

**SCRUTINY REVIEW PANEL 4 – 2018/2019: FUTURE EALING
MEETING 1 – 26 JULY 2018**

PANEL MEMBER FEEDBACK FROM RECENT SITE VISITS

Visit 1

**Talk Future Ealing Roadshow at Greenford Carnival, Ravenor Park
Saturday 30 June 2018**

To learn about the Council's plans for the borough and how these are being relayed to the residents for them to help in achieving these.

Attendees: Cllr Deirdre Costigan (Chair) and Cllr Amarjit Jammu

Panel Member		Observations/Findings	Conclusions and Recommendations	Additional Comments
1.	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 – not sure how helpful this is. 	<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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	<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

Digital Strategy Meeting

Southall Town Hall, 1 High Street, Southall, UB1 3HA

Saturday 30 June 2018

To hear of Ealing Council's plans on the use of digital technology and the views of the voluntary sector groups on this development.

Attendees: Cllr Deirdre Costigan (Chair) and Cllr Amarjit Jammu

Panel Member		Observations/Findings	Conclusions and Recommendations	Additional Comments
1.	Cllr Deirdre Costigan (Chair)	<p>What worked well:</p> <ul style="list-style-type: none"> The venue was accessible and well known to the local community. The organisations represented were a good cross section of the voluntary and community sector in the area. There was sufficient time allotted for attendees to respond to the presentation which allowed organisations a clear voice. There was a high level of engagement from voluntary organisations present. <p>What could be improved:</p> <ul style="list-style-type: none"> The presentation was at a very technical and corporate level with lots of jargon and detailed slides and attendees found it difficult to understand (as did I). We told the community what we were doing rather than asking them what they wanted. 	<ul style="list-style-type: none"> We need to avoid technical and corporate language and speak to voluntary/community organisations and the residents they represent in a language they understand and that relates to real life services and experiences. We could start by trying to understand what the issues are for voluntary/community organisations and the residents they represent and working from there. We need to more clearly explain why we are focusing on digital delivery both in terms of the financial imperative and the potential outcomes in terms of improved service delivery. We need to have clear answers and 	<ul style="list-style-type: none"> This was a really good idea and we should do it again – but differently and with clear actions, outcome and follow through. It was heartening to hear local voluntary and community groups speaking so passionately on behalf of

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	<ul style="list-style-type: none"> • We didn't make it clear enough that this was about saving the council money – a lot of the meeting was spent with organisations asking for more council funding so the message clearly hasn't gotten through. • There was a lack of trust from attendees due to previous meetings on the same issue where there had been no follow up and attendees felt the council was paying lip service. • We didn't have a clear answer as to how we will continue to serve residents who don't use the internet, for whatever reason. This was the biggest issue for attendees. 	<p>strategies in relation to residents who are digitally excluded.</p> <ul style="list-style-type: none"> • We need to agree actions, follow up on them and deliver if the voluntary/community sector is to feel it is worthwhile attending similar sessions. 	<p>the sector and the residents they represent.</p>
2.	<p>Cllr Amarjit Jammu</p> <ul style="list-style-type: none"> • With regards to the presentation, I thought it was very poorly conducted. To me it seemed like the presentation was probably originally aimed at senior management who understand the structure. • I don't think they took into consideration that they were aiming at the community and voluntary sector. 	<ul style="list-style-type: none"> • How on earth can someone who has a disability or mental health issues be able to navigate on this site? • On this occasion, I agree with all the comments that were made by the group. • We should use these community groups to help us to build a better system. They are the users. 	<ul style="list-style-type: none"> • Hope we can have a one to one meeting soon as we have got lots of strategy planning that needs to be done.