ITEM No ...7...........

REPORT TO: POLICY AND RESOURCES COMMITTEE - 22 APRIL 2019

REPORT ON: IMPROVING SERVICES THROUGH LISTENING TO CUSTOMERS AND SERVICE USERS

REPORT BY: CHIEF EXECUTIVE

REPORT NO: 160-2019

1.   PURPOSE OF REPORT

To highlight improvements which have been made to Council services as a result of listening to the views of customers and service users over the past year and to report on feedback from the range of customer contact channels.

2.   RECOMMENDATIONS

It is recommended that Committee:-

(i)   note the contents of this report, and agree that similar reports should continue to be submitted annually.

(ii)   agree that highlights from the report, as set out in Appendix 1, are published on the 'we listened, we acted' page of the Council's website.

(iii)   encourage services to maintain their efforts to listen to and respond to feedback, and to identify any further customers who should be consulted with a view to achieving service improvements.

3.   FINANCIAL IMPLICATIONS

Each service should make provision for any costs of customer research within their existing revenue budgets.

4.   LISTENING TO CUSTOMERS AND SERVICE USERS

4.1   The Council uses a wide range of methods to gather feedback from those who use its services, including:

- surveys and feedback forms
- focus groups
- public consultations
- involvement of users in planning new services and facilities
- meetings with representative groups eg tenants, carers, parents and people with disabilities
- meetings with partners
- analysis of individual complaints, comments and suggestions

The focus of this report is on how we have used this feedback to improve services, demonstrating that we listen, learn from and act on feedback received from whatever source.

4.2   As in the past nine years, the Chief Executive's service asked 'customer facing' services to identify any changes made in the last year as a result of taking opportunities to listen to the views of customers and service users and act on the results. The detailed returns are set out in Appendix 2 to this report and show a wide range of improvements made across all Council services.

4.3   The Council publicises how customer feedback has been acted upon in the form of a "we listened, we acted" page on the website. Highlights from this report, grouped into themes, are set out in Appendix 1 and it is proposed that these be featured on the "we listened, we acted" page.

4.4   The improvements highlighted in Appendix 1 and the many more which are set out in detail in Appendix 2 illustrate the value of seeking feedback from customers. It is recommended that services maintain their efforts to do this and seek to identify any further customers who should be consulted or offered opportunities to give their feedback, as well as continuing to respond to comments, complaints, suggestions etc with a view to achieving continuous improvement.

4.5   The annual report on complaints, which will be submitted to the Scrutiny Committee in June, will give further examples of how customer feedback, in the form of complaints, is used to identify service improvements to prevent problems recurring. Along with the recent report on the Annual Citizen Survey, these reports show the range of ways in which the Council seeks and acts on feedback from service users.

4.6   Feedback from surveys carried out by Customer Services with people accessing services face-to-face or on the telephone is set out in Appendix 3, along with information on satisfaction with the Council's website.

5.   POLICY IMPLICATIONS

5.1   This report has been subject to an assessment of any impacts on Equality and Diversity, Fairness and Poverty, Environment and Corporate Risk. There are no major issues.

5.2   Equalities should be taken into account in the planning, delivery and monitoring of all services, so customer satisfaction research should aim to capture the views of groups covered by the Council's equality and diversity strategy. Where possible, research should aim to capture the views of people who do not currently use services, as well as those who do.

6.   CONSULTATIONS

The Council Management Team were consulted in the preparation of this report and agree with its contents.

7.   BACKGROUND PAPERS

None.

David R Martin   3 April 2019
Chief Executive

HIGHLIGHTS

we listened...
....we acted ✓

☐ **STREAMLINING SERVICES**

- A single point of contact was launched which amalgamates the different teams within Council Advice Services.

- School Clothing Grants were automatically renewed for children on a live benefit claim, avoiding customers having to re-apply.

- The registration process for online Council Tax billing was made easier for customers to use when they don't have their account number.

- The gas servicing process was streamlined, increasing the number of appointments, kept by tenants.

☐ **COMMUNICATION AND CONSULTATION**

- Dundee Decides was a hugely effective participatory budgeting engagement with citizens, allowing thousands of people to have a say on which projects should receive community infrastructure funding.

- The annual rent consultation had one of the highest response rates in Scotland thanks to the wide-range of methods used.

- The 'Conversation with the City' budget consultation attracted almost 1,200 responses while also informing the public about the services provided by the Council.

- Much greater use is being made of social media, infographics, animations and video clips to inform and engage with the public.

- Nursery schools have been exploring electronic systems to communicate with parents and expanding the ways parents can access their children's learning journals.

- Engagement with BSL users and support agencies helped to shape the Council's first Local BSL Plan.

- A Participation and Engagement Charter was developed to broaden involvement of Looked After Children.

☐ **JOINED UP SERVICES**

- Care Homes are now visited by one team of District Nurses to enhance relationships and communication - previously up to ten teams could have patients in the same home.

- 20 organisations contributed their knowledge and ideas to develop Dundee's Sustainable Energy and Climate Action Plan.

- Joint working has been established between the Benefits Delivery Team and Throughcare and Aftercare Team to help young people get Council Tax exemptions earlier.

☐ **RESPONDING TO PARTICULAR NEEDS**

- Corso Street Sheltered Housing and Harris Academy began an inter-generational project 'Blethering Buddies' which has led to further groups.

- The Mackinnon Centre set up a computer games area for younger service user, while Craigie House improved its outdoor area including seating and a bird feeder/bath.

- Oaklands Centre responded to the needs of service users who speak other languages and engaged with them through familiar food, music etc.

- Following consultation with care leavers, a 'One Stop Shop Advice Drop-in' was created, communication with Dundee and Angus College was improved to help students sustain places and a psychotherapist is now located in the Throughcare and Aftercare Team to provide accessible support targeted at care leavers.

☐ **RESPONSIVE SERVICE DELIVERY**

- Establishment of a residents' group at Balmuir Wood Travelling Persons' Site led to a number of improvements including installation of prepayment meters, upgraded lighting and heating and making one of the shower blocks accessible to disabled people.

- A Contractors Code of Conduct was developed for the External Wall Insulation Programme, designed to improve standards and customer care.

- Community engagement has shaped flood protection schemes in Broughty Ferry, with designs being changed to reflect concerns about original proposals.

- Engagement was undertaken with residents of flats on how the Council could help them make full use of recycling facilities. Changes made as a result included improved information on the website, revised collection routes and provision of reusable bags for the storage and transportation of recyclable material to communal bins.

- Communal Eurobins which people said were ugly are to be painted with colourful illustrations promoting an environmental message, and a new process of securing bins is being rolled out.

- Development of a green community space to replace concrete slabs between the Dallfield multis.

IMPROVEMENTS MADE AS A RESULT OF CUSTOMER FEEDBACK

1.   Chief Executive's Service

1.1   Communications

- The Communications team work closely with IT and service areas to respond to feedback from users of the Council's website, refining and improving information as required to ensure this is clear, comprehensive and up-to-date.

- Much greater use is being made of social media and digital assets such as infographics to communicate with service users and the public in general. In the last 12 months, there has been a focus on growing social media audience and engagement, as well as starting to develop these platforms as customer service channels.

- Animations and other short video clips have proved to be a successful tool in engaging with the public. The response to these is analysed to ensure the content continues to meet public expectations.

- During 2019, a public consultation was carried out in advance of the 2019/20 budget. Branded a Conversation with the City, it combined easy-to-understand information about Council services with a survey which attracted almost 1,200 responses.

- The Communications team has responded to the changing needs of our customers in the media by developing multi-media content packages, including the supplying of still photographs, video footage and audio clips.

