

Appendix A – Engagement and Consultation Activity Review FY2017/18

1. Introduction

Engagement with the public, which may include consultation, enables the Council to fulfil its general duty of offering best value, achieving the right balance between cost, efficiency and effectiveness. Robust engagement activity ensures we meet our organisational commitment to consider the views of citizens who use our services.

This report provides an evaluation of the Community Engagement Team (CET) consultation and engagement activities for the FY2017/18. It contains an overview of the support and advice provided by the team to a range of engagement and consultation activities undertaken by Lincolnshire County Council (LCC) director areas, and includes an evaluation of the support hours and the effectiveness of the service provided to colleagues.

2. Methodology

The Community Engagement Team maintains a register of the activities they support. In 2017, the register was further developed (including identifying the number of hours spent on activities). This has improved the functionality, quality and coherence of data recorded and enabled the team to use the information more effectively. The data presented below was gathered through the register.

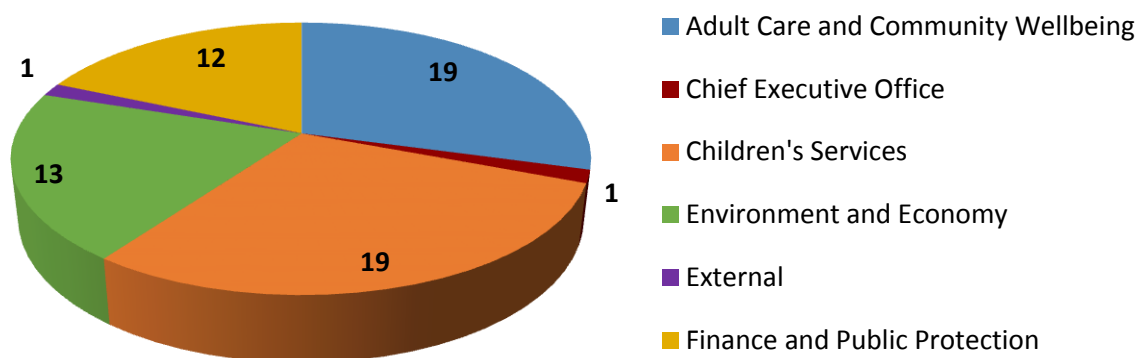
3. Findings – Engagement Activities in the FY2017/18

The Community Engagement Team has been involved in the support of a wide range of engagement and consultation activities undertaken by the LCC staff across all director areas, totalling 738 hours of direct support provided in the FY2017/18. This only reflects work formally requested through engagement@lincolnshire.gov.uk.

In FY2017/18 the team has been involved in 65 engagement activities; 44 of which have concluded, 7 have been withdrawn and 14 remain open as work on them continues through to next year.

The following charts summarise the engagement activities supported in 2017/18 split by the director area and the activity type.

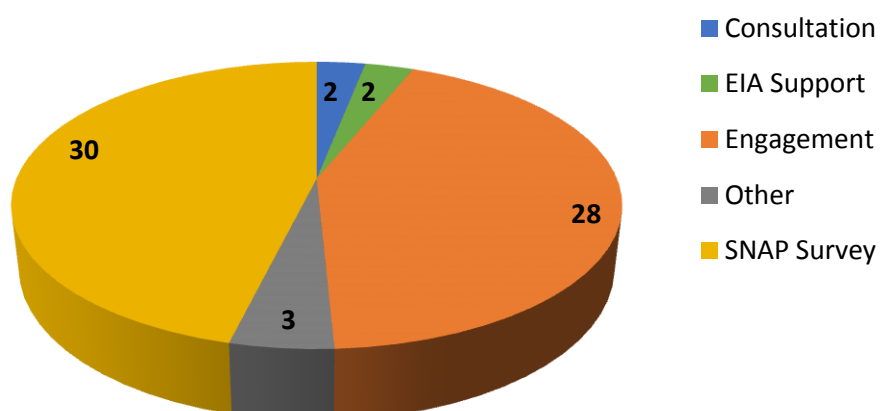
Number Of Activities by Area



Director Area	No Of Activities	Percentage	Support Hours
Adult Care and Community Wellbeing	19	29%	194
Chief Executive Office	1	2%	5
Children's Services	19	29%	224
Environment and Economy	13	20%	176
External*	1	2%	15
Finance and Public Protection	12	18%	124
Grand Total	65	100%	738

*The External area refers to supporting Police and Crime Commissioner's engagement with the victims of crime.

