to the community about the results of the consultation process. You can do this in a number of different ways, depending on how much time and resources you have. For example if you are posting things out this may cost a lot of money. However what is important is to tell people how to get feedback when they are taking part.

Ways of getting publicity described on page 24 can also be used to provide feedback. You may also want to produce separate reports of community events or discussion groups as you go along, as well as a final report summarising the outcomes of the project as a whole.

Use photographs and illustrations to liven up written material.

Data Protection

If you are going to need to hold people's names and addresses on a computer you will need to check the rules relating to Data Protection. If you are paying someone to carry out a survey on your behalf they should be following the rules but check this is covered in any agreement you have with them. If you want to be able to send people reports of events they have attended, ask people who want a report to leave their name and address at the event. Don't use their name and address for anything else without their permission.

6.4 PRIORITISATION and ACTION PLANNING

Two of the most common complaints about projects involving community consultation is that they produce 'wish lists' and that nothing actually happens afterwards. Don't let this be said about your project!

Now that you have gathered lots of information about your area you need to make sense of it, decide which issues are most important and what to do about them. This needs to be done in a way that keeps all your important stakeholders involved as this will mean your action plan is more likely to receive support and funding. The community also need to be clear from the start that some sort of prioritisation of issues will be needed.

It is unlikely that you will be able to tackle all the issues raised during your project, certainly not straight away. Think about including short, medium and longer term actions within your plan.

There may be conflicting views about some issues and it may not be possible to get agreement about how to take these forward. You need to think about how you will handle such situations.

Priorities and Action Planning

In the pilot project this stage happened in a number of different ways;

- The consultants employed to support the pilot analysed the results of the household survey and the community conversations and produced reports of the findings;
- The issues raised in the survey, community conversations and community events were discussed at a further round of community meetings called 'Next Steps' events.;
- Everyone who came to the first round of meetings was invited back and each meeting was also widely publicised;
- Issues were prioritised and there was a chance to debate areas of disagreement; and
- There was then a discussion about what to do about each of the high priority issues. From this a draft Action Plan was drawn up by the consultants and approved by the Community Council for each area in the pilot and the Steering Group for the project.

See sample Action Plans (pages 68 to 75)

Keep notes as you go!

7

Monitoring and Evaluation

7.1 MONITORING

Monitoring usually takes place on an on-going basis as a consultation progresses and basically is about ensuring that you are doing what you said you would do and agreeing any changes necessary to your original plans. Remember it's not necessarily wrong to have to change your original plans. You can't anticipate everything that will happen during a community project.

Some of the things you might monitor include:

- Timetable – are you meeting key deadlines, does it need adjusted?
- Budget – are you sticking to it, will it be enough?
- Outputs, eg press releases, articles, events, reports – are you meeting the targets for these?
- Consultants – if you have employed people to help you are they doing the job you expected them to do?

Monitoring

The Steering Group for the pilot project met regularly throughout and received information at each meeting which allowed it to assess progress and agree any changes required. Regular updates were received on the project timetable and work programmes and a number of draft reports were produced at key stages in the project. Most of the members of the Steering Group were regularly involved in project activities so they were able to draw upon their own experiences as well as reports from the consultants.

7.2 Evaluation

Evaluation involves making a judgement about how successful you have been as a project in making the difference you intended. It is about assessing the effectiveness of a project, about identifying what worked well and not so well. It can be done either on an on-going basis at key stages in a project or at the end. It can help you:

- Learn from your experiences;
- Help others not to reinvent the wheel;

- Check whether what a project is doing is actually useful;
- Decide whether a project has been a good use of time and money; and
- Make the case for future funding.

The main things you need to do to be able to evaluate a project successfully are:

- Make sure you have clear aims and objectives for your project;
- Work out what information you will need to evaluate your project; and
- Plan how to collect it as you go along.

Evaluation

In the pilot project evaluation sheets were issued at each Steering Group meeting and at many of the consultation events held. Information was collected about return rates for the household survey and the type of people participating in different consultation activities. The Steering Group discussed how successful the project had been at two meetings, using it's original aims as a guide.

See sample evaluation sheets (page 78)



Appendix I

Examples of materials

1	Letter of Introduction.....	33
2	Leaflet About Project	35
3	Steering Group Agenda	37
4	Steering Group Minutes.....	38
5	Stakeholder Map	43
6	Letter to Stakeholders	47
7	Community Work Programme	48
8	Housing Survey	50
9	Guide To Holding A Community Conversation	54
10	Community Conversation Worksheet	57
11	Questionnaire for Young People	58
12	Posters Advertising Events	60
13	Agenda for 'Map Your Community' Event	61
14	Programme for Action Planning Event	62
15	Briefing for Facilitators	64
16	Worksheets for Events	66
17	Evaluation Sheets for Action Planning	67
18	Action Plan Format	68
19	Example of Press Releases	76
20	Evaluation Sheet for Steering Group.....	78

1 Letter of Introduction



Address of organisation

Date

Dear (name) ,

Our Community ...A Way Forward

A new project is underway in Grantown-on-Spey, Cromdale, Advie and Dulnain Bridge. Over the next few months we will be asking residents about the positive aspects of their communities and how these strengths and previous successes can be built on for the future. Every household will also receive a questionnaire about housing and community issues. Information gathered will be used to establish a priority list of projects and developments. Organisations involved have given a commitment to support the implementation of priority projects.

Grantown, Cromdale/Advie and Dulnain Bridge Community Councils are involved in the Steering Group set up to oversee the project and develop an action plan to take ideas forward. We want to ensure that as many people as possible take part in the various community consultation activities. We are therefore seeking your organisation's help:

Publicity/Promotion

Anything you can do to publicise the project and local events will be much appreciated. Please tell all your members about the project – a mention in your minutes or a newsletter perhaps – we can supply further copies of the enclosed leaflet and flyers as well. Urge your members to return their household survey questionnaires.

Get Involved – Hold a 'Community Conversation'

A key part of the consultation process will be a series of 'community conversations' – discussion groups asking people for views about what they most value in their communities. Enclosed with this letter is a 'Guide To Holding A Community Conversation'. Please use this within your own organisation and send us your feedback in one of the enclosed FREEPOST envelopes.

Get Involved – Attend the Big Community Conversation Day or a Community Walkabout/Map Your Community Event. Send a representative from your organisation to one of the community consultation events. Use the tear off slip below to register:

Get Involved – On-Line and By Email. If some of your members are 'on-line' and would prefer to give their views this way, they can sign up to receive three short questionnaires from the Project

over the next four months by email. Alternatively log on to www.grantownonline.org.uk and post a comment on the 'Our Community... A Way Forward' pages.

Locally based consultants Housing Plus have been appointed to help take the project forward. If you would like more information or want to discuss how your organisation can get involved please contact

PLEASE GET INVOLVED – THIS IS A GREAT OPPORTUNITY TO GET WHAT MATTERS TO OUR COMMUNITIES ON THE AGENDA OF LOCAL AGENCIES.

Yours sincerely

Dulnain Bridge Community Council
Grantown-on-Spey Community Council
Cromdale & Advie Community Council

ORGANISATION

.....
CONTACT DETAILS (If possible include a telephone no. and/or email address)

.....
.....
.....
We would like to take part in the Big Community Conversation Day in Grantown on (date)

We would like to take part in a Community Walkabout/Map Your Community event:

- Grantown
- Cromdale & Advie
- Dulnain Bridge

PLEASE TICK ALL THAT APPLY AND RETURN IN ENCLOSED FREEPOST ENVELOPE BY (date)

2 Leaflet about the Project



(Date)

Dear Resident

Our Community .. A Way Forward

Your voice is needed when important decisions are taken about your community. A group of community representatives and local agencies, including Cromdale and Advie Community Council, the Cairngorms National Park Authority, Highland Council and Highlands & Islands Enterprise, have got together to listen to what you have to say about living in Cromdale and Advie. Locally based consultants Housing Plus have been appointed to help the Steering Group

Over the coming months we will meet with community groups and individual members of the community to find out what's working well in Cromdale and Advie and how we can build on the good things about life here to make it an even better place to stay in the future. We will listen to your views and concerns, identify priorities for action and agree ideas for taking actions forward. We will also provide regular feedback to the community on progress and action planned. Most importantly, all of the agencies involved are committed to helping progress our agreed priorities

As part of this process we are carrying out a survey of all households in Cromdale and Advie to find out about existing and future housing requirements and other community needs.

Participation is purely voluntary. **However, to get an accurate picture it is important that as many people as possible take part in the survey.** We are therefore asking you to complete and return the questionnaire in the Freepost envelope by **(date)**

All of the information you provide on the questionnaire will remain completely confidential to the consultants and the survey findings and report will not refer to any individual households.

If you wish to enter a prize draw with a chance to win £100 or would like to get involved in the project in other ways, please complete the tear-off slip opposite and return with your questionnaire in the Freepost envelope.

