

ANGUS COUNCIL – PEOPLE
ENGAGEMENT STRATEGY COMMENTS



Thank you to those who completed the questionnaire about our engagement strategy.

232 questionnaires were completed either through the council website, the staff intranet and hard copy questionnaires.

In addition to this thank you to those who took part in discussion groups. A British Sign Language (BSL) video clip on the council website was also available.

The table below shows the comments that you made and what we have done to improve and finalise the strategy.

| You told us | We have | And we plan to |
|--|--|--|
| you would like to know what an engagement strategy is | explained this within the strategy | review this strategy every three years |
| you wanted to see the vision included in the strategy | now included this in our strategy | all work towards achieving that vision |
| you would like to know how engagement will be carried out | included this throughout our strategy | train and support staff to engage with you effectively |
| <p>Many of you told us:- it was clear and easy to understand</p> <p>But some of you told us:- it needs to be made easier to understand</p> | made it simpler and tried to use plain English as much as we can | make accessible versions of the strategy |
| you did not like the senior management structure diagram | taken this out of the strategy | |
| you did not understand why this engagement strategy was only for the people directorate and not for all of Angus Council | asked if there can be an Angus Council engagement strategy | have an Angus Council engagement strategy |

| You told us | We have | And we plan to |
|--|---|--|
| <p>You asked us:- what date this strategy would be in place</p> | <p>set a completion date for September 2015 when the first training will be available to staff</p> | <p>look at how well this is working annually</p> |
| <p>you would like the results of the engagement strategy published</p> | <p>completed this table showing your comments</p> | <p>publish engagement activity in the people directorate annual report</p> |
| <p>you would like different symbols used in the accessible version</p> | <p>taken on board your comments however we are unable to do this. The symbols are universal and are used by people who use boardmaker as a means of communication</p> | <p>make accessible versions of the strategy</p> |
| <p>Some of you told us:- you would like more information</p> <p>Some of you told us:- you would like less information</p> <p>And others told us:- you were happy with the information we provided</p> | <p>looked at this and have tried to include the right amount of information.</p> | <p>look at how well this is working annually</p> |
| <p>Some of you have told us you have not been satisfied with previous engagement</p> | <p>developed staff training and tools to support staff to engage effectively with you</p> | <p>continue to develop more training for staff</p> |