

The Fife Regeneration, Health and Wellbeing Study
Finding out more about the health and wellbeing of the people of Fife

Year 2 Report



"People ... things until ...
they find it hard to admit th ...
"We need more credit union



Feb 2008
The TASC Agency
www.healthyhappyfife.org

My daughter needed a new bed. I had to ...
mum's catalogue, but ...
pay three ti ...
on int

The Fife Regeneration, Health and Wellbeing Study is all about finding out more about the health and wellbeing of the people of Fife. The study is especially interested in finding out how work on regenerating Fife improves the health and wellbeing of people.

This is a report on the second year of the **qualitative** component of the study.

As facilitators the TASC team would like **to thank local people and local workers** from across Fife who gave so much of their time and enthusiasm to the study.

For **further information** visit the study website at:

www.healthyhappyfife.org

With any **questions** please contact:

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About the study

The Fife Health and Wellbeing study has used both quantitative and qualitative approaches.

The **quantitative work** presents the findings for a series of indicators of health and well being in the targeted regeneration areas as well as for Fife as a whole. The indicators are derived from a large Community Survey as well as from the Fife Public Health Dataset. This element of the study is facilitated by Hexagon Research and Consulting and is led by Jim Patton.

The **qualitative work** is the focus and responsibility of the TASC Agency and is the focus of this report.



Known as **the tracking study** the qualitative work focuses on the contributions of local people and local workers. When we talk about *local workers* they are people who work in the communities of Fife where most work will be done on regeneration. When we talk about *local people* we mean people who live in the communities where most work will be done on regeneration. For the year 2 programme TASC engaged with 33 workers who worked with 34 local people and contributed to questions through 2007.

Local people and workers get together 8 times in the course of a year, for about one to two hours. Before they meet, the study team sends the worker a pack in the post that has an activity that each pair will do together. Every conversation is about capturing the opinions of the local person; there are no right and wrong answers. Each session 'pack' provides a way of recording what people want to tell us. The responses from each participating pair are then returned to the study team. The study team read and analyse the information and write and send out a report that sums up everything that people have told us. Sometimes people will agree, and sometimes people will have very different opinions.

In terms of **reporting** both parts of the study report online at www.healthyhappyfife.org

This site was initially established by TASC as a means to report on the qualitative work but more recently has had some of the key outputs from the quantitative work added.

Each report on a given theme in the qualitative work gives detail of the contributions and poses some **key questions for the regeneration partners** which are intended to impact on emerging planning for, and delivery of, services in the communities targeted by regeneration activity.

The qualitative study has received approval from NHS Fife and Forth Valley Local Research **Ethics Committee**. All participants - local people and workers, as well as the worker's manager - are required to receive and go through information about the study and to sign a consent form.

Year 2: Core TASC team activity

The following work has been completed as part of the work undertaken by the TASC team, each set of activities support the design and delivery of the study.

i. Links with the study management group:

Links have been maintained with the study steering group and key contact staff from within the Sustainable Communities team at Fife Council. This has included attendance at relevant meetings at which TASC were able to describe progress and report on findings.

ii. Ethics approval:

Year 1 of the study was considered to be a pilot and approval from the appropriate NHS committee had been given. To continue into a year 2 programme further submissions were made to the Fife and Forth Valley Local Research Ethics Committee where once again approval for the study was given.

iii. Recruitment, training and support for local workers:

Ten of our year 1 'pairs' continued with the study into year 2. The remainder of the year 2 group were recruited via a number of visits by the TASC team to services where the study was discussed. Local workers who were interested in participation (continuing and new staff) attended one of two full day training events designed and facilitated by TASC at which the details of being involved could be explored. For the year 2 programme TASC engaged with 33 workers who worked with 34 local people and contributed to questions through 2007.

iv. Visits and support for our participating pairs:

