

## **EAST LOTHIAN PARTNERSHIP SPRING HEALTH & WELLBEING FORUM – FEEDBACK**

The East Lothian Partnership (ELP) Spring Forum took place on Saturday 27th April at Queen Margaret University, with the theme of 'Health & Wellbeing'. This was the third ELP Forum to take place, attracting over 100 participants from around 40 partner organisations.

Participants were asked to complete an online evaluation following the Forum, a summary of the feedback is provided below.

### **Q1 HOW WOULD YOU RATE QUEEN MARGARET UNIVERSITY AS A VENUE FOR THE EVENT?**

- Very good – 82%
- Good – 15%
- Poor – 0%
- Very poor – 3%

#### **What you liked about the venue:**

- ✓ Great place to bring existing and diverse disciplines together into local place of learning and development
- ✓ Thought this was an excellent space and it would encourage me to come to more events if held here
- ✓ Good set up all on one level with easy access to the various workshop venues. Area for market place and refreshments was ideal in that it enabled networking opportunities

#### **Our response:**

We really enjoyed using the space at Queen Margaret University, which we felt was ideal for this type of partnership event. Staff at QMU were extremely helpful in helping to organise the morning and in making sure everything went smoothly on the day.

We are keen to use a range of venues owned or run by different community planning partners, so will continue to explore different venue options.

### **Q2 HOW DO YOU FEEL ABOUT THE TIMING OF THE EVENT (I.E. ON A SATURDAY MORNING RATHER THAN A WEEK DAY EVENING)?**

- I was happy with the timing – 85%
- I was unhappy with the timing – 15% \*

(\* Although, we can assume that others who were unhappy with the timing simply did not register to attend, so therefore have not completed the evaluation – further surveying of the wider 'invitation list' is needed to establish what the overall preference is.)

#### **What you liked:**

- ✓ I personally was happy with the timing on a Saturday as many attendees are volunteers for various organisations who also work....

- ✓ Prior to the event I was unsure about the time but it worked very well and I now feel the time and day of the event were perfect
- ✓ Suits me so well, it is usually evenings when I'm worn out!

**Less positive:**

- ✗ Saturday is a horrible option, there didn't seem to be any more people there (in fact maybe fewer?)

**Needs addressed for future Forums:**

- ✗ I personally was happy with the timing however my organisation gave me this time back however I am aware from other partners that this isn't the case in all sectors

**Our response:**

We recognise that it is difficult to find a time that suits everyone. Our previous two Forums were held on a weekday late afternoon / evening. There are definite advantages and disadvantages for both options, and we need to look at this further. We plan to do a wider poll of people on the ELP Forum distribution list, not just those who made it along to the Spring Forum.

**Q3 HOW DID YOU FEEL ABOUT THE LENGTH OF THE EVENT?**

- It was too long – 3%
- It was too short – 15%
- It was about right – 82%

**What you liked:**

- ✓ The event timing overall was a good length, especially for those with various commitments

**Needs addressed for future ELP Forums**

- ✗ The sessions all ran over a bit – so maybe slightly longer?
- ✗ Not enough time to get into the workshops in any real depth, especially if you didn't know a lot about the topic already
- ✗ Time wasn't necessarily best managed
- ✗ Felt a bit rushed at times so could have been extended

**Our response:**

Given the feedback received, we may look at a slightly longer session for the next Forum, although we are conscious of other pressures on people's time, especially when Forum events are held at the weekend. However, the feedback also suggests that managing timing better on the day would help, including possibly changing the amount of time allocated to the different 'elements' of the Forum – see below for more thoughts on this...

## Q4 HOW USEFUL DO YOU THINK THE INFORMAL MARKETPLACE / NETWORKING PART OF THE DAY WAS? (BOTH AT THE START AND DURING THE COFFEE BREAK)

- Really useful – 69%
- Quite useful – 28%
- Not very useful – 3%
- Not at all useful – 0%

### What you liked:

- ✓ Fabulous to have the visuals and opportunity to meander, peruse, take literature and to start conversations and spark connections
- ✓ A good opportunity to see what other organisations do and create conversations and partnership working
- ✓ Feel this is an excellent way to network and find out what is happening across the county

### Less positive:

- ✗ Longer than necessary

### Our response:

As well as positive comments such as the ones above, we also received a lot of verbal feedback suggesting how much people enjoyed this part of the morning. The atmosphere and volume of discussion during the marketplace slots seemed to indicate a good level of networking. We will continue to incorporate a marketplace into future Forums, with an emphasis on widening participation in the marketplace to as wide and diverse a range of projects and partners as possible.

