

Community Engagement Impact Surveys

2008

Results and Analysis

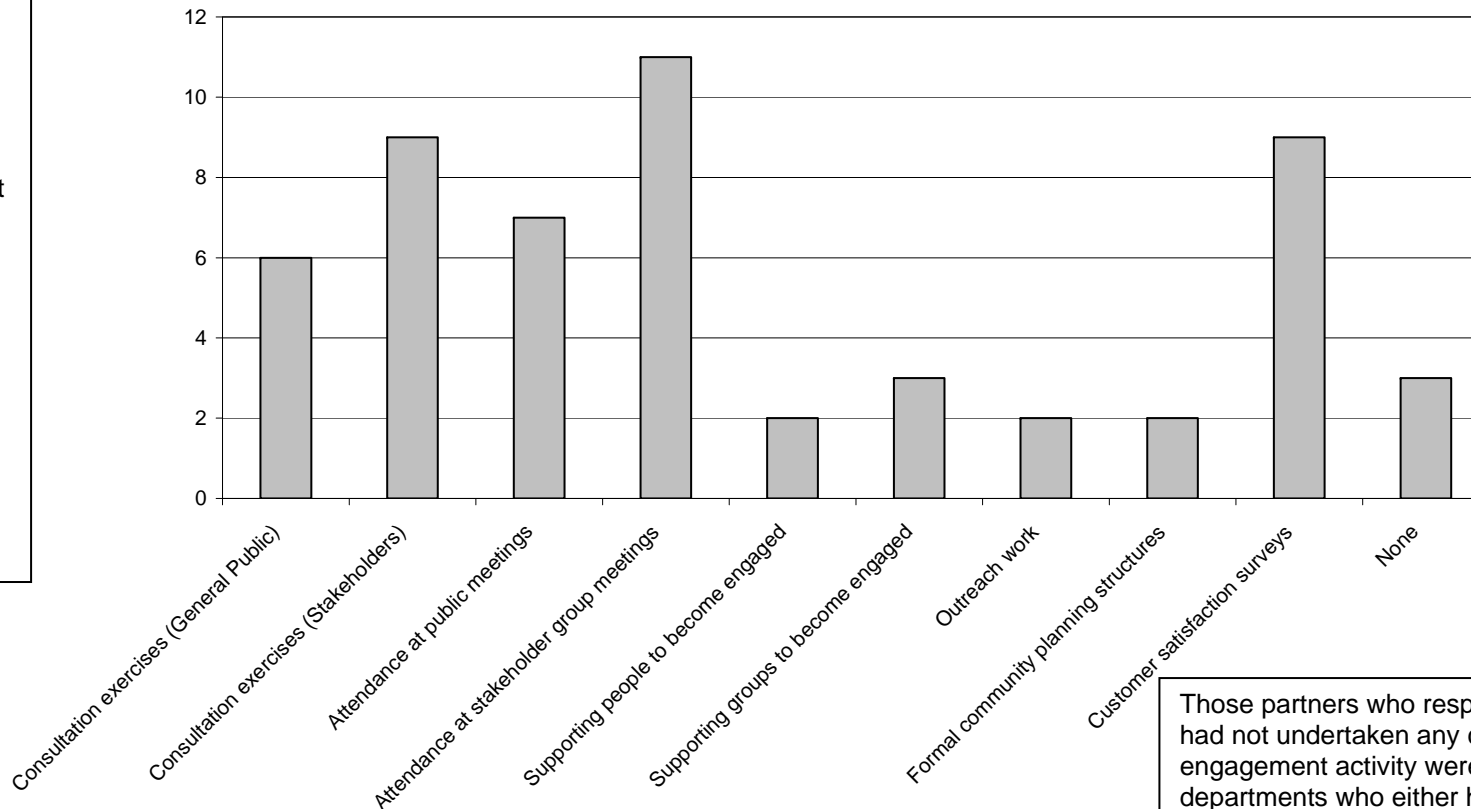
The 21 Partners who took part in this survey were from the following departments

**Education
Property Department
Planning and Transport Department
Roads Department
Finance Department
IT Department
Development Control
Social Work and Health
Careers Scotland
Tayside Police
Angus College
NHS Tayside**

What Types of Community Engagement activities have you undertaken?