Each of our local partnerships has been given the support they need to get the most from participation and to build their capacity to contribute as fully as possible. This has included visits from a member of the TASC team, on these occasions co-facilitation of the session was then possible. Regular contact was also maintained with all local workers via telephone and email to ensure that understanding and confidence grew as engagement continued.

v. Development work to identify the focus and content of study questions:

The focus of each of the sessions was negotiated initially with the study management group and then in more detail with lead officers within Fife Council, NHS Fife or external agencies to make sure that the interest in a particular theme – whether that be *money and managing financially* or *being safe at home* or other areas addressed in the year - provided an opportunity to gather both useful and additional information for agencies engaged in regeneration .

vi. Analysis and reporting:

When returns come in from the local partners the TASC team read, consider and report on what has been submitted. **Reports** are constructed around key themes which emerge. As much as possible the direct voice of the local people is preserved and reported. Each report contains a section on key questions for the regeneration partners which draws attention to key learning and is intended to provoke further consideration by key agencies about what they can do with this data. This text-based report appears on the **dedicated study web site** which has been developed, built and maintained by the TASC team. Local participants also receive a **visual representation of key findings**, usually a poster; again

these are also available on the study web site. The posters have proved to be of real interest to professionals across agencies and have received wide distribution via seminars and events (see below).

vii. Inputs to conferences and seminars:

There have been opportunities throughout the year 2 work to present to and talk with practitioners about the study; taking the opportunity to point them to the site and posters; asking them to consider how findings might impact on their policy or practice; building support for evidence-based policy development and practice. The approach and materials lend themselves especially well to participative workshops where participants can 'have a go' and consider what the approach and findings can do for them. Specifically the TASC team input to:

- The Fife Regeneration Health and Wellbeing Study Baseline Conference, Dunfermline, February 07
- UKPHA 15th Annual Public Health Forum, Edinburgh, March 07
- Fife Social Work, Older People's Services, Evidence Based Practice seminar, Glenrothes, October 07
- Know Fife Research Fair, Glenrothes, November 07



The year 2 (2007) programme

The qualitative work has been undertaken over two years.

- **Year 1** was a pilot year during which the model of work was tried and tested. 20 local people and 20 local workers were involved in the pilot year. The pilot evaluated positively; the year 1 evaluation report can be accessed via the home page at www.healthyhappyfife.org
- **Year 2** was a continuation and extension of the successful pilot.

In year 2 our local partnerships discussed and reported on the following issues and areas.

- Session 1: **Past, Present and Future**
- Sessions 2 and 3: **Places and Spaces**
- Session 4: **Money and Managing Financially**
- Session 5: **Employability**
- Session 6: **Feeling Safe at Home**
- Session 7: **Health and Happiness: What Can I Do?**
- Session 8: **Evaluation**

Full reports on each theme are posted on the study site. In the following sections of this report we give summarised information on the themes and content of each question, and report on the key findings and questions which were put to the regeneration partners for further consideration.

Session 1: Past, Present and Future

What we did

The 2007 phase of the study kicked off with discussions that were all about the past, the present and the future.



In thinking about the past we captured some of people's happiest memories. Throughout 2007 we committed to continue to collect happy memories from local people.

In thinking about the present each of our local participants considered a particular group in the population – children / young people, men, women or older people – and thought about what life is like for them now. Moving on to the future participants thought about the way things should be for the same groups of people.

In thinking about how life should be participants then told us what their key messages for the regeneration partners are in relation to what could and should be achieved by regeneration.

What did we learn from this question?

By looking ahead, thinking about the longer term, participants were able to imagine the characteristics of communities and services where people were included and well served by statutory and voluntary sector agencies.

The participants reported that in the long term we will know that regeneration activity has impacted positively on the lives of children and young people if:

- There is a culture of engaging children and young people in what goes on in their communities.
- There are a range of children's and young people's social and leisure activities - local, safe and supervised, affordable and accessible at times they want them.
- There are opportunities to learn about drugs and alcohol and support to make good choices about health and wellbeing.
- Children and young people are happier and healthier with increased self confidence in themselves and their communities.
- There are support services and enough accommodation for homeless young people.
- Play parks and other facilities are accessible for people with disabilities.

