

**Angus Community Planning Partnership**  
**Community Engagement Impact Assessment**  
**October 2009 to September 2010**

**Results**

**1. Organisation**

*“Which organisation are you representing”*

Counts Respondents	
Base	17
<b>Which Organisation are you representing?</b>	
Angus Council	9
Angus College	1
AAVO	1
NHS Tayside	2
Scottish Enterprise	-
Skills Development Scotland	1
TACTRAN	1
Tayside Community Justice Authority	1
Tayside Fire and Rescue	-
Tayside Police	-
Volunteer Centre Angus	1

Table 1

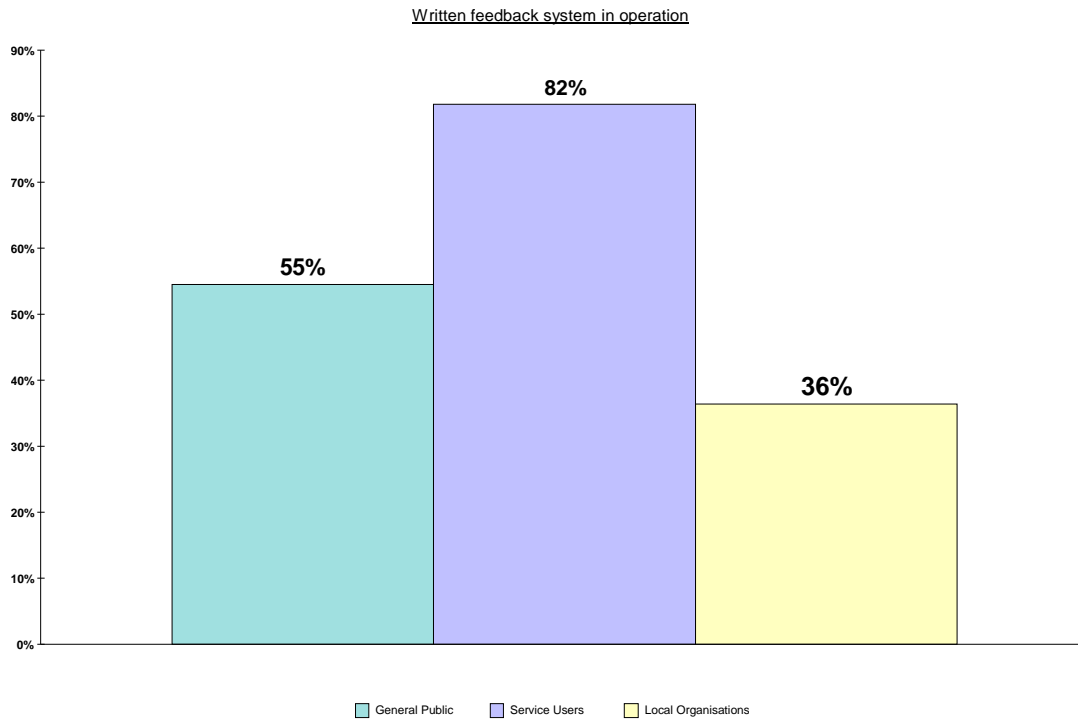
Table 1 shows that 17 responses were received from a total of 8 out of 10 partners. A nil response was given if applicable.

