Supporting Resilient Communities

A report from the 2011 SURF Annual Conference, held on 17th March in Edinburgh
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The 2011 SURF Annual Conference

*Introduction, Purpose, Context and Format*

**Introduction**

As Scotland’s independent regeneration network, SURF uses its extensive cross-sector network, which includes over 250 member organisations, to explore current practice, experience and knowledge in community regeneration in Scotland.

SURF provides a neutral space to facilitate this sharing of information through a programme of activities that includes seminars, conferences, international policy exchanges, annual awards for best practice and the distribution of the regeneration policy journal, *Scotregen*.

Constructive feedback from the SURF membership is used to positively influence the development of more successful regeneration policy and practice through SURF’s links with key policy-makers in the Scottish Government and elsewhere.

A key feature in SURF’s programme of events and publications is our Annual Conference. This report summarises the main points made by the keynote conference speakers, and includes highlights of the outcomes of various interactive elements, such as discussion groups, plenary panel sessions and electronic voting.

*The broad range of views and opinions expressed are welcomed and valued, but they do not necessarily reflect the views of SURF or the SURF network.*

**Purpose**

The stated purpose of the 2011 SURF Annual Conference was:

*“To improve cross-sector understanding and cooperation in supporting more resilient communities at a point of great change”*

**Context**

The 2010 SURF Annual Conference\(^1\) highlighted the collapse of the property-based model of delivering community regeneration, and the need for more creative approaches.

The following year of cuts has increased the pressures on already vulnerable communities. The challenges for community regeneration policy and practice are considerable.

The 2011 SURF Annual Conference brought together communities, regeneration practitioners, policy-makers and academics from across the country and beyond to share experience and transfer knowledge on promoting resilience in adversity.

The programme for the 2011 SURF Annual Conference—which took place on 17th March in the Roxburghe Hotel, Edinburgh—was as follows:

**Early Morning Session**

9:00  Registration & Coffee
9:30  Welcome & Introduction
   *Guest Chair Andrew Lyon, Converger, International Futures Forum*
9:45  ‘Who and What?’ – 1st Electronic Voting Session
10:00 Community Resilience and Poverty
   *Julia Unwin, Chief Executive, Joseph Rowntree Foundation*
10:20 Cross-Border Lessons
   *Pat Ritchie, Chief Executive, Homes and Communities Agency*
10:40 Questions and Comments
11:00 Coffee, Networking and Examples of Success
   *With the 2010 SURF Award Winners*

**Late Morning Session**

11:25 National Priorities and 2nd Electronic Voting Session
   *Andy Milne, Chief Executive, SURF*
11:55 Healthy Resilience
   *George Dodds, Director for Programme Design and Delivery, NHS Health Scotland*
12:15 Themed and Facilitated Discussion Groups:
   • Active Communities & Resilient Legal Structures
   • Health, Value and Property Procurement
   • Housing, Health and Regeneration
   • Human Rights as a Tool for Community Resilience
   • Place, Culture & Resilience
   • Valuing Wellbeing
1:15 Lunch
   *Fringe meeting: Land tax and community values*

**Afternoon Session**

2:00 Resilience and Community Participation
   *John Cassidy, Volunteer Director, Cambuslang & Rutherglen Community Health Initiative*
2:20 A Transatlantic View
   *Denys Candy, international creative regeneration practitioner*
2:40 Discussion Group Feedback
3:15 Where Now? Interactive Panel Session
4:00 Summary and Close
   *Stephen Maxwell, Chair, SURF*

SURF was pleased to secure the participation of 28 different contributors across the event, representing a wide variety of sectors and perspectives.

SURF is grateful to all of them, and also to the over 130 guests in attendance, for their time and effort in contributing to the successful delivery of a diverse, relevant and engaging Annual Conference.
KEY QUESTION: How can we address substantial poverty challenges in the difficult current and future climate?

Julia Unwin was appointed Chief Executive of the Joseph Rowntree Foundation (JRF) and the Joseph Rowntree Housing Trust in January 2007.

