

How you can get Involved

Comments, Compliments and Complaints

If you have any comments about how services could be improved contact accessline@angus.gov.uk, call ACCESSLine, the council's direct line for council services, on 08452 777 778 or tell us online using the compliments, comments and complaints form on the Council's website.

Have Your Say

The "Have Your Say" section of the Angus Council website www.angus.gov.uk/hys is available for individuals to respond to current consultation exercises.

Angus Citizens Panel

Angus Citizens' Panel plays an important part in reflecting the views of the people of Angus on services, information and activities in the area. If you would like further information or would like to become a member of the panel please contact the senior community planning officer using the contact details shown on the back page.

Local Community Planning

You can influence activities in your local area by getting involved with your local community planning partnership or community council. For further information contact your local community planning team:

- Arbroath & Area (01241 433257)
- Brechin and Edzell & Montrose and District (01307 666114)
- Carnoustie and District & Monifieth and Sidlaw (01241 803111)
- Forfar and District & Kirriemuir and Dean (01575 576941)

More information on Community Planning in Angus is available at www.angus.org.uk

You can attend public meetings in order to give your opinion.

Public Meetings

You can attend public meetings in order to give your opinion. Public meetings are usually held to discuss a specific issue in a local area. Public meetings are advertised either in the local media, on the Angus Council website or by leaflets and posters in local communities.

Community Engagement Events

Community engagement events are listed on the Angus Council website on the Have Your Say pages www.angus.gov.uk/engagementevents. You can get details of events that are happening in your area and go along to listen and give your views.



National Standards for Community Engagement

Angus Council fully endorses the application of the ten national standards for community engagement when consulting with individuals and communities. Further information on the standards can be found at www.angus.org.uk

The Involvement Standard - we will identify and involve the people and organisations with an interest in the focus of the engagement.

The Support Standard - we will identify and overcome any barriers to involvement.

The Planning Standard - we will gather evidence of the needs and available resources and use this to agree the purpose, scope and timescale of the engagement and the actions to be taken.

The Methods Standard - we will agree and use methods of engagement that are fit for purpose.

The Working Together Standard - we will agree and use clear procedures to enable the participants to work with one another efficiently and effectively.

The Sharing Information Standard - we will ensure necessary information is communicated between the participants.

The Working with Others Standard - we will work effectively with others with an interest in the engagement.

The Improvement Standard - we will develop actively the skills, knowledge and confidence of all the participants.

The Feedback Standard - we will feedback the results of the engagement to the wider community and agencies affected.

The Monitoring and Evaluation Standard - we will monitor and evaluate whether the engagement meets its purposes and the national standards for community engagement.

Contact Information

If you would like any further information on any of the details contained in this leaflet please contact

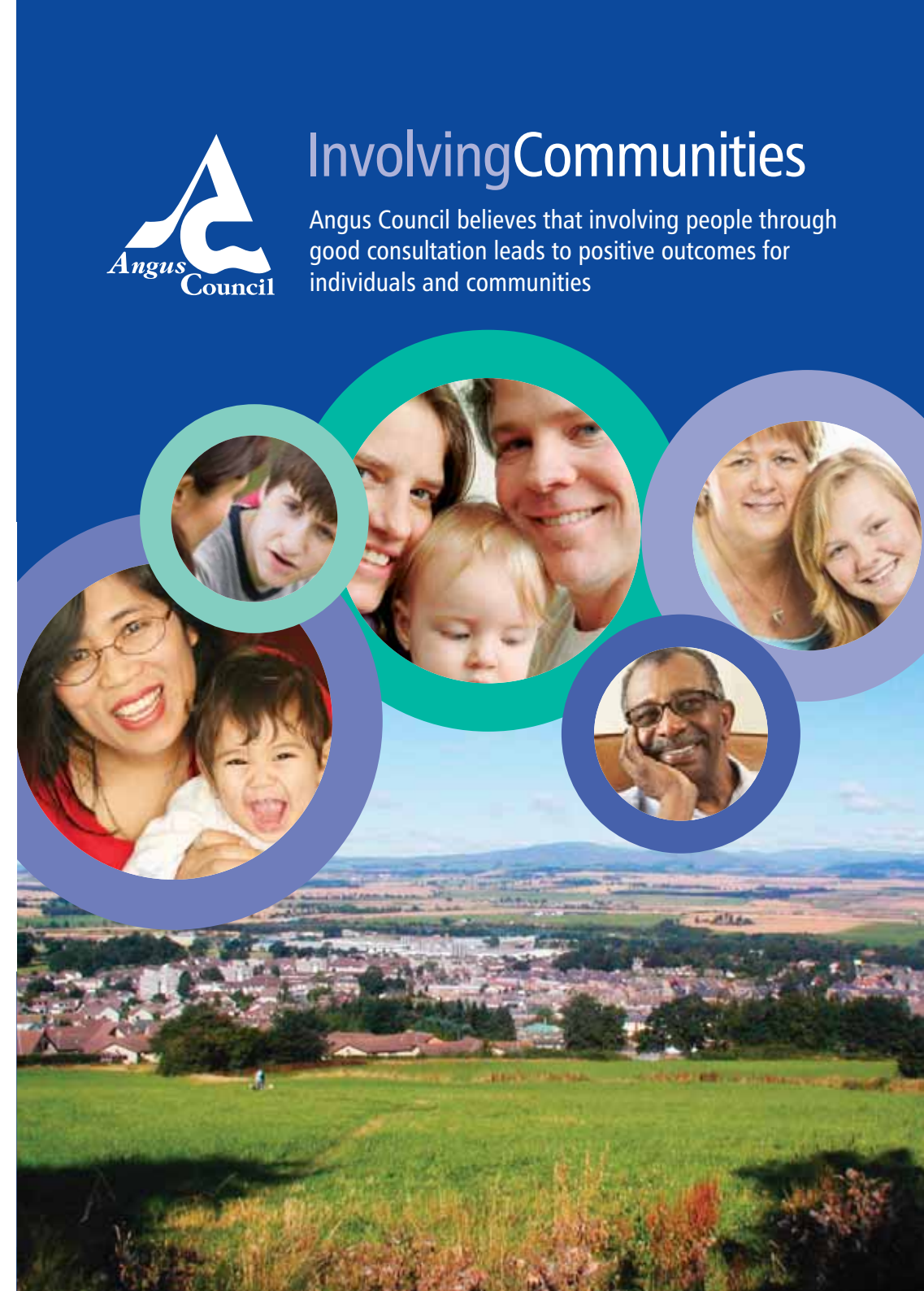
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Involving Communities

