

REPORT TO: POLICY AND RESOURCES COMMITTEE – 25 APRIL 2016

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

REPORT BY: CHIEF EXECUTIVE

REPORT NO: 110-2016

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 the Council's use of the Govmetric system to gather customer feedback.

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) encourage departments to maintain their efforts to listen to and respond to feedback from customers and to identify any further customers who should be consulted with a view to achieving service improvements

3. FINANCIAL IMPLICATIONS

Departments 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 e.g. 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 6 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 returns are set out in Appendix 2 to this report and show a wide range of improvements made across all Council services.

4.3 In addition, the Council has again used the Govmetric system during the past year to gather and act on the results of 'real time' feedback from customers. Customers had the opportunity to leave comments on the touch screens at Dundee House and the two

District Housing Offices, at the end of telephone calls to Customer Services, and online on every page of the Council's website. A report on the use made of Govmetric in 2015 is attached as Appendix 3.

- 4.4 The Council also provides information to customers on how their feedback has been acted upon. This is sent to the individual if they leave their email address with their Govmetric feedback, but is also more widely publicised in the form of a "we listened we acted" page on the Council's website. Some of the highlights from this report, grouped into themes, are set out in Appendix 1. These will be featured on the "we listened we acted" page.
- 4.5 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 Govmetric comments, complaints, suggestions etc with a view to achieving continuous improvement.
- 4.6 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 report on the Annual Consumer Survey which was submitted to Committee in February, these reports show the range of ways in which the Council seeks and acts on feedback from service users.

5. **POLICY IMPLICATIONS**

- 5.1 This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality and Risk Management.
- 5.2 A key issue is that 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 also aim to capture the views of people who do not currently use services, as well as those who do.

6. **CONSULTATIONS**

The Executive Director of Corporate Services, the Head of Democratic and Legal Services and the chief officers of the services referred to in Appendix 1 have been consulted in the preparation of this report.

7. **BACKGROUND PAPERS**

None

David R Martin
Chief Executive

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18/04/2016

HIGHLIGHTS

**Improved Co-ordination**

- Architects, Housing and Construction Services working closely together to improve the External Cyclical Maintenance programme, including briefing of work, consistency of survey information, improved planning and action to improve workmanship and reduce complaints
- Mental health officers team moved to Carseview to be more accessible and enhance partnership working
- New team structure for Supported Living to ensure continuity and consistency for supported individuals
- Youth work teams restructured to meet the demand from communities and schools in areas of highest deprivation
- Dedicated care home liaison team being set up

Improved Design

- Access requirements incorporated in design of new railway station
- Twilight lighting to enhance Whitfield Green
- Relocation of bins and improved signage at Templeton Woods

Extended Services

- Extended range of placements for unpaid work as part of Community Payback Orders
- More varied work experience placements through Employment Support to allow more people to participate
- More opportunities for activities at Oakland and Wellgate day centres
- Increased provision of IT4Work sessions in accessible community venues

Improved Engagement with Customers/Stakeholders

- Parents' involvement in schools promoted by giving them more information and making events more accessible
- Consultation on 20 mph zones in response to residents' wishes
- More flexible, person-centred activities in care homes
- Improved involvement arrangements for hospital discharge
- Charter for Involvement adopted in work with people with autism and learning disabilities

- People with lived experience of using mental health services involved in a co-productive approach to developing a new action plan
- Involvement of users and local management groups in planning new community centres in Menzieshill and Hilltown
- Community participation a key factor in Dundee winning the city category in the Britain in Bloom awards
- Tenant participation team making greater use of social media
- 16 year olds getting their own front door key to residential homes to give them more freedom and sense of responsibility

Innovation of New Products or Services

- Preparation of an energy compensatory calculator and architects risk matrix by Building Standards
- A hub of services and supports developed to reduced re-offending
- New tools to give choices to people supported by Community Living e.g. using symbols and pictures
- New technology used to provide opportunities for service users at White Top Centre, especially in photography
- Community re-use Hub established at Baldovie
- Alternative uses for Victoria Park bowling green and pavilion
- Estates Excellence introduced to improve the health and safety awareness of small businesses

Improvements to Customer Service

- Break and lunch times changed by Customer Services to reduce customer waiting times
- Online payments introduced for school meals and trips
- More collection points, and less paperwork, for blue badges
- Improvements made to handling of calls about changes to waste/recycling collection
- Tenants can now view the progress of housing repairs online

Improved Training

- Training programme for foster carers expanded
- Shared home care training with health and private providers
- Specialist training for Housing officers on dealing with reports of dampness and/or condensation

IMPROVEMENTS MADE AS A RESULT OF CUSTOMER FEEDBACK

1 Children and Families Service

1.1 Clelington Primary School

- Promoted more parent involvement – Ladies night, Bingo night and regular Parent Council meetings
- Improved playground equipment - £30,000 spent
- School gates re-made so they can close over for safety reasons
- Doors now opened at 8.50 am when it is raining to allow children access to the school
- Changed Learning Journals to make them more accessible for parents
- Set up a Primary 1 Shared Start for parents or family members to be in class each week on a timetabled basis

1.2 Rosebank Primary School

- Changed the curriculum night to a less formal drop-in and 'get to know the teacher' event. Parents wanted to have a quick chat with the teacher rather than curriculum information
- Each class now produces a curriculum leaflet each term about their learning which is sent to parents
- School Nativity now runs at night as well as during the day to suit parents

1.3 Kingspark School

- A Home School Communication group of parents/carers was set up to implement changes to day books and parent evenings based on findings from a questionnaire sent to all parents/carers
- As a result of conversations with parents/carers, Senior Phase Choice Fayres have been further developed to give all parents/carers the opportunity to support young people in making choices
- The parent group/Parent Council asked to take forward fund-raising events and have now run 3 events
- The parent group/Parent Council asked for improvements to how they order school uniform. This has been accommodated through an online ordering option

1.4 Menziesshill High School

- Adjusted some locations in the building for parents events, allowing longer appointment times
- Adjusted workshop lengths and provided more opportunity as feedback indicated parents like to attend more workshops

- Collated pupil concerns about transport to Harris and passed this onto the transport planning group to inform the package put in place for all pupils transferring
- Parent, pupil and staff concerns taken on board in relation to the plan for the 33 period week i.e. change to short and long days to accommodate extra-curricular activities and pupils with jobs, lunch time moved to accommodate staff and pupil concerns and end of day changed in response to concerns about traffic congestion
- Feedback from pupil focus group on learning conversations given to staff, highlighting good practice and methods pupils found effective
- Focus groups with pupils on behaviour used as a planning tool for addressing barriers to learning with all staff involved
- Learning and teaching evaluations with pupils used to amend curriculum where necessary
- Pupil Representative Council consultation on transfer from Harris identified areas of strengths and development needs to influence the plan for transition
- Health and safety audit identified areas requiring action to ensure school meets all standards