## Q5 HOW USEFUL DID YOU FIND THE PRESENTATIONS?

### Health Inequalities Presentation

- Really useful – 81%
- Quite useful – 16%
- Not very useful – 0%
- Not at all useful – 3%

### The Future Shape of Health & Social Care

- Really useful – 30%
- Quite useful – 51%
- Not very useful – 19%
- Not at all useful – 0%

### Our response:

We were pleased to see that the majority of participants found both presentations useful. When deciding on presentations for Forum events we try to choose topics that have broad interest and provide a background / context to the Forum theme.

## Q6 HOW USEFUL WERE THE WORKSHOPS?

- Really useful – 61%
- Quite useful – 38%
- Not very useful – 1%
- Not at all useful – 0%

### What you liked about the workshops (a flavour of some of the positive comments):

- ✓ Really enjoyed this workshop
- ✓ Gave a good insight into the challenges faced by families
- ✓ Thought this was a very thought provoking, useful and interesting presentation
- ✓ Quite inspired! Well presented. Intend to work up some ideas to present to North Berwick Coastal Area Partnership
- ✓ Excellent discussion and gave me awareness of ACE tools available to share with teams to raise awareness of adverse childhood events
- ✓ Good connections made. Particular interest in this area and it was something that could stand as a conference on its own, so great to have conversations building
- ✓ Very impressed with this, (yoga) teacher was very helpful with great ideas....will be interested in taking part in this, as well many of my friends
- ✓ Really informative, fun session
- ✓ Very informative. I had no idea what Rapid Rehousing was. It gave me better understanding of the challenges of the housing department

### Needs addressed for future ELP Forums:

- ✗ It was a pity the workshop length was curtailed
- ✗ Both workshops ended up a bit rushed, so not as much time to discuss how people could get involved
- ✗ Would have liked more time for discussion
- ✗ Impaired by the shortage of time
- ✗ Was an interesting workshop which created various conversations but was cut short due to timing which gave little time at the end to complete the questions
- ✗ Almost no time at all for discussion. The presentation was great, and so many ideas needing to be discussed

### Our response:

It was great to hear that people had found the workshop topics interesting and useful. However, feedback relating to the length of the workshops and the limited opportunity for discussion gives us a very clear indication of one of the main changes that we need to make when planning the next Forum. Early discussions in relation to the ELP Autumn Forum have included plans to allow less time for presentations and more time for workshop sessions, potentially also giving people the opportunity to participate in three different workshop sessions rather than two.

## Q7 WHAT DID YOU LIKE ABOUT THE EVENT? WAS THERE ANYTHING YOU DIDN'T LIKE ABOUT THE EVENT?

### What you liked about the event:

- ✓ Friendly, buzzing, really useful contacts and inspiring conversations. Great to get together
- ✓ Venue, focus, networking, information stands; the positivity of the event. Wide range of delegates allowed for great networking.
- ✓ I enjoyed the friendliness and casual easiness of the meeting.
- ✓ Very well organised
- ✓ Good topic, succinct presentations. Atmosphere at QMU pleasant and relaxed.
- ✓ Very useful and informative event, good opportunity to network
- ✓ I enjoyed the space, selection of workshops, opportunity to engage with other participants/attendees during coffee breaks/marketplace
- ✓ The opportunity to share and learn from folk working outside my area of interest.
- ✓ Very relaxed enjoyable experience
- ✓ Good space to have the event in
- ✓ Kept to time well and presentations were an ideal length.
- ✓ There was a real buzz at the event, all very fast paced and vibrant. Participants seemed very engaged and presentations and workshops were very current to development work currently taking place across all sectors
- ✓ I enjoyed the event very much great opportunity to share and network
- ✓ Really useful gathering to find out more about all the partnership work and main areas of focus in East Lothian
- ✓ Overall the event was a good opportunity to become more aware of the various issues surrounding health inequalities and it provided good information along with potential working solutions through the various workshops.
- ✓ I thought it was a great event with great opportunity to meet a range of other partners and find out what was happening in East Lothian from a health and welfare perspective.
- ✓ Good to have a thematic event.
- ✓ Really good to see people we need / like to collaborate with
- ✓ Great presentation on health inequalities
- ✓ Great workshop presentations
- ✓ I liked the workshops