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Participation - good consultation creates opportunities for individuals and communities to make meaningful contributions to decision making and encourages greater citizen involvement in the planning and implementation of services.

Deliberation - consultation processes can be used by individuals and communities as a mechanism for discussion.

Empowerment - consultation enables individuals and communities to have a voice and be influential in the decisions that affect their lives.

Diversity - attention to equality issues will ensure that we are listening to the views from all our diverse communities.

Legitimacy - decisions that have been reached by consultative methods are more able to withstand scrutiny and are more likely to resonate with individuals and communities.

Principles of Consultation

Angus Council's consultation processes are underpinned by a set of principles which we believe form a firm foundation for effective consultation.

Commitment - we are committed to consulting with and listening to individual and communities views and we will embed this commitment through all departments and services.

Approach - we will adopt a co-ordinated and strategic approach to consultation which avoids duplication. Full use will be made of the council's Have Your Say database to plan, co-ordinate and publish consultation exercises.

Confidentiality - We will provide a named contact and return address for every consultation exercise. We will respect the confidentiality of consultees and comply with the Data Protection Act 1998.

Inclusion - we will make every effort to include 'hard to reach' groups in order to ensure that the consultation is representative

Results - we will consider the findings from consultation exercises to aid decision making and provide evidence that demonstrates where and how consultation has influenced service delivery and future plans.

Feedback - we will ensure that the findings from consultation exercises and the resulting actions/decisions are fed back to those involved, as well as disseminating the results more widely where appropriate.

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Consultation Methods

There are a number of ways in which Angus Council consults with individuals and communities.

Questionnaires

The questionnaire is a key instrument for the collection of information. Questionnaires may be administered by professional interviewers or completed by the respondents themselves. When designing questionnaires we will aim to ensure that instructions, questions and answer options are clear and unambiguous.

Focus Groups

Focus groups bring together a small group of people, generally not more than six to ten people, to discuss an issue in depth in an informal setting. Normally at least two or three such groups will be set up and discussion will be facilitated using a topic guide. Proceedings will be recorded either in note form or by tape recorder (but preferably both) and the results then processed for analysis.

Results will be fed back to members of the group. A good focus group session is characterised by frank and probing discussions which produce creative and spontaneous thoughts. A skilled facilitator can encourage participants to discuss their thoughts, feelings and reactions openly.

Public Meetings

Public meeting is a generic term for any gathering of people brought together by an issue of common interest or concern. Public meetings are advertised on the Angus Council website www.angus.gov.uk/engagementevents

Have Your Say

The "Have Your Say" pages of the Angus Council website www.angus.gov.uk/hys allows local people to respond to current consultation exercises. The results of past consultation exercises are also detailed here.

Citizens Survey

The council carries out a citizens survey every two years. The main purpose of the survey is to track over time a core set of questions relating to customer care issues and the public's overall perception of the council as an organisation. In addition the survey asks about life experiences and includes a number of questions about the way in which respondents access, or would like to access the council as an organisation. The survey is conducted by an independent market research company.

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Consultation Results

Consultation helps the council understand what individuals and communities need and these views are taken into account when developing services and allocating resources. Angus Council uses the results of consultation projects to benefit individuals and communities by:

- **improving our planning, policy and decision making**
The results of consultations are used to provide data for monitoring service performance and setting new targets. It is used to identify areas in need of improvement as well as highlighting areas of good practice.

The results of consultations are tracked over time to look at before and after views to make sure that any improvements have had a positive effect on individuals and communities.
- **encouraging greater participation**
The results of consultations are used to raise awareness and understanding of services and to encourage more individuals to become involved in their local communities.
- **achieving a high level of customer satisfaction**
The results of consultations are used to provide services that the local community need.
- **encouraging individuals and communities to influence their neighbourhoods and the council**
The results of consultations are used to demonstrate to individuals and communities that they can have an influence over decisions made by the council in their neighbourhoods.
- **shape our services to the needs and aspirations of individuals and communities**
The results of consultations are used to demonstrate that the council listens and responds to the views and ideas of individuals and communities.

