

**Minutes of meeting held on 10 September 2008**

**Present:** Patricia Frazer, Neighbourhood Services (South Area)  
 Alan Fleming, Grampian Fire and Rescue Service  
 Sarah Dickinson, ACVO (Civic Forum)  
 Steve Golightly, Grampian Police  
 Superintendent Albert Donald, Grampian Police  
 Ken Eddie, Civic Forum Representative - Ashley and Broomhill  
 James McGinlay, Community Planning and Regeneration, Strategic Leadership  
 Gordon McIntosh, Neighbourhood Services (South Area) (part)  
 Brian Morgan, Aberdeen City Council  
 John Tomlinson, Neighbourhood Services (North Area) (part)  
 Dave Valentine, Community Planning and Regeneration, Strategic Leadership  
 David Wright, Neighbourhood Services (North Area)

Agenda Item	Notes	Action
1. Apologies	John Cruickshank, Civic Forum Representative - Mastrick and Sheddocksley Rhonda Kelly, ACVO Dave Kilgour, Community Planning and Regeneration, Strategic Leadership Pete Leonard, Neighbourhood Services (Central Area) Barbara MacKay, Community Planning and Regeneration, Strategic Leadership Jane Nicklen, Neighbourhood Services (South Area) David Rout, Grampian Fire and Rescue Service Louise Scott, Continuous Improvement Val Tweedie, Aberdeen City Public Health Sgt Andy Verreydt, Aberdeen City Council, Strategic Leadership	
2. Minutes of 7 May 2008	Minutes of 7 May 2008 were approved. Matters Arising Item 3: Agreed the single NCAP Delivery Programme template for 2009-10 would be agreed by the three Service Managers (Communities). Forum Chair: It was noted that James McGinlay would be completing his interim post soon and that Councillor Mark McDonald (elected member of Aberdeen City Council) as Council spokesperson as Neighbourhood Services would join the Forum. It was proposed and agreed that Councillor McDonald should	David Wright, Brian Morgan and Jane Nicklen to agree 09-10 NCAP template  Dave Valentine to brief Councillor McDonald

2. Minutes of 7 May 2008 cont.	take the chair from the next meeting.	
3. Neighbourhood Networks Position Statement – Progress Report	<p>Noted the further progress made in achieving the standards.</p> <p>In relation to specific points: -</p> <ul style="list-style-type: none"> <li>i. work continues to improve communications with operational staff and community representatives including: improving the content, format and distribution of 2 monthly update bulletins. A consistent branding/format will be supported by the Council's Communications Section.</li> <li>ii. the Council's Continuous Improvement Committee (9 Sept 08) also considered the Position Statement and asked to receive the update report at their next meeting (28 Oct 08); and instructed South to adopt the same nomenclature as North and South (i.e. Tasking &amp; Co-ordinating Group).</li> <li>iii. changes to Area boundaries (especially in the city centre) have had an impact on Grampian Police reporting arrangements, this has been noted, a practical response is required and the issue should be revisited at any future revision of the boundaries</li> </ul>	<p>NCPO 9 will develop good practice to improve communications</p> <p>Dave Valentine to report to C.I. Committee</p> <p>James McGinlay &amp; Andy Verreydt to ensure Grampian Police have boundary details.</p>
4. Neighbourhood Planning – the next stage	<p>It was noted that Steve Golightly's session will enable Forum members to reflect on the efficacy of the Forum.</p> <p>The challenges set out in the paper were all accepted as key issues in the further development of Neighbourhood Planning (i.e. clarify Area governance arrangements, build community confidence, access data analysis capacity, effective communications).</p> <p>Members also identified the need to work towards wider collaborative responses to neighbourhood priorities, including all of the TACA partners. This would help get away from too much focus on the City Council. The Single Outcome Agreement should help.</p> <p>The next meeting could be an open discussion to identify the main elements of an Improvement Programme that would address the challenges.</p>	Dave Valentine to plan next meeting accordingly.

5. Aberdeen City Voice - results	<p>Noted the fall in percentages of people being involved in and receiving information on their local Neighbourhood Plan. This relates to the communication challenge (see 4 above). Agreed a range of methods are required including accessible publications, development of networking, engagement of community groups with the wider community etc. Noted a display has been made to profile Neighbourhood Planning at public events. The 'Service Response' was noted.</p>	Refer to improvement Programme: DV
6. Single Outcome Agreement	<p>SOA 15 is a huge, all encompassing 'Quality of Life' outcome - how can this forum 'bite off' realistic actions that will contribute to it and how can we find out from citizens if our services are being more responsive?</p> <p>The Improvement Programme will need to develop specific actions within this context and consider how to evidence and measure the responsiveness of local public services.</p> <p>One source of evidence might be customer satisfaction surveys carried out by specific services. Members were asked to notify DV of any ongoing satisfaction surveys. The Civic Forum can also provide feedback.</p>	<p>DV - feed into Improvement Programme discussion</p> <p>All - inform DV of any ongoing service customer satisfaction surveys</p>
7. Area Reports	<p>Brian Morgan, David Wright and Patricia Frazer gave update reports. All three Areas have community engagement events planned in the October - November period. Sarah Dickinson used the "needs led approach" quoted by Brian to illustrate the difficulty the Civic forum could have in recognising what was applied consistently across the 3 Areas, what was a deviation from the standards and what was within the tolerances of a tight-loose approach.</p> <p>John Tomlinson pointed out that this agenda item was not intended for a general update (although there is a place for sharing good practice). Rather it is to identify if there is any variation in applying the framework to decide if adjustment to the framework is needed or whether a Service needs to comply with the required standard. And to identify issues that need to be referred to other forums.</p> <p>A specific issue requiring attention is whether the Council's temporary re-alignment will impact on Neighbourhood Planning. The move from Area to Functional Service Plans needs to be considered and it will be important to keep Heads of Service as</p>	<p>Clarify agenda item - DV</p> <p>JT to raise with ACC CMT.</p>

7. Area Reports cont.	Tasking and Co-ordinating Group chairs.	
8. Items for future meetings	SOA to become a standing Item. Next meeting to discuss a new mandate and Improvement Programme.	DV to agenda.
9. Next meeting	Wednesday 3 December 2008, 2-4pm.	