

Community Engagement Action Plan: 2009 onwards

AFFORDABLE HOUSING				
Housing Services				
Actions	Target Completion Date	Responsibility	Update (January 2010)	Status
1. Ensure all new tenants receive a customer satisfaction survey and outcomes actioned to improve where practicable to do so	September 2009	Housing Services Manager	Survey already happens, however, the team is looking at ways to improve the level of return and make it more meaningful.	Ongoing
2. Introduce satisfaction survey for all cancelled home-link applications	April 2010	Housing Advice and Options Manager	Currently evaluating whether or not there is a value to doing this.	Reviewing need
3. Ensure leaflets are made available in different formats and investigate value of tailor made leaflets	February 2010	Housing Advice and Options Manager	Leaflets have been updated.	✓

COMMUNITY AND CUSTOMER SERVICES				
Policy and Performance				
Actions	Target Completion Date	Responsibility	Update (January 2010)	Status
4. Consultation on draft service plans	November 2009	Policy and Performance Manager	Public consultation has not occurred – budget consultation and consultation on priorities, which inform the service plans are felt to be more appropriate. (Policy and manager retired in September 2009 and replacement in post mid-November. No Corporate Manager between mid-July and start of November.)	No longer appropriate

5. Set up Equalities Consultative Forum	March 2009	Equalities Officer	Completed. The Forum has met three times to date.	✓
6. Development of a consultation plan to coordinate council-led consultations and, where possible, consultation by partners	March 2010	Policy and Performance Manager	Timeline is likely to need amending to September 2010 due to vacancies during 2009. This features in the draft Improvement Plan (part of the Service Plan) for 2010/11.	In progress
7. Produce an A-Z guide to Council services	September 2009	Customer Service Co-ordinator	The County Council produces an A-Z as appropriate, which includes details of the district council services. This will become out of date in 2010 due to the 0845 number being withdrawn. To work with the County Council to see if it is possible to produce an updated booklet. www.cambridgeshire.net includes the same information and there is also an A-Z on our website and service contact details in the South Cambs Magazine.	No longer appropriate
Communications				
Actions	Target Completion Date	Responsibility	Update (January 2010)	Status
8. Assist services with their community engagement activity	Ongoing	Communications Manager	Specific pieces of work have included assisting with the consultation on the Gypsy and Traveller DPD, early advice given on the Gypsy and Traveller Community Strategy and budget consultation.	Ongoing

Partnerships				
Actions	Target Completion Date	Responsibility	Update (January 2010)	Status
9. Appointment of two-year post Community Liaison Support Assistant to include parish council liaison	June 2009	Partnerships Manager	Completed. Post holder started on 22 nd June 2009.	✓
10. Assist at least three parish councils to produce Parish Plans	March 2010	Partnerships Manager	Completed. Three Parish Plans have been completed since April 2009 (Dry Drayton, Bourn and Fulbourn).	✓
11. Establish and publicise quarterly meetings with parish council representatives	September 2009	Partnerships Manager	Meetings between Cabinet and parish councils will now be bi-annually. First meeting for 2009 held on 25/11/09. Calendar of meetings with parish councils on Insite to assist with coordination.	In progress
12. Executive members to attend at least 3 parish council meetings outside their own ward by March 2010	April 2009 – March 2010	Partnerships Manager	29% complete at end September 2009.	In progress
13. Research best practice in parish council engagement and liaison arrangements	July 2009	Partnerships Manager	Completed. No good practice guidance found and local authorities all engaging in different ways e.g. regular newsletters and meetings. Parish satisfaction survey should suggest further opportunities.	✓
14. Complete satisfaction survey to identify progress with improving level and quality of engagement with parish councils	September 2009	Partnerships Manager	Scheduled to take place Spring 2010.	Delayed
15. Publicise establishment of Partnerships Team and links with parish councils	July 2009	Partnerships Manager	Community Liaison Support Assistant contacted all parish councils by personal email / letter in July and September 2009. Information also added to website.	✓

16. Carry out consultation with hard to reach groups regarding council and other partners priorities	September 2009 March 2010	Partnerships Manager	Work in underway, however, there was a delay to the start of the project due to the delay in Place Survey results nationally.	In progress
17. Work with voluntary groups to provide information at events in 20 villages a year	March 2010	Partnerships Manager	14 events attended in 14 villages between 1 st April and 31 st December 2009. Information provided about variety of Council services and also related services provided by partners. Voluntary sector engaged in events as appropriate for those likely to attend.	In progress
18. Develop an Engagement Toolkit for use by officers	March 2010	Partnerships Manager	Toolkit in early stage of being drafted.	In progress

FINANCE AND SUPPORT SERVICES

Revenues and benefits

Actions	Target Completion Date	Responsibility	Update (January 2010)	Status
19. Set up joint meetings with local advice agencies	Quarterly from April 2009	Head of Revenues	Joint meetings held with CAB on a quarterly basis where possible.	✓
20. Carry out customer and stakeholder consultation on housing and council tax benefit take-up in growth areas	October 2009	Head of Revenues	Northstowe on hold.	Delayed
21. Create a landlords forum (for those landlords with tenants in receipt of housing benefit) to meet with the Benefits service to improve engagement and to discuss satisfaction and improvement	July 2009	Benefits Manager	This work has been merged with work on landlord verification, which is progressing. The Landlord's Forum will be developed out of this current work with landlords.	In progress
22. Evaluate the level of satisfaction with the rent collection and payment options for residents of council managed Travellers sites	July 2009	Revenues Manager	Not currently a service priority. The setting up of the shared service with Uttlesford may delay this further.	Reviewing need

