

# Review Report

## 11 - Stratherrick & Foyers Community Plan



### Purpose

Stratherrick community have community benefit money from a number of wind farms & hydropower as part of the community benefit scheme. Stratherrick and Foyers Community Trust have contracted with Nick Wright Planning to develop a community plan which will identify priorities in the area and agree how to spend the money wisely.

The community engagement process will reach out to the whole community and ask:

- What do you want your community to be like in the future?
- What should the priorities be?
- How are we going to work together to make it happen?

### Location

Stratherrick- Highlands, Scotland, Scotland

### Theme

Involve the community in meeting need

### Status

Active

### Print date

20/10/2021 10:07

### Start date

02/11/2020

### Review date

30/08/2021

### Privacy

Public

## How was the evidence collected?

Paul Nelis (SCDC) initially reviewed the Stratherrick community engagement process Aug 21. He then consulted with other team members and the Trust for their views and opinions. The scoring ranges from 1 Unsatisfactory to 6 Excellent (engagement activity which exemplifies very best practice).

## Have we met the Standards?

**Inclusion:** We will identify and involve the people and organisations that are affected by the focus of the engagement

### Score: 5. Very Good

Overall, there was very good involvement in the community engagement process, from contributions to the community survey to turnout at the 2 Community assemblies and 10 working group meetings. During the planning stages, we identified that young people and older people may need to have additional support/activities to engage them in the community plan discussions. A broad range of age groups (in line with the community demographics) responded to the community survey, older people were supported to get involved by working with local care workers and young people were asked for their views in the survey and during the community BBQ and in school activities.

Great care was taken in setting up the Steering group at the outset to reach right cross the community (demographically, socio-economically, geographically).

**Support:** We will identify and overcome any barriers to participation

### Score: 5. Very Good

As a result of the Covid pandemic, a majority of engagement activities took place online - over zoom. While this presented some access barriers for some people we were pleased at the level of attendance at the Community Assemblies and the 10 thematic working groups. In some cases zoom made the meetings more accessible from the comfort of home. Information about the purpose of the community engagement process was made available on the various community websites, engagement website ('Our Community Our Future' - <https://www.communityfuture.net>), social media (facebook, Instagram) and the local newsletter.

Critical communications were sent to every household (e.g. survey form, survey results, invitation to first Community Assembly, notification that draft Plan was online for review and comment).

**Planning:** There is a clear purpose for the engagement, which is based on a shared understanding of community needs and ambitions.

### Score: 6. Excellent

The Team members, Steering group and Trust members ensured that there was enough time to plan the community

engagement process. The team worked with the Steering group and Trust to plan out the engagement process, clarifying the purpose and identify the initial community priorities. As with all engagement processes, it might have been nicer to have more time, but the uncertainty of the lockdown made it important to keep going with our online activity so that we have completed the engagement phase in advance of the summer as we thought people might be on holiday or involved in tourism activities.

**Methods:** We will use methods of engagement that are fit for purpose.

**Score: 6. Excellent**

The Pandemic reduced the opportunities for face to face discussions, an online approach was necessary which may not have suited everyone.

The online events were well planned and facilitated to ensure that all voices were heard. The Assemblies used a combination of whole group discussions and thematic breakout rooms based on the interests of those attending. The community responded well to these online workshops and indicated that they were happy with the discussions (by responding to a zoom poll and putting a thumbs up at the end of the session - over 98% of participants approved of the process) and the online format. Following the online workshops a summary of the themes and project ideas was posted on the 'Our Community Our Future' website for information and comment. Young people and other residents were able to engage with the draft themes at the community BBQ and Gala Day (both of which were organised as soon as face-to-face events were permitted by pandemic restrictions).

To support the online events information was sent to each household which provided information but also encouraged people to make direct phone and email contact with a Nick Wright for those not online - This resulted in a couple of phone calls eg a resident in his late 80s this who's not online but got the postcard about the draft CAP - following a phone chat he has been sent a printout of the plan, and will have ongoing dialogue in the coming weeks.

**Working together:** We will work effectively together to achieve the aims of the engagement.

**Score: 5. Very Good**

The engagement team, Trust and Steering Group have worked well together to plan the engagement process. There was good communication and information sharing between the groups.

