

---

**Title: Ways to Improve Communication and Meeting Format**

---

**Summary**

The report presents the findings of the working group set up following the May 2016 MAKI Area CPG meeting to identify potential ways to increase the effectiveness and efficiency of communication and information management following discussions relating to the findings of the Area Community Planning Group – Members Satisfaction Survey 2016, and provides information on suggested changes to meeting format and communication methods.

**1. Purpose**

1.1 The purpose of the report is to present the findings of the working group set up following the May 2016 MAKI Area CPG meeting to identify potential ways to increase the effectiveness and efficiency of communication and information management and to provide information on suggested changes to meeting format and communication methods.

**2. Recommendations**

2.1 Members are requested to consider the findings of the working group and adopt the suggested changes to meeting format and communication methods outlined in section 5.1 and 5.2 from the November 16 round of meetings onward.

**3. Background**

3.1 The Area Community Planning Group – Members Satisfaction Survey 2016 conducted during April 2016 identified 5 potential areas for improvement:

- Communication links with the wider community and other Area CPGs could be improved
- Consideration should be given to the format of reports and the volume of information provided to the meetings
- Consideration should be given to the current format of

- meetings and the follow up of actions identified at meetings
- The use of venues with reliable VC facilities should be encouraged
- Potential clashes with other scheduled meetings held by partnership organisations should be considered when setting the annual meeting cycle.

3.2 Following discussion on the findings of the survey at the CPG meeting held on the 11<sup>th</sup> of May 2016, members formed a working group to look at the issues around communication links with the wider community and information management in more detail and to report their findings to the August meeting.

3.3 The OLI Area CPG also set up a working group to look at ways to improve the format of meetings and the survey results were also discussed during a meeting between the Community Planning Partnership Management Committee Chair and the Area CPG Chairs and Vice Chairs held on the 29<sup>th</sup> of June 2016.

#### 4. Detail

4.1 The working group met on the 9<sup>th</sup> of June. Using the National Standard for Community Engagement guidance, the group examined three main areas relating to communication to clarify the main issues and identify potential ways improvements could be made.

4.2 The findings were as follows:

**Sharing information** - the working group members felt that the agenda pack is too large in its present form. It can clog up email inboxes, and can be problematic to manage. However it was also noted that the quality and content are good and participants have used the material to signpost and inform others.

It is suggested that a summary version is issued as the agenda pack with embedded links to the full agenda and associated reports on the website.

It was also felt that it would be useful to have a Search Function on the website to make it easier to find reports presented at previous meetings.

It was noted that the rest of the process, starting with the call for papers, issuing of draft agenda front-sheet and so forth works very well.

**Working with Others** - the working group members felt that it was important to be respectful of everyone's time commitments and

that people not closely involved with Community Planning did not understand the meaning of the SOA Outcomes or the relevance to their local communities.

It is suggested that while the CPP bulletin is appreciated, it would be useful to also have press releases with good news stories to demonstrate the meaning and value of the SOA in the local press.

It was also suggested that the Argyll & Bute Council Facebook page could be used to promote the Area CPGs activities as this would enable moderated links to local Facebook pages to reach a wider audience.

**Feedback** - the working group members felt that the minutes are good, timely and more than sufficient for the purpose of feedback. It was noted that Community Councils use the minutes to respond to enquiries in their local areas.

No further action required with regards to feedback.

4.2 The OLI working group identified similar issues and the discussion at the Chairs/Vice Chairs meeting reflected the findings of the working groups

## 5. Conclusions and Next Steps

5.1 Based on the findings of the survey and further discussion at the working groups and the Chairs/Vice Chairs meeting, it is suggested that the following changes be made to the current meeting format:

- Agendas will be structured to allow time to explore items in more depth and to be more action focussed. The discussions on the issue raised will conclude by answering the following questions:
  - a) Can the issue be solved locally by partners?
  - b) Should the issue be raised with the CPP Management Committee?
  - c) Is there a need for a working group to explore the issue more deeply after the meeting?
- Members will suggest potential agenda items for the next meeting under the Outcomes being discussed at the next CPP Management Committee Meeting. This may change to examining Locality Plan priorities once the plans are in place.
- These items, along with responses to the Call for Agenda Items will be considered at the pre - agenda meeting by the Chairs and Vice Chairs. It is anticipated that there will be no

more than two items under each outcome and it is possible that only one item will be discussed at the meeting if it is a complex issue.

- Partner Notifications will replace the Partners Update as a standard agenda item.
- Reports, annual updates, minutes from other meetings, partner updates and information for noting will not be included on the meeting agenda. The items will be available for public view on the Area CPG meeting page on the Argyll & Bute Council as reference materials. Members will be notified of new additions to the reference section when the agenda is circulated.
- Presentations will be limited to 6 slides in total and Briefing Notes limited to a maximum of two sides of A4 will be used to support agenda items rather than reports.

5.2 It is suggested that the following changes be made to the current methods of communication:

- A summary of each meeting is prepared and circulated via the CPP Fortnightly Bulletin and the Argyll & Bute Council Weekly Round Up. Use of social media will also be explored.
- The distribution lists are reviewed and updated to only include Area CPG members, SOA Outcome Leads and organisations that have requested to be kept informed of Area CPG activities.

## **6.0 SOA Outcomes**

N/a – relates to the working arrangements of the Area CPG

### **Name of Lead Officer**

Shirley MacLeod, Area Governance Manager 01369 707134

### **For further information please contact:**

Lorna Elliott, Community Governance Manager 01631 567995