Finance				
Actions	Target Completion Date	Responsibility	Update (January 2010)	Status
23. Participatory budgeting is a government aspiration for all local authorities	Dependent on national guidance	Executive Director – Corporate Services	N/A	N/A
24. Develop cross-cutting public involvement in the budget process, to include all sections of the community, businesses, parish councils and voluntary sector partners at times when it can genuinely have an influence	October – December each year	Executive Director – Corporate Services	Closely linked to 25 & 26. Focus group held in December 2009. Discussion with Parish Councils at liaison meeting in November 2009 and consultation with businesses planned for early 2010. Survey in South Cambs Magazine.	In progress
25. Examine opportunities within existing budgets to present financial information more clearly and concisely electronically so that it can be more easily understood by residents	March 2010	Executive Director – Corporate Services	Closely linked to 24 & 26. Focus group in December 2009 to help shape this work. Work being taken forward by the Finance Task and Finish Group.	In progress
26. Working with the Policy and Performance Team, present financial and performance information for residents in such a way that value for money can be more readily understood	March 2010	Executive Director – Corporate Services	Closely linked to 24 & 25. Focus group in December 2009 to help shape this work. Work being taken forward by the Finance Task and Finish Group.	In progress
Democratic Services				
Actions	Target Completion Date	Responsibility	Update (January 2010)	Status
27. Review of Constitution format and layout to make it more accessible	November 2009	Democratic Services Manager	Constitution on website in full and by part. Agreed no changes need to be made.	✓

HEALTH AND ENVIRONMENTAL SERVICES				
Environmental Health				
Actions	Target Completion Date	Responsibility	Update (January 2010)	Status
28. Establish a programme of at least 10 Community Clean Up events per year throughout the district	March 2010	Environmental Services Manager	Planned for spring 2010.	In progress
29. Consider provision of training and graffiti removal kits for parish councils to improve the graffiti removal service	October 2009	Environmental Services Manager	Linked to clean up events. Contacting parishes early 2010 to advise them about the training for some events in Feb, with a view to do some clean ups in the Spring.	Delayed
30. Private sector housing stock condition survey	March 2012	Environmental Health Officer Public Health Specialist	Postponed due to lack of finance.	Delayed

NEW COMMUNITIES				
Economic Development				
Actions	Target Completion Date	Responsibility	Update (January 2010)	Status
31. Consultation on the Economic Development Strategy: Phase 1 – baseline study Phase 2 – development and consultation on strategy	End Spring 2009 End Summer 2009 2010	Growth Areas Project Manager	Phase 1 completed August 2009. Phase 2 is ongoing, but expected to be completed by end Summer 2010.	In progress
32. Set up a business forum and introduce a series of regular business breakfast meetings in the district	End 2009	Growth Areas Project Manager	Business Forum breakfast events held in partnership with Business Link and Chamber of Commerce. List of contacts also established and 3 editions of economic news produced.	✓

Cultural Services (Arts, Sports and Community Facilities and Community Development)				
Actions	Target Completion Date	Responsibility	Update (January 2010)	Status
33. Work with Cambridgeshire and Peterborough Association of Local Councils to deliver Community Leadership training for parish councils	September 2009	Community Development Officer	Orchard Park Community Council pilot training took place by end October 2009.	✓
Growth Areas				
Actions	Target Completion Date	Responsibility	Update (January 2010)	Status
34. Place Survey booster sample for Orchard Park and Cambourne	Dependant on funding	Growth Areas Project Manager	Completed. Survey also included additional questions. A total of 2,919 households were sent a questionnaire (2496 in Cambourne and 423 in Orchard Park). Overall 538 completed questionnaires were returned (481 in Cambourne and 54 in Orchard Park, 3 were unknown).	✓
35. Establish Youth Forums and Youth Planning Conference to bring together young people to discuss and debate planning issues related to growth sites	September 2009	Engagement and Communications Officer	The planned Youth Planning Conference is now being replaced by a Future Fest led by Cambridgeshire Horizons. The Youth Forums were to feed into the Youth Planning Conference.	No longer appropriate
36. Development of Communications Plan for the Growth Areas	October 2009	Engagement and Communications Officer	An Engagement Strategy and Action Plan has been drafted and is awaiting full partnership sign-up. It is hoped that the Senior Officer Board will consider the strategy in January 2010. Progress has been affected by a staff vacancy (Engagement and Communications Officer) since October.	In progress

Environmental Sustainability				
Actions	Target Completion Date	Responsibility	Update (January 2010)	Status
37. Employ part-time officer working with parish councils on renewable energy schemes	August 2009	Growth Areas Project Manager	Post holder started in early August 2009.	✓

PLANNING AND SUSTAINABLE COMMUNITIES

Planning Policy				
Actions	Target Completion Date	Responsibility	Update (January 2010)	Status
38. Prepare and consult on a Statement of Community Involvement on planning issues	September 2010	Planning Policy Manager	Statement of Community Involvement consultation occurred between 23 rd October and 4 th December 2009.	✓
39. 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	September 2009	Corporate Manager (Planning and Sustainable Communities)	Forum meeting set for 18 th January 2010. Deadline passed although official 3As deadline not until end March 2010.	In progress