

## CICC Stakeholder Engagement Event

22 March 2022, 2pm – 5pm, Baden-Powell House, Catterick Garrison

### Summary notes

#### Purpose

Progress with the Catterick Integrated Care Campus (CICC) programme identified a new set of key milestones which are expected to be of interest to stakeholders and the public of Richmondshire. Milestones include formally appointing contractors, upcoming demolition of the site and sharing of design concepts; therefore, the Stakeholder Engagement Forum (SEF) and Communications and Engagement Working Group (WG) agreed to resume stakeholder and public engagement for the programme following a pause.

This event is the first 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

Around 30 invitations to the event were issued directly to local voluntary, community and local enterprise (VCSE) sector organisations along with additional local primary care, NHS, MoD and Tilbury Douglas colleagues. Organisations invited included those representing mental health, disability, learning disability, parent groups, military families, Gurkha communities, dementia and the elderly. Actual event attendees can be found in **Appendix 1**.



#### Engagement

As an informal event, attendees were able to browse design concepts and view these on a digital screen with rolling slides before making any comments or asking questions to representatives from Tilbury Douglas (and their design team), the MoD and NHS. Feedback was captured by partner representatives, via a printed comment form or a post-event email. 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 is listed below. More detailed feedback can be found in **Appendix 2**.

Services available – what are they?	MoD vs NHS services (what is available and to whom?)	Signage and wayfinding
Positive feedback on designs and positive for the area	Early engagement better	Interest in outdoor area and cycle route
Out of hours	Accessibility (older people and less abled)	Historic awareness and interest (Duchess of Kent Hospital)

Parking	Security	Utilising VCSE and other channels to share messaging
Ultrasound facility	Physio/rehab facility	Office space for VCSE orgs

### Summary and recommendations

The event has enabled programme partners to learn and adapt for future engagement sessions. Reaching out to more local groups and representatives will be key to the programme's success, therefore it is recommended that a further event is held in person (if appropriate) during May 2022. Invitations will be extended to more organisations and stakeholders including, potentially, the local MP. Usage of more engaging tools and techniques should be considered including video or 3D designs.

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.

The impact of the Covid-19 pandemic will be considered at every point, therefore virtual events may be preferred.

### Appendix 1: Attendees

Emma Crumpler, Harewood Medical Practice	Lynn Irwin, Heartbeat Alliance	Tony Clark, Richmondshire District Council
Andy Bacon, NHS England/Improvement	Lisa Whittles, HIVE	Rebecca Weatherstone, HIVE
Heather Macfarquhar, Home-Start Richmondshire	Colin Grant, Rotary Club of Richmond	Jacqui Bennett, Friends of the Friary Community Hospital
Jennie Pinkney, Friends of the Friary Community Hospital	Gemma Hutcheson, Healthwatch North Yorkshire	Lt Col Barney Barnbrook, ABF The Soldiers' Charity
Sharon Fox, MoD	Gp Capt Paddy McKillop-Duffy, MoD	Sharon Turner, MoD
Col Alex Harold, MoD	Col Tariq Ahmad, MoD	Col Ian McDicken, MoD
Lt Col Jim Turner, MoD	Sian McDonald, MoD	Dr Mark Hodgson, CCG
Lisa Pope, CCG	Georgina Sayers, CCG	Shaun Paramor, Tilbury Douglas
Ailsa Reid, Tilbury Douglas	Mel Shaw, Tilbury Douglas	Richard Atwood, Tilbury Douglas

### Appendix 2: Specific feedback

- Min. 7 years in the making in most people's minds (Rotary club member said 30 years)
- MoD – work to be done in de-commissioning other buildings when they migrate over to CICC
- HIVE building in Catterick could help get the message out there
- Small amount of people thought it was replacing an old in-patient facility on the site more than 10 years back

- Cycle route access mentioned as positive twice
- Real social value of work brought to the area during and after construction all appreciated
- A1 improvement work and this building will really put Catterick and area on the map as attractive
- Generally, all very good feedback across the board – like the look size, scale and feel of building and liked all the images and can't wait to use it / work in it
- Great for the area
- Existing buildings rubbish and past sell by date - both MoD and NHS
- Signage and wayfinding were hot topics - how will it work?
- Are there lifts?
- How big is building for older people to access?
- Is there rehab for NHS and MoD?
- No beds?
- What is OOH for exactly?
- Who owns building?
- Who runs building?
- Security access?
- No gates?
- Number of parking spaces - is there enough?
- Split of building usage
- Liked the Electric Vehicle charge points
- Liked that there is plenty of car parking
- What services are available to all?
- What is available out of hours?
- It looks like the MoD have more rehab facility – will this space and equipment be available for NHS patients?
- We are a small charity looking for some office space. Will there be opportunities in this building?
- Asked about the scale in relation to the tree line/parking/appearance/positive public reaction
- Due to elections may restrict political commentary – but officers are non-political
- Asked when the submission was going to planning and noted how busy they were with some resources outsourced
- Suggested the earlier the external engagement the better
- Potential to promote scheme through Garrison Gazette (now digital) – this is via Garrison Chief of Staff
- We could also invite tertiary organisations to next event but also engage early
- Slightly concerned over the flat-roof given historic issues with these sort of roof-types

### **Appendix 3: Questions to be added to FAQs**

1. When is the CICC likely to be complete?
2. What services will be available to MoD and NHS?
3. Will there be out of hours?
4. Will there be an ultrasound facility?
5. Will there be an MRI facility?
6. Will the facility be open 24/7?
7. What facilities will be available for the local VCSE sector?
8. How much parking will be available?
9. Will the signage be improved?
10. How can I get involved?
11. What will the atrium space include?
12. Can we have meeting space?
13. What security will there be?