**2. Community Engagement Exercises**

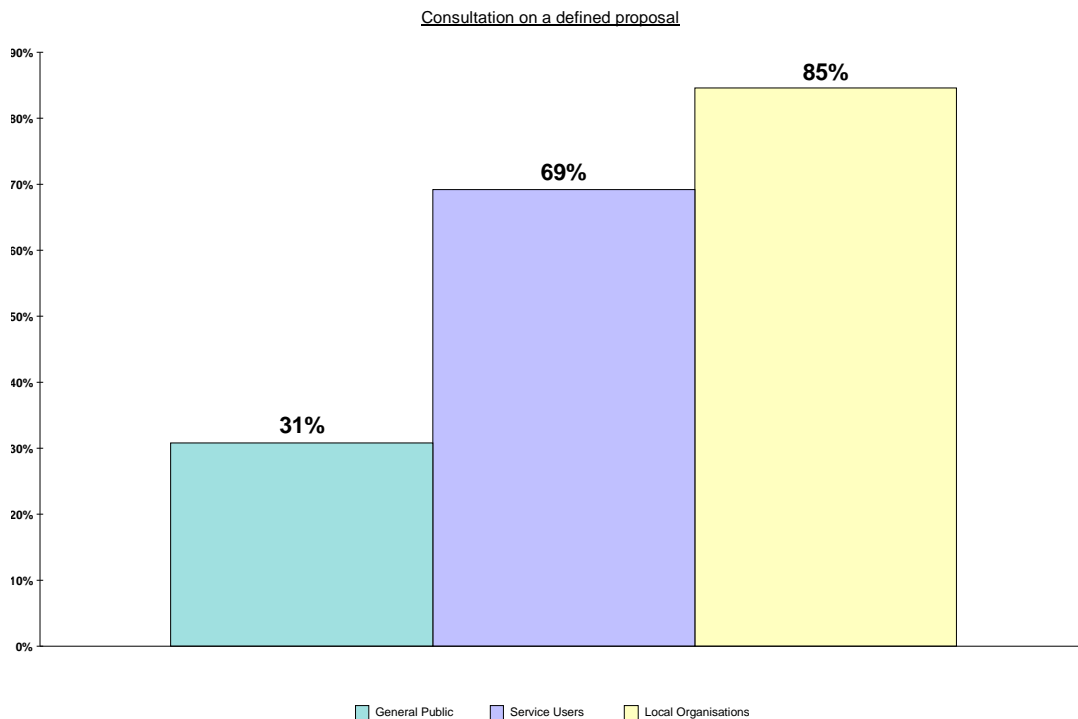
*“How many community engagement exercises have you undertaken in the past year”*

Over 318 community engagement exercises were reported to have been carried out from October 2009 to September 2010. This is a two and half times increase on last years.