If you have any questions about the survey, would like help with completing the questionnaire or would like someone to collect your questionnaire please contact the consultants on:

FREEPHONE 0808 100 1354.

Yours sincerely

Community Representative

Our Community .. A Way Forward Steering Group

**OUR COMMUNITY A WAY FORWARD
CROMDALE & ADVIE CONFIDENTIAL HOUSEHOLD SURVEY**

I wish to enter the prize draw with a chance to win £100.

Name

Address

.....

.....

Postcode

I would like to get involved in community consultation activities.

Please send information about future consultation events:

to the above address

or to my e-mail address

My e-mail address is

My telephone number is

Please return this slip with your questionnaire in the Freepost envelope by (date)

Thank you again for participating in the survey.

3 Steering Group Agenda

MEETING WITH STEERING GROUP COMMUNITY NEEDS ASSESSMENT PILOT PROJECT ON (date) AT (time) IN (place)

AGENDA

- 1 Introductions
- 2 Minutes of previous meeting (date)
- 3 Discussion on chair of the group and role of community representatives
- 4 Housing Plus:
 - Stakeholder mapping
 - Community engagement
- 5 Timeline/Phasing
- 6 AOCB
- 7 Date of next meeting

4 Steering Group Minutes

DRAFT MINUTE OF STEERING GROUP MEETING FOR 'OUR COMMUNITY... A WAY FORWARD' HELD ON (date) AT (time) IN (place)

Present: Education and Inclusion Manager; CNPA
 Housing Policy Officer; CNPA
 Association of Cairngorms Communities (Chair)
 Dulnain Bridge Community Council
 Head of Economic & Social Development
 Ward Manager
 Cromdale & Advie Community Council
 Voluntary Action Badenoch & Strathspey
 Grantown-on Spey CC
 Cromdale & Advie Community Council
 Grantown Initiative
 Housing Plus

Apologies:

	Agenda item	Summary of discussion	Action
1	Introductions	SP introduced herself to the group as some people had not met her before.	KA
2	Minutes of the previous meeting 17 December 07 and matters arising	The minutes of the previous meeting were recorded as a true record.	All
3	Report back from the consultation events	<p>JC fed back the main points of the consultation events held in the communities on 19th and 26th January. Feedback from the events was included in the draft final report with individual reports from the four events to be circulated to participants.</p> <p>AC fed back the main concerns from the Youth consultation at Grantown Grammar where there had been a 74% return rate to the questionnaire. The main issues were transport, more to do for young people, better shops, the need for improvements to the school, concerns about new housing development fitting into communities and vandalism.</p> <p>There were similarities and cross over between what was raised by the Youth feedback and the other consultations days.</p> <p>DM commended the consultants on the format of the consultation days as he felt it worked well. Especially the low, medium, high debate that went on. JB agreed and said they had been carried out very professionally and with an easy atmosphere.</p>	Housing Plus

		<p>However what was needed was a quick win to ensure communities got something out of the consultation. Ann felt this was especially important from the youth side as one comment said “YOU will ask for all of our ideas and then go ahead and do what the community – by that I mean the adults of the town – want to do! At the end of the day young people don’t have a voice. They are always OVERRULED by older people”.</p> <p>DM suggested that the CC offer to go to the Pupil Council instead of them coming to us. It was agreed that Ann would suggest this to the Deputy Head Teacher when she went to the school on Monday 18th February. Painting the school could be a priority to take forward. Ann also suggested a meeting with only one thing on the agenda as the youth council meetings usually had many items on it.</p> <p>CR agreed to find the feedback from the Grantown day where MR and JT had come up with some good suggestions.</p> <p>AC fed back that the age group 18 – 30 for young men was missing as attempts to contact them had been unsuccessful. DM noted his concern</p> <p>DM felt there was another issue around the school being a community school. It was suggested that there should be a discussion with the school management team about the final report and the issues raised about the Grammar School.</p>	<p>Housing Plus</p> <p>CR</p>
4	Final Report	<p>JC circulated the final report and appendices which included the priority issues and suggested actions from the events in the 4 communities in January.</p> <p>EW said that events had moved on already in Cromdale. The lorry park issue could not be resolved as the Grantown lorry park was full of salt and lorries. Also a young person had joined their community council and offered to assist with circulating community council minutes to local residents with access to email.</p> <p>Trying to find a solution to this issue should be retained in the action plan as this had not been discussed with all agencies yet.</p> <p>KA felt that this should be discussed under the action plans. The discussion on the final report was how to take the information in the report forward in a strategic way eg which of our partners could use the information. We need to identify who to send the report to. FM had been approached both by the Housing Strategy Officer in the Highland Council and the Highland Small Communities Housing Trust for the final report.</p> <p>AH felt that the partners around the Badenoch & Strathspey Community Planning Partnership would be interested as this steering group was actually set up as a sub group of the partnership. It was agreed that the report and action plans should be discussed at the next meeting in mid March. Many of the actions in the plans would be taken forward by the partners around the table.</p>	<p>Housing Plus</p> <p>AH, SP, KA, JB</p>

5	<p>Final Stages of the project:</p> <ul style="list-style-type: none"> • Action Plan • Toolkit • Monitoring and reviewing of action plans 	<p>Action Plan SP felt that the action plans should be clear on who was leading on the action. She agreed to complete this for the local authority if they were leading on an action.</p> <p>It was agreed that JC would complete the action plans as far as she could. These would then be emailed and posted to the Steering Group with a return date of not later than 29th February. The final version would be tabled or emailed just before the next meeting which was agreed as 6th March.</p> <p>Each community would have to identify a quick win from the issues raised in the action plans.</p> <p>The CNPA had £10k earmarked for these for this financial year however time was running out.</p> <p>There would be funding available in 2008/09 however it was still unclear how much this would be.</p> <p>DM suggested putting the final action plans on the CNPA website. Most information had already been put on Grantown on line. It was agreed that both possibilities would be looked into.</p> <p>AH suggested numbering the issues as this would make it easier to discuss.</p> <p>How best to take forward issues for young people was still to be agreed, i.e. whether to include these in the action plans for each community or whether to produce a separate Youth Action Plan.</p> <p>Toolkit: AC has been working on the toolkit and was trying to keep each section short to make it accessible. AC tabled the revised contents list (see attached) and agreed to have the finalised draft ready for the meeting in March. The folder was available for the steering group to view at the meeting.</p> <p>Monitoring and reviewing of action plans The final version of the actions plans would be tabled or emailed just before the next meeting which was agreed as 6th March. This would also allow the action plans to be tabled at the Badenoch & Strathspey Community Planning Partnership meeting. This would allow the partners to consider their input on the actions and discuss funding possibilities. If an organisation identified as leading an action did not agree, then the reasons for this would need to be clearly communicated back to the relevant community councils. It was agreed that this was also the best forum to monitor and review the actions plans to keep all of them on side.</p>	<p>SP</p> <p>Housing Plus</p> <p>All</p> <p>Communities</p> <p>AH</p> <p>All Housing Plus, CR</p> <p>Housing Plus</p> <p>Housing Plus</p> <p>Housing Plus</p>
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6	Monitoring and evaluation of the project	<p>Monitoring usually takes place on an on-going basis as a project progresses and basically is about ensuring that you are doing what you said you would do and agreeing any changes necessary to the original plans. This is what the Steering Group have been doing at each meeting using the feedback sheets</p> <p>WHAT SHOULD WE EVALUATE?</p> <p>ACc suggested the discussion should focus on the following issues, all of which were featured in the original brief for the project:</p> <ul style="list-style-type: none"> • The effectiveness of the consultation and involvement activities e.g. <ul style="list-style-type: none"> o Lessons learnt o Take account of previous experience o Fun factor o Usefulness of information gathered o Develop local capacity o Engage broad section of the community <p>Steering group members discussed the community consultation process in groups of twos and threes, with each group reporting back the key points discussed which were:</p> <ul style="list-style-type: none"> • Consultation not representative of all members of community – why didn't people turn up? <ul style="list-style-type: none"> o Apathy o Doing other things o 'established locals' are more difficult to access than new members o Consultation fatigue? • Consultation not representative of all members of community but – was that important? <ul style="list-style-type: none"> o key issues came out in the process o consultation feedback similar to survey feedback which included the views of a significant proportion of each community • Slow start with a long lead in to the project <ul style="list-style-type: none"> o Some steering group members felt overwhelmed at earlier meetings o Process improved over time o Local people to lead the process o Later stages, e.g. community conversations worked well • Pro-active process rather than reacting to specific problems in the community <ul style="list-style-type: none"> o Early wins important as offers an incentive for ongoing future community involvement o Inducement to complete the housing survey was not required o The principle of resourcing the quick wins needs to be established at the start of the project o 'Appreciative' approach worked well 	All
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		<ul style="list-style-type: none"> • Maximising participation in the consultation process – linking into other events <ul style="list-style-type: none"> o Offers a wider audience o Time constraints etc limits the scope of consultation o 'Linking up' attempts during the project had limited success • Replicating project in other areas <ul style="list-style-type: none"> o communities would need significant levels of support o the project would probably not have worked without the steering group <p>There was insufficient time to continue with the monitoring and evaluation. It was agreed to continue the discussion and complete the exercise at the next meeting.</p>	
7	Feedback sheet	AC circulated the sheets for feedback. Seven forms were completed. Everyone was positive about the meeting although two people had difficulties because didn't get any or all of their papers and one person found some of what was said difficult to follow. However others commented that it was enjoyable and a good debate with everyone having something to say.	All
8	AOCB	There was no other business.	
9	Date of next meeting	Thursday 6 March 08 in CNPA Board room at 17.30 till approx 19.30. KA and AH indicated that they would be unable to attend. DG would be at a meeting in Dundee that day so did not know whether he would be back in time for the start of the meeting.	All