Number Of Activities by Type



Activity Type	No Of Activities	Percentage	Support Hours
Consultation	2	3%	125
EIA Support only	2	3%	7
Engagement	28	43%	455
Other*	3	5%	40
SNAP Survey only	30	46%	112
Grand Total	65	100%	738

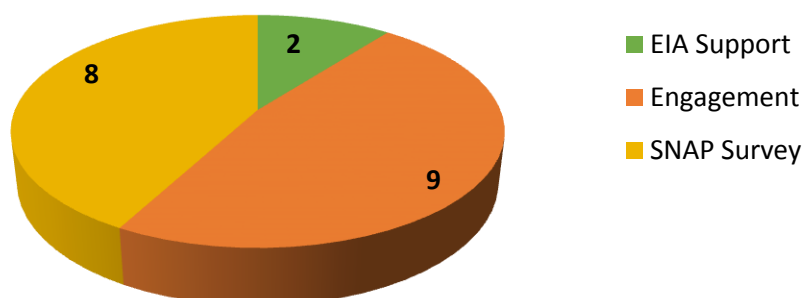
* The other type refers to development of the contract monitoring element, for the Children's Services Strategic Commissioning Service around the framework for the participation of children and young people in Lincolnshire; support around the LCC Emergency Planning response to Grenfell presented to the Greater Lincs and Chief Executive; and providing local contacts for hard to reach groups within the community.

It should be noted that EIA Support figures relate to instances when **only** an EIA support element was required. Equality Impact Analyses are usually undertaken as a part of Engagement activity, therefore the number is not a reflection of the total number of EIAs undertaken in that year.

Similarly, SNAP Survey figures relate to instances when **only** support with development of the survey was required, and therefore provide a broad indication of the number of SNAP Surveys supported through the year and not a complete number. Questionnaires and surveys are often used as a part of wider Engagement activity alongside other methods.

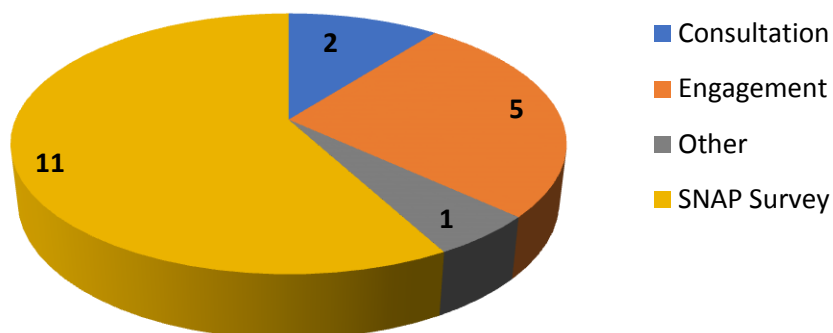
For each director area the activities supported were as follows:

Adult Care and Community Wellbeing



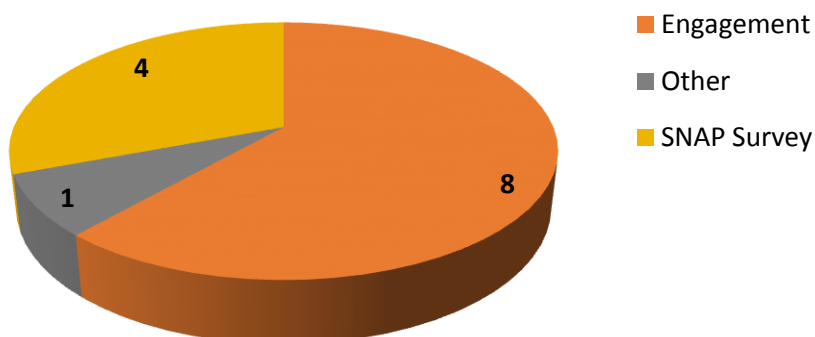
Activity Type	No Of Activities	Percentage	Support Hours
EIA Support only	2	11%	7
Engagement	9	47%	165
SNAP Survey only	8	42%	23
Grand Total	19	100%	194