The participants reported that in the long term we will know that regeneration activity has impacted positively on the lives of adults if:

- There are more opportunities for independent living, particularly for older people and people living with disabilities.
- There are more people connected socially and with services.
- There is support for parents to be the best parents they can be.
- Adults feel that it is worth their while to work or to learn or to train.
- People who work are paid a decent wage.
- Adults with disabilities are part of the community; including at work.

Participants reported that as a result of effective regeneration activity services will have the following positive characteristics:

- Services provide affordable childcare, with access at times which help parents get out to work and for occasional respite.
- There are local hubs where there are opportunities for people of different ages to socialise or access services or support informally and, where necessary, in crisis situations.
- Facilities are affordable for all.
- Public transport connects people to essential services and recreational opportunities outside their neighbourhoods.
- There are shorter waiting lists for health care services.
- There are local support services for people with drug and alcohol problems.

Participants also identified the importance of enhancing the quality of life for everybody day to day. They imagined communities with the following characteristics:

- There are opportunities for intergenerational contact and activity which encourages mutual understanding and respect.
- There is a stronger local identity for communities across Fife, and an improved sense of community spirit and belonging for everyone.
- People feel safer in their streets and neighbourhoods.
- Initiatives that work aren't ended but rolled out and are in place wherever they are wanted by local people.
- Professionals like teachers, police and youth workers get together with parents and children to increase understanding and solve problems mutually.

A key theme was also the improvements that could be achieved by regeneration in terms of public places and spaces. There was a hope that regeneration would mean:

- Public spaces and places are kept clean and well maintained.
- Public green spaces like play parks are as important as housing expansion.
- Streets are safe for pedestrians.

Regeneration should also mean that in time learning and training available for everyone. Participants said we will know this is the case if:

- Opportunities for learning and training are available across Fife.
- There is good, easy to access professional advice and support for everyone who wants to access or improve their chance to work, train or learn.
- Learning and training are flexible and supported by childcare places for those who need them.

Sessions 2 and 3: Places and Spaces

What we did

Over two meetings our local pairs of local person and worker talked about the local environment, or in other words the places and spaces that make up the neighbourhoods where people live.

Conversations were not about individual buildings but we suggested people think and talk about open spaces and outdoor spaces such as:

- A street where our local participant lives (or another local street they know)
- A local park
- A children's playground
- Allotments
- Gardens or shared back greens
- A local shopping area
- An outdoor sports ground



We stressed to participants that places such as these are important when we think about regeneration. We already know from the survey research done as part of the Fife Regeneration Health and Wellbeing Study that people living in the target regeneration areas are unhappier and less satisfied with the local environment than other Fife residents.

So, in their sessions we asked local pairs to meet up in their neighbourhood and identify one place that they like, and one place that they would like to change. We asked people to visit the local places and consider these questions:

- How does this place look?
- What do people use this place for?
- Is it clean and cared for?
- Is it safe and comfortable?
- Can everyone get to this place – and get about it?
- How important is this place to local people?
- How do you feel when you are in this place?

To help with the discussion in the meetings people also took photographs of the places they like and don't like. When it comes to the place the local person does not like there was an additional question to consider:

- What could we do to change it for the better?

In their conversations people talked about public green spaces like parks and some spoke about wild places for walking. Others spoke about the streets where they live. A few chose abandoned or underused urban spaces.

What did we learn from this question?

Several key issues and areas emerged from the contributions of our local partners. Challenging questions for regeneration partners who have an interest in the places and spaces that make up local communities emerged which have been organised under the following themes:

We need to see the potential that the places and spaces in our communities have:

- How can public spaces be made more inviting so that people want to stay in them?
- What can help people gather in a place socially?
- Can public places and spaces that are abandoned or underused be imaginatively recreated?

