

SERVICE ANNUAL PERFORMANCE REVIEW

NAME OF SERVICE: COMMUNITY PLANNING AND DEVELOPMENT	PERIOD: FINANCIAL YEAR 2020/21
1. 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 Leave In Safer And Stronger Communities Business Outcome BO104: Our communities are protected and supported. Success Measure: CPD104_01 Number of capacity building support sessions held with community groups. During 2020-21 members of the CPD (Community Planning and Development) team transferred to the Caring for People partnership response to Covid-19. This was an excellent partnership project which delivered by working with community organisations. Working on this had an impact on planned service delivery as the team, and most community groups were in response mode to support people in Argyll and Bute to manage in lockdown, shielding and more recently test and protect matters. The CPD team dealt with a new cohort of community groups, some of whom had spontaneously come together as a result of the Covid Pandemic. The team worked to build rapport and provide support and direction where required. The Covid response groups needed effective communication channels to keep them up to date with rapidly changing Covid guidance, so the specific nature of the teams' work changed, but continued to support communities to meet community needs. Case Study: Caring For People Partnership Caring for People Partnership – the team was a key partner in the set up and operations of this response to meet the needs of communities at a time of crisis. The work of the team ensured that groups were supported with relevant guidance, funding advice and volunteer support where relevant for example: – lone volunteering policies, safe medication delivery process, insurance, confidentiality guidance etc. Success Measure: CPD104_02 Percentage of respondent groups that have achieved more than 90% of the aims they identified prior to capacity building This performance indicator has been predicated on the basis that community groups can plan and achieve their aims within the cycle of a fiscal year. Since applying this measure, it has become clear that community groups' aims can be ongoing, and therefore not achieved within a yearly cycle. This is one of the 'impact' measures being trialled. This impact measure will no longer be included due to conclusion of this trial being that it is not within the control of the service to implement the aims of the community group and the achievements therefore are not a measure of the team's performance. Success Measure: CPD104_03 The percentage of groups whose users say they have an increase in confidence or wellbeing. The following are quotations from Group Evaluation Feedback as to whether they increased in confidence from interaction with the service was 100%.	

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- **Ross of Mull and Iona Community Transport Scheme (RoMICTS):** [The] “Community Development Officer’s guidance and recommendations were integral to RoMICTS successful application for a Supporting Communities award received in April 2020, towards costs of employing a Coordinator, crucial to the efficient engagement of an increased number of volunteer drivers (20+) in lockdown operations”.
- **Mid Argyll Transport Volunteers:** “Being kept up to date with developments and new requirements has been very useful. Also awareness of issues faced by other groups in the area has been useful in helping us to develop and plan ahead”.

Success Measure: CPD104_04 The percentage of groups who say their effectiveness has increased as a result of capacity building by the team.

In addition to providing support for the Council’s response to the Covid-19 pandemic, the Community Development Team provided capacity building sessions for community groups, and the feedback has been very positive. Activities included providing a forum for information exchange, support with relevant regulations and help with defining committee roles.

The following are quotations from Group Evaluation Feedback -

- **Cardross Cares:** “The confirmation of legal status and exact regulations was very helpful. Reassuring to know that insurance was provided for the group. Useful to refer for details of just what regulations were applicable”.
- **Garelochhead Station Trust:** “As a local third sector organisation it has been beneficial to both our members and the wider community to be engaged with the Community Response team, locally chaired by the Community Development Officer. This has enabled us to take part in the delivery of food parcel, shopping, and prescriptions to the wider community. It has also increased the number of partner agencies that we are engaged with”.
- **Helensburgh & Lomond Foodbank:** “The online Drop In Sessions that were set up by the Community Development Officer provided a very local forum for obtaining information from the Council around Access to Services, Track and Trace and other Covid related responses planned. It also allowed third sector groups to share their activities with each other. The various information leaflets produced by Argyll & Bute (Council) and shared with us via the Community Development Officer gave both us and our service users’ access to essential information when so many buildings and offices were closed and people did not know where to turn to for support. This was a great help”.

Corporate Outcome – Education, Skills And Training Maximise Opportunities For All

Business Outcome BO109: All our adults are supported to realise their potential

Success Measure: CPD109_01 Number of training courses delivered to community groups.

The Community Development Team delivered 7 online training events during 2020-2021. This was a fantastic achievement despite circumstances.

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Due to the pandemic, the CPD training programme was redesigned to be delivered as online sessions. This included creating straightforward guides with screenshots to help people access the online platform used to deliver the training, offering trial sign in sessions in advance of training days for anyone who needed support in accessing the platform, and running everyone through basic use of the online platform before being able to deliver the training session. One session was recorded so that people could access it after the event. The Team also worked with the council's Human Resources and Organisational Development Service to make the Equality and Diversity module available to community and third sector organisations as well as all Council staff. This is now available through the council's website and can be accessed at any time.

