

EAST AYRSHIRE

COMMUNITY PLANNING PARTNERSHIP BOARD: 30 JUNE 2011

PARTNERSHIP ASSESSMENT SCORECARD RESULTS

**Report by the Executive Director of Finance and Corporate Support,
East Ayrshire Council**

1. PURPOSE OF REPORT

- 1.1 To update the Community Planning Partnership (CPP) Board on the results of the Partnership Assessment Scorecard 2011.

2. BACKGROUND

- 2.1 As the Board will recall, Rocket Science Consultancy was commissioned in 2005 to develop a bespoke Partnership Assessment (PAS) Scorecard to allow the effectiveness of partnership working through Community Planning in East Ayrshire to be measured.
- 2.2 The PAS has allowed Community Planning Partners to monitor their progress in fulfilling their statutory duty under the Local Government in Scotland Act 2003 to participate in the Community Planning process. Furthermore, reviewing the effectiveness of partnership activity was a recommendation included in Audit Scotland's Community Planning – An Initial Review document.
- 2.3 The results of the PAS have been utilised to inform the preparation of future workplans and annual performance reports for Community Planning. In addition, they have supported Partner organisations in identifying and addressing training needs within their individual organisations in relation to working within a Community Planning Framework.
- 2.4 The PAS exercise was initially implemented in March 2006 and repeated, thereafter, on an annual basis up to March 2008.
- 2.5 Following an evaluation of the PAS in September 2008, the JOG, at its meeting on 27 January 2009 agreed to utilise the 'SurveyMonkey' online survey tool in the implementation of the 2009 PAS exercise.
- 2.6 In addition, a revised question set, adapted from the PAS questionnaire used in previous years, was agreed at the JOG meeting of 24 March 2009. Consequently, the results of the 2009 PAS exercise provided a revised baseline for the purpose of comparison going forward.

3. PARTNERSHIP ASSESSMENT SCORECARD IMPLEMENTATION 2011

- 3.1 In February/March 2011, the identified Managers within relevant Partner organisations reviewed and revised the nominated 'Scorer Group' for their respective organisations. As in previous years, this process was managed by the Community Planning and Partnership Unit.

- 3.2 The PAS was implemented for all 'Scorer Groups' between 6 April 2011 and 10 June 2011.
- 3.3 A total of 379 individuals within the identified Scorer Groups had an opportunity to participate in the PAS 2011, with 259 (68%) individuals submitting a scorecard; this included 65 (25%) participants who were new scorers this year.

4. PARTNERSHIP ASSESSMENT SCORECARD RESULTS

4.1 Attached for information are the following:

- Appendix 1: Combined Results for all 'Scorer Groups' 2009, 2010 and 2011;
- Appendix 2: Top level results by Partnership 'Scorer Group', detailing 2009, 2010 and 2011 results;
- Appendix 3: 'Scorer Group' information for 2011, including number of scorers; and
- Appendix 4: Survey Questions linked to Sub-topics.

4.2 Partners have access to a wider range of information in respect of their organisations' scores through their identified 'Scorer Group' Managers and, as in previous years, would be requested to consider this information and implement an action plan, as appropriate.

PAS 2010 – Agreed Priorities

4.3 Following the PAS exercise in 2010, the issues detailed below were identified as priorities to be addressed through the Community Planning Joint Officers' Group Workplan:

- Wider awareness raising and community engagement; and
- Awareness of key stakeholders and key staff.

Wider awareness raising and community engagement

4.4 Improving the awareness of the wider community and building on and developing existing effective community engagement continued to be addressed through a range of mechanisms as part of the Four-yearly Review of the Community Plan progressed in 2010/11. Awareness raising materials included background information in respect of the Review process for the Local Community Planning Forums; the online survey for staff and the wider community made available on the Community Planning website; the Residents Panel questionnaire, which was issued to a representative sample of around 900 local people; and consultation with young people across East Ayrshire, which was co-ordinated by Dialogue Youth. Regular updates on progress were provided on the Community Planning website and through the dissemination of information bulletins in a range of formats across East Ayrshire, as appropriate.

4.5 The four Local Community Planning Forums and the two Federations of Community Groups continue to be instrumental and effective in respect of raising awareness of Community Planning in local communities. In addition, the Community Planning Awards Ceremony held on 16 March 2011 provided a further opportunity to raise the profile of Community Planning locally.

- 4.6 The sub-topic score for Awareness of Local People has increased from 2.2 in 2009 and 2010 to 2.4 in 2011.