Focus on Ambitious Aims

JRF has a clear focus on three organisational objectives:

• Search for issues in communities
• Demonstrate positive change
• Influence real, lasting solutions

JRF work programmes are tightly based on three central issues:

• Poverty—examining and addressing the root causes of poverty and inequality
• Place—contributing to the development of strong, sustainable communities
• Empowerment—identifying ways of enabling people to control their lives

Maintaining such concise focal points enables JRF to concentrate on developing achievable, sustainable, long-term responses to the most pressing challenges in the UK’s disadvantaged communities.

Global Events, Local Effects

Communities across the world are facing significant long-term challenges, and UK neighbourhoods are no different. Three of the most significant are:

1) Demography

In-migration is generally enriching and positive, but it can make our communities become very different places. The figures are absolutely clear on the high levels of in-migration in the UK, and we all need to be think about the effect of this on our communities, now and in the future.

2) Climate

We are facing a period of extraordinary climate change. Whether we may disagree about whether the causes are man-made or natural, there can be no doubt that it will make a massive difference to all of our lives, for example through extreme weather conditions and a greater frequency of flooding. The changes are coming, and it is up to us how we adapt.

3) Finance

Pre-2008, it is clear now that the economy wasn’t sustainable. A future shortage of not only finance, but also carbon and oil, will present further tests for individuals and their

“We don’t want our communities to just barely survive, or get back to where they were before the recession—we need them to thrive” — Julia Unwin
Communities.

The reality of the global economy is that the recent Japan earthquake will affect finances in Scotland—so solutions must also be developed on a global scale. In the UK, we have to accept that we are working in an economy of deficit, following an economy of purpose.

The Local Outlook

In the UK, we are seeing a very different social contract emerging. This changes the fundamental relationships we have been used to, for example the relationship between the state and individuals, communities, and markets.

There is also going to be a strong emphasis on the local—for instance, through the Localism Bill and the continued references to ‘Big Society’ solutions.

Across the UK, communities will have to accept that we are now in an economy of deficit, following an economy of surplus. A key consideration is therefore how we can do all we need to do while still conserving for the future.

The Nature of Resilience

Resilience is a contested term, and it can be hard to understand, for instance, why some UK communities thrive after enduring a period of severe flooding, while other communities continue to suffer long after the waters have receded.

Resilience is not just about wealth; the ability of the local community to endure, and their aspirations for developing something better, have a major role to play.

Recent JRF research in Bradford found that social networks there were much broader than had been anticipated.

The point is not for our communities to try to just survive, but to thrive. Self-direction is going to be hugely important in how we shape our collective future.

What About Scotland?

JRF continues to be enthusiastic about investigating the actual and potential role of devolution in responding to the challenges facing our disadvantaged communities.

Given the UK Government’s current focus on localism, Scotland is increasingly being seen as the place to have difficult conversations about whether wider national approaches can be more productive in some situations.

The JRF also plans to work more closely with SURF in 2011 on four key areas (see diagram).

Staying Positive

We have two options—we can try and hide from these problems, and risk becoming highly vulnerable, or we can provide a platform for real social change.

The mindset of thinking that the situation is becoming too depressing and too difficult is not going to help bring about this change. A positive approach is necessary.

Cross-Border Perspectives

Pat Ritchie
Chief Executive, Homes and Communities Agency

KEY QUESTION: What lessons can be drawn from England to inform Scottish regeneration efforts in challenging circumstances?

SURF was pleased to enlist Pat Ritchie to explore this theme. Pat has extensive experience in regeneration both north and south of the border, having held senior roles in One North East, Glasgow Housing Association, The Wise Group, The EDI Group and Newcastle and Sunderland City Councils prior to joining the UK Government’s Homes and Communities Agency in 2008. She is also a former Chair of SURF.

Could Do Better

From the viewpoint of a Scot in charge of England’s national regeneration agency, a number of parallels and differences are present in the regeneration approaches currently being taken in Scotland and England.

On both sides of the border, there is room for improvement in the visibility of national policy. The Scottish Government has taken the first steps to doing this through Building a Sustainable Future.²

Scotland is ahead in some areas of regeneration, for example through stronger development of Tax Increment Financing (TIF) and a greater focus on the community level. It compares less favourably with England, however, in such aspects as managing property risk in regeneration efforts.