1.5 Glebelands Primary School

- “Stretch Group” established to support more able learners – focus on higher order thinking skills and co-operative learning through an inter-disciplinary learning approach
- Attainment meetings focus on standardised data as well as staff professional judgement in order to target specific individuals requiring further challenge
- Setting for Read Write Inc and maths to ensure individuals learners’ needs are met
- Reinstated second parents’ evening
- Meet the teacher events, curriculum evenings and open afternoons are a regular feature of the quality assurance programme involving parents
- School twitter site established
- Working group established to review learning journals and reflection on learning
- Regular outdoor learning opportunities available from nursery to P3
- Learning, life and work groups provide P4-7 pupils with opportunities to learn vocational skills and make links with the local community
- Following analysis of uptake of active school statistics, a wider range of clubs offered to girls and younger pupils
- To seek parental views, a short survey form is attached to each monthly newsletter and in follow-up newsletters we add a “You said.... We did” response

1.6 Ballumbie Primary School

- Changed school uniform supplier to Tesco to make it more affordable and introduced a sweatshirt material jumper and cardigan as well as the knitted one to provide variety of choice and pricing
- Annual calendar now goes out to all parents and twitter is updated with all events for the term at the start of each term, in response to parents wish to have more notice of events

1.7 Ancrum Road Primary School

- As a result of two Open Voice events the school:
 - spoke with staff during working time agreement discussions about the parent's desire for a second parent contact evening. We agreed that time would be set aside in the yearly calendar to allow for this but that a survey of the whole parent body would be done to ascertain if this was the majority's wish. Surveys have recently been sent out and we are awaiting results
 - spoke to and reassured parents about the introduction of a nurture room and its place within our new culture of restorative practice within the school
 - plan to have restorative practice sessions with parents in response to their desire to have more knowledge about the curriculum and school developments in term 4 this session
 - plan to have curriculum development sessions with parents/carers at least once each term this session in response to their desire to be more involved
- As a result of a parental involvement survey we have:
 - asked our CBSO to create a database of all parental wishes so when any staff need support they can search the database quickly and effectively to determine who might provide this
 - managed to completely staff the library with parent helpers for the whole school to have a time slot
 - planned a careers week for pupils in P6 and P7 for term 4 this session as we are confident that we will have enough parents/carers to facilitate this event being successful
 - added new members on the Ancrum Parent Partnership group
- As a result of complaints made by neighbours regarding football in the playground, children climbing over fences and car parking front of driveways we have:
 - relocated the football to another area of the playground so balls will not be so easily kicked into gardens or damage property
 - introduced staff patrols from 8.45 am so children do not climb over fences
 - sent letters to parents, tweeted messages and asked them in newsletters to be mindful of where they park their cars when picking up/dropping off from school;

- As a result of complaints made by parents re dogs being in the playground and frightening them and their children, and parents/carers approaching each other and sometimes children and frightening/upsetting each other, we have:
 - written memos, advice notes and articles in newsletters to advise all parents of procedures they should follow if they have a concern/ difficulty with another adult connected to the school or a pupil. This seems to have improved as no further issues have been reported

1.8 Ardler Primary School

- Revised the behaviour policy
- Revised lunchtime procedures
- Refined procedures for parent volunteers

1.9 Morgan Academy

- 33 period week consultation – start times, registration and organisation of periods all re-arranged
- Format of SMT evenings changed
- Format of in-service day changed – whole school meeting now done and workshops format more regularly

1.10 Adoption and Fostering

- Following evaluation of foster care learning through a survey, review feedback and carer learner logs, the service redeveloped a care learning strategy. The training programme has been expanded, via joint commissioning and delivery of training with Barnardos fostering service and Angus Council fostering service. This has also included a number of e-learning courses, books and DVDs and scope for delivering individualised learning opportunities
- Following a comment about publicly accessible information on adoption allowances, a printable factsheet was published on the Council's adoption and fostering website

1.11 Fostering Resource Team

- Following a survey of all temporary and permanent foster carers, the service will be reviewing carer consultation as a priority to ensure that all foster carers feel involved in the development of the service
- The survey also provided excellent comments on training which the service will be looking to action, including times and venues of training and specialist training to meet the needs of specific children

1.12 Residential Homes

Issues highlighted through young peoples' evaluation forms and house meetings included freedom to come and go from the house when older, pocket money and options to have pets. In response:

- young people have been allowed to have their own front door key in response to demonstrating responsible behaviour once they reach 16. This gives the young person more freedom to come and go and develop a sense of responsibility,

independence and normal age and stage developments – very important in regards to their journey towards more independent living

- consultation with young people in regards to pocket money, birthday money and Christmas money led to further work involving Who Cares? Scotland creating a small working group with young people. The result was an agreed increase in all 3 payments
- staff have implemented a Getting It Right For Every Pet approach to ensure that if young people wish to have pets within their room or within the house they are aware of the responsibility to ensure the animal's needs are met e.g. feeding and cleaning. This has been a positive development with some young people being supported to look after pets – developing their understanding of meeting the needs of others and building a sense of personal responsibility

1.13 Criminal Justice - Unpaid Work

The Criminal Justice Service asks for feedback from people carrying out unpaid work as a requirement of their Community Payback Order and from the beneficiaries of unpaid work projects:

- in response to areas identified for improvement by those doing unpaid work we have been extending the range and type of placements to ensure individuals are as appropriately matched as possible in terms of skill and opportunity. There has been a particular focus on increasing the number of individual placements for both men and women
- feedback from Local Community Planning Partnerships has encouraged us to develop signage to inform the public of work that has been completed by offenders in local communities

1.14 Reducing Re-Offending

- 2015 saw the development of a Hub of services and supports targeted to reduce re-offending. Organisations providing financial, tenancy and life skills advice routinely make themselves available at the Criminal Justice offices at Friarfield House. Feedback from service users and workers has allowed the focus to shift, with an increased emphasis on services that support literacy and numeracy skills and readiness for employment
- Criminal Justice is a partner in a Reducing Re-offending Change Fund Public Social Partnership. This is a Mentoring project delivered by Tayside Council on Alcohol. Independent evaluation has highlighted the effectiveness of the approach but has also allowed us to improve targeting and use of mentoring with both men and women who offend. Similarly, our staff have had direct feedback from Sheriffs in relation to the use of the mentoring approach, which has also informed improvements

2 **City Development**

2.1 Building Standards

The outcomes from annual customer focus group meetings with the Dundee Institute of Architects (DIA) and Sole Practitioners group are as follows:

- At the request of the DIA, workshops were arranged focused on specific Building Standards matters

- At the request of customers, Building Standards prepared and shared an electronic energy compensatory calculator
- At the request of customers Building Standards prepared and shared an architects risk matrix
- In order to gain a better understanding of the different roles of a verifier and an architect, Building Standards and DIA swapped a member of staff for a week

2.2 Traffic and Transport

Undertaking consultation on 20 mph zones after listening to residents who highlighted that they wished this to be considered in their areas.

