

Community Engagement DRAFT Implementation Plan November 2011-2016						Document control:	V3 October '11	
Implementation status								
R	Little or no progress has been made to date							
A	Significant progress has been achieved							
G	The action is on target or has been completed and the outcome has been achieved							
Action No	Task and progress	Output	By When	Outcome	Resources	Milestones	Lead Officer	Pro-gress Update R/A/G
Objective 1 : Develop and support communities and local people to get involved								
1.	Provide opportunities for local people to participate in achieving Thurrock's vision e.g. developing community councils and building the capacity of residents' skills and knowledge to be active citizens.	<ul style="list-style-type: none"> Active Citizens Training Programme (ACE) Develop Governance arrangements for Community Councils to enable devolved decisions (2 meetings per year). Develop a range of options to support Councillors and HoS develop a creative, local approach to C. Councils 	On-going Nov 2011	<p>Residents have increased skills, knowledge and confidence to influence decisions</p> <p>Residents are supported to agree local needs and seek improvements to local priorities working with local councillors</p> <p>Elected councillors are supported in their community leadership role as the events evolve.</p> <p>HoS are supported in helping elected Cllrs develop Community Councils</p>	Adult college (identified) and external funds £12,500 p.a including promotion and delivery (budget to be identified)	<p>New programme launched Sept '11</p> <p>Cabinet approval for Strategy and Community Council areas required Nov '11</p> <p>Leadership Group Oct '11</p>	<p>Community Dev. Manager with - The ACE Partnership</p> <p>Heads of Service supported by Community Dev. Team</p>	

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2.	Support residents to influence and shape services through providing joined up effective consultation and participation opportunities	<p>Establish cross council portal working group and implement e-portal and joint calendar to officers, partners and residents + use for Lets Talk / all consultation work</p> <p>Develop clear, joint proposals that support empowered communities e.g.:</p> <ul style="list-style-type: none"> • asset transfer • clear funding framework • support social enterprise <p>Support volunteering and active citizenship within the Council and across Thurrock</p>	<p>Jan '12</p> <p>April '12</p> <p>On-going</p>	<p>Corporate approach to using the portal as a single information point for consultation, embedding the principles of community engagement where residents views are captured for future service development</p> <p>Residents can take a more active role in meeting community need directly</p> <p>Residents are able to share and develop skills whilst supporting community outcomes</p>	<p>Staff time, £6000 pa license cost for portal – budget identified</p> <p>Within existing budgets</p> <p>Three year funding agreement with Ngage up to 2014 – funds identified + External funds to be pursued</p>	<p>Portal established and is supporting key consultation opportunities</p> <p>Specific action plans to be developed where not already in existence</p> <p>Volunteer guidelines for the Council are in place August '11</p> <p>Volunteer Centre launched September 2011</p>	<p>Policy Officer</p> <p>Co-ordination Community Dev. Manager</p> <p>Community Dev. Manager</p>	

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3.	Enable those who want to do more for themselves to do so through reducing bureaucracy and improving how we commission and procure services that meet community outcomes	Officers enable communities to take an active community role – e.g. remove blockages (HoS support) Agree a joint Improved Commissioning strategy linked to Health and Well-Being Plan 2012	April 2013 2012	Communities are enabled to improve their areas through a can do approach A jointly agreed strategy that builds capacity and reduces barriers to local organisations and communities	Within Existing Budgets + Community First / Devolved Budgets in eligible wards Staff time + within existing budgets	First Community Council events Nov '11 – March '12 CVS training & development in place from Sept '11	Community Dev. Team Head of Strategic Commissioning	
4.	Measure success through bi - annual Customer Survey	Biannual residents survey Explore alternative performance measures	2012 2012	Biannual measure of performance against key indicators Establish meaningful measures of success	Funding resource to be identified	Options re delivery to be considered	Policy Officer	
5.	Develop the capacity and structures for resource allocation and priority decisions to be taken at a local level.	Local events e.g.: community councils	2011/12	Local people influence decisions according to local priorities	Community First, Devolved Cllr Budgets and within existing budgets	Community First Panels – Jan '12	Community Dev. Manager	