Awareness of Key Stakeholders and Key Staff

- 4.7 A range of activity was progressed in 2010/11 to inform the Four-yearly Review process, including a Chief Officers and Senior Officers Seminar (January 2010), the Elected Members Seminar (April 2010), focused consultation with the joint Local Community Planning Forums (May 2010) and students at Kilmarnock College (May 2010), and feedback sessions for a range of key stakeholders to consider and comment on the results of the comprehensive Four Yearly Review consultation process (June 2010).
- 4.8 In addition, key staff such as policy officers, principal officers and team leaders were provided with an opportunity to participate in thematic Action Plan seminars and Working Group meetings in August/September 2010 to inform the development of the new Action Plans and the Single Outcome Agreement, and improve their understanding of the strategic agenda and outcome based planning in the context of Community Planning.
- 4.9 The Council for Voluntary Organisations (CVO) East Ayrshire, the Volunteer Centre and the Local Social Economy Partnership, supported by officers from Community Learning and Development and the Community Planning and Partnership Unit, continued to progress the development of a robust Third Sector Interface, which will allow the Third Sector to operate at a more strategic level, ensuring appropriate representation in Community Planning and other strategic agendas.
- 4.10 The sub-topic score for Awareness of Key Stakeholders increased from 2.5 in 2009 to 2.7 in 2010, with a further increase of 2.8 recorded in 2011.

PAS 2011 – Issues for consideration

- 4.11 Increased scores for the combined Scorer Groups were recorded for 15 sub-topics, reduced scores for 4 sub-topics and no change for 5 sub-topics between 2010 and 2011. In addition, increased scores were recorded for 22 sub-topics and no change for 2 sub-topics between the 2009 baseline position and 2011.
- 4.12 Highlighted below for noting are the top five combined average scores for all Scorer Groups in 2011. The same sub topics received top five average scores in 2009 and 2010.

Sub-topic	Topic	2009 Score	2010 Score	2011 Score
Delivering the right services for communities	Community Engagement	3.7	3.7	3.8
Awareness of Partners' Strategic Staff	Awareness	3.4	3.8	3.7
Personal Awareness	Awareness	3.6	3.6	3.7
Understanding the needs of different groups	Community Engagement	3.5	3.5	3.6
Making a difference	Impact	3.4	3.3	3.5

- 4.13 Highlighted below are the sub-topics, which received the lowest combined aggregated scores in the PAS 2011 exercise. These four sub topics also received the lowest scores in 2009 and 2010.

Sub-Topic	Topic	2009 Score	2010 Score	2011 Score
Awareness of Key Stakeholders	Awareness	2.5	2.7	2.8
Sharing Information	Structures & Processes	2.4	2.7	2.7
Targeting additional mainstream financial resources	Structures & Processes	2.4	2.7	2.6
Awareness of Local People	Awareness	2.2	2.2	2.4

- 4.14 The CPP Board is requested to consider the Partnership results and remit the JOG to address key issues identified through the JOG Workplan in 2011/12.

Proposals for Action

- 4.15 Building on the work taken forward in 2010/11 in respect of awareness raising, particularly in respect of the Four-yearly Review process, further work will be progressed in 2011/12 to ensure that opportunities continue to be afforded to key stakeholders and staff, and the wider community to engage in Community Planning.

Key Stakeholders and Key Staff

- 4.16 To ensure that staff are made aware of the outcome of the Community Plan Review process, the Community Planning and Partnership Unit has finalised a pack of resource information as follows:

- Standard presentation on the outcome of the Community Plan Four-yearly Review;
- A Quick Word About the Community Plan Review; and
- A Quick Word About the updated Single Outcome Agreement.

- 4.17 This information can be utilised to inform employee engagement events and team meetings to ensure that the widest possible understanding of the Community Plan over the next four years.

- 4.18 In addition, copies of the Community Plan Review Supplement, thematic Action Plans and updated SOA are available on the Community Planning website.

- 4.19 Future planned activity in 2011/12 includes the implementation of a series of Community Plan awareness raising sessions (one at each co-located facility) to be taken forward for planning partners over the summer period.

Wider Awareness Raising and Community Engagement

- 4.20 A range of awareness raising material continues to be developed and made available for staff and the wider community in a range of formats and on the

Community Planning website, including 'A Quick Word About' documents, information bulletins and reference material.

