

## CICC Stakeholder Engagement Event

12 May 2022, 12-2pm and 4–6.30pm, Baden-Powell House, Catterick Garrison

### Summary notes

#### Purpose

Progress continues with the Catterick Integrated Care Campus (CICC) programme where industry contractor, Tilbury Douglas submits planning permission to Richmondshire District Council at the end of May 2022. As these plans will be in the public domain and to consider local stakeholder and public views on the initial concept designs, a further engagement event was organised.

This event was the second in a new series of engagement to inform stakeholders and the population of Catterick and the wider Richmondshire area about the programme, offer the opportunity to provide feedback on the design concepts and encourage more involvement moving forward.

#### Attendees

Over 30 people attended throughout the day including representatives from a local sixth form college, Richmondshire District Council, provider organisations, the local voluntary, community and social enterprise (VCSE) sector and local residents. More detail can be found in **Appendix 1**.

Tilbury Douglas promoted the event using several channels including direct emails, posters and radio. More detail can be found in **Appendix 2**.



#### Engagement

As an informal drop-in event, attendees were able to browse printed design concepts and view these on a digital screen with a video and via a virtual reality walk-through of the proposed building entrance. There was the opportunity to ask questions to representatives from Tilbury Douglas (and their design team), the MoD and NHS or feedback anonymously using a comments box. Attendees were also offered the opportunity to share their contact details to ensure further communication and engagement in the programme, or to identify other representatives to be included.

Key themes and topics were identified from attendees and are listed below. More detailed feedback can be found in **Appendix 3**.

|  |                                   |                         |
|--|-----------------------------------|-------------------------|
| Space for older people's health services | Community spaces and pop-up areas | NHS dentistry provision |
|--|-----------------------------------|-------------------------|

|  |   |                                    |
|--|---|------------------------------------|
| Communications - reaching military families and other groups | Clarity around service provision and MRI/x-ray facilities | Flat roof concerns                 |
| Clarity around social prescribing                            | Toilet facilities and considering 'Changes Places'        | Service provision hours and access |
| Mental health service provision – particularly for veterans  | Concern over demolition of existing building              | Security and open access queries   |

### Summary and recommendations

The event gathered new and expanded on existing feedback enabling this information to be considered for the planning submission and as evidence to support the development of the Full Business Case. Attendee numbers increased which emphasises the importance and value of continued local engagement in the programme.

A double-sided information sheet offering further information on the programme, the projected milestones and potential service provision was well received and was created upon feedback from the previous event. This is available to view from the new CICC programme webpage on the CCG's website: <https://northyorkshireccg.nhs.uk/cicc/>

It is recommended to take the learning from this event to prepare for the next stage of programme engagement including a proposed VCSE event during summer 2022 and add themes to Frequently Asked Questions.

Where appropriate, it is also recommended that Tilbury Douglas and partners attend key external meetings and events hosted by community partners to present on the programme.

For future engagement, it is hoped that approval will be given by both NHS and MoD organisations to utilise local and regional media to promote events and the Communications and Engagement Working Group will consider the development of a programme Facebook and Twitter page.

The stakeholder contact list will be updated to reflect new and recommendation contacts.

## Appendix 1: Attendees

| <b>Name</b>         | <b>Company</b>   | <b>Role</b>  |
|---------------------|--|--|
| Liz Mannion         | Careers Leader   | Richmond School and Sixth Form College                           |
| Student             |  | Richmond School and Sixth Form College                           |
| Student             |  | Richmond School and Sixth Form College                           |
| Student             |  | Richmond School and Sixth Form College                           |
| Student             |  | Richmond School and Sixth Form College                           |
| Julie D'Arcy        | Le Cateau Community School   | Chair of Governors,  |
| Kerry Palmer        | Army Welfare Service Catterick   | Community Development Worker                                     |
| Kirk Lester         | Army Welfare Service Catterick   |  |
| Yvonne Macdonald    | Home Start Richmond  | Coordinator  |
| Cllr Pat Middlemiss | Richmondshire District Council   | Counsellor   |
| Maria O'Farrell     | CCG  | Service Improvement Manager                                      |
| Michelle Watson     | South Tees Hospitals NHS Foundation Trust  | Service Manager Community and Growing the Friarage Collaborative |
| Bev Dredge          | South Tees Hospitals NHS Foundation Trust  | Not given  |
| David Pratt         | South Tees Hospitals NHS Foundation Trust  | Not given  |
| Joanne Birks        | Older Persons Mental Health Team MHSOP Hambleton and Richmond Community Mental Health Team | Team Manager   |
| Helen Mumby         | Older Persons Mental Health Team MHSOP Hambleton and Richmond Community Mental Health Team | Manager - Memory Services  |
| Peter Clarke        | Rotary Club - Richmond   |  |
| A. Leete            | N/A  | N/A  |
| Sarah Baines        | DPHC/MoD   | Pharma Tech  |
| A. J. Cooper        | DPHC/MoD   | Pharma Tech  |
| Kirsty Street       | Army Families Federation   | Regional North Lead  |
| Pete Cooper         | Tom Willoughby   | Maintenance Engineer   |
| 1                   | Tom Willoughby   |  |
| Mr Percival         | Local Resident   | N/A  |
| Mrs Percival        | Local Resident   | N/A  |
| Neil Rooney         | Catterick Garrison Football Centre   | N/A  |
| Karin Sedgwick      | North Yorkshire County Council   | Chair of C&I and O&S   |
| P Fowler            | Local Resident   | N/A  |