Contents list for Toolkit:

- 1 Introduction
 - 2 When to Use the Toolkit
 - 3 Checklist of Key Steps
 - 4 Key Learning points from the Pilot
 - 5 Getting started: Planning the Work
 - Why
 - When
 - What
 - How
 - Resources
 - 6 Carrying out the work
 - Research
 - Consultation
 - Feedback of results
 - Action Planning
 - 7 Carrying out The action plan
 - Staying Positive
 - Monitoring and Feedback
 - Evaluation
- Appendices
- Examples of materials you can use
 - Further help

5 Stakeholder Map

OUR COMMUNITY: A WAY FORWARD STEERING GROUP MEETING 16/08/2007 AGENDA ITEM 4: STAKEHOLDER MAPPING

BACKGROUND

At the start of any community project it's a good idea to work out:

- who could help publicise the project to make sure everyone has a chance to get involved if they want to
- who might be able to help make the project happen - who has information, ideas, skills, funding etc.
- who needs to be consulted along the way – local agencies, voluntary organisations, community groups,
- if anyone might be against the project happening

This is often called 'stakeholder mapping'. Doing it thoroughly is likely to make any project more successful and it also helps to meet one of the National Standards for Community Engagement. This process started when organisations were invited to join the Steering Group. It continued at the last meeting of the Steering Group and Housing Plus has since worked to put together a 'long list' of key individuals and organisations in the three communities. Many of the organisations serve all three communities so the Cromdale/Advie and Dulnain Bridge columns contain only organisations operating locally in these communities.

ACTION REQUIRED

Before the meeting, we'd be grateful if you could read through the list and make a note of:

- organisations we've missed out
- organisations you think could be taken off the list

AT THE MEETING we will work out what level of involvement these groups should have in the project

STAKEHOLDER TYPE	GRANTOWN & C&A/DB	CROMDALE	DULNAIN BRIDGE
Public Agencies	Highland Council Communities Scotland Cairngorms National Park Local Enterprise Company Destination Management Organisation Scottish Natural Heritage Community Health Partnership B&S Community Planning Partnership Forest Enterprise Northern Constabulary Visit Scotland Highlands and Islands Fire and Rescue Service		
Media	The Strathy Grantown and District Times Speysound Radio Moray Firth Radio BBC Radio Highland Grantown OnLine		
Faith Groups	Baptist Church Church of Scotland Episcopal Church Catholic Church Speyside Full Gospel Church	Church of Scotland	Church of Scotland
Representative Community Groups	Community Council (Hogmany Committee) (Festive Lights Committee)	Community Council	Community Council
Special Interest Groups – e.g. sport, environmental, animal, cultural, etc.	Culture Grantown Society In Stitches Drama Club Pipe Band Spey Art Group Gaelic Group Grantown Museum & Heritage Centre Action for Gaelic & Heritage Badenoch & Strathspey Singers Scottish Country Dancing Strathspey in May Village Artists Sport Grantown Try-Tri Craig Maclean Leisure Centre Grantown Bowling Club Grantown Football Club Grantown Golf Club Grantown on Spey Lawn Tennis Club Grantown Football Club Shinty Club Speyside Paddlers Club Strathspey Curling Club	Bowling Badminton Football Pool Darts Swimming	Art Group Bowling Club Rifle Club Snooker Club

STAKEHOLDER TYPE	GRANTOWN & C&A/DB	CROMDALE	DULNAIN BRIDGE
	Active Schools Aerobics/Circuits Badminton Club B&B School Ski Association Exercise to Music Former pupils swimming club Granttown Highland Games Ladies Badminton River Spey Anglers Yoga Transport Granttown Community Minibus B&S Community Transport Company General WRI Strathspey Canine Club	WRI	WRI
Housing and Care Providers	Highland Council Albyn Housing Society Hanover (Scotland) HA Abbeyfield Association Hanover HA sheltered housing developments (Coppice Court, Woodside Court) Care homes (Grandview, Grant House, Mount Barker, Riversdale) Dachaid Care		
Age Based	Granttown Youth Drop-In Granttown YMCA B&S Youth Forum Streetwork project Parent, Baby and Toddlers Club Granttown Youth Group Granttown Primary School PTA Granttown Primary Parent Council Granttown School Club Granttown Grammer Association Granttown Playgroup University of 3A Pupil Councils (GGS & GPS) Beavers Brownies Guides Cubs Scouts Duke of Edinburgh Streetwork Project	Toddler Group Over 60s Lunch Club	Over 50 Club Sunshine Club
Particular Needs	B&S Crossroads Care & Repair Ian Charles Escape Club Highland ADHD Support Group Badenoch and Strathspey Community Care Forum Arthritis Care Richmond Fellowship		

STAKEHOLDER TYPE	GRANTOWN & C&A/DB	CROMDALE	DULNAIN BRIDGE
Voluntary and Local Orgs	Grantown Initiative Anagach Woods Ramblers Association Royal British Legion Royal Naval Association Grantown Ist Rainbows B&S Community Advice and Info Service Voluntary Action B&S Highland Hospice Charity Shop Highland Real Nappy Appeal B&S Community Car Scheme Cats Protection Family First Figgat Fair Grantown & District Twinning Motor Mania B & S Volunteer Centre YMCA Strathspey Leisure Trust Strathspey Waste Action Network	Hall Committee	AA Village Hall Trustees
Business & Tourism Organisations	Grantown Business Association Cairngorm Farmers Market Association Local Economic Forum Cairngorm Chamber of Commerce Agricultural Show		
Local Service Centres	Grant House Vet Dentist Tourist Office Hospital Health Centre Clinic Schools Recycling Centre Registrars Countryside Ranger Library		
Land Owners/ Estates	Revack Lodge Estate Strathspey Estate Logie Estate Craggan Estate Glenbeg Estate	Tulchan Estate Balnafettach Estate Glenlochy Estate Rynaballoch Estate	Reidhaven Estate Muckrach Estate
Elected Representatives	Danny Alexander Fergus Ewing H&I List MSPs Highland Councillors		
Local Businesses	Grantown Online List		

6 Letter to Stakeholders



Address

Date

Dear (Name),

Our Community .. A Way Forward

A new project is underway in Grantown-on-Spey, Cromdale, Advie and Dulnain Bridge. Over the next few months we will be asking residents about the positive aspects of their communities and how these strengths and previous successes can be built on for the future. Every household will also receive a questionnaire about housing and community issues. Information gathered will be used to establish a priority list of projects and developments. Organisations involved have given a commitment to support the implementation of priority projects. Grantown, Cromdale/Advie and Dulnain Bridge Community Councils are involved in the Steering Group set up to oversee the project and develop an action plan to take ideas forward.

A copy of an information leaflet which is being widely distributed to local organisations and individual members of the community is enclosed. A key part of the consultation process will be a series of 'community conversations' – discussion groups asking people for views about what they most value in their communities. We are holding a 'Big Community Conversation Day' on the morning of the 3rd of November and we would be very pleased to welcome you or a local representative of your organisation to that event.