- 4.21 Planned activity to be taken forward in 2011/12 to ensure effective community engagement in the Community Planning process includes the implementation of the Residents' Survey, the refreshment and effective utilisation of the Residents' Panel, and a review of the Community Planning Forums. Support for the Local Community Planning Forums and the Federations of Community Groups will continue to be provided as required to build the capacity of local people to fully engage in the Community Planning process.
- 4.22 In addition, the effectiveness of the PAS, going forward, will be considered, as part of the JOG Workplan, including a review and revision, as appropriate, of the existing PAS question set.

5. RECOMMENDATIONS

- 5.1 The Community Planning Partnership Board is asked to:
- i) note the progress in relation to the PAS results;
 - ii) remit the Joint Officers' Group to address identified priority issues through the JOG Workplan 2011/12; and
 - iii) otherwise, note the content of the report.

Alex McPhee
Executive Director of Finance and Corporate Support
East Ayrshire Council
17 June 2011

East Ayrshire

Partnership Assessment Scorecard - Combined Results 2009, 2010 and 2011

Topic No.	Sub-topic	Topic	2009 Average Score	2010 Average Score	2011 Average Score	Difference between 2010 and 2011	Annual Performance	Difference between 2009 and 2011	Overall Performance
1	Personal Awareness	Awareness	3.6	3.6	3.7	0.1	Increase	0.1	Increase
2	Awareness of Partners' Strategic Staff	Awareness	3.4	3.8	3.7	-0.1	Decrease	0.3	Increase
3	Awareness of Partners' Operational Staff	Awareness	2.8	3.0	3.1	0.1	Increase	0.3	Increase
4	Awareness of Local People	Awareness	2.2	2.2	2.4	0.2	Increase	0.2	Increase
5	Awareness of Decision Makers	Awareness	3.1	3.3	3.4	0.1	Increase	0.3	Increase
6	Awareness of Key Stakeholders	Awareness	2.5	2.7	2.8	0.1	Increase	0.3	Increase
7	Shared Vision	Ownership & Commitment	2.9	3.0	3.1	0.1	Increase	0.2	Increase
8	Ownership	Ownership & Commitment	3.0	3.0	3.1	0.1	Increase	0.1	Increase
9	Delivery	Ownership & Commitment	2.9	2.8	3.0	0.2	Increase	0.1	Increase
10	Staff Roles	Ownership & Commitment	2.7	2.8	2.9	0.1	Increase	0.2	Increase
11	Joint Resourcing	Ownership & Commitment	2.7	2.9	2.9	0.0	No change	0.2	Increase
12	Understand how to contribute	Structures & Processes	2.8	3.0	2.9	-0.1	Decrease	0.1	Increase
13	Communication	Structures & Processes	2.7	3.0	2.9	-0.1	Decrease	0.2	Increase
14	Targeting additional mainstream financial resources	Structures & Processes	2.4	2.7	2.6	-0.1	Decrease	0.2	Increase
15	Effective structures and processes	Structures & Processes	2.8	2.9	2.9	0.0	No change	0.1	Increase
16	Sharing Information	Structures & Processes	2.4	2.7	2.7	0.0	No change	0.3	Increase
17	Structures and opportunities	Community Engagement	3.1	3.0	3.1	0.1	Increase	0.0	No change
18	Providing training and support	Community Engagement	2.8	2.9	2.9	0.0	No change	0.1	Increase
19	Engaging with communities on strategies and plans	Community Engagement	2.9	2.9	3.0	0.1	Increase	0.1	Increase
20	Community influence: CPP decisions	Community Engagement	2.9	2.9	2.9	0.0	No change	0.0	No change
21	Understanding the needs of different groups	Community Engagement	3.5	3.5	3.6	0.1	Increase	0.1	Increase
22	Delivering the right services for communities	Community Engagement	3.7	3.7	3.8	0.1	Increase	0.1	Increase
23	Joint Monitoring Framework	Impact	3.0	3.0	3.1	0.1	Increase	0.1	Increase
24	Making a difference	Impact	3.4	3.3	3.5	0.2	Increase	0.1	Increase

East Ayrshire

Partnership Assessment Scorecard - Partnership Groups and Combined Results 2009, 2010 and 2011

