Notice of meeting of the

Community Engagement Task Group

To:	Councillors Runciman (Chair), Barnes, Steward and Wiseman
Date:	Wednesday, 24 April 2013
Time:	4.45 pm
Venue:	The Giles Room - 1st Floor West Offices

A G E N D A

1. **Declarations of Interest**
    At this point, Members are asked to declare:
    - any personal interests not included on the Register of Interests
    - any prejudicial interests or
    - any disclosable pecuniary interests
    which they may have in respect of business on this agenda.

2. **Public Participation**
    At this point in the meeting members of the public who have registered to speak can do so. The deadline for registering is **5.00pm** on **Tuesday 23 April 2013.** Members of the public can speak on agenda items or matters within the remit of the Task Group.

    To register to speak please contact the Democracy Officer for the meeting, on the details at the foot of the agenda.

3.   Minutes   (Pages 3 - 6)
To approve and sign the minutes of the Task Group meeting held on 20 February 2013.

**4.   Improving Community Engagement Scrutiny Review
    - Draft Final Report** (Pages 7 - 64)
Members will receive a report containing the final information requested in support of their work on this review, and are asked to agree the draft recommendations arising from their review

5.   Any other business which the Chair considers urgent.

<u>Democracy Officer:</u>

Name: Jill Pickering
Contact details:
- Telephone – (01904) 552061
- E-mail – jill.pickering@york.gov.uk

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting

- Registering to speak
- Written Representations
- Business of the meeting
- Any special arrangements
- Copies of reports

Agenda Annex

About City of York Council Meetings

Would you like to speak at this meeting?
If you would, you will need to:
- register by contacting the Democracy Officer (whose name and contact details can be found on the agenda for the meeting) **no later than** 5.00 pm on the last working day before the meeting;
- ensure that what you want to say speak relates to an item of business on the agenda or an issue which the committee has power to consider (speak to the Democracy Officer for advice on this);
- find out about the rules for public speaking from the Democracy Officer.

A leaflet on public participation is available on the Council's website or from Democratic Services by telephoning York (01904) 551088

Further information about what's being discussed at this meeting
All the reports which Members will be considering are available for viewing online on the Council's website. Alternatively, copies of individual reports or the full agenda are available from Democratic Services. Contact the Democracy Officer whose name and contact details are given on the agenda for the meeting. **Please note a small charge may be made for full copies of the agenda requested to cover administration costs.**

Access Arrangements
We will make every effort to make the meeting accessible to you. The meeting will usually be held in a wheelchair accessible venue with an induction hearing loop. We can provide the agenda or reports in large print, electronically (computer disk or by email), in Braille or on audio tape. Some formats will take longer than others so please give as much notice as possible (at least 48 hours for Braille or audio tape).

If you have any further access requirements such as parking close-by or a sign language interpreter then please let us know. Contact the Democracy Officer whose name and contact details are given on the order of business for the meeting.

Every effort will also be made to make information available in another language, either by providing translated information or an

interpreter providing sufficient advance notice is given. Telephone York (01904) 551550 for this service.

যদি যথেষ্ট আগে থেকে জানানো হয় তাহলে অন্য কোন ভাষাতে তথ্য জানানোর জন্য সব ধরণের চেষ্টা করা হবে, এর জন্য দরকার হলে তথ্য অনুবাদ করে দেয়া হবে অথবা একজন দোভাষী সরবরাহ করা হবে। টেলিফোন নম্বর (01904) 551 550 ।

Yeteri kadar önceden haber verilmesi koşuluyla, bilgilerin terümesini hazırlatmak ya da bir tercüman bulmak için mümkün olan herşey yapılacaktır. Tel: (01904) 551 550

我們竭力使提供的資訊備有不同語言版本，在有充足時間提前通知的情況下會安排筆譯或口譯服務。電話 (01904) 551 550。

اگر مناسب وقت سے اطلاع دی جاتی ہے تو ہم معلومات کا ترجمہ مہیا کرنے کی پوری کوشش کریں گے ۔ ٹیلی فون (01904) 551 550

Informacja może być dostępna w tłumaczeniu, jeśli dostaniemy zapotrzebowanie z wystarczającym wyprzedzeniem. Tel: (01904) 551 550

Holding the Cabinet to Account
The majority of councillors are not appointed to the Cabinet (39 out of 47). Any 3 non-Cabinet councillors can 'call-in' an item of business following a Cabinet meeting or publication of a Cabinet Member decision. A specially convened Corporate and Scrutiny Management Committee (CSMC) will then make its recommendations to the next scheduled Cabinet meeting, where a final decision on the 'called-in' business will be made.

