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Design Scotland

Ailtearachd is Dealbhadh na h-Alba

Workshop

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Introduction

Eugene Mullan, Smith Scott Mullan Assoc.

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Session 1

14.05 - 15.15

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A&DS TOWN CENTRE LIVING – A CARING PLACE



SMALL TOWN

KEY

- Residential
- Community
- Retail/ Commercial/ Tourism
- Open Space
- Main Road Access

TOWN CHARACTERISTICS

SCOTLAND'S TOWN PARTNERSHIP: INDEPENDENT - INTERDEPENDENT TOWN
 These towns have a good number of assets in relation to their population and a good diversity of jobs. Residents on the whole travel shorter distances to travel to work and study. These towns attract people from neighbouring towns to access some of their assets and jobs.

Population: 1674
 Tenure: 64% people own homes, 21% in council or social housing
 Car Ownership: 49% of families own one car, 28% own two cars
 Employment: 64% people in full time work



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SMITH SCOTT MULLAN ASSOCIATES

A&DS TOWN CENTRE LIVING – A CARING PLACE



BIG TOWN

KEY

- Residential
- Community
- Retail/ Commercial/ Tourism
- Open Space
- Industrial
- Main Road Access
- Railway

TOWN CHARACTERISTICS

SCOTLAND'S TOWN PARTNERSHIP: INTERDEPENDENT TOWN
 These towns have a medium number of assets in relation to their population; average diversity of jobs; and residents travel a mix of short and long distances to travel to work and study. These towns are attractors of people from neighbouring towns who come to access some assets and jobs but they are also reliant on neighbouring towns for other assets and jobs.

Population: 5300
 Tenure: 61% people own homes, 18% in council or social housing
 Car Ownership: 45% of families own one car, 25% own two cars
 Employment: 43% people in full time work



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Town Centre Living Persona Tool

I want to know the older people that might consider town centre living by visualising their key characteristics



NAME: MARION

AGE: 70

WHAT MATTERS TO ME?

"Having people around me."

WHO AM I?

I live with my husband Bill, 73.

We are retired teachers, and we have a good circle of friends.

We are comfortably-off with no mortgage and good pensions.

Our children live far away, so we don't see them as often as we'd like.

MY HEALTH & CARE NEEDS / RESPONSIBILITIES

My health is generally good. I have slightly raised blood pressure, for which I take medication and have regular checkups at the health centre.

Bill is less active these days – he relies on me for company.

MY SOCIAL & FAMILY LIFE

I am well connected in the community through volunteering at a local charity shop one day a week and a book club which I help run on at the library.

My children visit four or five times a year.

We don't have friends visit like we used to.

MY HOME & LOCAL AREA

We own a large detached house on the edge of town which has good heating and insulation.

The local shops are within walking-distance – but we use the car.

Bill drives, but I haven't driven for years. The supermarket is a 15 minute drive. I could walk to the local shops, however, transport to the book club would be tricky as there is no direct bus.

MY MEDIA USE & SERVICE PREFERENCES

I use my laptop for email and I Skype my grandchildren.

I don't use Facebook and my phone is not 'smart' – I use it for calls and texts.

We have a national and local paper delivered.

I don't do online shopping as I'm worried about online security.

I miss the local bank – but get cashback at the supermarket.

Bill pays all bills by direct debit and takes care of household finances.

MY CONCERNS / DREAMS / ASPIRATIONS

The house is too big for us – we rattle around in here.

I am concerned about how I would manage if I end up on my own – how will I get around? I worry about who would look after me if I was ill.

I love being with other people at the book club and in the charity shop, and hope I can continue to do that.

THREE REASONS THAT I MIGHT CONSIDER TOWN CENTRE LIVING

1. Easy to access the shops and the library where my book group meets.
2. Near to transport link to visit children / grandchildren.
3. Easier to get around as I become less mobile.

