

Angus Community Planning Partnership



Community Engagement Impact Survey

2009 Report

1. Introduction

Each year the Angus Community Planning Partnership conducts a Community Engagement Impact Assessment with its partners.

This year a survey was sent out via SurveyMonkey (Appendix 1) to all partners and could either be completed on-line or in hard copy.

The following report provides details of the results of the survey.

In total there were 27 responses from the following partner organisations.

Angus Council
Angus College
Angus Association of Voluntary Organisations
NHS Tayside
Tayside Police
Angus Community Health Partnership

2. Key findings

Key findings are that:-

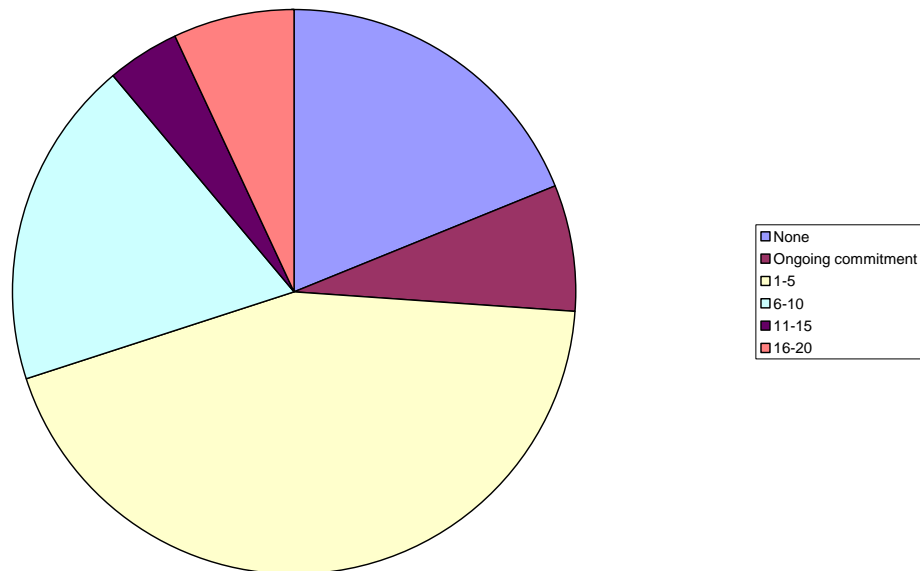
- Over 120 community engagement exercises were carried out last year, of which just over 50% were completed at the time of reporting.
- Majority opinion of what would 'most improve' community engagement practice was given as 'sharing good practice'
- the national standards for community engagement are applied consistently in exercises.
- 70% of respondents said that 'yes' their service had changed as a result of the community engagement activity:-

“we have more participants, more satisfied clients”

“our service now operates from 3 sites as opposed to 1”

“we have introduced a self management support booklet, and peer support/education groups for people affected by arthritis”

1. How many community engagement exercises have you undertaken in the past year?



44% of respondents made returns of 1-5 exercises having been carried out over 2008-2009 with a further 19% carrying out 6-10 community engagement exercises.

In terms of numbers, over 120 community engagement exercises were carried out last year, of which just over 50% were completed at the time of reporting.