*“What type of engagement with communities have you undertaken”*

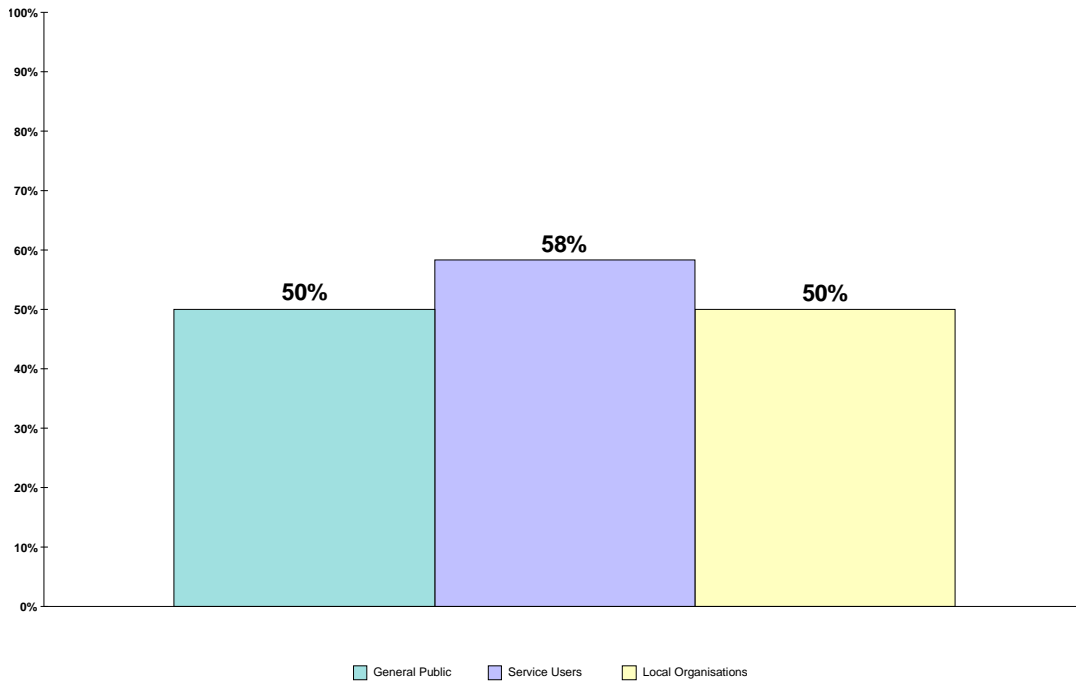


From the above Figure it can be seen that the most popular group of people to be consulted via this method are service users.



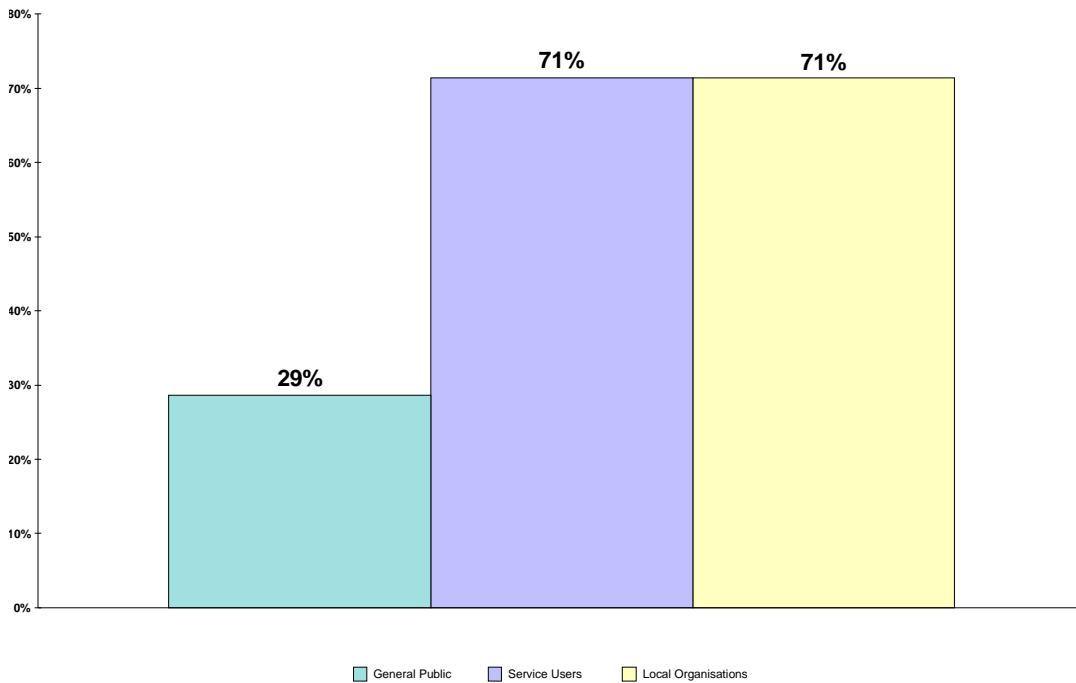
From the above Figure it can be seen that the most popular group of people to be consulted via this method is local organisations.

Working with communities to identify options for improvement



From the above Figure it can be seen that the slightly more popular group of people to be consulted via this method are service users.