Children's Services



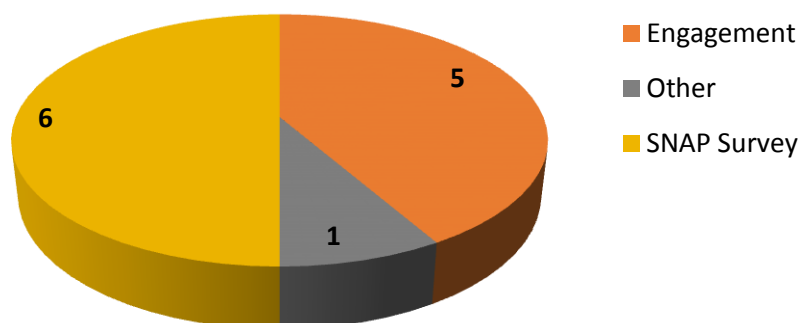
Activity Type	No Of Activities	Percentage	Support Hours
Consultation	2	11%	125
Engagement	5	26%	42
Other (as explained on page 3)	1	5%	12
SNAP Survey only	11	58%	46
Grand Total	19	100%	224

Environment and Economy



Activity Type	No Of Activities	Percentage	Support Hours
Engagement	8	62%	163
Other (as explained on page 3)	1	8%	1
SNAP Survey only	4	31%	12
Grand Total	13	100%	176

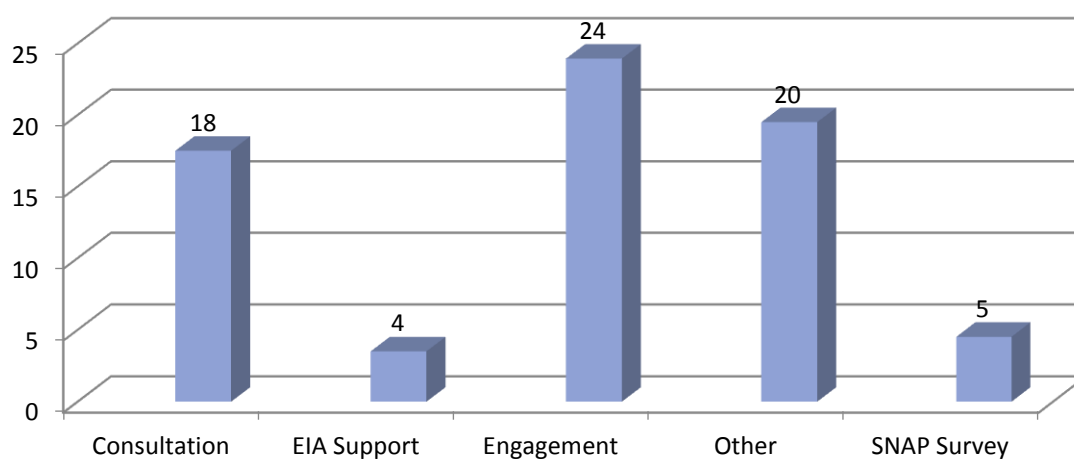
Finance and Public Protection



Activity Type	No Of Activities	Percentage	Support Hours
Engagement	5	42%	71
Other (<i>as explained on page 3</i>)	1	8%	27
SNAP Survey only	6	50%	27
Grand Total	12	100%	124

Out of 44 activities **that have concluded** in the FY2017/18, the average support hour's breakdown per different type of engagement activity was as follows:

