

Community Involvement Action Plan

Herefordshire Council

This action plan is designed to put into action the commitments of the Community Involvement Strategy. Ultimately it will help to fulfil the Council's commitment in its Corporate Plan 2005-8 – "... Making it happen through greater Customer Focus (... and customer focus) (Herefordshire Council Corporate Plan 2005-8, p. 21)

Establish details of consultation and involvement activity within Herefordshire Council			
Actions	Time scales	Outcomes	resources
Undertake skills and method audit, self-assessment of organisational capacity to consult with, and implement recommendations of consultation activity = Community Involvement audit	September 05, then annually	<ul style="list-style-type: none"> Assess organisational capacity to Devise training/briefing sessions and advice/support structure to Improve quality and effectiveness of consultation 	Cic, cio, pro
Analysis of current and planned consultation activities	September 05	<ul style="list-style-type: none"> To contribute to assessment of organisational capacity 	CIC, PRO
Establish stakeholder	October 05	<ul style="list-style-type: none"> Have directorate/departmental 	CIC, CIO,

lists		<p>stakeholder lists available for coordination purposes</p> <ul style="list-style-type: none"> • More intelligent consultation due to targeted consultation with stakeholder list • Better quality feedback from key stakeholders 	Directors
Amend Community Involvement Strategy			
Existing Community Involvement Strategy amended in the light of changed expectations by Government	August 05	<ul style="list-style-type: none"> • Clearer strategy with associated action plans and outcomes • Clear commitments in strategy, agreed by Herefordshire Council • Increased accountability re high quality consultation with partners and public 	CIC
Consult on draft strategy	September 05	<ul style="list-style-type: none"> • Buy in from council departments, partner organisations in both the public, private and voluntary and community sector 	CIC
Link draft strategy to communication strategy	September 05	<ul style="list-style-type: none"> • Ensure compatibility 	CIC
Finalise Community involvement strategy	October 05	<ul style="list-style-type: none"> • Strategy in place 	CIC
Publish Community Involvement Strategy	October 05	<ul style="list-style-type: none"> • Publicly available on HC/HP website 	CIC
(Draft) Long-Term Community Involvement Action Plan			
Based on revised Community	August – October 05	<ul style="list-style-type: none"> • Draw up action plan and present to CPA supplier group 	CIC

Involvement Strategy, draw up overall draft action plan and thematic action plans		<ul style="list-style-type: none"> Negotiate and agree performance measure of this action plan Get agreement for this plan by CXMT and begin implementation 	
Agree final action plan for 2005-2007	October/November 05	<ul style="list-style-type: none"> Action plan in place Begin delivery of priority actions 	CIC
Publish action plan	November 05	<ul style="list-style-type: none"> Publicly available on HC/HP website 	CIC
Implement electronic consultation and feedback mechanisms			
Promotion of the newly introduced electronic resources to Herefordshire Council (and partner) staff	October/November 05	<ul style="list-style-type: none"> One presentation to each directorate, plus two for partner organisations All council departments and partners know about the availability of software, its uses and advantages 	CIC
Implement introduction of electronic consultation software	October 05	<ul style="list-style-type: none"> Available to all staff and partners by late Summer 05 High take up of use of software (60% of all consultations logged by 12/05, 80% by 3/06, 95% logged by 06/06) 	ICT
Consultation with partners on details of e-consultation software	January 06	<ul style="list-style-type: none"> Ensure appropriate details are agreed for software setup As a result of this ensure highest possible buy in from partners 	ICT
		<ul style="list-style-type: none"> 	
Establish logging mechanisms to ensure information about consultation is available to all staff and public			
Continued logging of consultation activities by Herefordshire Council staff	Spring 06 onwards	<ul style="list-style-type: none"> High take up of use of software (30% of all consultations logged by 12/05, 40% by 3/06, 50% logged by 06/06) Based on bespoke survey, usefulness of logging mechanism 	All staff

		<p>established by 30% of consultation and service managers (06), 50% (07), 60% (08</p> <ul style="list-style-type: none"> •). 	
Update Herefordshire Council and Partnership website to include community involvement webpages	May/June 05 onwards	<ul style="list-style-type: none"> • Up-to-date info on Community Involvement available to the public • Clear information about consultations available via new software • Useful information available to public and partners 	CIC, CIO
Begin publishing "Consult" as online information source	Autumn 05 onwards quarterly	<ul style="list-style-type: none"> • Regular feedback on Best Practice available to Council and Partner Staff • Increased knowledge about consultation available to all staff 	CIC, PRO
Individual action plans agreed for young people, older people, ethnic minorities and disabled people			
Agreement on detailed action plans for young people, older people, ethnic minorities and disabled people sought	October-December 05	<ul style="list-style-type: none"> • Clear communication lines and responsibilities established 	Youth Involvement Race Equality Officer/Diversity Group Disabled People – NN Older People - NN
Responsibility allocated for drawing up individual action plans feeding into community involvement strategy	June 05	<ul style="list-style-type: none"> • Ensures that these action plans can be drawn up within agreed time tables • Responsibility worked into workplans 	Dto

