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Bringing Dundee Together: an interdisciplinary public engagement hub

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Bringing Dundee Together:
an interdisciplinary public engagement hub

Dundee, April-November 2022

University of Dundee

HOT CHOCOLATE TRUST

action for children

rock trust
ENDING YOUTH HOMELESSNESS

the corner
young people's health and wellbeing service

Public Health Scotland

Homeless Network Scotland
we are all in

V&A Dundee

Bringing Dundee Together:
an interdisciplinary public engagement hub

University team

- Andrea Rodriguez (Project Lead, School of Dentistry)
- Shabnam Wasim (Public engagement officer)
- Fernando L Fernandes (School of Social Sciences, Humanities and Law)
- Amy Rogers (School of Medicine)
- Gillian Craig (Tayside Medical Science Centre)
- Siyang Yuan (School of Dentistry)
- Sucharita Nanjappa (School of Dentistry)
- Declan Cairns (School of Dentistry)
- Linda McSwiggan (School of Health Sciences)

Credits

- Tom Inns (cofink) – Designer facilitator/Reporting
- Graham Ogilvie (Ogilvie Design) – Live drawing facilitator
- Fernando Lannes Fernandes - Photography

Community partners

- Dave Close (Hot Chocolate Trust)
- Shea Moran (Rock Trust)
- Derek Holyday (Homelessness Network Scotland)
- Derek Hart (Action for Children)
- Moira Mackay (Cyrenians)
- Gary Finlayson (The Corner)
- Rhea Long (The Corner)
- Ryan Glen (Hot Chocolate Trust)
- Wendy Forbes (Action for Children)
- Catherine Ryan (Action for Children)
- Alyson King (Public Health Scotland)

Bringing Dundee Together
an interdisciplinary public engagement hub

Project Rationale

- Public Engagement helps universities to create new ways of co-producing, accessing, and sharing knowledge. There is, however, no single path to successful engagement with local communities. Time scales, funding, communication skills and equitable power relationships are the challenges that these forms of partnerships face.

- In this pilot project, funded by Impact and Innovation Development Fund (IIDF)* we explored how to build in-depth collaboration with a variety of audiences in Dundee, especially voices from marginalised and socially excluded groups that are not always heard in research and policy design.

*Impact and Innovation Development Fund (IIDF) is a University of Dundee internal fund that aims to increase interdisciplinary working opportunities and research collaborations – both internally and externally with partners and industry.

Project aim

The aim of the pilot was to explore how trusting relationships can be built between the University of Dundee and external Dundee-based partners.

Project Objectives

- Development of a framework to maximise the mutual benefits from involvement, and collaboration between students, researchers, teaching staff and the third sector, health practitioners and community organizations
- Working closely with external partners to inform future research, teaching and the co-production of educational and training resources
- Monitoring and evaluating this pilot and its methodology to make a case for further development in the broad area of public engagement and inequalities