|               |                                |                                       |
|---------------|--------------------------------|---------------------------------------|
| P Collins     | Local Resident                 | N/A                                   |
| Jo-Ann Scott  | Richmondshire District Council | Health & Community Engagement Officer |
| James Roy     | MoD (DIO)                      | Estates Surveyor                      |
| Sarah Pearson | MoD (DIO)                      | SFM                                   |
| Dot Dell      | MoD                            | Admin                                 |

| Project Team:     | Company:        |
|-------------------|-----------------|
| Georgina Sayers   | NHS             |
| Bob Shepherd      | DIO             |
| Mark Hetherington | BDP             |
| Shaun Paramor     | Tilbury Douglas |
| Jonathan Page     | Tilbury Douglas |
| Ailsa Reid        | Tilbury Douglas |

## Appendix 2: Event promotion

### Media

- Northern Echo advertisement
- BFBS radio with Shaun Paramor, Monday 11am 9 May: [https://fb.watch/c\\_5LJsfM3w/](https://fb.watch/c_5LJsfM3w/)

### Print

#### Posters to:

- LIDL
- 3No community notice boards in Catterick Garrison / Colburn
- Colburn Village Hall / Community Centre
- Catterick Garrison Library
- Catterick Garrison Community centre
- Catterick Garrison Leisure centre
- Tesco
- Other shops around Tesco
- Local school
- Local houses
- ETC

### Direct email

Invitation and email invite sent from Tilbury Douglas to over 80 individuals from local VCSE, MOD, NHS, NYCC, providers, schools and media.

### Social media

- The Catterick Garrison Community page
- Tilbury Douglas LinkedIn and Twitter

**Public Engagement Event for the new Catterick Integrated Care Campus**  
Thursday May 12, 2022 at 12:00 pm

**Summary**  
Please come along to view the current proposals for the new Catterick Integrated Care Campus and meet with members of the Tilbury Douglas Construction team and design partners.

**Description**  
Tilbury Douglas, a leading UK building, infrastructure, engineering, and fit-out company has successfully secured the contract to deliver the design and construction of the new multi-million pound, Integrated Care Campus located at Catterick Garrison.  
The initial concept designs have now been created for the project and the team would like to invite you to view these designs and give your feedback on the proposals for the scheme.  
The team will be holding a 'drop in' engagement event on Thursday 12th May, to showcase the proposals.  
Please drop in between 12pm and 2pm and 4pm till 6:30pm, where members of the Tilbury Douglas team will be on hand to talk you through the scheme and answer any questions you may have.

**Tilbury Douglas**  
7,322 likes

We are so pleased to have now developed the concept designs for the new Catterick Integrated Care Campus with our partners BDP (Building Design Partnership Ltd), WSP and Hoare Lea.

On Thursday 12th May 2022, we will be holding a public engagement event running across two sessions, from 12-2pm and 4-6:30pm, to share our designs and gain feedback ahead of submitting the formal planning application.

We'd love to hear your views on the project, so please come along if you can, as you'll have an opportunity to view the concept designs and meet with members of our Tilbury Douglas project team.

#design #construction #healthcare #buildingabetterfuture

**Public 'Drop In' Engagement Event** Catterick Integrated Care Campus

**Date:** Thursday 12th May 2022

**Times:** 12pm till 2pm  
4pm till 6:30pm

**Location:** The Donalson Suite  
Baden Powell House,  
Sunder Road,  
Peovone Lines  
Catterick Garrison,  
N. Yorks,  
DL9 3J5

Please drop in at any of the times for an opportunity to view the designs and give your feedback on the proposals.

You and 82 others

**NHS North Yorkshire Clinical Commissioning Group**  
April 29 at 11:37 AM

On behalf of contractor, Tilbury Douglas, please find information about a local event that may be of interest to members.

To view initial concept designs for the proposed new integrated health facility for the people of Catterick and wider Richmondshire area, pop along to Baden-Powell House, Catterick Garrison on Thursday 12 May 12pm-2pm or 4pm-6:30pm.