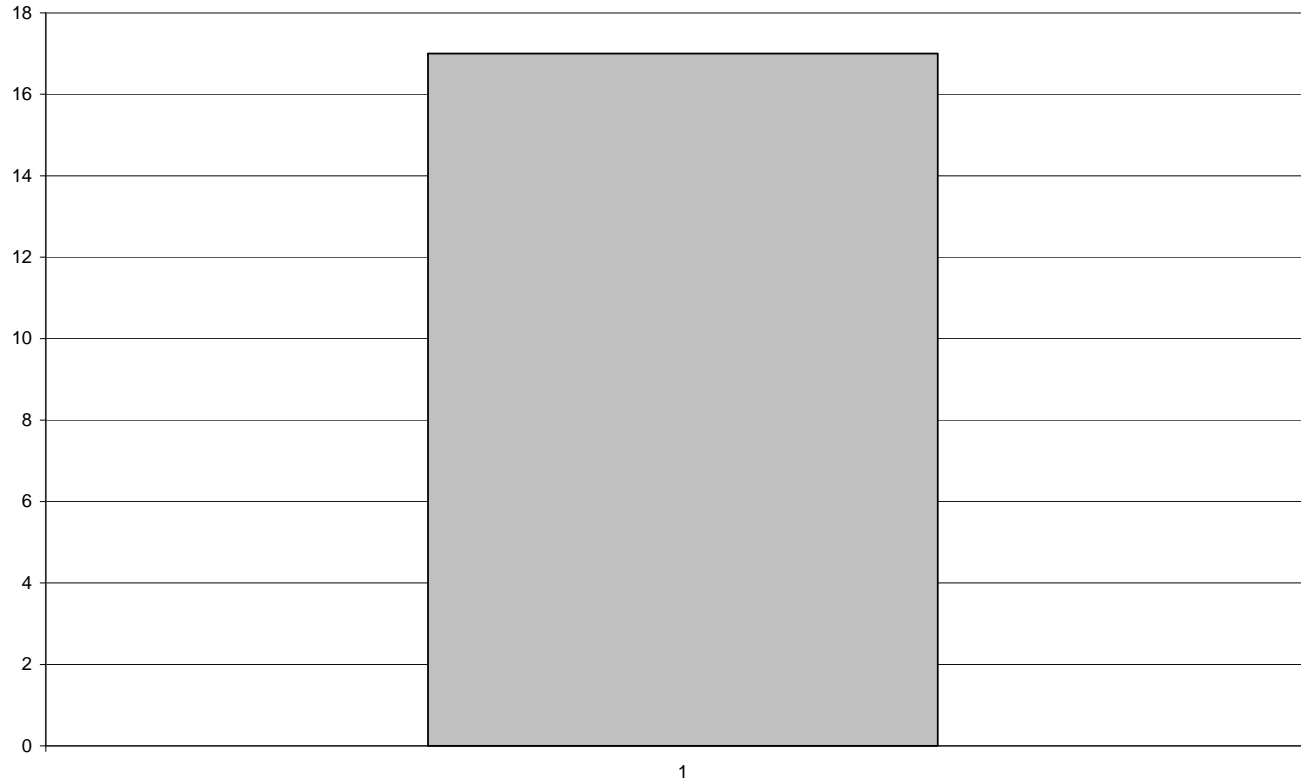
Community Engagement comes in many different shapes and forms. Whilst the results show the differing types of community engagement partners are involved in, they are not mutually exclusive. Partners' responses indicated that they often used one or more types at any given opportunity and time. Eg A general consultation exercise was used at the same time as attending stakeholder meetings. Partners responses indicate that they are very aware that there is 'no one size fits all'

Types of Community Engagement Activity



Those partners who responded that they had not undertaken any community engagement activity were all situated in departments who either had limited opportunities, eg IT or whose own statutory responsibilities devolved the need for community engagement to others eg applicants/agents in the planning process.