Places and spaces benefit from having varied uses:

- Do public places have the potential for varied use; do they have both quiet, solitary areas and active social areas?
- Are there facilities like cafes and public toilets in public places?
- Are opportunities being taken to promote organised activities in spaces like public parks?
- Are community activities like galas being used to promote both community cohesion and pride, and in turn making good use of public places and spaces?

Places have meaning and they foster particular feelings

- What is known about what local places and spaces actually mean to people? Once known, can places with local meaning and history be developed or restored?
- How can people's individual and collective pride in their neighbourhood be reinforced or restored through rediscovering, remembering and accessing local places and spaces?
- Is there scope for the use of information boards describing local history or natural features such as wildlife?
- How are community events in outdoor places viewed and used by local people? Are there annual or traditional events that can be supported better or resurrected?

The importance of belonging and feeling safe cannot be underestimated:

- Are public places open enough and not hidden from public view? Are they busy enough so people aren't afraid of being alone there?
- What can be done to improve social relations, particularly between young people and others, and what impact might this have on the ways that groups use and feel about public places and spaces?
- How are public places and spaces being used to engage children and young people in pro-social behaviour and activities?
- What difference does a community presence of police or wardens make to feelings of safety and use of public places and spaces?
- What is the role of CCTV technology?
- How is drug and alcohol use in public places being addressed?
- Is lighting adequate in public spaces? Can it be improved?
- Are public places regularly cleaned of rubbish, particularly dangerous things like broken glass and needles?
- Are play parks safely protected from nearby traffic?

Our places and spaces must be clean and cared for:

- Are urban places and wild spaces maintained and cleaned as well as they could be?
- What features or landscaping can be done to improve green spaces?
- Are there bins for dog fouling? What can be done to decrease dog fouling?
- Are the external spaces belonging to vacant houses looked after adequately? Are the gardens kept clean and mown? Can something other than wooden boards be put on the windows?
- Is rubbish collection frequent enough?
- Should there be reconsideration of charges for uplifts?
- Can community clean-ups be organised with local people?

Our places and spaces must be accessible:

- Are public footpaths suitable for wheelchairs and prams?
- Are there enough entrances and pathways in parks?
- Are public parks and walks well sign posted?
- Is public transport affordable for everybody?
- How do best integrate and use the input of private and commercial partners in the provision of public places and spaces?
- Can/should commercial interests like superstores provide or supplant 'public' communal gathering places? How does this change a neighbourhood? What are the positive and negative implications of this?

Local people must be involved when regeneration considers places and spaces:

- Are local people, of all ages, meaningfully engaged in planning for and use of public places and spaces?

Session 4: Money and Managing Financially

What we did

This session was all about money and managing financially; about how money makes people feel, what they are good at when it comes to managing money and what help or support people might need sometimes. Our local partners told us about how money matters affect them and their family, friends and neighbours.

Overall, across our conversations it was clear that people's aspirations are modest. They worry that poverty and an inability to manage money is deeply rooted in their communities.



As one person told us: *“Kids brought up in poverty will live like that.”*

And as another contributor told us:

“I wish for people to have enough money to be quite comfortable. No money worries would make them happy - to be able to get to the end of the week without having to worry about looking for really cheap meals. To be able to have an enjoyable holiday and relax. To be able to enjoy time with friends, going out to the cinema, the theatre, a meal. There's more opportunities to meet more people if you have money. I'd wish for them to be a happy, confident person.”

To help structure their discussions local workers and local people used a prop and set of questions that encouraged them to take a money MOT!

What did we learn from this question?

Following our established pattern of reporting back as a result of the contributions of local people about the importance of money and managing financially the study team posed key questions for the agencies managing regeneration activity based on what local people have told us.

Does regeneration activity reduce social isolation which results from money constraints?

