

Community Engagement Action Plan: 2009 onwards

AFFORDABLE HOUSING				
Housing Services				
Actions	Target Completion Date	Responsibility	Update (July 2010)	Status
1. Ensure all new tenants receive a customer satisfaction survey and outcomes actioned to improve where practicable to do so	September 2009 March 2011	Housing Services Manager	Survey already happens, however, the team is looking at ways to improve the level of return and make it more meaningful. This work continues.	In progress
2. Introduce satisfaction survey for all cancelled home-link applications	April 2010	Housing Advice and Options Manager	Following further consideration of this action officers do not believe that a survey for cancelled applications will increase customer satisfaction. Suggest removal from action plan.	No longer appropriate

COMMUNITY AND CUSTOMER SERVICES				
Policy and Performance				
Actions	Target Completion Date	Responsibility	Update (July 2010)	Status
3. Development of a consultation plan/database to coordinate council-led consultations and, where possible, consultation by partners	March 2010 December 2010	Policy and Performance Manager	The January 2010 update stated the timeline was likely to need amending to Sept 2010 due to vacancies during 2009. This features in the draft Improvement Plan (part of the Service Plan) for 2010/11 and due to further delays in back-filling posts will now be complete by December 2010.	In progress

Communications				
Actions	Target Completion Date	Responsibility	Update (July 2010)	Status
4. Assist services with their community engagement activity	Ongoing	Communications Manager	Recent pieces of work include assisting corporate areas with engagement in Hauxton (Bayer CropScience Site) and with the roll-out of the new blue bins. Suggest removal from action plan (to be added to list of “existing engagement activity”).	Ongoing
Partnerships				
Actions	Target Completion Date	Responsibility	Update (July 2010)	Status
5. Establish and publicise quarterly meetings with parish council representatives	September 2009	Partnerships Manager	Meetings between Cabinet and parish councils will now be bi-annually. Meetings held on 25/11/09 and 23/03/10 to date. Calendar of meetings with parish councils on Insite to assist with coordination. Suggest removal from action plan as monitored via CorVu (to be added to list of “existing engagement activity”).	✓
6. Executive members to attend at least 3 parish council meetings outside their own ward by March 2010	April 2009 – March 2010	Partnerships Manager	42% complete at end March 2010. This is no longer in the 3 As, however, this continues to be monitored via CorVu. Suggest removal from action plan as monitored via CorVu (to be added to list of “existing engagement activity”).	✓

7. Complete satisfaction survey to identify progress with improving level and quality of engagement with parish councils	September 2009 December 2010	Partnerships Manager	Scheduled to take place Spring 2010. Further delayed because officers did not want to send a general survey at the same time as the Standards Committee survey of parish councils.	Delayed
8. Carry out consultation with hard to reach groups regarding council and other partners priorities	September 2009 March 2010	Partnerships Manager	This was delayed due to the delay in receiving Place Survey results nationally. The project is now complete and will be reported to the July LSP Board meeting. To be removed from action plan.	✓
9. Work with voluntary groups to provide information at events in 20 villages a year	March 2010	Partnerships Manager	This was 100% complete in 09/10. Good progress has been made during 10/11, with over 50% already achieved through attendance at annual parish meeting and village festivals. Suggest removal from action plan as monitored via CorVu (to be added to list of "existing engagement activity").	✓
10. Develop an Engagement Toolkit for use by officers	March 2010	Partnerships Manager	The Toolkit has been finalised and is on the agenda for the July Leader's Portfolio meeting. Progress was slightly delayed due to the need to widely with officers. Subject to approval, suggest removal from action plan (highlight in Strategy when revised).	✓

FINANCE AND SUPPORT SERVICES				
Revenues and benefits				
Actions	Target Completion Date	Responsibility	Update (July 2010)	Status
11. Carry out customer and stakeholder consultation on housing and council tax benefit take-up in growth areas	October 2009	Benefits Manager	The research into to take-up into Growth Communities was completed and a detailed report was produced. The delay of Northstowe and the lack of growth in other areas mean the objective has not been fully completed. Suggest removal from action plan (monitored via Improvement Plan & Finance and Staffing Portfolio meeting).	In progress
12. 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 March 2011	Benefits Manager	This objective has been partly completed; the Benefits team has started a Landlord verification project. The Housing Needs section has set-up a landlord forum in conjunction with Cambridge City Council. The Benefits team has agreed to take part and provide a list of current landlords to invite. This will be reviewed to see whether this meets their needs and will be kept under review. This project has been moved forward to 2010/11 for completion. Suggest removal from action plan (monitored via Improvement Plan & Finance and Staffing Portfolio meeting).	In progress
13. 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 due to resources.	Reviewing need

Finance				
Actions	Target Completion Date	Responsibility	Update (July 2010)	Status
14. Participatory budgeting is a government aspiration for all local authorities	Dependent on national guidance	Executive Director – Corporate Services	N/A	N/A
15. 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 16 & 17. Focus group held in December 2009. Discussion with Parish Councils at liaison meeting in November 2009 and consultation with Chamber of Commerce took place in early 2010 (Exec Director to meet with the Chamber on a 6-monthly basis). Survey in South Cambs Magazine. Suggest removal from action plan (to be added to list of “existing engagement activity”) .	✓
16. 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 15 & 17. Focus group in December 2009 to help shape this work. Work being taken forward by the Finance Task and Finish Group. Action Plan agreed. Suggest removal from action plan (to be monitored via Task and Finish Group action plan) .	In progress
17. 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 15 & 16. Focus group in December 2009 to help shape this work. Work being taken forward by the Finance Task and Finish Group. Action Plan agreed. Suggest removal from action plan (to be monitored via Task and Finish Group action plan) .	In progress

HEALTH AND ENVIRONMENTAL SERVICES				
Environmental Health				
Actions	Target Completion Date	Responsibility	Update (July 2010)	Status
18. Establish a programme of at least 10 Community Clean Up events per year throughout the district	March 2010	Environmental Services Manager	Programme of support established for community clean up events. Ten events supported by end March 2010. Suggest removal from action plan as monitored via CorVu (to be added to list of "existing engagement activity") .	✓
19. 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. Training and kits provided as required. Suggest removal from action plan as monitored via CorVu (to be added to list of "existing engagement activity") .	✓
20. Private sector housing stock condition survey	March 2012	Environmental Health Officer Public Health Specialist	Action added to the Health and Environmental Services Improvement Plan for 2010/11.	In progress

PLANNING AND NEW COMMUNITIES				
Communities				
Actions	Target Completion Date	Responsibility	Update (July 2010)	Status
21. Consultation on the Economic Development Strategy: Phase 1 – baseline study Phase 2 – development and consultation on strategy <i>Strategy and action plan consultation</i>	End Spring 2009 End Summer 2009 2010 <i>Dec 2010</i>	Development Officer (principal lead for economic development and tourism)	Phases 1 & 2 of assessment complete. Results to be integrated into an Economic Development Strategy and action plan, with consultation. Deadline for strategy is December 2010.	In progress

22. Development of Communications Plan for the Growth Areas	October 2009	Development Officer (principal lead for community infrastructure, engagement on growth & youth participation)	An SCDC engagement work plan is being delivered. Strategic steering group established to oversee site specific approaches to communications. Suggest removal from action plan (communications in growth areas to be added to list of “existing engagement activity”).	In progress
Planning				
Actions	Target Completion Date	Responsibility	Update (July 2010)	Status
23. 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 December 2010	Corporate Manager (Planning and Sustainable Communities)	Forum meeting took place on 18 th January 2010 and the next is scheduled for mid-summer. A total of three meetings will take place.	In progress