2.3 City Engineers

Met with Access Groups to consider access for people with disabilities to the new railway station. As a result, disabled parking bays are to be provided close to the entrance, the size of the lift has been increased and seating provided adjacent to entrances, and a consultant has been employed to advise on signage.

A wider community consultation meeting about the station and hotel led to the design team making changes to the building's eastern or station plaza elevation, in particular to the window design. Bicycle storage will also be taken into account.

2.4 Architects

A STEP review, in conjunction with Housing and Construction Services, is addressing issues raised as a consequence of customer queries and complaints about the External Cyclical Maintenance programme. This is leading to changes in how work is briefed by the client, the consistency of information gathered at surveys, improved planning of the programme and action to improve the quality of workmanship and reduce complaints.

3 **Corporate Services**

3.1 Customer Services

- Refresher training was provided for all Customer Service staff on how to deal with complaints, following a Tenant Inspectors survey carried out with regards to how complaints were handled
- Changed tea break and lunch times to help reduce customer waiting times

3.2 Information Technology

- Implemented a new mobile responsive design for Leisure and Culture Dundee's website.
- Implemented a new Tay Bridge Joint Board website with a twitter feed integrated on the homepage. People interested in bridge news or restrictions due to weather can follow on twitter. This also provides resilience by not just relying on the website to communicate information.
- Implemented RSS feeds on the Council website to enable school news to be pushed out to the school websites. This means the information is published once and syndicated which saves time updating the school websites

- The business case for the recent introduction of online payments for school meals and trips was based on demand for this service from parents and guardians

4 **Integrated Health and Social Care**

4.1 Blue Badge Service

Following a survey of people who use blue badges, the following improvements have been made:

- more collection points have been set up, including local libraries
- paperwork has been reduced, with the initial document split into sections so the customer only completes the sections that are relevant to them
- a letter is generated to the customer before their blue badge is due to be renewed – so they are not left without a badge and have time to reapply

4.2 Care Home Services

Craigie House:

- Following feedback obtained through the Reshaping Care for Older People Team and a survey, a more flexible system for activities was introduced. More community access activities have been arranged on a planned basis and activities within the home are arranged on a daily basis depending on residents' preferences on the day. This has been very successful in increasing engagement and quality of life for residents
- Following feedback from residents and carers via surveys and a complaint, the core staff group was increased to allow increased staff per shift and our pool of sessional staff who work on a regular basis was increased reducing significantly the need for agency staff. This ensures staff know residents well and residents are comfortable and feel more secure
- Following informal feedback from residents we introduced a wider variety of snack foods available outwith kitchen hours to ensure residents have more flexibility in the timing of meals

Menzieshill House

- There are now dates in the diary for in-house church services should residents wish to attend
- Activity schedules are now displayed on noticeboards in the suites and corridors, and activities are adapted to meet the needs of all service users

Turriff House

- Introduced a more person centred approach with regards to activities. Through feedback from residents and relatives we have organised activities/outings that are meaningful to the individual. For example, one resident spoke often about her days living on a farm which held happy memories and we were able to organise a trip for her to the farm and take photographs for her. Trips to the cinema have taken place for those who did this regularly when they lived at home and in-house activities have also been revised to accommodate individual wishes
- Meal times have been changed at the request of residents

Janet Brougham House

- Purchased small raised gardens for the central garden areas to enable residents with mobility difficulties to continue with their past hobby of gardening and introduce some to a new hobby
- Purchased a garden shed which residents painted in bright colours and use as a potting shed when working with a carer
- When a family was assisting to compile a personal plan they said that their father enjoyed playing snooker. We purchased a snooker table to enable our resident to play snooker with his son and other residents join in

4.3 Carers

A number of consultation exercises have been undertaken as part of the ongoing work to develop a strategic commissioning statement for carers, including a Carers' Conference, a questionnaire and the involvement of carers in the Dundee Carers' Partnership. These exercises highlighted a number of key priorities:

- support for the cared for person
- support for the carer
- respite/short break provision
- recognition as equal partners by professionals working with families
- support to manage finances
- physical and emotional wellbeing
- support to continue to participate in paid work

There are various pieces of work being undertaken which are intended to improve the experience of carers, particularly in improving support for carers in the workplace:

- the Carer Positive Award aims to encourage employers to create a supportive environment for carers in the workplace. Dundee City Council have successfully obtained the award at Carer Engaged Level. All partners within Carers Partnership, which includes NHS Tayside, Dundee Voluntary Action, Dundee Carers Centre, PAMIS and Penumbra have made a commitment to also applying for this award
- to continue to support carers in the workplace, key actions identified and to be progressed within the Council are:
 - review of existing policies and procedures to assess if suitable support to carers is embedded within these
 - development of a line manager's toolkit containing information to help support staff with caring responsibilities.
 - development of mandatory line manager e-learning module to raise awareness of need to address staff caring responsibilities within the supervisory relationship
 - development of staff survey to begin process of identifying carers in employment within Dundee City Council
 - gaining staff feedback in relation to those who have already benefited from carer friendly policies
 - review of local support networks for carers with a view to enabling links to be made by staff who require support

- development of Dundee City Council carers' network for staff members as a support mechanism
- consideration of development/adoption of carers' passport scheme

4.4 Dundee Community Living

- Further developed a user friendly tool for gathering feedback. This was the result of comments from supported people saying that they did not understand some of the question we were asking. The new tool uses more simple language and "Talking Mats" symbols
- Rolled out staff training on Positive Behavioural Supports and Adults with Incapacity Awareness as a result of a stakeholder survey and discussions with our professional partners (Allied Health Professionals and Care Mangers)
- Supported service users to choose new lease vehicles, to change the house décor and to purchase new furnishings. This process involved using pictorial information as well as practical testing of new goods

4.5 Employment Support Service

- Developed a work experience placement induction in partnership with an employer. This is co-ordinated by the ESS with input from the employer and done on a group or individual basis with input from a senior member of staff from the employer
- Varied the length of work experience placements much more so than previously. This has allowed many more people to participate in a work experience placement where previously they may not have felt ready to take on such a role
- Supported many more people from a holistic point of view but still in relationship to employability issues e.g. supporting them attend their GP, supporting people to improve their 'soft skills' and supporting them through Welfare Reform issues

4.6 Home Care

- WEST Home Care has promoted further interest and participation in service user focus groups
- As part of a recent survey, service users requested that staff have an understanding of all aspects of individual health and social needs. Home Care WEST have devised a training matrix and undertaken employee personal development reviews
- Home Care has begun to share training across health and private providers and intends to develop this further in the coming years

4.7 Hospital Social Work

- Created a discharge hub where referrals from wards are jointly screened in order to cut down on duplication and ensure the right professional undertakes the assessment
- Re-aligned 'Medicine for the Elderly' wards to mirror cluster areas around GP surgeries to enhance relationships/communication across primary and secondary care

- Transferred staff from the Hospital Social Work Team to Community Teams to mirror the GP cluster model in a community social work setting
- Agreed between hospital and locality social work teams that the key professional contact should remain in the community to retain the focus on community living as identified by service users
- Rationalised and integrated Hospital Discharge Hub to focus on good discharge planning to enhance the patient's experience
- Implemented a 'planned date of discharge protocol' so that patients and family members are involved in planning for discharge

4.8 Joint Health and Social Care Learning Disability Services

The planning group for Dundee Joint Strategic and Commissioning Statement for people with autism and people with learning disability has adopted a national Charter for Involvement which was produced through involvement of people with a learning disability, and is also encouraging and supporting local service providers to consider the Charter. The principles of the Charter support people to have a greater say and involvement in all aspects of their lives.