Establish and act upon process for Equality Impact Assessments	June 06 onwards	<ul style="list-style-type: none"> • Integrated into the corporate consultation programme • Clearer understanding of needs of identified groups 	
Ensure that all Council (and Partner) staff have access to support, advice and information about Best Practice in Involvement and Consultation			
Community Involvement Coordinator to undertake briefing sessions with Directorate Management teams re consultation and involvement actions	April/May 05	<ul style="list-style-type: none"> • Reduce gaps in knowledge and understanding of requirements, understanding of processes and advice/support available to staff 	CIO, CIC
Finalise useful hints and tips for community involvement web-pages	October 05	<ul style="list-style-type: none"> • Access to all staff to improve quality of consultation with Herefordshire Council 	PRO, CIC
Detailed arrangements established for different consultation fora, e.g. Local Area Fora, Older People's Fora	Winter 05	<ul style="list-style-type: none"> • Information available on additional face-to-face consultation mechanisms 	CIC
Draw up briefing/training plan for Directorates/staff	Winter 05 onwards	<ul style="list-style-type: none"> • Tailor-made sessions to improve knowledge and understanding of how to consult, best practice, etc. • Increase in high quality consultation throughout Herefordshire Council 	CIC, PRO
Agree quality	Summer 05	<ul style="list-style-type: none"> • Proposal based on Consultation 	CIC, PRO

standards and monitoring systems for consultation within Herefordshire Council		<p>Institute targets:</p> <ul style="list-style-type: none"> • X% of consultations considered by an independent assessor as having had a significant impact on decisions over last 12 months. • X% of key stakeholders have been fully and meaningfully engaged in consultation processes • X% of elected members to whom the consultation is/was relevant consider the output from public/stakeholder consultation helpful to them in the discharge of their duties. • Establish baseline for Herefordshire Council and work towards year on year improvement (to be set after baseline established) 	
Incorporate community involvement and consultation in mainstream corporate culture			
Regular feedback to senior management on consultation plans, capacity and progress against set targets	Spring 05 onwards – six monthly	<ul style="list-style-type: none"> • senior management buy in ensured 	CIC, Director of Policy and Community
Directorate consultation plans established	Autumn 05	<ul style="list-style-type: none"> • firm commitment to planned consultations, resources and budgets allocated • forms basis of Corporate Consultation Plan 	Directorates

Incorporation of directorate consultation plans in Annual operating plan	Autumn 05 and annually	<ul style="list-style-type: none"> to ensure Corporate overview and budget allocation ensures that status of high quality, planned consultation is acknowledged 	CIC, Policy team?
Regular workshops/info sessions for decision makers and staff on consultation and involvement principles and techniques/Best Practice	Autumn 05 onwards and evaluation annually	<ul style="list-style-type: none"> knowledge and understanding of value of high quality consultation ensure that targets for high quality consultations can be achieved 	CIC
Agree corporate consultation programme	November 05	<ul style="list-style-type: none"> overview of corporate consultations ensured 	CIC, PRO
Increased use of existing consultation and involvement tools			
Review use and role of Community Fora, Scrutiny Committee and make recommendations for future use	Winter 05/06	<ul style="list-style-type: none"> establish clarity of purpose for these facilities where necessary improved and appropriate use of these facilities, feeding into corporate targets for community involvement improve – where necessary – the accessibility of these facilities 	CIC, Director of Corporate and Customer Services
Use local area fora, Parish Plans and thematic fora to continuously engage with public	Autumn 05 onwards and evaluation annually	<ul style="list-style-type: none"> evaluate effectiveness of existing mechanisms and increase use in line with performance measures (tba) annual evaluation of use of these mechanisms in line with Consultation Strategy commitments and set 	CIC, Community Forum Coordinator, Parish Plan Steering Group

		targets (see above) increase number of Parish Plans adopted	
Increase in citizen's involvement in line with targets set in Corporate Plan, Annual Operating Plan, Herefordshire Plan¹, Local Public Service Agreement and other relevant strategies			
Use mechanisms outlined above to meet set targets	As of Autumn/Winter 05 onwards	<p>achieving targets set in Corporate Plan, in particular sections</p> <ul style="list-style-type: none"> • <i>To improve community involvement in the process of decision making</i> • To keep Herefordshire people, our staff and our partners involved and informed about what we are doing and why • Increase in volunteering in line with LPSA targets² • Increase in numbers of adopted Parish Plans • Take up of e-consultations <p>With agreed year-on-year improvements.</p>	Director of Corporate and Customer Services
Provide appropriate advice, support and training to relevant Council and Partner staff and interested local residents	Winter 05 onwards, annual rolling programme	<ul style="list-style-type: none"> • More knowledge and understanding of involvement and consultation processes • Up to 4 annual Parish Plan surgeries delivered • Annual rolling programme of involvement training delivered and attended by x participants (tbc) 	CIC, CIO, PPSG
Undertake consultations to	06 onwards annually	<ul style="list-style-type: none"> • feedback from public about our Community Involvement Programme 	CIC, CIO, Research

¹ The Herefordshire Plan is currently being review; any specific actions from this plan will be incorporated at the earliest opportunity.

² A separate action plan will be developed for this

establish appropriateness and usefulness of key Community Involvement actions		<ul style="list-style-type: none">• adjustment of community involvement strategy and action plan with input from Herefordshire Citizens• greater transparency of Council work and improvement of public perception	Team
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