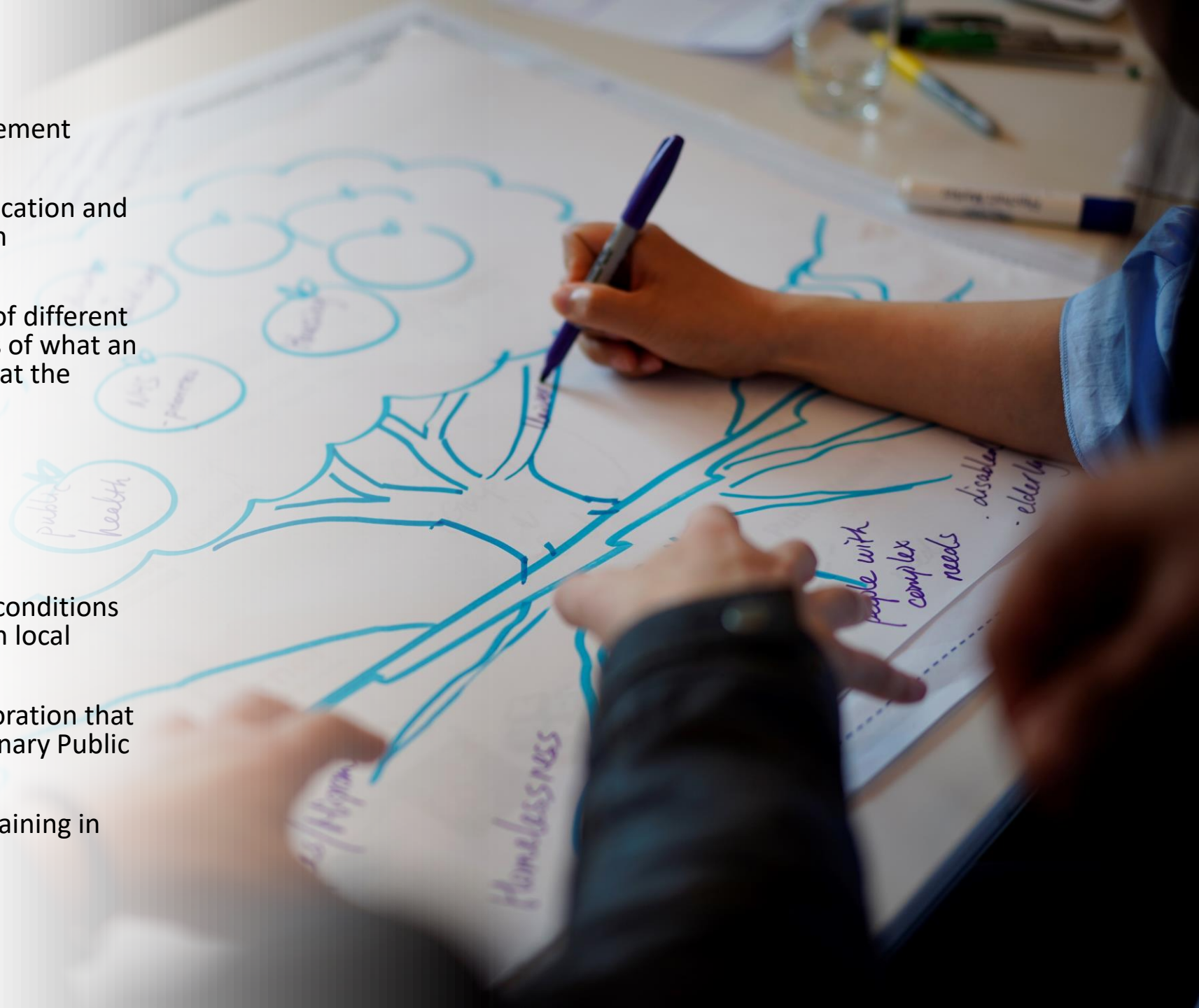
Project methodology and approach

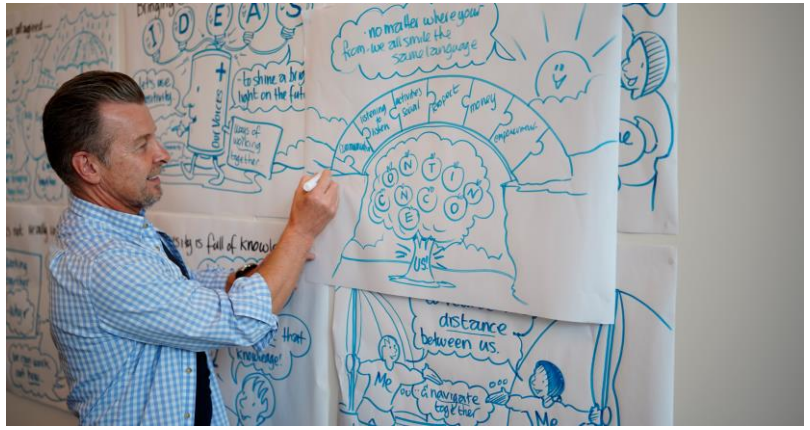
- Three planning meetings and Two Engagement Workshops:
- Explored the best pathways for communication and mutual collaboration in addressing health inequalities.
- Integrated the voices, views, and values of different stakeholders in exploring the possibilities of what an Interdisciplinary Public Engagement Hub at the University could look like.

Project outcomes and impact