- Key priorities when writing and publishing major strategic documents such as updates on the City Plan and Council Plan were use of plain English and ease of access online.

1.2   Corporate

- The first BSL Local Plan was published in October 2018 following extensive engagement with BSL users and support agencies including face-to-face discussions on the issues they face.

2.   Children and Families

2.1   Champions Board

- The Board has been refreshed to ensure that Corporate Parent Champions are fully accountable to the young people on actions taken, and its work is informed through the ongoing involvement of the Young Person's Participation Group, which is led by a key partner from Life Changes Trust.

- A Participation and Engagement charter was developed and now forms part of wider Tayside discussions to ensure that participation with Looked After Children can be broader than the Champion's Board.

- An Education Officer post was established to promote support to Looked After Children within schools so we do more to hear from a wider range of looked after children and young people and encourage them to be involved in the Champion's Board and wider participation and engagement activities.

- Elected Members were encouraged to sign up to the Care Leaver's Covenant. Care leavers attended Committee and a young person addressed members on the challenges of being a Care Leaver as well as highlighting the support he has received. This was an excellent example of care leavers engaging in the highest level decision-making process and influencing decisions by Elected Members.

2.2   Engagement through Organised Events

• Reaching out to all Care Experienced young people, plans are in place for a city-wide event to be delivered by the Young Person's Participation Group next year, as well as linking with a series of events that cover the whole population of care experienced young people. This will include Foster Care Events, Kinship Care events, school and family parent sessions, and a host of other Community Events and Fayres.

• The YPPG support group and Life Changes Trust Care Experienced Young Person's Coordinator and Assistant Coordinator have well-established relationships with the Review Team, TCAC Team and Who Cares Scotland Advocacy Services, ensuring the views of Care Experienced young people are fully heard and represented. Regular feedback is received from these agencies on an ongoing and open basis, with a direct route back to all Corporate Parents.

2.3   Engagement through Named Person's and Breakthrough Mentoring Services in Schools

• All schools in Dundee appoint a keyworker from within their existing staff to allow for meaningful and productive engagement and participation of our Care Experienced young people. The Breakthrough Mentoring Service is now well established with secondary schools and has been expanded to include the Offsite Education Service. Plans are also in place to mentor young people on the edge of care and to develop a transition service from Primary to Secondary.

2.4   Engagement through the YPPG and 4 Change groups

• The Young Person's Participation Group is well established and aims to encourage engagement and participation from all Care Experienced young people across the city. This is well supported by key officers from the Children and Families service and Life Changes Trust. They liaise well with the 4 Change Group and have good working relationships with the TCAC Team.

2.5   Care Leavers

• Over 30 Care Leavers were consulted in 2017-18 as part of the Throughcare and Aftercare Team's "4change participation group." These consultations were based on the young people's views of the support they were offered from Corporate Parents, and carried out through a range of face to face discussions, group activities and online feedback. The feedback was that the young people feel:

    -     they need more opportunities to access training and employment.
    -     they need easier and faster access to mental health support.
    -     that leisure activities and gym memberships are too expensive.
    -     that loneliness and isolation are impacting on their wellbeing.

• The improvements made to address these issues are:

    -     creation of the One-Stop Shop Advice Drop-In which runs on a monthly basis. This is open to all Care Leavers and is a partnership approach to offering support, advice and opportunities. At the Drop-in young people can access support to apply for training and jobs, access mental health support through counselling and also be offered financial advice. The Drop-in has been supported by Skills Development Scotland, Discover Works, Dundee Money Action, Barnardo's, Leisure and Culture, Life Changes Trust and The Corner. Over 20 Care Leavers have attended.

    -     improved communication with Dundee and Angus College, including access to the College Portal for Throughcare and Aftercare resource workers. This has resulted in support needs being identified and addressed more effectively, increasing the number of young people sustaining College courses.

    -     A psychotherapist is now located within the Throughcare and Aftercare Team one day per week offering accessible support targeted specifically at Care Leavers. The Corner's Support U counselling service also attend the Advice Drop-In and offer instant access to counselling support.

-   Care Leavers can now access free 6 month Leisure Active memberships through the Activate+ scheme. Over 20 young people have signed up.

-   creation of the gym buddy scheme in partnership with Leisure and Culture allows young people to access 1-1 support to attend weekly gym sessions.

2.7   Kinship Care

-   The development of work with kinship carers has evolved from listening to carers and developing the kinship support group accordingly. This has included developing a bespoke training programme designed around the needs of carers and the children they care for.

-   In May 2018, the team organised and delivered a Kinship Day with a focus on trauma and attachment in the context of kinship care.

-   In August 2018, a screening of the resilience movie for kinship carers and staff was well attended by kinship carers throughout Tayside with approximately 50 people attending. Staff from Kith n Kin and neighbouring authorities in Angus and Perth also attended.

-   Further to listening to carers the team has organised social events such as:

    -   supporting a small group of kinship carers in attending the opening at the V&A.

    -   securing funding from Mentor Scotland to organise a trip for approximately 50 kinship carers and children with lunch and refreshments to visit Dynamic Earth.

    -   securing funding for a cinema trip which enabled 31 carers and children with support staff to attend a showing of The Grinch with all refreshments and drinks provided and a selection box for the children.

    -   securing £1,000 funding from the Hogmanay Fund for a Kinship Carers Ceilidh.

-   The kinship support group meets weekly and is a major source of development in terms of training and promoting resources for kinship carers. Around 10 attend on a weekly basis.

2.8   Residential Services

-   A 'test of change' is looking at the coordination of Child's Plans for children in residential care. The test is focussing on ensuring that the Team Around the Child process is bolstered by a refreshed residential planning process. The purpose is to ensure that the young person's views are heard, that there are increased opportunities for keyworkers and young people to meet informally, and to ensure that we can maximise the young person's engagement in their plan as opposed to trying to fit them into a solely formal process that they often struggle to engage with.

-   At Gillburn House, the Senior Manager held two consultation events in 2018 with parents and carers of children who come for respite services. These meetings have been set up to listen to parents' views on the importance of the service, what can be improved and the impact of when the service has been suspended. These meetings have led to parents/carers voices being heard more effectively and resulted in a Facebook page for parents/carers being set up and used as a means of gathering views to share with management and providing mutual support.

2.9   St Pius Primary

-   Reviewed how injuries are reported to parents/carers, implemented improved system to report injuries and carried out staff training.

-   Purchased walkie talkie to improve communication in playground between support staff.

-   Reviewed ways for success to be recognised and celebrated.

2.10   Morgan Academy

- Pupil Focus Group - adapted rota for new timetable; discussed menu options with Tayside Contracts; discussed clarification of PE core options; discussed decoration of aspects of the building; discussed changes to study programme and library opening hours; specific group with LAC pupils identifying their need and choice for spending of PEF money - ICT, toilets and study residential.

- PT Focus Group - investigated good practice around the country and proposal for development of new behaviour management system to support highly complex pupils. Consulted on and implemented reduced exclusion.

- Pupil Council - feedback circulated, discussed and actioned if appropriate.

- H & S Audit - twice yearly, evaluation and action plan put in place.

- School improvement groups - staff identify and take forward improvement from the SIP.

- SMT open events - information and consultation with parents.

2.11   Longhaugh Nursery School

- Parents asked to take children's learning journals home more often. Worked in partnership with parents to ensure access to journals at regular intervals throughout the year. The journals are visible on the nursery floor and parents can request to take these home at any time by speaking to the child's keyworker. Journals are also made available during every 'coffee and catch up' session and parents/carers can request their child's journal at any time.