Scottish and English regeneration professionals could be doing a lot more to learn from each other on these and a wide range of other issues.

Similar Challenges

There are stark contrasts within the English regeneration landscape. In the north of the country and the Midlands, the most pressing challenges tend to be around market failure and community issues. In the south, housing supply is much more important.

Scotland could learn more about experiences in the north of England. The focus on housing-led regeneration, and the extreme public funding reductions, are common to both.

In both Scotland and north England, there is a need for much greater innovation to maintain a drive for support in communities—but there are some very difficult prioritisation decisions lying ahead.

“Recent UK Government policy changes have been immediate, wide-ranging and emphatic”
Pat Ritchie

² ‘Building a Sustainable Future’ is the Scottish Government’s regeneration discussion paper, launched in February 2011. It is available online at the Scottish Government website: www.scotland.gov.uk/regenerationdiscussion
Diverging Agendas

In Building on Best Practice, the Scottish Government is openly setting out key challenges and asking relevant key questions. In general, the reduction of ring-fencing in funding and a higher focus on community-led regeneration should help maintain community regeneration efforts north of the border.

In England, making the ‘big society’ happen is the overarching priority for the current UK Government. Their immediate policy changes has resulted in major changes to the institutional landscape for regeneration, most notably in the Local Enterprise Partnerships (LEPs) and a reduction of responsibilities for Regional Development Agencies (RDAs). There has been a broad shift from a top-down approach to a localism agenda that places greater responsibility for development with communities themselves.

The LEPs vary significantly in size, scope and ambition. Although it is too early to measure their impact, the uneven spread across England raised questions around universality.

Value of a National Agency

The role of the Homes and Communities Agency (HCA) has also changed, with some of its responsibilities being devolved to local authorities. HCA was established in the economic downturn in late 2008, and a key strength lies in its ability to respond to difficult housing market conditions, for example through prompt development of shared equity schemes and support for local authority new-build developments.

HCA continues to maintain key functions such as overall responsibility for the £45bn affordable housing programme in England. Among other things, it is active in supporting emerging LEPs, improving social housing stock and advising on more efficient investment delivery in local regeneration.

There is a great deal of value in having a national agency for regeneration, which is able to build and share expertise and knowledge across a country. Scotland, of course, has already had a national agency for regeneration in the form of Communities Scotland.

The differences between the respective roles and experiences of—and challenges faced—by HCA and Communities Scotland may prove to be a useful in considerations about the future development of institutional models for national regeneration strategies.

National Priorities

Andy Milne
Chief Executive, SURF

KEY QUESTION: What should the national priorities be in the new context for community regeneration in Scotland?

Andy Milne joined SURF as Chief Executive in 2003. Prior to that, he spent ten years as Coordinator of Wester Hailes Representative Council in Edinburgh, which is often held up as a model for community-led innovation and service delivery.

Responding to the Challenges

What do we mean by regeneration? To the Scottish Government, it is a holistic process to address the physical, social and economic decline of a place where market forces alone are not sufficient. SURF agrees that it is about responding to market failure. It is SURF’s view, however, that if a process does not ultimately improve the health and well-being of local people, then it cannot justifiably be called regeneration.
The main challenges facing regeneration in Scotland are economic, social, ecological and demographic. These are all interactive—so the key question is how do we address them collectively?

The National Framework

Some of the main current Scottish Government policies around regeneration are:

- Community Planning
- Public Service Improvement
- Achieving Our Potential—poverty
- Equally Well—health
- Early Intervention—prevention
- Housing—National Housing Trust, Wider Role, Innovation Fund
- Participation—Community Empowerment/Engagement
- Procurement—Hub Initiative

Present regeneration resources include:

- Local Authority (LA) mainstream budgets
- Infrastructure—capital cuts of 33% over next three years
- JESSICA—£50m to 13 LA areas
- Big Lottery Funding
- Contributions from voluntary and community organisations

There are a wide range of delivery vehicles:

- Urban Regeneration Companies
- Community Planning Partnerships

- Housing Associations
- Social Enterprises
- Development Trusts
- Tax Increment Financing
- Business Improvement Districts
- Local Asset Backed Vehicles