Topic No.	Sub-topic	Topic	Partnership (Overall)			Partnership Strategic			Partnership Operational		
			2009	2010	2011	2009	2010	2011	2009	2010	2011
1	Personal Awareness	Awareness	3.6	3.6	3.7	4.1	4.3	4.5	4.3	4.4	4.4
2	Awareness of Partners' Strategic Staff	Awareness	3.4	3.8	3.7	3.4	3.9	4.2	4.1	4.6	4.3
3	Awareness of Partners' Operational Staff	Awareness	2.8	3.0	3.1	2.6	3.3	3.4	3.3	3.6	3.4
4	Awareness of Local People	Awareness	2.2	2.2	2.4	2.1	2.1	2.5	2.4	2.8	2.7
5	Awareness of Decision Makers	Awareness	3.1	3.3	3.4	3.5	3.3	3.7	3.5	4.1	3.7
6	Awareness of Key Stakeholders	Awareness	2.5	2.7	2.8	2.4	2.7	3.2	2.8	3.3	3.3
7	Shared Vision	Ownership & Commitment	2.9	3.0	3.1	3.2	3.7	3.4	3.5	3.6	3.7
8	Ownership	Ownership & Commitment	3.0	3.0	3.1	3.5	3.7	3.5	3.5	3.6	3.8
9	Delivery	Ownership & Commitment	2.9	2.8	3.0	3.2	3.3	3.3	3.3	3.6	3.6
10	Staff Roles	Ownership & Commitment	2.7	2.8	2.9	3.1	2.9	2.9	3.0	3.4	3.4
11	Joint Resourcing	Ownership & Commitment	2.7	2.9	2.9	3.2	3.1	3.5	3.1	3.5	3.4
12	Understand how to contribute	Structures & Processes	2.8	3.0	2.9	3.1	3.2	3.3	3.2	3.4	3.2
13	Communication	Structures & Processes	2.7	3.0	2.9	3.0	3.1	3.5	3.1	3.4	3.3
14	Targeting additional mainstream financial resources	Structures & Processes	2.4	2.7	2.6	2.7	2.7	2.9	2.6	3.4	3.0
15	Effective structures and processes	Structures & Processes	2.8	2.9	2.9	3.0	3.4	3.4	3.2	3.4	3.4
16	Sharing Information	Structures & Processes	2.4	2.7	2.7	2.7	2.9	3.2	2.7	3.3	3.2
17	Structures and opportunities	Community Engagement	3.1	3.0	3.1	3.8	3.9	4.0	3.6	3.9	3.8
18	Providing training and support	Community Engagement	2.8	2.9	2.9	3.1	3.8	3.5	3.3	3.7	3.6
19	Engaging with communities on strategies and plans	Community Engagement	2.9	2.9	3.0	3.6	3.9	3.8	3.4	3.8	3.8
20	Community influence: CPP decisions	Community Engagement	2.9	2.9	2.9	3.6	3.7	3.6	3.4	3.7	3.8
21	Understanding the needs of different groups	Community Engagement	3.5	3.5	3.6	3.9	3.7	4.1	4.1	4.0	4.0
22	Delivering the right services for communities	Community Engagement	3.7	3.7	3.8	3.8	4.1	4.3	4.3	4.4	4.3
23	Joint Monitoring Framework	Impact	3.0	3.0	3.1	3.5	3.5	3.8	3.4	3.6	3.7
24	Making a difference	Impact	3.4	3.3	3.5	4.0	3.9	4.0	3.8	4.1	4.0

Total Score	70.2	72.6	74.0	78.1	82.1	85.5	80.9	88.6	86.8
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East Ayrshire Community Planning Partnership

Partnership Assessment Scorecard - Scorer Groups 2011

Group / Organisation Name	Description of Group	Number of Possible Scorers 2011	Actual Scorers (including new scorers)	New Actual Scorers
Community Planning Partnership Strategic Staff Group	Members of key Community Planning strategic groups, including Community Planning Partnership Board, Joint Officers' Group, Coalfield Communities Federation, East Ayrshire (North) Communities Federation and Research, Information and Performance Working Group.	34	32	7
Community Planning Partnership Operational Staff Group	Members of each thematic Community Plan Action Plan Working Group.	77	57	24
East Ayrshire Council	A representative sample (2%) of EAC staff, not routinely involved in Community Planning.	121	121	17
NHS Ayrshire and Arran	A representative sample (2%) of NHS Ayrshire & Arran staff, not routinely involved in Community Planning and (NHS) members of Children and Adults CHP Locality groups.	129	31	7
Strathclyde Police	A representative sample (2% or 10 minimum) of Strathclyde Police staff, not routinely involved in Community Planning.	10	10	6
Strathclyde Fire and Rescue	A representative sample (2% or 10 minimum) of Strathclyde Fire and Rescue staff, not routinely involved in Community Planning.	8	8	4
TOTAL		379	259	65

NB: Core partner agencies with small or regional groupings are included in the Strategic and Operational staff groups, including Scottish Enterprise, Skills Development Scotland, Strathclyde Partnership for Transport, Kilmarnock College and South West Scotland Community Justice Authority.

