

## HARINGEY'S COMMUNITY ENGAGEMENT FRAMEWORK DELIVERY PLAN 2009-2012

Purpose	Priorities	
<p>This Community Engagement Framework (CEF) Delivery Plan will:</p> <ul style="list-style-type: none"> <li>• <b>help the Haringey Strategic Partnership (HSP) work to the principles of community engagement</b> outlined in Haringey's <a href="#">Community Engagement Framework</a>.</li> <li>• aim to <b>provide tools and processes to enable partners to work together to carry out more effective community engagement.</b></li> <li>• bring together a <b>set of new high level projects to be undertaken across the partnership</b><sup>1</sup>.</li> <li>• help us to measure whether the Community Engagement Framework is <b>making a difference</b> using the targets set in Haringey's <a href="#">Local Area Agreement</a> (LAA).</li> </ul>	<ol style="list-style-type: none"> <li>1. Establish effective community engagement structures</li> <li>2. Promote inclusive community engagement processes</li> <li>3. Increase community engagement capacity</li> <li>4. Share community engagement good practice</li> </ol>	
	Key benefits	
	<ul style="list-style-type: none"> <li>• Empowering people to define and shape their own community</li> <li>• Responsive services tailored to meet people's needs</li> <li>• Better informed citizens</li> <li>• Encouraging democratic involvement</li> <li>• Building responsible citizenship</li> <li>• Building capacity of people to take part in engagement activities</li> <li>• Improving relationships between partner agencies and the public</li> <li>• Better monitoring and measuring of performance</li> <li>• Meeting our statutory obligations</li> </ul>	
Efficiency and Value for Money		
<ul style="list-style-type: none"> <li>• This framework will help us to make better use of our existing resources, by changing our ways of working including sharing ideas, facilities, expertise and good practice.</li> <li>• We aim to be transparent about the level of resources we have for improving community engagement locally.</li> </ul>		
Links to Sustainable Community Strategy Outcomes	Key risks	Contingencies
<ul style="list-style-type: none"> <li>• People at the heart of change</li> <li>• Be people and customer focussed</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of engagement of all HSP partners in Delivery Plan.</li> </ul>	<ul style="list-style-type: none"> <li>• Creation of high level steering group should assist with this.</li> <li>• CEF Publicity plan (for residents, councillors, staff in HSP organisations etc)</li> </ul>
All HSP partners are responsible for this Delivery Plan	Community engagement, Compact & Equalities information	
<ul style="list-style-type: none"> <li>• This Delivery Plan is a living document and will be regularly monitored by CEF Steering Group - a sub group of the HSP's Performance Management Group. It will be reviewed in 2012.</li> <li>• For further information contact: <a href="mailto:policy@haringey.gov.uk">policy@haringey.gov.uk</a> or see <a href="http://www.haringey.gov.uk/framework">www.haringey.gov.uk/framework</a></li> </ul>	<ul style="list-style-type: none"> <li>• Two rounds of <a href="#">public consultation</a> have been carried out to inform the Delivery Plan.</li> <li>• The CEF has been Compact-proofed.</li> <li>• An <a href="#">EIA</a> has been undertaken.</li> <li>• An <a href="#">easy read</a> version is also available.</li> </ul>	

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

**Haringey's 2008-11 LAA targets measuring community engagement**

CEF Delivery Plan priorities	Sustainable Community Strategy outcomes	Sustainable Community Strategy priorities	Local Area Agreement Targets <sup>2</sup>	Baseline % (2008 Place Survey)	2009/10 target %	2010/11 target %
<b>1. Establish effective community engagement structures</b>	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
	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
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	
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 <sup>3</sup>	21.9	24.9	
<b>2. Promote inclusive community engagement processes</b>		Make our children and young people active citizens				
<b>3. Increase community engagement capacity</b>						
<b>4. Share community engagement good practice</b>						

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

<sup>3</sup> Third Sector Organisations Survey 2008

**Priority 1: Establish effective community engagement structures**

Project	Timescale / Existing progress	Resource implications	Key milestones / output(s) – to be decided by group responsible	Team / Group responsible	Leads
1. Establish a multi-agency community engagement governance and accountability structure	Complete	Within existing resources	<ul style="list-style-type: none"> <li>• CEF Steering Group established</li> <li>• Membership effective and roles and responsibilities adhered to</li> </ul>	CEF Steering Group, supported by Council Corporate Policy Team	Wayne Longshaw, Assistant Chief Executive, Haringey Council
2. Annual update of community engagement activities undertaken by partners	2009 mapping already undertaken. Sept 2010	Within existing resources	<ul style="list-style-type: none"> <li>• Mapping exercise undertaken using community engagement management system</li> <li>• Mapping publicly available</li> </ul>	Have Your Say Haringey Group, with input from partners	Charles Skinner, Head of Communications, Haringey Council.
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	31 January 2010	Within existing resources	<ul style="list-style-type: none"> <li>• Online survey to map existing engagement evaluation by Haringey Council and partners</li> <li>• Visit partners to see their online engagement tools</li> </ul>		Duncan Stroud, NHS Haringey
4. Using mapping and evaluations, undertake audit and gap analysis of existing community engagement activities across partners	Sept 2010	Within existing resources	<ul style="list-style-type: none"> <li>• Audit and gap analysis undertaken using community engagement management system (see item 21 below)</li> </ul>		
5. Make recommendations to expand / rationalise / share activities	Jan 2011	Within existing resources	<ul style="list-style-type: none"> <li>• Recommendations made to PMG</li> </ul>		

