

**SCRUTINY REVIEW PANEL 4 – 2018/2019: FUTURE EALING
MEETING 4 – 28 FEBRUARY 2019**

PANEL MEMBER FEEDBACK FROM SITE VISITS

Visits

Talk Future Ealing Roadshow – To learn about the Council’s plans for the borough and how these are being relayed to the residents for them to help achieve these.

**Greenford Carnival, Ravenor Park
Saturday 30 June 2018**

Attendee: Cllr Deirdre Costigan (Chair)

Panel Member	Observations/Findings	Conclusions and Recommendations	Additional Comments
Cllr Deirdre Costigan (Chair)	<p>What worked well:</p> <ul style="list-style-type: none"> • The stall was professional and attractive. • Staff were enthusiastic and engaging. • Efforts were made to make the stall interactive with post-it boards and an electronic survey. • There were bubbles for the kids and free water attracted residents to the stall in a heatwave! • The electronic survey was easy to use. <p>What could have been done better:</p> <ul style="list-style-type: none"> • There was no clear script for staff working on the stall. • Using the boards to tell the story could work in theory but the boards didn’t speak to residents’ concerns e.g. we could have talked about council funding in terms of household budgets and outcomes could have related to services they recognise. • We told residents what we thought was important to them – and not vice versa. This was evident in the electronic survey which only offered them our 3 priorities to score – 	<ul style="list-style-type: none"> • It’s difficult to explain the idea of active citizenship in a way residents can relate to and we may need to do more work around this. • Residents seem to understand the council is short of money but don’t relate this to the effect on services. We may also need to look at how we explain this better. • Perhaps we need to speak to people outside supermarkets instead of events attended by people who already do a lot of volunteering. 	<ul style="list-style-type: none"> • Staff worked very hard to explain the issues to residents and remained professional on an extremely hot day.

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	<p>not sure how helpful this is.</p> <ul style="list-style-type: none"> • We didn't successfully explain that a community project is something the council will no longer be doing as evident by some of the suggestions. • Many of the people at these kind of community events already volunteer and that was clear from the responses to the survey. 		

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Visit 2**Ealing Jazz Festival****Walpole Park, Mattock Lane, Ealing, London, W5 5EQ****Sunday 29 July 2018**

Attendee: Cllr Jaskiran Chohan

Panel Member	Observations/Findings	Conclusions and Recommendations	Additional Comments
Cllr Jaskiran Chohan	<p>Unfortunately, it was raining this day, so all the information boards were cramped into the tent. This perhaps underlined that there are too many and they are overloaded with information. The rain made it difficult to attract people because crowds were concentrated in the main tent.</p> <p>Asking members of the public what they would do differently is also perhaps a very big question, this should be broken down into the different areas e.g. what would you do to build more affordable housing, to tackle mental health among youth better?</p> <p>Staff were very committed though and friendly, even on a very rainy day. Mingling among crowds helped bring some festival goers over.</p>	<p>Although the information boards were useful, the amount of detail and layout on these must be re-thought. Perhaps our central message must be re-thought and the issue of budget cuts must be made centre stage.</p> <p>Perhaps festivals are not the best places to gain information from residents, especially because a number of people come from outside the borough for such events. The shopping centre might be a better place to engage Ealing residents more directly or even outside the town hall itself. In Southall for instance, if a stall was placed outside the town hall, which is a central location with a good amount of footpath, I think many people would come to talk.</p> <p>Different separated areas dealing with specific issues such as waste, health, children/youth could be set up with departmental staff who could engage residents on specific issues. More broken down questions would help speed conversations up and make them more focused.</p>	