- Exploring a variety of electronic systems which would support effective communication with all parents.

- Parents asked the nursery to add fun homework activities. We offer suggestions of activities for home through our range of family learning programmes and have further developed our pack of resources which can go home with the journals to allow parents/carers to add to these.

- Making more regular use of Twitter to remind parents about activities and events which are taking place in nursery and suggest activities and challenges which can be done at home and added to the journal.

2.12   Quarry View Nursery School

- All children in the two year old provision were allocated a keyworker in September 2018 and each family was offered a 'coffee and catch up' session with their child's keyworker in October 2018, to share learning progress and get to know the keyworker.

- Currently exploring electronic systems which would support us to communicate effectively with all parents. Making more regular use of Twitter to remind parents about activities and events taking place in the nursery. Consulting with parents regarding their preferred method of communication.

- Currently offer a 'help at home' sheet with each planning block to give suggestions of activities to do at home together. Adding to this by tweeting activities and challenges which can be done at home. Continuing to develop nursery rhyme and number song challenge books which can also be added to the journal, and add challenges and questions to the journals to encourage discussion and activities at home.

- Sharing learning journals and information with families during shared play sessions.

3.   City Development

3.1   <u>Sustainability and Climate Change</u>

- Sustainable Energy and Climate Action Plan - in 2018 Dundee signed the global Covenant of Mayors for Climate and Energy, committing the Council to co-ordinate preparation of a Sustainable Energy and Climate Action Plan.   In August 2018, 50 individuals representing 20 public, private and community organisations came together to contribute their ideas and knowledge to help shape Dundee's transition to a low carbon city in a workshop titled "Dundee 2030: Envisioning a Low Carbon Future".   Facilitated by Open Change, experts in design led change, discussions focused on the themes of Energy, Mobility, Waste, Resilience.   Through enthusiastic collaboration and discussion, over 100 actions were identified.   These were refined in partnership with the stakeholders to formulate a practical and feasible SECAP action plan, organised into short-term (up to 2025) and long-term (by 2030) actions.   The draft will be published for consultation in late spring 2019, with the final publication expected later in 2019.

- Sustainable Dundee - the Sustainable Dundee brand was developed to raise awareness of sustainability and climate change issues.   The logo features throughout internal and external webpages as well as printed publications and the Sustainable Dundee and Dundee City Council Twitter accounts.

- Climate Risk and Vulnerability Assessments - we carried out a Risk and Vulnerability Assessment across 10 policy sectors (Buildings; Transport; Waste; Energy; Water; Biodiversity and the Environment; Civil protection and emergency; Health; Tourism and Land Use Planning). Workshops were held with officers from relevant services and external partners including: Scottish Water; SEPA; University of Dundee; Scottish Natural Heritage; Urban Foresight; NHS Tayside; Resource Efficient Scotland and Zero Waste Scotland.

- Climate projections were presented, showing milder wetter winters and drier, warmer summers. Participants were asked to consider how these changes might impact on future service delivery, infrastructure and society, and actions were then developed that could help services, infrastructure and society to adapt to these changes in the future.   Outcomes included:

     - Participants more aware of likely future impacts of climate change on their services/sectors.

     - Importance of collaboration between sectors highlighted eg biodiversity/green infrastructure/health/flooding.   Adaptation requires a multi-disciplinary approach.

     - Prioritising the concept of whole life costing - which would incorporate future climate proofing buildings as well as considering the full life time costs of a building, including energy costs.

     - Participants made new contacts from different departments/partners - this will allow more effective collaboration.

     - 55 climate adaptation actions were identified for inclusion into the SECAP.

3.2   <u>Broughty Ferry Flood Protection Scheme</u>

- Community engagement has been vital in the promotion and delivery of this scheme.   Since 2016, public engagement events have been undertaken along with presentations to the local Community Council.   Engineers also attend a local beach management group where feedback from the community is conveyed.   Throughout these events the community has been asked to comment on the project and raise concerns or suggest improvements.   In 2018, the feedback was published within the project scheme documents.

- Changes that have come as a result of consultation include; finishes to proposed flood wall, changed access points and access requirements, additional parking created through the design, alterations to sea wall design due to adverse public opinion, environmental concerns addressed by undertaking a Habitat Regulations Assessment, drawings and computer generated images created to help visualise the project and allay concerns. Objectors to the project were sent individual respondes to explain the reasons behind the design proposals, which resulted in objections being removed.

- Consultation on the project will continue through the detailed design and construction period. Information on access to public buildings and events is being collated and will be included in the contract documents.

3.3   Broughty Ferry Dunes Flood Protection Scheme

- In 2014, a project was initiated to investigate how the dunes at Broughty Ferry could be enhanced to provide natural flood protection. A project was presented to the public that delivered this, by artificially growing the dunes and replacing the core of them with rock. Following presentations at the community council and public engagement there was a large amount of negative opinion surrounding the proposed 'rock core' design solution. As a result of this feedback, a decision was taken to undertake a further study to investigate less intrusive solutions.

- In 2018, the engineers went back to the community of Broughty Ferry with an alternative design that took into account the comments from the first project and looked to address the points made. The project was altered to provide the required flood protection through capturing natural processes and implementing a future maintenance plan. A presentation of the latest proposals was given to the community council. It was generally well received by the community and feedback was positive. It was appreciated that the Council listened to the concerns of the public and altered their designs to accommodate them. This project is due to start in February 2019 with the community generally in favour of the work about to be undertaken.

4.   Corporate Services

4.1   Council Advice Services

- To increase access and visibility, a Single Point of Contact was launched which amalgamates the different teams within Council Advice Services. All calls to DEEAP, Welfare Rights, Connect and the Scottish Welfare Fund are managed through one number, reducing confusion over who to contact and minimising the number of contacts that customers have with different staff members when seeking advice.

- To improve incoming e-mail processing and responses, the Council Advice Services teams use generic e-mail boxes as standard.

- A full review of incoming e-mail procedures was undertaken to correspond with the introduction of the Single Point of Contact. E-mails requiring action or callbacks are organised systematically into folders and there are checking systems in place to make sure that each one is cleared with appropriate action having been taken.

- Customer satisfaction surveys for DEEAP, Connect and Scottish Welfare Fund are being developed along the lines of the survey currently used by Welfare Rights. An outcomes star is also being used by Dundee Money Action to track customer progress from the start of the service's intervention to the end.

4.2   Council Tax and Customer Services

- The 'abortive call' tasks in relation to repair jobs are now allocated on a rota basis and carried out on a daily basis to prevent any appointments being missed.

- Procedure in place whereby the team will contact customers if needing more information about their Blue Badge application rather than wait for the customer to contact them.

- As a result of queries about customers not being able to sign up to the online Council Tax account or e-billing as they didn't know their Council Tax account number, a search facility was added to allow them to input their name and the date they moved to that address and it will display their account number.

- School Clothing Grants were automatically renewed for all children on a live benefit claim, resulting awards being made earlier and without the customer having to reapply.

- The Benefit Delivery Team have undertaken a review of their Council Tax procedures to improve customer service and achieve efficiencies. Improvements include changing the way the team deals with Houses of Multiple Occupation, more verbal communication with customers and a review of the content of the Council Tax letters to simplify these and encourage customers to increase their use of online facilities.

- Refunds for Council Tax credits are now made straight to the card from which the payment was made, rather than by cheque.

- Joint working has been established between the Benefit Delivery Team and the Throughcare and Aftercare Team to help young people obtain Council Tax exemptions at the earliest opportunity.

- Home Workers now have their own extension numbers which are detailed in letters so that customers can contact them direct.

