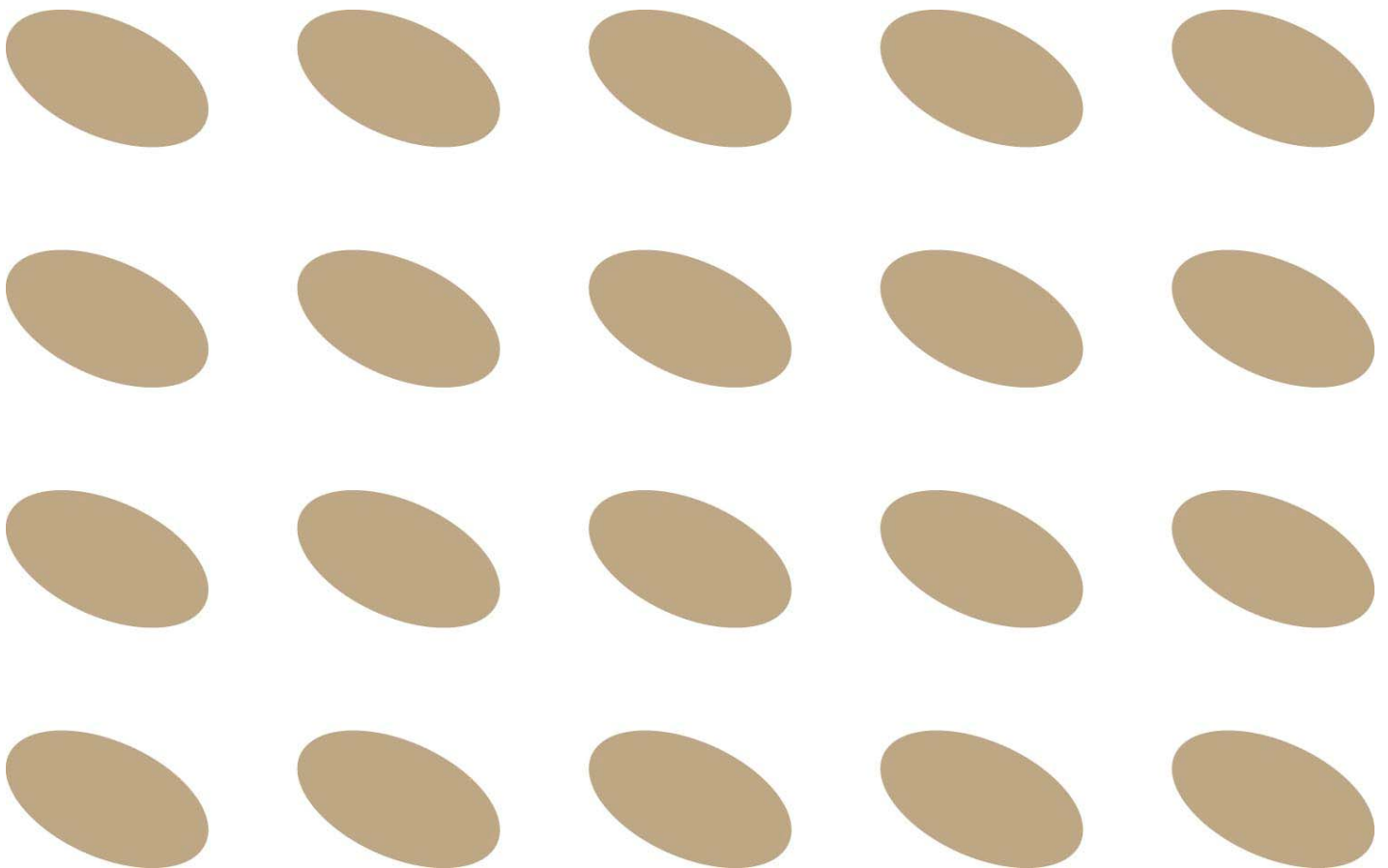


A Duty to Involve Making Community engagement and consultation work in Scotland

23 February 2012, Edinburgh



A Duty to Involve

Introduction

APSE is pleased to offer local authorities in Scotland a new event on community engagement and public involvement.

Public Services are continually being asked to demonstrate “continuous improvement” and this can only be accomplished if we are fully aware of what our customers need and by identifying realistic outcomes for effective service provision.