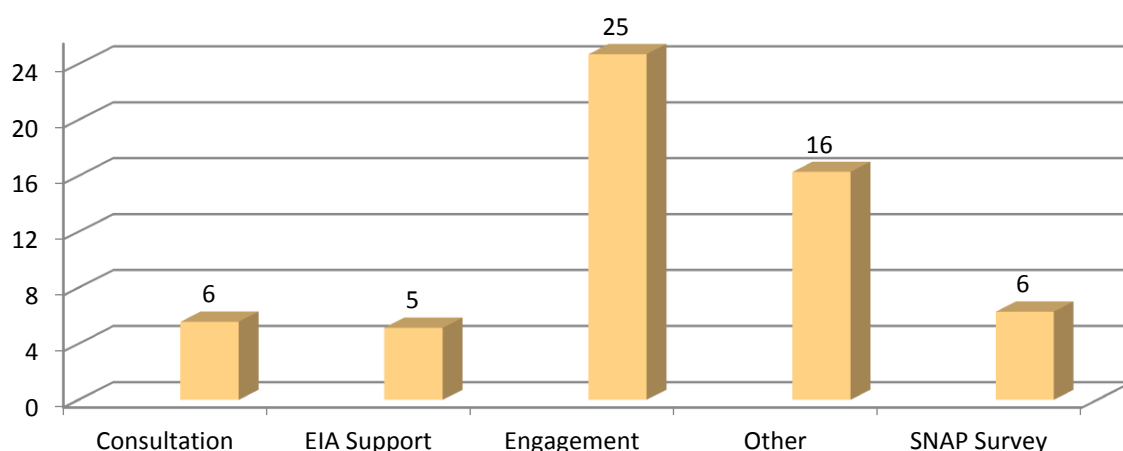
Average Support Hours by Activity Type



Activity Type	No Of Activities	Average Support Hours
Consultation	1	18
EIA Support only	2	4
Engagement	16	24
Other (<i>as explained on page 3</i>)	2	20
SNAP Survey only	23	5

Out of 44 activities that have concluded in the FY2017/18, the average duration of team's support as per different type of engagement activity was as follows:

Average Activity Duration in weeks by Activity Type



Activity Type	No Of Activities	Average Activity Duration (in weeks)
Consultation	1	6
EIA Support only	2	5
Engagement	16	25
Other (<i>as explained on page 3</i>)	2	16
SNAP Survey only	23	6

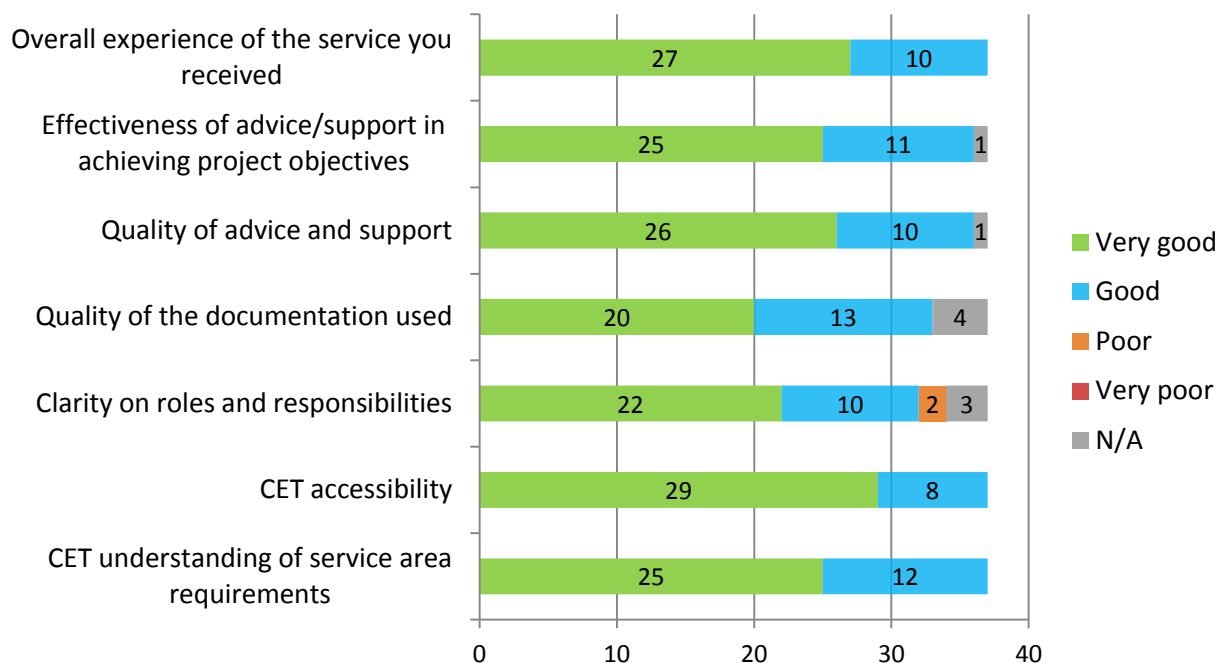
It should be noted that 18 hrs of support for a Consultation are actual support hours for this particular consultation (as Hearing Impairment ERP units was the only consultation exercise advised on during this period) and does not fully reflect the average hours of support for consultation activity (normally consultation requires a higher number of support hours).

