

AFFORDABLE HOUSING

Landlord Services	Existing Engagement Activity		
	Informing <ul style="list-style-type: none"> Contributions to Council website and South Cambs Magazine 		
	Consulting <ul style="list-style-type: none"> Consulting on the Council's offer to tenants as part of the pre-ballot phase of the Housing Futures process 		
	Empowering <ul style="list-style-type: none"> The Tenant Participation Plan includes developing engagement over a two-year period 		
	Future Action	Target Completion Date	Responsibility
	Future arrangements for the engagement and participation of Council tenants will depend on the outcome of the tenants' ballot on the future of housing stock		Housing Futures Project Manager

CHIEF EXECUTIVE'S

Legal Services	Future Action	Target Completion Date	Responsibility
	Survey of parish councils to find out what they would like to see provided by the Council in terms of training and support on issues relating to standards	June 2009	Principal Solicitor

COMMUNITY AND CUSTOMER SERVICES

Communications	Existing Engagement Activity		
	Informing <ul style="list-style-type: none"> • Coordination and editorial of South Cambs Magazine • Regular press releases about aspects of the Council's work • Contributions to the Council website Consulting <ul style="list-style-type: none"> • South Cambs Reader's Survey to improve and develop future editions of the magazine • Website consultation of budget and objectives to feed comments into the decision-making process 		
	Future Action	Target Completion Date	Responsibility
	Assist services with their community engagement activity	Ongoing	Communications Manager
Electoral and Support Services	Existing Engagement Activity		
	Informing <ul style="list-style-type: none"> • Electoral register form sent out with council tax information • Further forms sent in August if no response received • Election notices given to all parish clerks Consulting <ul style="list-style-type: none"> • Customer and stakeholder consultation of service delivery Empowering <ul style="list-style-type: none"> • All eligible residents sent a poll card 		

	Future Action	Target Completion Date	Responsibility
	Produce an A-Z guide to Council services	September 2009	Customer Service Co-ordinator
Policy and Performance	Existing Engagement Activity		
	Informing <ul style="list-style-type: none"> Produce Corporate Plan to inform on Council priorities and performance 		
	Consulting <ul style="list-style-type: none"> Co-ordination of the Place Survey 		
	Involving <ul style="list-style-type: none"> Scrutiny 'goes on the road' Speaking and questions at Scrutiny meetings 		
	Future Action	Target Completion Date	Responsibility
	Consultation on draft service plans	November 2009	Policy and Performance Manager
Set up Equalities Consultative Forum	March 2009	Equalities Officer	
Working with other agencies, adopt a revised Gypsy and Travellers policy (to include consulting stakeholders)	June 2009	Policy and Performance Manager	

Partnerships	Existing Engagement Activity		
	Informing		
	<ul style="list-style-type: none"> • CDRP weekly email to partners • Timely crime reduction messages/articles to parish councils • Regular mailings to parish councils of community safety literature • Contributions to Council website and South Cambs Magazine • Contributions to Cambridgeshire Together e-Newsletter • Community safety roadshows 		
	Consulting		
	<ul style="list-style-type: none"> • Annual community safety consultation for the Strategic Assessment (local community and parish councils) 		
Involving			
<ul style="list-style-type: none"> • Setting policing priorities at neighbourhood panels • Sustainable Communities Act • Voluntary Sector Forum • Cambridgeshire Compact 			
Empowering			
<ul style="list-style-type: none"> • Problem-solving anti-social behaviour groups, including relevant community members • Community-led planning 			
	Future Action	Target Completion Date	Responsibility
	Appointment of two-year post Community Liaison Support Assistant to include parish council liaison	April 2009	Partnerships Manager
	Assist at least three parish councils to produce Parish Plans	March 2010	Partnerships Manager

	Establish and publicise quarterly meetings with parish council representatives	March 2009	Partnerships Manager
	Executive members to attend at least 3 parish council meetings outside their own ward by March 2010	April 2009 – March 2010	Partnerships Manager
	Research best practice in parish council engagement and liaison arrangements	July 2009	Partnerships Manager
	Complete satisfaction survey to identify progress with improving level and quality of engagement with parish councils	September 2009	Partnerships Manager
	Publicise establishment of Partnerships Team and links with parish councils	May 2009	Partnerships Manager
	Carry out consultation with hard to reach groups regarding council and other partners priorities	September 2009	Partnerships Manager
	Work with voluntary groups to provide information at events in 20 villages a year	March 2010	Partnerships Manager
	Work with other organisations to develop a Community Transport Plan for the district	March 2010	Partnerships Manager

FINANCE AND SUPPORT SERVICES

Democratic Services	Existing Engagement Activity
	<p>Informing</p> <ul style="list-style-type: none"> • Agenda links sent to a range of stakeholders prior to meetings and published online • Weekly email to parish councils, through a dedicated section of the Weekly Bulletin • Quarterly Standards Committee Newsletter sent electronically and in hard copy to all parish councils <p>Consulting</p> <ul style="list-style-type: none"> • Public speaking invited at Planning meetings