Shared decision making in improvements

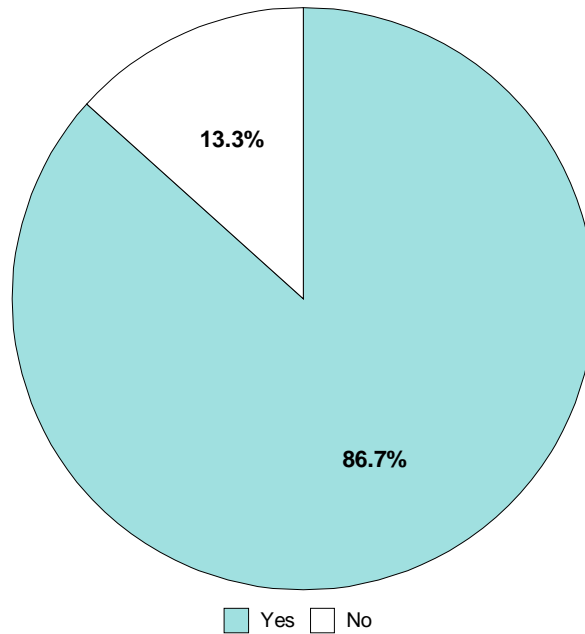


From the above Figure it can be seen that the more popular groups of people to be consulted via this method are service users and local organisations.

### 3. Service change

*“Has the way you deliver your service changed as result of the community engagement activity?”*

**Has service changed**



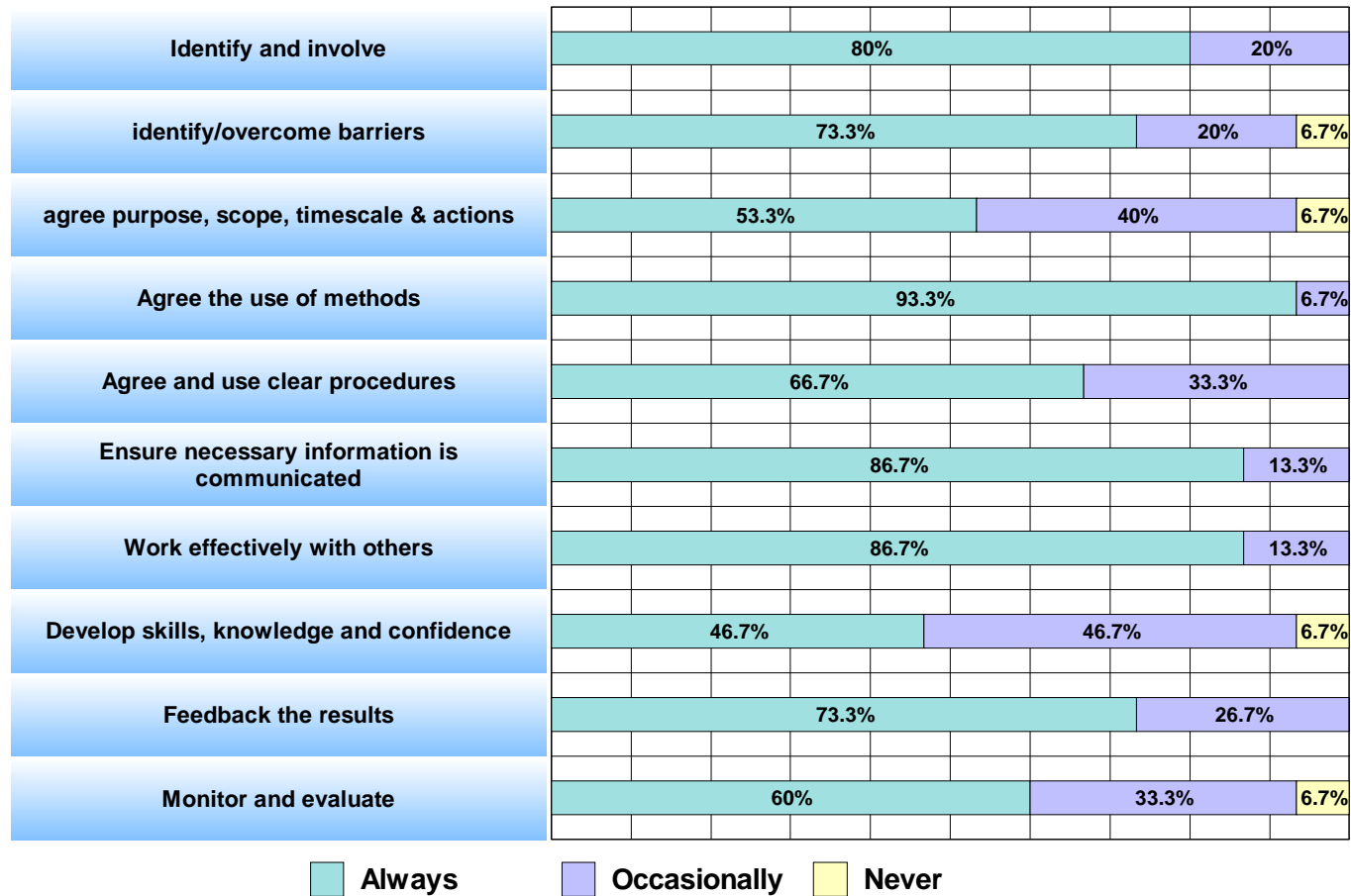
The reasons stated, where partners felt their service hadn't changed as a result of their engagement, were:

