

# Building Safer Communities: Unintentional Harm and Injury

## Summary note from Learning Event

Thursday 19 April 2018



## Introduction

This report is a brief summary of the key themes and issues raised during the Building Safer Communities (BSC) Unintentional Harm and Injury Learning Event that took place on Thursday 19 April 2018. The purpose of the event was to bring together practitioners and managers responsible for local delivery to:

- Share approaches and examples of preventing unintentional harm and injury within homes and communities across Scotland; and
- Consider how we can collectively engage and work together to reduce unintentional harm and injury.

The event was chaired by Assistant Chief Officer of the Scottish Fire and Rescue Service, David McGown. 115 people participated, primarily local level practitioners and managers from community safety partnerships, Scottish Fire and Rescue Service, the health sector, voluntary sector, as well as the private sector. A list of organisations represented at the event is provided in Annex A. The agenda is provided in Annex B.

This report summarises the key themes and issues discussed at the event, and outlines actions that will be taken forward. An outline of these actions is provided in Annex C.

## Plenary Session

The event opened with inspiring and engaging inputs from David McGown, Paul Gray (Chief Executive of the National Health Service, and Director General Health and Social Care, Scottish Government) and Gillian Russell (Director Safer Communities, Scottish Government). David welcomed everyone to the event, emphasising that the focus for the day was on active participation, and that the programme had been structured to ensure everyone has the opportunity to contribute. He noted that the event is only the beginning, and that discussion will need to lead to concrete action going forward.

*“It was very good to hear from the initial speakers to give the subject a relevance and importance it deserves.”*

Event Participant

Key messages from Paul included:

- The answer to reducing unintentional harm and injury lies in the expertise and experiences everyone has within the room. Everyone has the authority to do something ‘good’ and it is important to support, defend and promote the things you do well.
- Consensus isn’t always needed, or preferred! The fastest way to stop something happening is when everyone is in agreement.
- The first or most obvious solution isn’t always the right one – sometimes we need to go backwards to go forwards, or give something up to realise wider benefits. However, budget and scrutiny procedures are not always aligned to facilitate this.



Paul encouraged everyone to leave the event with a specific action for themselves and for someone else.

Gillian then provided an overview of:

- The current community safety strategic environment, including: the Justice Vision which emphasises a focus on prevention and early intervention and recognises the role of social disadvantage and poverty; and the revised National Performance Framework ‘communities’ national outcome that highlights the importance of considering the ‘social environment’ alongside the physical and economic environment. Our approach to Building Safer Communities has been rooted in this preventative, collaborative approach.
- An overview of progress so far in relation to the BSC ambition to reduce Unintentional Harm and Injury across Scotland, in particular the Strategic Assessment that was published last year.



This has been vital in helping to understand the scale of unintentional harm in Scotland and the impact it has on individuals, families, communities and the public sector.

Gillian emphasised that while the Executive Group can support and help co-ordinate our collective efforts in this area, understanding and sharing what is happening locally will be vital. She outlined proposals to develop an unintentional harm and injury online hub and asked participants to share their experiences and expertise. Gillian finished by prompting everyone to think about their frustrations in relation to reducing unintentional harm and injury and to think about how the Executive Group can help to remove or mitigate these.

## Q&A Panel Session

Mark McCall (Fife Council, and Chair of the Scottish Community Safety Network) facilitated a panel discussion with Paul, Gillian and David, where the following points were discussed:

- The role and potential of Public Health Reform - how does this fit with our ambition to reduce unintentional harm and injury? Public Health Reform is focussed on identifying and addressing the root causes of inequality, recognising that health is determined by a range of factors including where you live, your family and your environment.
- A question raised about how we view unintentional harm and injury. Does looking primarily through a health lens create barriers within communities? Are health professionals always best placed to prevent unintentional harm and injury from occurring? The importance of preventing social isolation and loneliness was acknowledged as a key factor in this.
- The importance and value of strategic data sharing to identify those who are most vulnerable to unintentional harm and injury, but questions were raised about how will this be affected by the forthcoming General Data Protection Regulations. The example of the Wheatley Group was discussed, as was the current Blue Lights Data Sharing Project, which is focussed on joint working and information sharing across the emergency services, and the wider Justice sphere,

*“I have attended seminars for 30 years and can honestly say that this is the most engaging and inspirational event that I have attended.”*

Event Participant

to better understand vulnerability, further support preventative approaches to service delivery and to best direct resources to those in need.

- Given the focus on prevention and early intervention, the reduction in some local care and repair services was raised. There was consensus that this seems at odds with the current strategic climate, and questions were raised about how this can be addressed.