- In the communities targeted by regeneration are there things for people to do socially that are affordable or free? For example, are there things like coffee mornings in community settings, free activities for children, affordable and regular transport to activities outside the neighbourhood?

Does regeneration activity address the need for financial support and advice services?

- Are such services targeted, personalised and local?
- In their promotion or delivery do they address the stigma and embarrassment associated with seeking help?

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- Are they working in the realm of preventative work, crisis intervention and long term support?
- Are such services integrated into the network of services that can also support people in areas such as gambling, drug or alcohol use or homelessness?

Does regeneration activity ensure services are available to help people learn new skills and competencies in order to reduce stress and feelings of powerlessness when it comes to money?

Does regeneration activity have a role in limiting the activities and negative impact of a range of providers of high cost loans and goods?

Does regeneration activity support individuals' and families' access to affordable credit and encourage saving?

- Does every resident in the target regeneration areas have access to affordable credit and banking facilities?
- How can engagement with credit unions be developed?

Does regeneration activity bring opportunities for employment, training or a return to education; particularly at a local level?

- In support of this is childcare affordable, flexible and locally available?
- Are people with caring responsibilities adequately supported to get back into education, work or training?
- Are people with long term experiences of unemployment supported into education, work or training?

Does regeneration activity maximise income for those living on pensions and benefits?

- Which local services can do this?
- Which agencies/staff have a role and remit to do so?
- Do others identify need and signpost effectively to those who can undertake this work?

Does regeneration activity impact on the availability of local, affordable food?

Does regeneration activity support and encourage learning about money management across the generations, but particularly with an eye on the long term through work in schools?

- Is there support for educational activity in the informal/community education based sector (youth work, churches, health projects etc) on issues of money management?

Session 5: **Employability**

What we did

In this session we asked participants to think about employability. In our information for local people and local workers we explained this as follows:

- This question isn't so much about being in a paid job (although some of the people taking part in this project will be, some might not be, some might be young, some be past retirement, some people care for others full time) but it's more about employability; that means *being employable and having the skills and qualities needed to keep a job and get on well in the workplace*. The fact is that work is an important part of many people's lives. And being unemployed, being unable to find work or hold a job down, can be really difficult for folk. So the idea of this question is to think about what we can do to make sure when people are ready to work they have the skills and qualities that they need to make a go of it, and what might get in the way of finding and keeping a job.



Half of our contributors to this question do voluntary work and nearly half are in paid employment but of those only a small minority are in full-time jobs. Most receive benefits of one kind or another such as incapacity benefit, income support, disability living allowance or jobless allowance.

What did we learn from this question?

Several key issues and areas emerged from the contributions of our local partners. Challenging questions for regeneration partners who have an interest in employability in the targeted regeneration areas emerged which have been organised under the following themes:

Addressing the impact of unemployment on individuals and communities:

- Are the consequences of unemployment – in terms of individual mental health and wellbeing and isolation, and poor perceptions of communities most affected by unemployment - well understood and considered by regeneration agencies?
- What is done to promote learning, training or work to young people so that they avoid the experience of unemployment?

Promoting the value of work:

- Do agencies understand and promote the benefits of work – both paid and volunteer work – in their work with people who are economically inactive?
- Is volunteering valued and used as a route to paid employment?

Supporting the move from unemployment back into work:

- What initiatives are available locally which support people, individually, to consider moving back into employment?
- Do these initiatives understand and address explicitly the concerns and perceived risks of moving into work highlighted by our study participants?
- What role does the building of confidence and self-esteem play in the development or provision of learning, training and employment opportunities?
- Do local learning and training opportunities address the skills required to find, obtain and sustain employment? Including literacy and numeracy?
- Once in work – how are local people supported to manage and sustain employment?

Providing work that is valued:

- Is there a commitment to creating jobs which are secure, flexible and adequately paid?

Understanding carers:

- Is the role of those who care for dependents well understood, considered and supported when learning, training and employment opportunities are being developed or delivered?