During 2020-21, the Community Development Team designed and delivered the following online training:

- **Hosting an Online Meeting** – 2 training events
- **Community Empowerment: Participation Requests** – 2 training events
- **Engaging with Communities** – 3 training events

Success Measure: CPD109_02 The percentage of participants who feel more confident following a community training event.

The Community Development Team delivered 7 online training events during 2020-2021. The online model of delivery widened each course's reach to encompass all of Argyll & Bute; each course would have been delivered locally prior to Covid. The figures for this measure are taken from the evaluation sheets that are distributed after course delivery. Collection of evaluation sheets is much easier in person, and the collection of evaluation sheets online proved more challenging with 32% of attendees submitting an evaluation form. Nevertheless, the feedback was unanimously positive.

The following are quotations from Group Evaluation Feedback –

Hosting an Online Meeting

- "The session description was accurate, and the actual content was very good. I think this is demonstrated by the fact that all points were covered reducing the number of questions from the participants. Very successful".
- "I feel much more empowered to chair an online meeting".
- "Tutor excellent and very easily understood. Pace of session also correct for myself, presentation clear and general discussion managed really well thanks".
- "Tutor took time to check everyone's understanding and took time to respond to questions from participants".

Community Empowerment: Participation Requests

- "Well presented, good discussion. Showed good understanding of the topic".
- "I now understand the process better".
- "Really informative input, I have a much better grasp about Participation Requests".

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- “First class! Very positive and engaging tutor who delivered the session in a very accessible and informative fashion”.

Engaging with Communities

- “I found the session useful as it gave me new ideas on communication”.
- “I feel it is always good to develop other ways of looking at communication and being able to hear what others are doing brings something new”.

Corporate Outcome – Getting It Right

Business Outcome BO116: We Engage And Work With Our Customers, Staff And Partners

Success Measure: CPD116_01 The annual survey response that agreed that the regular Community Planning Partnership (CPP) Bulletin is timely, informative and easy to understand.

There have been no issues with this via online distribution of information. CPP Bulletin was raised at March CPP Management Committee and feedback was requested on any changes or improvements partners would like to see to bulletin. The format of the Bulletin has been amended to make new items more easily identifiable, relevant grant information is now included and frequency increased to fortnightly during pandemic.

Success Measure: CPD116_02 All issues raised at Area Community Planning Groups are considered and responded to by the Management Committee.

The Community Planning Partnership Management Committee has continued to meet online. Area Community Planning Groups were paused until November 2020; however they have now resumed meeting online and all issues raised have been addressed and responded to as required.

Success Measure: CPD116_03 The information provided to our community groups, individuals and partners is easy to understand.

There was continuing positive feedback for the team from the 2020-21 Customer Satisfaction Survey. This year, the Community Development Team were working with a new cohort to deal with the pandemic in addition to community groups. Covid restricted the team to email, phone and online interactions, rather than face to face.

Improvements have been made regarding accessibility checking of information that is circulated. Online information has also been reformatted to provide accessible versions (i.e. CPP Welcome Pack), and accessibility checks have been built into the CPD webpages going forward. The Community Bulletin and the Community Planning Partnership Bulletin are now also being issued fortnightly with improved processes in place to ensure relevant information is included.

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2. SIGNIFICANT CHALLENGES

The significant challenges faced by the Service during 2020/21. These challenges either created specific 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 Protected And Supported

Success Measure: CPD104_01 Number of capacity building support sessions held with community groups.

Staff shortages and required recruitment meant that the service was redesigned to meet objectives. Capacity building training had to be built for online delivery methods and work was done to build rapport with the groups which had come together spontaneously via social media, to help with the Covid Pandemic to enable them to work effectively together.

Success Measure: CPD104_02 Percentage of respondent groups that have achieved more than 90% of the aims they identified prior to capacity building.

As noted above, this performance indicator has been predicated on the basis that community groups can plan and achieve their aims within the cycle of a fiscal year. Since applying this measure it has become clear that community groups' aims can be ongoing, and therefore not achieved within a yearly cycle. This is one of the impact measures being trialled. This impact measure will no longer be included due to conclusion of this trial which is noted above re: community Groups.

3. 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) As part of the Argyll and Bute Covid-19 Recovery Planning, the Building Back Better (Communities) work stream spoke to the local community groups who have been supporting people during the Covid-19 pandemic, to find out their experience and areas that could be built upon or strengthened moving forward. The digital participation platform CONSUL was used to engage the wider community and encourage them to have their say. CONSUL is a platform being supported by CoSLA (Convention of Scottish Local Authorities) and is being trialled by a number of local authorities.

In the first stage of the consultation, community groups involved in the response were asked to share their views. The groups took part in online sessions that were independently facilitated by the Scottish Community Development Centre. For the second stage, the overall themes that emerged from these discussions were then uploaded onto the CONSUL online consultation platform. The consultation was opened up more widely and the community were invited to share their thoughts and add to the existing comments.