The pilot project has developed:

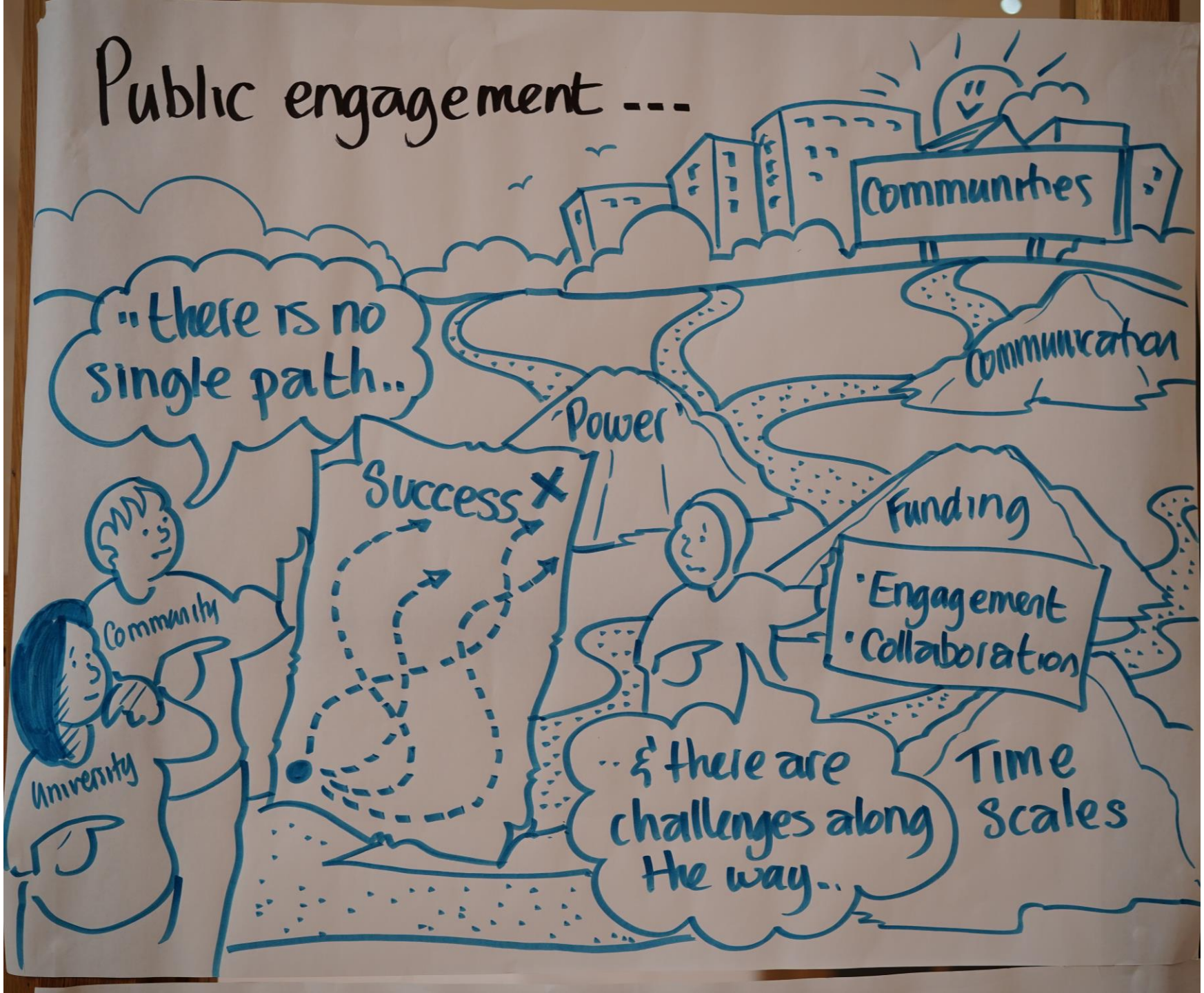
- An illustrated infographic describing the conditions that will support strong partnerships with local communities.
- Initial steps in building a model of collaboration that will be the foundation for an interdisciplinary Public Engagement Hub on health inequalities.
- The identification of strategies to build training in engagement for staff and students.
- A series of drawing images on the key principles/structure/vision of this Hub