- Customers are now able to provide bank details over the phone to have their Housing Benefit paid into their bank account.

- Council Tax Reduction for Universal Credit customers has been improved to speed up the assessment of applications.

- The number of agency and interdepartmental referrals made by the Discretionary Housing Payment Team has expanded to include Dundee Money Action for budgeting advice and the Employability Team for employment opportunities.

- The Best Start Grant, now available from Social Security Scotland, is also being highlighted to potential customers who may benefit from this.

4.3   Democratic and Legal Services

- Information is now sent by e-mail to ward councillors and community councils regarding applications for new liquor premises or major variations.

4.4   Human Resources and Business Support

- The Health and Safety Team has developed and delivered fire safety training in schools, making the course as relevant as possible for the target audience by tailoring it to look at their own building environment. Feedback has been positive and the intention is to continue to deliver the training in this format.

- Focus Groups were held towards the end of 2018 to listen to groups of employees and managers in relation to implementation of the Council Policy on Promoting Attendance. Information is currently being collated and will be used to identify any issues that need to be addressed to make improvements and remove any bottlenecks in the system.

- Human Resources significantly reviewed the Promoting Health and Attendance Policy following feedback from employees and trade unions. Elements of managerial discretion were re-introduced regarding the issue of support and monitoring triggers for long-term absence; and a mechanism was provided to join up the return to work meeting with a first stage absence meeting. The training provided for managers has also been reviewed, with more emphasis on the softer skills required to support employees and a real focus on mental health and wellbeing.

- Following feedback from the last employee survey, and in accordance with the Our People Strategy, Learning and OD have been working with employees who do not have access to the Council network, improving their digital skills and, in conjunction with Corporate Business Support (Payroll), providing access to MyView which allows employees to update personal information and access their payslips.

4.5   Information Technology

- Uptake of online Council Tax billing was not as high as expected, with feedback being that the registration process was too difficult. Amendments to the process have been added to ease the process to help customers register where they do not know their account number.

- In responses to suggestions that issues on major systems could be inconsistent, discussions with major stakeholders of these systems has encouraged them to register incidents on the IT helpdesk where a critical fault exists on a major system.

5.   Health and Social Care Partnership

5.1   Integrated Joint Board

- The Integrated Joint Board published its Participation and Engagement Strategy.

- The Communication and Engagement subgroup of the Integrated Strategic Planning Group continue to meet to ensure co-ordination of and support engagement activity across the Health and Social Care Partnership. The role of this group is being reviewed to ensure it is best placed to meet the needs of the HSCP in line with the new Health and Social Care Joint Strategic Plan 2019 to 2022. The subgroup provides a link between the HSCP and Community Planning engagement structures.

5.2   Community Learning and Development Strategy

- The CLD Strategy Group is developing an online resource to allow all members of the Partnership to record and share engagement activity. This will help the Partnership listen better to individuals and communities, will help avoid duplication and "consultation fatigue" and will assist with audit and performance management of engagement activity.

5.3   Dundee Community Nursing - Adult Services

- Five patient/carer questionnaires are carried out by a District Nurse team leader every month, with patients chosen at random from caseloads. Feedback is also captured from complaints and thank you cards.

- Feedback from a family regarding the care of their relative who lived in a care home and also had input from District Nurses and the Anti-coagulation team has led to:

  - Patient information leaflets regarding warfarin therapy now also given to care home staff for their information.

  - The four DCC care homes in Dundee will be visited by one team of DN's in order for relationships and communication to be strengthened and enhanced. (Previously over 10 different DN teams could have patients living in the same care home).

- Feedback regarding a delay in care delivery directly associated with mobile phone issues has led to:

  - Phone contract being renewed with another approved provider.

  - Improved contingency plan for contacting the IT helpdesk to report a fault with a mobile phone eg list of base rapid response mobile phone numbers shared with IT Comms Team.

- Feedback regarding equipment provision has led to:

  - Updated policy regarding Pressure Ulcer care and Prevention In the Community/Homely Setting shared with Health and Social Care staff.

- Relatives are written to letting them know all of the measures that have been taken to improve services on the basis of their feedback. Some are spoken to individually to discuss concerns/feedback etc.

- Feedback and complaints are fed back through Dundee H&SCP Clinical Governance. Most of the people engaged with the service are frail and elderly with multiple co-morbidities and methods of feedback require to be simple and easily completed. Relatives and carers are also invited to join the discussions.

5.4 Community Mental Health Teams for Older People

- The Community Mental Health Teams for Older People (CMHTOP) identified that there may be a number of professionals from the multi-disciplinary team working with some individuals, ie social worker, community mental health nurse (CMHN), psychologist, occupational therapist (OT). Difficulties/challenges arose around several professionals recording information regarding risk in different documents and different systems. The CMHTOP staff identified that this may be an area of practice which can be developed to improve the person's care and safety when they are referred to the CMHTOP by appropriately sharing information and reducing repetition. This also begins to address the Risk Assessment component of the recently introduced Functional Standards for Community Mental Health Older People. This document sets out standards for working with older people who have a range of mental health issues, living in their own homes.

- A joint training session was held for all disciplines, where the proposal was discussed and a plan set out for how this can be taken forward. This will be reviewed in three months.

5.5 Post Diagnostic Support Team

Participation in Quality Improvement Framework for Dementia Post Diagnostic Support

- The team was asked by Health Improvement Scotland to participate in drafting a framework which would be used as a baseline for what we should be striving to achieve for the people of Scotland who have a new dementia diagnosis, and their families. The quality framework is to be used by teams nationally to drive up and maintain standards which are based on what people want for themselves and how we can deliver the best possible support.

- Our participation consisted of being sent drafts, and then we would discuss the contents as a team and submit amendments, comments and suggestions. Team Leader then participated in webinars, sharing our thoughts with staff from other areas of Scotland, leading up to a finished document designed to be used by teams on a yearly basis to ensure we are meeting our commitments to the people we support. We can also use this to highlight if there are reasons why aspects are not met and share this with managers who can help ensure we have what we need to maintain standards.

Carers Groups Evaluation

- Running a carer support group with CMHTOP and Alzheimer Scotland and have input from Social Work, Dundee Carers Centre, Healthy Living Initiative, Spiritual Care and the Fire Service.

- Ask for verbal and written feedback at the end of each block of four weeks. The verbal feedback has been in the form of forms and also sticky notes for comments to be put on a flip chart.

- Use the feedback to decide on how to run the next block, see if people's expectations were met and if there are any changes we need to make in the preparation and organising of future groups.

- People report that they find the input from different professionals helpful but that the mutual support from the other carers has really helped and encouraged them.

Clinic Feedback Forms

- Trained nurses participate in clinics preparing people for the possibility of a dementia diagnosis and answering any questions they feel they have. The questionnaires are anonymous and people leave them at reception where we collect them.

- Almost all feedback received was favourable with comments showing how much the staff put the person at ease, and the feeling that people are sometimes glad to know the diagnosis, as they knew their memory was not what it once was.

- People have also said that they have had real difficulty parking, and also that it was not obvious where the reception was and how far it was from the parking spaces. Parking is a real issue and we take people's concerns seriously. Service Manager asks that we send him feedback which has since been acted upon with improved visibility of signage and also there have been lines made to define the parking bays.

End of Year Feedback Forms

- The Post Dementia Support team gather feedback from people with a dementia diagnosis and their supporters by giving a feedback form for them to complete at the end of their year's support. The returned forms are anonymous and almost all are favourable.

