

COMMUNITY PLANNING AND DEVELOPMENT - Service Annual Performance Review 2021/22

DELIVERING OUR OUTCOMES – Our case studies help illustrate the positive contribution the Service has made to our communities and provides examples of good service delivery.

Corporate Outcome – People Will Live in Safer and Stronger communities

Business Outcome BO104: Our Communities are Supported and Protected

Success Measure: CPD 104_01 Number of capacity building sessions held with community groups

- a) The number of capacity building sessions for 2021/22 was 217, not including a further 65 support sessions undertaken as part of the Supporting Communities Fund support to groups and organisations. There is a slight reduction on previous years due to unforeseen sickness absence impacting Community Development staffing. Capacity sessions, consist of support and advice based on needs arising for groups such as Community Led Action Plans, help to form links with partner organisations, matters arising from Covid response work in communities. Organisations supported included Crossroads Caring for Carers (B&C) Tیره Community Council, Dochas Centre and Kirkmichael Community Development Group.

Success Measure: CPD104_02-Percentage of groups who say their effectiveness has increased as a result of capacity building the team

- a) **100% Target achieved.** Groups responding to this annual review positively highlighted successful interaction with the Community Development Team. The community groups had a focus in 2021/22 of delivering Covid impact support to their communities and engaged with the Council's Community Development Team for support and advice. Support included regular meetings, access to the Council's wellbeing service through Health Assured to support resiliency of volunteers and funding advice.

Our work to create the right conditions for community groups to be supported, and to empower community groups within their communities and in particular in response to Covid was recognised as an example of Best Practice within Audit Scotland's Community Empowerment: Covid report: [Support for local networking: Garelochhead Station Trust's experience during Covid — Communities Channel Scotland \(communityscot.org.uk\)](#)

b) Training for Community Organisations

The Community Development Team have sourced and delivered a range of training courses in response to identified needs within communities across Argyll and Bute:

- The Community Development Team worked in partnership with the Third Sector Interface in May 2021 to deliver an 'Introduction to Evaluation' online training course to give community organisations tools and techniques to help explain the difference their work makes which is essential for reporting on and applying for funding.
- In August 2021, the Community Development Team facilitated an online training session run in partnership with the Council's Procurement Service to help community and third sector organisations learn about how to bid for public sector contracts. This interactive session offered hints and tips on the tender process, outlined the regulations and gave details of where to look for Council contracts.
- A face to face 'Equality and Diversity' training course was successfully delivered for Trustees of Garelochhead Station Trust in March 2022. In addition we provided access to online 'Equality and Diversity' training module on the Council's website.
- The Community Development Team delivered training on 'Community Asset Transfer' in partnership with COSS (Community Ownership Support Service) in October 2021 covering the full transfer of ownership, the leasing of licensing and other uses of publicly-owned assets including assets owned by local authorities and public bodies.

Success Measure: CPD104_03-Percentage of groups whose users say they have an increase in confidence or wellbeing

a) 100% Target achieved.

Responses from groups positively highlighted successful interaction with the Community Development Team. These groups had a focus in 2021/22 of delivering Covid impact support to their communities and engaged with the Council's Community Development Team for support and advice.

b) Case Studies: the positive contribution made to our communities and good service delivery in the form of Case Studies: Scotland's Census 2022

The Community Development Team has supported staff from National Records for Scotland (NRS) to reach key population groups who have been identified as requiring additional support to complete the Census. This has included those on low incomes, people with disabilities, Gaelic speakers and veterans. The team worked in partnership with Live Argyll and Argyll and Bute Third Sector Interface (TSI) to organise and host an Argyll and Bute specific session for community organisations interested in finding out how to support their service users and wider communities. During the final weeks of the extended census data collection period, NRS identified low return rates on Coll and Tiree.

Community Development Officer for OLI, worked with the NRS Community Engagement and Enumerator teams and community leaders on the islands to identify occupied properties and holiday rentals or second homes, and to identify the best ways to reach these groups. Community groups rallied to raise local awareness of the census and ensure the needs of the island populations are represented as fully as possible.

