

Programme of actions for the Getting Closer to the Community Programme

REPORT TO SCRUTINY COMMITTEE 12TH APRIL 2012

PRIORITY 1: REPRESENTATION AND ENGAGEMENT How do we engage and communicate with communities?		OBJECTIVE: To Improve the Council's level of meaningful engagement and representation, leading to the improvement of public perceptions, understanding and service delivery of the council			
	ACTION	MEASURE	WHEN	WHO	LATEST POSITION
1.	Establishment of MAGs in the 6 areas.	1. Meetings taking place from May 2011.	Review June 2012	DD	Established- Working effectively. Structures and terms of reference will be reviewed again after the elections in May, to ensure continued effectiveness and benefit
2.	Continue with revised arrangements for Community Forum meetings in Autumn 2011	1. Meetings structured and scheduled. taking place but not being attended	Other options June 2012	DD	Discontinued - Due to lack of attendance. Alternatives to be considered include Community conferencing, the introduction of specific issue groups and service department based groups, engaging other departments when relevant to discussion.
3.	Develop Community Engagement Strategy	1. Strategy adopted by Council following appropriate consultation and scrutiny	May 2012	DD	Strategy completed - To be placed before the communities scrutiny on April 12 th for further consideration

4.	Develop the T & CC 'Charter' between DCC and T&CC	1. Agreed 'Charter' in place by December 2011	March 2012	DD	Charter completed - T & CC to sign by 28 th March. All those invited to sign up to the charter have done so save Llandrillo who have refused to sign up the documents on the bases as they see it, a lack of consultation around the closing of the local school
5	Work Collaboratively with T & CC councils in the devolution of services.	<ol style="list-style-type: none"> 1. Transfer of Llangollen Town Hall 2. Corwen Grounds Maintenance 3. Prestatyn one Stop Shops 	<p>Spring 2012</p> <p>Summer 2012</p> <p>Summer 2012</p>	AB	<p>Completed</p> <p>Collaborative procurement of grounds maintenance with neighbouring communities. This is under consideration by the community councils to report back in June 2012</p> <p>CW to provide options appraisal. Looking at the current position of one stops shop and to consider the development of the collaborative delivery of the service with the T & CC.</p> <p>Further suggestions for collaboration</p> <ol style="list-style-type: none"> 1. Develop a protocol for the sharing of information between DCC and the T & CC that would assist in better planning for both 2. Consider a review of the standards for T & CC to match those being developed for members (were relevant and appropriate) so as to instil better working relationships and understanding the expectations of both

					3. Develop a register of all the activities that are undertaken within DCC that directly involve the T & CC as a record of all collaborative engagement and to highlight good practice
6	Develop a frame work to support the transfer of assets to Community Councils	Successful planning and transfer of assets in the future – Lessons learned Llangollen	Sept 2012	AB	Engage with Legal services, valuation and estates and leisure services to deliver a framework based on lesson learned from the transfer of Llangollen Town Hall. Task Team has been identified. Group to meet May 2012
7	Work with T & CC in the devolution of “basket Services”	1. Transfer the responsibility for service delivery to the T & CC	September 2012	AB	Consideration of how to progress the devolution of services following the elections in May. Further meeting of the T & CC project Group scheduled for June 2012 when topic will be discussed
8	Develop members as better ambassadors for their communities (current and new members from May 2012)	1. Agree training schedule	June 2012	JW	To be completed June 2012. Project plan in place <ul style="list-style-type: none"> Consider the Inclusion of training around the responsibility of Members as community councillors Provide a work shop training session around the Getting Closer to the community Agenda in September 2012 to raise awareness with new members
9	Conduct the second resident survey and agree relevant actions	1. Review survey benefits	May 2012	EW/ TW	Completed Survey in October 2012 Currently reviewing the frequency of reviews. Likely to remain 2 years A plan of the benefits of the surveys is underway and will be available by May 2012
10	Develop customer ‘Insight’ information as a means of	1. Conduct pilot information trial and decide how to proceed	Sept 2011	CW	Completed

	understanding our communities better				
.11	Make better use of our staff as residents and users of Council services	1. Better engagement between staff and the community		AB	Part Completed- There is a policy which allows staff to volunteer already in existence and available on iTrent. Further action: <ul style="list-style-type: none"> • Review the awareness of these polices internally. • Consider avenues to record staff feedback • A discussion item at departmental meetings • A permanent agenda item at the CEO breakfast meetings • An elected representative from each service to attend • A separate GCC staff forum staff could be attended during work hours
12	Improve the accessibility of the Council to residents by developing a more interactive website	1. Effective use by members of the community		CW	Completed Phase I
13	Review the use of One Stop shops	1. Location and accessibility for residents		CW	Review is underway
14	Review the location of information points	1. Better access for all to information irrespective of where you live		CW	Review is underway to include effective access in rural areas
15	Improve engagement with the Business community	1. Improved relations with the Business community	Initial options April 2012	JK	Review underway- Jeremy Knibbs to review current practice and deliver an options appraisal to improve and formalise the relationship.

