

Meeting: Haringey Strategic Partnership Board

Date: 5 November 2009

Report Title: Haringey's Community Engagement Framework: Delivery Plan

Report of: Wayne Longshaw, Assistant Chief Executive, Haringey Council

Purpose

This report is for information only and its purpose is to update the PMG on the progress on the Community Engagement Framework (CEF) and provide information on taking forward and monitoring the CEF Delivery Plan.

Summary

The Community Engagement Framework Delivery Plan was agreed by the HSP's Performance Management Group (PMG) on 22 October 2009.

This report provides an update on progress on the Community Engagement Framework.

It gives details of the CEF Delivery Plan which focuses on improving the structures and processes necessary to take forward community engagement work in partnership.

It also provides details of a new high level CEF Steering Group with overall accountability for the delivery and monitoring of the CEF Delivery Plan.

Legal/Financial Implications

Legal:

The use of the CEF as recommended should assist the Council in complying with its new statutory duty to involve.

Financial:

The Delivery Plan (2009-2012) attached as Appendix 1 indicates that the bulk of the actions can be met from within existing resources which come predominately from the Council plus some ABG funding.

Recommendations

That the HSP notes the information provided.

For more information contact:

Name: Helena Pugh / Kirsty Fox

Title: Head of Corporate Policy / Principal Corporate Policy Officer

Tel: 020 8489 2509 / 2979

Email address: helena.pugh@haringey.gov.uk / Kirsty.fox@haringey.gov.uk

Background

1. Community Engagement Framework and Delivery Plan progress to date

1.1 Following the adoption of the CEF by the HSP in April 2009 the following progress has been made:

- The final [Community Engagement Framework](#) document is available on partner websites.
- A '[you said, we did](#)' table demonstrating how the responses have informed the development of the draft CEF is also on the website.
- A summary version of the CEF is being produced which will be distributed widely including to those who took part in the consultation earlier this year.
- An easy words and pictures version of the CEF is being produced to make it more user-friendly and accessible to members of the public.
- The CEF Delivery Plan has been produced and is included in Appendix 1.

1.2 This progress was recognised by the Audit Commission in the recent Comprehensive Area Assessment process. The draft feedback stated: 'The partnership is further strengthening how it communicates and works with local people. It has recognised the need to improve the quality and co-ordination of community involvement in this work and, following discussions with local people, has agreed a clear 'community engagement framework''. It is important to now build on this progress.

2. Taking forward the Community Engagement Framework:

2.1 The PMG agreed in December 2008 that in order to produce the CEF, a multi-agency group should be established. It was agreed that this should be a time-limited group which met until the CEF was written. It was agreed that the working relationships built during the development period should continue.

2.2 The CEF has now been produced by the CEF multi-agency group and published (agreed by the HSP in April 2009). This group has also developed the CEF Delivery Plan. It has therefore carried out its function and no longer needs to meet, although through the Delivery Plan actions, the working relationships established through this group will continue.

2.3 The CEF Delivery Plan now requires senior level commitment across HSP organisations to ensure that its work is driven forward. On 22 October 2009 the PMG agreed that:

- A new high level **Community Engagement Framework Steering Group**, supported by the Council’s Corporate Policy Team, is established to drive forward and monitor the work of the CEF Delivery Plan
- Its membership is more senior than that of the group which developed the CEF
- It is chaired by the Assistant Chief Executive of Policy, Partnerships, Performance and Communication at Haringey Council
- It meets quarterly
- It requests updates on the proposed projects of the draft CEF Delivery Plan quarterly
- It reports to the PMG on CEF Delivery Plan progress every six months
- Partner agencies will receive a formal, written invitation to nominate representatives to attend this high level steering group.

2.4 Membership of CEF Steering Group:

HSP partner:	Group member:
Haringey Council	Assistant Chief Executive, PPP&C – CHAIR Adult, Culture and Community Services – to be advised Children and Young People’s Service – to be advised Urban Environment – to be advised Head of Local Democracy Head of Communications Head of Corporate Policy
NHS Haringey	To be advised
Police	To be advised
Fire Brigade	To be advised
College of North East London	To be advised
HAVCO	To be advised
Learning and Skills Council	To be advised
Any other partners?	To be advised

2.5 This high level commitment to improving community engagement practice across the HSP is essential. Haringey’s CAA self evaluation identified the following partnership priorities, falling under the ‘People and customer focused’ outcome of the Sustainable Community Strategy, for the HSP’s focused attention:

- Ensure local services are value for money
- **Enhance community engagement and partnership working**
- Adopt an HSP approach to Equalities Impact Assessments
- Strengthen the quality of information and quality assurance practice
- Manage our reputation

2.6 The CEF Delivery Plan (see Appendix 1) sets out actions to improve the tools and processes by which HSP partners carry out community engagement. The Delivery Plan includes some projects which arose from the community responses to the CEF consultation earlier this year. **The Delivery Plan was agreed by the PMG on 22 October.**

2.7 The Delivery Plan aims to improve and deliver on key National Indicators. The majority of activity will be delivered through existing resources; however the following action may require some investment following its pilot phase:

Outcome	Proposed action	Additional investment required
Inclusive community engagement processes	13. Establish HSP approach to service user payment, taking into account needs of different communities (e.g. travel expenses, caring options, language support etc)	A service user payment approach is currently being trialled under the Well-being Partnership Board. It is not possible to estimate the resource required until the results of the pilot are known.