Locally based consultants Housing Plus have been appointed to help take the project forward. If you would like more information or want to book a place at the Big Community Conversation Day please contact Janet Collins on 01479 841391 or FREEPHONE 0808 100 1354 or email hplusn@aol.com

Yours sincerely

Beth Grant, Dulnain Bridge Community Council
Jim Beveridge, Grantown-on-Spey Community Council
Sandra Fowler, Cromdale & Advie Community Council

7 Community Work Programme

COMMUNITY ENGAGEMENT	WORK PROGRAMME	
TASK		
Promotion/Publicity		
Revise and print leaflet/posters		
Agree and issue press release		
Website links		
Distribute leaflets/posters	School bags, shops, services, notice boards	
Community Conversations		
Target 20 facilitators	From highest priority stakeholders	
Prepare DIY toolkit		
Big Community Conversation Day		
Arrange hard to reach conversations	To be facilitated by Housing Plus with five groups	
Analyse results		
Consultation with YP	Will require assistance from youth leaders locally	
Meet Youth Cafe		
Meet School Council/YF reps		
Agree methodology with yp		
Implement		
Internet Panel		
Negotiate space on Grantown On-line		
Secure 20 volunteers		
Issue three requests for feedback		
Post results on Grantown On-line		
Map Your Community	With assistance from VABs community development workers	
Agree dates and venue for one event in each community		
Plan community walkabout routes and do H&S risk assessment		
Prepare maps/models of each community		
Meeting with facilitators for each event		
Plan administration of each event, e.g. catering, pens/paper etc.		
Our Community .. The Way Forward Meeting		
Agree date and venue for one two day event		
Plan administration of event		
Briefing for facilitators for event		
Hold event		
Prepare feedback report		

	September				October					November				December		
	3	10	17	24	1	8	15	22	29	5	12	19	26	3	10	17

OUR COMMUNITY .. A WAY FORWARD
Cromdale and Advie CONFIDENTIAL Household Survey, 2007

This survey is being carried out to get a clearer picture of local housing needs and preferred housing options and to hear what you have to say about living in Cromdale and Advie. The survey will not take long to complete and your responses will help to identify future requirements. All information will be treated in strictest confidence and no published information will refer to any individual households.

Please let us know if you need help with completing this form or if you would like the form to be produced in larger print. If English is not your first or preferred language, translation services can be arranged. For further help please contact our Freephone 0808 100 1354.

1. Is this your household's only or main home? (Please tick one box only)

- Yes No, it's a second home or No, I'm currently on holiday here

If you have answered **NO** to Question 1 you do not need to complete any further questions. Please return the questionnaire in the enclosed freepost envelope.

Your Home

2. Who owns your home?

- Own your own home Tied accommodation
 Rent from Highland Council Other (please specify)
 Rent from a private landlord

3. How big is your home?

- 1 bedroom 3 bedrooms
 2 bedrooms 4 or more bedrooms

4. What condition do you consider your home to be in?

- Good Reasonable Poor Very Poor

5. Does your home suffer from any of the following problems? (Please tick all that apply)

- Poor heating No inside bathroom/wc Roof in poor condition
 Poor insulation Rotten windows/doors Other (please specify)
 Poor electrics Damp/condensation

6. Do you or does anyone else have difficulties living in your home because of age, disability or illness?

- No (go to question 7) Yes

If yes, would any of the following help you/them to live there? (Please tick all that apply)

- | | |
|---|---|
| <input type="checkbox"/> House improvements/repairs | <input type="checkbox"/> Home care services |
| <input type="checkbox"/> Adaptations (e.g. downstairs bathroom) | <input type="checkbox"/> Other (please specify) |

OR: Would it help to move house?

- | | |
|--|------------------------------|
| <input type="checkbox"/> No (go to question 7) | <input type="checkbox"/> Yes |
|--|------------------------------|

If it would help to move house, what kind of housing would be more suitable?

- | | |
|--|--|
| <input type="checkbox"/> Housing all on ground level | <input type="checkbox"/> Older person housing (e.g. sheltered) |
| <input type="checkbox"/> Wheelchair accessible housing | <input type="checkbox"/> Care home |
| <input type="checkbox"/> Other (please specify)..... | |

Your Future Housing Requirements

7. Do you need or want to move home?

- | | |
|--|--|
| <input type="checkbox"/> No (go to question 16) | <input type="checkbox"/> Yes within next 2 years |
| <input type="checkbox"/> Yes as soon as possible | <input type="checkbox"/> Yes within next 5 years |

8. What are your main reasons for needing another home? (Please tick all that apply)

- | | | |
|--|---|---|
| <input type="checkbox"/> Health/Disability reasons | <input type="checkbox"/> Need smaller home | <input type="checkbox"/> Living in a tied house |
| <input type="checkbox"/> To set up home with partner | <input type="checkbox"/> Private tenancy ending | <input type="checkbox"/> Relationship breakdown |
| <input type="checkbox"/> Condition of home | <input type="checkbox"/> To buy own home | <input type="checkbox"/> Home too expensive |
| <input type="checkbox"/> To be nearer work | <input type="checkbox"/> Need larger home | <input type="checkbox"/> To be near local service |
| <input type="checkbox"/> Other (please specify)..... | | |

9. Where do you want to move to?

- | | | |
|--|---|--|
| <input type="checkbox"/> Within Cromdale/Advie | <input type="checkbox"/> Elsewhere (please specify) | <input type="checkbox"/> To Grantown-on-Spey |
|--|---|--|

10. How many people in your home (including yourself) would move with you?

- | | | |
|---------------------------------|---------------------------------|--|
| <input type="checkbox"/> Number | <input type="checkbox"/> Adults | <input type="checkbox"/> Children under 16 |
|---------------------------------|---------------------------------|--|

11. What size of house is required?

- | | | | |
|------------------------------------|-------------------------------------|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> 1 bedroom | <input type="checkbox"/> 2 bedrooms | <input type="checkbox"/> 3 bedrooms | <input type="checkbox"/> 4+ bedrooms |
|------------------------------------|-------------------------------------|-------------------------------------|--------------------------------------|

12. Which of the following would best suit your requirements and financial circumstances?

(If you have more than one choice please put these in order of preference, i.e. 1st, 2nd, 3rd etc)

- Rent from the Council or a housing association
- Rent from a private landlord
- Buy a share in a house with remainder owned by a housing association (Homestake)
- Rural Home Ownership Grant for new build or house renovation (means tested)
- An affordable starter home from a private developer
- Self build
- Open market housing

13. If looking for a house to rent have you applied to the Council or a housing association?
 Applied to Council Applied to a housing association (please specify)

.....

14. If looking for a house to buy or part buy what is the maximum you could afford to pay?
 Less than £75,000 £100,000-£150,000 £75,000-£100,000 More than £150,000

15. If you have been unable to move house, is this because:- (Please tick all that apply)
 House prices are too high Lack of affordable rented homes
 Lack of suitable housing to buy Other (please provide details)

Future Housing Requirements of Other People Living in Your Home

16. Is there anyone living in your home who is planning to set up their own home?
 No (go to question 21) Yes within next 2 years
 Yes as soon as possible Yes within next 5 years

If yes, please give details (e.g. daughter, lodger etc.)
.....

17. Where do they want to move to?
 Within Cromdale/Advie Elsewhere (please specify) To Grantown-on-Spey

18. What size of house do they need?
 1 bedroom 2 bedrooms 3 bedrooms 4+ bedrooms

19. Which of the following would best suit their needs and financial circumstances?
 Rent a home Part buy a home Buy a home

20. If looking for a house to rent have they applied to the Council or a housing association?
 Applied to Council Applied to a housing association (please specify)

21. Have any family members or friends had to move away from the area because they could not find suitable housing?
 No Yes

If yes, please give details:
.....
.....
.....

22. Do you have any family members or friends who wish to return to the area?
 No Yes

If yes, please give details:
.....
.....
.....

Living in Cromdale and Advie

23. How many years have you lived:-
 In Cromdale/Advie? In your current home?

24. If you have moved to Cromdale or Advie in the past five years, please indicate the reason why? (Please tick all that apply)
 To move closer to family/friends To retire
 For employment reasons Other (please give details)
.....

25. What do you like about living in Cromdale or Advie?
 Scenery, natural environment Low crime rate
 Employment Living in small village
 Close to friends and family Recreation/outdoor activities
 Other (please specify)
.....

Participating in Community Activities

26. Are you or any other members of your household involved as organisers/volunteers in your community, e.g. committee work, fund-raising, campaigning?
 No Yes

If yes, please provide brief details:
.....

27. Do you or other members of your household participate in any activities and events in your community, e.g. art classes, bowling?
 No Yes

If yes, please provide brief details:
.....

28. What are the two best things that have happened in Cromdale or Advie in recent years?
.....
.....

29. What is the most important feature about Cromdale or Advie that you would like to remain unchanged?
.....
.....

Thank you for taking the time to complete this questionnaire.
Please return to Housing Plus in the freepost envelope by (date)
All of the information you have provided will be treated in strictest confidence.

OUR COMMUNITY,...A WAY FORWARD**YOUR GUIDE TO HOLDING A 'COMMUNITY CONVERSATION'**

'Our Community... A Way Forward' is running in Grantown-on-Spey, Cromdale & Advie and Dulnain Bridge between now and the end of 2007. Residents are being asked about the positive aspects of their community and how they and previous successes can be built on for the future. The information will then be used to establish a priority list of future projects and developments in the communities, with a commitment from the organisations involved to help fund the priorities where appropriate.