					Brian Evans reported on a number of successful engagement projects in the Business Support and Tourism Newsletter (attached annex)
16.	Continue to develop the Council's links with the voluntary sector	1. Provide structure to the current practice	Initial review May 2012	SE/ AHJ/ HW/ AB	Review underway- To develop a role for a corporate liaison officer and to develop a protocol for the recording of information and issues arising. To ensure that they are dealt with efficiently and effectively. This will be in addition to the 3 rd sector liaison group currently in operation

PRIORITY 2: SERVICE DELIVERY Develop the right culture and attitudes		OBJECTIVE: Ensure that services respond effectively to the needs of residents by becoming increasingly more resident focussed			
	ACTION	MEASURE	WHEN	WHO	LATEST POSITION
1.	Conduct an initial audit of current actions that assist bringing services closer to the community and future plans	1. Better understanding of the way forward		ER	completed
2.	Improve the Council's responses to complaints on targeted basis	1. Reduction in complaints		CW	Completed – CRM in use
3	Develop Town Plans to outline how communities will be developed involving Council services and services from other public bodies	1. Town Plans in place for all the major towns in DCC	May 2012	GB/ MD	Completed The delivery of the plans will be by DCC for the initial 12 months a review will take place in 2013
4	Develop a plan/strategy for the delivery of priority projects in the rural communities	1. Ensure equality with the towns	May 2013	MD/ AB	HW Invited rural members to confirm the 4 priorities for their area. To highlight priority projects in a similar way to town plan and ensuring inclusion in the process. 2 members have

					responded. Llanbedr and Efenychfyd A register of all priorities for both Town and rural areas will follow to assist in the financial planning process
5.	Place greater emphasis on 'customer focus' competence within the Performance Appraisal process	1. Better engagement of staff in customer focus	May 2012	GH/ LA	Completed – Customer focused performance appraisal now in use and will be reviewed in 2013
6.	Review and decide on the future shape of 'Area Profiles' and how these can be used to inform service improvements (Add service specific issues if relevant)	1. Understanding of the demographic	Jan 2012	CW	Completed

PRIORITY 3: COMMUNITY DEVELOPMENT ROLE Community, Enrichment and Empowerment		OBJECTIVE: To provide an improved infrastructure to enable community development and enrichment to take place coherently within DCC			
	ACTION	MEASURE	WHEN	WHO	LATEST POSITION
1.	Ensure that appropriate funding is in place to support community development over the next 2-3 years	1. Successfully funded and delivered priority projects		PMCG. AB/ MD	Current earmarked funds £245k One off funding for 2012/13 £100k Community Revenue Funding £200k Community Capital Funding £280k Which is in a match funding pot £15k Participatory budgeting Paper to draw together an understanding of all funding available internally for the delivery of

					priority projects by April 2012. To develop a process for the pooling of resources resulting in a more cost effective approach
2.	Continue to support the development of the principles of Participatory Budgeting wherever possible in order to support community development and build capacity locally	<p>2. Conduct another 1 or 2 PB Schemes in the current financial year, possibly in the Prestatyn area.</p> <p>3. Increase awareness about the benefits of PB within and outside the Council</p>	2011/12	DD	<p>Completed - Upper Denbigh /Cae Howell Play Area PB event Llangollen - supported the Town Council PB event Henllan Play Area PB event (ongoing) Prestatyn event considered for 2013 St Asaph - support the Town Council PB event in 2013</p> <p>A review of future projects underway. Further consideration of how PB can be better promoted in DCC is now required. Review at next Programme Board meeting April 2012</p>
3.	Consider a payroll giving scheme to further support community activity	1. Donation to charities at source through payroll	May 2012	GW	<p>A notice to promote payroll giving is now on the intranet and a review in June 2012</p> <p>Further consideration to be given to</p>
4.	Explore the establishment of a Community Development Fund to deal with redundant charities/ trusts		May 2012	PMcG	Completed – External agency contracted on DCC’s behalf
5.	Explore the creation of “Community Assistance Schemes” to assist residents to deal with energy costs	1. Better value energy supply	June 2013	PMcH	Project Team has now received a verbal mandate from Peter McHugh as Project Sponsor to develop a project plan. AB from the project team will provide the support in the governance of the project whilst Sue Ellis from the Housing department will act as the project knowledge

					expert. Project plan to be available for CET by April 2012, business plan by July 2012
6	Scope the development of a community Broadband scheme	1. Better value more efficient network connection			CW developing
7.	Make use of 'Insight' data and Community Capacity Profiling (CCP) to better understand and plan developmental activity		May 2012	TW	