

REPORT TO: POLICY AND RESOURCES COMMITTEE – 21 APRIL 2014

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

REPORT BY: CHIEF EXECUTIVE

REPORT NO: 90-2014

1. PURPOSE OF REPORT

To highlight some of the 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.

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
- iii) note the launch of the Council's first Corporate Customer Charter which includes a commitment to listening to what customers have to say

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 As in the past 4 years, the Chief Executive's Department issued a pro-forma to 'customer facing' departments which asked them to identify any changes made to services as a result of customer surveys or feedback from service users such as complaints, comments or suggestions.
- 4.2 The returns from departments are summarised in the Appendix to this report and show a wide range of improvements across all Council services.
- 4.3 In addition, the Council now uses the Govmetric system to gather and act on the results of 'real time' feedback from customers. Comments can be left on the kiosks 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. 30,594 customer ratings were made in 2013/2014 with many customers leaving comments for staff to act upon. This is a 37% increase on the same period last year due to the addition of touch screens at the District Housing offices and the telephone survey being added to the Housing Repair Centre and Education Support Staff telephones. The customer feedback ratings have been adopted as key performance indicators in the Council Plan and Departmental Service Plans.
- 4.4 The Govmetric company supply this system to councils throughout the UK and gave Dundee City Council their annual 'Council of the Year' Award last year for generating

and acting on the feedback received. Through Govmetric the Council is able to benchmark its overall ratings with 70 other local authorities throughout the UK using this approach. The table below shows Dundee's satisfaction rating compared to the average rating for each channel. All of the ratings from good to poor are added together to arrive at one number between 1 and -1.

Benchmarking customer feedback – November 2013		
Channel	Dundee	Average net satisfaction
Face to face	0.45	0.55
Telephone	0.94	0.91
Website	0.19	0.13

Dundee's satisfaction with telephone contact ranks 6th in the top 10. While face-to-face contact and the website have not made the top 10, satisfaction with the website is higher than average and sits in the medium-high quartile.

- 4.5 The ratings from Govmetric are available on a daily basis and increasingly form part of regular briefing and training for frontline staff. Feedback on the phone and face to face service generated 2,055 written or verbal compliments about Council staff, giving the Council, for the first time, a systematic means of collecting and passing on customer compliments to teams of staff.
- 4.6 There were 889 written comments from customers accompanying poor ratings, almost equally balanced between comments on face-to-face contacts and the website. There are over 7,000 active pages of information on the Council's website and this feedback helps alert the Council to information which is out of date and to customer expectations of what they expect to find. Satisfying public demand for instant online information is a major challenge and this customer feedback helps staff to drive up the quality of the Council's online information. The Website Steering Group are using a tracker system to ensure that every comment from the public is acted upon.
- 4.7 The Council is also providing feedback to customers on how their comments have been acted upon. This can be sent to the individual if they leave their email address with their feedback, but can also be more widely publicised in the form of "we listened we acted" messages on the website and posters in offices. Highlights from this report will be displayed on the 'we listened.....we acted' page on the website and we will continue to encourage departments to display the posters in offices and establishments to inform customers how we have changed services in response to their feedback.
- 4.8 The examples above and the numerous improvements by departments which are set out in the Appendix illustrate the value of seeking feedback from customers. It is recommended that departments maintain their efforts to do this and seek to identify any further customers who should be consulted or offered opportunities to give their feedback, with a view to achieving service improvements.
- 4.9 Members are also asked to note that, following a Corporate Improvement Programme project to review how the Council engages with its customers, the Council recently launched its first Corporate Customer Charter. This includes, among other pledges, a commitment to listening to what customers have to say.

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 The 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 Director of Corporate Services, the Head of Democratic and Legal Services and the chief officers of the departments included in the Appendix have been consulted in the preparation of this report.

7. BACKGROUND PAPERS

None

David K Dorward
Chief Executive

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11/04/2014

APPENDIX – Examples of improvements made as a result of customer feedback

1 CHIEF EXECUTIVE'S – COMMUNITIES

1.1 Adult Learning

Conducted surveys with a sample of parents who have been involved in family literacy learning – parents and children learning together with parents taking a lead role in helping develop their children's early literacy in the 0-3 age group. 105 parents/carers and 112 children were part of the target group, and the following changes were implemented in response to feedback from the families:

- introduce the use of social media to help people keep up to date by developing a Facebook page so people can find out about the latest events

www.facebook.com/yourchildisamazing

- the best way to contact them was by text, so IT set up a system where texts could be sent directly from the learner data base

1.2 Youth Work

1.2.1 The Corner

The Corner carries out regular customer satisfaction surveys, including:

- Survey Monkey – during each visit to The Corner young people are requested to complete a web based monitoring form which produces comprehensive feedback about services used. During 2013 4,737 young people took part in the survey and 916 of them left comments/suggestions about how services could improve
- 'Backchat' forms – available to young people in drop-in and through website to let us know their views
- Consultation with young people on – health campaigns – 4 main health campaigns took place last year – The Hangover, Legal Highs, Online Safety and Sexual Health/Contraception. During each of these, young people respond to 'hot questions' to give their views on the topic. These are used to improve services at The Corner and city-wide

Following feedback from the consultations described above, the following changes were made:

- Support U – in response to an increase in the complexity of issues for which young people access the 'Support U' service, Corner staff have created a three tier in-house structure to make sure young people have faster and easier access to talk to someone and to deal with issues. The Corner has also invested in extra training and supervision for staff
- Recruiting a Clinical Nurse Specialist – in response to comments/suggestions from young people The Corner partners (NHS Tayside and Dundee City Council) have decided to recruit a CNS to offer enhanced Sexual Health Services from 2014. New extended services will reduce signposting to other parts of the city and improve access to services

- Partnership with Addaction developed – a Senior Project Worker is based in The Corner to support young people, through education and information, about the impact and effects of alcohol/drugs misuse. This is in response to the type of issues being brought to The Corner by young people
- Drop-in Refurbishment – included improvements to front door access for wheelchairs and buggies in response to difficulties experienced by disabled and young parents
- Healthy Transitions – following a stakeholder’s event in March 2012, changes were made to the peer led service by The Corner. In August 2013, a new city-wide peer led programme (Healthy Transitions) commenced in each of Dundee’s Secondary Schools. The content of the programme was influenced by service recipients and professionals working together. Service recipients are involved in the review and reshaping of future content and resources

1.2.2 Community Based Youth Work Teams

Community Based Youth work programmes delivered across Strathmartine and Lochee were based on ongoing feedback from participants. The key result was that young people want appropriate and relevant activities which reflect the current needs and interest of young people aged 10-18.

The Bus (Mobile Youth Resource Vehicle) is deployed across the city in response to feedback from members of the community and partner agencies. The programme of delivery was previously planned a month ahead but this has been revised to be more responsive and now has the capacity to change within a 24 hour period. This allows more effective use of this diversionary resource.

The Summer Programme operating from The Hub is organised by a group of young people. Feedback from local young people was received by the planning group resulting in a change in activities and how places were allocated.

Young people within Douglas expressed interest in planning, organising and delivering aspects of the summer programme, based on their personal experience.

BMX Programme focus has changed to include wider grouping of young people, youth information and additional activities, all based on feedback from young people.

