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# *A Quick Word About*

# **North West Kilmarnock Area Centre**



Rowallan  
BUSINESS CENTRE

Community Planning & Partnership Unit



## NORTH WEST KILMARNOCK AREA CENTRE

### INTRODUCTION

With a funding package in excess of £9M, the North West Kilmarnock Area Centre is the latest and most ambitious partnership development by Community Planning Partners, in particular between East Ayrshire Council and NHS Ayrshire and Arran.

The Centre was officially opened by Jack McConnell, former First Minister, in March 2007. It brings together a wide range of core primary care services and other public services, and goes one step further in meeting the needs of the local community by also providing mental health services, a nursery and family centre, social day care for older people, a community health café and a fitness suite. The Centre also hosts a new 'teach and treat' dental facility.

### BACKGROUND

The North West Kilmarnock Area Centre was developed to bring health and other services closer to people in their communities. In addition, as part of the Better Neighbourhood Services Fund (BNSF) programme, the area was identified as being in need of significant healthcare development. The need for better health care services, such as dental care, allowed NHS Ayrshire and Arran to tap into funding from the Primary and Community Care Premises Modernisation Programme, which together with funding from East Ayrshire Council and the BNSF programme, allowed the centre to be established.

### KEY OBJECTIVES

From the outset, the key objectives of the project were to:

- provide a comprehensive, integrated neighbourhood centre offering health, social care and community based services in the heart of the community, which were responsive to the needs of the local community;
- expand and improve current models of provision by redesigning services and bringing them closer to local communities;

- ensure that the local community was at the heart of the development and decision making process;
- maximise the use of existing facilities, external funding and mainstream resources;
- deliver positive health and social outcomes; and
- improve the built environment through the physical upgrading of local facilities.

### ENGAGING THE COMMUNITY

Public consultation has ensured that the design of the new centre meets the needs of the people it serves. Early engagement was secured through the extensive consultation work conducted to inform the development of the BNSF programme. Other ongoing involvement took place through a specifically formed Citizen's Panel which, with other community groups, such as North West Kilmarnock Community Council, Knockinlaw Community Association and the Thorn Terrace Better Neighbourhood Group, oversaw the development of the Centre.

In addition, frequent press releases were issued to local newspapers to ensure that the public was well informed at all times.

### COMMUNITY PLANNING

Shared premises is one of the key strategic commitments of Community Planning Partners, including East Ayrshire Council and NHS Ayrshire and Arran, and results in improved access to public services through co-location.

Experience has shown that there are many benefits to be gained from staff from a range of agencies, working closely together, networking and sharing expertise. Joint working is a key requirement for delivering better and more integrated public services and the North West Kilmarnock Area Centre is a good example of the benefits that working together can bring in terms of improved outcomes for communities.

Furthermore, agencies involved in co-location initiatives benefit from efficiencies in the form of capital investment and the revenue costs associated with day to day operations.

## GOOD PRACTICE

The North West Kilmarnock Area Centre is ground breaking in a number of ways:

- East Ayrshire Council Social Work and NHS Adult and Elderly Community Mental Health Services now work together providing previously hospital based outreach services.
- Services for children and families are well catered for and include a nursery and family centre, and Child and Adolescent Mental Health Services.
- The Centre replaces eleven properties, many of which were in need of extensive upgrading and not designed for modern service delivery and joint working.
- A physiotherapy suite is available for Learning Disability Teams.
- Through the 'teach and treat' dental facility it provides local access to high quality dental health provision in an area where dental health is poor and registrations are low.

Representatives of the Audit Committee of the Scottish Parliament visited the Centre, in its development stage, in October 2006. A subsequent report published in March 2007 highlighted the extent to which East Ayrshire has overcome potential obstacles through creating a culture of trust, openness, and commitment from staff at all levels and strong senior management support

In particular, the Audit Committee report recognised that East Ayrshire already has a proven track record in co-location developments and that the Centre was the result of the hard work of both Council staff and staff in the partner organisations, and an example of how frameworks can be established to ensure that partnerships work effectively across geographical boundaries.

## FUNDING

In order to facilitate the development, an innovative funding package was assembled and is summarised as follows:

East Ayrshire Council (including BNSF)	£4,312,000
NHS Ayrshire and Arran (including Modernisation Fund and 'Teach and Treat')	£5,119,000
<b>Total Funding</b>	<b>£9,431,000</b>

## SERVICES

The services available at the Centre include:

- General Practitioners and Nurse Practitioner;
- 10 Glasgow Dental School 'Teach and Treat' Dental Surgeries;
- Paediatric Clinics;
- Podiatrists and Dieticians;
- Community Nurses and Midwives;
- Out patient Department Suite;
- Speech and Language Therapy;
- Occupational Health;
- Community Physiotherapy and Physiotherapy for Learning Disability Service;
- Housing Services;
- Social Work – Community Mental Health Services and Learning Disability Services;
- Alzheimer's Scotland – Day Care for Older People;
- Music and Art Therapy;
- Community Learning and Development;
- Nursery, Creche and Family Centre;
- Sports and Leisure Facilities;
- Community Information Point.

## CONCLUSION

With past successes in the building and development of the Dalmellington and Drongan Area Centres, Community Planning Partners knew that the co-location of services at the heart of communities was a winning formula. They are confident that the North West Area Centre will build on the significant good practice to date and allow available resources from all Partners to be maximised to the benefit of communities in East Ayrshire.

Plans are already in place for co-location initiatives in Cumnock, Patna, Stewarton, Crosshouse and Galston, which have the potential to involve other Partners, such as Strathclyde Police and Strathclyde Fire and Rescue, as appropriate to the needs of each individual community.



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