Scrutiny Committees
The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:
- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

Who Gets Agenda and Reports for our Meetings?
- Councillors get copies of all agenda and reports for the committees to which they are appointed by the Council;
- Relevant Council Officers get copies of relevant agenda and reports for the committees which they report to;
- York Explore Library and the Press receive copies of **all** public agenda/reports;
- All public agenda/reports can also be accessed online at other public libraries using this link http://democracy.york.gov.uk/ieDocHome.aspx?bcr=1

City of York Council	Committee Minutes

MEETING	COMMUNITY ENGAGEMENT TASK GROUP
DATE	20 FEBRUARY 2013
PRESENT	COUNCILLORS RUNCIMAN (CHAIR), BARNES, STEWARD AND WISEMAN

1. DECLARATIONS OF INTEREST

Members were invited to declare at this point in the meeting any personal interests, not included on the Register of Interests, or any prejudicial or disclosable pecuniary interests they may have in respect of business on the agenda. No additional interests were declared.

2. PUBLIC PARTICIPATION

It was reported that there had been three registrations to speak at the meeting under the Council's Public Participation Scheme in respect of this review and The Groves Residents Association.

Joy Jones spoke as the Chair of The Groves Residents' Association, making a number of observations in relation to the report. She confirmed that although the Association had achieved a great deal during the time it had been in operation, residents had a perception of a 'them and us' attitude, with the Council only undertaking work that benefitted the authority. Concern was also expressed at the language used in CYC communication with residents and for the need for this to change to encourage engagement. She confirmed that residents were prepared to assist the authority and to engage however this involved working together.

Joanna Ingerson spoke as the Secretary of The Groves Residents' Association (RA), pointing out that some of the information set out in the Groves RA Case Study was incorrect and that it would have been helpful if consultation had been undertaken prior to publication. She went on to expand on the workings of the RA and to confirm that they wished to play a

greater part in contributing and influencing decision making on matters affecting their local area.

Gwen Swinburn also spoke as a member of the Groves Residents' Association, referring to requests for additional information submitted to the Council by the RA which had gone unanswered. Concerns were also raised regarding governance issues and reference was made to the opportunity for setting up inner city parish councils.

The Chair confirmed that the issues raised at the meeting would be taken up by Mary Bailey the Head of Communities and Equalities (Neighbourhood Management Unit, Equalities and Play) and other officers.

3. **INTERIM REPORT**

Consideration was given to the interim report of the Task Group which had been set up to undertake a review of the issues affecting levels of community engagement across the city.

Details of the information gathered to date, together with the review remit and objectives were set out at paragraphs 3 to 10 of the report.

Further information on work undertaken around community engagement with Parish Council's and Residents Associations and the development of Community Contracts and Action Plans, Ward budgets and team meetings were reported. Statistical information provided by the CYC Customer Contact Centre and Community Services had been examined together with issues around financial inclusion and ongoing community based work and additional services provided in an effort to engage residents.

To enable Members to conclude work on the review they were asked to meet with the Parish Council Liaison Group and the Residents Association Federation to further inform the findings from the review and the arising recommendations.

Members agreed that clear outcomes were required from this review and that the views of consultees should be listened to and taken into account.

In response to the comments made by the Groves RA representatives, officers confirmed that feedback received from Residents Associations had been considered and that there had been CYC Officer representation at Residents Association Federation Meetings with the Federation being considered 'a critical friend'.

In relation to their review findings to date, the Task Group expressed:

- Concern that not all areas of the city were covered by either a Parish Council or RA.
- The need for the use of plain English in all communications and information sent out by CYC and on the CYC website.
- The importance of CYC taking account of consultation responses and providing feedback on the outcomes.
- The need for promotion of Residents Associations to increase their number and their membership.

The Task Group also considered how Parish Councils and RAs could be better used to improve communication with residents.

Following further lengthy discussion Members thanked representatives of the Customer Contact Centre for their attendance and data provided for the review, and it was

RESOLVED: i) That Task Group Members attend the next informal meeting of the Residents Association Federation on Thursday 7 March at 11am and the Parish Council Liaison Group meeting on Wednesday 13 March at 2pm to discuss the review findings to date.

ii) That the next Task Group meeting be arranged for Wednesday 3 April at 4.45pm.

iii) That an Officer from the Corporate Communications Team be invited to attend the next meeting to outline the processes used in providing information for residents.

iv) That Task Group members provide a verbal update to the Corporate and Scrutiny Management Committee at their next meeting on 11 March 2013.

REASON: To progress the work on this review in line with scrutiny procedures and protocols.