Post Economic Crash

Speaking at the launch event of the Building a Sustainable Future regeneration discussion paper in February 2011, Alex Neil MSP, Minister for Housing and Communities, said:

- “Jobs and economic growth are a prerequisite for a successful and sustainable regeneration policy” BUT “we have been too reactive to industrial closures”
- “Scotland has never had a regeneration strategy worthy of the name”

This demonstrates a refreshing and open approach to developing a new regeneration strategy for 2011 and beyond. SURF is supporting the regeneration discussion process, and conference guests were able to provide an input by answering some of the questions raised in the paper [see Appendix 1 for the results].

The future challenges following the impact of recession, as raised in the paper, are:

- How to incorporate mainstream budgets in a conscious area-based focus
- Addressing the persistent problem of worklessness
- How can communities be empowered to improve their neighbourhoods at their own hand?
Healthy, Resilient Communities

George Dodds
Director for Programme Design and Delivery, NHS Health Scotland

KEY QUESTION: How can health improvement bodies further support a holistic approach to the development of more resilient communities in Scotland?

At the time of speaking at the conference, George Dodds was only a few weeks into his current post. He has, however, over 30 years’ public sector experience around tackling inequalities and improving peoples’ lives and communities. Prior to joining NHS Health Scotland he was Deputy Regional Director for north-east England in the UK Department for Communities and Local Government.

Key Messages

1. Health and regeneration are interlinked and complementary
2. Community empowerment is central to health improvement and regeneration
3. We must work more collaboratively to find new approaches

The New Policy Environment

Public agencies will need to make better use of opportunities for collaboration to increase efficiency—with economic indications that public spending will be limited for the next 15 years, there are simply no other options.

The ‘Big Society’ isn’t a new development, and doesn’t need a label. Volunteers have been helping improve our communities for hundreds of years, and they will always continue to provide a much-needed resource for health and regeneration activities.

NHS Health Scotland will maintain a close working relationship with local authorities to provide leadership in efforts to reduce health inequalities throughout the country.

What Are Resilient Communities?

There is no single, widely accepted definition. Some accept that it is about the ability of a community to respond to changes or stress in a positive way. To others, resilience refers to the degree to which people in a community are able to organise themselves.

In a collaborative 2007 paper, the Australian social scientist Dr Nadine Marshall wrote that:

“A resilience perspective recognises that communities are diverse and have different ecological, environmental, social and psychological dimensions”

Given the extent of diversity in neighbourhoods and communities in Scotland, local solutions are required.
Empowering Communities

When an agency merely talks to a community, it is already failing to offer adequate consultation where the objective is to listen.

People are empowered when they:

- Feel safe, respected, and supported
- Have access to a well-maintained physical environment
- Have opportunities for social interaction, using and acquiring skills, participating and influencing as they wish to and with ease;
- Have access to resources as and when required and without barriers

Better Organisation

There are myriad influences on public health (see below diagram). This is well-recognised in current Scottish Government policies around improving health and tackling poverty. These policies have common themes in approaches to inequality, social connectivity and improving outcomes for local people.

The way forward lies in continuing to think holistically in developing improved community-focused interventions. This can be made possible through better organisation in public, voluntary and community sectors.

Instead of competing for scarce resources, now is the time for all parties to look at innovative ways of working together more effectively.

Influences on Health

Based on Dahlgren, G., Whitehead, M. (1991) 
*Policies and Strategies to Promote Social Equity in Health*, Stockholm: Institute of Futures Studies
Resilience and Participation: A Community Perspective

John Cassidy
Volunteer Board Member, Cambuslang & Rutherglen Community Health Initiative (CHI)

KEY QUESTION: Can we do more to support local residents in community-led regeneration processes?

John is a former Head of Service for Education in South Lanarkshire Council. Now retired, he is an active community volunteer with a particular interest in the promotion of healthy lifestyles in young people and the ways in which young people can be involved in improving the quality of life in their communities.

Physical Versus Social

Through the more economically successful era of the preceding 15 years, ‘regeneration’ tended to be physical rather than social. New houses, schools and hospitals were built, but can we say this resulted in the development of successful communities?