Project	Timescale / Existing progress	Resource implications	Key milestones / output(s) – to be decided by group responsible	Team / Group responsible	Leads
6. Review existing mechanism for community representatives to engage with HSP	May 2010	Within existing resources	<ul style="list-style-type: none"> <li>Existing mechanism reviewed</li> <li>Recommendations made to PMG</li> </ul>	CEF Steering Group (with input from CLF, HAVCO and Haringey Strategic Partnership Team, Haringey Council)	Mary Connolly, Head of Partnerships, Haringey Council  Pamela Pemberton, HAVCO
7. Establish process for recording, monitoring and analysing issues raised by the public at forums and meetings	June 2010	Within existing resources	<ul style="list-style-type: none"> <li>Process established</li> <li>Monitoring reported to CEF Steering Group</li> </ul>	Council's Corporate Policy Team  Council's Local Democracy Team  Council's Neighbourhood Management Team	Stuart Young, Assistant Chief Executive, Haringey Council  Head of Neighbourhood Management, Haringey Council  Dave Grant, Haringey Borough Commander, Metropolitan Police

Project	Timescale / Existing progress	Resource implications	Key milestones / output(s) – to be decided by group responsible	Team / Group responsible	Leads
<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>June 2010</p> <p><b>Progress:</b></p> <ul style="list-style-type: none"> <li>• Full CEF, summary &amp; easy read versions on website.</li> <li>• Article in Haringey People</li> </ul>	<p>Within existing resources</p>	<ul style="list-style-type: none"> <li>• Publicity Plan produced</li> <li>• Review undertaken and guidelines agreed by all partners</li> <li>• Increased impact of publicity:               <ol style="list-style-type: none"> <li>i. increased attendance at Area Assembly &amp; other community meetings</li> <li>ii. higher response rates for consultations across HSP</li> <li>iii. increased applications for civic roles</li> </ol> </li> </ul>	<p>HSP Communications Network</p>	<p>Charles Skinner, Haringey Council</p> <p>Duncan Stroud, NHS Haringey</p>
<p>11. Develop partnership approach to Translation and Interpretation</p>	<p>April 2011</p>	<p>Within existing resources</p>	<ul style="list-style-type: none"> <li>• HSP Translation and Interpretation Approach agreed by HSP</li> </ul>		
<p>12. Undertake review of how different communities prefer to engage and support required</p>	<p>March 2011</p>	<p>Within existing resources</p>	<ul style="list-style-type: none"> <li>• Review undertaken using results of evaluation process and recommendations made to PMG</li> </ul>	<p>HSP Commissioning Group</p>	<p>Wayne Longshaw, Haringey Council</p> <p>Pamela Pemberton, HAVCO</p>

**Priority 3: Increase community engagement capacity**

Project	Timescale / Existing progress	Resource implications	Key milestones / output(s) – to be decided by group responsible	Team / Group responsible	Leads
13. Establish a cross-sector engagement development programme (that can be undertaken by staff, community groups and community representatives)	June 2010	Within existing resources. Community engagement training is already offered by some partners. This offer needs to be widened and co-ordinated.	<ul style="list-style-type: none"> <li>• Cross-sector development programme established</li> <li>• No. of attendees on engagement courses, measured by those from statutory &amp; voluntary sector organisations</li> <li>• No. of attendees who find courses useful</li> </ul>	Council's OD&L Team, with input from key partners.  COMPACT Implementation Working Group	Philippa Morris, Head of OD&L, Haringey Council  Duncan Stroud, NHS Haringey
14. Ensure community engagement awareness and COMPACT way of working included in staff induction programmes across HSP partners	June 2010	Within existing resources	<ul style="list-style-type: none"> <li>• Community engagement awareness and COMPACT way of working included in all partner inductions</li> </ul>		
15. Establish an annual community engagement conference for service providers and community representatives	Sept 2010	Within existing resources	<ul style="list-style-type: none"> <li>• Conference established, building on existing HAVCO Compact conference</li> <li>• Nos. from different agencies and groups attending</li> <li>• Nos. who find conference useful</li> </ul>	HAVCO and Community Link Forum  with input from  Have Your Say Haringey Group	Pamela Pemberton, HAVCO  Charles Skinner, Haringey Council
16. Review and build on capacity building support available for community representatives to enable them to influence partner decision making	April 2011	Within existing resources	<ul style="list-style-type: none"> <li>• No. of groups &amp; individuals receiving capacity building support</li> <li>• Outcomes of capacity building support for individual groups</li> </ul>	HAVCO with input from CEF Steering Group	Susan Humphries, Head of Voluntary Sector Team, Haringey Council  Pamela Pemberton, HAVCO
17. Develop partnership volunteering plan	Complete	ABG funded	<ul style="list-style-type: none"> <li>• HSP volunteering plan produced</li> </ul>		