## Open Space Session: What Matters to You?

The next session used the 'open space' technique where participants were asked (with no prior warning) to make a 'pitch' to the rest of the audience outlining something that was either getting in the way of reducing unintentional harm or something that they wanted to share that was helping to improve harm and injury outcomes. Twelve participants came forward and 'pitched' the following questions/ideas:

*"Brilliant discussion on the use of data and how to ensure data can be made more available."*  
Event Participant

1. Is there scope to do something more pro-active within communities to increase the number of people who are first aid trained? (Frances Stewart, NHS Fife)
2. How do we ensure that what we do, and what we promote, is effective and cost-effective? If this is not yet clear, start it and evaluate robustly (Maria Rossi, NHS Scottish Trauma Network)
3. To ensure better outcomes NHS/A&E need to better record ward locations and cause of admissions and share this information to inform prevention activity (Marty Brandrick, SFRS)
4. How can we make better use of currently available data, including from health, third sector, police and fire? (Themina Mohammed, NHS)
5. I would like to link NHS datasets with housing/homelessness data to shine a light on the extreme health consequences of homelessness and focus early intervention for the most disadvantaged (Neil Hamlet, NHS)
6. Keen to focus attention on early falls prevention. How can we ensure alternative care pathways to help with this? (Karen Brogan, Scottish Ambulance Service)
7. Roar Connections for Life works to tackle loneliness and social isolation by keep older people mobile so they can stay connected. We think the outcomes from prescribing safe transport or handyperson services would reduce unintentional harm and bring cost savings to NHS (Claire Roberston, ROAR for Life)
8. How can we best align bottom up approaches with strategic support across Scotland? (Brian Connell, Neighbourhood Watch Scotland)
9. How can we work more collaboratively and effectively with the private sector? (Robbie Stevenson, Scottish Gas Network)

10. How can we best maximise the channels and opportunities for further communication, collaboration and partnership between business and communities to build resilience across Scotland? (Linsae Tulloch, Scottish Business Resilience Centre)
11. The Scottish Professional Football League Trust (governing body for 42 SPFL clubs) is looking to engage with partners to educate and communicate with often difficult to reach individuals within communities, using access of the local football clubs. How do we best link this with unintentional harm and injury messages/communication? (Fiona Taylor, SPFL Trust)
12. How do we encourage people to care? What is our role in enabling active citizenship? Is it OK to be interested in people? (Celia Tennant, Inspiring Scotland).

*"I would have liked to explore how organisations could work together more effectively and develop collaborative opportunities."*  
Event Participant

From this, the following 6 discussion sessions were organised. Each group was asked to record 2-3 key take away messages from their session. These are outlined below.

#### Discussion Session One: What is Evidence? (Maria Rossi)

1. It is vital that practice is informed and supported by the available evidence. And that engaging with communities to identify priorities takes this evidence into account.
2. However, it is recognised that there are limitations with the evidence that is currently available, and gaps remain. There is a need to identify and consider wider intelligence to inform practice and decision making.
3. The value and appropriateness of local level data was acknowledged, although this often varies in its availability and quality.



#### Discussion Session Two: Role of the Community (Celia Tennant)

1. Solutions often lie within local communities. It is therefore essential to involve and empower local communities in local action and interventions.
2. How can we encourage everyone in the community to take an interest in their neighbours? How do we empower people to be confident in doing this? There will be opportunities to utilise existing events within the community and have ambassadors there.
3. It is essential to get young people involved in engaging in their community.

#### Discussion Session Three: Better use of Data (Neil Hamlet)

1. The critical nature of data sharing for excellence in service provision, yet the acknowledgement that this does not routinely translate into practice. The importance of having robust data sharing protocols which are understood and implemented by middle level managers was emphasised.
2. Staff need empowered by senior and middle level managers to share appropriate information and then demonstrate that the sharing of data reduces harm, serves the client well and saves failure demand costs for the service.

3. Apply creative approaches in data sharing to identify ‘vulnerable people’ in local contexts. (‘The fire appliance could drive itself to some addresses...’) A recognition that living in a deprived area will make you more “known” to services but not all vulnerable individuals and families are known. How best can we agree on practical working definitions of vulnerability requiring service outreach and intervention.

#### Discussion Session Four: How do we harness and engage the private sector? (Linsae Tulloch)

1. There are opportunities to build elements into supplier contracts to deliver community benefits. These need to be tangible and measurable, and sign post to support/third sector organisations to deliver more holistic approaches.
2. Use research and intelligence to help co-ordinate links between private, public, third sector and education.
3. Build picture of skills and capabilities that exist within communities to build/develop relationships for private sector links (e.g. modern apprentices).



