**CONSULTATION AND ENGAGEMENT 2018/19**

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| **Supports Business Outcome 05 - Information and support are available for everyone** | | |
| We asked (focus of consultation) | You said (customer response) | We did (improvement actions) |
| We asked about your satisfaction with the customer service which we offer | You said that you would like us to be more proactive in our communications | We have created a new outreach facility whereby customers can sign up to different types of alerts from the council. |
| What would make our website easier to use and more useful | You would like all content to be mobile adaptive as over half of all users access it from mobile devices. You would like better search facilities, and a single sign up to all online facilities | We have worked with our third party system suppliers to make their content mobile adaptive. We have introduced much improved search software. Our online portals now all use a single authentication mechanism. |
| Community Council Annual Survey | Positive Responses about Governance and Law issues remain around other services areas | Report to SMT highlighting positive feedback and issues for further work |
| The Council and local MSA partners identified substantial issues in relation to the financing and payment triggers within the project. | Partners highlighted the financial difficulties they were experiencing as a result of inadequate funding and that this was further compounded by the volatile and unpredictable nature of the payment values. | We worked collaboratively with partners to develop a revised financial model which included revised charge rates for services designed to fully recompense partners for the costs they were incurring and a simpler and more predictable payment mechanism which used set fees for work done. The proposal was submitted to and subsequently agreed with the Big Lottery Fund and Scottish Government and was implemented retrospectively with partners paid additional sums for work done since the commencement of services in July 2017. |

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| **Supports Business Outcomes 09 – Our assets are safe, efficient and fit for purpose** | | |
| We asked (focus of consultation) | You said (customer response) | We did (improvement actions) |
| Request for a review of bus shelter locations in Port Ellen from the community | Consultation took place with local residents via community council and through local transport forum. Results fed back to Integrated Transport Team. | Analysed options, identified solution, installed new bus shelter. |

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| **Supports Business Outcome 14 - Our transport infrastructure is safe and fit for purpose** | | |
| We asked (focus of consultation) | You said (customer response) | We did (improvement actions) |
| Community engagement is an ongoing component of the flood studies being progressed for Oban, Tarbert, Lochgilphead, Helensburgh, and Clachan. Public consultation events have been held for each, pitched at the appropriate level based on the study scope. | Ongoing engagement with external stakeholders such as SEPA and Scottish Forestry together with public responses have proved beneficial in the development and focus areas of flood studies. | The studies will lead to a formal documented list of flood studies and costed solutions for areas specific parts of the council area. Those that finish high enough up the national list of prioritised schemes will receive 80% funding from the Scottish Government for the second round of Local Flood Risk Management Plans starting in 2022 running to 2028. |
| We engage with Harbour user Groups across the area to see if there are ways we can improve our marine service | The User Group on Coll highlighted some issues with the Middle Pier | We are now working positively with the Group to make improvements to the Pier in partnership. The local community council at Arinagour may offer their services for step cleaning at the pier; if the community council agrees, training and equipment will be provided by the Council. |

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| **Business Outcome 15 - Argyll and Bute is open for business** | | |
| We asked (focus of consultation) | You said (customer response) | We did (improvement actions) |
| We commissioned a survey to determine the current skills gaps and workforce requirements, over the next three years, for the food & drink and tourism industries within Argyll and Bute. | In total, 219 businesses contributed to the quantitative part of the survey. Of these, 191 were classified as being in the “tourism” sector and 28 as being in the “food and drink” sector. This is broadly representative of the profile of the initial database identified. An additional 9 in-depth interviews were conducted of which 5 were in the tourism sector and 4 in the food and drink sector. | Completion of the Workforce Survey for the Tourism and Food & Drink Sectors, January 2019 |

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| **Business Outcome 17 – The Support of children and their families are met** | | |
| We asked (focus of consultation) | You said (customer response) | We did (improvement actions) |
| ELC 1140 funded hours parent survey | This survey was created in order to further consult with parents as we enter our next delivery of phasing.  The survey was open to all who has an interest/requirement of/for Early Learning and Childcare (ELC) across Argyll and Bute between: 21st February 2019 – Sunday 10th March 2019.  A total of 455 responses were made. | Influenced ELC 1140 Phasing Plan going forward from August 2019.  Re considered patterns of provision that will be offered in cluster areas.  Outdoor Nursery Provision is being considered/pursued in urban areas. |
| School holiday dates for 2020-2023 | Views were collated and returned by HTs in collaboration with staff and Parent Councils. | School holiday dates for 2020-2023 were formed on the basis of this feedback.  Further consultation took place with HT Advisory Group, JSC and LNCT.  Proposed dates were agreed to be presented to Community Services Committee for approval in June 2019. |

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| **Business Outcome 18 - Improved lifestyle choices are enabled** | | |
| We asked (focus of consultation) | You said (customer response) | We did (improvement actions) |
| Menu consultations | On-going discussions with pupils in primary and secondary schools around the choices available. Feedback for secondary schools included: daily specials options, revamp the menu, more grab and go  Primary school feedback included: improved salad bar, include favourites in new menu (e.g. steak pie, macaroni, chicken curry, pizza etc.) | Secondary menu changed to include suggestions and standardised across all schools.  New primary menu included options from all Focus groups. |

