

PROJECT CHARTER

Improvement Project Participation Requests – Satisfactory Conclusions
Executive Sponsor and Project Lead Darren Riddell, Chair of the Community Engagement Group
Project Lead Jonathan Smith, Vice-Chair of Community Engagement Group
Aim statement (What? By how much? By when?) 100% of all Participation Requests received being seen through to a Satisfactory Conclusion by all Participants by December 2019.
Link to Local Outcome Improvement Plan and Localities Plans Extract from the LOIP (2016 – 2026): <i>'Effective engagement with people and communities about how local services are planned and delivered is integral to how we will deliver this plan. We will finalise our Community Empowerment, Engagement and Participation Strategy to ensure the Partnership is united in its approach to working with people to help them achieve their aspirations for our communities.'</i> (pg. 59) <ul style="list-style-type: none">• Community Planning Aberdeen - Local Outcome Improvement Plan: 2016 - 2026 https://communityplanningaberdeen.org.uk/aberdeen-city-local-outcome-improvement-plan-2016-26/• The 'Community Empowerment, Engagement and Participation Strategy', as developed by the Community Engagement Group https://communityplanningaberdeen.org.uk/community-engagement-group/engagement-participation-empowerment-strategy/
Business case The Community Empowerment (Scotland) Act 2015 legislates for the right of Community Bodies to make participation requests of all Public Service Authorities, effectively making the ability of co-production a right under the law. Community Planning Aberdeen, its Partners and the communities of Aberdeen will benefit from a clear process that increases knowledge and understanding, leading to improved quality of experience and successful outcomes as a result. Strengthening collaboration, co-design and co-delivery between Community Planning Partners and communities lead to more effective services that are also more efficient. There is also evidence that successful examples of this kind of collaboration leads to greater sense of empowerment and satisfaction of services and outcomes. <ul style="list-style-type: none">• Report on the Future Delivery of Public Services – The Christie Commission www.gov.scot/Publications/2011/06/271545270• Community Engagement to Reduce Inequalities in Health: A Systematic Review, Meta-Analysis, and Economic Analysis - O'Mara-Eves A, Brunton G, McDaid D, Oliver S, Kavanagh J, Jamal F, et al. https://www.journalslibrary.nihr.ac.uk/phr/phr01040/#/abstract• SCDC (Scottish Community Development Centre), Overview of Community Empowerment Act. http://www.scdc.org.uk/what/community-empowerment-scotland-act

Change ideas (What can we do that will result in improvement?)

- Currently, the general point of contact is CommunityPlanning@aberdeencity.gov.uk and the Community Planning Aberdeen website also provides contact information for each public authority in Aberdeen for participation request purposes.
- Develop / Build on Online Sharing Platform, to support communities and staff across CPA to get involved. Including: Flow Chart of process, short videos explaining what is involved, case studies and examples.
- Engagement Sessions with communities which all CPA partners can contribute to.
- Toolkits for Staff and for Community Groups - Plain English will be used when developing toolkits and promotional materials to ensure they are clearly understandable
- Facilitate Staff Training Events.
- There will be a particular focus on engaging with those who experience life within the 9 Protected Characteristics, as defined by the Equality Act 2010 and individuals and groups who experience socio-economic inequality.
- There will also be an effort toward ensuring that hard copies are available of any materials produced and all efforts made to secure support for anyone who needs materials in an alternative format (translation, braille, etc) to ensure that everyone across the city can engage with Participation Requests.

Measures (How will we know if a change is an improvement?)

Primary outcome measure

1. Increase in Satisfactory Conclusion % of Participation Requests submitted to Public Service Authorities, as part of Community Planning Aberdeen.
2. Increase in number of formal and informal enquiries about Participation Requests made to individual Partner contacts and to the Community Planning Aberdeen.

Process measures

- a) The Percent % of Satisfactory Conclusions reported by both Community Participation Bodies and Public Service Authorities as part of Community Planning Aberdeen
- b) The Percent % of positive feedback of the Participation Request experience, reported by both community and Public Service Authorities as part of Community Planning Aberdeen.
- c) The Volume / Number of enquiries made to Community Planning Aberdeen Partners, in regards to Participation Requests

Following the data and numbers alone will not be meaningful in its own and must be accompanied by qualitative feedback from both communities (including Community Participation Bodies) and Public Service Authorities (including individual personnel) who are taking part.

Evidence, Accountability and Transparency

All information will be made available and shared with the Community Planning Aberdeen Board each year, for inclusion to the Annual Report and with the Management Group periodically (on average, every 2 - 3 months) for progress updates.

Potential Barriers (What are the barriers to you making these changes)

- This Project will require all Community Planning and Public Service Authority Partners to:
 - Promote Participation Requests through identified channels
 - Make personnel available, and support them in engaging with communities to take part in Participation Requests
 - Follow the progress of Participation Requests, and share updates on developments
 - Share information on inquiries made and Participation Requests received with the Community Engagement Group.
- Making these changes could require institutional change within Public Service Authorities who are part of Community Planning Aberdeen, and a concerted focus will be required to achieve this.
- A large volume of Participation Requests could be received which could make a large resource demand of the Public Service Authorities receiving them.
- Equally, a low number of Participation Requests could be received, which could be interpreted as lack of interest, lack of support available to, or low confidence by communities in making requests.
- There is a risk that Participation Requests could be perceived as a competitive process which

challenges Public Service Authorities as a last resort of desired change.

- It is therefore even important that we promote this as a positive, collaborative and most importantly welcome process.

Project Team:

Darren Riddell, Group Manager, Scottish Fire and Rescue Service

Dave Black, General Manager, Grampian Regional Equality Council

Linda Clark, Team Manager, Communities Partnerships, Aberdeen City Council

Joyce Duncan, Chief Executive, ACVO

Karen Finch, Community Council Liaison Officer, Aberdeen City Council

Elsie Manners, CPA

Anne McKenzie, AHP Sector Lead, NHS Grampian

Jonathan Smith, Chairperson, Aberdeen Civic Forum

Further consultation with:

Simon McLean, Aberdeen Community Council Forum

Arthur Forbes, Aberdeen Civic Forum