#### Discussion Session Five: Shift to Prevention (Karen Brogan)

1. Need to raise awareness of the importance of prevention. Need to change the culture from ‘intervention’ to ‘prevention’.
2. Need to find ways to better use available resources, particularly through genuine collaborative working.

#### Discussion Session Six: Role of Third Sector (Claire Robertson)

1. There are many positives of working in partnerships. Working together helps join the dots and gives a stronger voice to third sector organisations.
2. There can be difficulties with strategic planning. It can be hard to start communication with larger organisations, and it was felt that the 3<sup>rd</sup> sector was not taken seriously enough despite all the work and research carried out.
3. Importance of good communication and having the ability to change approach when the one you are using is not effective.

## Key Enablers and Take Away Messages

The final session of the event was a ‘fishbowl conversation’ where key enablers and take away messages from the day were discussed. Key points raised included:

- There is a significant amount of excellent work already in place across our respective organisations. How can we build on this further and help to create the conditions to enable people



on the front line to work differently? Permission is clearly there from the 'top'. It was acknowledged that it is the responsibility of all of us to ensure this happens in practice.

- How can we help to create the conditions to think 'yes'? The example of the Wheatley Group was discussed, and it was recognised that the 'log jam' can often happen at middle management level.
- Need to have a more realistic view of evaluation and be better at assessing the transferability of evidence/research findings. It is important we have a firm understanding not only of 'what works' but what works for who, under what circumstances and why.

## Closing Remarks and Next Steps

David thanked everyone for their contributions and for the lively discussion throughout the day. He emphasised that this event is an important step in discussing our collective ambition to reduce unintentional harm and injury, and that our attention now must focus on translating ideas and discussion into practical action.

### So, what now...

Following the event, an action plan has been developed that summarises the actions that will be taken forward following discussion at the event. This is outlined in Annex C, and includes a range of short, medium and longer-term actions linked to the key issues that were raised by participants. These actions will be progressed by the Executive Group, in partnership with participants, as part of the already identified Executive Group priorities that fall within the following four work streams:

*"I felt the people in the room were very converted to reducing unintentional injuries and harm, so working out who else we need to get on board to help and more ways to take forward action would have been helpful."*

Event Participant

1. Strategic: Exploring the potential to develop a national strategy for unintentional harm in Scotland.
2. Evidence and Evaluation: Providing guidance on how to best capture and evaluate performance.
3. Communication and Engagement: developing a communications and engagement strategy.
4. Sharing and Use of Data: including development of an online hub.

The Executive Group is keen to take the actions outlined in Annex C forward in partnership with participants, and encourages anyone who has a particular interest in being involved in specific actions to get in touch with Elinor Findlay ([elinor.findlay@gov.scot](mailto:elinor.findlay@gov.scot), 0300 244 1217).

Finally, we welcome any further comments or reflections on the event, and on our collective efforts to reduce unintentional harm and injury. If there are other people and/or groups having similar discussions please let us know.

## BSC UNINTENTIONAL HARM AND INJURY EXECUTIVE GROUP

18 May 2018

## ANNEX A ORGANISATIONS REPRESENTED

- Aberdeenshire Council
- Absafe
- Argyll and Bute Council
- Child Accident Prevention Trust
- Community Justice Scotland
- Community Safety Glasgow
- COSLA
- East Ayrshire Council
- East Renfrewshire Council
- Engage Renfrewshire
- Electrical Safety First
- Fife Council
- Glasgow Housing Association
- Inspiring Scotland
- Inverclyde Council
- Key Housing Community and Support
- Navigators
- Neighbourhood Watch Scotland
- NG Homes
- NHS
- NHS Ayrshire and Arran
- NHS Fife
- NHS Greater Glasgow & Clyde
- NHS Health Scotland
- NHS Lothian
- NHS Scottish Trauma Network
- Police Scotland
- Renfrewshire Council
- Roar - Connections for Life
- RoSPA
- Royal National Lifeboat Institution (RNLI)
- Scottish Ambulance Service
- Scottish Business Resilience Centre (SBRC)
- Scottish Borders Council
- Scottish Community Safety Network (SCSN)
- Scottish Fire and Rescue Service
- Scottish Gas Network (SGN)
- Scottish Government
- Scottish Premier Football League Trust
- St Andrew's First Aid
- Stirling Council
- Street Assist Edinburgh
- South Lanarkshire Council
- Trading Standards Scotland
- Trossachs Search and Rescue



- University of Edinburgh
- Water Safety Scotland
- West Dunbartonshire Council
- West Lothian Council
- Wheatley Group