Appendices:

Appendix 1 Community Engagement Framework Delivery Plan

Appendix 1

COMMUNITY ENGAGEMENT FRAMEWORK (CEF) DELIVERY PLAN: 2009-2012

This Community Engagement Framework Delivery Plan will:

- **help the Haringey Strategic Partnership (HSP) work to the principles of community engagement** outlined in Haringey's [Community Engagement Framework](#) (CEF).
- aim to **provide tools and processes to enable partners to work together to carry out more effective community engagement.**
- bring together a **set of new high level projects to be undertaken across the partnership¹.**
- help us to measure whether the Community Engagement Framework is **making a difference** using the targets set in Haringey's [Local Area Agreement](#) (LAA) – **see the table below for details.**
- be **regularly monitored by Community Engagement Framework Steering Group.**
- be reviewed in 2012.

All HSP partners are responsible for this Delivery Plan:

Barnet, Enfield and Haringey Mental Health Trust	Haringey Youth Council
College of North East London (CoNEL)	Homes for Haringey
Greater London Authority	Job Centre Plus
Haringey Association of Voluntary and Community Organisations (HAVCO)	Learning and Skills Council
Haringey Children's Trust	London Fire Brigade
Haringey Community Link Forum	Metropolitan Police
Haringey Council	Middlesex University
Haringey Members of Parliament	NHS Haringey
Haringey Registered Social Landlords	The Bridge New Deal for Communities (NDC)

¹ This plan only includes work to be undertaken in partnership. It does not list all community engagement activities already taking place in Haringey.

CEF Delivery Plan outcomes	Sustainable Community Strategy outcomes	Sustainable Community Strategy priorities	Local Area Agreement Targets ²	Baseline % (2008 Place Survey)	2009/10 target %	2010/11 target %
1. Effective community engagement structures	People at the heart of change	Enhance community cohesion	NI1: % of people who believe people from different backgrounds get on well together in their local area	75.5	77.9	81.1
2. Inclusive community engagement processes	Be people and customer focussed	Increase resident satisfaction with services and the area they live in	NI140: Fair treatment by local services. Proxy: to what extent does your local council treat all types of people fairly?	60.4	62.6	65.0
3. Increased community engagement capacity			NI21: Dealing with concerns about anti-social behaviour and crime by the local council and police. Proxy: % of people who feel well informed about what the council is doing to tackle anti-social behaviour	27.9	32.0	34.0
4. Community engagement good practice shared		Provide greater opportunity for civic engagement and participation	NI4: % of people who feel they can influence decisions in their locality	40.5	42.9	45.1
		Draw on the strength of the voluntary and community sector	NI6: Participation in regular volunteering	20.7	22.7	24.7
			NI7: Environment for a thriving third sector	18.9 ³	21.9	24.9
		Make our children and young people active citizens				

² NI targets set through negotiation with Government Office for London, and in accordance with government standards. To be measured through annual Place Survey results.

³ Third Sector Organisations Survey 2008

Outcome 1: Effective community engagement structures

Project	Timescale / Existing progress	Resource implications	Key output(s) – to be decided by group responsible	Team / Group responsible
1. Establish a multi-agency community engagement and accountability structure	Can be achieved by Dec 2009 following PMG agreement	Within existing resources	CEF Steering Group established Membership effective and roles and responsibilities adhered to	Proposed CEF Steering Group, supported by Council Corporate Policy Team
2. Map existing community engagement activities undertaken by partners	Mapping already undertaken. Annual refresh necessary.	Within existing resources	Mapping exercise maintained Mapping exercise publicly available	Council's Consultation Group, with representatives of HSP partners in attendance
3. Establish a common evaluation process for engagement activities to ensure that we use results to improve local services, identify best practice and learn from mistakes	2010-11	Within existing resources	Evaluation process designed and rolled out across partner agencies Results analysed Process used and results analysed on an on-going basis	
4. Using mapping and evaluations, undertake audit and gap analysis of existing community engagement activities across partners	2010-11	Within existing resources	Audit and gap analysis undertaken	
5. Make recommendations to expand / rationalise / share activities	2010-11	Within existing resources	Recommendations made to PMG	
6. Review existing mechanism for community representatives to engage with HSP	2011-12	Within existing resources	Existing mechanism reviewed; recommendations made to PMG	Proposed CEF Steering Group (with input from CLF, HAVCO and Haringey Strategic Partnership Team, Haringey Council,)
7. Establish process for recording and monitoring issues raised to councillors in surgeries and Area Assemblies and attendance at these	2010-11	Within existing resources	Process established; monitoring reported to CEF Steering Group	Council's Local Democracy Team and Neighbourhood Management Team