Understanding the stigma of mental ill health:

- Is the experience of mental ill health well understood and considered when learning, training and employment opportunities are being developed or delivered?
- What work is done with employers (and their workforce) to promote awareness and positive attitudes towards mental ill health?

Overcoming practical barriers:

- Are the perceived barriers of lack of child care or transport addressed in job creation?
- Are there opportunities through learning providers to build skills and competencies for work?
- Are learning, training and employment opportunities accessible to people with physical and learning disabilities?

Creating local jobs and bringing employment into communities:

- What incentives are provided to encourage new local businesses and investment in local jobs in the targeted regeneration areas?
- How are local businesses supported and helped to develop and grow?
- Are local people motivated and supported to see self-employment as a viable option for them?

Session 6: Feeling Safe at Home

What we did

This session asked people to think about life at home, about what they like about where they live and what makes them feel safe, or sometimes not so safe at home.



Whilst most people do feel safe in their homes, others can feel fearful of people that visit them or live with them. Although our discussions focused on being at home, the importance of immediate neighbours and activity in the street immediately outside the home impact greatly on feelings and experiences of being safe at home. We also asked people to identify what steps they have taken to reduce risks of accidents. And some people talked about help or support they get in the home from services.

What did we learn from this question?

Several key issues and areas emerged from the contributions of our local partners. Challenging questions for regeneration partners who have an interest in ensuring local people feel and have the experience of being safe at home emerged which have been organised under the following themes:

Being in your own space: Does regeneration activity:

- Have a concern and interest in helping tenants build a sense of belonging in their own home?
- Consider home making a relevant regeneration activity? In particular, how are young or new tenants supported to think about and manage their house as a home?

Making the most of external spaces: Does regeneration activity:

- Mean that outside spaces – front and back gardens, shared pathways, green spaces between buildings – are well maintained and well lit?
- Consider how agencies support residents to look after their own and shared spaces – and enforce standards where necessary?

Enhancing security and safety: Does regeneration activity:

- Ensure that stairways and streets are well lit?
- Ensure that paths and fences are safe and maintained?
- Help tenants to safety check their home and consider the standard of alarms, locks, doors, windows, heating systems, stairways, kitchen equipment, lighting – and where there are shortfalls in terms of safety or security is help and support available to make these things right?
- Make help and support available in the private rented sector?

Smarter services: Does regeneration activity:

- Support the development and provision of services which are personalised, which support independence whilst being flexible and responsive enough to meet changing needs?

Protecting people from violence and abuse: Does regeneration activity:

- Provide clear messages to people that every Fife resident has the right to be safe in their own home?
- Provide information about what help and support is available if people are fearful of, or have experiences of, violence in the home?
- Ensure that there are integrated and best practice responses to reports of, or knowledge of, violence in the home?
- Consider and respond to the needs of vulnerable individuals or families who are targeted by others?

Anti social behaviour: Does regeneration activity:

- Tackle anti-social behaviour in terms of policy and effective action?

Connecting people: Does regeneration activity:

- Help connect people to each other and to services?
- Understand and support carers both individually and in terms of support for carers groups?
- Help keep long-standing connections between people when they need to move away from established relationships with friends, family or neighbours, say to supported accommodation?
- Help reduce the social isolation experienced by some people in the community?
- Help Fife residents have social contact with another person on a daily basis if that is what they want and need?
- Build notions of neighbourliness or the 'good' neighbour?

Session 7: Health and Happiness: What Can I Do?

What we did

This session focused on what specific helping professionals do to enhance individual and community health and wellbeing; as well as reflecting on what people feel able to do for themselves.

This session took us back full circle to our very first question of the first phase of the project in 2006 when we asked our local partners to think about what we could do to make Fife a happier place.



Participants were asked to identify helping professionals they know from across sectors and settings. Thinking about these individuals or teams local people identified actions, approaches or philosophies that enhance individual or community health and happiness.