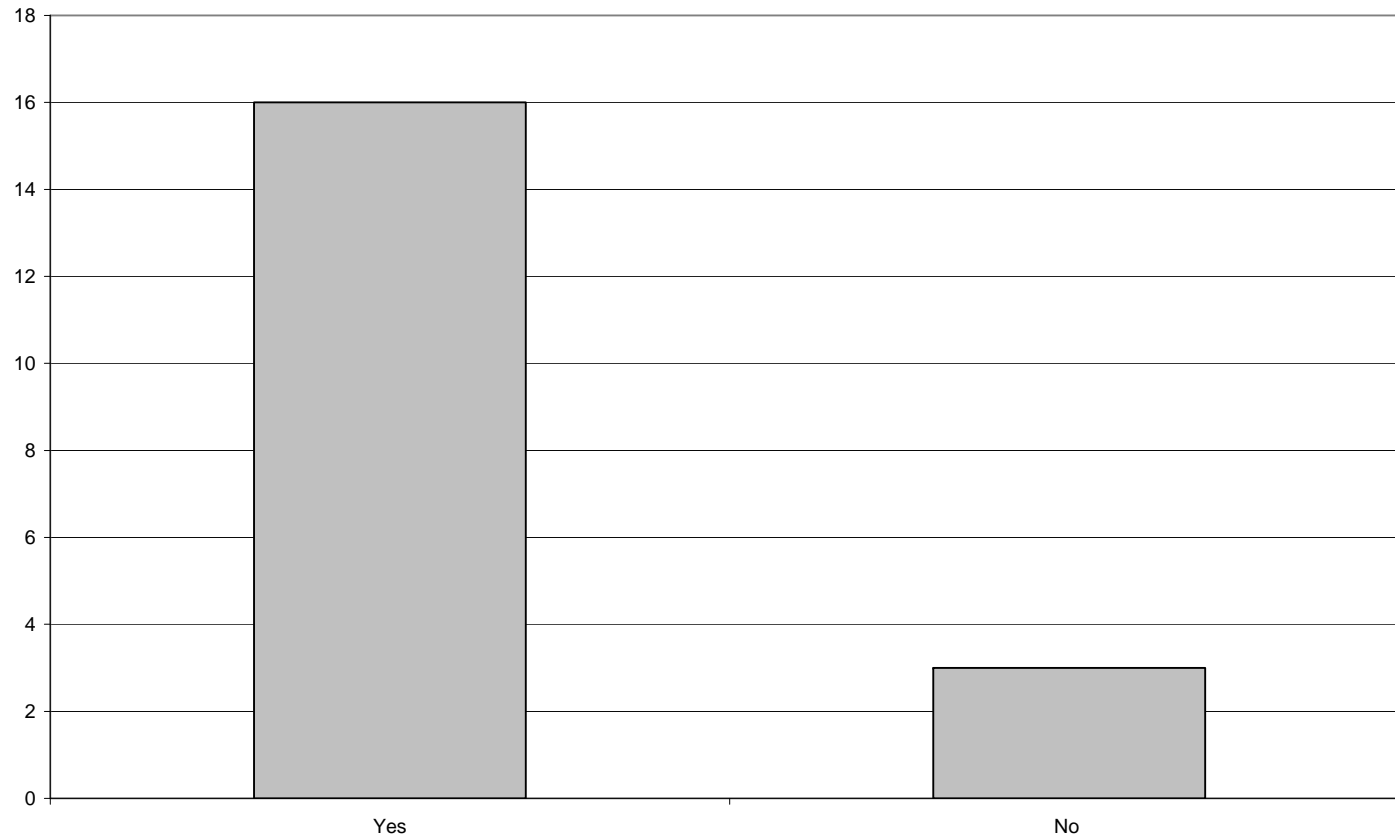
To what extent do community engagement activities influence the planning and delivery of your service?



All partners responded positively to this question; identifying that community engagement activities informed their project planning. 11 Partners also stated that community engagement activity provided opportunities for the identification of improvement in service delivery. No-one responded negatively.

Do these activities make a difference to the way you provide services?

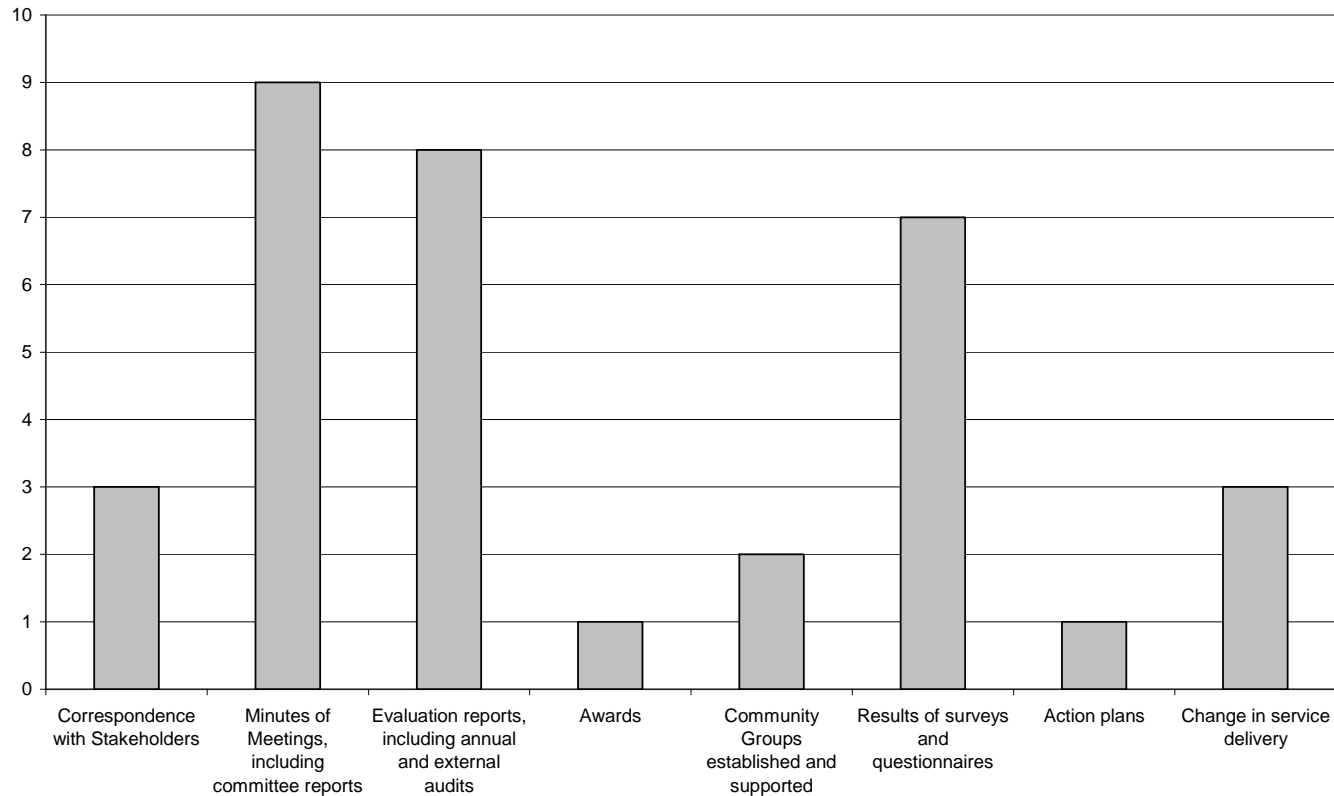
Encouragingly again, the majority of partners who had been involved in community engagement activities saw a direct correlation between the activity and a positive outcome in terms of service provision.