With the introduction of the Local Government Scotland Act 2003 new duties and responsibilities for engaging and consulting with the community were placed upon local Authorities. Principal amongst these were the duties of Best Value, Community Planning and Public Performance Reporting. In 2006 new planning laws¹ reinforced the Scottish Governments commitment to make community involvement more inclusive and accessible².

On 5th April 2010 The Schools (Consultation) (Scotland) Act came into force introducing a new system for consultation on changes to the school estate. The act sets out to establish a new consultation process that is robust, open, transparent and fair and seen to be so³ While there is a 12 month moratorium on the closure of rural schools it will be vital for Local Authorities to fully comprehend what robust, open, transparent and fair consultation looks like in practice.

Who will benefit from attending this event?

- Heads of service, managers, elected members and staff who are working closely with community projects, the redesign of services and addressing changes to the school estate.
- Staff who are working within and across partnership agencies.
- Representatives of community groups.

Outcomes

- Understanding why consultation supports service improvement and supports financial planning and budgeting.
- Establishing a methodology that is **robust, open, transparent and fair.**
- Theory into practice: A workshop based on real time challenges

¹ Planning etc (Scotland) Act 2006)

² Planning Advice Note 81: Community Engagement Planning with People Duty to Involve: Local Authorities (Scotland))

³ **The Schools (Consultation) (Scotland) Act 2010**

Duration 9.30 – 4.30

Trainers

The sessions will be delivered by Anne Harrow and Jan Kennedy.

Why does Community Engagement and Consultation matter?

Effective community engagement and consultation targets service design and service delivery to meet needs. It is increasingly becoming the tool of choice when evidence is needed to support change and is being used effectively by the Scottish Government to encourage Local Authorities to be ever more accountable to the communities they represent.

It can inform the development and delivery of strategic and operational aims and objectives and allows options to be tested for service change. It also allows the prioritisation of service needs and supports informed decision making particularly with limited resources. It can be used to set performance standards relevant to clients needs (and be monitored), support bids for resources, inform how we can work more effectively with partners and improve the delivery of services.

Involving people means that you need to:

- Plan to achieve success
- Share your vision for the future
- Establish consultation and engagement as an integral process
- Ensure that leaders and managers understand how to use the process safely to support continuous improvement
- Ensure experience within your organisation and the community is valued and knowledge is shared
- Ensure that people are developed to achieve your aims

The culture of public service provision which has allowed us to “do things *for* people” has changed to one which now asks us to “do things *with*” people.

The challenges which face the public sector with respect to delivering “Best Value” while achieving financial savings is onerous and, therefore, community engagement and consultation needs to be both robust and effective.

Community engagement and public involvement is a major service change which needs to be managed effectively. There are no “quick solutions” and it is really a process of plan, do and review. Good leadership and management are vital to its success.

Anne Harrow (MA)

Anne Harrow is a principal of AH Associates, Business and Training Consultancy and an Associate with 4-consulting. She is a Registered Specialist and Advisor with Investors in People Scotland and a consultant with the Association of Public Sector Excellence (APSE).

Anne began her career in Clinical Photography at Glasgow Royal Infirmary and continued working in the field of clinical imaging until 1984. Following a career break Anne returned to full time employment in January 1994, joining Dumfries and Galloway Constabulary as a Scenes of Crime Officer. In the same year Anne was invited to join Scottish Qualifications Authority as an External Verifier and worked with SQA in this role for over 15 years.

In 1999, Anne joined the Local Health Council taking up the role as Assistant Manager in their Advocacy Project. Providing support, training and guidance to both members of the community and statutory organisations in public involvement and community engagement was one of Anne's key roles.

National strategic change within the NHS and local government, led to a more integrated approach to involvement and Anne was given a lead role in developing and accrediting a customised programme of learning for public involvement. The project, which, was undertaken on behalf of the Scottish Executive Department of Health and accredited by Scottish Qualifications Authority, was delivered across Scotland to all NHS Boards.

Getting Consultation "right" lies at the centre of a very real passion to improve and support development within the Public Sector. Anne is committed to supporting organisations and communities to engage in effective and meaningful internal and external consultation knowing that this lies at the heart of continued business development and improvement.

Anne clients have included Citizens Advice Bureau Scotland; NHS Boards; Princes Royal Trust for Carers; and Eastern Health and Social Services Northern Ireland.