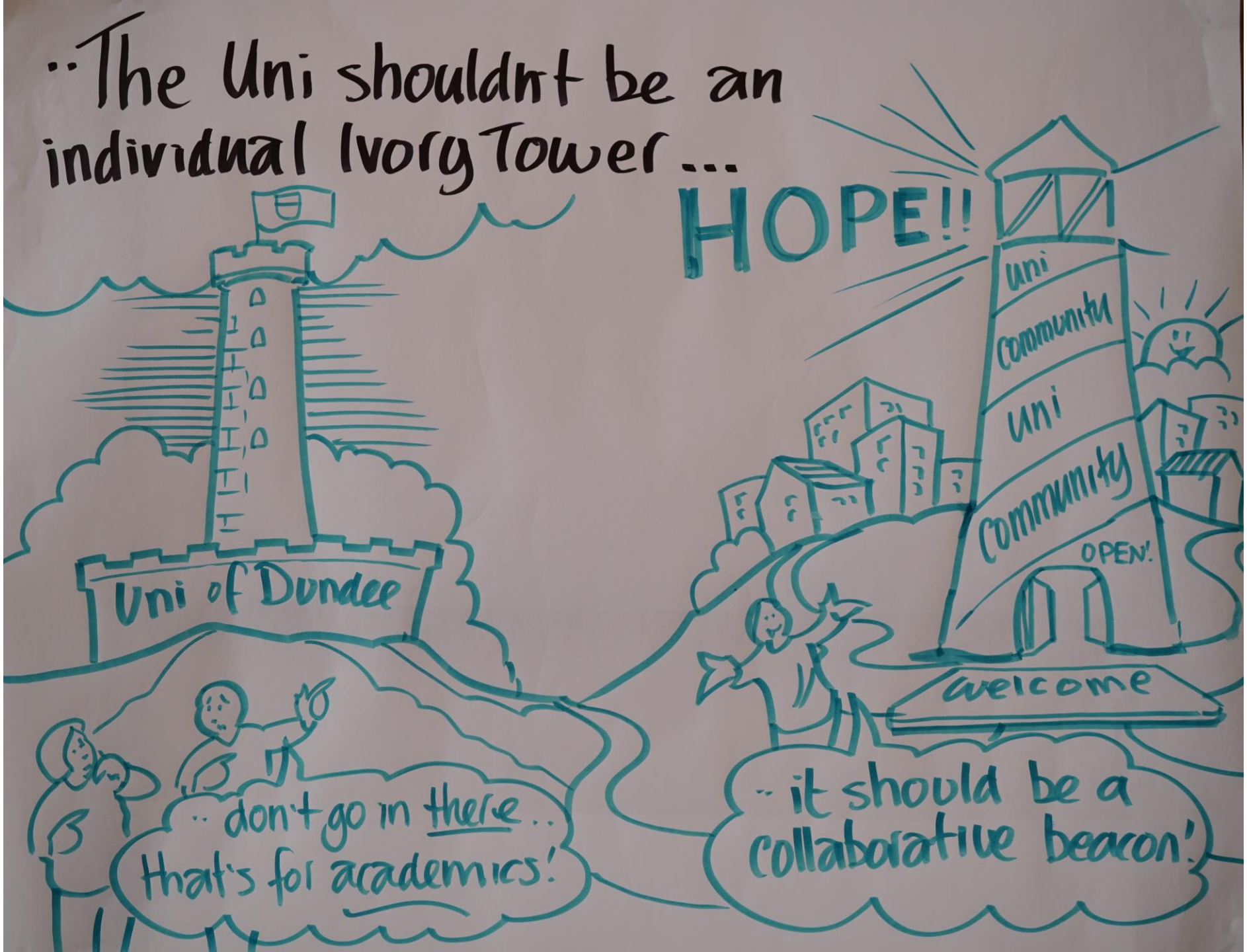


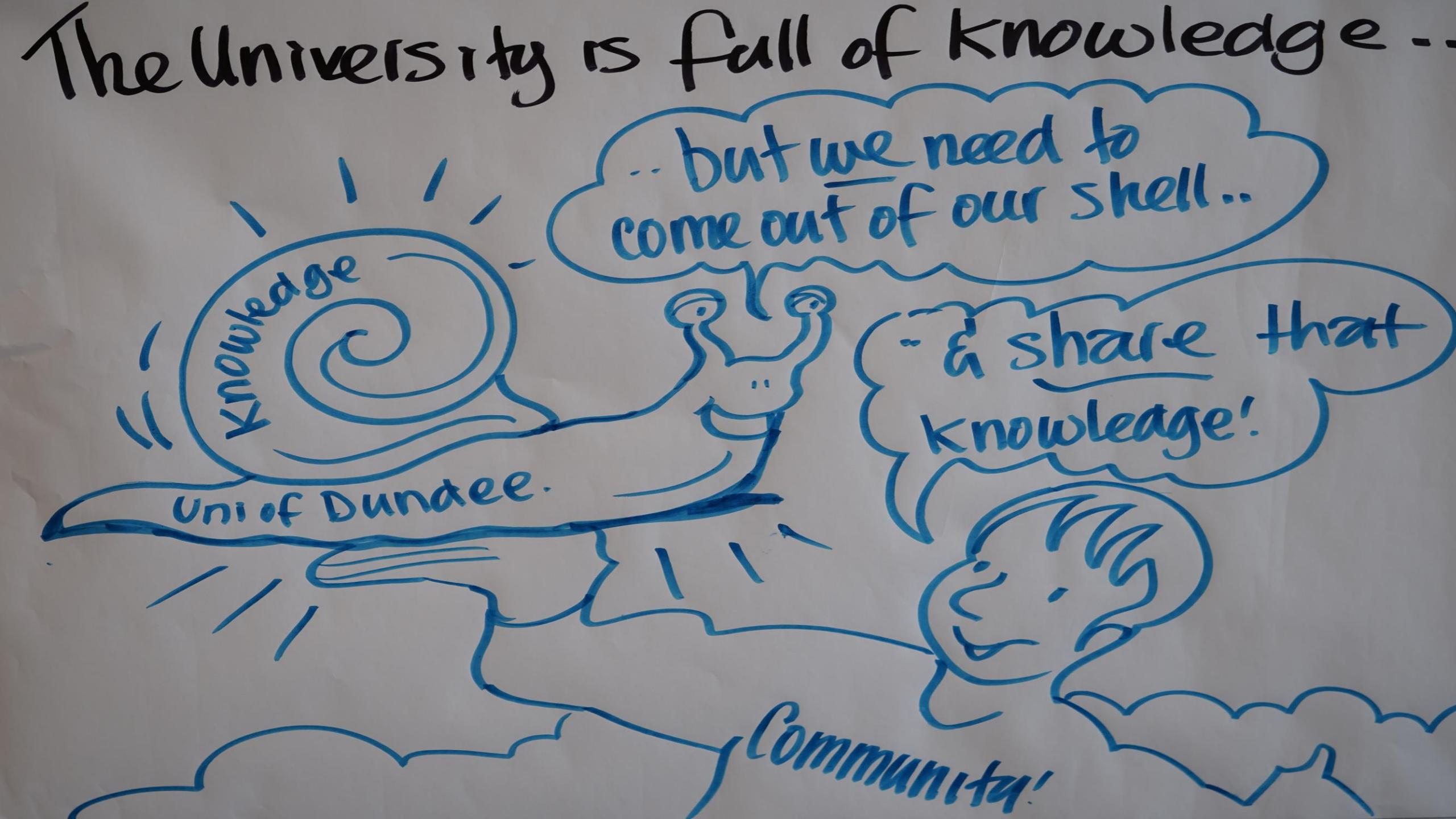


Live drawing facilitation by Graham Ogilvie

We are all agreed ...
..challenging times..
"2022"
Skills
Experience
Skills
Experience
Skills
Experience
Dundee
times are challenging
.. but bringing us together..
.. & working together..
Trust
.. is beneficial