Those who felt community engagement activity had not led to a change in service provision identified overarching factors such as statutory legislation as the reason for this.

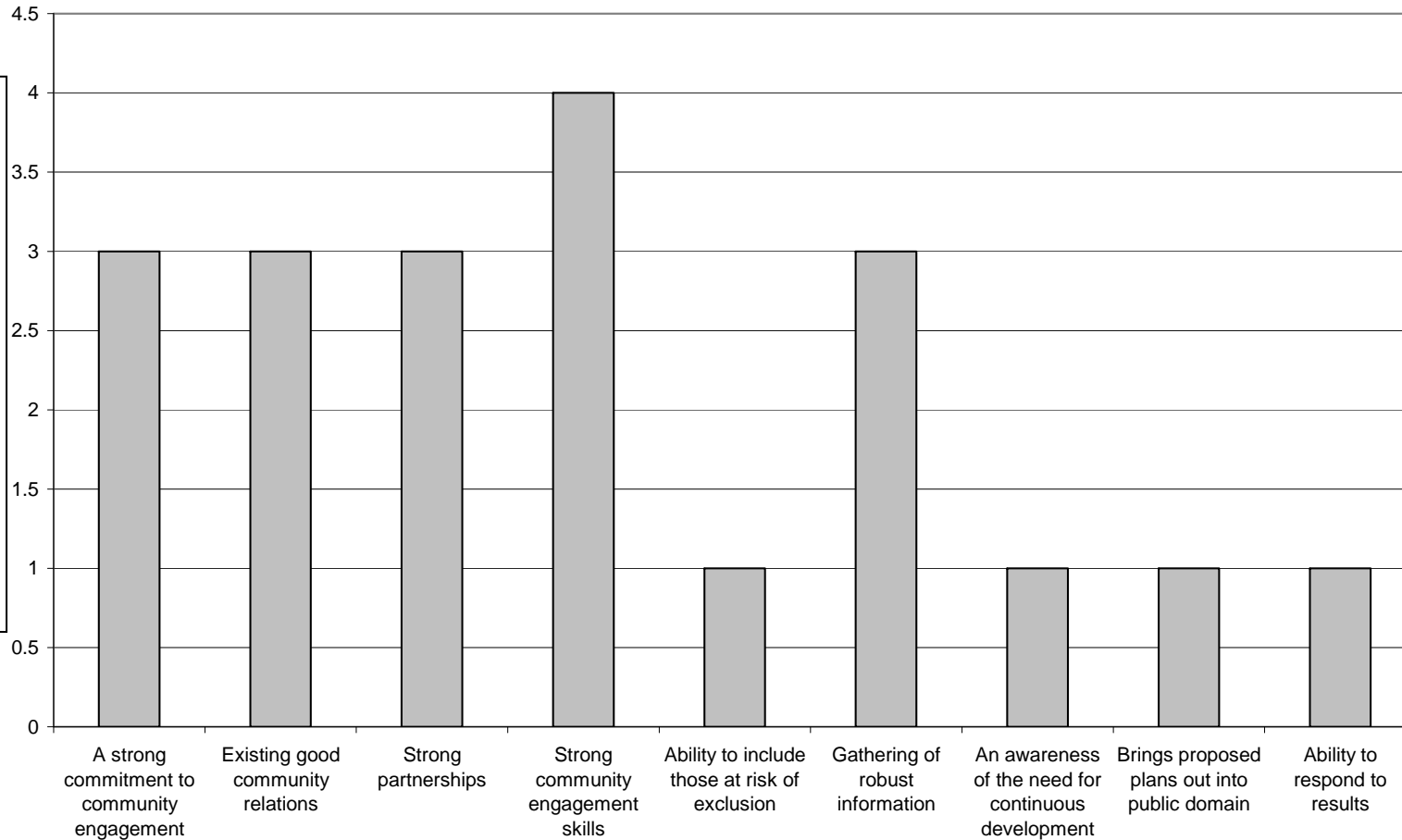
What evidence do you have to show that these activities make a difference to the way you provide services?

