

Community Engagement Action Plan: 2009 onwards

AFFORDABLE HOUSING			
Housing Services	Existing Engagement Activity		
	<p>Informing</p> <ul style="list-style-type: none"> • Contributions to Council website and South Cambs Magazine <p>Consulting</p> <ul style="list-style-type: none"> • Landlord services satisfaction survey • Satisfaction surveys for housing advice and homelessness • New lettings survey <p>Empowering</p> <ul style="list-style-type: none"> • The Tenant Participation Plan includes developing engagement over a two-year period 		
	Future Action	Target Completion Date	Responsibility
	Ensure all new tenants receive a customer satisfaction survey and outcomes actioned to improve where practicable to do so	September 2009	Housing Services Manager
	Introduce satisfaction survey for all cancelled home-link applications	April 2010	Housing Advice and Options Manager
Ensure leaflets are made available in different formats and investigate value of tailor made leaflets	February 2010	Housing Advice and Options Manager	

CHIEF EXECUTIVE'S

Legal Services	Existing Engagement Activity
	<p>Consulting</p> <ul style="list-style-type: none"> Survey 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

COMMUNITY AND CUSTOMER SERVICES

Policy and Performance	Existing Engagement Activity		
	<p>Informing</p> <ul style="list-style-type: none"> Produce Corporate Plan to inform on Council priorities and performance <p>Consulting</p> <ul style="list-style-type: none"> Co-ordination of the Place Survey Customer and stakeholder consultation of service delivery <p>Involving</p> <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
	Development of a consultation plan to coordinate council-led consultations and, where possible, consultation by partners	March 2010	Policy and Performance Manager
	Produce an A-Z guide to Council services	September 2009	Customer Service Co-ordinator

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 • Birthday cards sent to 18 year olds Empowering <ul style="list-style-type: none"> • All eligible residents sent a poll card 		

Partnerships	Existing Engagement Activity		
	Informing		
	<ul style="list-style-type: none"> • Crime and Disorder Reduction Partnership 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 • Consideration of community proposals under the Sustainable Communities Act 2007 • Working with the voluntary and community sector through the Cambridgeshire Compact • Parish council liaison meetings on a six-monthly basis to discuss issues of common interest/concern 		
Empowering			
<ul style="list-style-type: none"> • Problem-solving anti-social behaviour groups, including relevant community members • Community-led planning (formally known as Parish Planning) 			
Future Action		Target Completion Date	Responsibility
Appointment of two-year post Community Liaison Support Assistant to include parish council liaison		June 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		September 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	July 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
	Develop an Engagement Toolkit for use by officers	March 2010	Partnerships Manager

FINANCE AND SUPPORT SERVICES

Revenues and benefits	Existing Engagement Activity		
	Informing <ul style="list-style-type: none"> • Press releases on prosecutions relating to benefit fraud • Contributions to Council website and South Cambs Magazine e.g. fraud hotline Consulting <ul style="list-style-type: none"> • Consultation on council tax issues • One-off survey on customer satisfaction and expectations 		
	Future Action	Target Completion Date	Responsibility
	Set up joint meetings with local advice agencies	Quarterly from April 2009	Head of Revenues
	Carry out customer and stakeholder consultation on housing and council tax benefit take-up in growth areas	October 2009	Head of Revenues
	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
	Evaluate the level of satisfaction with the rent collection and payment options for residents of council managed Travellers sites	July 2009	Revenues Manager

Finance	Existing Engagement Activity		
	Informing <ul style="list-style-type: none"> • Leaflet sent out with Council Tax information • Summary of accounts and budget book produced and publicly available on the website Consulting <ul style="list-style-type: none"> • Consultation on the budget, including with the business community through the Chamber of Commerce 		
	Future Action	Target Completion Date	Responsibility
	Participatory budgeting is a government aspiration for all local authorities	Dependent on national guidance	Executive Director – Corporate Services
	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
	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
	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
Democratic Services	Existing Engagement Activity		
	Informing <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 Consulting <ul style="list-style-type: none"> • Public speaking invited at Planning meetings 		
	Future Action	Target Completion Date	Responsibility
Review of Constitution format and layout to make it more accessible	November 2009	Democratic Services Manager	