Ongoing engagement with Covid response groups

During 2021/22, the Community Development Team continued to co-ordinate monthly meetings of the Covid Community Response Groups. These meetings brought together groups who supported the emergency response to the Covid pandemic in their communities, and who have been active in recovery. Members swapped experiences (whether of tough times or heartening successes), networked and shared practice, and the Community Development Team were able to provide support and updates, and respond to requests for information from the Council and Community Planning Partnership. For example, the team was able to offer group members' staff or volunteers access to the Council's 'My Healthy Advantage' app, which offers access to counselling and wellbeing services. An evaluation of the group showed that members had found it very valuable, reporting that support from the Community Development Team had increased the effectiveness of their organisations and that they in turn had seen an increase in confidence and wellbeing of their service users.

During the emergence of the Omicron variant, groups reported difficulty in finding accurate information on the dates and locations of vaccination clinics. The team rapidly checked and circulated the up to date data, meaning that group members could help more vulnerable members of the community to attend clinics.

On response to concerns about how to re-start community activities safely, Community Development officers also collated and shared information on free training opportunities on a range of relevant topics.

Our work to create the right conditions for community groups to be supported, and to empower community groups within their communities and in particular in response to Covid was recognised as an example of Best Practice within Audit Scotland's Community Empowerment: Covid report: [Support for local networking: Garelochhead Station Trust's experience during Covid — Communities Channel Scotland \(communityscot.org.uk\)](#)

Micro-Grants to aid Post-Covid Recovery

The Community Planning and Development Team, on behalf of the council, developed and ran a micro-grant fund to meet needs arising post in the summer of 2021. 63 Village Halls and community organisations were awarded up to £500 to aid recovery of their facilities or organisations activities after the Covid pandemic. Applications underwent a robust assessment to confirm eligibility and fit with Covid recovery criteria. Applicants offered an award demonstrated how their project will help communities to recover from the impacts of Covid.

Support for community engagement with Community Planning Partnership Climate Change group

The Community Development Team supported increased engagement with the CPP's Climate Change working group from community groups and Development Trusts. These participants are helping to shape the group's engagement plans and sharing good practice from community-led climate action across the region. The team also helped identify regional leads for the four Area Community Planning Groups (ACPG) and encouraged community organisations to share their projects and progress at the ACPGs and through the [Climate Change signposting page](#).

Corporate Outcome – Getting it Right

Business Outcome BO116: We Engage and Work with Our Customers, Staff and Partners

Success Measure: CPD 116_01 The information provided to our community groups, individuals and partners is easy to understand

The Communities and Partnership Team send out regular information bulletins. A 2021/22 survey returned 272 respondents, of which 96% rated the information easy to understand.

- a) Information for Communities Bulletin: this bulletin developed from needs of community groups in 2020 to access information about Covid and volunteering safely, since then, it has expanded to include consultations, training opportunities, events and signposting to funding opportunities. It is sent fortnightly to over 300 community groups across Argyll and Bute and is well received.
- b) Funding Alert: The Funding Alert is issued monthly. The funders are organised into categories of funding streams, with details of eligibility criteria with hyperlinks to the funders webpages. Deadlines are helpfully highlighted. Over 1,500 people access funding alert each month either through direct e-mail receipt or via the webpage. We are currently working with our partners to support their engagement with our Funding Alert and funding search function on our webpage, as funding is a significant need arising for our community groups and third sector.

Success Measure: CPD 116_02 All issues raised at Area Community Planning Groups are considered and responded to by the Management Committee

Issues raised at Area Community Planning Groups are put before the Management Committee as a matter of course. The target and benchmark of 100% of issues raised has been met. This year issues raised were in relation to response to Covid and also to the climate emergency. A Climate Change working group was established, chaired by NatureScot on behalf of the CPP. The Community Planning and Development Team supported the group's

membership to develop and produced a webpage with information on climate actions undertaken by partners and community organisations across Argyll and Bute: [Community Planning Partnership - Climate Change \(argyll-bute.gov.uk\)](https://argyll-bute.gov.uk)

SIGNIFICANT CHALLENGES – These are the significant challenges faced by the Service during 2021/22. These challenges either created pressures on the Success Measures or impacted on delivery. Specific additional activity or mitigating actions were carried out to reduce the negative impact on service delivery.