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| **Supports Business Outcome 19 - All children and young people are supported to realise their potential** | | |
| We asked (focus of consultation) | You said (customer response) | We did (improvement actions) |
| For improvements that we could make to the School Improvement Planning (SIP) Format | It could be reviewed to reduce repetition and to take account of shared headships. | Set up a working group of Head Teachers to evaluate, review and improve the SIP Format for 2019-20 academic session.  This is complete and has been distributed to all establishment heads for use in academic session 2019-20. |

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| **Business Outcome 23 - Economic growth is supported** | | |
| We asked (focus of consultation) | You said (customer response) | We did (improvement actions) |
| We asked the public via an on-line consultation if they supported the key vision and themes of the Rural Growth Deal. | Overall very strong support with over 900 responses and 97% support for a growth deal for the region. | Formal Rural Growth Deal proposition document submitted to the Scottish and UK Government in November 2018. |
| We asked the local business industry and key industry sectors if they supported the Rural Growth Deal and for their feedback for projects that should be included. | Overall local industry was very supportive and a number of key sector workshops were well attended. | We took on board a range of comments and new suggestions and many of these were used to shape our Rural Growth Deal proposition. |
| We asked schools for information on what languages they were delivering under the Scottish Government 1+2 languages policy | Head Teachers responded as to where they were in terms of implementation of the policy which is to be fully embedded by 2021. L2 (second language over and above mother tongue) languages, Gaelic and French were prescribed by the service. L3 (from P5 onwards) various languages with Gaelic being the most popular followed by French, Spanish, then BSL. | To monitor success, share learning and target support to ensure full implementation of the 1 + 2 languages policy across all schools in Argyll and Bute by 2021. Updated Scottish Government as to our progress which helps to inform policy decisions at Scottish Government. |
| Houses In Multiple Occupation | Perceived issues with anti-social behaviour, approach to and consistent methodology for application of the over provision policy, parking requirements potential to be onerous for certain situations, application of the guidance to renewals, impact on shared services e.g. septic tanks and un-adopted roads, maintenance issues and demand related to Community Planning Projects being considered a mitigating factor | A Summary Consultation Analysis was published. All the comments made were taken into consideration and have resulted in a number of changes to the Technical Note, in particular in relation to the overprovision policy, parking requirements, shared services and mitigating factors. |
| Development Management User Forums, Planning Application Exit Questionnaires and content of complaints. | A range of positive and negative responses and suggestions for service improvements | Analysed feedback, and identified service improvement actions as appropriate. |

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| **Supports Business Outcome 26 – People have a choice of suitable housing options** | | |
| We asked (focus of consultation) | We asked (focus of consultation) | We asked (focus of consultation) |
| Helensburgh and Lomond Housing Market Study | Apart from the impact of increased workforce at the Naval Base, and a small requirement for specialist provision particularly in the Helensburgh Corridor, there is minimal existing need for additional supply beyond the proposed programme of development. The majority of local residents are satisfactorily accommodated and do not require, or intend, to move in the next few years. | The HMA will continue to be monitored and Housing Supply Targets for the next LHS will take account of the findings from this consultation together with further updated analysis. The findings will also inform the priorities, outcomes & action plan that will be developed for the next LHS in 2021. |

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| **Supports Business Outcome 28 – Our processes and business procedures are efficient, cost effective and compliant.** | | |
| We asked (focus of consultation) | We asked (focus of consultation) | We asked (focus of consultation) |
| Sought the views of our citizens as part of the budget process | A good response was received to the budget consultation. | The findings from the consultation exercise were considered by Members as part of the budget. |
| Client surveys at the end of each internal audit. | Responses are generally positive. | Each area of improvement is discussed at the Internal Audit Team development sessions to improve on future audit experiences. |

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| **Supports Business Outcome 30 – We engage with our customers, staff and partners** | | |
| We asked (focus of consultation) | You said (customer response) | We did (improvement actions) |
| We asked for opinion on what our Equalities Outcomes Should be | Largely you were happy with our proposals and we took on board some comments around gender and sex | We developed our new equalities outcomes and these have now been published |
| We asked employees about their wellbeing, what impacts it and what areas they would like to improve | Staff identified a number of areas where they would like education and support to improve their wellbeing | We developed a wellbeing strategy with an action plan |
| Customer surveys were undertaken across the specific areas of environmental health and trading standards | 93% of customers were very satisfied with the overall service they received.100% felt that our advice had helped them with regards to their health (feeling less stressed) and better able to manage the payment of their bills (Debt counselling) | We achieved the Customer Services Excellence award |
| As part of a request via the new Participation Request route open to communities in the Community Empowerment Act, we asked the Helensburgh Community Council how they would like to be more involved with the Council in terms of road improvements | The Community Council wished to address:  “The conjunction of the expectations of the Helensburgh community for well-maintained roads, pavements and road infrastructure with the reality of finite council support resources” | We now hold regular meetings with the Helensburgh Community Council to discuss local issues and building better communications. |