	Future Action	Target Completion Date	Responsibility
	To promote public awareness and engagement in the decision-making process		Democratic Services Manager
Finance	Existing Engagement Activity		
	Informing <ul style="list-style-type: none"> • Leaflet sent out with Council Tax information • Summary of accounts produced and publicised on the website Consulting <ul style="list-style-type: none"> • Consultation on the budget 		
	Future Action	Target Completion Date	Responsibility
	Participatory budgeting is a government aspiration for all local authorities		Executive Director – Corporate Services
Revenues and benefits	Existing Engagement Activity		
	Informing <ul style="list-style-type: none"> • Press releases on prosecutions relating to benefit fraud Consulting <ul style="list-style-type: none"> • Consultation on council tax issues 		

HEALTH AND ENVIRONMENTAL SERVICES

Environmental Health	Existing Engagement Activity		
	Informing <ul style="list-style-type: none"> Refuse collection information in South Cambs Magazine and on the Council website Consulting <ul style="list-style-type: none"> Survey of satisfaction of businesses with regulatory services 		
	Future Action	Target Completion Date	Responsibility
	Establish a programme of at least 10 Community Clean Up events per year through out the district		

NEW COMMUNITIES

Economic Development	Existing Engagement Activity		
	Informing <ul style="list-style-type: none"> Economic News and the business pages on the website provide information for businesses in the local area 		
	Future Action	Target Completion Date	Responsibility
	Consultation on the Economic Development Strategy: Phase 1 – baseline study Phase 2 – development and consultation on strategy	End Spring 2009 End Summer 2009	Growth Areas Project Manager

Cultural Services (Arts, Sports and Community Facilities and Community Development)	Existing Engagement Activity		
	Informing <ul style="list-style-type: none"> • Contributions to Council website and South Cambs Magazine • Funding Toolkit • 'The Event', including an arts diary in South Cambs Magazine • Training for voluntary and community sector organisations on business plans, constitutions and consultation Empowering <ul style="list-style-type: none"> • Youth participation through dedicated officer and champions, including working with parish councils and the voluntary and community sector • Funding advice and support 		
	Future Action	Target Completion Date	Responsibility
	Work with CPALC to deliver Community Leadership training for parish councils	September 2009	Community Development Officer
Environmental Sustainability	Existing Engagement Activity		
	Informing <ul style="list-style-type: none"> • Climate change web pages on the District Council website 		
	Future Action	Target Completion Date	Responsibility
	Employ part-time officer working with parish councils on renewable energy schemes	Dependant on funding	Growth Areas Project Manager

Growth Areas	Existing Engagement Activity
	<p>Informing</p> <ul style="list-style-type: none"> • Contributions to Council website and South Cambs Magazine • Parish council updates, including attending parish council meetings • Northstowe stakeholder group • ‘Tea club’ discussions • Inform Cambourne Service Providers’ Group of developments <p>Consultation</p> <ul style="list-style-type: none"> • Consultation with neighbouring parishes on Community Governance Review for Growth Areas (Northstowe) followed by formal consultation • Stakeholder engagement regarding S106 Supplementary Planning Document <p>Involving</p> <ul style="list-style-type: none"> • Section 106 Officer works closely with parish councils to maximise benefits of planning gain for local communities <p>Empowering</p> <ul style="list-style-type: none"> • Joint Action Group (10 parish councils surrounding Northstowe) • Northstowe Community Forum (residents and parish councils) • Design days at Swavesey Village College • Youth Forums at Swavesey and Impington Village Colleges • Early design of the Cambourne Community Centre • Orchard Park Action Group brings together neighbouring parish councils and the shadow community council

	Future Action	Target Completion Date	Responsibility
	Place Survey booster sample for Orchard Park and Cambourne	Dependant on funding	Growth Areas Project Manager
	Establish Youth Forums and Youth Planning Conference to bring together young people to discuss and debate planning issues related to growth sites	June 2009	Engagement and Communications Officer

PLANNING AND SUSTAINABLE COMMUNITIES

Planning Policy	Existing Engagement Activity		
	<p>Informing</p> <ul style="list-style-type: none"> • Contributions to Council website and South Cambs Magazine • Exhibitions <p>Consulting</p> <ul style="list-style-type: none"> • Statutory consultation with agencies and public on development plans, which can result in plans being changed 		
	Future Action	Target Completion Date	Responsibility
	Prepare and consult on a Statement of Community Involvement on planning issues		Planning Policy Manager
	Set up a forum of parish councils, housing associations and others to examine the workings of our exception sites policy in light of recent experience and current market conditions		

Development Control	Existing Engagement Activity		
	Informing <ul style="list-style-type: none"> • Developer exhibitions • Contributions to Council website and South Cambs Magazine 		
	Consulting <ul style="list-style-type: none"> • Statutory consultation on planning applications, which results in comments being taken into account on planning decisions (subject to planning regulations) • Access issues discussed with community representatives on a fortnightly basis 		
	Involving <ul style="list-style-type: none"> • Agents forum, which results in views being fed into development of operational arrangements • Attending parish council meetings • Parish Planning Forum to receive feedback on and discuss issues arising with planning matters 		
	Future Action	Target Completion Date	Responsibility
	Set up an interactive webpage to publicise and provide information from meetings of Planning Forum	January 2009	Performance Manager