Corporate Outcome - People Will Live in Safer and Stronger Communities

Business Outcome BO104: Our Communities are Supported and Protected

Success Measure: CPD 104_01 Number of capacity building sessions held with community groups

a) There was limited staff resource available due to significant long term absences with 50% of the Community Development Team and the induction of new members of staff within the overall team took time to embed. Support to community organisations has continued during this time, with resources being dedicated to support the Covid response and the delivery of targeted projects including the Micro Grants Fund for village halls and community organisations. Elements of this targeted support have not been reflected within this quantitative measure. The delivery of capacity building support to develop the skills and confidence of communities across Argyll and Bute, continues to be a priority for the team.

In conjunction with Community Learning and Development Partners, the Community Development Team are undertaking a training needs analysis with community groups. Working in partnership enables the service to meet any fluctuations in staffing due to unforeseen absence and associated impacts on community organisations.

CONSULTATION AND ENGAGEMENT - WE ASKED, YOU SAID, WE DID....The following are all the consultations and resulting actions that the Service has carried out during this period.

a) In 2021, we ran a Community Gaelic Research Survey to understand Scottish Gaelic needs and requirements across Argyll and Bute from people with no knowledge of Gaelic as well as for fluent speakers. Under the National Gaelic Plan, there should be more opportunities for communities and networks of

Gaelic speakers of all kinds to use Gaelic and increased use of the language in community activities and services and the survey, together with the Argyll Gaelic Gathering, held in 2022 supported that aspiration.

The Community Gaelic Research Survey had 1,300 respondents. The responses helped frame the priorities for a programme of work to be led by the Gaelic Development Officer working in partnership with communities and partners. This includes:

- Support for the development of community hubs where Gaelic can be shared
- Need for the provision of information and raising awareness of resources available to help learners

Full details of the survey response can be found on the council ‘You said, We Did’ page.

b) The Argyll Gaelic Gathering consisted of three events and also an art project. Adults and young people across Argyll and Bute and Scotland were involved. The Argyll Gaelic Gathering was supported with funding from Bòrd na Gàidhlig. The Gathering is a commitment by Argyll and Bute Council as part of their Gaelic Language Plan and aims to be delivered every two years. The organisation of the Gathering was led by the Council’s Gaelic Development Worker (a post jointly funded by the Council and Bòrd na Gàidhlig) and was the product of a collaborative working group which included Argyll and Bute Council, Comunn na Gàidhlig, CHARTS, Fèisean nan Gàidheal, Furan Gaelic Centre, Helensburgh Gaelic Group and Ionad Chaluim Chille Ìle.



- c) **Community Planning and Development Information Survey** - Our team supports community organisations and community planning partners. In doing this we send information through regular e-bulletins (Community Development, Funding, Community Planning, Gaelic) and we provide information on queries about Community Empowerment and Community Development (Assets, Participation Requests). We also provide information on general funding and training opportunities, and on how to take things forward in community and partnership projects such as developing action plans and engaging to develop these. We surveyed the recipients of our various bulletins to ensure that the information we provide is easily understandable we and received 272 responses. 96% of respondents agreed that the information provided by the team is easily understandable.
- d) **The Community Development Team, Live Argyll and Argyll Third Sector Interface** created a training needs survey for community organisations. The survey will help us to understand what training groups need to deliver the best possible support and services to communities across Argyll and Bute. Additional insights on the needs of Gaelic language speakers and of social enterprises were provided by colleagues within the Communities and Partnerships team. The survey is due to go live on the 10th June 2022 and the results will be used to shape our training programme.