A steering group, which includes representatives from Grantown-on-Spey, Cromdale & Advie and Dulnain Bridge Community Councils, the Cairngorms National Park Authority, The Highland Council, Highlands and Islands Enterprise Inverness and East Highland; Voluntary Action Badenoch and Strathspey and the Association of Cairngorms Communities has been set up to oversee the project and to establish the priority list.

Information is being gathered in various ways, including a household survey and 'community conversation' discussion groups. Local organisations and residents are being encouraged to hold their own 'community conversations' and provide feedback to Housing Plus, the local consultants appointed by the Steering Group to support the project. Feedback on the main themes of the community conversations will be widely circulated throughout the communities.

Interested? Then READ ON.....

What Is A 'Community Conversation'?

A 'community conversation' is a discussion amongst friends, family, members of a club or local society, employees of a business.....anyone who lives or works in Grantown-on-Spey, Cromdale, Advie or Dulnain Bridge can take part.

It can be held anywhere with enough space for those taking part to sit comfortably and not be disturbed whilst the conversation is going on. It might be round someone's kitchen table, in a village or church hall, at the sports centre, even a quiet corner of the pub!

It goes on as long as those taking part want it to. The more people there are the longer you need to hear everyone's feedback. The timings suggested below and on the worksheets are for a two hour session with a coffee/tea break. If you don't have that much time, do only one of the ice breaker questions and take 30 mins for the topic questions.

You need at least two people but 6-8 is ideal. If you have more than 8 split people into groups

You need some 'Ground Rules' – here are some examples:

- Only one person talks at a time
- Respect everyone's ideas
- Stick to the allotted time

You will also need people to agree in advance to help with the following tasks:

- **Host** – practicalities, making people feel welcome (see checklist)
- **Discussion Leader** – Hand out worksheets and feedback sheets, organise people into pairs, encourage feedback so everyone has a say. Get agreement on the 'top three' for each topic area. (See checklist)
- **Timekeeper** – Keep the group aware of how much time they have available for each task.
- **Recorder** – Jot down key points or themes as people discuss the feedback sheets and record the top 3 highlights the group identifies for each theme on the Summary Feedback Sheet.

Most importantly...community conversations should be a celebration of everything that is best in your community. Focus on the positives...the difficulties will be dealt with later.

HAVE FUN AND THANK YOU FOR TAKING PART.

SUGGESTED TIMETABLE FOR A COMMUNITY CONVERSATION

Welcome and introductions	5 mins
Ice Breaker Exercise	10 mins
Feedback on Ice Breaker	10 mins
Topics One to Three	45 mins
COFFEE	10 mins
Discussion of Feedback Sheets	10 mins
Top Three Priorities	20 mins

HOST CHECKLIST

- Organise a venue and invite people to attend
- Make sure everyone who has been invited knows where and when the conversation is happening.
- If extra support is needed for some people to take part, e.g. large print formats, translations, transport, contact Housing Plus for advice.
- Welcome everyone as they arrive and thank them for coming
- Show people to the space where the conversation will take place and introduce them to other people
- If you are able to, offer a cup of tea/coffee/soft drink either at the start or at a suitable break
- Check that people who have agreed to be recorders and time-keepers are still willing to play these roles
- Once everyone has arrived get people seated and remind everyone of the purpose of the community conversation using the introduction on the worksheet.
- If there are more than two of you, pair people up – who don't know each other very well if possible
- Hand out the COMMUNITY CONVERSATION WORKSHEETS AND INDIVIDUAL FEEDBACK FORMS (One worksheet each, one form per pair)

- At the end of the discussion, thank everyone for coming and remind them that feedback on the results of the community conversations will be widely distributed.

DISCUSSION LEADER CHECKLIST

- Ask people to answer the ICE-BREAKER questions. (Allow 10-15 minutes for people to interview each other, depending on how lively the chat is, then ask everyone to feedback key points made by their partner to the whole group. Record key points)
- Ask people to answer the remaining questions. Allow 30 minutes for people to interview each other, then ask each pair to fill in their feedback sheet (10 mins).
If you have more than one pair, put all the feedback sheets somewhere where everyone can read them (5-10 mins).
- Ask people for their reaction to the feedback sheets – are there similar themes? Any surprises?
- Ask the group to agree on their TOP THREE:
 - High Points/Success stories – including the root causes of successes
 - Community Strengths/Assets
 - Things people value and want to keep
 - Ideas for the future
- Ask your recorder to note the TOP THREE for each theme on the SUMMARY FEEDBACK SHEET
- Collect the INDIVIDUAL FEEDBACK SHEETS. Send these back along with the SUMMARY FEEDBACK SHEET in the FREEPOST ENVELOPE PROVIDED.

GOT ANY QUESTIONS?

CONTACT:

Housing Plus

10 Community Conversation Worksheet

GETTING OFF TO A GOOD START.....(10 mins plus 10 to feedback for whole group)

Take up to 10 minutes to answer the questions below and share your answers with your partner. Record some key points about your partner to feedback to the group.

1. What attracted you to take part in this community conversation?
2. When do you feel really happy in your community? Where are you? Who are you with? What are you doing? What do you feel like?
3. What is your wildest dream for your future?

TOPIC ONE THE BEST OF TIMES.....(15 mins to answer questions, share answers with your partner and fill in feedback sheet)

1. What is the best thing that has happened in your community in your memory? Why is it the best thing? Who or what made it the best? What difference did it make and to whom?
2. What is your community's greatest achievement in the last 5 years? What was the recipe for success? Who or what really made the difference? What part did you play?

TOPIC TWO WHAT WE VALUE MOST (15 mins to answer questions, share answers with your partner and fill in feedback sheet)

3. What is your community's greatest strength? People – who and why? Community spirit – where does this come from, how can it be kept alive for the future? Local services – which ones? Location?
4. What is the one thing you would want to stay the same about your community for ever? Would everyone feel the same as you do? What would have to happen for this to stay the same?

TOPIC THREE THINKING ABOUT THE FUTURE (15 mins to answer questions, share answers with your partner and fill in feedback sheet)

5. What is the one thing about your community you think should and could be changed in the next 10 years? How can this be achieved? Who needs to be involved? Can the community do it themselves? If not what support is needed?
6. Imagine you have a magic wand.....how would you transform your community to make it a better place for the next generation?

11 Questionnaire for Young People

IT'S YOUR COMMUNITY TOO....HAVE YOUR SAY

'Our Community... A Way Forward' is running in Grantown-on-Spey, Cromdale & Advie and Dulnain Bridge between now and the end of 2007. The Community Councils and local funding agencies are putting together a number of projects to build on the positive aspects of the three communities and make things even better for the future.

We want to hear what young people think of the local area and what would make it a better place to grow up in. This is your chance to really make a difference for young people now and in the future.

Please answer the following questions as best you can and

Thank You For Taking Part!

1. What's the best thing about where you live?

e.g. friendly people, the scenery, lots of sports facilities, access to the outdoors, safe place to grow up

2. What's your happiest memory of where you live and why?

- Who was there?
- What were you doing?
- How old were you?

3. What do you think about local public places such as parks, the square in Grantown, Anagach Woods etc?

e.g. are they safe places for young people to go? Are there things for young people to do? Are young people welcome in these places?

4. If there could be one new thing for young people to do in this area in the future what should it be?

e.g. youth club, skate park, disco for under 18s

5. If it was possible to improve transport services in the area what would be your top priority?

e.g. better bus service to Aviemore, cheaper fares, later bus service from Inverness

6. If you had a magic wand.....what are the top three issues about where you live that you would like something done about?

IT'S YOUR COMMUNITY TOO....HAVE YOUR SAY

Participation sheet

There are six prizes to be won by people Who answer the 'Have your say' questions.

There are two prizes for each school house.

The prizes are £10 vouchers for places like hmv, borders, topshop etc.

If you want a chance to enter the prize draw please write your name below **AND HAND IT INTO THE TEACHER, SEPARATELY FROM YOUR QUESTIONNAIRE.**

Name

School

Class.....



Our Community...A Way Forward

JOIN US TO MAP THE FUTURE OF YOUR COMMUNITY



Saturday 17th November, Cromdale Hall 2pm-4pm

Put your ideas for Cromdale on the map!

QUIZ AND REFRESHMENTS

All welcome.

Tel: (841391 or 0808 100 1354

BIG COMMUNITY CONVERSATION DAY**AGENDA**

10.00	Registration/Map Your Community Coffee/Tea Available
10.30	Welcome <ul style="list-style-type: none">• Housing Plus
10.35	Introductions
10.50	Community Conversations
11.40	Feedback and Priority Topics
12.15	Provocative Propositions for The Future
1.00	Close and Lunch

14 Programme for Action Planning Event

Our Community.....A Way Forward Action Planning Event in Grantown-on-Spey (date) , Ben Mhor Hotel.