- The forms ask for people's views on their experiences of having their link worker and they can score and also comment on what their feeling has been about the knowledge of their worker and how well they thought they had communicated with them to meet their individual support requirements. They are also asked what they feel could have been better. Comments in this regard either say they were happy with their support and have nothing further to add, or they say they will miss their worker and wish the support was for longer than a year.

Verbal Feedback from Minority Ethnic family

- Provided a year's support to a person with a dementia diagnosis and their family, with the help of the Translation Service. At the year's conclusion we provided some written information about who to go to for help in various scenarios, and the family were able to write notes on this in their own language, to follow up on over time. We requested verbal feedback and they said they felt the support offered was useful and what they felt they needed. They found it really helpful to have some guidance around symptoms and also wider issues affecting them regarding housing and accessing self-directed support.

- They made a suggestion that it would be good to have a support group specifically for their cultural and ethnic group, as they are aware there are others in their community facing similar circumstances, but the subject is not raised openly. They were willing for us to write to their worker from the Carers Centre and also to Alzheimer Scotland to relay this suggestion, and we hope they can take this forward together, with the help of the Translation service.

5.6   Sexual Health

- We have undertaken the following:

  - Online surveys - for patients and for target groups not currently accessing services.
  - Whiteboards on toilet doors.
  - Paper survey for service users to complete in waiting room re care.
  - PROM surveys.
  - Ipad survey monkey feedback at time of leaving service.
  - Third sector partners in waiting room.

- Patient feedback confirmed and added weight to staff concerns about capacity and access. New access model being developed and implementation planned February 2019.

- We also have a Facebook page and a Twitter account and website.

5.7   The Mackinnon Centre

- Use various methods to gain feedback from service users eg Yearly Questionnaires, Reviews carried out yearly or if any issues arise.

- The Mackinnon Centre has a committee (SURGE - Service Users Representative Group Executive) of service users who use any of our services. Names are put forward and a vote is taken for up to 12 committee members to represent them. Monthly meetings are held at the centre. Items for discussion are placed on the agenda, afterwards a copy of minutes of the meeting or Newsletter are provided to service users.

- Various questionnaires are completed through the year by service users (eg Feedback for menus choices and how many and which Charities, maximum of two that we support yearly) and by agencies/stakeholders.

- Taster foods for a menu are made and will be judged by a group of service users, most voted recipes will go forward to our next new menu.

- On Mondays we have a Meet and Greet evening, where service users who are in that week can put their suggestions forward for outing and activities they might wish to do while in respite. Such as shopping cinema or visits to attractions around Dundee or Angus (eg the V&A) has had very good reviews from service users.

- There is a record of the weeks choices kept in our activity folder and we also place a record of this on our white board which is accessible to all and can see the activities that will take place that week. These are not set in stone and can be moved depending on weather, or service user requests etc.

- Some improvements made in response to individual needs have been of benefit to other users:

    -    We had a gentleman who required to be turned at 4am and this was very difficult for night shift to carry out this task on their own due to manual handling needs. We were able to purchase two turning beds to support the gentleman to turn overnight with one member of staff. He said he felt the benefit of this as the move was much more relaxed and comfortable and the staff had less manual handling it also reduced the cost of two staff on night shift. This has also supported other service users during their respite stay. They also agreed that it was very comfortable and easier in general to move and role.

    -    We have also purchased a stand and turn to support a service user who has complex manual handling needs and a Cura Chair to enable her to feel more comfortable and supported. This will also support other service users and staff with their Manual handling tasks.

    -    A family also raised concerns regarding night care not happy that she was unable to get up at night due to having one staff member awake at night, although another on sleepover. Due to needs of the service user sleepover staff may have been up numerous times and have a detrimental effect on their ability to work the full shift the following day, she required two members of staff for all transfers as in Manual Handling Risk Assessment. Discussion and agreed with managers that two waking night staff are on duty during each stay in respite. This is of benefit to other service users if they wish to rise early I the morning to shower or for hospital appointments etc.

- Through Reviews and Questionnaires and guidance from Care Inspectorate we have looked at our younger service users' needs this year. Younger service users who come into respite would like to spend time playing with a games consoles as they do at home. We listened to their comments and supported young members of our team to set up an area in the centre for a

gaming area in the computing room. We have had a donation of an x-box games console and television. This has been enjoyed by young and older service users during their stay in respite. Younger service users often use this area as an alternative television room to our main lounge as they feel that other service users that are older than them watch different channels and do not wish to make them feel uncomfortable.

- As we are now in partnership with the NHS we work closely with CBIR. This is a unit specialising in Bbain injuries within the Royal Victoria Hospital. We have designated two beds at the Mackinnon which offers rehab to service user who may requires some extra support with exercise, walking or communication prior to their next step to home. We work alongside Occupational Therapists, Physios, Doctors and District Nurse from CBIR and service users own doctors surgery. To help them improve the skills they have had to relearn to enable them to return home or to suitable adapted accommodation to suit their needs.

- We have specialist nurses coming into the centre as part of awareness training to assist staff to gain more knowledge and understanding of various illnesses and conditions eg Motor Neurone Disease, Huntington's and Multiple Sclerosis.

5.8   Turriff House

- Held annual and six monthly reviews with residents and their families.

- Residents meetings took place throughout the year for them to raise issues or concerns, along with carers forums for residents to attend.

- Activities SCO met with residents to for ideas on activities, outings or visitors and created an activity plan based on feedback.

- The process of reviewing the menu began where residents advised of their likes and dislikes where the info will eventually be collaborated to create the new menu.

- Pupil from local high school who has a diagnosis of autism has begun visiting the home and doing things with the residents such as film shows, dominos etc.

- Variety of vistors eg Reptile handlers, Donkey visit and Puppet Show.

- Nursery Children visiting weekly.

5.9   Janet Brougham House

- Six week, six month and annual review meetings.

- Suite meetings.

- Relatives meetings and informal discussions.

- Provided additional training and support to staff when any concerns raised relating to practice.

- Updating all staff photos on suites due to a number of staff changes and residents and relatives have said they are losing track of permanent staff group.

- Residents and relatives have requested more activities and suggested bringing animals in to visit which we arranged and are in the process of planning another session alongside continually introducing new ideas for activities-residents recent activities included bar lunches, V&A visit, cinema visit and in the summer some residents visited the transport.

5.10   Menzieshill House

- Residents meetings every two months, and minutes discussed with residents.

- Consultations are carried out if we are thinking of initiating change.

- We had a residents' consultation regarding an activity, residents stated that they did not enjoy this so we discussed with the residents what they would like in its place and where able to implement this.

- Outcomes of consultations are also discussed.

- Reviews are recorded and discussed, minutes sent if held by review team.

5.11   Craigie House

- Hold two monthly suite meetings with residents as a group, an agenda is set with residents contributing to this.

- Reviews are held every six months to gather information and feedback from residents on the care they are receiving and input to their personal plan.

- Team Manager holds quarterly meetings with residents as a group.

- Focus group/tasting sessions held to gain resident and family input into menu planning.

- Concerns raised re: outdoor area at Carer's Meeting, felt area was not being used to its potential. So work was done by staff and residents over the summer to make it a more inviting area by introducing brighter colours, central seating area and bird feeder/bath introduced to bring animals into the garden area.

5.12   Oakland Centre

- Seek feedback in many different ways, including outcome focussed conversations within group setting and on a one to one basis. This is tailored to suit the person.

- Send out annual questionnaires to all service users, carers and stakeholders.

- Hold 2 monthly service user meetings (Monday to Sunday) and encourage service user users to give feedback and suggestions of the service they receive.

- Use 'talking walls' to gain feedback on a variety of subjects, such as new menus, outings and activities.