- Satisfaction levels already high
- Process not yet complete

For examples of how services have changed please see Appendix 2.

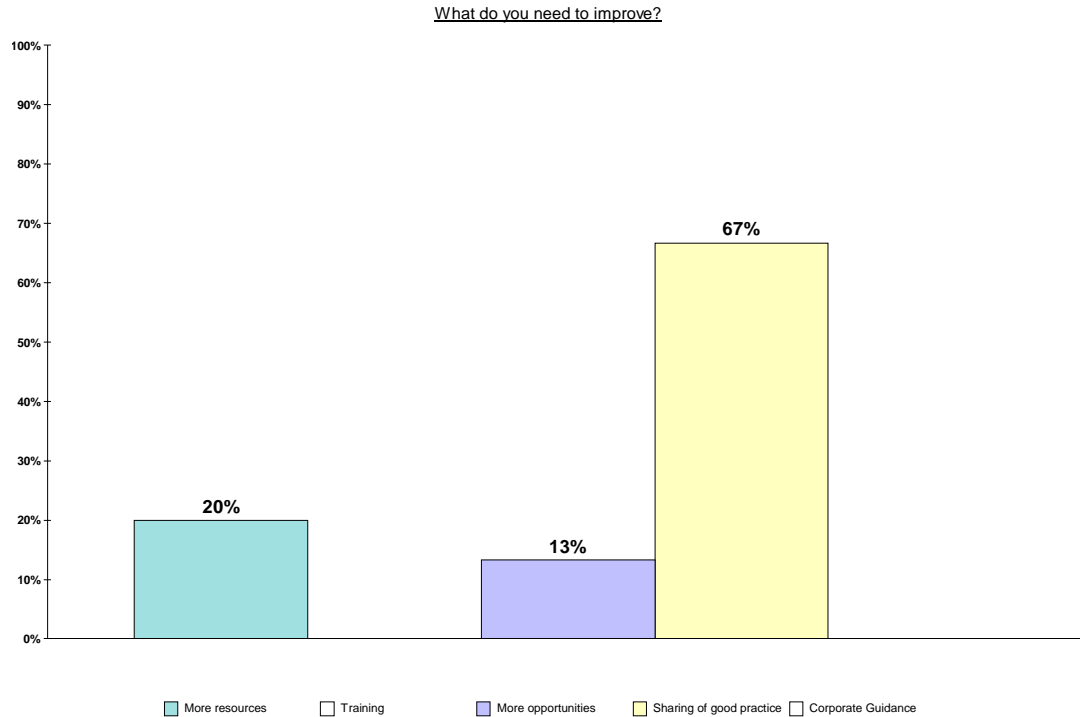
#### 4. National Standards for Community Engagement

*“In your community engagement activities how often do you apply the National Standards for Community Engagement.”*



## 5. Improvement of Practice

“In your opinion which of the below would most improve your community engagement activity”



## 6. Impact of community engagement exercises

As part of the impact assessment we ask respondents to provide relevant details of how their service has changed as a result of their community engagement exercises and how they can evidence this. Appendix 2 details this information.