It is also worth noting that even within one engagement spectrum/activity type, the level of complexity and therefore the support time required as well as the duration of the support may vary significantly.

4. Feedback

At the end of each piece of work an evaluation form was sent to the service lead in order to assess the quality of advice, support and guidance provided.

Service leads were asked to rate certain elements of CET service on a four-point scale from very good to very poor.



The majority of people learned about the Community Engagement Team and the services offered through recommendation from a colleague (65%). Alternative ways of hearing about the team included awareness sessions/team briefings (14%), internal Communications (5%) or using the team offer before (5%) and other ways, such as through a corporate SNAP Survey process or a partnership working with the team (11%).

When asked whether the service lead would recommend CET to a colleague 100% of respondents have answered 'Yes'.

There were a wide range of positive comments recorded on the evaluation form regarding the value of the advice and support received from the CET; some of which are:

"The team are incredibly helpful, professional, quick, kind and patient. They provide really valuable advice and guidance. They ensured the questions were not biased, the form was easy for the public to complete, and the feedback we received was valid and so could be used to help inform future decisions."

"CET provided excellent advice and guidance that will assist the service to engage with community groups and stakeholders over a project that is likely to have immense public interest."

"Great accessibility, knowledgeable and professional - great team to work with - a credit to the team and to LCC."

"Professional, friendly, expert advice and support. A determination to ensure that the services provided best met the needs stated. User focussed, high quality and helpful at all times."

"Very quick, clear, concise and helpful advice. Good understanding of the situation and realistic, appropriate support provided."

"An overwhelming thank you to you both and the rest of the team who helped too. Having access to you, your professional expertise and your local knowledge, really did make a positive difference to the work we undertook."

"CET are really helpful, offer really good advice and support and have lots of great contacts."

"Involve the CE team at the earliest possible opportunity to ensure that the engagement or consultation process is planned to ensure it is inclusive and robust."

"Early engagement very valuable. Contact CET as early as possible in approaching any task on community engagement or consultation - easier to gain their input at planning stages and get it right first time!"

"Professional, helpful, expert advice and support delivered in a timely manner. I really felt we were working in partnership and the local knowledge and contacts was priceless."

To enable learning from past experiences and for the purpose of making future improvements the evaluation form also gathers feedback on how the team can improve their service. Feedback received in 2017/18 helped identify improvements and facilitate internal planning and development. For example, the comments below led to the review of the corporate SNAP process, redesign of related documentation and the relaunch including county wide communications being issued.

"I wasn't aware that there was an available survey service within the council. It was only when the survey monkey experience I was using shown its limitations that I enquired whether the council had a full survey solution that I could use."

"I found the different stages of the process and the different teams involved quite confusing (SNAP process). Better clarity of the different departments and their role would benefit future users."

"Overall the service I received was excellent. The only thing I think that would improve the overall process would be to make the forms shorter and easier."