4.9 Mental Health Officers Service

As a result of customer feedback from a survey of those who access services and their carers, the following improvements were made:

- Improved information – a leaflet and welcome pack were placed on Dundee City Council website, NHS Tayside intranet and distributed to key contacts. These provide information about the team, MHO role, MHO practice standards and also assist with signposting people to relevant services
- Accessibility – the MHO team moved to Carseview Hospital in January 2016. This will enable officers to be more accessible and responsive to people who are detained in hospital, their carers and family members and build upon our partnership arrangements with colleagues at Carseview and Ninewells.
- Streamlined Processes – processes and systems have been streamlined where possible to increase capacity and make it easier for users, carers and stakeholders to access the team and gain information. This includes implementation of a guardianship email address to facilitate guardianship report requests and notifications. Information about this has been sent to local solicitors and is available on Dundee City Council website and NHS intranet
- Responsiveness – the team have increased capacity through gaining funding from the Change Fund and Delayed Discharge Fund. This has resulted in less time waiting for guardianship reports to be completed, which has impacted on a reduction in days people are waiting to be discharged from hospital

4.10 Adult Mental Health Services

The Council's Adult Mental Health Services and NHS Tayside have been involved since May 2015 in a joint initiative with the Scottish Recovery Network. This has involved a wide range of organisations and individuals in a co-productive approach, with people who have lived experience of using mental health services being central to the process and guiding the development of an action plan which will become part of the Mental Health Strategic Plan for Dundee.

4.11 Oakland Centre

Oakland recently completed a consultation with service users and carers using a 'living tree' concept, compiling feedback on what the centre does well and what could be better. The service has responded to the improvements suggested as follows:

- more opportunities for paintings on paper – now have a standing and table easel, water and oil based paints and a variety of brushes, which are very well used by current service users
- more singing and entertainment – now hold a variety of theme days suggested by service users e.g. James Bond, Country and Western. We will continue to invite a variety of musicians (e.g. Erskine String Quartet). Throughout our Christmas party week we had a range of external entertainers
- a garden shelter for wet weather – a wooden arbour has been erected in the garden which can also act as a shelter in wetter weather
- more physical activities – 6 SCOs are now trained to carry out chair-based exercises. This supports us to hold regular classes across the week
- music very loud during party week – Oakland Centre has a variety of quieter areas available to all service users. Staff actively encourage that service users access these during parties within the centre. Where an individual expresses this wish they also have this recorded in their personal plan

In addition, following feedback from a recent Govmetric response, the information on the service which is available online has been updated to provide additional methods of contacting the service, increasing accessibility to information and advice for older people.

4.12 Older People Review Team, Peripatetic Team and Psychiatric Liaison Team

A survey was undertaken to inform how the team supports Care Home services. The findings were that while care homes valued the support from these teams, the roles were sometimes confused, in particular between the CPN and the liaison nurses. The issue that they had the most difficulty with was supporting residents who display stressed or distressed behaviour. In response:

- a pilot of a single person supporting a care home was undertaken successfully in one care home
- a dedicated care home liaison team is being set up
- further work is being undertaken with these teams with a view to integration

In addition, a duty email box has been implemented in the review team as a result of feedback from care homes.

4.13 Supported Living Team

- The service evaluation feedback form was developed further, following feedback from supported individuals who had stated they had not understood some of the questions. The use of more simplified language and 'talking mats' symbols has been introduced

- Following discussion with the multi-agency team, a smaller core team structure was introduced (effectively splitting a large team into 2 smaller teams) to ensure continuity and consistency for the support individuals. This has proven to be beneficial, lessening challenging behaviour for one supported individual and increasing another individual's confidence. Feedback from the psychologist involved was extremely positive, resulting in the supported individual being discharged from psychology
- Training suggested with regard to Positive Behavioural Support has been delivered to Senior Social Care Workers by the psychologist, and Adults with Incapacity Training has commenced
- Following suggestions and discussions with families, two cars will be replacing the use of a lease minibus. Supported individuals and families have been involved throughout this process, choosing the appropriate model to meet the supported individual needs, colour etc. This has involved sharing information verbally and pictorially.
- Supported individuals have been involved in shopping, choosing paint, soft furnishings and accessories for the redecoration of their homes and bedrooms

4.14 Wellgate Day Support Service

- We use a suggestion tree at different events throughout the year, where individuals can write their comment or suggestion onto labels then hang them on the tree to look like leaves. Examples of actions/improvement that we have undertaken as a result of the suggestion tree have included treasure hunting and the introduction of wi-fi.
- The service has undergone a planned refurbishment during 2015. Service users and staff have been consulted about the garden design, floor coverings, furniture, work surfaces and paint colours throughout the building.
- The introduction of our tuck shop was a result of suggestions provided at service users monthly meeting. We recently undertook a survey of this facility which received favourable results with 100% of respondents saying that the tuck shop in general was either very good or good.

4.15 White Top Centre

- We acted on a suggestion from some parents and carers by producing a more service user led and involved evaluation of our respite summary. By using boardmaker symbols, photographs and using visual indicators, we developed a new respite summary. Initial feedback appeared very positive as it was felt that service users have the necessary tools to evaluate their stay. Staff are able to assist the service user to more accurately reflect how their stay went using a visual tick box
- Following a suggestion from a carers' meeting in relation to promoting the use of technology, we have continued with using the very latest technology available. We have acquired new equipment to offer new opportunities for and with service users. The use of photography has proved a great success, with service users building a photo library showing participation in and around the centre and local community. The use of photographs to document and portray real life events and activities has contributed to user empowerment, involvement and communication. These libraries will be shown at reviews and parent/carer meetings by the user as part of their review promoting ownership. The

continued use of software technology and creating photo slide shows has proved very successful with parents/carers

- Following feedback from carers our newsletter now has a part where carers can contribute ideas and information that may be useful for others. An example was one carer who wanted others to know about a particular holiday cottage that had disabled access and hoisting facilities and we were able to pass on the website address

5 Neighbourhood Services

5.1 Outdoor Education

Feedback from customers highlighted the need to improve the initial booking information provided by Ancrum about training courses on offer. Office administrators have received further training and been provided with comprehensive updated course information sheets which has improved the customer booking experience. A new course feedback form has also been added to the website.