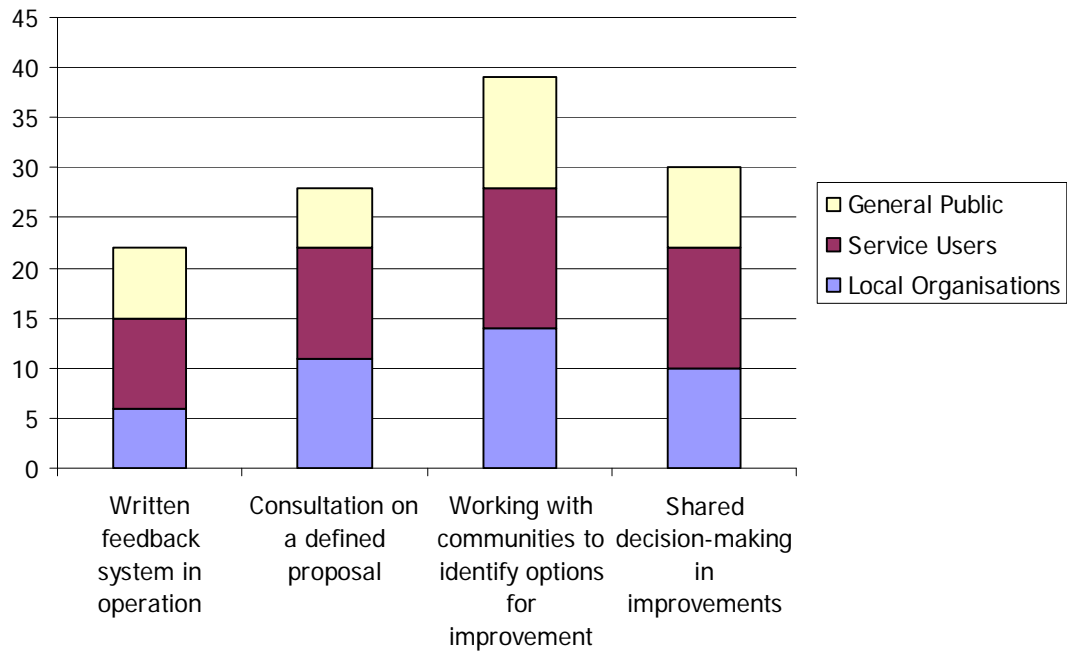
Respondents who did not complete any community engagement exercises were from Angus Council departments such as finance, HR, IT and roads as well as speech and language therapy in the NHS.

Those who returned the largest amounts of exercises were from Angus Council's community learning and development service and social work and health's communications and engagement section.

NB Not all community engagement exercises in all partner organisations are captured .

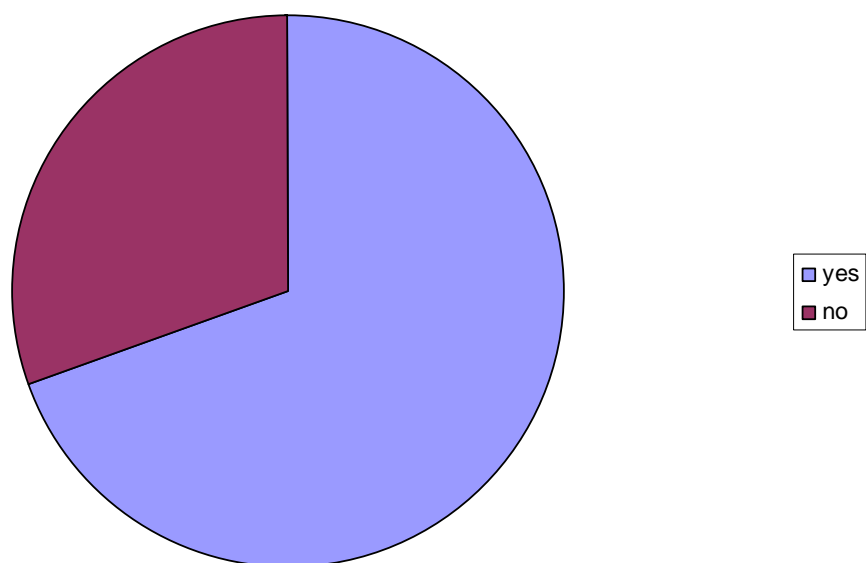
The robustness of survey responses would be enhanced by there being a greater awareness of what is meant by community engagement exercises. Eg. one partner gave back a nil return on community engagement exercises despite them completing a consultation exercise, the results of which were reported and directly affected their service.

2. **What types of engagement with communities have you undertaken?**



Focus groups were also identified as another type of engagement activity not listed above but undertaken.