The range of evidence shown by partners indicates the many different arenas and channels that community engagement activity contributes to. Again many partners identified two or more and recognised the differing ways that activity can be evidenced. The downside of this is that we may not be capturing the more informal community engagement activity that can happen on a day to day basis eg police officers speaking to people on the street as there is no 'formal' evidence for this.

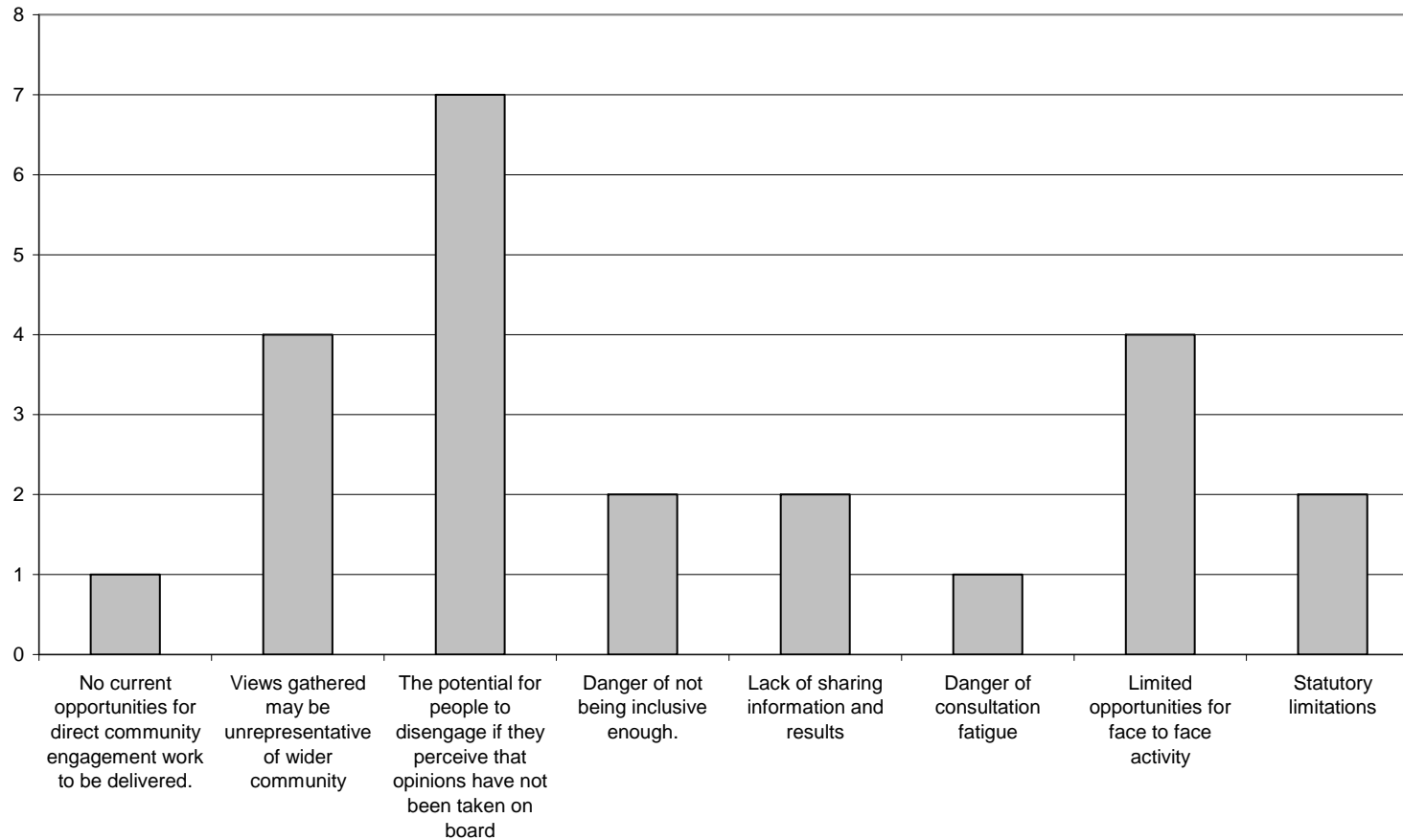


What are the strengths of community engagement activity in your service/agency

There was a strong comment in partners responses of a recognised commitment to community engagement activity as a way of building and sustaining good relationships with communities and local people. A strong partnership commitment was seen as vital to this.