- Encourage service users to participate in comfort fund meetings, where they discuss how they would like to spend their monies and gain feedback on items already purchased, fundraising ideas etc.

- Hold individual service user reviews (six weekly and annual), where we gain feedback from the service user, family/carer and any other person attending. This includes participation, care and support, environment, staffing, menu, as well as any other comments.

- Visit or telephone every service user we support within OCL (Oakland Community Link), our outreach service, 8-12 weeks after support has ceased, to gain feedback on the support they have received, eg what could have been better?

- Use our personal plan paperwork to collect individual service user feedback eg what is your outcome and have we met this? Is the approach right etc. We review outcomes on a three monthly basis via a monitor tool.

- In response to our 2018 questionnaires, we have involved more service users and carers in recruitment and selection process. To support the service users and carers, we adapted a PowerPoint on 'Recruitment for service users interview panel', which includes; confidentiality, discrimination, equality and a question and answer section. Service user feedback is sought after each panel; 'feel included', 'took me back to my working days, I used to recruit'.

- When interviewing, we involve service users by asking them if they have any questions they would like us to ask at interview. We are recruiting drivers on the 29/01/19 and will include questions suggested in the 2018 questionnaire.

- Requests from service users/carers during review were met eg change of day due to an outside club, change of transport times due to carers and additional days to support family holidays.

- Re-arranged our routine and changed our environment two days a week, to accommodate a service user with atypical dementia and support her to be included in groups (personal outcome). This change of practice supported a service user's dignity and ability to settle into groups and be accepted by others. It also enabled greater choice for all service users in where to eat lunch/snacks, and participate in activities.

- Meeting the needs of service users with other languages:

  - Currently have a service user whose main language is Urdu and is registered blind, but can read braille in English. We have contacted RNIB to request our next questionnaire in braille. We also now cater to Halal meals due to the request of this service user and his carer.

  - Supporting a lady who has a dementia diagnosis, is registered blind and only speaks Slovakian and Russian. We have engaged with a member of her family, who acts as her interpreter and through family involvement and regular reviews we have a list of common sayings in Slovakian/Russian as well as music the service user is familiar with. The feedback from the family is extremely positive as they were very anxious due to the language barrier and cognitive impairment that she would not settle.

  - Engaged with an interpreter when we had a placement request for a Chinese service user. Her dialect was quite obscure and unfamiliar to the interpreter, however there were some key words that were similar and that helped when we carried out a day visit. Through working with the care manager and interpreter we ensured we had familiar food to offer at lunchtime.

  - We hold chefs tables to encourage people from minority groups to teach us about their culture. We have two service users who originally spoke English but due to the progression of their illness now speak predominantly Italian. We engage with them through exploring foods, smells, pictures etc. Our chef has involved minority groups in a selection of chef's tables eg Italian, Greek, Syrian, Indian and Spanish.

- Service user requested higher arm chair as found it difficult to sit/stand independently - we contacted our OT department and put raisers on an armchair.

- Service user complained at waiting to receive personal care, due to only having one plinth. We purchased another plinth and rearranged the environment so it accommodated another room suitable for personal care.

- Changed the way we have service user meetings due to feedback that they were too long and repetitive. We now present them via a short PowerPoint where the slides include 'this is what you asked for at the last meeting' and 'this is what we did'. We have changed venue so more people can be involved, shortened the time, offer refreshments and include an activity at the end. Feedback is service users find this fun and look forward to them. Feedback has helped us to look at how we did this and make the changes to ensure the meetings are meaningful.

- At each individual review we re-visit the outcomes from the previous one to remind the service user/show the family what we did. For example; one lady wished to bring in some buttons to sew onto the 'button tree', where she could reminisce about what they meant for her. A photograph of her doing this is in her plan.

- Going to display a board in the centre with the columns - 'You asked, we did'. We are going to use this to encourage questions/feedback on the service we give from all service users, carers and visitors.

- Considering a question of the month eg 'Do you feel we share enough information'? We will have two jars (Yes & No) along with coloured discs to pop into them. We will take the jars along to the service user meetings and explore further.

5.13   Kingsway Care Centre

- Use 'how are we doing' leaflet and feedback forms.

- Run a carers group within the hospital.

- Keyworkers are involved heavily with carers and obtain feedback from them one-to-one:

  - Due to some feedback within one ward the SCN has undertaken a piece of work on quality improvement with his team to ensure the visibility of the key worker and co-workers to the patients family to secure better communication.

  - Within one ward the SCN has made links with elders from the mosque to help with one gentleman's care as he had no immediate family - this has given the gentleman in question another way to look after his beliefs in regards to personal care.

- All wards display this feedback on the the walls as you enter the area's and any personal feedback is given by the nurse in charge.

5.14   Home Care

- Home Care services have undertaken the following:

  - Telephone Reviews
  - Focus Groups
  - Service Questionnaires
  - Care Inspectorate Questionnaires
  - Reviews

- Service user feedback from Focus Groups and Care Inspectorate is used to enhance service quality and delivery.

- Provide a translation service and translated paperwork for our service users. We visit service users one to one to collect information which may include a translator or a family member.

- Collate information by the use of Ipads when visiting service users which can provide information back to a central point.

5.15   NHS Psychological Therapies Services

- In May 2018, NHS Tayside Psychological Therapies Service asked every service user how satisfied they were with the service. All service users were asked to complete an anonymised questionnaire. It was emphasised that the Psychological Therapies Service was interested in hearing all views, both positive and negative. Five questions were asked:

  - Did your clinician listen to you and treat your concerns seriously?

  - Do you feel that the service has helped you to better understand and address your difficulties?

  - Did you feel involved in making choices about your treatment and care?

  - On reflection, did you get the help that mattered to you?

  - Did you have confidence in your therapist and their skills and techniques?

- Each of the above questions were rated on a five point scale - At all times, Most of the time, Sometimes, Rarely, Never. Over 500 replies were received. The data was considered by the Clinical Care and Professional Governance Group of the Psychological Therapies Service. The opinions of service users was overwhelmingly positive on all of the items listed above. This positive appraisal applied to all specialties within the Psychological Therapies Service.

6. Neighbourhood Services

6.1 Tenant Participation/Scrutiny of Housing Services

- The Council and Dundee Federation of Tenants' Associations identified the development of a Housing Revenue Account Methodology as a priority action in the Tenant Participation Strategy. A major challenge is making tenants aware of what the HRA can and cannot be spent on. The Council supported tenants to participate in development sessions facilitated by Scotland's Housing Network, and Dundee hosted a development event. A working group met regularly between October 2017 and September 2018 with additional independent support for the tenants delivered by TIS. A key challenge identified was that the HRA was difficult for tenants to understand. The Group agreed that the HRA Methodology should be written in plain English and a have a summary version. Additionally it was agreed that an open seminar for tenants would be organised.

- This event, "How Your Rent is Spent" was widely advertised by the Council and DFTA. It aimed to provide tenants with a greater understanding of what their rent pays for and how rent levels are set, and to hear from tenants what their priorities are. A summary of the event and record of the discussions have been fed back to tenants. The final meeting of the Working Group in September 2018 agreed a final HRA methodology and summary, but the working group will be re-convened in spring 2019 to review the approach and refine the methodology, our communication and the rent consultation for the 2019.

- Tenants who took part in the working group agreed that the greater understanding of the HRA, and the constraints that surround it, means they are better able to discuss budgetary and performance information at quarterly meetings with senior housing staff. Tenants engaged in the Council's Scrutiny Panel are able to use this information and knowledge to define their work programme for the future.

