

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

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Wards(s) affected: All

Report for: **Non-Key Decision**

**1. Purpose of the report (That is, the decision required)**

1.1 To inform the Overview and Scrutiny Committee members of Haringey's Community Engagement Framework and Delivery Plan

**2. Introduction by Cabinet Member (if necessary)**

2.1. The Community Engagement Framework (CEF) for the first time clearly states the guiding principles and overarching strategy by which the Council and its partners within the Haringey Strategic Partnership (HSP) engage with the communities we serve. The framework is an important tool to drive up the quality of engagement across the HSP and provide a measure for residents to hold all partners accountable. It is a high level document which was consulted on with Haringey's community groups and approved by the HSP. The CEF Delivery Plan is an important step in ensuring that the HSP and the Council itself implement practices across the piece which mean that we are ever increasingly seen as not doing things 'at' the community, but - through quality engagement - in partnership with them.

**3. State link(s) with Council Plan Priorities and actions and /or other Strategies:**

3.1 The Community Engagement Framework principles are strongly linked to the following priorities:

**Council Plan priorities:**

- Driving Change, Improving Quality

**Sustainable Community Strategy (SCS) outcomes:**

- People at the heart of change
- People and customer focussed

However, the principles of good engagement cut across all Council Plan priorities and SCS outcomes.

**4. Recommendations**

- 4.1. That the Overview and Scrutiny Committee notes the information provided in this report.
- 4.2. That the Overview and Scrutiny Committee provides comments on the CEF Delivery Plan.

**5. Reason for recommendation(s)**

It is important that the Overview and Scrutiny Committee is aware of the Community Engagement Framework and Delivery Plan for the following reasons:

**5.1 National drivers for partner agencies**

There are a number of legislative and policy directives which underpin the need for local community engagement framework. From April 2009, Local Authorities have had a duty to inform, consult and involve local communities in local decisions, policies and services.

**5.2 Local drivers**

The Framework builds on our responsibilities contained within the Sustainable Community Strategy (SCS), which provides the overarching direction for the borough. The two Sustainable Community Strategy outcomes of **People at the heart of change** and **Be people and customer focused** and relevant LAA indicators below show the HSP's commitment to empowering and engaging local people:

- NI1: % of people who believe people from different backgrounds get on well together in their local area
- NI4: % of people who feel that they can influence decisions in their locality
- NI 6: Participation in regular volunteering
- NI 7: Environment for a thriving third sector
- 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
- NI140: Fair treatment by local services - proxy to what extent does your local council treat all types of people fairly

### **5.3 Comprehensive Area Assessment (CAA)**

The Audit Commission tests the level and quality of public engagement and empowerment as part of the CAA assessment process. The Council and HSP are assessed to see how well vulnerable and marginalised groups are involved in local decision making. One of the three key CAA questions looks at the partnership's understanding of local needs and aspirations and ensures that this knowledge has been used in the development of local priorities. The purpose of this is to ensure that there are clear priorities, based on understanding of need, and that there is a shared commitment to the achievement of these priorities.

### **6. Other options considered**

6.1. None.

### **7. Summary**

7.1 In December 2008 the Haringey Strategic Partnership's (HSP's) Performance Management Group (PMG) agreed that the HSP would develop a framework to co-ordinate and strengthen community engagement work. A multi-agency group was formed to take forward this work, and the Haringey Strategic Partnership adopted the Community Engagement Framework on 27 April 2009. The Framework provides good-practice principles to undertaking engagement, and promotes a partnership approach to engagement work.

7.2 The **aim** of the Framework is enable the HSP:  
**'To engage with local communities and empower them to shape policies, strategies and services that affect their lives.'**

7.3 A CEF Delivery Plan, a living document, was agreed by the HSP's PMG in October 2009. It contains actions to improve the tools and processes by which HSP partners carry out community engagement. It also includes projects which arose from the community responses to the CEF consultation earlier this year.

7.4 A senior management level partnership **Community Engagement Framework Steering Group** has been established to drive forward and monitor the work of the CEF Delivery Plan.