East Ayrshire

Partnership Assessment Scorecard: Survey Questions Linked to Sub-topics

Topic No.	Sub-topic	Topic	Survey Questions
1	Personal Awareness	Awareness	What is your personal awareness/understanding of East Ayrshire's Community Plan and Community Planning process?
2	Awareness of Partners' Strategic Staff	Awareness	In your view, within your department/agency/organisation how many people from the following group (Strategic Staff) are aware of the content and relevance of East Ayrshire's Community Plan and Community Planning process?
3	Awareness of Partners' Operational Staff	Awareness	In your view, within your department/agency/organisation how many people from the following group (Operational Staff) are aware of the content and relevance of East Ayrshire's Community Plan and Community Planning process?
4	Awareness of Local People	Awareness	In your view, within your department/agency/organisation how many people from the following group (Local People, Community and Voluntary Groups) are aware of the content and relevance of East Ayrshire's Community Plan and Community Planning process?
5	Awareness of Decision Makers	Awareness	In your view, within your department/agency/organisation how many people from the following group (Key Decision Makers such as local politicians and agency board members) are aware of the content and relevance of East Ayrshire's Community Plan and Community Planning process?
6	Awareness of Key Stakeholders	Awareness	In your view, within your department/agency/organisation how many people from the following group (Key Stakeholders such as the business community, the colleges and voluntary organisations) are aware of the content and relevance of East Ayrshire's Community Plan and Community Planning process?
7	Shared Vision	Ownership & Commitment	In your view, how many Community Planning Partners use the Shared Vision to guide their actions and contributions?
8	Ownership	Ownership & Commitment	In your view, how many Community Planning Partners feel a strong sense of ownership and responsibility for the success of Community Planning?
9	Delivery	Ownership & Commitment	In your view, how many Community Planning Partners invest the time required to ensure the delivery of the Community Plan in their respective organisations?
10	Staff Roles	Ownership & Commitment	In your view, how many staff within all Partner organisations understand how to contribute to delivering the shared vision? (To be completed by Department/Partner Agency Staff only.)
11	Joint Resourcing	Ownership & Commitment	In your view, how much effort do Community Planning Partners make to create opportunities for joint resourcing and delivery?

Topic No.	Sub-topic	Topic	Survey Questions
12	Understand how to contribute	Structures & Processes	In your view, how many people within your department/agency/organisation are aware of the Partnership Structures/understand how the partnership operates/are aware of how to fully participate within the partnership?
13	Communication	Structures & Processes	In your view, how many people within your department/agency/organisation communicate decisions and actions to other partners and within their organisations?
14	Targeting additional mainstream financial resources	Structures & Processes	In your view, how many people within your department/agency/organisation target additional mainstream financial resources at identified priorities? (To be completed by Department/Agency staff only.)
15	Effective structures and processes	Structures & Processes	In your view, how many structures and processes are defined and designed to ensure that they encourage joined up activity and approach?
16	Sharing Information	Structures & Processes	In your view, to what extent do Community Planning Partners share essential information and knowledge about needs, priorities and what does or does not work?
17	Structures and opportunities	Community Engagement	How aware are you of the structures and opportunities afforded to the local community to have an active role in the Community Planning process?
18	Providing training and support	Community Engagement	How aware are you of the structures and opportunities afforded to the local community to have access to develop the skills to further engage in the community planning process?
19	Engaging with communities on strategies and plans	Community Engagement	How aware are you of the structures and opportunities afforded to the local community to participate in the preparation of plans and strategies?
20	Community influence: CPP decisions	Community Engagement	How aware are you of the structures and opportunities afforded to the local community to have influence on the strategic planning and decision making of the Community Planning Partnership?
21	Understanding the needs of different groups	Community Engagement	In your view, does your department/agency/organisation have an in-depth understanding of the issues and needs of different groups, including hard to reach groups, in local communities?
22	Delivering the right services for communities	Community Engagement	In your view, how many of the services delivered by your department/agency meet the identified needs of the community? (To be completed by Department/Agency Staff only.)
23	Joint Monitoring Framework	Impact	In your view, are there effective systems in place within your department/agency to monitor local performance? (To be completed by Department/Agency Staff only.)
24	Making a difference	Impact	In your view, how much has working in partnership resulted in improvements to outcomes for communities?