

## CASE STUDIES ILLUSTRATING THE POSITIVE CONTRIBUTION TO OUR COMMUNITIES

### CUSTOMER SERVICES

#### **Business Outcome 05 - Information and support are available for everyone**

##### **Welfare Reform Working Group (C&SS)**

We work closely with registered social landlords, DWP, Skills Development Scotland, NHS, Citizens Advice, Bute Advice, AliEnergy and others through the Welfare Reform Working Group to mitigate the adverse impacts of welfare reform changes. We have ensured that the number of households affected by the benefit cap is reduced to 21. We have developed a comprehensive Anti-Poverty Strategy which will ensure this type of work is better co-ordinated and will deliver improved outcomes in future. We are working on automation of entitlement to free school meals and school clothing grants for school session 2019/20. We worked together to prepare for the introduction of Universal Credit Full Service from September 2018 and put in place arrangements to deliver personal budgeting support and digital skills support. 970 cases were migrated to Universal Credit by the end of the financial year. We implemented the new 24/7 Smart Assistant online information service to the website, that was used by 4143 customers in 2018/19; 27% of who got the information they needed without Agent input.

##### **Digital Recruitment (IHR)**

Using digital communication, we established an approach to recruitment promotion which is already evidencing success in attracting applicants: our successful fostering recruitment campaign has been shortlisted for two national communication awards.

#### **Business Outcome 09 - Our assets are safe, efficient and fit for purpose**

##### **Negotiations with parents and Education (FS)**

Successful outcome to disruptive behavior on school transport. Negotiations with parents and Education Service took place and solutions were developed.

##### **Bus shelters (FS)**

Bus shelters at Ganavan Sands and Kerrera Ferry, requested by the community, have been successfully installed.

**Aqualibrium Sewer(FS)**

The Energy & Building Services Team's technical input into the Heat from Sewer at Aqualibrium, Campbeltown which is substantially completed on site and should deliver heat for the facility early in 2019/20 means that Argyll and Bute will benefit from a cleaner and greener environment.

**Keeping It Local (FS)**

The Property Maintenance Team's continued partnership approach to term maintenance contracts has resulted in locally based contractors being awarded contracts resulting in significant benefit to the Argyll and Bute economy. In addition, training and employment opportunities are being provided to Argyll and Bute residents through the community benefit requirements of these contracts.

**Business Outcome 18 - Improved lifestyle choices are enabled**

**Free Sanitary Products (FS)**

Continuing roll out of free sanitary products throughout Argyll and Bute.

**School Menu's (FS)**

Pupil Focus groups carried out in schools to get menu feedback. Promotes pupil interaction with the service and allows pupils to get a better understanding of the menu and nutritional benefits of the options available.

**Business Outcome 23 - Economic growth is supported**

**Non Domestic Rates Relief (C&SS)**

Businesses are supported in gaining non-domestic rates relief. In 2018-19 we granted relief of £15.7m up from £13.4m in 2017/18. We implemented the new and improved property relief, day nursery relief, and renewable energy hydro relief smoothly and received a number of compliments about this excellent service.

We encourage local businesses to bid for council contracts. In 2018/19 local companies were successful in winning 49 contracts with a value of £29.4m out of 70 contracts bid for with a value of £34.1m. We work closely with Business Gateway to ensure they have the skills and knowledge to be successful in their bids for this type of work.

### **Business Outcome 27 - Infrastructure and assets are fit for purpose**

#### **Kilmory Data Server (C&SS)**

We have completed the provisioning of a replacement to the server and storage for our main Kilmory data centre resulting in a more efficient and cheaper ICT infrastructure which will service the council's needs going forward. Local NHS users have migrated to the council's CareFirst system which will now be used as a combined health and social care case management system. A new ferry ticketing system has also been implemented for council run ferries.

### **Business Outcome 28 - Our processes and business procedures are efficient, cost effective and compliant**

#### **Printers And Postage (C&SS)**

We have replaced local printers with networked multi-function devices which can be used securely and simply by any council staff member – being able to collect prints from any council office they are visiting. We now issue low cost text reminders to customers to remind them to pay council tax instalments, which reduces the number of printed reminders which have to be printed and posted – which is a better service for customers as well as saving money.

### **Business Outcome 30 - We engage with our customers, staff and partners**

#### **Argyll And Bute Remembers Project (G&L)**

The project Argyll and Bute Remembers resulted in the production of a glossy booklet showcasing the work done over the four years of commemoration ,as well as online content .This has been very well received by the wider community ow Argyll and Bute

#### **Support To Community Councils Survey (G&L)**

Support to community councils most recent survey .shows that Governance and Law support continues to be seen in very positive terms .The annual survey is reported to SMT and will be used as evidence in the BV3 submissions

#### **Partnership Working (IHR)**

Our team carried out a complex consultation process in Partnership with Live Argyll and our colleagues in the NHS to inform the creation of a joint British Sign Language plan for Argyll and Bute. The plan has agreed outcomes and actions from relevant partners and stakeholders to improve equality for people who use BSL.

## CASE STUDIES ILLUSTRATING THE POSITIVE CONTRIBUTION TO OUR COMMUNITIES

### STRATEGIC FINANCE

#### **Business Outcome 05 – Information and support are available for everyone**

The Money Skills Argyll project has had many challenges throughout 2018-19. At the beginning of the year a new client management system was implemented. This simplified the client data collection for the service and streamlines the activity which provided a much more effective and efficient way of tracking activity, identifying payment and reporting against the KPIs. We also implemented new financial and operational arrangements, including for example, re-pricing and calculation of backdated payments due to partners and redesign of ongoing payment mechanism to pick up new payment triggers. We worked with the local Partnership and Big Lottery Fund to improve the overall programme with a view to making it more sustainable and deliverable. The KPI targets and unit costs were renegotiated with the Big Lottery Fund and the Scottish Government as part of a review of the wider program of which Money Skills Argyll is a part. Access to support has been enhanced through an agreement with Allenergy for them to expand the range of services they provide through them commencing work on Digital Inclusion in addition to the Fuel Poverty work they were undertaking previously.