What are the weaknesses of community engagement activity in your service/agency?

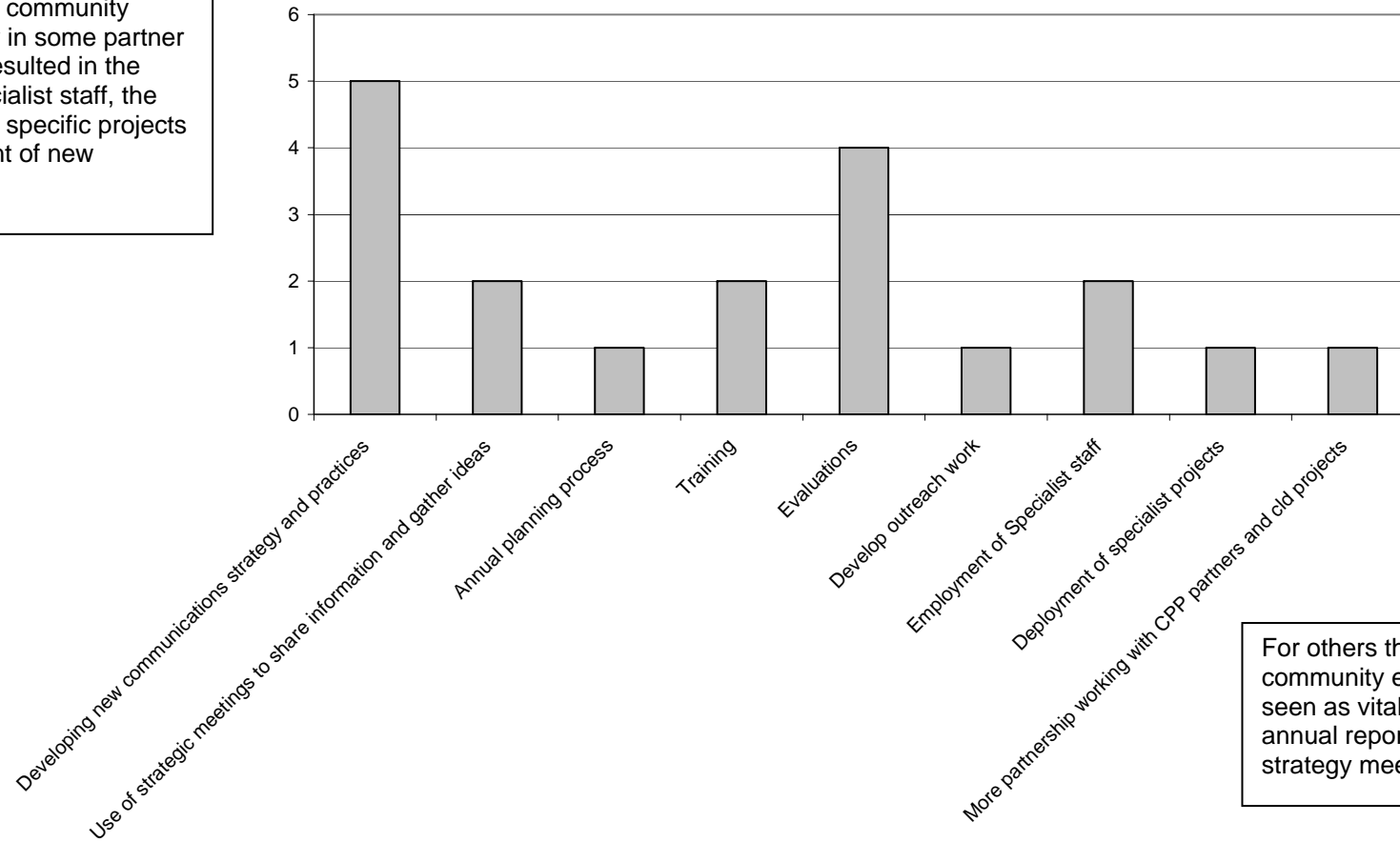


Partners' largest identified weakness was the danger of asking people what they want, only to be unable to provide it. The reasons for this were identified as; statutory limitations and obligations, particularly in planning departments, the need to balance resources against local communities and people's asks, and the organisations own strategic aims and objectives.

Another fear was that the results of community engagement activity could be seen as unrepresentative of the wider community identifying a need to be mindful of potentially excluded groups.

What arrangements do you have in place to develop this aspect of your work?