**Communication:** We will communicate clearly and regularly with the people, organisations and communities affected by the engagement.

**Score: 5. Very Good**

The team spent a lot of time on the design and content of the message to the community. There is a strong brand for the community plan and the Stratherrick community have been engaged throughout the process through social media, newsletters, 'Our Community Our Future' website. As well as informing residents there has also been numerous opportunities to feedback their views online and some face to face events.

A draft of the Community Action Plan will be circulated in the near future.

Communication with statutory partners is ongoing and will increase when we can share a draft of the plan for comment.

**Impact:** We will assess the impact of the engagement and use what we have learned to improve our future community engagement.

**Score: 5. Very Good**

The engagement process has been an effective way to get the whole community involved in designing the future of Stratherrick & Foyers (Errogie, Foyers, Gorthleck, Inverfarigaig, Torness and Whitebridge.) A number of people have expressed a desire to get involved in the delivery of the plan and contributing to the Trust.

There were important discussions about the role of volunteers and the need to also support the community with paid posts. This will support existing volunteers and create jobs within the community.

## What changes has the engagement brought about?

Change required	Score & Evidence
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<p>Involving the wider community, develop a steering group and supporting less heard voices to have their say.</p>	<p><b>Score: 5. Very Good</b></p> <p>There was good involvement overall. Over <b>30% (264)</b> of residents responded to the community survey which was available online and in paper format. There were <b>110 suggestions</b> submitted by residents to the online ideas bank and <b>120 comments on the draft plan</b>. Both Community Assemblies were well attended with around <b>60 people</b> at the first one and <b>approx 40 attending the second discussion</b>. Participants fed back that they felt the engagement process was going well both informally to the Trust and at the end of each of the workshops. Effort were made to support older and younger people to be part of the overall discussions.</p>
<p>A plan which will represent the priorities of the whole community. The plan will include how we take this forward with the Trust, Steering Group and volunteers.</p>	<p><b>Score: 5. Very Good</b></p> <p><b>20 October 21</b> - The engagement process has led to the development of the draft plan for further comment. The draft Plan sets out a vision for 2030 and has three equal objectives <b>'Nurture our Environment', 'Sustain our Community', 'Develop our Community'</b> and 5 action areas:</p> <ul style="list-style-type: none"> <li>• <b>'Getting About',</b></li> <li>• <b>'Community Life',</b></li> <li>• <b>'Organising Ourselves',</b></li> <li>• <b>'Our Homes' and</b></li> <li>• <b>'Outdoors and Nature'.</b></li> </ul>

## Who did we engage and what did we learn?

<p><b>Planned community participants</b></p>	<p>Older people Young people Wider residents</p>
<p><b>Number of participants reached</b></p>	<p>300</p>

## What key lessons have been learned and what will we do next?

- Online workshops are a good way to involve people and should be used in combination with face to face events in the future.
- The delivery mechanism for the plan still needs more development and there will be more learning from this stage.
- Need to avoid mixed messages about who owns and will deliver the plan - as the work progressed, there was a learning process for everyone involved about the Trust's role in facilitating and delivering the Plan.
- Access to survey data was a discussion point early in the process - it was clear that publishing full verbatim survey responses as initially hoped would have compromised some people's privacy in such a small community.
- The usefulness of a dedicated website with good functionality (eg ability to include ideas bank, surveys, news posts, video, interactive commenting) as a tool for communication, with or without the pandemic - with potential for continuing as a hub for sharing progress on plan delivery.

## Scoring criteria detail:

- **Score 6** - An evaluation of **excellent** will apply to performance which is a model of its type. It will represent an outstanding standard of performance, which will exemplify very best practice and is worth disseminating.
- **Score 5** - An evaluation of **very good** will apply to performance characterised by major strengths. There will be very few areas for improvement.
- **Score 4** - An evaluation of **good** will apply to performance characterised by important strengths which, taken together, clearly outweigh any areas for improvement.
- **Score 3** - An evaluation of **satisfactory** will apply to performance characterised by strengths, which just outweigh weaknesses.
- **Score 2** - An evaluation of **weak** will apply to performance which has some strengths but where there will be important weaknesses.
- **Score 1** - An evaluation of **unsatisfactory** will apply when there are major weaknesses in performance in critical aspects requiring immediate remedial action.