

# “Working Together”

## Community Engagement Strategy 2011-12



Inner East Area Committee

Covering the wards of:

Burmantofts & Richmond Hill,  
Gipton & Harehills,  
Killingbeck & Seacroft

## 1. Introduction

This strategy sets out:

- how the Area Committee will ensure residents across the Inner East area have opportunities to influence priorities set out in the Area Delivery Plan and other responsibilities delegated to the Area Committee.
- how services will interact and build good relationships with residents across the neighbourhoods of Inner East Leeds to identify and tackle issues that require services to plan and work together.

It is not a strategy for how individual services will engage with their own clients on delivering their own business objectives; although there will often be a cross over which provides opportunity for key partners to sign up to the strategy

The strategy informs a forward plan for each priority neighbourhood which sets out a programme of partnership engagement for the year. This is not to say that this is everything that will happen, but provides a framework on which further local activities and events can be developed as opportunities and need arise.

## 2. Background

Area Committees in Leeds have a number of roles that have been delegated by Executive Board. One of those roles is “Community Engagement”. The role is formally defined as follows:

*Overview of local engagement activities linked to improvement of local services and Area Delivery Plan priorities.*

Area based community engagement plan to be produced setting out minimum standards including:

- Community profile – update of local intelligence twice a year with information about local stakeholders and how to reach local communities
- Calendar of planned communication and engagement activities - including information in About Leeds for all households, minimum of one ward based engagement event per annum linked to priority setting and themed discussions at Area Committees
- Additional activities with particular neighbourhoods and communities linked to Area Delivery Plan priorities
- Annual report to Area Committees and Executive Board to give overview of progress.

## 3. Making More of What is Already Out There

There is a strong tradition of partnership working in the Inner East area. However previous experience of community engagement for Inner East has shown that holding event/meeting led engagement alone will only reach those able and willing to come along. The capacity of local services to attend and hold such events are limited and so therefore are the opportunities for residents to have a say on how priorities are agreed.

This strategy builds on those existing opportunities for bringing together residents to create an effective platform for local engagement. These include:

- ⇒ School /Youth Councils
- ⇒ Good Neighbour Schemes/Luncheon Clubs
- ⇒ Disabled groups
- ⇒ Parent Associations/Children Centre Parent Groups
- ⇒ Tenant and Resident Associations
- ⇒ Police and Communities Together (PACT) Meetings
- ⇒ Community galas/school and church fairs

The reason for this strategy is to ensure:

- (a) all residents have an opportunity to have say if they choose to in an accessible and unthreatening way
- (b) there is a measurable, representative response to consultation
- (c) residents feel confident that services are listening to their views and they are influencing decisions on how improvements are made
- (d) the role of the elected member as a community champion is strengthened
- (e) residents are able to call for public meetings to be held to discuss a particular local problem/issue that normal processes do not seem to be resolving and expect appropriate staff to attend

#### **4. Community Leadership Teams**

The aim is for each of the five priority neighbourhoods to have a Community Leadership Team (CLT). The purpose of the CLTs is to:

- ✓ bring together residents from different parts of the community to form a team that can share knowledge and skills and build relationships between active residents
- ✓ support and develop existing civic roles of residents in the neighbourhood
- ✓ oversee the development and implementation of a Neighbourhood Improvement Plan (NIP) on behalf of the Area Committee
- ✓ report progress on the NIP to the Area Committee and raise concerns where it feels agreed priorities are not being adequately addressed
- ✓ provide opportunity for public debate on agreed local priorities
- ✓ provide a mechanism for local consultation to be steered through

Membership is restricted to local councilors and residents only. The Area Committee appoints the Chair annually. The core membership consists of:

- local Governing Bodies to nominate a parent or community governor resident in the area
- local tenant and resident associations to nominate a local resident
- Community Champions – selection to cover a range of skills and background
- youth councils and/or school councils to nominate local young people
- Good Neighbour and Elderly Action groups to nominate local older people
- local Children Centres to nominate a local parent from their advisory boards
- further places will be filled by local residents to bring contributions from the business sector, disabled residents and other significant elements of the community not represented through the above.

The CLT meetings are open to the public to attend and are split into 2 parts:

- (a) Business meeting (45 mins) – covering responsibilities such as monitoring the NIP
- (b) Open meeting (45mins) – providing opportunity for discussion on an agreed local priority plus a “have your say” item at the end

Although the whole meetings are open to the public to attend, the business meeting part will be restricted to discussion between the agreed membership through the Chair. This is to help ensure all members feel able to contribute with an equal voice and that business can be conducted within a manageable timeframe. This will allow more time for the second part of the meeting to be opened up to others present to contribute through the Chair. This part will be themed on a particular local priority identified in the NIP and enable relevant organisations to be present where appropriate.