To help them plan the event please email [ailsa.reid@tilburydouglas.co.uk](mailto:ailsa.reid@tilburydouglas.co.uk) and register your interest.

**Public 'Drop In' Engagement Event** Catterick Integrated Care Campus

An opportunity to review the designs and provide feedback on the proposals.

**Date & Times:**  
Thursday 12th May 2022  
12pm till 2pm and 4pm till 6:30pm

**Location:**  
The Donalson Suite  
Baden Powell House,  
Sunder Road

**We are Tilbury Douglas, a leading UK building, infrastructure, engineering, and fit-out company.**  
We have successfully secured the contract to deliver the design and construction of the new multi-million pound, Integrated Care Campus located at Catterick Garrison.  
Working with our design partners we have now developed the initial concept designs for the

## Public 'Drop In' Engagement Event

Catterick Integrated Care Campus



An opportunity to review the designs and provide feedback on the proposals.



**Date:**

Thursday 12th May 2022

**Times:**

12pm till 2pm and 4pm till 6:30pm

**Location:**

The Donaldson Suite,  
Baden Powell House,  
Scotton Road,  
Peronne Lines,  
Catterick Garrison,  
N. Yorks,  
DL9 3JS

**Please RSVP to:**

Shaun Paramor  
Project Director  
[shaun.paramor@tilburydouglas.co.uk](mailto:shaun.paramor@tilburydouglas.co.uk)

Ailsa Reid  
Business Development Manager  
[ailsa.reid@tilburydouglas.co.uk](mailto:ailsa.reid@tilburydouglas.co.uk)

**We are Tilbury Douglas, a leading UK building, infrastructure, engineering, and fit-out company.**

We have successfully secured the contract to deliver the design and construction of the new multi-million pound, Integrated Care Campus located at Catterick Garrison.

Working with our design partners, we have now developed the initial concept designs for the project and would like to invite you to view these designs and give your feedback on the proposals for the scheme.

We will be holding a 'drop in' engagement event on Thursday 12th May, to showcase the proposals.

Please come along between 12pm and 2pm and 4pm to 6:30pm, where members of the Tilbury Douglas team will be on hand to talk you through the scheme and answer any questions you may have.

Parking is available on the site and the entrance to the site will be clearly signposted.

We hope to see you there, but if you have any queries ahead of the event, please don't hesitate to contact us.

For more information, please visit  
[www.tilburydouglas.co.uk](http://www.tilburydouglas.co.uk)

### Appendix 3: Specific feedback

- TEWV – older people's services, has that been considered? What space will there be for group rooms? Clinical areas etc? Seen at CICC or GP services? Have 2 offices in Colburn now – would they close? [Joanne.birks@nhs.net](mailto:Joanne.birks@nhs.net)
- Community space – pop-up area for people to use?
- Net zero – how are you going to make it?
- Darlington 6<sup>th</sup> form college students interest and excited. Opportunities for NHS careers? Work experience etc?
- Army Federation – [north@aff.org.uk](mailto:north@aff.org.uk) – concern over dentistry for NHS. Welfare hubs?
- Only heard about this via HIVE – how are you getting to people and military families?
- Welfare FB pages for families – each unit has a page on FB – they have coffee mornings and a magazine published every 3 months
- Will there be space to display materials? Health campaign banners etc
- Disappointment not 'hospital' or have MRI
- Dentistry – very disappointed not for NHS when 20 rooms are allocated. Not really true integration
- Need to be clear with signage – 'Military Dentistry' and not NHS/community (don't understand what 'community dentistry' means)
- X-ray vs MRI scanner – why not MRI and what exactly will X-ray mean?
- Not happy with flat roof
- Social prescribing - how will it work?
- Bridge – expanding, currently renting MOD building. No longevity. Wanted secure future in CICC
- How would the space be suitable for elderly people and the care Bridge offers?
- Changing Places toilet facility – will there be one?
- What will the hours of the facility be?
- Has dementia/older people's services and provision been considered?

- Veterans mental health – what will be available?
- Concern over Peronne House going (confusion with Baden-Powell House)
- Around flat roofs from 1970s
- Is there an NHS dental space – if not why not
- Assuming 3<sup>rd</sup> sector can use parts of atrium space / hire out space
- Are we knocking down all HQ buildings
- Assume fence is going with open access to public
- Is there a small farm yard in community garden

**Event comments box:**

"Very exciting! Thanks for the QR training! Lack of dentists? But a good way into the future. Karin Sedgewick NYCC County Councillor."

"An impressive event – thank you for inviting us. Our A-level students enjoyed meeting Mark the architect and teams about the design and build process. Liz Mannion, Careers Leader, Richmond School."