Following customer enquiries/demand to help volunteers get a first foot in the adventure industry, Ancrum launched an instructor training academy which has enhanced volunteering/employability opportunities with the centre.

Many customers attending archery taster sessions asked if the centre could offer more than one-off sessions. Ancrum are now offering archery development block sessions and have run a community club for members of public, allowing course participants to further develop their archery skills.

5.2 Centres and Projects

5.2.1 Capital Programme

Throughout the last year, staff have engaged with users and local management groups at both Menzieshill Community Centre and The Hilltown Project to explore the specific requirements of the facility/rooms etc within the planned new community centres. Detailed layout drawings are currently being developed based on the feedback from users and local management groups at each location.

5.2.2 Customer Services Survey

As a result of a customer services survey, the team is looking to develop a training plan which will enhance training for clerical and resource staff, including how to find and present information, and reinforce teamwork across staff and volunteers. The survey will be repeated 6 months after this training plan has been completed.

5.2.3 Non Users survey

Recommendations are focussed on promoting the community centres. One key focus will be the launch of the Community Centres and Projects Facebook page from January 2016.

5.2.4 Kirkton Community Centre

Centre users and centre volunteers are regularly asked about services, including accessibility, range of activities and improvements needed:

- accessibility of events on first floor – although ground floor activity space can be limited, the centre tries to be as flexible and creative as possible in its use of

space and placing of groups etc in the ground floor area. Centre users are usually understanding about the building's limitations. We try to ensure that accessibility is addressed when groups book in. For one-off events, other groups who are able to hold their activities upstairs will temporarily move their sessions to accommodate others

- new activities - a new Zumba class has developed, which is now very popular. More health and well being themed groups have developed in partnership with other agencies, as a result of general health needs identified within the community and in response to Welfare Reform requests. More partnership activities have been developed with Kick It Kick Off off-site provision (who are resident in the building). They are using their mobile bike track inside the Games Hall during the winter. It is used with children and young people from the community, including children's groups in the centre
- redecoration - the Local Management Group and volunteers put in a funding bid for a local community environmental improvement grant. The ground floor corridor was redecorated and new comfy seating was added. Users are enjoying the new look area and more people are sitting to use the space while waiting for groups and activities

5.3 Regeneration and Health

5.3.1 Dundee Partnership funding to Regeneration Forums has continued and the funding allocated to the Local Community Planning Partnerships in The Ferry and West End wards has had a positive impact in local communities. This has also resulted in a wider range of local people becoming engaged in identifying priorities and how the funding is allocated.

5.3.2 Examples of progress made in each Local Community Planning Partnership area include:

Strathmartine

- Extensive door knocking to approximately 1,000 homes, providing local information packs as well as having a conversation with the householder about local services and individual needs. There has been significant follow up for individuals on a diverse range of issues.
- Hosting information sessions at a range of venues, including ASDA, Community Fun Days and Parents Evenings at local schools.
- Family activity days delivered through partnership approaches during holiday periods, resulting in high attendance and very positive feedback. The aim is to bring families together to have fun, relax and to encourage more interaction.
- A Customer Satisfaction Survey was held in the summer and feedback on services provided by Regeneration staff was rated as very high.
- In response to development of a network of Community Growing Projects, the gardens at St. Mary's Community Church and at Ardler Clinic have been developed with the community and members of the LCPP. Local residents in Kirkton were consulted about an area of land to develop a garden at Haldane. There was a mixed response from residents and on listening to their concerns, it was agreed that this would not proceed.

Lochee

- Consistent feedback from engagement activities identified a need for improved play opportunities for children and young people.. With the support of the Lochee Regeneration Forum, four play developments have been funded:
 - South Road Skate Park and Active Play Area
 - Whorterbank Multi-use Games Area and Play Park upgrade
 - Kirk Street Multi's Play Park upgrade
 - Development of a Play Trail in Menzieshill based on safe walking routes to the new Primary School Campus
- Another need identified was for a one-stop shop offering services in the central Lochee area. A Lochee Hub Working Group was formed to progress the development of a mini-Hub in vacant shop units on Lochee High Street. This was approved in December 2015 and will be progressed in partnership with local people.

West End

- Groups have been supported to find better ways to engage with the communities that they represent and to better reflect a collective view to the Council and partner agencies. As an example, Community Spirit Action Group met exclusively in Mitchell Street Centre but now rotate their meeting venue to include two Sheltered Housing Complexes. The number of individuals attending has increased significantly, as have the issues raised and reports circulated to relevant agencies.
- A networking event for Community and Voluntary Sector organisations was hosted in November 2015. This followed comments made while evaluating a Community Fayre. A number of attendees felt that the greatest benefits arose from the networking opportunities offered through different organisations.
- Following investment to improve access to the upper floor, Blackness Library is becoming more popular with a number of community organisations as well as Council services choosing to use it as a venue eg WestFest and Friends of Riverside Nature Park, LCPP meetings and the Environment Department consultation around recycling.
- Following the decision to close Victoria Park Bowling Green, a number of community groups asked for alternative use of the site to be investigated. Meetings were held with a variety of individuals which resulted in local Primary Schools (Victoria Park and St Joseph's) taking on the site for use during school time and the Pavilion being available for community lets in the evening.

Coldside

- Consultation with local residents has been undertaken to determine what should be done with the "Windows in the Park" tiled sculptures in Hilltown Park. Residents and visitors to the area valued these and would like to see them repaired and brought back up to a decent standard. Funding is now being sourced to rejuvenate the tiled sculptures as a result of the consultation.
- Resident feedback was obtained at the local Fun Day through questionnaires, art activities and focus groups. Next year the fun day will have more stalls and will involve more local organisations in the delivery

- Consultation has been carried out with local people regarding the new schools, community facility and housing development in Alexander Street. Various requests including play areas, number of rooms and other planning considerations have been taken into account
- Feedback and evaluation is consistently obtained from local residents coming into the Coldside Community Office where there is a high demand for services. As a result of feedback, and in response to increased issues relating to welfare reform, the office now hosts surgeries from various organisations, including Connect and a Health Professional
- Training and capacity building is provided for groups and individuals to enable them to participate in other structures and to help build confidence in volunteers.
- Regular newsletter and online information is more accessible in response to requests for more information about local activity.

Maryfield

- The Maryfield Regeneration Team has been tasked with managing the first floor Community Facility at Arthurstone . A wide range of groups and agencies have used the facility. An evaluation of building usage is currently taking place and this will form the basis for a risk assessed usage policy.

