

You said...

LOCAL GOVERNMENT BENCHMARKING FRAMEWORK (LGBF)

The new LGBF online dashboard was launched this year, and not all survey respondents had yet made use of it. While feedback on the dashboard was very positive, survey respondents suggested some additional functionality that could be developed.

CHILD POVERTY

You told us that you were receiving a lot of information about child poverty resources and events, and that “when time is limited it can be difficult to differentiate between invitations which are directly relevant to the statutory duty and those which are less so”.

PUBLIC SERVICE IMPROVEMENT FRAMEWORK (PSIF)

You asked for “more guidance and reference materials to use as we roll the Public Service Improvement Framework (PSIF) out across our whole business” and “specific facilitator training”.

SPATIAL HUB

You told us that the Spatial Hub website is not easy to navigate and find the information you need. “It’s not exactly plain English and there’s an expectation that those visiting will be proficient on the terms used.”

We did...

We are going to produce video and written guidance of how to use the LGBF dashboard as well as using Power BI build-in functionalities to improve accessibility. We are also redesigning our external facing LGBF Sharepoint site to improve access to and use of LGBF resources.

We are improving our child poverty communications plan to ensure the content is relevant to the interests of our individual stakeholders.

We are going to provide facilitator training and make this offer as part of our annual PSIF catch-ups.

We will consider how the search function on the website can be improved and remove technical jargon where possible.

You said...

MYGOVSCOT MYACCOUNT

You said that customers found mygovscot myaccount difficult to use and viewed it as a barrier to accessing services.

We did...

We are undertaking a review and redesign of the mygovscot myaccount interface for customers and agents. This will address customer feedback where they've highlighted a difficult user journey.

What our customers said...

The support we have had from the UNCRC project officers has been fantastic - tailored to our needs with an in depth understanding of the impact on local government.

82% agree that the IS has a positive impact on their organisation

88% said they were very satisfied or satisfied with the IS's services

An hour spent speaking with (the Change Team) can entirely shift perspective and give knowledge and empowerment to get back to the day job and tackle complex issues with confidence.

Without the support of the Improvement Service and sharing of resources and expertise between the Scottish Cities Alliance and Improvement Service we would not have been able to deliver much of what we have done to the Alliance partners over the last 2.5 years due to resource capacity within the Alliance's own team.

The Improvement Service provides great support for Heads of Planning Scotland and it is fair to say HOPS would not function without the co-ordination/secretariat skills of IS. This goes beyond just admin support but because of their familiarity with the subject matter they are able to contribute positively to the topic discussions and linking to other IS and RTPi work streams.

92% very or fairly satisfied with IS staff

The Improvement Service is a well organised and highly professional organisation. The reports they produce have been invaluable in my area of work.

I find the staff I work with at the Improvement Service for Parentsportal particularly helpful. This allows our local authority to achieve more using Parentsportal and our business support team who work with it on a daily basis are able to affect the product they are asked to work with.

23 service areas sent surveys to their stakeholders (sent to over 2500, 253 responses)

Knowing that the team are there to support is available is so crucial. The Violence Against Women programme ensures we are kept up to date with any upcoming policies/developments/messaging etc. The team are incredible in terms of coordinating and facilitating our local VAW development day which has helped us identify key priorities we are turning into an action plan.

14 service areas had satisfaction rates above 90% and 7 at 100%