Outcome 2: Inclusive community engagement processes

Project	Timescale / Existing progress	Resource implications	Key output(s) – to be decided by group responsible	Team / Group responsible
<p>8. Develop publicity plan for Community Engagement Framework (for residents, councillors, staff in HSP organisations etc)</p> <p>9. Undertake review of current publicity processes and guidelines across HSP partners</p> <p>10. Develop HSP process to publicise engagement opportunities and activities</p>	<p>2010-11</p> <p>Progress to date: CEF already published on website. CEF summary and Easy Read versions in production.</p>	<p>Within existing resources</p>	<p>Publicity Plan produced</p> <p>Review undertaken and guidelines agreed by all partners</p> <p>Increased impact of publicity:</p> <ul style="list-style-type: none"> - increased attendance at Area Assembly & other community meetings - higher response rates for consultations across HSP - increased applications for civic roles 	<p>HSP Communications Network</p>
<p>11. Develop partnership approach to Translation and Interpretation</p>	<p>2011-12</p>	<p>Within existing resources</p>	<p>HSP Translation and Interpretation Approach agreed by HSP</p>	
<p>12. Undertake review of how different communities prefer to engage and support required</p>	<p>2010-11</p>	<p>Within existing resources</p>	<p>Review undertaken using results of evaluation process and recommendations made to PMG</p>	<p>HSP Commissioning Group</p>
<p>13. Establish HSP approach to service user payment, taking into account needs of different communities (e.g. travel expenses, caring options, language support, etc)</p>	<p>2011-12</p>	<p>A service user payment approach is being trialled under the Well-being Partnership Board. It is not possible to estimate the resource required until results of pilot are known.</p>	<p>HSP approach to community support established</p> <p>Increased uptake of support measured by:</p> <p>increased attendance of different communities at meetings and engagement events</p>	
<p>14. Develop partnership advocacy strategy</p>	<p>2011-12</p>	<p>Within existing resources</p>	<p>HSP Advocacy Strategy and Action Plan agreed by HSP</p>	<p>Well-Being Partnership Board with input from CEF Steering Group</p>

Outcome 3: Increased community engagement capacity

Project	Timescale / Existing progress	Resource implications	Key output(s) – to be decided by group responsible	Team / Group responsible
15. Establish a cross-sector engagement development programme (that can be undertaken by staff, community groups and community representatives)	2010-11	Within existing resources. Community engagement training is already offered by some partners. This offer needs to be widened and co-ordinated.	Cross-sector development programme established No. of attendees on engagement courses, measured by those from statutory organisations and voluntary sector organisations No. of attendees who find courses useful	Council's OD&L Team, with input from key partners. COMPACT Implementation Working Group
16. Ensure community engagement awareness and COMPACT way of working is included in staff induction programmes across HSP partners	2010-11	Within existing resources	Community engagement awareness and COMPACT way of working included in all partner inductions	
17. Review and build on capacity building support available for community representatives to enable them to influence partner decision making	2011-12	Within existing resources	No. of groups and individuals receiving capacity building support Outcomes of capacity building support for individual groups	
18. Establish an annual community engagement conference for service providers and community representatives	2011-12	Within existing resources	Annual conference established Nos. from different agencies and groups attending Nos. who find conference useful	Council's Consultation Group with input from key partners, including CLF
19. Develop partnership volunteering plan	2010-11	ABG funded	HSP volunteering plan produced	HAVCO with input from CEF Steering Group
20. Undertake mapping of third sector in Haringey	2010-11	ABG funded	HSP knowledge of third sector in Haringey increased	HAVCO with input from CEF Steering Group

Outcome 4: Community engagement good practice shared

Project	Timescale / Existing progress	Resource implications	Key output(s) – to be decided by group responsible	Team / Group responsible
21. Ensure information in Borough Profile – Customers & Citizenship chapter – is updated	March 2010	Within existing resources	Information up to date	Council's Corporate Policy Team
22. Develop HSP Online Engagement Strategy	2011-12	Within existing resources	Online Strategy agreed by HSP	HSP Communications Network
23. Build on existing Council toolkit to establish a partnership web-based community engagement & Equality Impact Assessment toolkit	2011-12	Within existing resources	Partnership toolkit established No. of users	HSP Communications Network With input from Council's Corporate Equalities Team
24. Establish a partnership web-based database where all partners: i. record details of upcoming engagement activities (for use by HSP partners and the public) ii. record results and analysis of engagement activities	2011-12	Within existing resources	Database established Database used by all partners	HSP Communications Network
25. Develop online engagement tools through projects with external organisations	2011-12	Within existing resources	To be confirmed with external organisations	HSP Communications Network
26. Establish a common approach to research to be used across all HSP partners	2011-12	Within existing resources	Common approach to research agreed by all partners	Council's Consultation Working Group with input from all HSP partners
27. Raise awareness of COMPACT good practice through establishing COMPACT Good Practice Award	2010-11	Within existing resources	Awareness of COMPACT raised across HSP organisations	COMPACT Implementation Working Group