An effective dissemination strategy helps to ensure that the evaluation process remains open and transparent, and findings are being used in planning, quality reviews and decision making to ensure that the team and the organisation benefit from the work.

Prepared by Kate Sobstyl, Programme Officer Community Engagement; 03/05/2018

Director Area	Engagement Title	Activity Type	Total Hrs	Total Weeks	Support Start	Support End	Status
Adult Care and Community Wellbeing	Stop Smoking Service	EIA Support	5	5	14/11/2017	20/12/2017	Complete
Adult Care and Community Wellbeing	NHS Health Check EIA	EIA Support	2	5	12/02/2018	20/03/2018	Complete
Adult Care and Community Wellbeing	Carers Engagement Programme	Engagement	30	50	08/06/2016	23/05/2017	Complete
Adult Care and Community Wellbeing	Joint Health & Wellbeing review	Engagement	67	77	31/03/2016	20/09/2017	Complete
Adult Care and Community Wellbeing	Domestic Abuse Victims	Engagement	0	16	08/03/2017	26/06/2017	Withdrawn
Adult Care and Community Wellbeing	Telecare Funding Changes	Engagement	42		04/04/2017		Live
Adult Care and Community Wellbeing	Personalised Breaks	Engagement	21	20	31/05/2017	20/10/2017	Complete
Adult Care and Community Wellbeing	Pharmaceutical Needs Assessment	Engagement	12	36	21/07/2017	31/03/2018	Complete
Adult Care and Community Wellbeing	Health Checks	Engagement	10	8	20/09/2017	13/11/2017	Complete
Adult Care and Community Wellbeing	Day Services Modernisation EIA	Engagement	3	5	13/09/2017	20/10/2017	Complete
Adult Care and Community Wellbeing	Joint Dementia Strategy 2014-17	Engagement	12		05/10/2017		Live
Adult Care and Community Wellbeing	Homecare Survey	SNAP Survey	1	39	14/03/2017	14/12/2017	Complete
Adult Care and Community Wellbeing	Stop Smoking service	SNAP Survey	2	0	13/07/2017	14/07/2017	Complete
Adult Care and Community Wellbeing	Home Safety Guide Feedback	SNAP Survey	3	3	07/09/2017	27/09/2017	Complete
Adult Care and Community Wellbeing	Mental Health Crisis Services	SNAP Survey	5	9	29/09/2017	01/12/2017	Complete
Adult Care and Community Wellbeing	Care providers MPS refresh	SNAP Survey	4	5	25/10/2017	01/12/2017	Complete
Adult Care and Community Wellbeing	Adult Care Practitioners Survey	SNAP Survey	3	1	30/01/2018	07/02/2018	Complete
Adult Care and Community Wellbeing	Harm Free Care Survey	SNAP Survey	4		30/01/2018		Live
Adult Care and Community Wellbeing	JHWS Survey 2018	SNAP Survey	3		19/03/2018		Live
Chief Executive Office	SLG Event Evaluation	SNAP Survey	5	1	19/03/2018	23/03/2018	Complete
Children's Services	Hearing Impairment ERP units	Consultation	18	6	04/09/2017	13/10/2017	Complete
Children's Services	SEND Consultation	Consultation	107		08/11/2017		Live
Children's Services	Partners in Practice Programme	Engagement	7		18/04/2017		Withdrawn
Children's Services	Carholme Child Play Area	Engagement	6	22	03/06/2017	02/11/2017	Complete
Children's Services	Sufficiency Strategy Engage	Engagement	4	0	18/10/2017	19/10/2017	Complete
Children's Services	Child Protection Research	Engagement	7		06/12/2017		Live
Children's Services	RSE Programme	Engagement	19	61	17/01/2017	20/03/2018	Complete
Children's Services	CYP engagement in JET VOC	Other	12	19	22/06/2017	30/10/2017	Complete
Children's Services	Social Work Healthcare Survey	SNAP Survey	0	0	11/04/2017	12/04/2017	Withdrawn
Children's Services	Social Work Health Check	SNAP Survey	4		27/07/2017		Complete
Children's Services	School Food Services Survey	SNAP Survey	5	5	22/08/2017	25/09/2017	Complete
Children's Services	SEND Inclusion Fund SNAP survey	SNAP Survey	6	7	24/08/2017	10/10/2017	Complete