### Needs addressed for future ELP Forums:

- ✗ I felt the event was well organised and well represented. A bit more time for the workshop would have been useful
- ✗ It could have been a bit longer with more time for the individual workshops and perhaps three rather than two? Start a bit later but then go on a bit longer with a light lunch?
- ✗ It was a pity the workshops were shortened due to a late start. Otherwise it was a really interesting event. Thank you.
- ✗ Felt that was a bit rushed for time so workshop didn't feel there was enough time for discussion.
- ✗ It was a good event but maybe could have gone on longer networking
- ✗ Good venue, perhaps a little bit more time in workshops. Overall a really good event
- ✗ It was all good, except registration was a little muddled and there was no signposting / announcement of yoga etc. at the start.

- ✘ The event was very well put together, the only drawback was that some of the groups were cancelled without anyone being informed
- ✘ Only feedback was re: spread out nature of Marketplace - could be pulled more closely together.
- ✘ Sign in was a bit of a fudge, (in the nicest way, as they often are). Could have been more signposting - missed the movement session at the beginning (no idea where it was held), though this gave more opportunity for marketplace and networking. Fortunately was a really pleasant day, otherwise a cloakroom option would have been good. No representation, apart from links to SftS, to the importance of PLAY across the ages, and how this is supported in communities and partnerships. Essential for health and wellbeing, learning, relationships, supporting a healthier lifestyle and general health in adulthood etc. I think ELPA should have been invited to this event - and also link strongly to Intergenerational work with GWT network in E. Lothian
- ✘ Both the workshop I facilitated and the workshop I attended were cut short due to the event starting late and running over time. It is crucial that when workshops are given a set time that this time is given as the delivery is planned for that time. I lost nearly ten minutes of delivery time which resulted in some aspects not being covered and a bit of a rush to wrap up with the questions at the end being overlooked. It may be beneficial to build in an additional 15 minutes event finish time to allow for any slippage and over run.
- ✘ I think there was some delay and confusion when people were signing up. Not sure if the workshops could have been displayed in a large format making it easier for a range of people to check which workshops they were going to and then engage with staff if they needed to change - don't know if this would have made the process quicker/easier to manage? It certainly had an impact on the time people had to network and not sure if it had a knock on effect on the starting time and therefore the workshops. Overall felt this was a good forum (possibly the best one so far) which if these matters could be ironed out would have made it an excellent one.
- ✘ More informed presentations like inequalities
- ✘ I think the workshops are a really good format and would prefer these to the length of the initial presentations.

### **Our response:**

It was great to hear that people had enjoyed the friendly, relaxed approach at the Forum and made the most of opportunities to network.

In terms of the aspects that people didn't like, we will be looking at the following changes for the next Forum:

- We will allow more time for workshops to make sure that participants have the opportunity for more in depth discussion
- We will improve our sign-in process with a larger registration area and more staff to help
- We will improve the process for people signing up for workshops and will provide large print sign-up sheets
- Where possible we will communicate any changes to workshops on offer in advance of the Forum taking place