1.2.3 The Shore

Annual survey of young people showed 80% very satisfied with The Shore programme, but there have also been a range of suggestions about improving and changing learning activities and facilities. Consultation with young people is ongoing during delivery of activities and the staff regularly consult participants and partners. Young people have consulted their peers. The changes made are as follows:

- more varied range of learning activities and changes to the Saturday afternoon drop-ins including more art and cookery workshops and new physical activity workshops, including basic fitness and taster keep fit sessions
- anger management programme being developed and more support on 1:1 basis for young people with mental health and other emotional issues. A small group of young people are making a film about bullying

- more youth information support during activities
- young volunteer group have developed a new health and beauty group
- young volunteers have worked on outreach activities e.g. providing art workshops in Whitfield
- new procedures for organising band nights, and more publicity, have been developed by volunteers
- changes in types of Friday night events e.g. fewer film nights held
- activities run which cover a range of approaches and themes e.g. fashion show is being planned encompassing visual arts, drama, media and music
- different ranges of food dishes introduced in the café including breakfast menu
- café now opening 5 days per week rather than 4
- more daytime 'S' Word events for older people
- more accreditation opportunities on offer, particularly on the training for work programme

1.3 Community Safety

Community Safety Team evaluate talks delivered in the community, including in schools. As a result of a recommendation from young people, the team have consulted with a creative writer to look at scenarios which can be acted out by the young people during the talks.

1.4 Outdoor Education

Customer satisfaction surveys received through postcard questionnaires and online feedback system via www.ancrum.com have returned very positive results, in particular with the degree of customer care and enjoyable experiences through participation in adventure activities.

Considerable feedback was given by participants and group leaders of the Duke of Edinburgh award scheme on the declining condition of equipment supplied at very low cost for expeditions. This follows a rapid and exponential growth of participation in this award scheme over the past year. As a result of the wear and tear of Duke of Edinburgh expedition equipment, plans are now being put in place to achieve external funding to meet this growth in demand and replenish and maintain the equipment.

1.5 Community Centres and Projects

There has been a variety of research undertaken by community centres and projects in partnership with local management groups, particularly around a 'non users' survey which will provide valuable information from people who do not currently use community centres.

There has also been evaluation of one-off programmed events and future programme developments e.g.

- this year the Fintry gala day attracted 1,200 visitors. Local Management Group members engaged with some of the visitors to the gala day. 82% of people engaged with said they would be interested in using a “Power Plate” machine for toning, fat burning or massage function at the Finmill Centre so this has been introduced. There has also been an increase in social functions at the centre
- feedback from participants in the ‘Taking Better Photo’ training that was organised with Dundee Association of Local Management Groups was positive, with the only improvement suggested that those on the course should have received a certificate of participation. This will be actioned for the 2014 course which will be held in the summer to allow participants to go out and take local photos and share results the same evening
- Whitfield are now holding weekly family film nights that have proved very popular. The suggestion to improve and extend the use of the cinema came from the Local Management Committee sub-group dealing with developing the social side of the centre’s programme
- the centres and projects section have been developing a community centres 5 to 10 children’s work strategy based on feedback from a variety of sources about the lack of this type of provision available. A weekly programme at five locations commenced in February 2014

1.6 Community Regeneration and Health

- Feedback from Community Engagement Reviews allowed staff to adjust timing of meetings and preferred methods of communication with users and identified areas where improvements were required such as written formats and administration. Some very practical examples of this are in relation to planning events at times that are agreeable to local people e.g. evenings and weekends. Also in terms of the types of buildings which are used to ensure that people with disabilities can attend as much as possible.
- There has been a shift in the way the team works with Community Regeneration Forums as demands for more pro-active involvement in project development are made. Activities such as estate walkabouts and events to plan and commission services have become commonplace. Concerted efforts have been made to strengthen working links between Regeneration Forums and Local Community Planning Partnerships
- Dundee Partnership funding to Regeneration Forums has continued and new monies have been allocated to the Local Community Planning Partnerships in The Ferry and West End wards
- use of the ‘How Good is Our Community Learning and Development’ self evaluation tool identified areas for improvement with regard to engaging with hard-to-reach audiences and signalled the need to create new and additional engagement opportunities. An HMle inspection of Grove Academy and its Learning Community in February 2013 produced very good feedback. This included an “Excellent” grade for the section focusing on “Impact on Community”
- Local Community Planning Partnerships have consolidated their role as a key structure for improving and developing partnership working

- Whitfield Development Group have been supported to undertake community consultations focusing on green and open spaces and potential play areas. The Group were successful in being allocated £250,000 from the National Lottery in 2013 to develop green and open spaces in play areas
- Equally Well engages with local people in disadvantaged communities to find out what they think matters for wellbeing. Consistently, local people mention issues such as low income, substance misuse, anti-social behaviour, poor environment, social isolation and lack of activities for children and young people. Equally Well supports a wide range of service providers to work better together to improve their service delivery to address identified wellbeing issues. As a result, services are in the process of developing new interventions and activities, as well as raising awareness of what they can offer currently. Special attention is being paid to promoting services and activities to people living in the most disadvantaged streets in Dundee. This demonstrates a targeted and concerted effort at responding to feedback from local people who may find it difficult to access services or deal with situations on their own

2 CITY DEVELOPMENT

2.1 Building Standards

In order to smooth the customer journey to achieve compliance with the Buildings Regulations, the Building Standards Team has engaged with agents through the Dundee Institute of Architects and held a series of workshops throughout 2013.

As a result of feedback from customers, the Building Standards website has been updated and enhanced.

Having identified new ways to reach out to other service users by segmenting customers into different groups, this has allowed Building Standards to hold focus group meetings with small builders and sole practitioners. These meetings were tailored to suit the different needs of these groups.

2.2 Transportation

All aspects of customer service have been moved to Dundee House so customers have a “one stop shop” for all services supplied by the Council.

The “pay on foot” system was instituted in Gellatly Street multi storey car park, offering customers complete freedom to choose both payment options and the length of stay as payment is made before exit rather than on entry; this means customers will never be issued a penalty charge notice for overstaying.

Along with pay on foot, Automatic Number Plate Recognition was also launched giving permit/monthly tickets holders the convenience of driving up to the barrier, being recognised as a permit holder and gaining access without any administration on point of entry. Payment can be made by credit/debit card, cash or by phone.

A mobile enforcement patrol was instituted in 2013, which gives enforcement officers the ability to respond to enforcement requests, normally within an hour of receipt, and carry out regular patrolling of the more remote locations which were previously difficult to visit regularly.

In response to concerns about pupil safety around schools, a number of initiatives have been introduced including traffic management changes around Grove Academy and part-time prohibition of traffic orders close to Forthill and St Mary's Primary Schools.

3 CORPORATE SERVICES

3.1 Human Resources

Through Govmetric, job applicants have the opportunity to leave feedback in relation to applying for Council jobs. This provides essential feedback to the Human Resources team and Corporate Business Support Service in relation to the recruitment process. Following feedback in relation to the question asking whether an applicant has a driving licence, the question is now only required to be answered if relevant to the job.

3.2 Scientific Services

Scope of accreditation extended in chemical testing of waters with more efficient procedures giving faster turnaround times to clients as well as work previously outsourced.

Scope of accreditation expanded to include DNA/PCR procedures for meat and fish species as a result of client requests. This work was given high priority due to recent food scares e.g. the horsemeat incident.

Scope of accreditation expanded to include testing for additional food contaminants.