- Every year, between November and December, the Council is required to carry out a rent consultation exercise. The aim is to involve as many tenants as possible in the decision making process of setting the level of rents for the coming year. A wide range of methods to give feedback is used including face to face, letter, newsletters, online survey, social media, e-mail, QR code (mobile scanning app), text and public meetings. Proposed rent options are also displayed on posters throughout the city along with community and council office notice boards, libraries, homeless units and sheltered lounges. Tenants can register their choice by completing postcards which can be posted in ballot boxes provided in around 30 locations. This year we made the most of the new Housing and Communities structure to collaborate on a strategy and achieve the best ever response to the consultation. This involved both Housing and Communities staff carrying out a comprehensive door canvassing exercise, leading to the highest return in recent years of 2,282 responses - a response rate of over 18% which is one of the highest in Scotland.

6.2 Housing Asset Management

- Introduced improvements to the gas servicing process to deliver a more streamlined process, not only to improve health and safety but also to create a customer facing service approach. Approximately six weeks prior to the service an assistant project officer is liaising with tenants to inform them of the procedure and raise awareness of the importance of gas safety checks being carried out This has resulted in a higher number of appointments being kept by tenants and has reduced forced entry to properties by a large percentage. This has received positive feedback from tenants who are being informed and kept up to date. This staff member has also built links with other Council teams and outside agencies who may be involved with individual tenants, resulting in a more holistic approach to gaining access to homes to carry out safety checks.

- Developed an External Wall Insulation Contractors Code of Conduct for all contractors and sub-contractors. The aim is to provide improved customer care and ensure homes and gardens are looked after and to improve standards throughout contracts.

- Carried out environmental improvements to increase the health and safety standard for some of the most vulnerable tenants by:

  - Creating non slip coated steps at the Forthill sheltered complex.

  - Installing new handrails at the Dallfield multi-storey complex.

  Both projects have received positive feedback from residents.

- Developed a Smoke Detector Programme to implement new Scottish Government standards. For both vulnerable and sheltered complex areas we have gone above previous standards set in order to ensure compliance with the specification from the new Scottish Government guidelines. A city-wide installation programme will commence in 2019/20.

- Commenced a joint venture with colleagues in Neighbourhood Services and City Development which will see the area between the multis at Dallfield, which is currently slabbed in concrete, turned into a green community space. This will make the area aesthetically pleasing and create a warm and inviting green area for the community. It will also create an area for families and children to enjoy, including low maintenance activity equipment.

- Appointed two Repairs Officers to carry out repairs inspections, identify and arrange for the treatment of building defects and arrange necessary repairs.

- Improved communication between tradespersons and tenants to ensure up to date information on arrival times and job scheduling is shared.

6.3   Sheltered Housing

- As part of the continuing requests for varied social activities within sheltered complexes, Harris Academy began an intergenerational project, "Blethering Buddies", with tenants from Corso Street. Activities have included crafts, music and outings involving tenants, pupils and school support staff. The project won a recognition award from Generations Working Together, and its success has led to two further groups via Morgan Academy and Craigie High School.

- Sheltered Complexes in the Coldside Ward took part in information sessions and cooking groups as part of Nourishing Coldside. This is a joint initiative between the NHS and Dundee Voluntary Action, looking at ways to reduce undernutrition in older adults. Two new gardening projects are also planned for Spring. New activity groups have been developed and supported by the introduction of Community Learning and Development students on placement from Dundee University.

- Tenants from Forthill asked for meetings to be restructured to facilitate improved decision making. A senior warden attended a meeting and, after discussion with all attending, tenants identified ground rules and a new way of arranging social activities. Meetings are more structured and more social activities are now taking place.

- Tenants from Craigiebank raised a number of questions at the tenants/warden meeting about the Social Care Response Service. A meeting was arranged with Social Care Response Organisers and further meetings are planned to provide tenants with a more in-depth understanding of the service. Tenants have requested enhanced access to the complex when Wardens are off duty and a request has been made to move the intruder alarm to allow this access for tenants.

6.4   <u>Balmuir Wood Travelling Persons Site</u>

- Following an information/open day, Balmuir Wood established a residents' group. This, alongside existing regular one-to-one engagement, has helped involve residents in the decision making process and to set out long and short-term goals for site development. Works so far having included the installation of prepayment meters, an environmental clearance project, upgrading of street and security lighting, upgrading of heating appliances in utility blocks, and a level access shower adaption to allow for disabled access to one of the utility blocks on site. Future priorities are currently under investigation. This engagement strategy has contributed to the Council meeting all seven parts of the Minimum Site Standards and Site Tenants' Core Rights and Responsibilities as set out by the Scottish Government.

6.5   <u>Homefinder Service</u>

- The service regularly carries out tenancy review visits over the first year of a tenancy. A landlord involved in the scheme suggested that where visits are missed due to tenants failing to be in at an agreed time, the relevant landlord could be contacted to arrange their own tenancy inspection. This would ensure any issues with the tenancy could be addressed quickly, and in turn help promote tenancy sustainment. Now, where a tenancy review visit has not been carried out, an e-mail is sent to the landlord informing of the failed review visit, approximately when the next tenancy review visit will be arranged, and a suggestion that the landlord may now wish to contact the tenant to carry out a property inspection. This has allowed landlords to flag up any issues that might affect the sustainment of the tenancy.

6.6   <u>Community Health/Health Inequalities Service</u>

- The Recovery Friendly Dundee initiative continues to hear that stigma is a significant issue affecting people in recovery from substance misuse issues, their family and carers. In response, this has been prioritised as a key action in Dundee's Substance Misuse Strategic Plan and has led to the wider roll out of Substance Use, Stigma and Supporting Recovery awareness sessions which have been delivered to 73 staff from a range of services throughout last year. The sessions aim to ensure that services are operating in a way that is non-stigmatising and in line with the ethos and values of Recovery Friendly Dundee.

6.7   <u>Community Regeneration</u>

- In 2017, the Scottish Government and COSLA agreed that there should be an aspiration to allocate at least 1% of local authority budgets through Participatory Budgeting by 2021. The benefits that the PB approach aspires to (apart from more efficient allocation of resources, based on the principle that residents are experts "in their own communities") are found in increasing trust between residents and service providers, a genuine sense of influence within communities, greater mutual awareness of budget setting and spending processes as well as fostering a shared responsibility for the wellbeing of the places in which people live, work and study. In Spring 2017, Dundee City Council approved £1.2m to be allocated from the mainstream Council budget to the Community Infrastructure Fund 2017/2018 based on an allocation of £150,000 to each of the eight city Wards, with decisions to be made through the Dundee Decides programme.

- The voting options for the Dundee Decides PB exercise were based on the Engage Dundee consultation to create the new Local Community Plans (2017-2022) which used the Place Standard Tool. Engage Dundee received over 6,000 responses and formed the basis for identifying physical and environmental capital improvement priorities in each Ward. The project criteria was that they had to be new and not already in the Council's planned expenditure, affordable within the scope of the fund, not having excessive revenue or design costs, delivered in an agreed timeframe as well as meeting any legal requirements.

  - The Dundee Decides online voting process received 11,472 votes.

  - 81.3% felt that Dundee Decides was a good way to allocate public funds.

  - 75% felt that Dundee Decides has helped people to have a greater say on how money is spent in their own communities.

- 81.9% would like more Council budgets to be allocated in this way in future.

- 83.1% felt that Dundee Decides was an effective way of increasing community involvement and decision-making.

- 76.8% of voters had not taken part in decisions about their local community before.

- 76.7% felt that taking part in Dundee Decides helped them to understand the different costs of infrastructure projects.

- 86.7% would like to take part in a process like Dundee Decides in the future.

