

## Template Scoping Document

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| <b>Community Select Committee</b>   |   |
| <b>Scrutiny Review Title:</b>   | <b>Resident Engagement</b>  |
| <b>Background issues</b> to review – rationale for scrutinising this issue:   | Members raised the issue of reviewing the effectiveness of the Council’s Resident Engagement when the committee agreed items for the work programme in March 2017. The Chair has stated that she is keen to look at ways that the Council carries out resident engagement, as an example the Chair has suggested that the representation on the Housing Management Advisory Board has had little movement in terms of its membership which is largely white and middle-aged.  |
| Is this issue covered by the <b>Future Town Future Council Programme</b> ?  | (i) <u>Connected to our Customers</u> – “Improve the accessibility of our services and the customer experience” – to “Increase customer satisfaction with council services” the Council will need to understand its resident’s needs; and (ii) <u>Co-operative Neighbourhood Management</u> - “Work with our communities to improve our neighbourhoods” – “Better understand our communities’ needs and priorities” to “Work with our residents to design and deliver services”. There are links to the above FTFC priorities as the quality of the resident engagement will support and complement the other initiatives that the Council is undertaking to improve the Council’s offer for the services it provides to residents. |
| Is this issue one that raises interest with the public via <b>complaints</b> or Members’ surgeries or with Officers?: | Resident engagement is not an area that generates customer complaints.  |
| <b>Focus of the review:</b> (State what the review focus will be)   | <p><i>Members commented on the draft scoping document when it met on 20 June 2018 to amend and shape and content of the scoping document. Based on the issues raised by the Chair, officers have suggested that the following issues could provide a focus for the review by the Committee:</i></p> <p><u>Developing more co-operative and dynamic approaches to community engagement</u></p> <ul style="list-style-type: none"> <li>• Look at the effectiveness of Resident Engagement by SBC, incorporating Consultation</li> </ul>   |

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|  | <p>Demographic of Residents' Survey and the diversity of currently involved groups.</p> <ul style="list-style-type: none"> <li>• Can the Council adopt more creative, dynamic engagement? use of social media/digital platforms?</li> <li>• Establish how and why we do resident engagement and in which areas?</li> <li>• Have a focus on Housing resident engagement as this is the largest service that the Council operates</li> </ul> <p>Aims:</p> <ul style="list-style-type: none"> <li>• To see how well the Council is listening, follow the ladder of participation to see how services and polices have changed looking at “you said, we did” – how well do we listen and respond?</li> <li>• That the review can establish what currently works well and how can these be built upon?</li> <li>• What areas need improving and how will these be addressed?</li> <li>• Are there any exemplars in local government or other comparable public sector bodies that the Council can learn from?</li> <li>• That the findings inform an overall community engagement/involvement framework for the council moving forwards.</li> </ul> |
| <p><b>Timing issues:</b><br/>Are there any timing constraints to when the review can be carried out?</p> | <p>Officers will advise at the meeting if there are any timing issues to consider. The review will have to fit in with the timing of the other Select Committee review work programme items.</p>   |
| <p>The Committee will meet on (provide <b>dates</b> if known):</p>                                       | <p>Dates: Day/Month/Time/Venue<br/> 20 June 2018 – Discuss scoping with AD Communities &amp; Neighbourhoods who will lead the review on the officer side supported by the Scrutiny Officer.<br/> 4 Sep 2018 – Presentation from the Consultant Rachel Eden providing context and analysis of the current engagement processes and agree scope<br/> 2 October &amp; 7 November 2018 - Interview witnesses and gather evidence<br/> Date to be agreed to agree recommendations &amp; final report – likely to be in late November/December 2018.</p>   |
| <p><b>SBC Leads</b> (list the Executive Portfolio</p>  | <p><i>Officers have suggested the following people:</i></p>  |