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The comments on the platform were available for anyone to read. To “like” a comment or add to the discussion respondents had to sign up and provide a user name and contact email address. Paper forms were also available on request via phone or email. The consultation was open between 7th and 28th October 2020.

A summary of the comments was shared with all who participated. The Building Back Better (Communities) Group then reviewed the findings and identified key themes to help take forward actions. An update on progress to date was sent out to participants in March to keep them informed.

The planning of some of the work was already under way at the time of the consultation and some of the actions are a direct result of comments made in the consultation.

Key themes from the consultation –

1. Access to Food
2. Digital
3. Income Maximisation
4. Non-Covid-19 Related Health Matters
5. Resilient Communities, Communication and Structures of Working Together
6. Social Isolation and Mental Health
7. Volunteers and Volunteering

- b) To ensure that we provided a service relevant to our users the annual survey for Funding Alert was instigated to help gauge interest and usefulness of the services. In 2020-21, 82 responses were received. 54% of respondents rated ‘Funding Alert’ as ‘Very Good’, or ‘Excellent’.

Sample Feedback Comment:

“I am a freelance consultant helping community heritage organisations in Argyll and Bute and further afield, so I use your pages to identify potential funds for them, and also as a way of keeping abreast with what's new. Very useful to me”.

- c) In 2021 a Gaelic Survey was launched for participants across Argyll and Bute. The purpose of the survey was to understand Scottish Gaelic needs and requirements across the Council area. The survey was as much for people with no knowledge of Gaelic as it was for fluent speakers and received 1,300 responses. The data is currently being analysed. Of the respondents 34% were Gaelic speakers and 45% of respondents would like to learn Gaelic. 7% of respondents said they hear Gaelic spoken every day with 65% ranging between hearing it every day and hardly ever with 35% of respondents said they never hear Gaelic in Argyll and Bute. The majority of respondents (80%) were aged over 46.

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In terms of the geographical spread of respondents, the largest number were from Helensburgh closely followed by the Islands, Oban and Cowal. The most important action points from the Gaelic Gathering in 2019 were rated and the most popular among respondents was the establishment of 'Community Hubs' for Gaelic speakers. The feedback from the survey will contribute to planning future Gaelic Gatherings.

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[Click here for all Business Outcomes and Success Measures](#)

Community Planning & Development Scorecard 2019-22

Scorecard owned by: Rona Gold

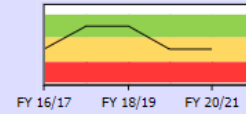
FY 20/21

[Click here for Chief Executive's Unit Scorecard](#)

BO104: Our Communities Are Supported And Protected [CPD]

Success Measures

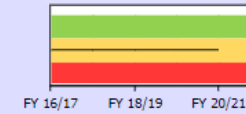
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BO109: All Our Adults Are Supported To Realise Their Potential [CPD]

Success Measures

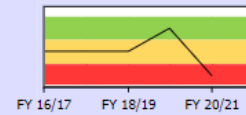
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BO116: We Engage And Work With Our Customers, Staff And Partners [CPD]

Success Measures

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Community Planning & Development Scorecard 2019-22

Scorecard owned by: Rona Gold

FY 20/21

[Click here
for Full
Scorecard](#)

BO104: Our Communities Are Supported And Protected [CPD]

Success Measure **A** →

CPD104_01-Number of capacity building support sessions held with community groups

Actual	277	R
Target	360	↓
Benchmark	277	Covid Impact

CPD104_02-Percentage of respondent groups that have achieved more than 90% of the aims they identified prior to capacity building

Actual	0 %	R
Target	75 %	→
Benchmark	0 %	Covid Impact

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

Actual	100 %	G
Target	75 %	↑
Benchmark	100 %	

CPD104_04-Percentage of groups who say their effectiveness has increased...

Actual	100 %	G
Target	75 %	→
Benchmark	100 %	

BO109: All Our Adults Are Supported To Realise Their Potential [CPD]

Success Measure **A** →

CPD109_01-Number of training courses delivered to community groups

Actual	7	R
Target	8	↑
Benchmark	7	

CPD109_02-The percentage of participants who feel more confident following a community training event

Actual	100 %	G
Target	80 %	↑
Benchmark	100 %	

BO116: We Engage And Work With Our Customers, Staff And Partners [CPD]

Success Measure **R** ↓

CPD116_01-The annual survey response agreed that the regular Community Planning Partnership Bulletin is timely, informative and easy to understand.

Actual	0 %	R
Target	75 %	↓
Benchmark	0 %	Covid Impact

CPD116_02-All issues raised at Area Community Planning Groups are considered and responded to by the Management Committee

Actual	100 %	G
Target	100 %	→
Benchmark	100 %	

CPD116_03-The information provided to our community groups, individuals and partners is easy to understand

Actual	89 %	R
Target	90 %	↓
Benchmark	89 %	