3. **Has the way you deliver your service changed as a result of the community engagement activity?**



70% of respondents said that 'yes' their service had changed as a result of the community engagement activity:-

If respondents answered 'yes' we asked them to give us details of how their service had changed and how they knew this (evidence)

How has the service changed?	What evidence do you have to support this change
Flexibility offered, different client groups, improved quality of delivery	More participants, more satisfied clients
Tightened up policy & procedure	Rent Arrears Strategy and actions
Project specifics determined by exercise	Committee report
Staff induction	New induction model
Additional local services	New local renal unit; disaggregated palliative day care.
More care delivered locally	Service now operates from 3 sites as opposed to 1
Community engagement now forms a natural part of service development initiatives as now always considered.	Community engagement has been the focus of a current Rapid Improvement Event
Increased self management support	Introduction of self management support generic booklet, and peer support/education groups for people affected by arthritis
Our services have become more orientated towards service users and carer needs	Feedback from reference forum, service users and carers
Learning points/community priorities addressed	Personal feedback to staff / Community Task Force
Improvements to organising a major event identified. Enhanced involvement of partners.	Review of Angus Learning Festival. Reviews of work experience arrangements, MCMC, 16+ Learning Choices and Skills for Learning, Life and Work delivery
Improvements in parental involvement and how parents engage with schools	Feedback from service evaluations
Service continually reviewed and adapted to meet the identified needs of partner centres	CPD activities are delivered at times which meet the needs of staff. Programme of support built around partner centres. Centres have been twinned with a feeder primary school to provide peer support. Targeted support provided to centres in need of additional guidance. Partner centre managers have been made aware of services that are available and how to access them.
Community Education Activity in teams Local Operational Plans, Design of Monifieth's schools extension agreed with young people	Development of work in LPP area and in the Mearns

30% of respondents said that 'no' their service had not changed as a result of the community engagement activity:-

If respondents answered 'no' we asked them to give us details of what they thought was the **main** reason why it hadn't changed

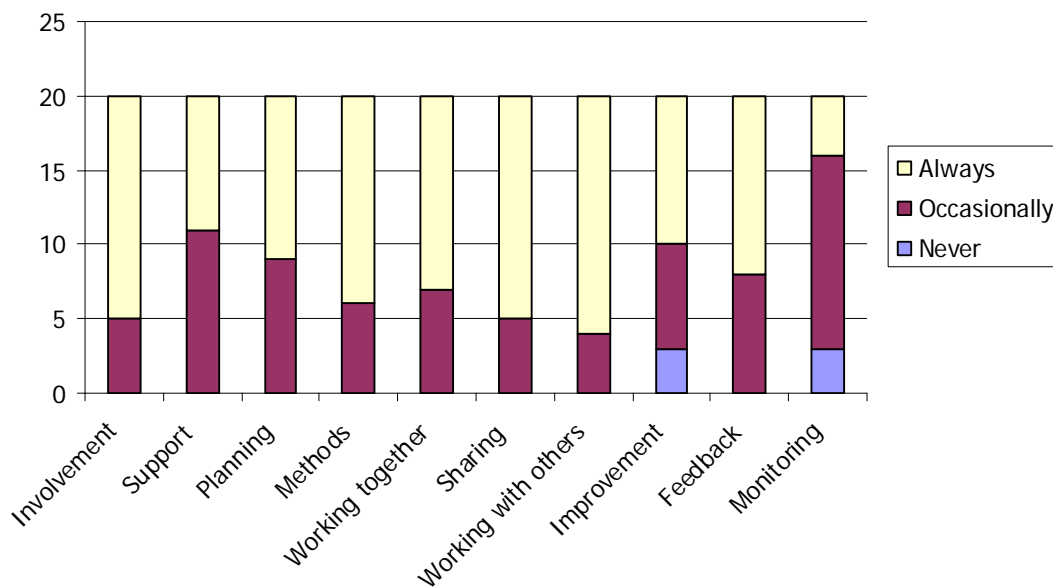
reasons chosen from a drop down menu were:-

- Insufficient resources and
- Lack of responses to community engagement activity

With 'other' reasons being stated as:-

- Response from service users intimated that service was already very good
- No real improvement areas identified from engagement activity
- All parties in agreement with property access issues being consulted on

4. We asked respondents to state how often they apply the national standards for community engagement in their community engagement activities.



The standards that were most commonly applied were

- The Sharing Information Standard

We will ensure necessary information is communicated between the participants and

- The Working With Others Standard

We will work effectively with others with an interest in the engagement.

