

Luing Community Council

Luing Community Council (LCC) made a Participation Request to Argyll and Bute Council to be involved in discussions around improving the ferry service to better meet the education, work, business, health and social care needs of islanders. It was accepted in July 2023.



Photo courtesy of Iain Cruickshank

Submitting the Request

The Community Council (CC) learned about PRs through community engagement training delivered by the Council's Community Development Team (CDT). They received some advice from SCDC and support from the Council's CDT before submitting their Request.

Outcome Improvement Process

The request was passed to the relevant team in the Council. The objectives and purpose of the OIP were agreed but not the methodology or timetable.

An initial online meeting was held, and it was agreed that LCC would carry out a ferry users survey to be launched at a public meeting with the ferry officials.

LCC produced a first proposal of survey questions. Then the Outcome Improvement Process stalled. They didn't have final sign off on the survey and were struggling to get a response from the team dealing with the request.

They had remained in touch with the Community Development Team (CDT) and the combination of their liaison internally, and the introduction of a new member of staff from the Council department's team with a strategic remit, got things going again. The survey was finalised, with additional questions to help inform the wider strategic work the new officer was undertaking and went out across the island. Questionnaires were returned and analysis was handled by the CC, the CDT and the department officer.

The CC has produced a report on the survey findings which includes actions for now, actions for future planning and actions to improve accessibility.

Outcome

At the moment, the community council (CC) feels that the process has stalled again. The officer who supported the survey is not the officer who can take the overall OIP forward. The CC feels that it is again up to them to ask for a meeting and progress the process. As there are HR issues around some of the changes requested, the CC understands that time is required but the absence of an agreed timetable is frustrating.

They feel that the survey has raised awareness within the community that the CC is working on this issue and there is an expectation of feedback around outcomes, so they are keen to meet with the Council online to be able to provide an update and make progress on agreeing the service improvements. The CDT continues to support them.