North East

- Fintry Park will be developed to include a play facility, tree/shrub planting and a seating area
- Fintry Community Council has a complete Committee with an Action Plan developed through consultation with residents
- Whitfield Green will be enhanced with twilight lighting to allow families access through the darker evenings of the year
- “North East Now News in Brief” is the local newsletter which is circulated to residents and community facilities in the North East Ward
- Feedback from participants of the “My Fintry” project have expressed an interest in taking part in a larger celebration of the North East ward’s culture and future
- Residents of the Dunbar Park area of Whitfield have expressed a wish to create a new Residents Group

East End

- Preparing a case for the Big Lottery ‘Our Place’ initiative to be located in Douglas
- Supporting Douglas Community Spaces Group, Fairfield Sports Hub and Art Social Midlin through the Community Asset Transfer process
- Supporting the development of the Under 12s project in its transition to becoming a wider-based service for families in the surrounding area
- Supporting the development of both the Timebank and Men’s Shed groups, needs identified through consultation with local people

- Working with developers to explore the potential for “planning gain” and job opportunities should permission be granted for a new retail outlet at Kingsway East

The Ferry

- Young people from S1 – S6 were consulted about how they use technology for learning purposes. The results will help Grove Academy implement the Bring Your Own Device programme to enhance learning opportunities
- Children and young people from Eastern Primary School were consulted about what devices they own or have access to and the apps, games and communication networks they use to socialise with. The results were used to help parents and carers identify the potential risks young people are facing and how they can best work with them to keep them safe
- Broughty Ferry Community Council and the West Ferry Action group consulted with residents about proposed boundary changes. Approx 1,000 people sent a response to the Local Government Boundaries Commission. This highlighted the importance of establishing a strong Community Council to represent local views
- Adapted presentations and information about use and misuse of technology to take into account changing usage by young people and adults
- Supported groups to make use of existing publicity opportunities (local websites, publications and notice boards) to promote work, consult and advertise events.
- Used opportunities from events / talks hosted by Friends of Broughty Ferry Library to signpost people to appropriate support services

5.3.3 Healthy Living Initiative (HLI)

HLI produced its own Facebook page to keep local people informed of developments, advertise the programme and encourage feedback on activities. The page has gained 147 followers within the first year and a rating of 4.3/5. It was identified as a priority to encourage involvement from new people in activities, specifically more vulnerable groups and individuals, which has resulted in better connections being developed with organisations that support people with specific needs and issues, such as welfare reform, offending and learning difficulties.

In response to specific feedback from communities and individuals, HLI has supported the following changes:

- two new constituted groups have been created in Lochee, which are inclusive of everyone in the community and are developing new projects to support positive health and wellbeing. These groups have been successful in accessing grants for a community garden and allotment, a pop up charity shop, yoga sessions, and “Come Dine With Me” social cooking/ eating sessions once month for people who are socially isolated
- several local people who completed the practical cooking and Food and Health courses offered by HLI indicated that they would also be keen to do an Elementary Hygiene course. This resulted in two members of HLI staff undertaking a course of study in the Advanced Diploma in Food Hygiene which now allows them to deliver this course in the community. This is supporting local people to improve their families’ diet as well as increasing employment opportunities.

- parents in the East End highlighted that they would benefit from the opportunity to prepare, cook and eat food with their younger children. Through funding received from the Early Years Maternal and Infant Nutrition Fund, HLI staff worked in partnership with School Family Development workers to provide Family Fun Cooking sessions in which 4 families took part, with one of the parents moving on to obtain accreditation in Elementary Food and Health.
- in Coldside, a meeting with Dundee Foodbank highlighted the need for a collection point in the area, to improve the amount of food and resources that could be allocated to individuals and families in need. A collection point was set up in the United Free Church on Caird Avenue supported by the HLI, which is now firmly established with donations being made on a daily basis.
- engagement with parents and carers in Strathmartine identified a lack of free family activities in the local area. This resulted in Picnics on the Lawn being held in July 2015, which were attended by 18 adults and 31 children with positive feedback. HLI, in partnership with other local agencies, hosted family Christmas activities events in Kirkton, St Mary's and Ardler, with tickets given to families that do not normally attend events. The events include arts and crafts, baking, story telling and singing.

5.3.4 Equally Well

Equally Well supports service providers to change ways of working so that they better address the influences on mental wellbeing and health inequalities. As part of this approach, the Equally Well team offers training sessions to a wide range of service providers to raise their awareness of mental wellbeing, health inequalities and their determinants, and how best to support people who are disadvantaged. In 2014/15 the team delivered 6 Mind Yer Heid Plus training sessions and, in conjunction with the Welfare Rights team, delivered 8 training sessions to support poverty sensitive practice. These sessions were attended by over 180 participants across a wide range of organisations, and evaluation demonstrated that all learning outcomes were achieved.

The team has responded to feedback on the Mind Yer Heid Plus and Poverty Sensitive Practice training by making amendments to the programme to better ensure that learning outcomes are achieved and to improve the learning experience for participants. In addition, demand for these courses has meant that 2 extra training sessions will be delivered in 2016 along with 2 new capacity building workshops to support wider use of the training materials. Equally Well also responded to feedback from members of local Health and Wellbeing Networks to share learning across the city by organising a themed event focusing on tackling poverty and stigma. This was attended by 60 representatives who learned about the work of Equally Well, The Fairness Commission and the Poverty Alliance Stick Your Label Campaign.

5.4 Community Safety

Feedback from surveys has allowed improvements to be made to the Safetaysiders event. Results indicate that service users are extremely happy with all aspects of the event, from organisation to delivery. One recommendation is for timings to be altered for afternoon sessions. This would allow for equal lengths of delivery with both morning and afternoon sessions and consistency across the groups.

E-safety evaluations suggested that more practical e-learning sessions would be beneficial to service users. This led to links being made with the company O2, who supply employees (gurus) who are specifically trained in giving out impartial and practical advice relating to phone/e-safety. Together with the Community Safety Worker and other partners, sessions are held across the city to give residents advice on how to stay safe.

Community Safety Wardens are tasked across the city to deal with a diverse range of issues. This includes responding to live intelligence coming into the Community Safety Hub. As a result of recent intelligence in regards to issues around schools, temporary changes to working patterns have been made to accommodate and respond to these issues. Continuous feedback from our service users coupled with improved communication allows for Wardens to be targeted in the right place at the right time. Intelligence led tasking and a fluid response to the external environment allow for a more efficient and effective use of Warden teams.

5.5 Youth Work

Youth Work teams have been restructured to meet the demand for service and support from communities and schools in areas that have the highest levels of deprivation. This allows us to deliver the services the young people feel are important at a local level

5.6 Adult Learning

The team asked people affected by welfare reform changes in the 15% most deprived data zones about their access to the internet and, as a result, produced a booklet letting people know where they could access free internet in their communities.