2. Support Councillors to be leaders for their communities

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6.	Support councillors to be effective community champions	Agree template will Cllrs for neighbourhood profiles + create profiles for borough	April '12	Councillors will have access to key information and issues facing their ward; inform local priorities and improved dialogue over conflicting needs	Future capacity resource needs to be identified	Template agreed 2011	Policy Officer	
		Embed effective community engagement into the member development programme	Jan '12	Members are equipped with the skills and understanding to make the most of their community leadership role.	Staff time	Pilot October 2011	Community Dev. Manager	
7.	Develop area working and pursue devolved budgets wherever possible	Pilot Councillor devolved budgets in three target wards	Sept '11	Councillors are able to work with communities to identify priorities and resolve / improve using devolved budgets	£14,000 – budget indented up to March '12	Guidance agreed August '11.	Community Dev. Team	
		Explore participatory budgeting opportunities at an area level	2012	Local people are able to make suggestions and agree spending priorities	To be identified by HoS within existing budgets	Following establishment of community councils	All HoS	
8.	Develop a culture of engagement within public services	Deliver joined up engagement across the Council and partnership through the community engagement strategy	Mar 2016	Coordinated community engagement across Thurrock where residents feel their voice is heard and they can influence decisions	Within existing budgets	Consultation Institute Training and briefings delivered 2011	Community Dev and Policy	

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8. cont		Establish a framework of agreed protocols relating to partnership working to ensure a consistent standard which imbeds protocol, especially around commissioning, equality impact assessments etc	Oct '12	Use of a common language and an agreed library of templates will ensure all partners understand what is expected of them.	Staff / partner time	Protocols to be identified Dec '11.	CEDU resource.	
		Coordinated senior officer representation / Council participation at community events	April '12	Visible engagement within communities increases trust in council services	Staff time – within existing budgets.	Events Group established Oct '11	Communications Manager	
		Continue staff induction / development to share best practice and national drivers – including engagement tool-kit	Jan '12	Staff are confident when engaging with residents and follow best practice across all service areas, supporting our place shaping role – continuity in practice	Staff time – within existing budgets	Community Engagement Group to include partner input Dec' 11	Developing Together	
		Empower staff to be advocates of the borough and connect with residents	July 12	Better informed services that meet people's current and future expectations	Staff time – within existing budgets	Community solutions training delivered 07/11.		

3. Establish a co-ordinated , efficient and value for money partnership approach to community engagement

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9.	Make effective use of the skills, expertise and knowledge of the voluntary, community and faith sector through improved partnership working	<p>Voluntary Sector and Council Forum</p> <p>Value the contribution made by communities as set out in the Compact and Principle of Community Engagement</p> <p>Improve council understanding of the impact of the sector through pan council approach to contract monitoring and key link officers with voluntary sector</p>	<p>Jan '12</p> <p>On-going</p> <p>2013</p>	<p>Improved strategic dialogue between the council and voluntary sector – establish specialist organisations</p> <p>Best practice is embedded across all stakeholders and a broader understanding of the Compact is achieved</p> <p>Use of Compact Champions National + Local Survey</p> <p>A clear and concise understanding of outcomes through the voluntary sector.</p>	<p>Within existing budgets</p> <p>Within existing budgets</p> <p>Within existing budgets</p>	<p>New structure to be agreed Jan '12</p> <p>Review compact and protocols with CVS</p>	<p>Community Development Manager and CVS</p> <p>Community Development Manager and CVS</p> <p>Community Devp. Team</p>	

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10.	Map and understand our communities so that services are fully informed by the changing and different needs of local residents	<p>Map communities, stakeholders and networks that facilitate engagement including locality forums and Thurrock Profile</p> <p>A single, accessible and sustainable database of the voluntary sector</p> <p>Develop guidance and support re EIAs and single equality duties</p>	<p>March '12</p> <p>Dec '11</p> <p>2012</p>	<p>Improved understanding of the changing profile of Thurrock and current needs across all services including health, police etc</p> <p>An improved understanding of the local offer from existing organisations and how to contact / make use of</p> <p>Officers engage communities in scoping EIAs when proposing decisions or policy changes</p>	Initially within existing budgets	<p>Baseline audit of dialogue mechanisms started Oct '11</p> <p>Database developed Oct '11</p> <p>Mapping to support effective involvement</p>	<p>Community Dev. Team</p> <p>CVS</p> <p>Diversity Manager</p>	
11.	Provide residents with access to information about services and resources through, clear and timely communications that recognise partnership working.	<p>Clear communications that encourage participation and pride in Thurrock</p> <p>A log of key issues challenging practice is kept and used to evaluate practice</p>	<p>On-going</p> <p>On-going</p>	<p>People feel more positive about where they live and how they have influenced decisions across the borough</p> <p>Positive partnership working is promoted and poor practice is challenged</p>	<p>Within existing budgets</p> <p>Within existing budgets</p>	<p>Mutual discussions being held</p> <p>Template developed</p>	<p>Communications Manager</p> <p>Community Development Team.</p>	