09.45-10.00	Coffee, registration, exhibition
10.00-10.15	Feedback on Community Consultation Presentation from Housing Plus Questions
10.15-10.45	Prioritising The Issues The group will allocate issues a priority status of High, Medium or Low
10.50-11.40	The How,Who,When etc.... In small groups we will look at the High priority issues and: - agree exactly what should be done to tackle the issue - who can take the action and who needs to help - identify barriers to be overcome
11.40-12.00	Feedback from each group
12.00	Lunch and depart.

CHECKLIST FOR ACTION PLANNING EVENTS

Registration list
Flip chart stands,
Paper, pens
Eight flip charts with trees drawn on them
Blu tack
Post it notes/Card with issues written on them
Cards with High, Medium, Low priority on them
Worksheets one and two
Spare briefings for facilitators
Evaluation Sheets
Copies of reports
Exhibition Stands and materials
Badges
Labels
Spare Pens, Spare paper

DRAFT PROGRAMME FOR ACTION PLANNING EVENTS

Welcome/coffee/registration – look around exhibition of young people's feedback, photographs and reports of previous events.

Start of Event

Feedback Session (15 mins)

- Presentation on findings
- Questions/discussion

Action Planning Session

- Step One – How Important Is This Issue? (Approx 30 mins)

All of the issues from the previous event are already written on large post it notes with the words 'I disagree' on the back'. There are also some blank post it notes so that if anyone thinks an issue has been missed at the first event they can write it up.

Each person picks up a post it note and places it on a table against one of three categories: High, Medium, Low. This continues until all post it notes used up.

People are then able to turn over any actions they disagree with, or disagree with the priority, or think is already being taken care of. The post it notes that are still face up are marked with their priority: H/M/L.

A discussion of the disagrees takes place but relatively quickly. (This can be done with every one crowded round the table in a small group or with people back at their tables and a facilitator reading out the post it note for a large group)

- Step Two – Planning

Starting with the High priority issues, share these out amongst small groups. (If people finish all their high priority issues in time available they can go on to the medium ones) For each one the group goes through the process below:

Task One – Clarify Objectives (10 mins max)

Working individually and then discussing in groups agree a 'SMART' objective that will deal with their issue. (= provocative statement stage of appreciative enquiry)

Task Two - Using flip chart with image of a tree with roots: (45 mins)

- Write their smart objective on the trunk of the tree
- Brainstorm all the actions that need to be taken to deal with their issue and write these on the roots of the tree
- On the branches of the tree write:
 - o Who needs to take the lead on the issue
 - o Who else needs to help with the issue
 - o Barriers to be overcome and how

Task Three – Feedback (20 mins)

Every group tells the story of their tree.

15 Briefing for Facilitators

BRIEFING FOR FACILITATORS (Action Planning Event)

OBJECTIVES OF EVENT

- to provide feedback on outcome of community consultation
- to confirm or adjust the priority issues already identified
- to develop the bones of an action plan for the High priority issues.

PRE WORK

Please reread the second interim report and the individual reports on each community consultation events.

Please read the briefing material for the events and contact the organisers if you have any questions.

THE EVENTS

A programme is circulated with this briefing. As always, time is likely to be tight.

The first two sessions – community consultation feedback and the prioritisation session will be facilitated by Housing Plus and will be all group sessions. However it will be helpful if during the prioritisation session facilitators mingle and help anyone who is looking uncertain about what to do/be available to answer questions. Facilitators may also be required to help read out post it notes.

PRIORITISATION SESSION

The prioritisation session will be run as follows:

All of the issues from the previous event will be already written on large post it notes with the words 'I disagree' on the back'.

There will also be some blank post it notes so that if anyone thinks an issue has been missed at the first event they can write it up.

Each person picks up a post it note and places it on a table against one of three categories: High, Medium, Low. This continues until all post it notes used up.

People are then invited to look at each table and to turn over any actions they disagree with, or disagree with the priority given, or think is already being taken care of.

The post it notes that are still face up are marked with their priority by facilitators: High, Medium or Low.

A discussion of the disagrees takes place but relatively quickly. (This may be done with everyone crowded round the table in a small group or with people back at their tables and the facilitators reading out the post it note for a large group)

The Who, How and final Feedback session will be in small groups, each of which will have been given a supply of the High priority issues by the facilitators.

WHO, HOW, ETC.

Step One – SMART Objectives (Around 10 mins)

Hand out Worksheet ONE and ask everyone to turn the description of the issue under discussion into a 'SMART' objective. (This is roughly equivalent to the provocative proposition idea in Appreciative Enquiry. Encourage people to be ambitious but realistic).

Would recommend asking everyone to work on their own for a couple of minutes to come up with a statement and then seek a volunteer to read out their statement, write it up on flip chart and get group to discuss/alter.

Alternatively you could ask the group questions as prompts and write key issues on flip chart then put them together as a statement, e.g.:

- what do you want to achieve?
- how can this be achieved?
- when should this be done by?
- who should do it?

Step Two (45 mins in total)

Using flip chart with image of a tree with roots already drawn on it:

- Write the 'smart' objective on the trunk of the tree
- Brainstorm all the actions that need to be taken to deal with the issue – get people to write their ideas on post it notes and stick them on the ROOTS of the tree.
- Take a few minutes to discuss the actions and address any that are contradictory

Issues Worksheet TWO and ask people to work individually on:

- o Who needs to take the LEAD on the issue
- o Who else needs to HELP with the issue
- o BARRIERS to be overcome and
- o Possible FUNDING sources

Ask for volunteers to lead off on each subject and try and get agreement on each.

Write up the agreed points/ideas on the branches of the tree.

FEEDBACK SESSION

Ask for volunteer(s) to summarise the story on each tree.

16 Worksheets for Events

**OUR COMMUNITY...A WAY FORWARD
ACTION PLANNING EVENTS:WORKSHEET ONE
SMARTENING UP OUR OBJECTIVES**

TASK

To take the high priority issues and turn them into a clear statement of what we want to do to tackle the issue.

For example a number of communities identified speeding as an issue. Objectives to tackle speeding could be expressed in a number of different ways

- Reduce the number of drivers breaking the speed limit by 50% within a year
- Reduce the number of accidents due to speeding by 30% within a year
- Reduce the speed limit to 30 miles per hour within the next three months
- Make it safer for pedestrians to cross the road
- Educate young drivers about the dangers of speeding

When thinking about objectives its often helpful to use the term 'SMART' as a guide.
i.e. is your objective:

- Specific, measurable, achievable, realistic, timely?

WARNING – don't get too hung up on whether you are setting a goal, aim, objective, target etc.
What is needed is a simple statement of what you want to achieve, within what timescale.

**OUR COMMUNITY...A WAY FORWARD
ACTION PLANNING EVENTS:WORKSHEET TWO**

OBJECTIVE			
Who Leads?	Who Helps?	Barriers/How Overcome	Funding Sources

17 Evaluation Sheets for Action Planning

**OUR COMMUNITY....A WAY FORWARD
ACTION PLANNING EVENT: FEEDBACK SHEET**

1. I felt welcome and comfortable

AGREE

DISAGREE

NEITHER

2. I felt able to participate and speak my mind

AGREE

DISAGREE

NEITHER

3. It was clear what was expected of me

AGREE

DISAGREE

NEITHER

4. I am clear about what is going to happen next.

AGREE

DISAGREE

NEITHER

5. I would like to make the following comments about the venue and refreshments

.....
.....
.....
.....
.....
.....
.....
.....
.....

Our Community ...A Way Forward

Background

Our Community ..A Way Forward was carried out as a pilot project, covering the communities of Grantown-on-Spey, Cromdale/Advie and Dulnain Bridge. The work involved gathering information on housing, social and economic issues; conducting a survey of all households; and organising a range of community consultation activities. Residents were asked to identify the best things about their community as well as improvements. Following an analysis of the information and community feedback obtained, priorities for action have been identified. Individual action plans will be finalised in discussion with the project Steering Group and each community.

Cromdale – An Overview

Households from Cromdale and Advie were included in the same survey. Findings therefore relate to both communities. In addition, most of the statistical data and information obtained was for both Cromdale and Advie.

Population

Cromdale's population has remained relatively static over the last few years but is projected to increase during the next decade, with the number of households increasing at a faster rate. The population is ageing with a growing proportion of residents aged 60 or over.

Employment and the Economy

The local economy is reported to be relatively buoyant. Employment patterns are similar to the rest of Highland although there is a tendency for both male and female employees to work longer hours. Agriculture continues to be an important employer, together with the construction industry, with a relatively high proportion of skilled workers in Cromdale. Tourism is also important to the local area.

Housing

Compared to the rest of Highland and Scotland as whole there is a higher proportion of empty properties in Cromdale and a much higher proportion of private rented accommodation and tied housing. There is a scarcity of social rented housing, added to which house prices have risen dramatically over the last few years, and continue to rise, making it increasingly difficult for people living and working locally to access affordable housing. The household survey identified an unmet need for affordable housing both to rent or buy/part-buy through the 'Homestake' initiative. Furthermore, feedback from the community consultation suggested that some Cromdale residents with adult children still living at home had not returned their surveys as they thought it would do nothing to help. Survey findings may therefore have understated the level of local housing need. Because of the shortage of affordable housing options, there is a growing reliance on private rented housing.