## ANNEX B AGENDA

<b>Registration, Tea and Coffee</b>		09.30 – 10.00
<b>Welcome and Introduction</b> <i>Outline of programme and expectations for the day</i>	<b>David McGown</b> , Assistant Chief Officer, SFRS (Chair)	10.00 – 10.10
<b>Health and Justice: Connecting and Enabling</b> <i>Invitation to challenge and collaboration during rest of event</i>	<b>Paul Gray</b> , DG Health and Social Care and Chief Executive of NHS Scotland	10.10 – 10.25
<b>Building Safer Communities Together</b> <i>Call to action on unintentional harm and injury</i>	<b>Gillian Russell</b> , Director Safer Communities SG	10.25 – 10.35
<b>Q and A Panel Discussion</b> <i>With Paul Gray, Gillian Russell and David McGown</i>	<b>Facilitated by Mark McCall</b> , Fife Council	10.35 – 10.55
<b>Introduction to What Matters to You?</b> <i>Invite 2 minute ‘pitches’ on key issues affecting local level practice and delivery on unintentional harm and injury</i>	<b>Lorraine Gillies (SCSN) and Elinor Findlay (SG)</b>	10.55 - 11.20
<b>Coffee Break</b>		11.20 – 11.35
<b>What Matters to You?</b> <i>Following ‘pitches’, participants to self-organise into groups to discuss</i>	<b>Participants</b>	11.35 – 12.30
<b>Lunch</b>		12.30 – 13.15
<b>Key Enablers and Take Away Messages</b> <i>Fishbowl conversation with panel members* and all participants</i>	<b>Facilitated by Chris Bruce</b> , NHS Lothian	13.15 – 14.15
<b>Closing Remarks</b>	David McGown	14.15 – 14.30
<b>Optional tour of Safe and Well House</b>		14.30 – 15.00

## ANNEX C ACTION PLAN

ACTION	DESCRIPTION	THEME
<b>SHORT-TERM</b> (to December 2018)		
Participatory Budgeting Master classes	Run two master classes on participatory budgeting within a community safety context (June and September 2018).	Role of the community
SPFL Trust Event	In partnership with SPFL Trust explore potential to run event(s) for key groups disproportionately affected by unintentional harm, using access of local football clubs, to raise awareness of safety messages.	Role of the community
First Aid	Explore potential to map what first aid training capacity exists within communities and scope potential to increase the number of people who are trained (focussing on priority areas and groups outlined in Strategic Assessment).	Role of the community
Engagement with Key Partners	Identify local and national bodies not yet engaged in unintentional harm agenda but whose contribution is important. Identify forthcoming meetings and events to disseminate learning event report and outputs.	Partnership Working
What Works Scotland	Identify lessons and learning from the work of What Works Scotland that has relevance to the unintentional harm agenda, particularly around collaborative leadership, partnership working, and collaborative evaluation.	
<b>MEDIUM-TERM</b> (to spring 2019)		
Short-life working groups	<p>Establish three short-life working groups to take forward key issues raised at learning event, including on:</p> <ul style="list-style-type: none"> <li>• data sharing;</li> <li>• evidence and evaluation; and</li> <li>• the role of the third sector.</li> </ul> <p>While the focus of each group will vary the overall the purpose will be to: identify what support and guidance is required across the sector; pull together what exists in terms of guidance and best practice; and identify gaps and further support that is required going forward. It is anticipated the work produced from each group will be disseminated via the online hub as well as via bespoke events/workshops.</p>	<p>Better use of Data</p> <p>What is Evidence?</p> <p>Role of Third Sector</p>
Links between Community Safety, Business and Resilience	The connections between community safety and personal and community resilience are strong. We will work with the Scottish Business Resilience Centre and the Regional Resilience Partnerships to progress community engagement opportunities at both the national and local level. We will also explore the opportunity to engage people through the workplace and the role of business as a place of safety. In the medium term this is likely to include mapping the groups/meetings and pieces of work which cross over these areas, and identifying potential synergies.	Role of Private Sector
Unintentional Harm Strategy	Scope opportunity to develop a national strategy for unintentional harm in Scotland. The focus and remit of this work is currently being scoped out but is likely to involve: identifying and pulling together current policies and strategies that link to unintentional harm in Scotland; and producing a 'joint priorities for action' document that summarises key actions in place across these policies/strategies that relate to unintentional harm.	
<b>LONG-TERM</b> (to summer 2019)		
Online Hub	Develop a national web-based tool to gather and share projects and initiatives across Scotland that support the reduction of Unintentional Harm, and to provide advice and guidance that will drive forward best practice.	All