It is easy to see why physical regeneration was favoured. Many regeneration professionals logically prefer to see something tangible from their efforts, and something that can be produced in the short-term.

Social regeneration is by far the more difficult to deliver, and it might not be possible to identify successful impacts for decades. If ever there was a time to stop neglecting this central aspect of community regeneration, this is it.

Language Change

All who are involved in Scottish regeneration will be familiar with a number of over-used phrases. Some examples are: ‘capacity building’, ‘social inclusion’, ‘integrated services’, and ‘culture change’.

These have the tendency to become meaningless, especially culture change, which is almost unachievable. Rarely has an organisation demonstrated a genuine culture change.

‘Partnership working’ has also become hackneyed. Too often, the partnership label is applied where it is not deserved. Veritable partnership working is also hugely challenging, and requires massive resources to include people effectively.

There is now a great advocacy for volunteering. Cambuslang & Rutherglen CHI has over 120 volunteers, but this is only made possible through the efforts of a brilliant coordinator; adequate funding is needed to fund such positions.

The Glasgow Effect

Dr Harry Burns, Chief Medical Officer for Scotland, offers a number of telling insights into the nation’s health. As we know, life expec-
Tenancy in Scotland is low compared to the European average, and this applies across the socio-economic range. Drug/alcohol abuse, high levels of violence and suicide among young men, are all major health issues in Scotland—but they are of a psycho-social rather than a medical origin.

The phrases ‘Glasgow effect’, and now even the ‘Scottish effect’, are becoming increasingly commonly used to explain this apparent phenomenon of poor health that is worse than socio-economic factors would tend to indicate.

Some individuals cope much better in handling stress in similar circumstances than others; and that body chemistry is affected by social circumstances. Dr Harry Burns influential 2010 report, Time for Change, advocates looking at the asset model approach to community health. This can help promote self-esteem and motivation within individuals, which can help them to handle stress.

So there are reasons for optimism. As Leonard Cohen sang: “There is a crack, a crack in everything/ That’s how the light gets in”

An International Perspective

Denys Candy
Trainer, Researcher, Facilitator and Coach, Community Partners Institute (USA)

KEY QUESTION: Are international lessons around community resilience transferable to present Scotland?

Denys has extensive experience in supporting the involvement of disadvantaged groups of residents in the ‘Hill’ district of Pittsburgh, Pennsylvania, in the realisation of their aspirations for their community in a process of external investment and change. He has trained community builders from across the United States in the application of this innovative model of engagement and empowerment. Denys also assists with community regeneration projects in the UK and Ireland, such as the Helix Trust greenspace development project in Falkirk and Grangemouth.

Reasons to be Cheerful

Despite the impacts of the budget cuts and the recession, the outlook for Scotland really isn’t bad. To see a real crisis for communities, you could visit some cities in the United States, where individuals often take longer routes to work or college purely to avoid having to traverse disreputable neighbourhoods.

The economic collapse in 2008 didn’t greatly affect the city of Pittsburgh, mainly because it wasn’t part of the property-led boom to begin with. Urban renewal projects displaced 8000 people from central Pittsburgh communities in the 1950s, and this policy was repeated throughout the country. Communities were decimated, especially traditional African American communities near city centres—and the legacy left behind was higher unemployment, drug/alcohol addiction and violence.

Disadvantaged communities in the US have all the same issues as those in Scotland have, plus race and racism. In housing,
Pittsburgh is one of the most racially segregated cities in the country. Scottish communities are lucky in that they don’t have to struggle with problems a lot more serious than reduced public resources.

**Building on Identity**

Like Glasgow, Pittsburgh created successful heavy manufacturing industries; the most important being steel. Although the industry collapsed, the identity remains—the city’s nickname is ‘The Steel City’, and the American Football team is the Pittsburgh Steelers. There is a pride present in this identity of resilience and toughness that can be developed.

In focusing on the long-term regeneration prospects of ‘The Hill’ district of Pittsburgh, an ambitious community consultation exercise showed that people used to make use of the area’s rivers much more than they had done in recent times for navigation and recreation.