A full evaluation was undertaken of IT4Work, with surveys, learner interviews and focus groups. As a result, improvements to IT4 Work included:

- the roll-on roll-off learning programmes, where learners attend one session per week for up to 8 weeks, can be extended for individuals who need additional support.
- a review of how the work undertaken in job-shops is recorded to ensure that this captures both the numbers attending and the activities undertaken
- increased the use of group text messaging as it was seen as an excellent way to remind learners when their class is on – particularly people with chaotic lifestyles.
- increased provision in accessible community venues across the city, focussing on the most deprived areas, as this helps to remove barriers to attendance

5.7 Countryside Ranger Service, Templeton Woods

Feedback is gathered from regular visitors to Templeton Woods through a suggestion box placed in the visitor centre. Responding to feedback enhances the public's sense of stewardship and assists in maintaining the wood's green flag status. Actions taken in response to the public's questions and comments include:

- relocation of dog bins
- improved signage to the toilets
- better targeting of enforcement action on anti-social behaviour (dog fouling, littering)

5.8 Domestic Waste and Recycling

Before introducing the new arrangements for waste and recycling collections, resident consultation events were organised in the areas chosen for the initial phase. Preferred options were implemented (such as choosing between individual or communal bins). A postal voting system was used and options included new ideas raised by residents.

The first drop-in sessions proved to be popular with residents who said they found it helpful to speak face to face with staff. Many more of these sessions were organised at different times including evenings.

Face to face management was also used after the changes were implemented. Door to door visits were made to offer support and information to householders.

In response to complaints about delays in answering phones, and to plan for increased call volumes during the phased introduction of changes to waste collection/recycling, improvements were introduced. A survey identified the range of calls received and the volume within each. A call menu system was introduced and this ensured enquires about the refuse collection system were directed to specialist staff.

5.9 Community Re-use Hub – Baldovie

A community partnership is providing an opportunity for the public to donate goods for re-use after safety checks and necessary repairs are carried out. Partners include the Council, Dundee Social Enterprise Network, Transform and Tayside Re-users. Based at the Baldovie Recycling Centre, partners distribute repaired items to families and communities with the greatest needs. The service includes a free uplift of bulky items. The project provides opportunities for volunteering and training whilst increasing awareness of the benefits of re-use.

5.10 Britain in Bloom 2015

Community participation played a key role in Dundee winning the Britain in Bloom (City Category) 2015. The judges said that the quality of green spaces throughout their tour was exceptional, that the network of Friends' Groups established in many of our parks is having a considerable impact and that our community participation strategies have achieved enormous success.

5.11 Take Pride in Your City Campaign

In response to public concerns such as littering and dog fouling, the Council launched this campaign in June 2015. Its aim is to encourage citizens to share responsibility for the local environment and enhance Dundee's reputation as an attractive place to live, work and visit. There have been 20 organised community litter picks this year and an action plan promoting responsible dog ownership was introduced.

5.12 Wild Flower Planting

Positive public comment about the annual wildflower areas has encouraged the service to increase the number of locations and size of areas over the last three years. Biodiversity friendly annual flower mixes are used in city centre locations, the inner ring road and a ribbon of native cornfield annuals have been used along Riverside.

5.13 Whorterbank Tattie Patch

This small areas of open space in Lochee has been turned into a productive veggie patch over the last year. Involving local children and parents from the local afterschool club has ensured enthusiastic participation. Produce was given away to local people. The success of the project has encouraged the local tenants' association to apply for a grant of £140,000 for a much larger community garden.

5.14 Working with Business – Improving Health and Safety at Work

The Estates Excellence project helps small businesses control their health and safety risks and protect their employees by understanding their needs. Partnerships were formed typically in estates with a number of small firms. Guidance was offered to help

them improve their management of health and safety. 96 candidates took part in Awareness sessions. Given an opportunity to score what they knew about the subject prior to the Awareness Session and again at the end, most improved their overall subject knowledge by 2 – 6 points. 24 candidates also passed the Working Safely course designed by the Institute of Occupational Safety and Health.

5.15 Local Community Planning Partnerships – Examples of Environmental Services responding to issues raised at LCPP meetings

5.15.1 Strathmartine

- Replacing plants in raised beds at Ulverston sheltered housing
- Environment Department now using wood chips on beds to reduce weeds
- Prieston Road/Balmuir – new play equipment for younger children
- St Kilda Park – new gate, refurbishment, bench
- Clatto Park – information boards to be put up including walking routes, cycle paths and information on wildlife
- Gilburn Road nature walk – hedge issue tackled to prevent anti-social practices
- New paths for Clatto contained in the capital programme

5.15.2 Lochee

- Whorterbank – development of a Multi use Games area, enhanced play area and parking/landscaping works
- South Road Park – in principle funding for skate park subject to approval of final designs. Once agreed installation of play area, outdoor gym, aerial slide and skate park will go ahead. Feedback from residents at the Charleston Gala was of real excitement
- Menzieshill Play Trail – plans to develop a play trail based on safe walking routes to the new primary school campus. Members of the Early Years Network will develop an engagement plan and work with parents, children, schools and nursery

5.15.3 West End

- In response to a request, bin now in place at the bus stop on the north side of Blackness Road next to the campus
- Victoria Park flowerbeds and wild flower panels along Riverside now complete
- Roseangle playpark opened in April and proving very popular with users from far and wide. Some maintenance issues regarding grass which is failing to survive in highly-trafficked places. All agreed that the park is a fantastic community asset and is a great tribute to the fundraisers who were responsible for bringing it about
- Pedestrian crossing on Riverside (at Harris) now in place

5.15.4 Coldside

- Cleared and cleaned the area between Alexander Street and Main Street which had been overgrown and unmanageable for years. Funding from the Coldside Regeneration Forum enabled this and the difference made to this area was extremely positive.
- Walkabouts in this area with Housing and Environment, through which a number of issues have been identified

5.15.5 Maryfield

- Environmental improvements at Crescent Lane progressing well, following two initially negative comments from residents. The work illustrated a good working relationship between the Regeneration Forum and the service
- A walkabout was planned to inspect developments and identify new pieces of work
- Crescent Lane/Park Avenue work complete thanks to grants from the Regeneration Forum

5.15.6 North East

- Fintry Park will soon have development plans available for consultation with residents as part of an aspirational study in partnership with and Fintry Community Council
- Consultation was carried out with residents who live near the Whitfield Avenue site regarding environmental improvements including tree plantations, wildflower meadows and new pathways
- LCPP members were asked for ideas about environmental improvements that should be done in the north east ward as there was an opportunity to bid for additional funding

5.15.7 East End

- Enforcement Officers took part in discussions regarding dog fouling and it was noted that intelligence for specific instances/individuals was required
- Concerns regarding the spraying of weeds by the were discussed

5.15.8 The Ferry

- Broughty Ferry rock garden received a silver award at the Green Scotland Awards and were only a couple of marks off getting a Gold
- 20 replacement bins installed in response to requests from residents
- Opening of the tennis facility at Dawson
- Additional resources to keep the beach clean for the beach award and to allow the public to enjoy the facility
- Working in partnership with the Trust and others to look at improvements at Reres Park

5.16 District Housing Offices

Staff in district offices learn from complaints and try to think through any significant changes that may impact on services they deliver and managers ensure that staff are informed and aware. Housing officers have completed training to improve the level of advice and information provided for customers as follows:

- specialist training from a consultant on identifying, treating and providing advice and information following reports of dampness and/or condensation, as a significant proportion of ongoing complaints received are about these issues
- all Housing officers and advice and information staff have completed the e-learning module relating to Universal Credit to improve their awareness of this new welfare benefit to assist in provision of information to customers

A small team of two housing officers was set up on a temporary basis with effect from November 2015 (when Universal Credit was introduced in Dundee) to carry out home visits to tenants shortly after they make a claim.