3.3 Revenues and Customer Services

Staff have been given targets to improve the amount of feedback from customers and this has seen an increase of 25% for face to face enquiries and a 23% increase for telephones. While the satisfaction results for the telephone service have remained fairly static, the face to face service has seen a significant decline in customer satisfaction. In particular, decisions and query resolutions have seen the largest drop. Drilling down the figures, this is mainly due to the benefits service. A significant number of face to face enquiries relate to benefits. Changes brought in at the start of 2013 in relation to Welfare Reform will probably have produced these results in relation to decisions and query resolutions which are outwith the discretion of staff.

4 EDUCATION

4.1 Downfield Primary School

Anti-Bullying Policy – the policy has now been rewritten to move away from naming people but behaviours. The Pupil Council and Parent Council will create a parent/child information leaflet to supplement the policy.

School shows – shows for December 2013 took place in the evening after 84% of parents said they preferred this. School show was realigned to allow P3 of P3/P4 after complaint.

4.2 Clepington Primary

A School Survey asked for ideas of what parents, staff and pupils felt would help improve the school. Ideas implemented include:

- change to Learning Log leaflets for parents

- homework now given out on a Monday by all staff
- cultural and arts week – rolling programme of events
- monthly newsletters/website in operation
- whole school green treat at end of year
- outdoor learning across the school
- parents group looking at outdoor area

4.3 Kingspark School

Following consultation with partner agencies, monthly meetings with respite services have been set up to make the process smoother for pupils and families. Termly meetings with representatives from The Brae Riding for the Disabled have been set up to ensure that our use of the service on a twice weekly basis is getting the greatest benefits for the pupils as well as facilitating the work of The Brae. Joint training opportunities have also been implemented on an annual basis for school staff and volunteers at The Brae.

Following consultation with parents via annual questionnaires, the Headteacher completes a presentation open to all parents 20 minutes before each Parents' Evening. These presentations relate to whole school developments being taken forward via the School Improvement Plan.

Following consultation with pupils via annual questionnaires and the regular Pupil Council meetings, annual focus groups for those pupils who have difficulties communicating their opinions about the school via the questionnaire have now been set up. These focus groups give this group of pupils the opportunity to give their opinions using the most appropriate method of communication for them.

4.4 St Ninian's RC Primary School

Moving forward with a project to improve the outdoor space. The plan is to get a range of resources concreted into the playground – climbing trails, jungle climbers and an activity centre to really enhance the outdoor area. We are working with ESP and the children to plan out the area with what we want and what we can afford.

4.5 St Luke's and St Matthew's Primary School

We are revising our Homework Policy and have developed a Draft Anti Bullying Policy.

4.6 Menzieshill Nursery

We have recently complete a new, condensed Curriculum policy document in response to parents who find our CfE booklets and our handbook too long or difficult to read. Hopefully this will focus parents' thoughts on the Curriculum and the priority of Literacy and Numeracy, Learning/Teaching etc. in order to work together as partners in their child's education. We have also improved our communication strategies e.g.

- Twitter and new emailing system for newsletters
- working on a new nursery web page
- DVD of newsletter for parents who do not have English as their first language
- new responsive formal planning which consults with children and allows parents to see what their children are learning each week
- learning leaflets sent out each term outlining teaching and learning outcomes

4.7 St Joseph's RC Primary School

In response to suggestions from parents:

- purchase of more novels and picture story books for pupils to read in class and at home
- reading record book investigated for purchase for introduction to whole school in new financial year
- reading curriculum events held for P1 and P2 parents. Plan to hold event for rest of school in 2014

4.8 Menzieshill High School

Changed the room allocation in response to parents' requests after a parents' evening survey.

Pupil focus group highlighted bullying issues. Pupils made suggestions for improvements regarding bullying and these were carried forward e.g. anti-bullying assemblies, feedback from tutor groups, positive feedback to pupils, an anti-bullying survey and more communication with parents regarding who was doing bullying and what happened, records maintained and reported. As a result of the record keeping which measured pupil feelings towards bullying, reports showed that pupils felt being listened to as a result of survey and they are more supportive towards one another and everyone was involved in creating the policy and the anti-bullying message was repeated often.

Homework survey conducted and, as a result, we changed our homework policy to incorporate different ways of communicating – text, homework on Glow, homework booklet created and enabling pupils to use hand held devices to record homework.

Electronic devices survey conducted to find out how many pupils had hand held devices, type of device, what device was used for and the outcome of this is still in progress although we are trying to get Wi Fi across the school so that it could be accessed by pupils to support learning and teaching.

4.9 Barnhill Primary School

Participation in the Life of the School – survey was carried out to give parents the opportunity to become more involved in the life of the school. 74 parents expressed an interest and an electronic database has been created to store all offers of support from parents. Support staff and teachers have been shown how to search this database when they require help. Letters were sent to everyone who offered support to share with them how this could be done. A large group of parents were identified who have been weekly or fortnightly supporting Active Reading sessions in P2/3 to support the development of Read Write Inc. This has been very successful. Parents have helped with gardening, baking, creating costumes and props for shows, supporting trips (not just their own children's trips). This has had a positive impact on relationships between the SMT/parents, teachers/parents, parents/pupils and the overall ethos of the school. Activities have become much more manageable/meaningful as parental participation is facilitating them. It is hoped that the end of the session that all parents who wanted to be more involved in the life of the school, will have been given the opportunity to do so.

Cycling Safety – parental concerns over children cycling/scootering in a dangerous manner in school grounds and the streets around the school led to a survey. Changes

made as a result included new rules for cycling within the school grounds were introduced in consultation with the parents. Parents of children who are seen to be cycling dangerously are being informed in writing and are being asked for a written acknowledgement of the school's concerns. The SMT randomly patrol the school at 3.15 pm to check in cycling safety. Only one parent responded negatively to being informed of his child's unsafe cycling. All others supported the school in trying to make cycling safer. No recent complaints from parents/members of the public have been received about dangerous cycling.

School Car Park Safety issues – in response to concerns about parents driving into the staff car park in the morning, SMT are now monitoring on a short term basis anyone trying to enter the school after 8.35 am each day. Only one parent has so far done this and after a meeting with the HT has agreed not to do so again for the sake of the safety of all the children in the school. The HT is also to meet with a parent who is also a police officer to try to 'think out of the box' about solutions for this problem which the children can participate and lead in.

4.20 St Peter's and St Paul's RC Primary School

In response to requests from parents, pupils and staff:

- weekly open doors extended from P1 into P2
- parent/pupil friendly nursery transition booklets for use in the home over the summer holidays
- curriculum open afternoons provided to demonstrate new Active Maths program and Read Write Inc
- new school website developed with general information, regular updates and individual class pages
- hands on ICT session for parents held to illustrate how Education City and Expresso can support learning in the home
- friendship group and Young Sports Leaders team formed to give opportunities for development of leadership skills and support positive behaviour management in playground
- Healthy Eating Assistant formed Healthy Eating co-ordinators group who work with classes to plant flowers/trees and food in all 13 planters in the school. Last year the school harvested potatoes and chives and organised a good tasting session in partnership with Tayside Contracts
- LEAP Project – play created and performed to nursery pupils using outdoor stage
- acquired £10,000 from Awards for All and purchased new table top games, target boards, basketball hoops, outdoor stage and installed ground markings
- new bright and colourful binds installed in playground with pupils designs on them
- school's Eco Group helping to develop a community garden with workers from the Maxwell Community Garden team
- school's 80th anniversary celebrations shared with local community and concert held in parish church

4.11 Connect 5

Introduction of mobile phones dedicated to certain staff to allow parents and young people to contact staff easily and freely.