Building on the history, ‘finding the rivers’ became the purpose of the regeneration efforts. This enabled a reimagining of the area and its potential. Residents were encouraged to look at the place anew through innovative community exercises. Instead of listening to a series of PowerPoint presentations, they were taken outside to participate in river-boat rides, art/music events and open-air barbecues to discuss community development.

A ‘designed vision’ emerged and the area was rebranded as a ‘village in the woods’ through the Greenprint project. The architects, planners and ecologists engaged in this project made full use of the rivers and the local landscape to blend a natural vision into an urban environment, enabling the neighbourhood to consolidate its identity. The project goals include attracting more visitors, arts/outdoor events and economic investment in the area.

A similar model is being used in the Helix Trust project in Falkirk/Grangemouth, which also works with the community to develop the local river. One public event brought people who had lived close to River Carron all their lives to the river for the first time.

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_Pittsburgh’s ‘The Hill’ district was rebranded as ‘a village in the woods’_
Beyond Planning

The Greenprint initiative is grounded in a ‘civic ecology’ approach; the master-plan was adapted for the era of global warming. This will become even more important in future regeneration activities, which must be about more than the creation of new residential and commercial buildings, and look at water, energy, local food production and ultimately starting at a local level to saving the planet.

An additional challenge is poor health, which has so many inter-dependent aspects that it must begin to be more closely embedded in all regeneration approaches. In the US, creative regeneration activities can be made possible through seed capital available from charities and trusts, as public and private sector investment often proves difficult to attain for such projects.

Pittsburgh is also attempting to address segregation in the arts. For instance, some musical styles such as opera are the domain of those from middle class white backgrounds, while those from black communities generally prefer rap and hip-hop. Jazz is an exception, and can be used to encourage multi-ethnic audiences to come together, creating a joyful celebratory space.

For more on the Greenprint project, visit: www.pittsburghparks.org/greenprint

For more on the Helix Trust, visit: www.thehelix.co.uk

Learning from Success

Representatives from three winning projects in the 2010 SURF Awards for Best Practice in Community Regeneration attended the conference to share the lessons behind their success with conference delegates in dedicated exhibition space.

The event was attended by the overall winners of the following 2010 SURF Award categories:

- People: Rag Tag ‘N’ Textile
- Place: Uig Community Shop
- Partnership: Eday Partnership

You can find out more about these projects, which are based in the highlands and islands, through SURF Awards case study publications. These are available for download from the Scottish Government website.

A 2010 SURF Awards publication, highlighting all of the shortlisted entries, is also available from the SURF website.

The SURF Awards are delivered in partnership with the Scottish Government.
Conference delegates had the choice of participating in one of six themed discussion sessions:

1. Place, Culture and Resilience
2. Active Communities and Resilient Legal Structures
3. Health, Value and Property Procurement
4. Housing, Health and Regeneration
5. Valuing Wellbeing
6. Human Rights as a Tool for Supporting Resilient Communities

Further information on the main messages arising from the discussion in each group follows.

1  Place, Culture and Resilience
Presenter:
• Andrew Dixon, Chief Executive, Creative Scotland
Facilitator:
• Pippa Coutts, Director, SURF
Key learning outcomes:
• Artists are good at listening and translating
• Arts – a reason to meet and to bring people together
• Challenge is how to nurture this
• When involving artists be clear what is wanted and who leads
• Culture is central, not an add on

2  Active Communities and Resilient Legal Structures
Presenter:
• Stephen Phillips, Partner, Burness

Facilitator:
• Brian MacDonald, Director, SURF
Key learning outcomes:
• Legal Structure is not a substitute for financial viability
• Huge range of legal structures, sign posting needed
• CPPs should publicise assets that communities might value
• Community use of assets should not only be reactive – have a realistic strategy
• Appropriate legal advice may still be required

3  Health, Value and Property Procurement
Presenters:
• Karen Anderson, Chair, Architecture + Design Scotland
• Peter Reekie, Director of Finance & Structures, Scottish Futures Trust
Facilitator:
• Amanda Kremer, Managing Director,
Thrive for Business

Key learning outcomes:

- Potential for sustainability in value is in community “ownership”
- Dislocation between planning and funding processes
- Restore what we have rather than new build
- Address difference between what we say and what we do individually and institutionally

