

Transcript

****Cameron Reid - Falkirk Community Trust****

Hi, I'm Cameron Reid, I’m the active skills manager for Falkirk Community Trust as part of that I manage active school, sports development and community sports hubs. What we are doing is we're looking to engage children and young people in schools in the community and get them more physically active and engaged in sport. In terms of my role as a manager, to try and address that stigma. In terms of service delivery, initially, for me it's really about putting in place the checks and challenges and making sure that we are challenging everything at every level. That we are not making assumptions. We are quite guilty sometimes of making assumptions based on people who already use our service not the people that we are needing to address and the people we need to get involved. It’s about putting in places lots of different stages that we can have that conversation with staff, at every single level.

**What have you learned?**

Looking back at what we have learned, I think the three areas that I would say are really important to us are; being able to challenge perceptions, both you own and your staff. Empowering them to be flexible and make decisions that were for the right reasons rather than because that is what the process dictated. And I think the single thing that made the biggest difference to us was making it real for the staff, making or giving them the opportunity to engage with people and understand what it’s like at the other side of the desk, understand what these people are going through because that brought about a bigger change that I could ever do.