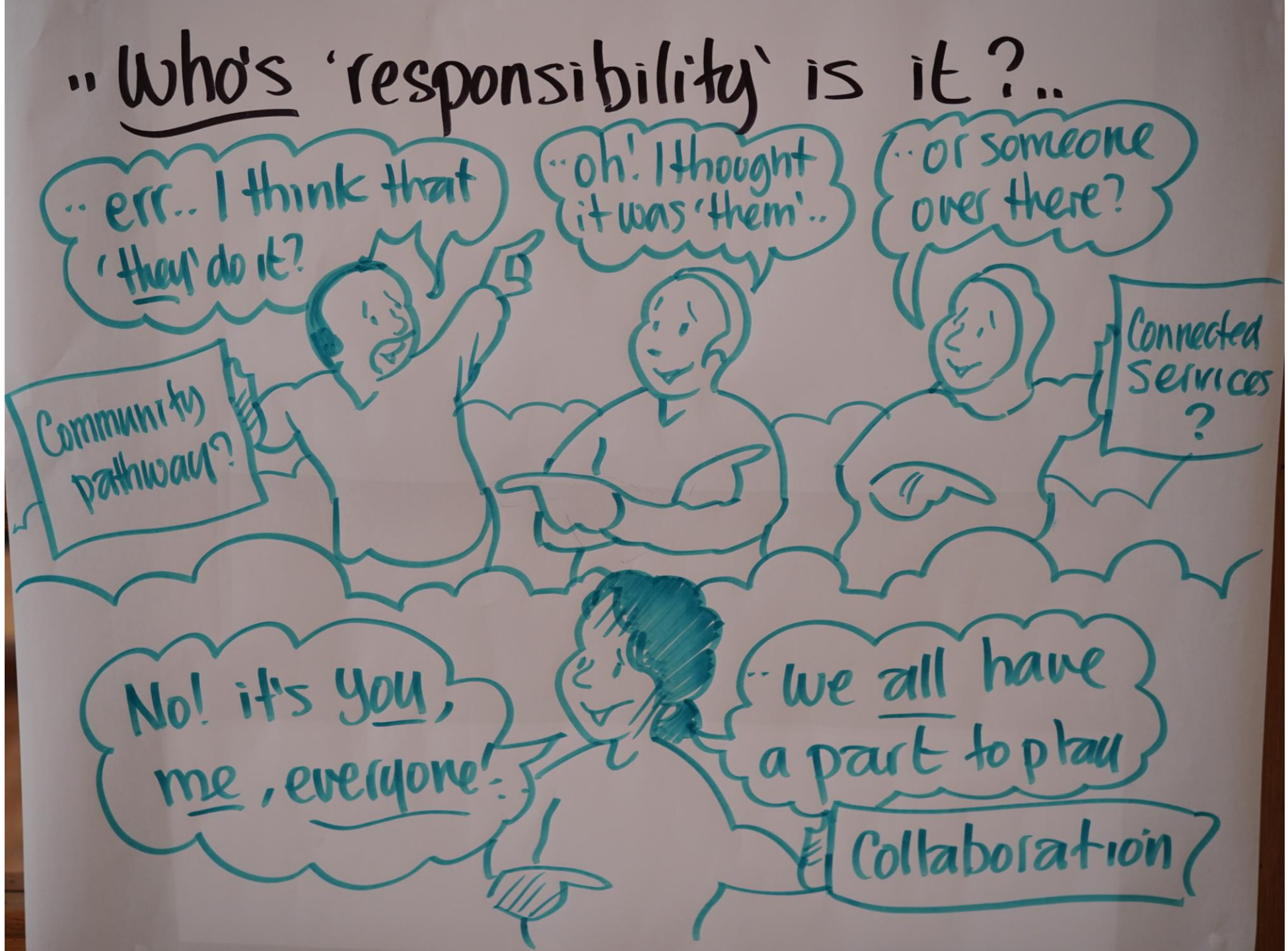

Public engagement ---
Communities
"there is no single path..
Communication
Power
Success
Funding
Community
University
·Engagement
·Collaboration
..& there are challenges along the way..
Time Scales

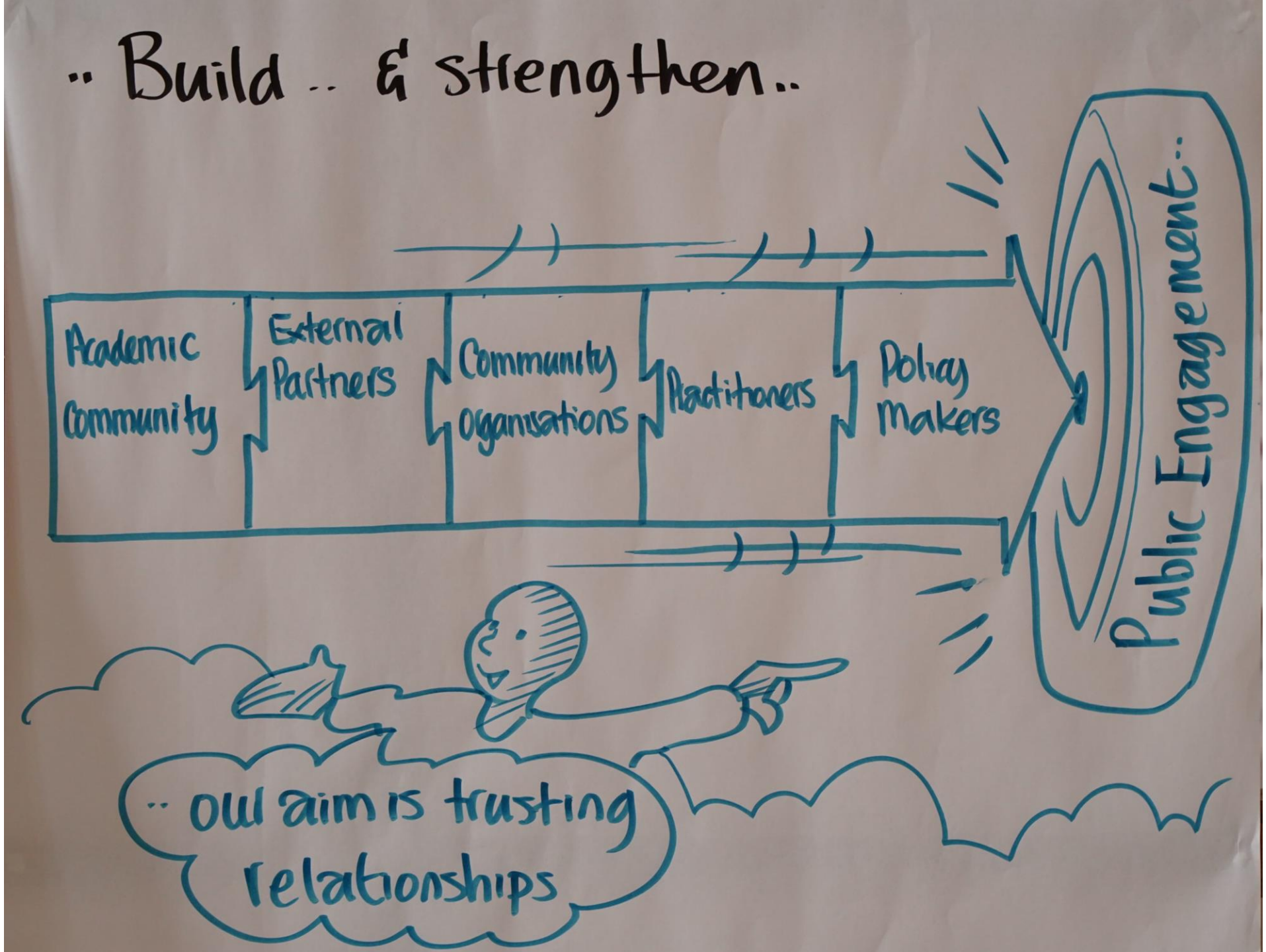

..The Uni shouldn't be an individual Ivory Tower...
HOPE!!
Uni of Dundee
uni
community
uni
community
OPEN!
welcome
.. don't go in there .. that's for academics!
.. it should be a collaborative beacon!


The University is full of knowledge ..
.. but we need to come out of our shell ..
Knowledge
Uni of Dundee.
- & share that knowleage!
Community!

.. a University without walls ...
University of Dundee ...
... Community
.. part of the community
opportunities
Formally & informally
"accessible..
welcome!
& with a BIG WELCOME!

Let's work together...
..to reduce the distance between us.
Me
..& navigate together
Me
University
Community
...DUNDEE...


