# What information sources should your CCllrs be using to understand their duties and rights? How well have they used them?

We provide an information pack with key information to new ccllrs. They do read the information when they are new They do refer to it or will discuss the interpretation of the information in relation to the question at hand with me.

* Scheme for the Establishment of Community Councils
* Standing Orders for Community Councils
* Good Practice Agreement between local authority and community councils
* Financial Guidelines
* Data Protection Guidelines
* National Standards for Community Engagement
* Association of Scottish Community Councils Information Booklet

All the above form part of the Community Council Information Pack issued to Community Council Secretaries and available on the local authority website

We have produced a Guide to the Community Council Scheme, intended to provide plain English advice and information on the operation of the Scheme. It’s hard to gauge how well it’s used at the moment and we’ve just had a series of community council elections with a number of new office bearers. Every prospective community councilor did, however, receive a link to the Guide.

We provide the Community Councillors’ Code of Conduct document together with the Scheme of Establishment, and Standing Orders for meetings of the Community Council.

* Constitution
* Clerks Handbook
* Code of conduct
* Grant offer letter
* Other policies & procedures, guidance updates etc

Usage of the above will vary from CC to CC

# Are there information sources you provide (or recommend) about CCllr duties and rights that your CCllrs ignore?

I don’t always know if they are using the info sources I recommend or prefer to use the sources they find themselves.

There are examples of occasions when all of the above have been ignored but no particular trend visible although Declarations of Interest (explained in the Scheme, schedule 3) seems to be an area which gives community councilors difficulty. For example, not understanding that holding the Chair of another organization which might benefit from Community Council funding is a conflict of interest.

Not as far as I am aware.

No, we do not provide any further information

Not that we are aware of

# What information sources should your CCllrs be using to find out about their communities? How well have they used them?

We give them all basic demographic data which they do use. They use the web. They speak to people to find out about their communities’ social/history and habits.

* [LA website]
* Scottish Government / Improvement Service
* Local organisations newsletter, etc.
* Local newspapers

Cannot comment on how well used these are as haven’t asked the question of community councils

We have the Council’s own website and that of the Community Planning Partnership, which provide information on communities. In addition, all community councils are represented on the Locality Partnership for their area and have access to information associated with that role. Again, it’s hard to gauge how well those information sources are used and no formal attempt has been made to analyse this.

Community Councils may ask officers of the Council to attend meetings to discuss specific issues. Some Community Councils use Facebook to interact with communities.

* Local and National strategies
* LOIP
* Local development plans, where applicable
* Local forums, locality plans etc.
* Council website, etc.
* Local knowledge
* Feedback from residents, groups or businesses

Usage of the above will vary from CC to CC

# Are there information sources you provide (or recommend) about their communities that your CCllrs ignore?

Not that I know.

Information not available

Not as far as I am aware.

No

Not that we are aware of

# How do your CCllrs share information, with each other and their citizens? (Online/offline)

Our ccs use modern IT and traditional methods such as notice-boards and paper newsletters.

There seems to be limited, informal networking between community councils in [this LA] and I understand there may be one or two local associations of community councils in some areas of [this LA] but no [LA]-wide association.

There are some informal links between community councils. The Council is intending to help strengthen these and also to provide a forum for community councils to mix.

Email, Facebook, public meetings and newsletters

* Minutes are displayed in local public buildings, shops etc
* Local notice boards
* Some publish information on their Facebook page (about 50% of CCs have a FB presence)
* Word of mouth with local residents, groups
* Community Council meetings

# What channels do you recommend to your CCllrs for sharing information? What do they actually use? (example channels include internet, newsletters, flyers, email, noticeboard)

We recommend they use the channels that make sense to them and to the people they represent. We ask for a minimum of 1 email address to be made available to use and to the public.

[LA website] hosts websites for all community councils in [the LA]. We encourage CCs to use email to submit Minutes or contact Services, etc.

All of the above are recommended. There is a mix in terms of the channels favoured, depending on skills of individual community council members.

We make no recommendations

We currently do not have a recommended channel. We have encouraged use of social media, and have delivered training on this. We do encourage CCs to be as open and transparent as possible. During our forthcoming scheme of establishment review this is something that will be looking to introduce as widely as possible

# Do different CCs ever work together to share information or campaigns?

Yes, and to share resources.

No information available

I can’t recall any recent examples.

Not aware of this having happened

Yes occasionally they will work together on issues of mutual concern – i.e. school closures, wind farms, ferry timetables etc. This year 3 Community Councils worked together to deliver a joint PB event

# What training, specifically about information/ communication, do you offer? How well is it taken up?

ccs decide what training they use their collective training budget for. They haven’t asked for training on info/comm for a couple of years when they asked for presentation skills and website construction.

No specific training offered at the moment other than encouraging to use the Knowledge Hub. Following the last community council elections, Fife Council invited community councils to identify training needs but had an extremely limited response.

There has been no formal training in this area in recent years. Information and advice is provided informally on a 1-2-1 basis.

We do not offer training for Community Councillors

We have recently undertaken an extensive training need assessment of all Community Councillors & clerks. We had a 21% response and have identified priorities for training. A training programme will be delivered during the remainder of 2016/17 and in 2017/18. We will work with Council departments and local partners to devise and deliver training to CCs

# What support and training do your public libraries provide specifically for CCllrs (apart from meeting venues, wifi and printing)?

Adult educ provides IT training

At the moment we do not specifically offer community councils help other than help with basic IT skills and the use of PCs. Coping has to be paid for.

N/A

None

Not aware of any training. Libraries open to public so assessable by CC when required – i.e. internet access

# What support and training would you (or your CCllrs) want from public libraries?

Displaying community notices.

* Hosting media sessions
* Assist with getting and maintaining an online presence
* Retain and display Minute
* Advertise meetings
* Obtain useful reference books and other associated materials

IT advice seems an obvious area where public libraries might be able to assist.

None

As we develop our local CC training programme we will determine who is best placed to deliver sessions. This may involve local library service but nothing has been decided at this point.

# Please circle or highlight the three areas of information literacy where CCllrs need the most support.

|  |  |
| --- | --- |
| SCONUL pillar | Number of times highlighted |
| **Identify** (able to identify a personal need for information) | 1 |
| **Scope** (can identify current knowledge and assess gaps) | 0 |
| **Plan** (can construct strategies for locating information and data) | 2 |
| **Gather** (can locate and access the information and data they need) | 3 |
| **Evaluate** (can review the research process and compare and evaluate information and data) | 3 |
| **Manage** (can organise information professionally and ethically) | 3 |
| **Present** (can apply the knowledge gained: presenting the results of their research, synthesising new and old information and data to create new knowledge and disseminating it in a variety of ways). | 3 |