Changes to the young person's education review meetings that now allow parents to meet all of the young person's teachers.

The school works closely with parents who have concerns with regard to their child's experiences at Connect 5. We ensure that they have the facts and explain our responses, actions and outcomes that result. This is a means of reassuring them and hopefully continuing to develop a relationship of trust and open communication.

4.12 Craigiebarns Primary School

As a result of suggestions and comments from parents, pupils and staff:

- we have made the storage of coats and shoes in the nursery easier and less congested by providing coat racks for individual groups in different areas of the nursery
- a senior pupil sweatshirt is now available for P7
- an event will be held later in the year for parents who wish to find out more about and discuss the behaviour policy
- the school car park gates are being locked for a short while just before the beginning and end of the school day to prevent unauthorised use of car park and increase safety for children
- Facebook was introduced as another means of communication with parents

4.13 Ancrum Primary School

Our school Anti-Bullying Policy has been personalised, updated and verified in conjunction with Ancrum Parent Partnership and the wider parent body.

Customer satisfaction research activities are now carried out during parent evenings and open afternoons (rather than letters home) as there is a much better response.

A number of changes have taken place as a result of our Health and Wellbeing survey at the beginning of the session:

- Health and Wellbeing Working Group working on gold award health promoting schools to highlight progress in health and wellbeing across the school
- increased use of outdoor space with addition of astroturf and outdoor classroom
- greater consideration and action taken to cater for vulnerable pupils during lunchtime and breaks including additional lunch clubs
- more variety in extra curricular clubs

Significant improvements to our playgrounds have been made in the last year. This includes the installation of an astroturf football pitch, an outside classroom shelter, playground markings and small play equipment.

A consistent approach on how we share with parents what children learn and what they need to do to improve has been agreed. A trial period from January to June will allow all stakeholders an opportunity to comment on the format and review whether there is increased satisfaction in quality and quantity of information shared.

Following consultation with pupils, parents/carers have been invited to assemblies to talk about their careers and the skills they use in their day-to-day interactions. This has allowed pupils to see the practical application of the skills they are using e.g. in co-operative learning, in real life situations and contexts.

A Twitter account has been set up and has had positive feedback from parents.

Arrangements are made for any parent who cannot manage the stairs to have meetings on ground floor. P1 nativity performance was moved to downstairs hall to accommodate parent who could not manage the stairs to upper hall.

After consultation with Ancrum Parent Partnership and the wider parent body, discussion forums with a theme linked to 'Psychological Vitamins' were organised in partnership with Educational Psychology. This contributed to supporting parents in their child's learning and development.

As a result of a parental request, a parent group specifically to support children with ASD was started. We have been able to access CPD for parents and staff and have had an afternoon of awareness raising and hopefully understanding ASD more fully.

Tayside Contracts set up a 'tasting station' at parents evening to let parents see what was on offer at school dinners.

4.14 Craigie High School

Extended Review/focus group – parents were invited to attend a Focus Group led by the Extended Review Team to gain an insight into their child's experience.

We continue to run our dot survey at every parents evening to give our parents an opportunity to say how we can improve things. All items raised are discussed at SMT.

The new complaints handling procedure has been implemented and all relevant staff have been fully trained. This has meant that any complaints are dealt with by the appropriate person swiftly and satisfactorily.

All office staff have had refresher training in customer services through e-learning to further enhance the experience of pupils and parents.

Our SMT PT representative gained vital verbal feedback from parents throughout the year at parents evenings which will lead to more social events to raise money for our PTA.

4.15 Woodlea Nursery

Focus for 'come and play' days has been changed to try and include all curricular areas throughout the year.

Door opening times are being adhered to daily.

Literacy feedback from DEPS has been incorporated into Literacy Action Plan.

Gardening group planned to include parents and community member starting in the spring.

4.16 St Andrew's RC Primary School

Suggestions made by parents covered issues such as:

- improved communication
- positive comments regarding new homework arrangements
- improved approaches to dealing with incidents of bad behaviour
- need to look at playground activities/role of playground staff
- provide more opportunities for pupils to engage in a range of extra curricular opportunities leading to increased wider achievements
- review approaches to incidents perceived as "bullying"

As a result:

- significant investment has been made in providing a range of playground equipment and activities for both the main playground and nursery play area
- supported by a trainee educational psychologist, playground staff have engaged in VIG training which has provided increased confidence in their roles. Still with DEPS support, this has been extended to the formulation of a playground policy which has been shared with parents and pupils and will be subject to ongoing review and monitoring
- a full range of clubs at lunchtime and after school is now available to all pupils, led by either colleagues from Active Schools or school staff. Uptake of these clubs is very healthy
- in line with DCC expectations, a draft anti-bullying policy has been written by a group of parents and staff, with the pupil council consulted on its content. The DHT has undergone 2 days of training and is now the school's anti-bullying co-ordinator

4.17 Forthill Primary School

Exploring possibility of using "Parent Mail". Using email as much as present system allows. Exploring the use of "Twitter". Parent Council Facebook page set up.

Communicated and implemented "Open Door" policy. Increased opportunities for parent and teacher contact – formal evenings and informal opportunities during day. Consultation with Parental Involvement Officer. Parent "Focus Groups" set up for consultation. Plans to involve parents in reviewing the vision, values and aims of the school. "Car Park" strategy ongoing in school to capture ideas, suggestion, anecdotes etc. Parental help for day to day activities sought more widely.

Developed series of information leaflets on Co-operative Learning, Formative Assessment Learning Journeys etc.

Reviewed and redesigned "Learning Logs". Sharing assessment information more openly and honestly. Moderation of planning within and across stages for consistency.

Designed new interactive website, launched January 2014.

Developing and implementing "Team Around the Child" and "GIRFEC" strategies. Involving parents more holistically in review meetings and design of action planning.

Proposed termly meetings of all professionals supporting the school to identify and review support for children at Stage 1/2. Parents involved at earliest opportunity.

Training sessions for support staff in medication and restorative practices. Restorative practices part of Cluster Improvement Plan.

Negotiated with OSCC to allow inclusion of all children. OSCC reviewed policy to accommodate changes.

Consultation with Parental Involvement Officer. Review of previous arrangements. Focus group of parents to be organised.

4.18 Braeview Academy

As a result of feedback, and in further consultation with the Parent and Pupil Councils, we re-scheduled House Tutor Time to take place at the very beginning of the school day. Staff felt this was the optimum time to conduct the Tutor Time activities and that this would help to prepare pupils for the day. They also felt that this would minimise any disruption to learning which might be caused by travelling time to Tutor Groups if these were held during the school day.