Plans are underway to develop the next phase of the Dundee Decides Participatory Budgeting programme.

- The Local Community Plans for 2017-2022, which were informed by the Engage Dundee consultation, continue to make improvements to services across the eight wards. In addition, a review of the role and function of Local Community Planning Partnerships resulted in LCPPs being given more discretion to decide on the frequency of their meetings, and whether they should be theme based, to ensure that the most appropriate officials and community representatives were invited to meetings and to raise the overall profile of Local Community Planning. For example, for its last meeting in 2018, the Ferry LCPP agreed to have a short business meeting focussing on progress made with the Local Community Plan and for the remainder of the meeting, to have a networking event which was attended by over 50 different organisations working in the Ferry Ward. This was welcomed by those who attended and will be replicated in future by other LCPPs.

6.8   Waste and Recycling Collections

- Following the implementation of the final phase of changes to household waste and recycling collections in April 2018, an engagement exercise was commissioned to visit residents of flats to seek their views on the new services and how the Council could help them make full use of these. This exercise was carried out between June and September 2018 and covered a total of 19,431 properties. Key points of feedback were:

  - Residents reported a lack of awareness and understanding of how to use the new services.

  - Concerns were raised about containers being full or overflowing.

  - Distance to containers was an issue for many in terms of transporting their recycling from their property to the bin.

  - Residents were unhappy about ongoing issues with missed or irregular collections.

  - Fly-tipping and presentation of excess side waste in a number of areas was also a problem for many.

- Following on from this engagement work, and individual members of the public contacting the service, the Waste section have made a number of changes in response to the feedback:

  - Improved information available on the website - removing unnecessary pages and streamlining the information provided to make this easier to find and understand.

  - Revised collection routes - these have been balanced to ensure that the size of the routes reflect the number of participating properties and number of containers presented, to ensure that routes are manageable for the crews and can be completed on the published collection date(s).

  - Funding was sourced for the purchase of reusable bags for the storage and transportation of recyclates from flats to communal bins.

- Work is ongoing with the Communications team to produce a series of videos and animations which detail how to use the recycling services and what happens to the material after collections.

- Signage has been installed at known fly-tipping hotspots and the Waste section works closely with colleagues in enforcement to deal with such incidents and attempt to lessen both the number and the impact of these.

- Other changes made to services as a result of customer feedback:

    - Baldovie Reuse Hub - additional signage installed and information on the Hub provided to all households during the rollout of service changes in 2018 as well as again during the doorstep engagement work.

    - Eurobins - following widespread dissatisfaction with "ugly" Eurobins providing communal waste and recycling services, a schools competition was launched to design colourful, unique illustrations for these bins which would provide an environmental message whilst helping foster a sense of local pride. Six winners were selected from 138 entries and the winning designs are shortly to go on display in locations across the city.

    - Recycling Collection calendars - following feedback on the distribution of these calendars in 2017, the 2018 process was commenced significantly earlier, with all calendars received by householders 2-3 weeks ahead of the new year.

    - A number of glass recycling points were removed and relocated following complaints about noise from residents.

    - Changes were made to the online bin collection reporting system to advise householders of any delays to collection in their area.

    - Following complaints about unsecured communal bins as a result of the theft of chains and padlocks, a new process of securing bins has been developed and is being rolled out.

    - Push2locks have been introduced into areas where issues where recycling bin contamination has been highlighted by residents to try to prevent black bag waste being put into recycling bins.

- The Waste section are committed to working closely with housing organisations such as Angus Housing, Hillcrest etc on new developments as well as changes to existing infrastructure and they liaise with community groups on a regular basis to review collection systems and arrangements - for example the recycling point in Mill O'Mains was relocated following discussions with MOMTRA.

6.9   Trading Standards

- A member of the Trusted Trader scheme highlighted that updates to the scheme rules being sent by e-mail was not always convenient as there is no time in the working day to read through all e-mails received. The system has been improved so that SMS alerts are sent to traders' mobile phones, alerting them to the receipt of an important e-mail (or simply the actual message if short).

- A telephone extension was kept solely for enquiries about the Trusted Trader scheme and for contacting Trading Standards. A new 'hunt group' was created for this extension number and all staff can pick up calls to this number (or opt out if they are busy) with the result that enquiries are answered timeously.

6.10   <u>Private Sector Services Unit</u>

- A common approach was agreed for the collection and distribution of quotes/estimates from contractors which will improve the process. Only when all of the estimates have been submitted and the submission deadline is past will estimates be sent to all of the owners involved, for them then to make their decision on who should be awarded the contract. It was agreed to include these changes in correspondence to owners as well as highlighting this change to owners/agents/landlords at communal meetings.

6.11   <u>Anti-Social Behaviour</u>

- A team of volunteer "Tenant Inspectors" reviewed the communications (letters, website and information leaflets) used by the Anti-Social Behaviour Team. The team found that most of the information was accessible and easy to understand. Recommendations were made to improve the wording of some letters and one of the leaflets which the service has taken on board.

FEEDBACK FROM CUSTOMER CONTACT CHANNELS

Face-to-Face

Reception staff at Dundee House use a tablet to collect feedback from customers.

The results from April 2018 to March 2019 were:

Customers are asked to rate the service as either Excellent, Good, Average or Poor.

- Excellent – 77.87%
- Good – 20.57%
- Average – 0.85%
- Poor – 0.71%

Customers were able to rate the reason for their response and this ranged from:

- The helpfulness of the advisor – 64.26%
- The information given – 6.52%
- The wait time – 14.61%
- Your enquiry was fully resolved – 2.84%
- Other – 11.77%

For 'Other' – the majority advised that they would have picked 'all of the above'

All customers were also given the choice to leave feedback to which 33 customers did. Comments ranged from:-

- Very helpful staff
- Happy with the service
- Very good advice and quick service
- Very helpful advisor as my son is autistic child and needs more understanding. The facility is also very good and helpful.
- Was served by a very curtious gentleman on booth 8 who knew his stuff and explained everything. He made it easy and an overall great experience.
- Advisor very efficient
- Pleased with information given and short waiting time

To:-

- Not enough staff, wait time is terrible
- Waiting time was too long

Where areas for improvement are highlighted, these will be considered by Customer Services or the service concerned to ensure high standards of customer service are provided at the first point of contact.

Telephone

Customers who phone Customer Services are asked to stay on the telephone to be put through to the survey.

Detailed below are the results from April 2018 to March 2019:

Customers are asked to rate the service as either Excellent, Good, Average or Poor.

- Excellent - 84%
- Good - 12%

- Average - 2%
- Poor - 2%

Customers are able to give reasons for their Average and Poor responses which are detailed below:-

- Advisor unhelpful
- Not dealt with fully
- Too long to answer
- Information not clear
- Combination of the above

Customers also have the opportunity to leave feedback/comments but not comments have been left.

Website

Users of the Council's website can give feedback on the pages they visit using a 'Was This Useful?' icon, and can also submit feedback forms.

Results for April 2018 to March 2019 were:

- 18,584 good
- 18,754 poor

Action to increase customer satisfaction by Communications includes:

- Working with service areas to promote their services digitally, using both web and all social media platforms that we have to ensure that our customers receive the information no matter the channel they choose to use:

  - Paperless Council Tax Billing
  - Rent Consultation
  - Budget Consultation
  - Delivering the Council Plan
  - Take Pride etc

- Link to BSL service added to the website to enhance customer journey for customers.

- Using LinkedIn more extensively to delivery information about jobs and business.

- Using Instagram daily providing a regular programme of posts.

- Responding to social media enquiries.