.. Who's 'responsibility' is it? ..
.. err.. I think that 'they' do it?
.. oh! I thought it was 'them' ..
.. or someone over there?
Community pathway?
Connected services ?
No! it's you, me, everyone
.. we all have a part to play
Collaboration


.. Build .. & strengthen..
Academic Community
External Partners
Community organisations
Practitioners
Policy makers
Public Engagement..
.. our aim is trusting relationships

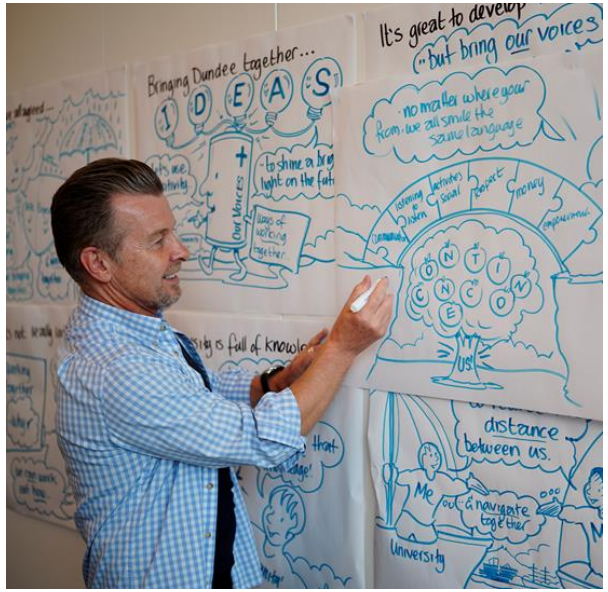
Please stick thumbs on todays BIG messages!
Build

Public engagement ...
Communities
..there is no single path..
Communication
Power
Success
Funding
Engagement
Collaboration
Time Scales
.. Build .. & strengthen..
Academic Community
External Partners
Community Organisations
Practitioners
Policy Makers
Public Engagement
Let's hear the voices..
..ideas!
info
input!
& build next steps..
& links
Trust
Relationships
Impact
Creating innovative channels of communication..
..So that those that are 'not always heard'.
are HEARD!!
..The Uni shouldn't be an individual Ivory Tower...
HOPE!!
it should be a collaborative beacon
.. Who's
is it?

THE END
HAS ARRIVED
EASE REMAIN CALM)

Life skills are so important...
"We don't know how to do it..
Foca
Clothes
Bills
Budgeting
until we know how to do it!
Putting on a wash

rock trust


Bringing Dundee together...
It's great to develop
...but bring our voices
no matter where your
from, we all smile the
same language
distance
between us.
Me
& navigate
together
University

UNKNOWN?
ISOLATION
MENTAL HEALTH
MONEY?$

Workshop 1: Overview

Participants from seven organisations explored:

- Who we all are? What role our organisations play?
- What do we want to get out of these discussions? What would success look like?
- Interactions between the university and the public: What's in place? What works? What is challenging?
- Who are our stakeholders, clients? What do we think are their needs?
- How do we bring our stakeholders & clients into the discussion?
- Reflections: What have we learnt from today? – early thoughts on a 'hub'?

Rock Trust are Scotland's youth-specific homelessness charity. Our aim is to end youth homelessness in Scotland by ensuring that every young person has access to expert youth specific services to assist them to avoid, survive and move on from homelessness.

University of Dundee Exists to transform lives, working locally and globally through the creation, sharing, and application of knowledge. The University is home to over 17,000 students.

Homeless Network Scotland was established in 1980 to bring together the different sectors, organisations and individuals that want to put an end to homelessness and to retain a long-term overview. This overarching purpose is as true today as it was then.

The Corner advise young people and help them get access to health and wellbeing services. Our team provide a unique and integrated range of services to young people aged 11 to 19 through our Dundee City Centre Drop-In, work in local communities, schools and our media work.

Action for Children protect and support children and young people. We do this by providing practical and emotional care and support. We make sure their voices are heard. And we campaign to bring lasting improvements to their lives.

Hot Chocolate Trust is a Youth Work organisation, based in Dundee city centre. It is open to all young people without prejudice or distinction of religion, race, culture, health, disability, gender, hair colour, sexuality or politics.

Public Health Scotland is Scotland's lead national agency for improving and protecting the health and wellbeing of all of Scotland's people. Our vision is for a Scotland where everybody thrives. Focusing on prevention and early intervention, we aim to increase healthy life expectancy and reduce premature mortality by responding to the wider determinants that impact on people's health and wellbeing.

Workshop 1: Summary of Notes form Mapping Sheets

What do we want to get out of these discussions?

- Direct links to young people –
- The development of a one-stop shop connecting young people and professionals, that is welcoming and inclusive
- Ask & Act – Acknowledging the forthcoming legal responsibility to recognise and signpost to services
- Build relationships
- Give young people a voice – not labelling them
- Wider community involvement
- Removing isolation
- Workshops for young people from deprived backgrounds
- Talks from people from deprived backgrounds who have to University to other young people – to give them motivation, so that they can see the opportunities
- University drop-in services
- How do we come together to break barriers and social class
- Overcome the stigma and fear of joining something unknown
- Using innovative methods like dram to express ideas
- Finding ways to promote mental health
- Working out how to deliver education and resources on good nutrition
- Educating schools about young people issues and how to support them

Workshop 1: Summary of Notes form Mapping Sheets (cont.)

What would success look like? In 12 months time how would we know we had succeeded?

- We would still be connected
- There would be at least one collaborative project
- Pathways and principles of collaboration would have been established
- A local forum / hub / with service-users would be inn place
- Support would be in place from University
- Hearing more young people's voices
- Place for people to get together for workshops and activities
- Improve communication, understanding and remove stigma
- Improve educational awareness and awareness for the public about young people
- Engagement events for promoting wellness in young people
- We would have a recognised national network with 2-4 years of funding
- A clear 'youth charter' delivering dignity, power and respect to all
- Enhanced partnerships, health partnerships, 'people' panels driven by youth
- Developing and duplicating '*Bringing Dundee Together'* pilot in other communities in Dundee and wider towns and cities
- As professionals we need to 'unlearn' our learnt prejudices are the biggest barrier

Workshop 1: Summary of Notes form Mapping Sheets (cont.)