4.19 Our Lady's RC Primary School

Improvements made include:

- implementation of a new school website
- implementation of a revised whole school homework policy
- consultation on a new communication strategy document for the school
- introduction of parent/teacher "Meet and Greet" events

4.20 Glebelands Primary School

In response to parents' comments:

- school is developing an equalities and anti-bullying policy in collaboration with learners, parents/carers
- school is to conduct a survey on religious observance to ensure that we are meeting the needs of the RME curriculum and that parental rights are observed
- we introduced a "You Said/We Did" board and as a result of its success we have now introduced a "We Asked/You Said" board
- we have extended school focus groups to include the Early Years' Class

4.21 Claypotts Primary School

Changes made include:

- in response to parental concerns over car parking and pupil safety, a new entrance gate and pathway have been installed linking the vehicle turning point to the playground to ensure a safer route into school

- we now have a range of evening events to accommodate working parents including enrolment sessions for parents of incoming P1 pupils, sharing learnings events and performance of P1 Christmas play
- pupils' views have helped shape the new format for assemblies and they take a lead in this
- changes were made to the lunchtime arrangements in response to pupils' views including the number of meal options, arrangements for packed lunches and the introduction of "themed" lunchtimes
- Parent Working Group contributed to the revision of the school's anti-bullying guidelines

4.22 Baldragon Academy

Surveys taken at all parent/carer contact evenings and also to a cross-section of parents/carers as a result of Parent Partnership Group. Areas for improvement being acted on include:

More school/home communication – looking at options for communicating with parents/carers using email and additional use of texts where appropriate.

More homework required – learning at home project group set up to review homework/learning at home and look at extending opportunities for parents/carers to become more actively involved with their child's learning at home. Parent/carer representative from Parent Council invited to attend the group's meetings.

Exam expectation – S5 focus groups introduced to support those pupils who are sitting 3 highers or more. Meetings with parents/carers and young person at least twice per academic session with an emphasis on raising attainment through school/home partnership. Tracking/monitoring group set up to support pupils in their learning/progress. Guidance staff/pupil mentors discuss results with individual pupils and encourage improvement etc.

Anti-bullying procedures to be improved – a new policy has been developed following consultation with pupils, staff and parents/carers.

Also, pupils felt that there were too few opportunities for them to contribute to the development of the school. In response, the Pupils' Representative Council is being re-established as a means for the pupil body to influence and contribute to school improvement.

4.23 St Mary's RC Primary School

As a result of ongoing concerns of parents regarding safety of their children accessing the school new traffic restrictions have been put in place for the beginning and end of the school day.

When sending text messages to parents regarding ongoing events in school we now include the name of the school, as a parent commented that as she has children at more than one school so was often unsure which school was texting her.

Introduction of head girl/boy and a House system with 4 house captains. The aim is to give pupils more responsibility and this has had a very positive impact on leadership.

More pupil learning on internet safety and hosted a parents' information night on internet safety.

Nursery newsletter includes a tear-off section allowing parents to feedback on specific topics.

Tea/coffee provided for parents during open afternoon to allow parents the opportunity to discuss their visit with SMT and then pick up their child at end of day.

Using visuals throughout the school, including nursery, to help with inclusion for specific children.

Summary of learning each week on parents' board in nursery as a result of parents' comments.

ICT programme adapted in nursery following parental suggestion.

4.24 Eastern Primary School

An evaluation procedure undertaken in November 2013 with pupils and parents asked what they would like us to start doing, stop doing and keep doing.

Key results indicated that parents would like to see improvements in parking around the school, a change to the organisation of school dinners, improving the playground environment with regards to cleanliness and a review of the approach to homework. Feedback was also received regarding the structure of assemblies.

Parents were happy with improvement communication via the Personal Learning Logs (PLLs) introduced last session, the range of variety of after school activities, approachable staff, the award and positive behaviour system. A significant number of comments were received on the range and variety of new initiatives currently being developed.

Children requested more extra-curricular activities, improved playground facilities and more opportunities for pupil voice. Improvement in sport provision was also high on the list of requests.

As a direct result of feedback we have developed a parent room, improved access for parents to events throughout the year, improved communication for parents via a range of new approaches i.e. PLLs, twitter, web page, shared start, open afternoons, class assemblies, email etc. Parking and road safety information is regularly reviewed through the newsletters and Parent Council meetings.

Parent council membership has been increased to include a parent member from each stage in the school.

As a result of feedback from the children we have worked closely with parents to improve the playground, we provide extracurricular clubs every lunchtime and after school and sports resources are currently being replenished and enhanced. Children are now being involved in the assembly programme and have further opportunities to contribute to the school improvement plan and have a key role in whole school events, for example, presenting a P1 induction evenings, our Scottish Night and through class assemblies and shows.

5 ENVIRONMENT

5.1 Environmental Protection

5.1.1 Trading Standards

Customer survey feedback is analysed and any negative comments followed up personally with the service user. Feedback is discussed with staff members, and improvements implemented where possible. Similarly, in the Trusted Traders scheme, results are analysed and improvements implemented. Examples include the department carrying out more robust checks on customer feedback published on the Trusted Trader website about local traders and design changes to the website.

5.1.2 Home Safety – Older Peoples’ Drama Group

Dundee has taken an innovative and empowering approach to the challenge of helping older people to keep safe. Community drama is used to help older people to be more aware and confident in dealing with the possibility of bogus callers and scammers. The project also helps older people avoid financial harm and remain safe in their own homes. The key messages have already been taken to 4 venues attended by older people. Monthly performances are planned across Dundee’s communities in an effort to raise older peoples’ awareness of who to contact if they have any concerns about feeling secure.

The specific issues dealt with are:

- financial exploitation by family members and what you can do if you have concerns
- dealing with bogus callers
- scams
- safety in the home (with particular reference to reduction of falls)

5.1.3 Food Safety and Standards

The Food Hygiene Information Scheme was introduced so that consumers can tell before using a food business whether the operator is complying with food safety legislation. Premises which comply are entitled to display prominently a ‘Pass’ certificate issued by the Council, which are now a common sight in many food premises. Consumers can also check the status of food operators on the Council’s web page. Last year there were 687 web page views.

5.2 Construction Division

5.2.1 Repairs Improvement Forum

A Repairs Improvement Forum has been established and meets regularly to consider improvements to the Housing Repairs Service. The Housing Department and the Environment Department’s Construction Division meet with representatives of the Dundee Federation of Tenants Associations to get feedback from tenants on the service. Future planned maintenance programmes are also discussed so that tenants’ views are taken into account at the planning stage. The Housing Repairs Service satisfaction survey results are considered at this forum and at the Housing Best Value Group. The Forum will play an important part in the review of the Housing Repairs Partnership Agreement in 2014.

5.2.2 Tenant Liaison Officer

As a result of feedback from tenants who had major refurbishment work carried out to their homes, a Tenant Liaison Officer (TLO) was appointed last year to improve communications with tenants before, during and after refurbishment works. The service has proved very popular. The TLO visits each tenant prior to the works commencing to explain the process, give information, identify individual needs and explain that the TLO is the first point of contact for any problems or concerns during any stage of the improvement works. Sometimes elderly, vulnerable tenants need to be decanted from their homes prior to major works which can be a stressful experience. If they have no relatives to help them, the TLO enables them get the assistance they need to make the process as comfortable as possible. Tenants are delighted with this personal, face to face approach, which goes a long way towards establishing a relationship of mutual respect between the tenant and the Council.

5.3 Environmental Management

5.3.1 Dog Fouling

A comprehensive dog fouling strategy is being introduced in the city following a rise in complaints and concerns about dog littering on the city's streets, parks, open spaces and cemeteries. The resources of the Environmental Management and Protection Divisions will be pooled to promote responsible dog ownership and tackle the minority who let their dogs foul. Problem areas will be targeted with patrols and increased enforcement action. Responsible dog ownership will be promoted through a dog owner Code of Conduct. A Registration Scheme for professional dog walkers will be introduced for the city's parks and open spaces.