HEALTH AND ENVIRONMENTAL SERVICES

Environmental Health	Existing Engagement Activity		
	<p>Informing</p> <ul style="list-style-type: none"> • Council website and South Cambs Magazine e.g. refuse collection information • Contributions to parish council newsletters • Quarterly Health and Safety newsletter to businesses • Food hygiene newsletter to businesses <p>Consulting</p> <ul style="list-style-type: none"> • Survey of satisfaction of businesses with regulatory services • Annual satisfaction survey of residents who have made a service request and random sample of the population • Ad hoc consultations on legislation changes • Ad hoc focus groups e.g. waste services <p>Involving</p> <ul style="list-style-type: none"> • Clean up events 		
	Future Action	Target Completion Date	Responsibility
	Establish a programme of at least 10 Community Clean Up events per year throughout the district	March 2010	Environmental Services Manager
	Consider provision of training and graffiti removal kits for parish councils to improve the graffiti removal service	October 2009	Environmental Services Manager
Private sector housing stock condition survey	March 2012	Environmental Health Officer Public Health Specialist	

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 2 – development and consultation on strategy	End Summer 2009	Growth Areas Project Manager
	Set up a business forum and introduce a series of regular business breakfast meetings in the district	End 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 local champions, including working with parish councils and the voluntary and community sector Funding advice and support 		
	Future Action	Target Completion Date	Responsibility
	Work with Cambridgeshire and Peterborough Association of Local Councils to deliver Community Leadership training for parish councils	September 2009	Community Development Officer

Growth Areas	Existing Engagement Activity		
	Informing		
	<ul style="list-style-type: none"> • Contributions to Council website and South Cambs Magazine • Parish council updates, including letters to Clerks and attending parish council meetings • Northstowe stakeholder group • ‘Tea club’ discussions • Welcome packs for new residents at Orchard Park and Cambourne • Cambourne Service Providers’ Group and Orchard Park Community Interest Group 		
	Consultation		
	<ul style="list-style-type: none"> • Consultation with existing and neighbouring parishes on Community Governance Review for Northstowe • Northstowe Parish Forum • Statutory consultation on planning applications, which result in comments being taken into account on planning decisions (subject to planning regulations) 		
Involving			
<ul style="list-style-type: none"> • Section 106 Officer works closely with parish councils to maximise benefits of planning gain for local communities • Design days at Swavesey Village College • Youth Forums • Attending parish council meetings 			
Empowering			
<ul style="list-style-type: none"> • Orchard Park Action Group bringing together district councillors, community council, district council and master developer • Regular meetings with Orchard Park Shadow, Interim and Community Council 			
Future Action		Target Completion Date	Responsibility
Place Survey booster sample for Orchard Park and Cambourne		Report due August 2009	Growth Areas Project Manager
Establish Youth Planning Conference to bring together young people to discuss and debate planning issues related to growth sites		September 2009	Engagement and Communications Officer

	Parish consultation on section 106 Supplementary Planning Document	Spring 2010	S106 Officer
	Consultation regarding community access to facilities at Trumpington Meadows	July 2009 onwards	Community Services Manager
Environmental Sustainability	Existing Engagement Activity		
	Informing		
	<ul style="list-style-type: none"> Climate change webpages on the District Council website 		
	Future Action	Target Completion Date	Responsibility
	Employ part-time officer working with parish councils on renewable energy schemes	August 2009	Growth Areas Project Manager

PLANNING AND SUSTAINABLE COMMUNITIES

Planning Policy	Existing Engagement Activity		
	Informing		
	<ul style="list-style-type: none"> Contributions to Council website and South Cambs Magazine Exhibitions 		
	Consulting		
	<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	September 2010	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	September 2009	Corporate Manager (Planning and Sustainable Communities)

<p>Development Control</p>	<p>Existing Engagement Activity</p>
	<p>Informing</p> <ul style="list-style-type: none"> • Developer exhibitions • Contributions to Council website and South Cambs Magazine <p>Consulting</p> <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 a disability forum on a fortnightly basis <p>Involving</p> <ul style="list-style-type: none"> • Agents forum, which results in views being fed into development of operational arrangements • Attending parish council meetings • Planning Parish Forum to receive feedback on and discuss issues arising with planning matters
<p>Building Control</p>	<p>Existing Engagement Activity</p>
	<p>Informing</p> <ul style="list-style-type: none"> • Informing those potentially affected by planning applications • Contributions to Council website and South Cambs Magazine <p>Consulting</p> <ul style="list-style-type: none"> • Consulting other statutory partners, technical bodies and supply services on technical aspects of planning applications • Annual customer survey to ensure accurate, current and consistent advice