

SUMMARY OF DECISIONS TAKEN (PART 1)

MEETING: Community Select Committee
DATE: Tuesday 4 September 2018
PLACE: Shimkent Room, Daneshill House, Stevenage, SG1 1HN
MEMBERS PRESENT: Councillors: Sarah Mead (Chair), Adam Mitchell CC (Vice-Chair), Sandra Barr, Jim Brown, Liz Harrington, Roni Hearn, John Mead, Sarah-Jane Potter and Simon Speller

IN ATTENDANCE: Councillor Rob Broom (Executive Portfolio Holder – Neighbourhoods and Co-operative Working)

The Agenda Items referred to in this Summary of Decisions may be inspected at Reception, Council Offices, Daneshill House. Copies may be obtained from Constitutional Services on 01438 242992

1	APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST	ACTION/LEAD
	<p>Apologies were received from Councillor T Wren.</p> <p>There were no declarations of interest.</p>	<p>F Nyamukapa Ext 2707</p>
2	MINUTES – 7 AUGUST 2018	
	<p>It was RESOLVED:</p> <p>1. That the Minutes of the Community Select Committee (CSC) meeting held on 4 July 2018 are agreed as a correct record and signed by the Chair subject to amending all references of “Fairland Valley” in Item 5 to “Fairlands Valley”.</p> <p>2. That the Minutes of the Community Select Committee (CSC) meeting held on 12 July 2018 are agreed as a correct record and signed by the Chair.</p>	<p>F Nyamukapa Ext 2707</p> <p>F Nyamukapa Ext 2707</p>

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RESIDENT ENGAGEMENT SCRUTINY REVIEW - PRESENTATION

The Chair welcomed Rachel Eden (Holy Brook Associates) who had been engaged to support the Community Engagement review. Rachel provided the Committee with a report and presentation outlining the Council's the current community engagement approach and recommended steps to improve community engagement activity. The report for the period up to March 2018 followed a review and analysis of community engagement across Stevenage. Rachel felt that the Council already took community engagement seriously and some teams demonstrated a mature understanding of the importance of the topic.

The report highlighted that it should be standard practice to consider community engagement requirements and benefits with regards to relevant policies and developments and that stakeholders should be asked to contribute when drafting engagement plans. Members and officers should be encouraged to explore community engagement options and build relationships with residents including those who live elsewhere but work in the Borough.

The consultant recommended that the Council:

- Creates a community engagement toolkit that included case studies, contacts, checklists and templates
- Integrates communications planning into community engagement work
- Works to agree and implement a set of measures for effective engagement
- Expands the approach to people not currently involved in community engagement

The Executive Portfolio Holder (Neighbourhoods and Co-operative Working) informed Members that the Council is working hard to improve the information technology (IT) infrastructure. There were plans to provide a consultation platform on the SBC website and to make the website more user-friendly.

Members were asked by the Chair to highlight their key recommendations for consideration in relation to this review. Members recommended that:

1. The Council's information technology (IT) system be upgraded and the website be revamped

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| | <ol style="list-style-type: none">2. The Council provides micro-websites for Wards with details such as outstanding community actions3. The Council commissions community-driven applications (apps) and social media tools such as Twitter surveys and increases the use of mobile devices4. The Council considers digital engagement via touchscreens and other devices at Council offices and in the town centre5. Members and officers improve face-to-face engagement with residents and manage expectations of residents during community engagement work6. The Council integrates communications planning into community engagement work for each business unit7. The Council decentralises community engagement to individual business units and sub-units8. Customer feedback method used by the Repairs & Voids team be rolled out to other Council services9. The Council widens the base for consultations so as to reflect the demographics of the Borough10. The Council puts in place measures to demonstrate the benefits and effectiveness of community engagement11. Formal Council reports include community engagement as part of the criteria for sign off at officer and Member level12. The Council increases the number of neighbourhood wardens to at least one per county council electoral division | |
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	<p>13. The Council creates a community engagement toolkit to enable Members and officers to follow a standard approach to community engagement</p> <p>It was RESOLVED:</p> <ol style="list-style-type: none"> 1. That the Stevenage Community Engagement Report is noted 2. The recommendations made by Members be included in the Executive Portfolio Holder response to the Community Engagement Review 	<p>S Weaver Ext 2332 R Gregory X 2568</p>
4	<p>URGENT PART I BUSINESS</p> <p>None</p>	<p>F Nyamukapa Ext 2707</p>
5	<p>EXCLUSION OF PRESS AND PUBLIC</p> <p>Not Required.</p>	<p>F Nyamukapa Ext 2707</p>
SUMMARY OF DECISIONS TAKEN (PART II)		
6	<p>URGENT PART II BUSINESS</p> <p>None.</p>	<p>F Nyamukapa Ext 2707</p>