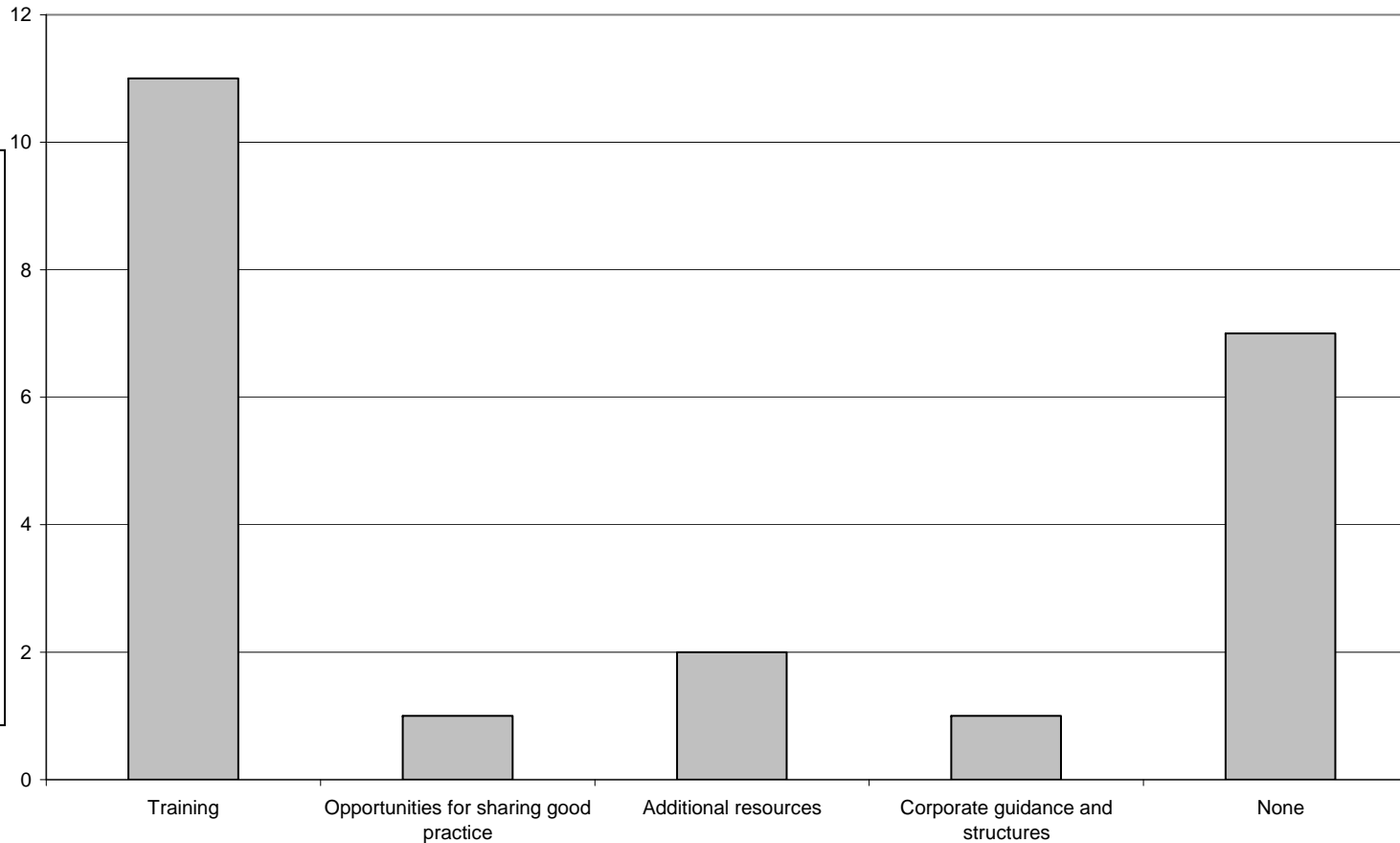
The development of community engagement activity in some partner organisations has resulted in the employment of specialist staff, the focussed delivery of specific projects and the development of new strategies.