7.5 This report provides details of:

- the CEF development process
- the CEF Delivery Plan

### **8. Financial Comments**

8.1. The CEF 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.

## **9. Head of Legal Services Comments**

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

## **10. Head of Procurement Comments – [Required for Procurement Committee]**

10.1. N/A

## **11. Equalities & Community Cohesion Comments**

11.1 An [Equalities Impact Assessment](#) of the CEF has been undertaken. This concludes that the CEF will help to reduce existing barriers to engagement and is available on the Haringey Council website.

11.2 The CEF has undergone a Compact-proofing process, which sets out how the CEF will help meet the terms of the Compact. This is also available on the Haringey Council website.

## **12. Consultation**

12.1 Two phases of community consultation were undertaken in developing the CEF. Some details are provided below, and a full [consultation report](#) is available on the Haringey Council website.

## **13. Use of appendices /Tables and photographs**

13.1 Appendix 1: Community Engagement Framework  
Appendix 2: Community Engagement Framework Delivery Plan  
Appendix 3: Draft monitoring template

## **14 Local Government (Access to Information) Act 1985**

14.1 Haringey's Community Engagement Framework and associated documents – all available on the Haringey Council website.

## **15. Further information:**

### **15.1 Summary**

On 3 December 2008 the Haringey Strategic Partnership's (HSP's) Performance Management Group (PMG) agreed that the HSP would develop a framework to co-

ordinate and strengthen community engagement work. A multi-agency group was formed to take forward this work, and the Haringey Strategic Partnership adopted the Community Engagement Framework on 27 April 2009. (See Appendix 1 for the Framework).

15.2 The aim of the Framework is enable the HSP:

**‘To engage with local communities and empower them to shape policies, strategies and services that affect their lives.’**

15.3 The Framework provides good-practice principles to undertaking engagement. As such, it promotes an approach which has the potential to provide value for money for partner organisations. The principles are:

- Work in partnership to join up our engagement activities
- Engage when it will make a difference
- Be clear about what we are asking
- Be inclusive and aim to engage with all communities
- Communicate the results of engagement activities
- Build capacity of communities to take part in engagement activities

#### **15.4 Policy context**

Community engagement is a central theme within the current legislative and policy framework and underpins many of the planned improvements in public services. It is a tool for improving public services and a key process for achieving wider policy goals and aspirations such as the renewal of our most deprived areas, improving trust in public institutions, enhancing community cohesion, encouraging active citizenship and improving democratic participation. The Framework will help the HSP to meet these challenges, as well as helping to deliver on the following:

- two of the outcomes of Haringey’s Community Strategy – **People at the heart of change** and **Be people and customer focused**
- various **Local Area Agreement** indicators
- the new ‘duty to involve’, in place from April 2009, and other national legislative drivers
- the level and quality of public engagement (and empowerment) which will be tested as part of the Comprehensive Area Assessment process

15.5 Further details on these are available in the Framework document.

15.6 A scrutiny review is currently taking place on engaging with hard to reach communities. Appropriate recommendations from this review will feed into the Community Engagement Framework Delivery Plan – see section 15.11 below for details of the Delivery Plan.

#### **15.7 Multi-agency project group**

A multi-agency project group to develop the CEF was established in December 2008. Representation and involvement from partner agencies was strong and included:

- College of North East London (CONEL)

- Family Mosaic Housing Association
- Haringey Association of Community and Voluntary Organisations (HAVCO)
- Haringey Council
- Homes for Haringey
- London Fire Brigade
- Metropolitan Police
- NHS Haringey

## **15.8 Development and consultation process**

### **Phase 1:**

- Community consultation took place between 19 January 2009 and 13 February 2009.
- 700 voluntary and community groups in the borough were sent a letter from the HSP Chair explaining the purpose of the CEF and the development process. The groups received a questionnaire regarding engagement processes, asking for practical suggestions on how HSP partners can engage with different communities in the borough.
- These documents were also available online, and the questionnaire could be completed online on the Haringey Council website. The link to this web page was circulated to community groups by HSP partner organisations.
- The CEF was discussed and feedback given at meetings of the HSP, individual partner organisations and the Community Link Forum.
- 100 community responses were received. These responses have been used to inform the CEF, and will also be used to inform the future development of the CEF Delivery Plan. A [‘you said, we did’ table](#) demonstrating how the responses have informed the development of the CEF is available on the Haringey Council website.