Having thought about what helping professionals can do through their engagement with individuals and communities local people also reflected on their own contributions to health and happiness. While some of our local partners have little sense of how they can impact on their own health and happiness, other people report some things can be done in some places.

What did we learn from this question?

The thoughts from local people about specific helping professionals indicate that, for each, there is a role in building individual and community health and happiness. On the dedicated study site the contributions that the professionals listed below can make to health and happiness are detailed:

- Community-based service professionals
- Mental health professionals
- Health visitors
- GPs
- Priests, ministers and other faith leaders
- Dentists
- Youth work specialists
- Social workers
- Professionals who support people in their homes
- Police officers
- Community Wardens
- Teachers

Secondly, the reflections from local people about their own contribution to their health and happiness indicate a good understanding of what health and happiness means to people – but that getting there can be a struggle. Specifically local people commented on characteristics of good health and happiness which included:

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- Eating a good diet
- Exercising
- Caring for your body
- Being safe and cared for
- Having an interest
- Feeling optimistic
- Being motivated, curious and inspired
- Having resilience, understanding of your emotions and being able to solve problems
- Having good relationships, caring for others and being accepted and part of social groups
- Feeling happiness
- Having enough income
- Being able to access health services

In bringing the years work to an end with this key theme the contributions from our local participants have led the study team to pose these challenging questions for the regeneration partners:

- Do the regeneration partners have a shared understanding of health and happiness, its determinants and what can be done to influence it?
- Does the 'menu' of contributors toward health and happiness which were listed for participants (the bullet points above) – from eating a good diet to being able to access health services – help regeneration partners find their place in a holistic and strategic approach to enhancing health and happiness for individuals, families, groups and whole neighbourhoods?
- Does regeneration activity encourage groups of professionals across settings and sectors (including those who might not traditionally perceive they have such a role) to reflect on their role in building health and happiness?
- Are there continuing professional development opportunities and inputs to initial professional training through which this shared responsibility for building and enhancing health and happiness can be promoted and better understood?
- Is it possible to build on small gains and opportunities to encourage individuals, families, groups and whole neighbourhoods toward making bolder steps toward improved health and happiness – if it is, how do we do it?

Session 8: Evaluation

A full evaluation report is online at www.healthyhappyfife.org

The following information presents the headlines from that evaluation, reflecting what participants have told us about what they liked and got from involvement, what they found challenging or disliked about the study, how they accessed reports and findings and, from workers, ways in which the study has been used to inform practice.

A summary of what local people said they liked and what they got from involvement:

- People like feeling they are being listened to by decision makers.
- People feel that sharing personal experience can inform thinking and decision making.
- People believe that by participating they are shifting perceptions of them and their community.
- People want to do something to benefit the community; getting involved helps them to do this.
- People enjoyed the approach, the tools and how they supported conversation.
- The format allows for people who lack confidence to use other forums as a way to have their say.
- Relationships between the pairs – local person and local worker - have grown.
- People liked to find out what other contributors had said; and benefited from knowing their views were often shared by others.
- The study helped some people be more aware of issues in Fife; and shifted perceptions about their own community.
- People liked talking about themselves, having some ‘me’ time and looking at aspects of life from a different perspective.
- People report increased self-confidence and a more positive view. They are more likely to get involved and have their say again.

A summary of what local people didn't like, or things that were hard about being involved

- Finding time to meet up could be difficult; especially if there are other demands.
- It could be hard finding enough time to do a session.
- Some found certain questions or themes or phrasing of questions difficult.
- Most local people hadn't looked at the website, so the visual feedback material is important.

A summary of what local people said about accessing the site and seeing the full text reports

- Although everybody gets the visual report back – usually in the form of a poster - only 1 in 10 of local people report having seen the website and so access to the full web-based text reports has been limited.
- Several people said that accessing a computer was a problem, and most workers hadn't looked at the website with the local person.