4 Housing, Health and Regeneration

Presenters:
- Alex McGuire, Executive Director of Regeneration, Glasgow Housing Association
- Keith Anderson, Chief Executive, Port of Leith Housing Association

Facilitator:
- David Stewart, Policy & Strategy Manager, Scottish Federation of Housing Associations

Key learning outcomes:

- It’s not just about quality of housing, but of place – somewhere people want to live.
- Closer collaboration between all sectors to maximise resource impacts
- Need to be smarter and reduce bureaucracy for better use of land, buildings and community potential
- Community empowerment requires an enabling public sector and partnership working

5 Valuing Wellbeing

Presenter:
- Sheila McMahon, Equally Well Lead Officer, Dundee City Council

Facilitator:
- Heather Williams, Senior Programme Policy Officer, NHS Health Scotland

Key learning outcomes:

- We don’t know entirely what the challenges are – but there are solutions
- Breakdown of society as a whole – we need to put it back together
- We can take opportunities from the challenges presented to focus on what really matters
- Multiple small changes can offer a solution to some of the big issues
- With reduced funding we must focus on reaching out to those who are isolated and in need
Discussion Group Outcomes (continued)

6 Human Rights as a Tool for Supporting Resilient Communities

Presenter:

Carole Ewart, Public Policy Consultant, Ewart Communications

Facilitator:

- Stephen Maxwell, Chair, SURF

Key learning outcomes:

- HR Legislation has real potential for protecting services
- Ignorance of HR in Scottish institutions and individuals
- SHRC is barred from bringing cases to court
- Need to raise awareness and understanding rather than court cases
The opportunity for all participants to answer set questions on a range of relevant topics was a key feature of day two of the conference. This appendix includes selected highlights of the delegates’ voting results.

A full breakdown of the results by sector is available from the ‘knowledge centre’ section of the SURF website.

### Appendix 1: Electronic Voting Results

#### Which of the following sectors best describes the organisation you are representing today?

<table>
<thead>
<tr>
<th>Sector</th>
<th>Percentage</th>
</tr>
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<tbody>
<tr>
<td>Academic Institution</td>
<td>1%</td>
</tr>
<tr>
<td>Central Government / National Public Body</td>
<td>13%</td>
</tr>
<tr>
<td>Community Group</td>
<td>26%</td>
</tr>
<tr>
<td>Local Authority/NHS Board</td>
<td>9%</td>
</tr>
<tr>
<td>Private Sector</td>
<td>15%</td>
</tr>
<tr>
<td>Voluntary Sector</td>
<td>26%</td>
</tr>
<tr>
<td>Other</td>
<td>9%</td>
</tr>
</tbody>
</table>

#### Overall, how well do you think local and national government in Scotland are supporting community resilience in the recession?

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brilliantly</td>
<td>0%</td>
</tr>
<tr>
<td>Very well</td>
<td>4%</td>
</tr>
<tr>
<td>Adequately</td>
<td>32%</td>
</tr>
<tr>
<td>Poorly</td>
<td>40%</td>
</tr>
<tr>
<td>Appallingly</td>
<td>17%</td>
</tr>
<tr>
<td>No opinion</td>
<td>7%</td>
</tr>
</tbody>
</table>

#### In these times of austerity, should investment be targeted at the areas in greatest need or to those which have a better chance of success?

<table>
<thead>
<tr>
<th>Choice</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greatest need</td>
<td>50%</td>
</tr>
<tr>
<td>Better chance of success</td>
<td>33%</td>
</tr>
<tr>
<td>Not sure</td>
<td>17%</td>
</tr>
</tbody>
</table>
## Appendix 1: Voting Results (continued)

**Given what you know of the economic, social and environmental challenges ahead, what should be the one top priority for the reduced capital budget?**

1. Affordable housing  | 26%
2. National transport links | 5%
3. Local transport systems | 5%
4. Fabric of town centres | 5%
5. Renewable energy hardware | 12%
6. Accessible broadband technology | 7%
7. Health and education facilities | 33%
8. Other | 8%