Children's Services	Edulincs Schools Survey	SNAP Survey	6	1	03/10/2017	11/10/2017	Complete
Children's Services	Participation Survey	SNAP Survey	5	3	10/11/2017	30/11/2017	Complete
Children's Services	Children's Services Training Survey	SNAP Survey	5	0	27/11/2017	30/11/2017	Complete
Children's Services	FAB Awards SNAP survey	SNAP Survey	2	0	29/01/2018	29/01/2018	Complete
Children's Services	Liaise survey	SNAP Survey	2		29/01/2018		Live
Children's Services	Dyslexia & ECLIPS services	SNAP Survey	7		06/03/2018		Live
Children's Services	Schools HR survey	SNAP Survey	5	1	13/03/2018	23/03/2018	Complete
Environment and Economy	Heritage service	Engagement	22		02/06/2016		Live
Environment and Economy	Municipal Waste Management	Engagement	39		01/09/2017		Live
Environment and Economy	Sessions House	Engagement	70	14	11/06/2017	16/09/2017	Complete
Environment and Economy	K College i2i research pilot	Engagement	18	8	18/07/2017	14/09/2017	Complete
Environment and Economy	Gedney Highways Scheme	Engagement	6	2	18/09/2017	03/10/2017	Complete
Environment and Economy	Coastal Highway engagement	Engagement	6	8	20/11/2017	17/01/2018	Complete
Environment and Economy	Greenway Project	Engagement	7		03/01/2018		Live
Environment and Economy	IG assurance survey	Engagement	1	0	16/03/2018	16/03/2018	Withdrawn
Environment and Economy	Boston Planning	Other	1		27/03/2018		Live
Environment and Economy	LRSP Young Riders survey	SNAP Survey	12	26	07/02/2017	08/08/2017	Complete
Environment and Economy	Office move property survey	SNAP Survey	5	1	06/01/2018	11/01/2018	Complete
Environment and Economy	LCC Tenants SNAP survey	SNAP Survey	5	0	29/01/2018	30/01/2018	Complete
Environment and Economy	Schools Traded Service Survey	SNAP Survey	0	1	16/03/2018	20/03/2018	Withdrawn
External	PCC Victim Survey	Engagement	15	6	30/08/2017	11/10/2017	Complete
Finance and Public Protection	Blue Light Campus	Engagement	70	57	08/09/2016	10/10/2017	Complete
Finance and Public Protection	County Farms Estates	Engagement	30	21	15/03/2017	09/08/2017	Complete
Finance and Public Protection	Lincolnshire Governance	Engagement	38	18	01/05/2017	01/09/2017	Withdrawn
Finance and Public Protection	County Farms Estates - Deeping	Engagement	11		27/02/2018		Live
Finance and Public Protection	Blue Light - next round	Engagement	3		23/02/2018		Live
Finance and Public Protection	EP response to Grenfell	Other	27	14	01/09/2017	08/12/2017	Complete
Finance and Public Protection	LCSP SNAP Survey	SNAP Survey	9	1	06/07/2017	13/07/2017	Complete
Finance and Public Protection	Ethics Audit	SNAP Survey	5	10	19/09/2017	01/12/2017	Complete
Finance and Public Protection	LCSP Hate Crime Survey	SNAP Survey	7	18	17/05/2017	19/09/2017	Complete
Finance and Public Protection	Lincolnshire MARAC Review	SNAP Survey	1	1	16/10/2017	20/10/2017	Complete
Finance and Public Protection	Information Governance Audit	SNAP Survey	2	6	25/10/2017	06/12/2017	Complete
Finance and Public Protection	Audit Committee Survey	SNAP Survey	4	1	09/03/2018	13/03/2018	Withdrawn