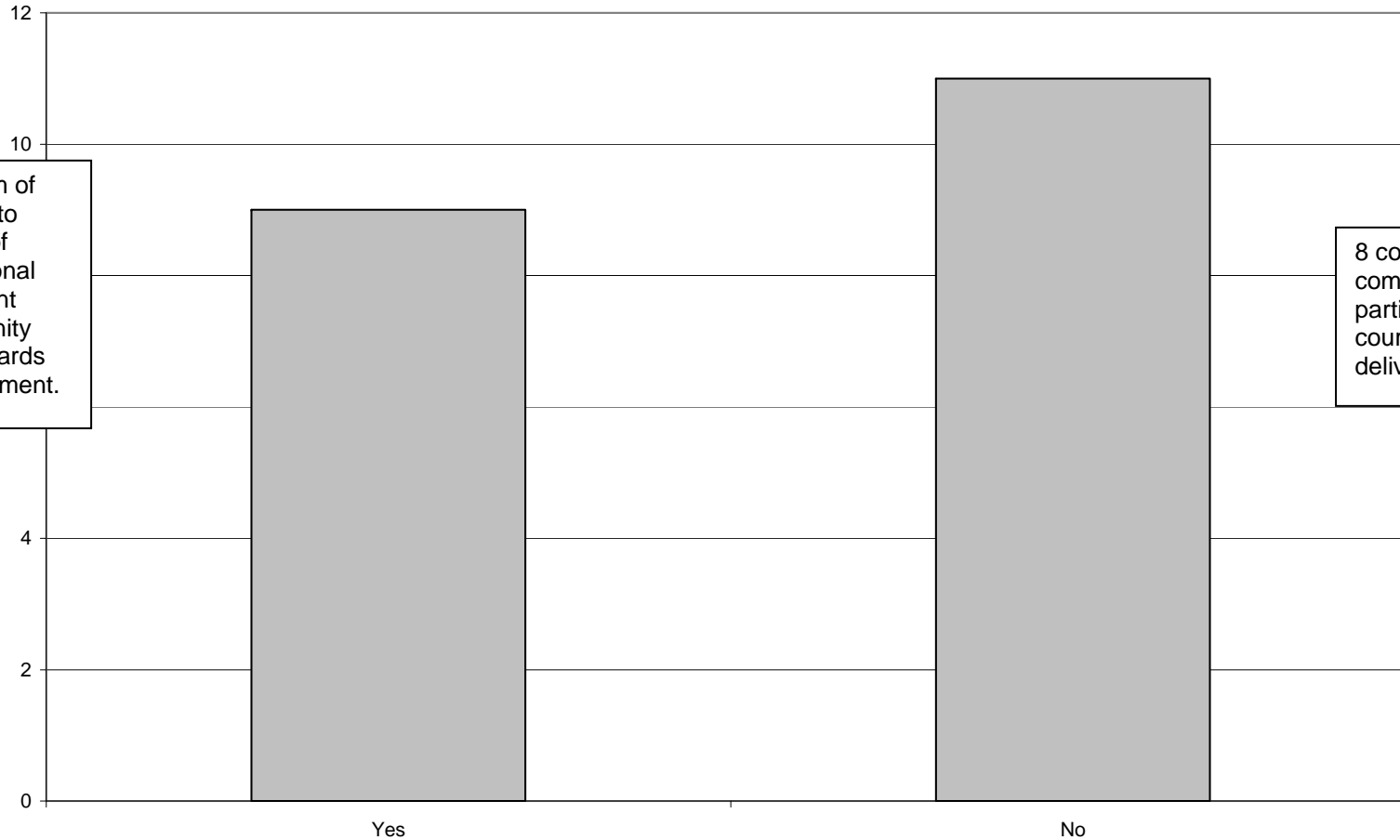
For others the mainstreaming of community engagement activity is seen as vital and is being built into annual reporting processes and strategy meetings.

What additional support do you need to undertake this work, for example training and support on national standards for community engagement, other training?

Whilst training was identified by many as being a key component to undertaking community engagement activity, comments also centred around the need for training **in partnership** with others, crossing departments and organisations in order to be able to benefit from others expertise and experiences.



Have you participated in the "Better Community Engagement Training?"

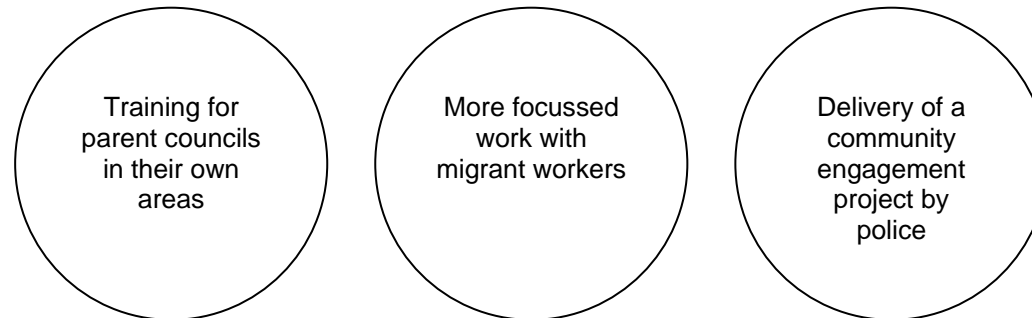


In autumn 2007 a team of trainers was recruited to deliver a programme of training using the national curriculum development framework for community and the national standards for community engagement.

8 courses have now been completed with a total of 83 participants. A further 2 courses are still to be delivered.

As of September 2008 the majority of the participants have come from Angus Council with some from Tayside Police and Angus Community Health Partnership. To date there has been no uptake by the voluntary sector, or from other community planning partners.

If yes, has any new engagement activity been undertaken as a result of that training?



Has the training influenced the way in which your service/agency plans and develops engagement activity