**What should the Scottish Government’s approach be in fostering change in future?**

1. Re-establish a dedicated regeneration agency - like Homes and Communities in England | 8%
2. Provide the strategic policy vision and reduce regulations for more action by others | 19%
3. Provide the overall vision and some ring-fenced resources to ensure some key activities happen | 31%
4. Top slice 3% of Local Authority funds and direct it to identified community anchor organisations in deprived neighbourhoods | 26%
5. Remove more planning and regulatory restrictions to encourage more private sector activity | 4%
6. Something else we haven’t thought of | 12%

**To deliver successful community regeneration in future, what do you think we should concentrate on more now?**

1. Getting the economy going and creating jobs | 41%
2. Investing in public services and community support organisations | 51%
3. Not sure | 7%
Appendix 2: SURF Sponsors

SURF is grateful to its tenkey sponsoring organisations for 2010. SURF sponsors provide the organisation with much of the resources it needs to maintain its political and financial independence, and to continue to further develop its activities programme.
Appendix 3: Special Thanks

SURF is grateful to NHS Health Scotland for supporting the successful delivery of the 2011 SURF Annual Conference.

By increasing knowledge, providing evidence of effectiveness and developing public awareness of important health messages, NHS Health Scotland is helping to build a healthier future for everyone living in Scotland.

In keeping with NHS Health Scotland priorities, a central part of their work lies in supporting Health Boards to achieve their health improvement targets, as set by the Scottish Government and laid out in their local delivery plans.

The Role of NHS Health Scotland

NHS Health Scotland is a Special Health Board with a national remit, playing an important role in improving the health of everybody living in Scotland and tackling inequalities in health.

Its primary focus, as an organisation, is to work with local NHS Boards and their health improvement partners during the implementation phases of public health improvement and health inequalities programmes, and other initiatives designed to achieve health outcomes that meet public health HEAT (Health improvement, Efficiency and governance improvements, Access to services and Treatment appropriate to individuals) targets, promote equality and diversity, and address local priorities, thereby supporting the national outcomes in Single Outcome Agreements.

They also host national agencies, and the remit of The Scottish Centre for Healthy Working Lives has been expanded to include the functions of Scotland Against Drugs, which has now been dissolved.

Priorities for 2010-11

Each year, the NHS Health Scotland Business Plan summaries its work programme, setting out main objectives and desired outcomes.

This year’s aims are to:

1. highlight the areas of work that will contribute to the delivery of the HEAT targets and implementation of Better Health, Better Care

2. show how NHS Health Scotland is contributing to its partners’ aims and objectives

3. enable the Scottish Government and NHS Health Scotland to assess progress during 2010-11

For more information on organisational priorities for this period, please see the NHS Health Scotland Business Plan.

Website: www.healthscotland.com
Appendix 4: Further Information on SURF

SURF is Scotland’s independent regeneration network.

Aims and objectives

SURF’s overall objective is to improve the health and wellbeing of residents in Scotland’s disadvantaged communities.

To meet this goal, SURF’s key aims are:

- To provide a neutral space for all sectors and players in Scottish community regeneration to share their knowledge and experience
- To stimulate challenging debate about community regeneration policy and practice
- To maintain a high status for community regeneration on Scotland’s political agenda
- To provide relevant and constructive feedback to key policy-makers

SURF network

The SURF network aims to be the primary arena for debate on community regeneration in Scotland. It acts as a channel for information, consultation and policy proposals, based on the knowledge and experience of its membership and wider connections.

SURF network activity includes seminars, conferences, international policy exchanges, annual awards for best practice and the distribution of the regeneration policy journal, Scotregen.

This all provides a truly independent network to explore current practice, experience and knowledge, with which to positively influence the development of more successful regeneration policy and practice.

Background

SURF was established in 1992 as a not-for-profit company limited by guarantee. It is directed by a board of voluntary directors drawn from across its wide cross-sector membership of over 250 organisations.

SURF members range in size from small community groups to some of Scotland’s largest private companies. Membership organisations also include local authorities, housing associations, health boards, academic institutions, professional bodies, voluntary organisations and charities.

Further information on SURF’s activities, and how to get more involved, is available on our website: www.scotregen.co.uk

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