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| <p> Holders and SD's Heads of Service who should appear as witnesses):</p>        | <ul style="list-style-type: none"> <li>• <i>Executive Portfolio Holder(s) for Communities Cllr Jackie Hollywell</i></li> <li>• <i>Executive Portfolio Holder(s) for Neighbourhoods and Co-operative Working, Cllr Rob Broom</i></li> <li>• <i>Strategic Director Community, Matt Partridge</i></li> <li>• <i>Assistant Director Communities &amp; Neighbourhoods, Rob Gregory (sponsor CNM programme, FTFTC)</i></li> <li>• <i>Community Development Manager, Neil Baker</i></li> <li>• <i>Assistant Director Customer Services, Technology and Corporate Projects, Clare Watson (sponsor CTOC programme, FTFC)</i></li> </ul>   |
| <p>Any <b>other witnesses</b> (external persons/critical friend)?:</p>            | <p>To be identified by the Committee at the scoping meeting. <i>Possible options identified by officers:</i></p> <ul style="list-style-type: none"> <li>• <i>Critical Friend – Would it be appropriate for this review to invite an officer from another local authority to speak as a “critical friend”.</i></li> <li>• <i>Members of the public who are currently involved in Resident Engagement (officers to advise suitability)</i></li> <li>• <i>Youth Mayor/ Youth Council/Schools Council (with a focus on leisure and culture, opportunities)</i></li> <li>• <i>Consultant Rachel Eden (to share initial SWOT analysis undertaken in early 2018)</i></li> <li>• <i>Older People – (Age Concern, Sheltered Accommodation)</i></li> <li>• <i>Millennials – (local residents mid 20s to mid/late 30s – not clear how these would be identified perhaps via Housing? Or parents at school gate/Children’s Centres)</i></li> </ul> |
| <p><b>Allocation of lead Members</b> on specific individual issues/questions:</p> | <p>To be identified by the Committee at the scoping meeting.</p> <p>Members will ask questions on the following areas (list the issues to address during the interviews):</p> <p><i>Depending on what major strands are identified in the scope these can be allocated to lead Members.</i></p>  |

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| <p>Any other Questions Members wish to cover:</p>  | <p>Councillor Sarah-Jane Potter has agreed to focus on Equalities and Diversity<br/> Councillor Sandra Barr and Jim Brown to focus on different models<br/> Vice-Chair, Councillor Adam Mitchell to focus on the Council’s current resident engagement processes<br/> Chair, Councillor Sarah Mead, using a list of current engagement processes provided by officers, to investigate how easy/difficult it is for residents to put their views across to the Council and how responsive is the Council?<br/> All Committee Members to ask questions and collect views at Residents meetings in their areas</p> |
| <p><b><u>Site visits and evidence gathering in the Community</u></b></p>   | <p>Site visits to community groups etc. would be helpful to the review.<br/> Some suggested groups and areas for a visit to the Community groups (World Forum/Youth Council &amp; other youth groups/North Herts College/Older People’s forums/ Age UK/ Residential Sheltered Accommodation/ other groups – women’s groups, ethnic groups / LGBT)</p>   |
| <p><b><u>Equalities and Diversity issues:</u></b><br/> The review will consider what the relevant equalities and diversity issues are regarding the Scrutiny subject that is being scrutinised</p> | <p>To be identified by the lead Member – Cllr Sarah-Jane Potter</p> <p><b><u>Equalities &amp; Diversity Issues</u></b> – Are there any E&amp;D issues to consider in this review? –</p> <p>Yes, equality and diversity issues are central to a robust approach to community involvement. The review will need to consider opportunities for engagement and involvement for protected characteristic groups with regards to current structures and future proposals.</p>   |
| <p><b><u>Constraints</u></b> (Issues that have been highlighted at the scoping stage but are too broad/detailed to be covered by the review):</p>  | <p><i>To be identified by the Committee at the scoping meeting 20 June 2018 (These issues can be captured and dealt with via other means – Briefings/email/officer action etc)</i></p> <p>Any other matters that could be part of a wider Community Engagement Framework but are not directly addressed by the review should be directed to officers.</p>   |
| <p><b><u>Background Documents/data</u></b> that can be provided to the review</p>  | <p><i>As identified by the Committee at the draft scoping meeting 20 June 2018:</i><br/> Evidence requested:</p> <ul style="list-style-type: none"> <li>• <i>Consultant Rachel Eden’s initial SWOT analysis undertaken in early 2018</i></li> </ul>   |

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|  | <ul style="list-style-type: none"> <li>• Officers to supply Members with a list of current engagement mechanisms</li> <li>• Desk top research – Exemplars in local government (Peterborough/Hackney and Harlow suggested authorities to look at)</li> </ul>   |
| <p><b><u>Agreed Milestones and review sign off</u></b> -To be agreed by Members and officers</p> | <p>Formal response from Executive Portfolio Holder (Executives have a Statutory requirement to respond to Scrutiny review recommendations two months after receiving a final report and recommendations of a review: <b>Date Executive Portfolio responses are expected</b> (dependent on the final report &amp; executive portfolio response template publishing date): <b>DD MM YY</b></p> <p><b>Date for monitoring implementation of recommendations – final sign off (typically one year from completion of the review): DD MM YY</b> (Close to this date the Select Committee will receive a report at a Committee meeting to agree the final sign off of the review recommendations)</p> |