Appendix 2

**Angus Community Planning Partnership**

**Community Engagement Impact Assessment 2010**

**Evidence of Change**

<b>Angus College</b>		
<b>Name of Exercise</b>	<b>How service has changed</b>	<b>Evidence of change</b>
Learner Engagement	Ongoing changes at Course/College level	HMIe Reviews outcomes (Learner engagement best practice)
Industrial Surveys	New programmes/Services Delivered	Number of students/employers involved with new courses/services.
<b>Angus Community Health Partnership</b>		
<b>Name of Exercise</b>	<b>How service has changed</b>	<b>Evidence of change</b>
Gallowshare Community Flat	Services for Health Improvement able to be tailored to community needs, led by the community themselves.	Feedback from the community
Arbroath Collaborative	New Services delivered – cooking programme and community allotment, co-produced by community, voluntary sector and statutory services	Community involvement and feedback, implementation of changes.
Diabetes Focus group	Led to Establishment of Diabetes support and education group	Group meets four times a year
Long term condition exercise alliance	A group established with public local authority and health input to extend availability of exercise for people with long term conditions	National funding secured, chair based exercises
Breathlessness	Patients identified group and	Funding identified and

CD	requested generic breathlessness CD	Breathlessness CD now available for any patient.
Community Engagement	On-going community engagement	Direction of travel with community medicine and rehabilitation re-design, Arthritis peer support, respiratory peer support, general long term conditions agenda.
<b>Education</b>		
<b>Name of Exercise</b>	<b>How service has changed</b>	<b>Evidence of change</b>
Development of a committee folder to support good practice	Committee members have information to make informed decisions and choices regarding the work undertaken. The folder can be passed on to subsequent committees to insure continuity of guidance.	Committees are confident in their roles and responsibilities
Learning and Growing Together	Staff have become more knowledgeable about growing plants etc – staff are more confident to use support from national and local community projects and be part of local enterprise schemes.	Children in local playgroups, private nurseries and local authority nurseries have access to good learning experiences involving families and local communities. <ul style="list-style-type: none"> <li>Abbey playgroup worked in partnership with Hope garden in Arbroath – being part of a group producing a display for the Chelsea flower show.</li> <li>Mothergoose playgroup entered the local flower show winning a variety of prizes for their home grown products.</li> <li>Busy Bees nursery in Monifieth made links with a local old peoples home to use part of the garden for growing their own vegetables. The children then sold their produce at the local farmers market.</li> <li>Friockheim playgroup entered their recipe for a fruit smoothie and</li> </ul>

		won a national food competition
Birth to three	Producing CPD experiences to support local and national guidelines. Working with staff to develop good quality care for children under three within local private nurseries and playgroups.	Well attended CPD activities. Staff beginning to become more aware and knowledgeable of birth to three issues. Development of practice within settings Development of resource provision. Working with other professionals for different departments.
Extended Support for Pupils – Consultation on merging provision to one site.  See Committee Report 424/10	The exercise is ongoing. We have followed the legislation to ensure we adhere to appropriate timescales and processes. Our consultation is now complete and we are preparing a report for committee with recommendations based on our consultation. The consultation was unanimous, and in favour of our proposals to move ESP from three to one site.	Staff and pupils will be located on one site from August 2011. This will provide us with the opportunity to provide a better quality of service to the young people of Angus.
ASN Review	Ongoing. Consultation with all schools re staffing and support for children with additional support needs. This has included an audit based on the needs of children across Angus. A cluster approach to meeting needs is emerging.	Staff are beginning to understand that they need to be deployed in a more flexible way to meet the ever changing needs of children and young people.  The role of principal teachers ASN has changed to ensure the deployment of support staff and teachers is carefully monitored and evaluated.
Early Years Review	Ongoing. Education service staff working within Early Years have been consulted on how the different teams can work smarter and better, to improve services and avoid duplication.	Regular meetings where effective joint decision making takes place. So far this has involved managers, but in due course there will be regular opportunities for teams to meet and work together.
Exclusion Guidelines	Ongoing Interagency approach to developing revised guidelines.	Shared responsibility for getting it right for every child. When children are excluded from school, other services can be engaged in support.