## Q8 IS THERE ANYTHING YOU ARE PLANNING TO DO AS A RESULT OF COMING ALONG TO THE ELP FORUM?

### Examples of participants' plans for follow up actions:

- ✓ I would like to put forward the idea of Participatory Budgeting in the more modes context of a small village - Dirleton. Musselburgh were very helpful and offered to advise
- ✓ Absolutely need to contact many people - just haven't had time yet to do
- ✓ Follow up on some contacts / Make connections with some people
- ✓ I will report the findings of the day at our next meeting of the Musselburgh and Inveresk Community Council.
- ✓ Network to make links and further advice for my proposal for a dementia friendly cafe and hub in Athelstaneford
- ✓ I have the contact details of some people that will help to move things forward
- ✓ Connecting across 3rd sector, NHSL/HSCP and Communities & Partnerships re Dementia Friendly EL and development of meeting places and roll out of COLD QMU leaderships programme on dementia leaders.
- ✓ It was great to network and meet other organisations and professionals. I will be contacting a few people as a result for further discussions such as Rachel and Positive Realities as well as other area partnerships, The Ridge too perhaps some collaborations in the future. Thank you for the opportunity.
- ✓ Meeting with CWIC to discuss how we can support their services. Joining Haddington & Lammermuir AP H&W sub group. Talking to my organisation about how we better support those in experiencing health inequalities.
- ✓ Follow up meetings through networking, very useful
- ✓ Contact Sue Northrop re meeting centres - areas for improvement, HWL yoga for staff etc.
- ✓ Making contact with a variety of connections made on the day
- ✓ Will be linking with community partnerships
- ✓ Community Council forums- met some amazing local people who are so motivated to do more in their local communities. Great opportunities to link in and work together - many very keen to also come along to Well Wynd
- ✓ Yes, have already contacted a number of people I met that day to get their input on a current project.
- ✓ Meeting and visiting new contacts, developing partnership connections.
- ✓ Using contact from Dementia workshop to engage internally within my own organisation.
- ✓ Will link with Police Scotland and hopefully others in building the East Lothian ACEs Group Hub
- ✓ Interested in the Hey Girls programme and tricycles being developed further and this is another aspect shared by myself and Sue as of real interest intergenerationally, with play and with health and well-being benefits for communities, as well as clear link to Dementia Friendly benefits.
- ✓ Ensure that any contacts and information that are relevant to my area in the community are capitalised on and consider future engagement to harness the knowledge and expertise, which may assist deliver further community aspirations.
- ✓ Yes, I am going to find out how the Fire Service can integrate more with mental health of young people
- ✓ I am planning to review Philip's presentation and use some of the information for our group.

- ✓ The forum helped re-invigorate me to try and make a greater impact in tackling health inequalities.
- ✓ Contact North Berwick re guided self-help as a Dunbar option
- ✓ Community Access to Sanitary Products

**Our response:**

One of the measures of a successful ELP Forum is that participants come away inspired, with ideas for things that they might develop, especially in partnership with other organisations. We were pleased to hear some great examples of what participants are planning in response to what they learned at the Forum.

**Q9 PLEASE USE THIS BOX TO SHARE ANY FURTHER COMMENTS, IDEAS OR SUGGESTIONS**

**What you liked:**

- ✓ I was so grateful to have my dietary needs considered. It made a big difference to my morale and willingness to engage. Thank you. I think the event was really exciting!
- ✓ Please do it again! Very happy to help if I can
- ✓ Great event!
- ✓ Nothing thanks, a great day
- ✓ Workshops are a great format, rather than being talked "at".

**Suggestions for future Forums:**

- ✗ Could be more about a shared problem rather than information sharing, as apart from workshops, which were rushed, there wasn't really an opportunity to discuss how we tackle issues as a whole partnership. Also would be great if we could ensure that managers of services and senior people are there.
- ✗ Presentations and workshops generally were a wee bit pushed for time.
- ✗ It would be good if you are going to change the agenda if you could inform the guests
- ✗ More time for workshops and only 1 presentation at the start. Perhaps fewer workshops and repeat them?
- ✗ I was disappointed that more colleagues from social care were not present. In particular Social Work colleagues did not appear to be aware of the event and they have so much to offer the range of people in our communities who need support through life events and who link in with all agencies who were present too. Definitely involve SW at next event! Well done a great event!
- ✗ The workshops were very difficult to choose from. Will it be possible to share insights / presentations for the workshops?
- ✗ The Forum is a good idea to bring many partners, volunteers and professionals together as it takes all of these to make things happen. Just ensure that workshops are given their full allocated time to allow a complete delivery.
- ✗ A forum should surely be about discussion. It was a huge frustration that this was almost impossible due to time constraints.
- ✗ The ELC presentation about the plan was all stuff we could read in our own time



- ✘ It would be so much better to maximise opportunities for discussion to make use of the huge resource, experience, wisdom in that place gathered together and motivated to find better solutions

**Our response:**

The issue of timing, particularly in relation to the workshop length came out strongly again here, and as suggested already, we will be taking this on board when planning the Autumn Forum.

Other changes that we will consider include:

- We will try out a workshop format framed around addressing ‘a shared problem’ at the Autumn Forum (for at least one of the workshops). If this ‘problem solving workshop’ approach is successful will develop it further for future Forum sessions
- We will make further efforts to ensure that invitations to take part in the Forum reach the right people
- We will make information from workshops available online after the Forum