What have we leant from our discussions during workshop 1?

- How important partnership working is to create a wider community with access to services for our young people.
- We have learnt the importance of networking and knowing other services
- We all have difficulties engaging – it is a learning process for every sector
- How grass routes organisations can feed into policy
- We have learnt we all have value to add – but we need to work out how add this
- There are lots of different values / skills across the different organisations in the room
- We all want to do things better
- We need the connections and learning in place before we reach crisis point

Workshop 1: Summary of Notes form Mapping Sheets (cont.)

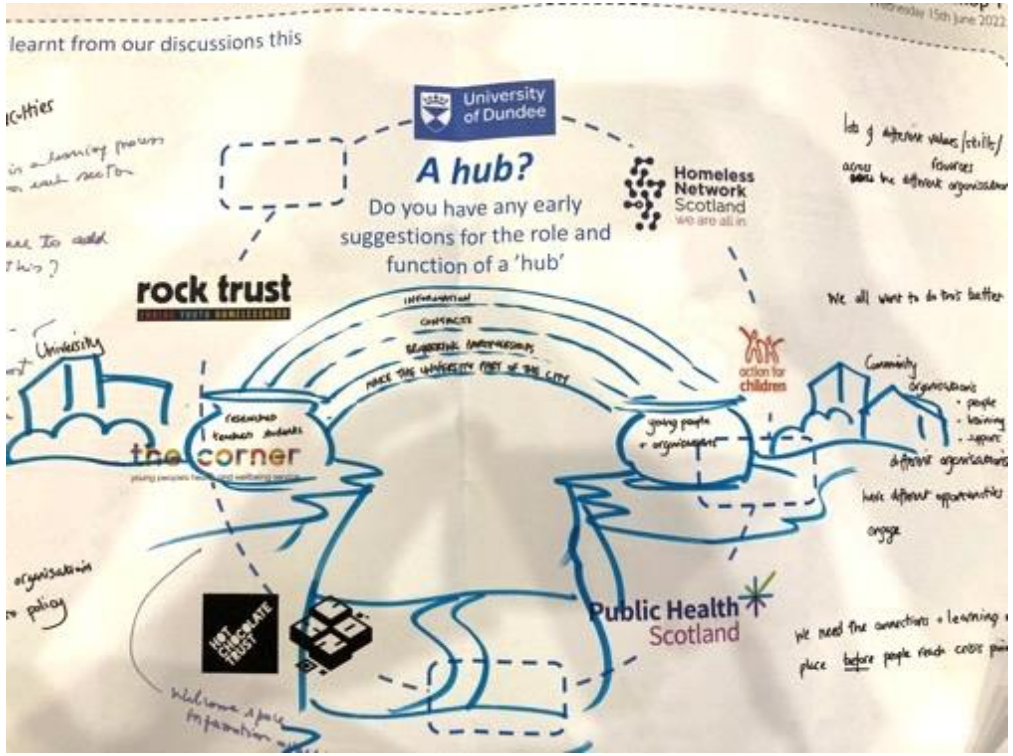
Do you have any early suggestions for function of the Hub?

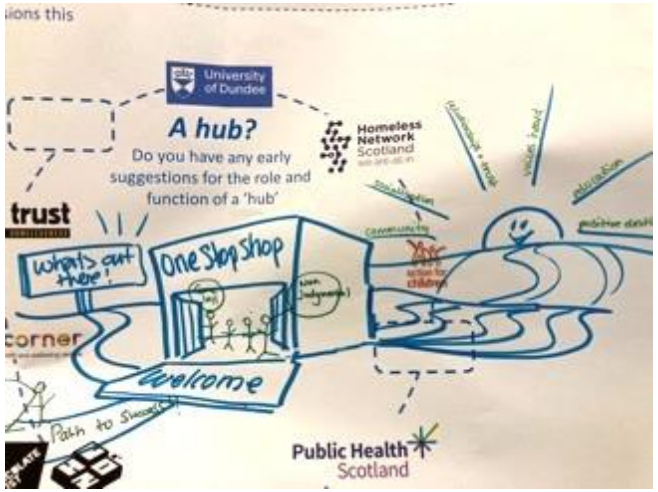
- A one stop shop??
- Needs to be non-judgemental
- Needs to understand what's out there
- Needs to promote
    - Community
    - Socialisation
    - Relationships and trust
    - Voices must be heard
    - Education
    - Positive destinations
- Could be FIXED – Could be MOBILE – Could be VIRTUAL – Could be in the COMMUNITY – Could be in an ORGANISATION
- Hub could offer a referral system
- Hub could collate and map information
- Hub could offer mentoring – life skills
- Could be a one stop shop for equality in Dundee
- **Dundee Community Centre for Change**

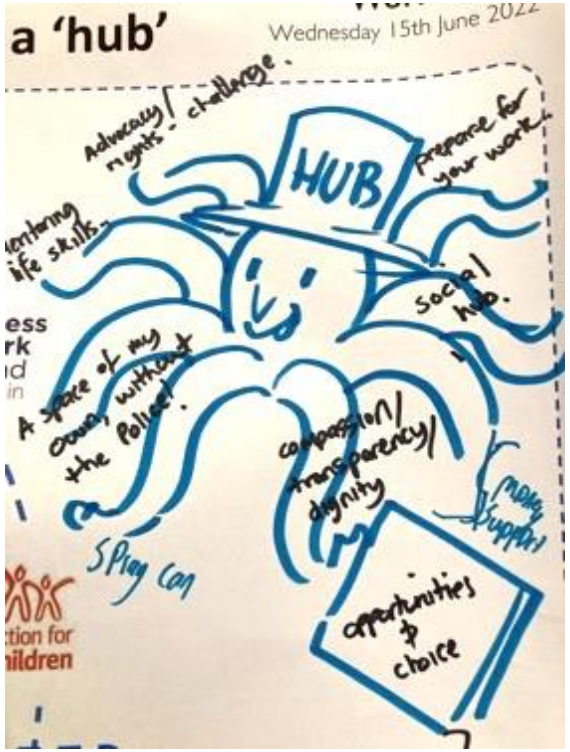
Workshop 1: Summary of Notes form Mapping Sheets