5.3.2 Landscaping

Community consultations and analysis of service requests and complaints are used to introduce local environmental improvement projects. Problems caused by overgrown trees and shrubs are removed by replacing these with a landscape which is more secure and less prone to harbouring litter. Recent examples include landscape improvements at a former play area in response to concerns raised by Hill Street sheltered housing residents about security. Intrusive planting was replaced making the area more open whilst enhancing overall appearance. Similarly, at Fairmuir Park the car park area has been opened up and renovated to deal with community concerns about anti-social behaviour and fly tipping.

5.3.3 Play Areas

The department works closely with friends groups and others to improve parks and open spaces. Current works being done in response to community suggestions and actions include Roseangle Play Area Improvements, Active Area at South Road Park, and the multi user games area at Baxter Park. Also through community consultation, picnic tables and additional play equipment have been installed at Clatto Park and a small play area was developed at Birkdale Place.

5.3.4 Sports

Arising from consultation with tennis enthusiasts, improvements have been made to tennis courts. Both Fairmuir and South Road were completely renovated and improvement plans for Dawson Park will be implemented in 2014/15. In consultation with local clubs, all weather training areas will be introduced in existing parks, where there is heavy demand for team sports like football and rugby. Community Sports Hubs

have been set up in various locations in the city including Downfield Park, Caird Park, Dundee East and Monymusk Park where the objective is to contribute to the growth and development of sports and the improvement of facilities.

5.3.5 Allotments

In response to the requests of Local Community Planning Partnerships, community allotments will be developed at Douglas and Lochee. A survey undertaken with allotment holders resulted in a proposed change to the "conditions of let". The number of allotments will be increased by dividing up the allotments which were proving to be too big.

5.4 General

The results from the Annual Citizens Survey 2013 are being analysed by the Environment Department to see if the overall figures reflect a uniform performance across Dundee's communities. Any significant gaps between areas will be explored with a view to taking improvement actions.

6 HOUSING

6.1 Homelessness/Housing Options

To ensure a smooth customer journey and link with the Housing Options Service, the Homeless Services Unit has relocated to the East District Office. The Lettings Team is also based at the East District Office and will therefore provide people with a One Stop Shop approach to deal with their housing needs.

The Youth Housing Options Service has now built further flexibility into their system whereby youths can be interviewed at a location of their choice if the East District Office is not appropriate. Locations used have included Street Level, The Corner and West District Office.

Youth officers at the anti-social team are now attending new tenancy signings for Looked After Children to discuss tenancy management issues and a contact name for any advice that may be required when moving into a first tenancy. This has been incorporated into the Through-Care Policy.

Appointment times were previously issued verbally to callers at the Homeless Services Team. Customers expressed a view that confirmation of appointment times would be useful, so text messaging has been introduced to remind customers of appointment times.

A focus group of service users reviewed the content and layout of current information relating to the homeless service. Changes to the information given to homeless applicants and wider publicity information for the service have been introduced to make information clearer.

6.2 Disabled Adaptations

Improved liaison between the Housing Department, Environment Department and the Occupational Therapy Service has improved the timescale for installation of handrails and other equipment. When fitting over bath showers, wash hand basins and toilets are also replaced if necessary and non slip flooring is supplied. This means that all necessary replacement works are carried out at the same time, reducing inconvenience to tenants.

6.3 Heating/Kitchen and Bathroom Contracts

A review of information packs was undertaken to ensure a consistent standard of information over all contracts. Wording of a questionnaire was changed to clarify a consistent method of capturing data on snagging and defects.

6.4 Lettings

Some prospective tenants were not aware of the changes to the Welfare system that would result in tenants who were under occupying their property having a deduction made from Housing Benefit. Welfare Reform information is now sent out with the Housing Application form acknowledgement letters and discussed with applicants at viewings to ensure that prospective tenants are aware of the financial implications of under occupying a property.

Decoration was carried out to some properties prior to prospective tenants viewing the house. Prospective tenants can choose to have partial decoration or a decoration allowance to assist them when they move into their new home, improving customer choice.

6.5 Rents

Customers calling at the Customer Services Team could not make agreements to repay rent debt or inform the Rent Recovery Team of changes to their circumstances without being directed to the Rent Recovery Centre. To improve the customer journey and streamline the process, changes were made to the rent recovery system and training given to the staff in the Customer Services Team so that customers can be dealt with at the first point of contact. Rent Recovery letters were revised to provide clearer advice and information to tenants, including addresses and contact details of advice services operating in the city.

6.6 Repairs

As mentioned in the Environment Department's section above, Housing and Environment representatives meet regularly with tenants' representatives through the Repairs Improvement Forum to get feedback from tenants, consider satisfaction results and discuss future programmes. The Housing Repairs Partnership Agreement will be reviewed in 2014 and the Forum will play an important part in this process.

6.7 Changes to the Website

- Repairs

There was no information about how an owner can report a repair on the website. Additional text has been added to the web page to provide this information.

- Anti-Social Behaviour

A comment was received to say that the Police telephone number was not included on the webpage. The telephone number is now included and highlighted in bold to make it clearer.

- Rent Recovery

The web page had no information on ways to pay. A link to ways to pay rent has been added.

- Ex-Council Owners

There were no details of what Owner Services does. A section detailing Owners Services functions has been added.

7 SOCIAL WORK

7.1 Home Care

Practical Services – following a complaint from a service user regarding no services being provided during periods of annual leave or sickness of staff members, we will now send a standard letter to all service users who receive practical support explaining our policy on provision of cover in such circumstances.

Recruitment – service users commented that we should ask candidates if they have worked with disabled people and have a good understanding of elderly people with hearing, sight and mobility issues. Service users' questions have previously been incorporated into the recruitment and selection process and this is being adapted to include recent requests from service users.

Home Care Staff Induction – service users have been invited to attend a session at the induction training where they talk about their personal experience of receiving services.

Continuity of Care – the survey of service users highlighted that continuity would improve care. This is a key focus of the business and the department strives to promote this. This is monitored by Social Care Organisers and comments documented at review, with feedback to managers highlighting any serious concerns or issues.

7.2 Residential Care

As a result of a residents' comfort fund meeting in Janet Brougham House, a suggestion from a family carer was made for a potting shed for the residents to enable some residents to pot plant seeds to cultivate for planting out. We now have a potting shed for the residents.

Through one of the family carer's questionnaires, it was suggested to explore the possibility of a raised garden in the central courtyard of Janet Brougham House. This was to enable residents who have an interest in gardening to be able to look after some plant, weeding etc. once they had been planted. We now have three raised gardens, two of which can have wheelchairs pushed under the lower part. Another outcome from a family carer's questionnaire in Janet Brougham House was a suggestion about seating at intervals on the path which goes around the garden. Although we already had seating outside all bedroom patio doors for the residents, we now have benches placed at intervals around the path to enable residents to stop for a rest when walking around the garden.

Some residents stated they would like a wider variety of activities to take place in the Menzieshill House care home. As a result an activities planner has been introduced so all residents are aware of what activities are to take place in each suite within the home. At the end of each activity an analysis sheet is completed by the member of staff

undertaking the activity after speaking to the residents to ascertain their level of enjoyment regarding each activity.

New furniture has been ordered for Craigie House following consultation with residents regarding the colour and style. As a result of residents and their families asking for a more increased access to the manager of Craigie House, regular surgeries were programmed at the weekend throughout 2013 which resulted in very positive feedback. This is to be continued in 2014. In order to seek the views of residents regarding their meals, a 'meal card' has been introduced at Craigie House. This involves sampling residents throughout each month to ascertain their enjoyment of different dishes. This means residents can make comment on any aspect of the meal including how they would like the meal altered to meet their own individual taste.