Jan Kennedy

Jan Kennedy is the Principal Trainer for APSE and has responsibility for Lifelong Learning & Development. Jan has a background in training and development, firstly as an executive training officer in central government where she gained her CIPD in Training & Development.

She moved to local government in 1999 where she joined Liverpool City Council as a member of the corporate training team. Jan has experience of managing and delivering a wide range of training and development including Liverpool's One Stop Shop training programme.

Prior to joining APSE Jan managed the Lifelong Learning Employability curriculum in Adult and Community Education. Jan holds a Certificate in Post 16 Education and a CLAIT Advanced in ICT.

Jan is also qualified in level A and level B psychometric testing.

Since joining APSE Jan regularly delivers training on a range of topics including Project Management, Marketing, Leadership, Managing Change and Service Level Agreements. Jan also co-delivers on the current Master Classes on Construction Regulations and Waste Management Issues.

Jan can be contacted at e-mail address at: [jKennedy@apse.org.uk](mailto:JKennedy@apse.org.uk) or by telephoning her on either 0161-772-1810(Office) or 07764-252-107 (Mobile)

What's included?

Course fees include delegates' documentation and course material including possible case studies, suggested practices and appropriate toolkits and templates. Lunch and refreshments is included.

The courses are intensive one day training programme days, which utilises a number of delivery mechanisms including: lecture; group discussion; group and individual exercises; and case studies to enable participants to take away learning and tools that can make a difference.

Please note that the fee does not include hotel accommodation. Hotel information is available from the APSE secretariat on request.

Programme

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|-------|--|
| 9.15 | Candidate registration and Tea/Coffee |
| 9.30 | Introductions & Domestics |
| 9.45 | Understand the key principles of consultation Roles, rights and responsibilities Working with Representative groups Working with Elected members Working with the Voluntary sector Informing and engaging the wider community |
| 11.00 | Coffee/Tea Break |
| 11.15 | Designing a practical tool for engaging The methodology and how it's applied |
| 12.45 | Lunch Break |
| 1.45 | Theory into practice: Identifying Challenges Finding Solutions – Delegates Case Studies Workshop discussion |
| 2.45 | Coffee Break |
| 3.00 | Case study workshop Resolution |
| 4.30 | Next Steps and Close. |

For official use:

Del No:
Date:
Database: Y / N
Confirmation: Y / N

Duty to involve – booking information form

Contact name: _____ Employer: _____

Address: _____

Post code: _____ Telephone: _____

Email: _____

| Delegate name | title | email |
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Please state if delegates have any special requirements (dietary/access/information in alternate formats):

23 February 2012, Edinburgh

Booking information: APSE will take bookings up to 24 hrs prior to the course, subject to availability. You are however advised to book early to secure your place and avoid disappointment.

Please note: places on the sessions will be strictly limited to a first come first served basis. Provisional reservations for places are not accepted on this form.

APSE members: 1 delegate: £219 + VAT per delegate per course
 3 + Delegates £189+ VAT per delegate per course (*Discount only applies to delegates attending same date.*)

Non members: £384 + VAT per delegate per course

Please quote your purchase order number (if appropriate):

Booking confirmation: APSE issues a written confirmation letter to the 'contact name' for all delegate bookings received. We **will not** send confirmation to each delegate named on the booking form, unless this has been requested in writing. Should the 'contact name' not receive a confirmation letter by post within 10 working days of sending the booking form, then please contact APSE on telephone: 0161 772 1810.

Cancellation charges: Reservation is a contract. Substitution of delegates is acceptable any time in writing by post, email to jclough@apse.org.uk or fax to 0161 772 1811. Cancellations must be made in writing at least 10 working days before the event and will incur a £75 administration fee. No refunds can be given for cancellations received less than 10 working days before the event or for non-attendance. Booking transfers will only be acceptable, if there is availability on another date for the same course, and will incur a £75 administration fee. In the unlikely event of cancellation by the organisers, liability will be restricted to the refund of fees paid. APSE regrets we cannot accept any liability for associated transport or hotel costs in the event of course cancellations made by us.

The organisers reserve the right to make changes to the programme, speakers or venue should this become necessary.

Please return completed form to:

APSE – 2nd Floor Washbrook House, Lancastrian Office Centre, Talbot Road,
Old Trafford, Manchester, M32 0FP.

Tel 0161 772 1810 – Fax 0161 772 1811 - Email: jclough@apse.org.uk - Web: www.apse.org.uk