THREE REASONS THAT I MIGHT NOT CONSIDER TOWN CENTRE LIVING

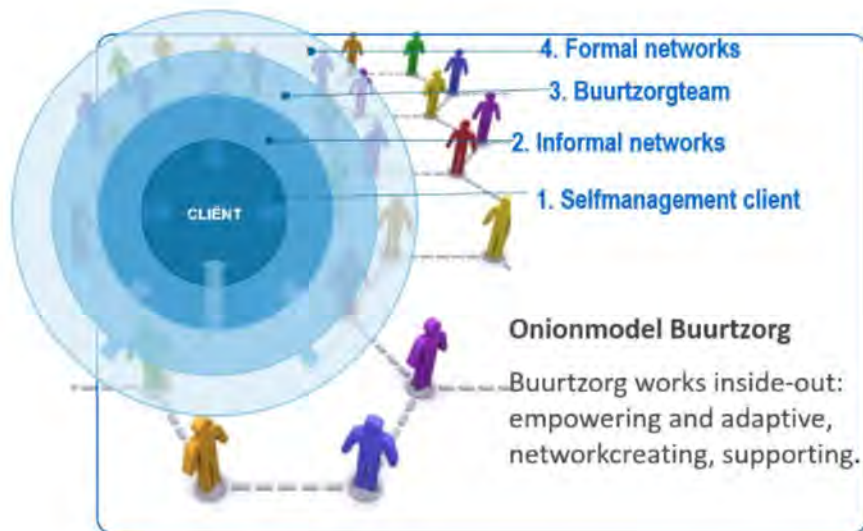
1. It can be rowdy at the weekends.
2. I'd miss my garden.
3. I like the community around me here.

INFORMATION & ADVICE NEEDS

Helen needs advice on transport and support if Bill could no longer drive, or if she was left on her own.

She may need financial advice on managing bills and moving, should she / they down-size.

Helen needs to know what care she and Bill might be entitled to and what they would need to pay for.



Buurtzorg Model (Neighbourhood Care) Netherlands

Innovative district nursing and home care model which cuts bureaucracy and enabling people to live independently. Teams of up to 12 nurses deployed and responsible for 40-60 people within area.

Golden rule: nurses must spend 61% of their time in direct patient contact. Costlier per hour, but less hours needed. Emphasis on preventive care. Being trialled in Scotland.



Scottish Empty Homes Partnership

Brings private sector empty homes back into use. There are 34,000 such empty homes (unoccupied for 6 months) in Scotland.

Funded by Scottish Government and housed by Shelter. Supports empty home owners, councils, and local projects. Can provide affordable homes and regenerate communities.

Property in image, in Campbeltown, was empty for over 20 years. Four privately let flats were brought back into use with 3 retail units.

A Caring Place is about intergenerational relationships and peer support with a series of networks to call on. It's an attractive place where people visit, supporting the needs of the community to be less dependent in times of vulnerability. It provides person centred care. And supports carers. Each person's needs are dealt with. With dignity.

Caring Places Workshop 1 Notes, April 2018



Design
Council



Active by Design

Designing places for healthy lives 10 Changes We Could Make

01/10

As local authority managers...

Think about how your local authority can encourage higher levels of physical activity amongst your residents, staff and all the people who work in your area or visit it. Should you be giving this greater priority? Can you learn from what other local authorities are doing? Could you set an example within your council offices? How could you improve access to healthy food? Can you collaborate with colleagues from different departments in your local authority to achieve real change in activity levels?

Accessible housing

Care housing

Extra care housing

Variety of housing choice

Co-housing

Housing for carers

Respite care housing

Private outdoor space with housing

HOUSING



Marion, 70

What matters to me?

*“Having people around
me.”*

PERSONA

Blank cards

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Hour One

At your tables - think about how your town might adapt to meet the needs of your persona

- **Person and Town**
- **What is needed**
- **How it is delivered**

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Person and Town

**Consider and record challenges and opportunities
for the person in this town**

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What is needed?

Identify between 5 and 10 essential physical and services aspects which would enable this to be a more caring town for this person

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How is it delivered?

Explore how these essential aspects can be provided

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Break

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Tell us about it

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Session 2

15.45 - 16.15

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BIG TOWN

**Investment of £10-£20 million for building and service improvements
£100 million over next 10 - 20 years.**

How would you leverage that investment to support your town?

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Tell us about it

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