Whilst there is an ongoing demand for housing to buy on the open market, it is understood that a number of plots on a site in the village which were sold privately on an individual basis some time ago have yet to be developed.

Facilities and Amenities

In Cromdale these include:

- Cromdale Hall – the Hall is central to the community and well used for community activities. Some improvement and repair works have been carried out but much more work is needed
- Haugh Hotel – the hotel has changed ownership several times in recent years. The local lunch club meets each week in the hotel
- Cromdale Church
- Football pitch, pavilion and play area
- Outdoor Centre - owned by Aberdeenshire Council.

Community Organisations and Groups

Cromdale and Advie Community Council has recently been revitalised after a period without membership. Monthly meetings alternate between the two communities. The Community Council receives community funding from the nearby wind farm which can be paid three years in advance for specific projects.

Cromdale Hall Committee is presently concerned about much needed improvements to the hall and where funding will come from to enable works to be carried out.

Community groups in Cromdale include:

- Bowling club
- Football club
- Tumbling Tots toddler group
- Lunch club for over 60s
- Badminton club
- WRI

Almost half of household survey respondents said they or members of their family participated in local activities and events.

Community Issues and Views

The community consultation and the household survey provided an opportunity for people to tell us what they thought about their community and what was needed for the future. Key findings are summarised below.

Living in Cromdale

Survey respondents indicated that while a third of residents had lived in the community for over 20 years, a similar proportion had lived there for less than five years.

The things people liked most about living in Cromdale were the scenery and natural environment; the low crime rate; and living in a small village. Whilst public transport has improved, more improvements were felt to be needed.

High Points and Successes

The introduction of the 30 mph speed limit and repairs to the Hall were identified as Cromdale's greatest successes. Improved pavements, football pitch facilities and road signs recognising the Battle of Cromdale were seen as additional achievements.

Cromdale's Strengths and Assets

The people were regarded as the community's greatest asset, together with local clubs and facilities in the Hall and the valuable work of volunteers. The household survey indicated that almost one third of local people were involved as organisers/volunteers in their community.

Things to Value/Keep

Feedback from community consultation activities and household survey findings highlighted the size and character of the village and the rural way of life as being the things most valued.

Change/The Future

From a long list of issues, more affordable housing; improving facilities at the Hall; road and bridge repairs; and lorry parking were considered by community consultation participants to be the most important.

Next Steps and Action Planning

At the 'Next Steps' community consultation event, participants allocated all of the issues raised at the previous event against one of three categories of importance: high, medium, low, with some being moved from one category to another following discussion. The high priority issues were then grouped into the following themes for discussion:

- Housing
- Speeding/roads/lorry parking
- Village hall
- Village maintenance issues
- Community life

The draft Action Plan that follows has been developed by the project steering group. The Action Plan will be finalised in discussion with Cromdale and Advie Community Council and Badenoch and Strathspey (Community Planning) Partnership.

Abbreviations used in Action Plan

Agencies/Organisations

AoCC	Association of Cairngorms Communities
C/ACC	Cromdale and Advie Community Council
CHC	Cromdale Hall Committee
CNPA	Cairngorms National Park Authority
CS	Communities Scotland
GGS	Grantown Grammar School
GPS	Grantown Primary School
OCWF	Our Community .. A Way Forward
B&SHF	Badenoch & Strathspey Housing Forum

THC	The Highland Council
TRA	Trunk Road Authority
VABS	Voluntary Action Badenoch & Strathspey

Service Section

CLD	THC Community Learning and Development
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Individuals

FM, KD, CR

ACTION PLAN – CROMDALE

Theme	Aim	Issues/Obstacles						
Housing	To increase access to housing for rent and low cost home ownership, with no infrastructure problems, over the next 5 years	<ul style="list-style-type: none"> Household survey indicated an ongoing need for a modest provision of social rented housing and a demand for affordable housing through the 'Homestake' shared equity scheme. Some households with adult children still living at home had not returned their surveys as they thought there was no chance of needs being met House plots currently for sale too expensive for people living and working locally Area around Auchroisk needs tidied up and infrastructure problems addressed to enable development to proceed Future developments should be mixed and include social rented housing and housing for sale 						
Action		Lead Agency/ Section	Lead Individual/ Action Contact	Partner Agencies	Local Lead Organisation	Level of Priority	Funding: sources & est. costs	Timescale
1	Proposals for affordable housing (rent and Homestake) on site identified in Local Plan to be discussed and taken forward	THC	FM & B & SHF	CNPA CS Albyn HS Builders AoCC	C/ACC	High	CS THC	Long
2	Update on current situation at Auchroisk to be requested	THC	FM & B & SHF	CNPA CS	C/ACC	High		Short

ACTION PLAN – CROMDALE

Theme	Aim	Issues/Obstacles						
Speeding	To reduce the number of vehicles speeding within the village	Reduction of speed limit from 40 to 30 a great success but many vehicles exceeding current speed limit - makes crossing a busy road even more dangerous. Thought that radar traps are effective when in place. Possible options to address problem include: <ul style="list-style-type: none"> • creating a 'gateway' into the village with lines on the road and warning signs • more 'children crossing' signs • a pedestrian crossing • a lollipop person • a speed sensitive warning sign • make more complaints to police • pavements on both sides of the road 						
Action		Lead Agency/ Section	Lead Individual/ Action Contact	Partner Agencies	Local Lead Organisation	Level of Priority	Funding: sources & est. costs	Timescale
3	Investigate effectiveness and viability of various options and invite agencies to a well publicised community council meeting (BEAR attending next C/ACC meeting)	Police		THC TRA VABS BEAR	C/ACC	High		Short
4	Investigate possibility and funding availability for a speed sensitive sign	TRA		THC Police CNPA BEAR	C/ACC	High	OCWF £2k	Short

ACTION PLAN – CROMDALE

Theme	Aim	Issues/Obstacles						
Village Hall	To improve the condition of and range of facilities at the village hall	<ul style="list-style-type: none"> Hall is now in a relatively good condition but problems in funding ongoing repairs + improvements needed, e.g. parking, windows and range of facilities in the hall Recent cut in grant funding from Highland Council Hall Committee needs new members Hall Committee working with Karen Derrick to address energy use, starting with a survey by a community energy company 						
Action		Lead Agency/ Section	Lead Individual/ Action Contact	Partner Agencies	Local Lead Organisation	Level of Priority	Funding: sources & est. costs	Timescale
5	Committee to continue to work with CDW on energy use and other funding applications for a more general survey of the building to identify the most cost effective programme of improvements	VABS	KD	THC/ CLD CNPA	CHC + C/ACC	High	CS THC	Short
6	Investigate who owns gap between road and the fence and approach re sale for village hall parking	VABS	KD	THC CNPA	CHC + C/ACC	Medium		Medium
7	Continue to seek new members, e.g. poster in pub, community council newsletter			THC/ CLD VABS	C/ACC	Medium		Ongoing

ACTION PLAN – CROMDALE

Theme	Aim	Issues/Obstacles						
Lorry Parking	To provide legitimate spaces for lorries to park in the village	<ul style="list-style-type: none"> Around 8 HGV drivers living in the village but no licensed lorry parking space. Community Council has already been in touch with Councillor Jaci Douglas to find out about lorry parking in Grantown who has confirmed there are problems with space available and conditions of use. The costs and conditions of use likely to be imposed within licensed space in Cromdale are a potential barrier 						
Action		Lead Agency/ Section	Lead Individual/ Action Contact	Partner Agencies	Local Lead Organisation	Level of Priority	Funding: sources & est. costs	Timescale
8	Examine all possible options with a view to finding an appropriate solution to lorry parking	THC		VABS	C/ACC	Medium		Medium

ACTION PLAN – CROMDALE

Theme	Aim	Issues/Obstacles						
Village Maintenance Issues	To create a village newsletter and use other means to highlight issues raised by the community and ask for assistance in tidying up and recycling	Issues include: <ul style="list-style-type: none"> • dog fouling – felt that more signs would have little effect • maintenance of graveyard wall – the Church is progressing this issue • recycling – a facility for recycling plastic is needed • bus shelter – is being taken forward by Community Council • upkeep of gardens – a small minority of residents do not maintain their gardens, in addition to which the area around some newly built houses remains an eyesore after completion of the construction works. 						
Action		Lead Agency/ Section	Lead Individual/ Action Contact	Partner Agencies	Local Lead Organisation	Level of Priority	Funding: sources & est. costs	Timescale
9	Raise awareness and keep residents informed through an annual newsletter produced by the Community Council, including information on any assistance available, e.g. garden tool schemes for Council tenants.	VABS		CNPA THC/ CLD AoCC	C/ACC	Medium	OCWF THC VABS	Ongoing
10	Look at possibility of information being provided and awareness raised via: <ul style="list-style-type: none"> • general letter from Community Council to all residents regarding the need to tidy up and keep area tidy • article in Highland Council newsletter to tenants • article in/letter to Strathy • article in CNPA newsletter • school bag leaflet drop 	VABS		THC CNPA GGS GPS	C/ACC	Medium		Medium