5.17 Housing Options and Homelessness

Our vision is that “People are prevented from becoming homeless wherever possible. Where homelessness does occur, we will ensure that people receive person centred advice, information and support, and through this are enabled to achieve their personal goals. This will be achieved by proactive early intervention; preventing homelessness occurring or recurring. Where required quality temporary and permanent accommodation will be provided”. In working towards this vision over the last 12 months, the following has been initiated:

- Homeless Conference – Dundee first Homeless Conference “More Than Just a Roof” was held in June 2015. This was a partnership event between Housing, Health, Social work and the 3rd sector and those who use the services now in the past
- Independent Consultation – Glasgow Homeless Network carried out independent consultation on behalf of Dundee City Council in April 2015. A stakeholder’s questionnaire was issued to a range of agencies and focus groups were held to get feedback from staff across all sectors. The outcomes will assist us to work towards a joint Commissioning Statement which will shape the services going forward
- Housing Options – to enable local authorities to provide an efficient and effective housing options approach, annual funding has been provided by the Scottish Government to set up area hubs where local authorities come together to agree good practice. As part of these hubs, consultation events for service users have been carried out and hosted by Scottish Housing Network. A regular exit survey is also in place to monitor the service. The outcome of these consultations and surveys along with other area hubs outcomes have been fed into the housing options guidance, which is due to be released by the Scottish Government in the spring of 2016

We implemented the housing options service in March 2015 to improve the service based on the following principles:

- easy and clear customer journey
- ability to deliver appropriate advice, ideally through a one door approach
- ability to refer on to appropriate agencies to maintain existing accommodation
- ability to source alternative accommodation
- ability to ensure statutory homeless responsibilities are met where appropriate
- focus on the delivery of housing options and prevention of homelessness

As part of continuous improvement, we have recently carried out a review of this new improved service. The review sought the views of all relevant stakeholders including service users, voluntary sector partners and staff. Evidence suggests that the service has succeeded in the delivery of statutory homeless services, and the vast majority of stakeholders have indicated satisfaction with the strategic direction and delivery of the new service. We are looking to make the service even more accessible by introducing city centre appointments in Dundee House; by looking at housing options surgeries at other locations (e.g. Perth prison, homeless hostels and Carseview) and making home visits where appropriate.

5.18 Housing Investment

Following representations from service users on the external cyclical maintenance programme we have:

- reviewed communication, redrafting existing information letters and introducing a FAQ leaflet to reduce the need for customers to phone in for clarification on the programme
- re-profiled the way we recharge owners to ensure greater transparency and clarity

Following discussions with DACHO we are to commence a review of the owners charter in the new year.

A satisfaction survey has been drafted for the external wall insulation programme in order to assess levels of savings on fuel and increase in comfort levels following the work. The DEEAP team will carry out post-project visits to provide energy advice following the increased insulation levels.

5.19 Tenant Participation

Comments received through consultations on the Tenant Participation Strategy suggested that we should make better use of social media. The star survey also suggested that we should make efforts to reach more diverse groups, particularly younger people. As a result we have set up a Facebook page for tenant participation.

We have produced a “Customer Report” together with the Tenants Scrutiny Panel where tenants comment on performance against the Scottish Social Housing Charter Indicators. This report also describes how the Scrutiny Panel has been involved in seeking out service improvements.

5.20 Changes to the Website

As a result of comments left by users of the website, the following improvements have been made:

- text added to confirm that there is no restriction or length of tenancy before applications for house exchanges can be made
- office hours have been added to the Homefinder web page and more details of available properties added to detail house type (house or flat)

5.21 Dundee Energy Efficiency Advice Project

An area of improvement is partnership working with SSE. New members of SSE's Customer Relations team spend a full day with DEEAP team to gain a fuller understanding of the effects of living in fuel poverty and the diverse nature of our work. These visits allow SSE staff to see the reality of the struggle our tenants have with fuel costs and fuel debt. As a result of this initiative SEE are now in a better position to listen to the needs of our citizens.

5.22 Repairs

All repairs complaints are reviewed at Repairs Board Meetings to identify potential service improvements. Improvements to services have been made where complaints have been used as case studies enabling both Housing and Environment Department employees to learn from them through individual feedback or tool-box talks. Communications issues between Repairs Service, District Offices and Customer Services are regularly discussed and improved to ensure good communication between sections. Tenants can now view the progress of repairs online.

USE OF GOVMETRIC

Introduction

The Council has been using GovMetric to gather feedback across its customer service channels for 5 years:

- Telephone – Customer Services staff asking customers to stay on the line for a survey
- Face to Face – kiosks in Dundee House and the East and West District Housing offices
- Website – green/amber/red button on every webpage

Customers are asked to rate the service as good, average or poor, and can also leave comments.

Ratings

Of the 23,446 customers who left feedback through GovMetric in 2015:

- 17,262 (74%) were good (green)
- 2,225 (9%) were average (amber)
- 3,959 (17%) were poor (red)

Of the 'poor' responses, 2,169 were rating a webpage as poor and 1,686 followed a face-to-face contact. Only 104 customers (less than 1% of callers) left a poor rating after a telephone interaction, with 94% rating this as good. This high level of satisfaction with the Customer Services telephone performance correlates with the high level of satisfaction with telephone contacts found in the annual consumer survey.

Comments

There were 1,320 useable comments left by customers during 2015 (a text filter removes less usable text). The majority of comments are complimentary to staff. The action taken in response to comments can be fed back to customers if they leave their contact details.

A good example of improvements made following comments left on GovMetric is domestic waste collection. A common issue mentioned was people being unable to get information because they could not access their address online. Guidance on doing this was made clearer.

Benchmarking

GovMetric gathers customer satisfaction ratings for over 70 Councils in the UK. The methodology used is to calculate a net satisfaction score by giving each rating a score of +1 for good, 0 for average, and -1 for poor. Net satisfaction will always be in the range from +1 to -1.

Scores at December 2015 were:

	Face to Face	Telephone	Web
Dundee average	0.60	0.92	-0.01
All Councils average	0.57	0.92	0.09

Dundee's telephone service was in the top 10 during summer 2015, and Dundee has previously been GovMetric Council of the Year.