GIRFEC Integrated Assessment	Ongoing. Multi agency involvement in changing our approach to supporting children. The new processes are being piloted and will be implemented sept 2011	Increasing reference to 'named person' lead professional' by all partners.  More effective communication between partners about individual children and families.
------------------------------	--	---

## Social Work and Health

Name of Exercise	How service has changed	Evidence of change
Telephone Survey (Children's Services)	Services are improved, where possible and practicable, in accordance with the views expressed by service users.	Service area management report.
Team manager monthly home visits (Augmented care)	Feedback from service users discussed at regular priority meeting with service manager and potential service improvements identified.	Service Area improvement plan.
Viewpoint – electronic survey tool for use with looked after children and those subject to review by child protection conference	Individual care plans of children and young people will reflect, where possible, the views of the children and young people identified in the survey results.	Looked after children reviews Management reports and child protection committee reports
Service user engagement at carer's conference	Revised public information leaflet produced as a direct result of service user comments at the annual conference.	Revised leaflet available for the public
Biennial customer satisfaction survey of all Social Work and health service users.	Each service area has reviews the comments received for their area during this exercise and incorporated proposed improvements into their service area improvement plans.	Customer satisfaction survey 2010 report  Social Work and Health Annual Report

## TACTRAN

Name of Exercise	How service has changed	Evidence of change
Consultation on	Process is ongoing at present.	Proposals for monitoring of the

Regional Bus information Strategy	Angus Council already has a Bus information Strategy which this regional approach builds on in other TACTRAN council areas.	effect of and compliance with the eventual strategy to be developed.
<b>Volunteer Centre Angus</b>		
<b>Name of Exercise</b>	<b>How service has changed</b>	<b>Evidence of change</b>
Outreach with people attending the Arbroath Court	This has allowed Volunteer Centre Angus to engage more people who are less likely to engage in mainstream activities	People who have been attending Court have become involved in the Life Skills Centre and other forms of volunteering.
Consultation events	A series of consultation events with volunteers and their managers which has led to Volunteer Centre Angus redeveloping its training programmes and support for volunteers.	Increase in the number of people accessing training and positive feedback from volunteer involving organisations.
Volunteer development	This engagement included working with organisations and volunteers to provide brokerage linking volunteers to available volunteering opportunities. Much of this work was focused around developing more inclusive volunteering opportunities and developing new pre volunteering initiatives to help people be more volunteer ready.	People facing inequalities and disadvantage are more likely to get volunteering.
Friday Nite Project, Kirriemuir	The engagement included surveys that identified young peoples views on the project and also surveys to identify their parents and carers attitudes towards the services provided.	Programmes are more tailored to meet the needs of young people and there is a higher level of detail and appreciation given by their parents and carers.
Volunteer 500	Street surveys to identify peoples attitudes towards volunteering and their knowledge of VCA.	VCA has increased marketing and publicity in rural areas of Angus and as a result there has been an increase in uptake in these areas.
Beyond the Trolley Service	This was a series of research and consultation events to identify issues relating to volunteering in health.	NHS Tayside have taken on the recommendations and findings of the Beyond the Trolley Service report and these are details within the Communities

		in Control Health Equity Strategy. There has also been an increase in the number of co-production as volunteering opportunities.
Volunteering for Life	Research and discussions with young people at schools, teachers and other staff o develop a more coherent and strategic approach to volunteer recognition and reward and also volunteer developments.	At least 600 pupils are participating in building Volunteering Portfolios based on volunteering opportunities that they have been involved in developing themselves. Schools in Kirriemuir and Forfar areas have been awarded Volunteering Schools status and this brings a standard of good volunteer management.
Migrant workers	Volunteer Centre Angus was funded under European funding to develop a migrant workers project leading to increased volunteering amongst the migrant worker community.	Volunteer Centre Angus employs a member of staff from the migrant worker community and there is an increased number of volunteers who undertake translation and other support including advocacy activities in the migrant worker community which also benefit a range of community planning partners, agencies and services