ACTION PLAN – CROMDALE

Theme	Aim	Issues/Obstacles						
Community Life	To maintain local services and facilities	<p>Felt that size of village and proximity to Grantown means it is unrealistic to be able to improve the level of local services to any great extent:</p> <ul style="list-style-type: none"> • community shop – considered not viable as too small a village • caravan site – proposals for this no longer being taken forward • more people on Community Council – there are now two new members. It was thought that awareness of the Community Council should be raised. • More local employment – considered there could be no influence over this issue • More traditional music – ceilidhs etc. are regularly held but it was felt more should be done so similar events appeal to more and younger people. 						
Action		Lead Agency/Section	Lead Individual/Action Contact	Partner Agencies	Local Lead Organisation	Level of Priority	Funding: sources & est. costs	Timescale
11	Community Council through proposed community newsletter and articles in Strathy to let people know how Community Council works, that meetings are open and how people can join Community Council.	THC	FM & B & SHF	CNPA CS Albyn HS Builders AoCC	C/ACC	High	CS THC	Long
12	Feis Spey Committee to be contacted about the possibility of running more traditional music workshops locally CNPA	THC	FM & B & SHF	CNPA CS	C/ACC	High		Short

19 Example of Press Release

RESIDENTS in three Cairngorms National Park communities are being asked to take part in a project that aims to build on their villages' successes.

'Our Community... A Way Forward' will run in Grantown-on-Spey, Cromdale and Dulnain Bridge and will ask residents about the positive aspects of their community and how they and other resources can be built on.

The information will then be used to establish a priority list of future projects and developments in the communities, with a commitment from the organisations involved to help fund the priorities where appropriate.

A steering group, which includes representatives from Grantown-on-Spey, Cromdale and Dulnain Bridge Community Councils, the Cairngorms National Park Authority, The Highland Council, Highlands and Islands Enterprise Inverness and East Highland, Voluntary Action Badenoch and Strathspey and the Association of Cairngorms Communities has been set up to oversee the project and to establish the priority list.

Locally-based consultation Housing Plus will carry out the consultations and household surveys.

'Community conversations' will be carried out over the next three months with the communities and voluntary and business organisations in the form of open meetings with targeted groups and an internet forum. They will focus on positive aspects of the community including housing.

Hard to reach groups, such as parents and toddlers, people with disabilities and the elderly and youth are being targeted to ensure a wide and diverse range of opinion and that the project involves all the community.

Grantown Community Council said: "Often community needs assessments look at the problems in a community, what people don't like or what the community doesn't have. We won't be ignoring real problems such as the lack of affordable housing in the area, however our starting point is that this community has a lot going for it and has achieved great things in the past. We will be looking at the good things like the Craig MacLean Leisure Centre, Anagach Woods and Grantown and District Times and how we can build on these in the next ten years."

Cromdale/Advie Community Council said: "We want to make sure that it's not just 'the usual suspects' that get involved in this. We will be making particular efforts to involve a wide cross section of the community including young people, people with disabilities, local businesses, the Churches etc. But we can't do it all ourselves and we are looking for individuals or local organisations who would be willing to organise their own 'community conversation' and feed back the results to us."

Dalnain Bridge Community Council said: "This project is not just about consultation, it's also about action and a longer term process where local people will get involved in prioritising ideas and actually take them forward. That's partly why we are calling it a conversation – because we want to have a two way discussion between the community and local agencies not just about the issues facing this community but what we are actually going to do about them."

Highland Councillor, said: "The Community Conversations will provide an ideal opportunity for local people to have their say in decisions that will directly affect them. Public agencies are realising that one of the ways to develop and strengthen rural communities is to encourage local participation in community facilities and decision making. This is why it's really important that people take an active part in this project."

CNPA's Education and Inclusion Manager, said: "The important thing is to make the pilot as fun, innovative and engaging as possible so everyone gets involved. We really want to hear from all the residents about how they think their communities can be improved."

"Communities sometimes feel that they are over consulted, with this pilot we are keen to take the lead from the communities themselves."

Household surveys will be posted to residents of Cromdale/Advie and Dalnain Bridge later this month. Grantown residents will receive their surveys during October. They should be completed and returned by Friday October 12th. Information will also be available in the local press about events in the three communities or alternatively contact

ENDS

Our Community ...A Way Forward is a project supported by the three Grantown; Cromdale/ Advie and Dalnain Bridge Community Councils; the Cairngorms National Park Authority, The Highland Council and HIE Inverness and East Highland. The aim is to pilot a community needs assessment which can be replicated throughout the National Park area. Working closely with members of the three communities Housing Plus will:

- Prepare detailed information on housing, tourism, economic and social issues in the area
- Identify community assets and positive initiatives going on locally
- Identify and prioritise what the main issues and opportunities for action are in each community
- Prepare an action plan detailing how these issues will be taken forward, when and by whom.

Activities will involve a local housing survey, 'community conversations' with small groups of local people, organisations and businesses, an on-line consultation panel as well as work with young people.

20 Evaluation Sheet for Steering Group

OUR COMMUNITY...A WAY FORWARD

Steering Group Meeting (date)

FEEDBACK SHEET

1. The papers for the meeting were clear and understandable

AGREE

DISAGREE

NEITHER

2. I felt able to participate and speak my mind during the meeting

AGREE

DISAGREE

NEITHER

3. I understood what people were saying during the meeting

AGREE

DISAGREE

NEITHER

4. I am clear about what is going to happen next.

AGREE

DISAGREE

NEITHER

5. I would like to make the following comments about the meeting.....

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Appendix 2

Sources of advice and guidance

Data and information on Social, Economic and Housing Issues

- Population
 - General Register Office for Scotland **www.gro-Scotland.gov.uk**
 - Scotland's Census Results on Line **www.scrol.gov.uk**
 - Scottish Neighbourhood Statistics **www.sns.gov.uk**
 - Council websites, e.g. ward statistics **www.highland.gov.uk**
- Economy/employment
 - As for population above plus
 - Nomis Official Labour Market Statistics **www.nomisweb.co.uk**
 - Scottish Index of Multiple Deprivation **www.scotland.gov.uk/topics/stats/simd**
- Housing
 - As for population above plus
 - Council housing lists and tenancy turnover information
 - Council homelessness statistics
 - Housing association housing lists and tenancy turnover information
 - Council and Communities Scotland for future housing development
 - Local estate agents and solicitors for housing demand and house prices
 - Letting agents and estate owners/managers for information on private rented sector, including tied housing

Research and Consultation Methods

There are a huge number of publications now available giving advice on community consultation and community research methods. Many are aimed at professionals working in public agencies and will be more detailed than you need. However once you know which techniques you want to use they can be a very useful source of advice on specific methods. We have only listed a few here but you will find further references to many of these publications on the Communities Scotland website. We have also listed some publications aimed at community groups that we found particularly useful.

www.renewal.net How To Do It section has a publication on 'How To Do a Community Audit. It's aimed at an English audience so some of the references won't be relevant but is a straightforward guide.

Number of online publications on action planning, doing a community audit etc

www.ruralcommunitynetwork.org/Publications.htm

(Resource Fact Sheets for Community Development Practitioners)

www.communitiesscotland.gov.uk Regeneration section has a section on community engagement with a How to Guide, including the National Standards for Community Engagement and lots of useful information on consulting different groups and different methods, including Appreciative Enquiry.

www.dundeeecity.gov.uk/leisurecomms/communityengagement

Aimed at staff on Dundee City Council

www.oxonrcc.org.uk Website of the Oxfordshire Rural Community Council.

Click on publications section for the Rapid Community Consultation and Action Planning Toolkit
Information on Appreciative Inquiry

Imagine: A Briefing From The Centre for Participation.

www.neweconomics.org

www.imaginechicago.org

Website for one of the first examples of the use of Appreciative Enquiry in practice.

Learning Point 12: Appreciative Inquiry – from vision to action. Communities Scotland (can be found on the regeneration section of the website)

http://appreciativeinquiry.case.edu/

The world wide website for all things to do with Appreciative Inquiry.

Evaluation

www.evaluationsupportscotland.org.uk Lots of advice and resources on evaluation, especially ESS Support Guides.

Evaluating Community Projects: A Practical Guide.

The Joseph Rowntree Foundation. **www.jrf.org.uk**





Published by the Cairngorms National Park Authority
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ISBN 978-1-906071-01-1

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