Community Leadership Teams have been successfully established in Gipton and Seacroft and will be rolled out across the Inner East Area.

## **Community Forums**

The community forums are no longer operating in Gipton, Seacroft or Harehills, but they are continuing to operate in Richmond Hill and Burmantofts on a quarterly basis. Work is ongoing in these neighbourhoods with local people and partner agencies to develop local involvement in the Neighbourhood Improvement Plan process in line with this strategy.

## **5. How It Fits Together**

The strategy has 3 main strands to it:

1. Improving everyday engagement between local staff and residents
2. Increasing the influence of residents in the planning and improvement of services
3. Improve accountability for promised actions

The overall strategy showing how these three strands are approached across the area is set out in the table in Appendix B.

The delivery of the strategy is coordinated at ward level through an annual ward engagement programme.

Appendix C sets out the model showing how the CLTs link in with service planning and delivery and with the Area Committee.

## **Annual Programme**

**Each Priority Neighbourhood should expect to see the following minimum partnership led community engagement during 2011/12.**

4 x meetings of new Community Leadership Teams to oversee engagement, neighbourhood improvement plan progress and report to Area Committee. To incorporate an open meeting focusing on a key priority and a “have your say” item.

Police and Community Together (PACT) meetings every 4/6 weeks; with invited guests from partner agencies depending on priority issues raised by residents – with feedback on issues agreed at previous meeting

1 x community conference which brings together front-line staff and residents to share information, build relationships and plan improvements for the coming year.

On top of this would be:

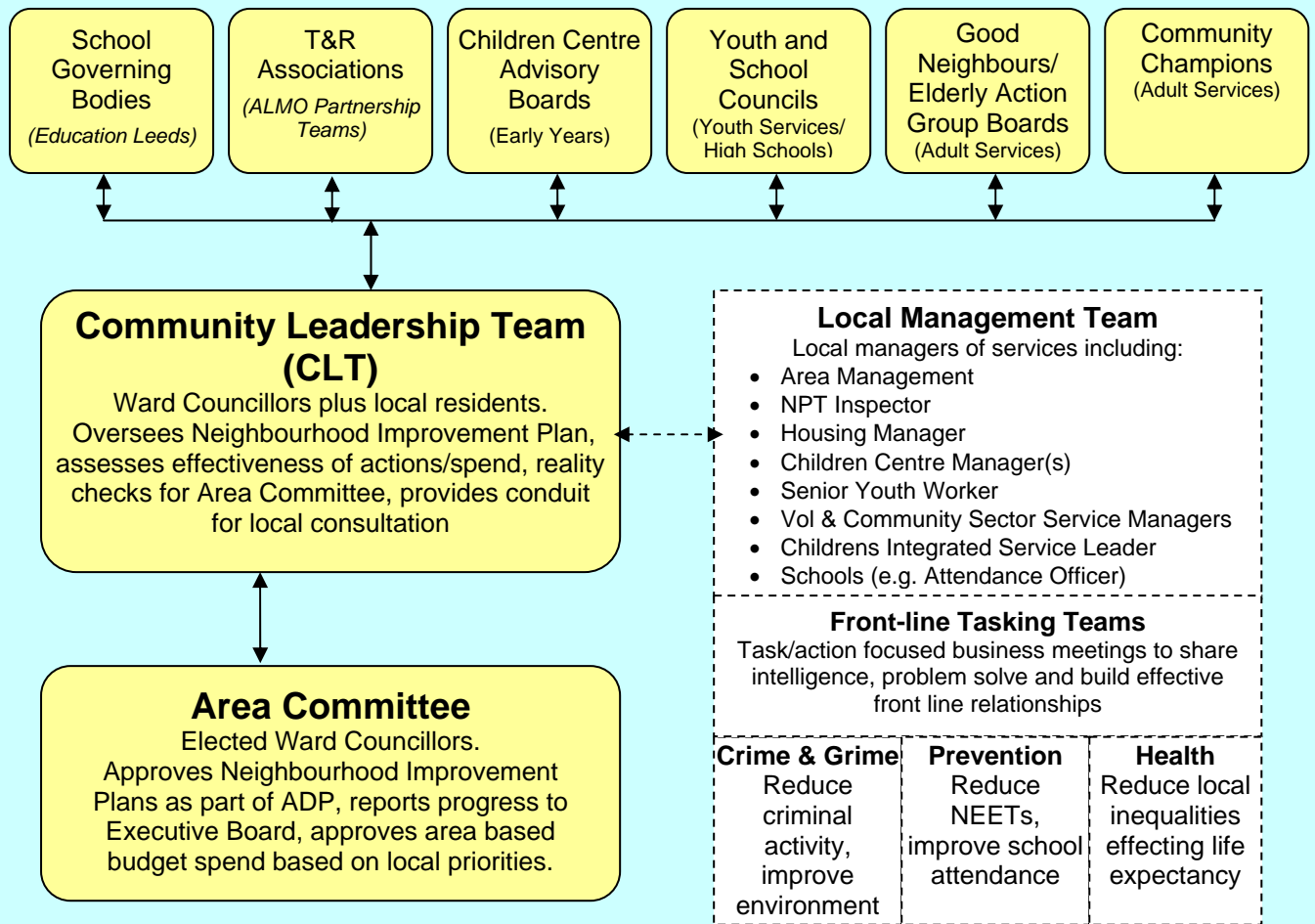
- (a) the commitment to organise public meetings as required to deal with localised hot-topics on a case by case basis (including consultation on big issues). Such meetings would have a clear lead agency and appropriate attendance from relevant staff and be chaired by an agreed local Councillor.
- (b) support to community galas, school fairs and other events held during the summer months; with opportunities taken to consult, provide information and build community relations.