A summary of what local workers said they liked and what they got from involvement

- Workers got to know their local person better
- Workers recognise the benefits of participation to the local person; particularly in terms of confidence and a sense that their views matter
- Workers found out more about the local area they work in
- The feeling of 'making a difference' was important to some workers
- Workers liked how the study was managed and the feedback they got
- Workers talked about how they liked the approach and tools – and valued the positive tone of the study
- The flexibility of the sessions was a good thing for some workers

A summary of what local workers didn't like and things that were hard about being involved

- It's difficult to find the time, schedule meetings and meet in suitable a place.
- Having more time between sessions and information earlier would have helped
- Some themes have the potential to touch on difficult personal issues
- Questions could be more specific or simpler
- It can be difficult choosing a local person to work with
- One worker would like to have been consulted herself
- One worker would like more hard copy feedback
- Group work may work better for some people
- Meeting other participants would be good
- Recording the session is not always easy
- Posing questions rather than making specific recommendations to regeneration partners isn't a style everyone likes
- There is a need to make time to end the process with participants



A summary of what local workers said about accessing the site and seeing the full text reports

- Just over 1 in 3 of the participating workers have visited the website and read any of the full text reports. Many more have relied on the visual reports / posters to engage others in the findings of the study.

A summary of what local workers said about ways in which the study has been used to inform practice

- The study helps workers reflect on their own practice
- Workers skills and approaches to engagement have been enhanced
- Workers and local people got to know each other better
- The study helps workers gain more knowledge about local issues
- The reports are useful and have been shared

Reflections on year 2 from the TASC team

Many of these factors were identified in our pilot year, but we continue to see benefits and challenges in the model we have developed.



- The tools or props we have used to promote discussion between local people and local workers, along with the posters which report back on the findings from each question, are viewed very positively. The evaluation (and the quality of the contributions from participants) has evidenced that the approach is engaging and fosters reflection and consideration of some often complex and sensitive issues. The approach supports the personal relationships which are built between local people and local workers. Although many partnerships already knew each other mutual understanding and respect are enhanced by working together as part of the study.
- The study provides a wealth of information which can be used in the context of planning and service development which should be ever more *evidence based*. As facilitators of a relatively small scale qualitative study we would not suggest that strategic decisions should be made on the data presented, but it is our belief that the contributions from participants present a strong and consistent message about the importance of seeing individuals and communities in the round, of the need to address vulnerability and isolation, to explore better ways of developing services which focus on early intervention and prevention and which are delivered by helping professionals with respect, care and insight.
- Local people who have taken part value seeing their contributions reflected back in the project posters. While the visual (poster) reports are useful it was always the intention that these were primarily for project participants, the thinking being that they were unlikely to read longer, formal reports to the regeneration partners. The posters have however proved to be of interest to other colleagues; this is a good thing, but as study facilitators we are unsure about the extent to which those who we hope are informed and influenced by the study have also committed time to thinking about the more in depth and challenging analysis that is presented on the study web site.

Local workers and local people have told us it is important for them to know what influence their contributions have made. It has not been in the scope of the study facilitators to assess impact, but we have endeavored to present findings in an attractive, inclusive, engaging way and have articulated a number of important questions for the regeneration partners to consider in both planning and delivery of services connected to regeneration. Our final questions are as challenging as those posed throughout the study. We recognise there are no definitive answers to these as such; but in the spirit of the work done to date we hope that the findings presented by the study help the regeneration partners to continue to consider:

- How can every helping professional in Fife be encouraged to consider: **What am I doing today to make Fife a healthier, happier place?**
- How can every local person, particularly those living in targeted regeneration areas, be encouraged to consider: **What am I doing today to contribute toward my health and happiness?**
- When it comes to making the health and happiness of individuals, families, groups and communities everyone's core business: **Are we there yet?**

To conclude the year 2 programme the TASC team has made some suggestions to the regeneration partners regarding ways in which the study can continue to inform and influence regeneration in the targeted communities. These are under discussion.

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