In Turriff House residents, their families and visitors were encouraged to make comment on a 'talking wall'. This involved their views being noted on pieces of paper which were pinned to the wall. These comments were then used to make changes to the menu, thus reflecting the views of individuals and the residents as a whole.

A resident in Turriff House mentioned at a meeting that he was interested in World War 2 and would like to know more about this. It was arranged that the mobile library would lend him some books on WW2, and they delivered to him. Similarly another resident had expressed an interest in going swimming to help improve her health. It was arranged that she go swimming with a staff member once weekly over the summer and autumn period.

It was suggested at residents' meetings in Turriff House that residents would like the number of activities taking place to increase. A small group of staff made posters looking for suggestions and are currently looking at how to put these into place. Two craft activity sessions have now been introduced where staff members helped residents to make Easter cards and decorative wine glasses to be sold to raise money for the comfort fund.

7.3 Oakland Centre

Activities – in response to service user comments during a Care Inspectorate inspection, changes have been made to Oakland's daily activity planner. This is helping staff to deliver meaningful activities in the late afternoon. The service user feedback showed a lull in activity at this time of day.

Noticeboards – at a service user meeting a suggestion was made that the noticeboard should be lowered, so it could be seen more easily by those in wheelchairs. The service user who made the suggestion got involved in helping the handyman choose the best height. The minutes of service user and comfort fund meetings are now produced in large print for the noticeboard, in response to a service user request.

Garden shelter – a need for a shelter in the garden was identified at a service user meeting and also during a Care Inspectorate inspection visit. After further consultation with service users it is planned to build a wooden arbour in Spring 2014 to provide shelter in inclement weather.

'Living Tree' – this is a tree design placed in the entrance hall of Oakland Centre which indicates 'what we are good at' and 'what we could do better'. People can add comments to the tree in form of a 'leaf' and stick it on a branch. This aims to capture the thoughts/ideas of everyone who visits the centre e.g. service users, carers, other professionals, thus widening consultation. The centre will encourage the tree to grow

and in 6 months time evaluate/address the suggestions. Service users were involved in creating the tree e.g. cutting out and painting the leaves/trunk.

7.4 Social Work Finance

Changes made include:

- Bill payment by direct debit has been set up for a number of corporate appointeeship service users, which ensures prompt payment and avoids invoices being sent to the individual
- Established administrative procedures with the Office of Public Guardian (OPG) to successfully manage Access to Funds arrangements on behalf of individuals and to return information to the OPG
- In partnership with the Council Corporate Cashier, cash deliveries to Council establishments has been streamlined avoiding workers calling into Dundee House to collect cash
- In partnership with the Sales Ledger Team, information shown on the front of invoices is being redesigned to highlight payment contacts for service users and assist in their query being dealt with at their first phone contact

7.5 Welfare Rights

In the /13 survey of users of the money advice service, 91% found the service helped them to learn more about financial knowledge and awareness and 88% reported that their confidence had improved in relation to their financial situation. We have continued to improve our information as a result of areas highlighted by service users. We are also exploring the possibility of delivering 'improving budgeting skills', in conjunction with 'money advice' that is already delivered.

Within the general welfare rights service, 89% of survey respondents who had access to a welfare rights caseworker described the service as excellent and 11% as good. 93% of respondents felt that their adviser understood their needs very well, 7% quite well. Contact with the individual's caseworker was very easy in 73% of cases, easy in 22% of cases and difficult in 2% of cases. As a result we have revised our information leaflets and other literature with particular emphasis on how to access the service. We have also improved the named contact details for clients looking to speak to their allocated welfare rights caseworker.

7.6 Supported Living Team

Comments and suggestions from customer surveys have been passed on to the teams and acted upon. These include the following.

- One service user asked that next time she is leasing a car, she would like it to be "a red one and a bigger size". This is being actioned at the moment.
- Another service user commented "I like to go to football matches". This gentleman has been supported to purchase a season ticket for the local team.

At service users meetings a variety of issues are discussed, including menus, holidays, decoration of the house etc. Suggestions are acted upon whenever possible, for

example, menus have been adjusted to accommodate individual tastes, holidays planned and rooms decorated as per tenant's choice.

Also in a recent survey, comments were sought regarding staff recruitment. The following are examples of the suggestions made by service users:

- Staff should be totally dedicated to helping people with special needs, including housekeeping
- How much training / experience does the person have?"
- Understanding importance of personal care and moving and handling

These suggestions have been included in the recruitment and selection process.

7.7 Dundee Community Living

The following are examples of changes made after listening to the service users:

- Breakfast was changed to a brunch on a Sunday in one house to incorporate requests for a long lie.
- Flowers were planted in the garden at request of a service user.
- Tenant supported to go fishing as he expressed an interest.
- Tenant supported to go to a festival at their request.
- Tenants advised that they did not like the lighting in their dining area – this was changed to more suitable lighting.
- Individual holidays were arranged at tenants' requests.
- Staff briefed on the role of the Welfare Guardian and the information that needs to be provided to them in response to a relative's complaint.
- Handover time introduced in one house as a result of complaint from relatives and in response to staff suggestion.

7.8 Wellgate Day Support Service

As part of outcome planning within the Wellgate Day Support Service, the following developments have been undertaken:

- A service user highlighted that he would like to make a movie which has resulted in us commencing a film making group
- All day activities introduced to enable service users to undertake their desired outcomes e.g. visiting places of interest
- A group were given the opportunity to try a taster session of archery
- A group enjoyed a fishing trip to Forbes of Kingennie

A group of service users who wanted to plan a special day suggested a beach party theme day. This group became the planning committee. To achieve all of the aspects of the day it was decided to involve other groups within the centre which would allow everyone to have a chance to contribute to the day and work together towards an end product.

At the beginning of the day we have a coffee bar in the dining room where the service users are encouraged to discuss any difficulties or concerns with their Link Worker in a relaxed informal setting. Service users are also encouraged to participate and assist to run the coffee bar. During this time all service users are free to discuss with any member of staff or the manager any areas of service planning or delivery. We have undertaken a questionnaire survey to ascertain the views of service users following the change from link group time to the coffee bar system. The findings were very positive and suggestions included providing food, resulting in the introduction of toast-making facilities for service users.

The Wellgate service user Media Group have recently been producing a DVD to be used as part of a welcome pack for potential new service users and their carers. After discussing this as a group with a staff facilitator, it was decided that they would like to do this in a newsreel style. Group members wanted to film each other being interviewed about their own experiences of attending Wellgate Day Support. They spent time coming up with questions to ask each other and agreed what role each person would play i.e. interviewer, interviewee. After rehearsing this until they were comfortable and happy, filming took place. Part of the programme gives different options for presentation and music and the group chose everything used in the finished product from content text and music background. Also included in the DVD is a photo gallery showing all the different activities and experience available at Wellgate Day Support.

Several service users went to visit a farm as part of their chosen activities. After seeing the hens and chickens, they expressed an interest in having chickens in the centre. It was decided to have a digital incubator so we could hatch our own chickens and this was set in the main lounge so everyone could see how they were progressing and hatching.

7.9 Mackinnon Centre

In response to feedback from service users a leaflet is being produced for prospective users about the facilities available at Mackinnon Centre, both Skills and Respite service. Similarly we made changes to our respite webpage and explained the service clearly. People are now leaving positive feedback when they visit the webpage.