### **Headline results:**

*Communities would like to let the HSP know about their needs and interest through:*

- Public meetings on specific issues
- Postal surveys

*Communities would like the HSP to provide feedback through:*

- Features in Haringey People
- Feedback letters

*Communities would like councillors and community representatives to gather their views through:*

- Meetings on specific issues
- Email

### **Phase 2:**

- Community consultation took place between 5 March and 21 April 2009.
- The consultation date was extended to 21 April in order to include a meeting of Haringey’s Community Link Forum. The consultation document was sent out to

over 700 community and voluntary groups and is available on the Haringey Council website.

- The questionnaire accompanying the document asked for specific comments on the vision, definition and principles of the CEF. The April edition of Haringey People carried an article about the CEF.
- The CEF was discussed at all HSP theme boards, and the Community Link Forum network.

### **Phase 3:**

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 CEF is also on the website.
- A summary version of the CEF has been produced which has been distributed widely including to those who took part in the consultation earlier this year.
- An [easy read version](#) of the CEF has been produced to make it more user-friendly and accessible to members of the public.
- A [consultation report](#) has been produced.
- An [Equalities Impact Assessment](#) of the CEF has been undertaken.
- The CEF has undergone a Compact-proofing process.
- The CEF Delivery Plan has been produced.

15.9 This progress was recognised by the Audit Commission in the recent Comprehensive Area Assessment process. The 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’.

15.10 This progress has also been recognised by the Department of Health (DH). The DH Health Inequalities Support Team, which visited Haringey in October 2009, has listed the CEF as ‘effective practice’ to be shared with other local authority areas. This category covers initiatives or interventions that are regarded as having an established impact, meeting an identified local need, are transferable, and ‘industrially scaled’.

### **15.11 CEF Delivery Plan**

The CEF Delivery Plan (see Appendix 2) was agreed by the HSP’s PMG on 22 October 2009. The Delivery Plan proposes actions to improve the tools and processes by which HSP partners carry out community engagement. It also includes some projects which arose from the community responses to the CEF consultation earlier this year.

15.12 The Delivery Plan projects fall under the following priorities:

1. Establish effective community engagement structures
2. Promote inclusive community engagement processes

3. Increase community engagement capacity
4. Share community engagement good practice

15.13 A new high level **Community Engagement Framework Steering Group**, supported by the Council's Corporate Policy Team, has been established to drive forward and monitor the work of the CEF Delivery Plan.

- Its membership is at senior management level
- It is chaired by the Assistant Chief Executive of Policy, Partnerships, Performance and Communication at Haringey Council
- It will meet quarterly
- It will monitor the projects of the CEF Delivery Plan quarterly
- It will report to the PMG on CEF Delivery Plan progress every six months

15.14 This group met for the first time in December 2009. At this meeting, the group:

- Agreed their terms of reference
- Agreed timescales and leads for all the Delivery Plan projects – details in Appendix 2. Most projects will be jointly led by a representative from Haringey Council and a representative of a partner agency.
- Agreed a monitoring template for projects – see Appendix 3.

15.15 Through working to the CEF principle and undertaking the Delivery Plan projects, it is hoped the following **key benefits** will be met:

- Empowering people to define and shape their own community
- Responsive services tailored to meet people's needs
- Better informed citizens
- Encouraging democratic involvement
- Building responsible citizenship
- Building capacity of people to take part in engagement activities
- Improving relationships between partner agencies and the public
- Better monitoring and measuring of performance
- Meeting our statutory obligations