The standards that were least commonly applied were the

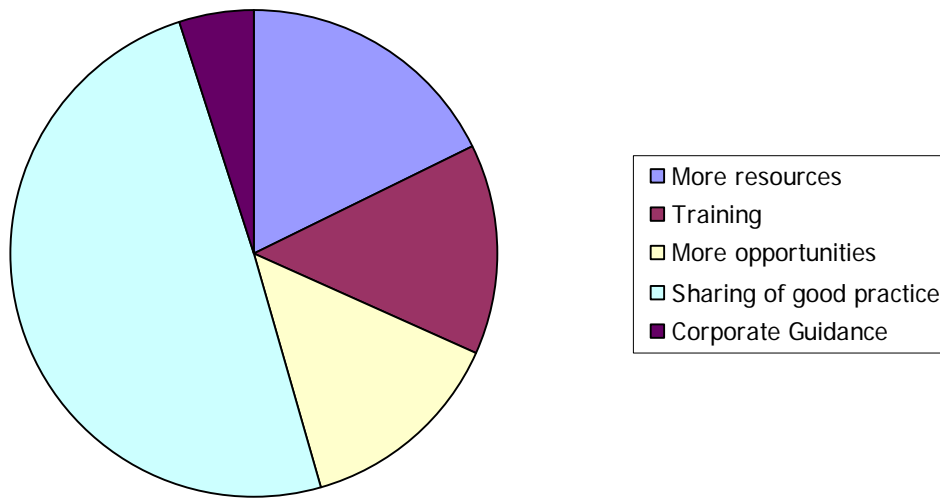
- The Improvement Standard

We will develop actively the skills, knowledge and confidence of all the participants and

- The Monitoring and Evaluation Standard

We will monitor and evaluate whether the engagement meets its purposes and the national standards for community engagement.

5. In your opinion which one of the below would most improve your community engagement activity?



1. Default Section

This survey is undertaken each year to assist the Angus Community Planning Partnership to have a regular flow of information about the effectiveness of community engagement activity across the partnership.

The term 'Community Engagement' refers to exercises to engage the community in discussions of the service the agency provides, with a view to improving a service.

The term 'community' may refer to the general public, to specific groups or to existing service users.

'The past year' refers to October 2008 to September 2009

* 1. Can you please state which Organisation you are representing

Organisation
Section/Division
Job Title

2. How many community engagement exercises have you undertaken in the past year?

3. Of these, how many community engagement exercises are

ongoing
completed

4. What types of engagement with communities have you undertaken?

	General Public	Service Users	Local Organisations
Written feedback system in operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consultation on a defined proposal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working with communities to identify options for improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shared decision-making in improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="text"/>		

5. Has the way you deliver your service changed as a result of the community engagement activity?

- Yes
 No

6. If you answered "Yes" to Q2 can you give some examples of how you think your service changed and what evidence you have for this

How Service has changed

Evidence

7. If you answered "No" to Q4 can you tell us the main reason why you think your service didn't change

- Insufficient resources
- Insufficient influence
- Lack of responses to community engagement activity
- Legislation

Other (please specify)

8. In your community engagement activities how often do you apply the national standards for community engagement for example, how often do you...?

	Always	Occasionally	Never
identify and involve the people and organisations with an interest in the focus of the engagement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
identify and overcome any barriers to involvement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
gather evidence of the needs and available resources and use this to agree the purpose, scope and timescale of the engagement and the actions to be taken.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
agree the use methods of engagement that are fit for purpose.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
agree and use clear procedures to enable the participants to work with one another efficiently and effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ensure necessary information is communicated between the participants.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
work effectively with others with an interest in the engagement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
develop actively the skills, knowledge and confidence of all the participants.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
feedback the results of the engagement to the wider community and agencies affected.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
monitor and evaluate whether the engagement meets its purposes and the national standards for community engagement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. In your opinion which one of the below would most improve your community engagement activity?

- More resources
- Training
- More opportunities
- Sharing of good practice
- Corporate Guidance

Other (please specify)