In relation to the recent refurbishment programme of the building, the Service User Representative Group Executive (SURGE) suggested an alternative colour scheme to the one that was in the original plan. This was passed on to the Architects who agreed with the suggestion and the plan was altered. All service users are now delighted with how bright and airy this makes the building feel.

SURGE members requested name badges so that all service users would know who they were and that they could approach them if they had any suggestions. These have now been supplied. They also suggested that they hold 'surgeries' within the centre, which will provide more opportunities for service users to meet with the group members to discuss issues of interest. These will be held monthly, to be reviewed after six months.

The group also requested that consideration be given to staff name badges. We sourced samples of name badges and the SURGE group agreed on style and colour. Black writing on a yellow background was agreed as this helps people with visual impairment. These have now been purchased.

We have a 'meet and greet' opportunity on a Monday evening as most respite stays start on a Monday. This is held so people can meet each other, staff can answer any questions individuals may have and then discuss any thing specific individuals would like to do during their respite stay.

We ask service users to complete a questionnaire; for respite this is done after their stay and for Skills service this is done annually. Service users have highlighted in the questionnaires the activities that they would like to be offered while in respite. This information is held in an activity book. This allows staff to offer the activities that individuals have shown an interest in. For example two ladies due to come in for respite in December had requested to go to a pantomime, so this was arranged for them during their week's stay. We now have an identified staff member as our 'Activity Champion'.

Service users in respite felt that a full meal at lunch time was too much when getting a full meal at tea time also. So it was agreed that at lunch time it would be soup, sandwiches and a sweet. However as time went on people became fed up with sandwiches every lunchtime. After further consultation we now provide different alternatives for example baked potatoes, wraps etc. We now have an identified staff member as our 'Nutritional Champion'.

A service user who attends the art skills group highlighted in a questionnaire that the washing facilities in the art activity rooms did not allow her to wash out her brushes independently. This was passed to the architect who provided drawings for additional sinks; this was discussed with service user who agreed the proposed additional sink facility would be suitable. The additional sinks are now in place.

Service users also suggest questions they would like us to ask candidates at the interview. We now incorporate their questions in the recruitment process. In addition, for all interviews we have a service user panel who meet with all candidates. They then provide written and verbal feedback which the Recruitment Panel takes into consideration when making a decision.

7.10 Youth Employability Teams

Lochee Pathfinder – as a result of consultation with Lochee families we have undertaken a number of changes. These include:

- Given the concern around drugs and alcohol within the community, we are working with ADP to look at how we tie their community hub concept in with our co-located family hub concept
- One of the main issues was around the lack of play space and green space in central Lochee. We will work with other partners to run a Family Fun and Engagement event around open space and play

The Youth Employability Team regularly commission and evaluate training from various training providers across the city, depending on the interests/needs of the young people we are working with. The team commissioned a training provider to deliver a series of six short taster sessions focusing on what it is like to work in the care sector. Feedback from the young people who attended the session was that it was too focused on childcare, so we discussed this with the training provider and the provider has agreed to look at the content of the course and they are going to change it to fit in with what the young people are wanting i.e. more general care.

7.11 Employment Support Service

In our Customer satisfaction survey, 100% of returns found the service useful; 86% were 'very satisfied' 7% were 'satisfied' whereas 7% were neither satisfied nor dissatisfied. 57% rated our service 'much better' 7% better' and 7% the 'same' as other employability services whereas 29% did not know/could not comment. 93% said they would recommend our service to others.

As a result of previous feedback we now confirm appointments and send reminders by text message which has resulted in improved attendance rates.

We have tailored training sessions to address specific issues raised.

7.12 Looked After and Accommodated Children (LAAC) Review Team

The role of the LAAC Review Team is to co-ordinate the LAAC review system in Dundee and to ensure that the plans for all looked after and accommodated children and young people are the subject of pro-active, ongoing decision-making and review.

In advance of every review meeting the team send out 'Having Your Say' forms to all children and young people over 8 years old. Information from these forms is collated, analysed and used for service improvement and to address concerns. In 2013, 123 forms were filled in.

The Review Officers also offer to meet with children outwith their review meetings to get their views, if they do not want to attend these meetings. The LAAC Team provide their contact details and advise children and young people that they can contact the Team directly if they wish.

Review Officers also offer to meet with parents before or after review meetings which they cannot attend. Also, if a parent is in prison, for example, the Team will ask the social worker involved to ensure they obtain their views, which are then fed in to the LAAC meeting.

In the LAAC minute, a record is included of the parent's views, as well as child's views regarding the child's plan.

7.13 Care and Protection

Multi-agency case-based self evaluation is undertaken within the Child Care and Protection Committee and Adult Support and Protection Committee. Within the model used, service users, family and carers are asked their views on the service provided and this information helps to shape the final report and recommendations back to each Committee. This has resulted in changes being made to procedures and processes used.

7.14 Children's Rights Officer

The Social Work Department's Children's Rights Officer (CRO) provides an information, advice and advocacy service to children and young people who are, or have previously been, looked after and accommodated by the Council, and to those with disabilities. By its very nature this post involves the CRO in listening and responding to children and young people's concerns and wishes, and acting on their behalf. The CRO plays an important role in safeguarding the welfare of children and young people and ensuring that their rights are promoted and protected.

A key role of the CRO service is to ensure that any complaints and concerns raised by children and young people are given proper consideration by the officers responsible. The role of the CRO is to advise and support young people to voice their complaints and offer assistance throughout the process to resolution.

When the CRO has completed work on each referral, it is the established practice to seek feedback from the children and young people involved to ascertain if they have been satisfied with the service they have received. There are consistently high satisfaction levels reported by children and young people about the service provided by the CRO and the outcomes achieved for them. In 2012/13 95% of children and young people reported satisfaction with the CRO service provided, compared with 91% in the previous year.

A report on the work of the CRO is presented annually to the Social Work and Health Committee. The latest report highlights a range of key themes emerging from the delivery of CRO services and brings forward a number of specific actions to be incorporated into the CRO's action plan. These actions are taken forward by the CRO in partnership with managers and social work staff in Children's Services to achieve improved services and outcomes for this very vulnerable group of children and young people in Dundee.

7.15 Complaints

We take complaints seriously. We not only try to put it right for the complainants but also take action to ensure that these are not repeated.

As a result of complaints we provided further training to staff on four different occasions. In twelve instances we reviewed our processes in order to improve communication between staff members, between staff and service users or with the external organisations.

Similarly we revised and updated information on the website to take account of the issues identified in four different instances.

7.16 Criminal Justice Services

In 2012-13, Criminal Justice Services completed 89 unpaid work projects, with 69 of them new referrals from members of the public and other agencies. This involved over 40,000 hours of work being carried out on the basis of local priorities identified by the community and individuals. In response, 95% of offenders were positive about the support they received whilst doing the work and 100% of recipients said they were satisfied with the standard and that they would use the service again.

There was also some feedback from offenders that their skills were not always being used and agreement has now been reached that, wherever possible, efforts will be made throughout the order to match skills to placements.

Specific resident feedback at our supported accommodation unit at East Port House has helped us to make changes to the timing of resident's meetings, groupwork programmes and the planning of catering menus. The feedback from residents and the approaches used to get this feedback have previously been reflected in positive Care Inspectorate assessments of the Unit.