Project	Timescale / Existing progress	Resource implications	Key milestones / output(s) – to be decided by group responsible	Team / Group responsible	Leads
18. Undertake mapping of third sector in Haringey	Complete	ABG funded	<ul style="list-style-type: none"> <li>HSP knowledge of third sector in Haringey increased</li> </ul>	HAVCO with input from CEF Steering Group	Naeem Sheikh, HAVCO

**Priority4: Share community engagement good practice**

Project	Timescale / Existing progress	Resource implications	Key milestones / output(s) – to be decided by group responsible	Team / Group responsible	Leads
19. Ensure information in Borough Profile – Customers & Citizenship chapter – is updated	March 2010	Within existing resources	<ul style="list-style-type: none"> <li>Information up to date</li> </ul>	Council's Corporate Policy Team	Helena Pugh, Head of Corporate Policy, Haringey Council  Duncan Stroud, NHS Haringey
20. Agree HSP online approach	2011-12	Within existing resources	<ul style="list-style-type: none"> <li>Online approach agreed by HSP</li> </ul>	HSP Communications Network	Charles Skinner, Haringey Council
21. Build on existing Council consultation management system to establish a partnership management system to: <ul style="list-style-type: none"> <li>Record details of upcoming engagement activities (for use by HSP partners and the public)</li> <li>Record results and analysis of engagement activities</li> <li>Undertake Equalities Impact Assessments</li> </ul>	June 2010	Within existing resources	<ul style="list-style-type: none"> <li>Specification for online community engagement system created.</li> <li>Feedback gathered from Have Your Say Haringey Group</li> <li>Community engagement management system designed and built</li> </ul>	Have Your Say Haringey Group with input from partners	Charles Skinner, Haringey Council
22. Develop online engagement tools through projects with external organisations	2011-12	Within existing resources	<ul style="list-style-type: none"> <li>To be confirmed with external organisations</li> </ul>	Have Your Say Haringey Group with input from partners	Charles Skinner, Haringey Council
23. Establish a common approach to research to be used across all HSP partners	April 2011  Stages:  Sept 2010	Within existing resources	<ul style="list-style-type: none"> <li>Common approach to research agreed by all partners through:               <ul style="list-style-type: none"> <li>Online survey of partner research undertaken</li> <li>Partners visited to</li> </ul> </li> </ul>	Have Your Say Haringey Group with input from partners	Charles Skinner, Haringey Council



Project	Timescale / Existing progress	Resource implications	Key milestones / output(s) – to be decided by group responsible	Team / Group responsible	Leads
	Oct 2010  Nov 2010  Nov 2010  Mar 2011  April 2011		establish their on/offline research tools <ul style="list-style-type: none"> <li>• Specification created to further develop existing research governance framework</li> <li>• Feedback gathered from Have Your Say Haringey Group</li> <li>• Research Management System designed</li> <li>• Research Management System marketed and rolled out</li> </ul>		
<b>24.</b> Raise awareness of COMPACT good practice through COMPACT Good Practice Award	June 2010	Within existing resources	<ul style="list-style-type: none"> <li>• Awareness of COMPACT raised across HSP organisations</li> </ul>	COMPACT Implementation Working Group	Susan Humphries, Haringey Council Pamela Pemberton, HAVCO

**Relevant projects being developed and monitored by other HSP partnership groups**

Project	Timescale / Existing progress	Resource implications	Key milestones / output(s) – to be decided by group responsible	Team / Group responsible	Leads
<b>1.</b> Establish HSP approach to service user payment, taking into account needs of different communities (e.g. travel expenses, caring options, language support, etc)	July 2011	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 known.	<ul style="list-style-type: none"> <li>• HSP approach to community support established</li> <li>• Increased uptake of support measured by:</li> <li>• increased attendance of different communities at meetings and engagement events</li> </ul>	Well-Being Partnership Board	Margaret Allen, AD ACCS, Haringey Council  Robert Edmonds, Trustee, HAVCO
<b>2.</b> Develop partnership advocacy strategy	Sept 2011	Within existing resources	<ul style="list-style-type: none"> <li>• HSP Advocacy Strategy and Action Plan agreed</li> </ul>	Well-Being Partnership Board	Lisa Redfern, AD, ACCS, Haringey Council