## Appendix A Three strands of the Community Engagement Strategy

Aim	Local Strategy	How This Will Be Done
Improving everyday engagement and relationships between local staff and residents	<p>(i) Development and support to Team Neighbourhood in order to build the capacity of frontline staff in responding to residents.</p> <p>(ii) Provide ways for residents to raise issues with local staff and find out what is available in their area.</p>	<ul style="list-style-type: none"> <li>▪ Crime and Grime and Preventative Tasking</li> <li>▪ Neighbourhood induction for staff</li> <li>▪ Staff training on cross cutting issues</li> <li>▪ Team extranet</li> <li>▪ Neighbourhood Managers to lead</li> <li>▪ Development of Community Champions</li> <li>▪ Development of a Community Leadership Teams</li> </ul>
Increasing the influence of residents in the planning and improvement of services to tackle local priorities	<p>(i) Engage and involve residents at key parts of the service planning cycle to help identify local priorities and perceived weaknesses in order to improve how services plan and work together to tackle problems. The cycle will be:</p> <p><i>Autumn (Oct/Nov)</i>– identify priorities for the next year that will see promises for actions developed by services</p> <p><i>Winter (Jan/Feb)</i> –consult on the draft list of proposed promises, identify specific local actions for each.</p> <p><i>Summer (Jul/Aug)</i> - provide information on what is being done and available locally to meet promises and gather feedback on the Community Charter.</p>	<ul style="list-style-type: none"> <li>▪ Annual Community Conference: <i>Autumn</i> – participatory activity enabling residents to review last year’s promises and decide which should remain and add new ones against each ADP theme.</li> <li>▪ Targeted work with representative groups: Similar activity as set out above to be undertaken with existing local mechanisms that bring together different groups of residents that ensure a representative sample of the community has been engaged. This will include: Young people – School/Youth Councils Older People – Good Neighbour/Elderly Action networks Parents – through Children Centre and School parent networks Disabled people – method to be agreed</li> <li>▪ Resident Networks: Same as above but using resident networks where they exist to undertake consultation and gather views.</li> <li>▪ Summer galas and community events/fairs: Support the variety of community events held throughout summer including school and church fairs. Using the events to help build community relations, provide information on what is available and gather feedback on the Community Charter. Attendance where possible by local services to be coordinated through the tasking network and financial support to events encouraged through the Small Grants Scheme.</li> </ul>
Improving accountability for promised actions	<p>(i) Provide clear and timely information to residents in response to priorities they have helped set, including what is to be done, progress made and how resources have been allocated.</p>	<ul style="list-style-type: none"> <li>▪ Public facing version of the Area Delivery Plan – publish an annual Community Charter and a quarterly progress report.</li> <li>▪ Development of a Community Leadership Teams</li> <li>▪ Utilise resident networks to communicate progress</li> <li>▪ By developing accessible web-based platforms for residents (e.g. Facebook)</li> <li>▪ Feedback provided on consultation events etc. – inc better use of email</li> </ul>

## Appendix B Team Neighbourhood Model

### Resident involvement in shaping local services *(with supporting service)*



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