Bringing Dundee Together

3 Possible Hub Sketches ...



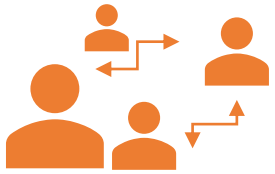




A manifesto for collaboration

3 PRINCIPLES

1 Build TRUST



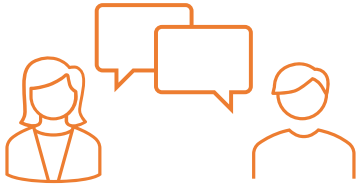
We need to build **TRUST** between us by demonstrating:

- **EMPATHY** (Having the ability to emotionally understand what other people feel, seeing things from their point of view, and imagining ourselves in their position)
- **LOGIC** (Sharing the logic behind our proposed collaborations, showing that they are reasonable and based on good judgement. We must be honest with each about what we can and cannot deliver)
- **AUTHENTICITY** (Always being genuine and real in our interactions with a long-term commitment to partnership)

2 Understand PEOPLE & their NEEDS

We need to understand the **AIMS** & **NEEDS** of our partner organisations and most importantly the **NEEDS** of our clients & service-users, staff & communities. We should **INVOLVE** stakeholders in the scoping and design of our projects and initiatives.

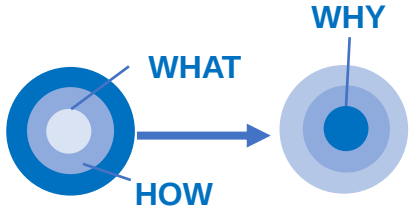
3 Be excellent COMMUNICATORS



We have to prioritise good communication. Allocating time to **LISTEN TO LISTEN,** being **HONEST** and **OPEN** with our questions. We need to be emotionally and culturally intelligent in the way we work.

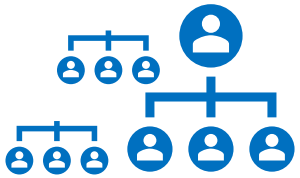
3 NEXT STEPS

1 Define AIMs



We all have an emerging view of **WHAT** we can do together and **HOW** we can do it. But we must remember to always start with the **WHY** we should work together. This needs to be grounded in the needs of our clients & service-users, staff & communities. Only when we agree the **WHY** can we work out the **WHAT** and the **HOW.**

2 OVERCOME barriers



We must all be committed to **FLEXIBILITY,** working across silos, simplifying processes wherever possible - but always mindful of the ethics and governance **RESPONSIBILITIES** of our work together.

3 Agree a MODEL

We need to build a shared visual model / map of what our proposed **HUB** will be and look like, this will make it tangible and help communicate its contribution to all our stakeholders. We need to make this real by adding relevant facts and data.

Workshop 2: Summary of Discussion Points

Exploration of User Needs

- Workshop 2 bought together young people who were service-users of a variety of Dundee organisations. Through discussion and idea visualisation the many dimensions of support needed by young people were described:

- The need for safe, non-intimidating places to meet others, make friends, discuss challenges and be valued.

- The need for support to learn how to take control of personal finances, the routines of daily life and the challenges of interfacing with other support services, healthcare, educational opportunities etc.

- Encouragement and access to activities, role models and support into their journey to adulthood.

Next Steps

- In both workshop 1 and 2 discussions it was suggested that young homeless people living in the city of Dundee and the organisations that support them should be the initial target audience for Bringing Dundee Together, working in close partnership with the Medical, Dental and potentially Nursing Schools of the University of Dundee. If pilot working between these groups was successful then the scope of Bringing Dundee Together can be scaled to involve other groups and stakeholders from the City and the University.
- Everybody was in agreement that the best way to develop such an initiative would be by learning from a 12 month programme of pilot activity. Workshops 1 and 2 had demonstrated the effectiveness of developing activities through collaborative discussions and it was suggested that this approach should be used as a way of developing and monitoring projects and initiatives that might sit inside a pilot programme.
- In the first 12 months the Bringing Dundee Together partners should aim to establish 2-3 collaborative projects (Three potential projects are described below).
- A volunteering scheme for UG and PGT students within the Medical, Dental and Nursing Schools to work with homeless young people. A wide range of potential support activities were discussed that could bring learning and development opportunities for both students and the young people of Dundee.
- An action orientated research project focused on 1] understanding the healthcare needs of homeless young people living in the City, and 2] co-creating improvements to existing pathways that would improve access and deliver better healthcare outcomes.
- A community based project that would link young homeless people into a wide range of initiatives in the city as they make their transition into adult living. The Bringing Dundee Together partners can use their collective convening power in the City to enable these connections.
- It was suggested that these projects should be developed through further workshop discussions. More voices and stakeholders could be bought into these discussions as required. Feasibility work could be undertaken to explore potential funding and support for each initiative. It was agreed that young people who were service-users of Dundee homeless organisations should be actively involved in the co-creation of all projects. All developments should be guided by the principles of the Manifesto for Collaboration developed in workshop 1.
- To take such a programme of activity forward a 12 month short life working group made up of Bringing Dundee Together partners (with representation from young people who are service users of homeless organisations) should be convened to agree these suggested actions and plan next steps.