Cllr C Runciman, Chair
[The meeting started at 4.45 pm and finished at 5.55 pm].

Agenda Item 4

CITY OF
YORK
COUNCIL

Community Engagement Task Group   24 April 2013

Improving Community Engagement Scrutiny Review

Background to Review

1. In September 2012, having considered a scrutiny topic submitted by Cllr Barnes on 'Engaging the Disaffected', the Committee agreed to undertake a scrutiny review to look at the issues affecting levels of community engagement across the city, in the following three areas:

    i.   Community Engagement
    ii.   CYC Customer Services
    iii. Financial Inclusion

2. A Task Group was set up to scope and carry out the work on the review on behalf of the full committee.

    Information Gathered

3. Members agreed it would be useful to carry out a comparison between two wards with differing levels of deprivation and reasons for lack of engagement, and agreed to focus their review on Heworth & Rural West wards.

4. Initially, the Task Group considered profile information on the two wards and compared levels of deprivation across those wards identified from the initial findings from the Big York Survey 2012.

5. The Big York Survey 2012 (BYS)
    The BYS is a key component in meeting the objective in the council plan of being completely in touch with our communities. The results of the survey also provide key insight into the progress, understanding and public perception of the council's work to deliver the council plan priorities, and are used to help inform decisions around the allocation of resources and budget setting.

6. Due to the low number of responses from the two chosen wards, the Task Group agreed to group those two wards with similar wards, and use findings from those ward groupings to support their work on the review – see agreed ward groups below:

Rural Wards	Highest Deprived Wards
Bishopthorpe	Clifton
Wheldrake	Guildhall
Rural West	Heworth
Skelton, Rawcliffe & Clifton Without	Hull Road
Strensall	Westfield

7. In December 2012, the Task Group looked at the detailed results from the BYS 2012 together with a Cabinet report highlighting the concerns arising e.g.:

• Understanding of Protecting Vulnerable People priority - A higher than anticipated proportion of 'don't know' responses in relation to perceptions of progress on some of the council's priority areas, particularly around protecting vulnerable people.

• Supply of affordable housing - 46% said that the supply of affordable decent housing needed improving.

• Jobs Progression Options - one third of people were concerned that people had to commute out of York to work and 45% felt they would personally have to commute out of the York area to develop their career.

8. The Task Group learnt that action was already underway to address those concerns and therefore agreed there was no need for scrutiny to duplicate that work.

9. However, the BYS also showed that in regard to 'Influence on local area', only 29% of people agreed they could influence decisions affecting their local area, compared to 42% who disagreed, with 28% being neutral on the matter. The Task Group were therefore keen to understand how the Council planned to address this, particularly in wards containing Parish Councils, where there are no plans to develop a Community Contract (see paragraphs 23-25 below).

10. As a result on their initial investigation, the Task Group agreed the following review remit:

To identify ways of empowering people and improving community engagement

Objectives:

a. To improve communications between CYC and Parish Councils
b. To improve communications in non-Parish Council areas.

i - Community Engagement

11. Community engagement is very important to a healthy political system. The more engaged a community is in how it is governed, the more it is likely to get out of those who govern it.

12. Parish Councils and other local councils i.e. town, village, community or neighbourhood councils, are local authorities in their own right. They generally have a much closer relationship with the community than a Local Authority has. However, parish councillors and ward councillors frequently complain about how difficult it is to get their community involved in their council's business. It is often said, no-one is interested. However, major planning proposals, waste incinerators and such like are usually pretty effective in filling local council meetings with members of the public anxious to know how they might be affected.

13. In York, residents with concerns about social, environmental and economic issues in their area are encouraged to engage with their ward meetings. The Council welcomes suggestions from anyone who lives or works in a ward including young people.

14. Currently, the Communities and Equalities Team (formerly Neighbourhood Management Unit) is working on ways of improving residents' access to information and ways of:

• Encouraging people to bring forward ideas for their community
• Fostering a greater understanding of local community issues
• Getting people involved in their community and in voluntary activity
• Making sure that what gets done is what the community most wants
• Helping people see how their council tax is being used
• Getting involved in local decision making on issues affecting their local area

15. In areas with parish councils, residents are also being helped and encouraged to:

• Understand how parish business affects them
• Stand for election as local (parish) councillors

16. Parish Council Engagement
There are 31Parish Councils in the York area:

Acaster Malbis	Haxby Town Council	Osbaldwick
Askham Bryan	Heslington	Rawcliffe
Askham Richard	Hessay	Rufforth with Knapton
Bishopthorpe	Heworth Without	Skelton
Clifton Without	Holtby	Stockton-on-the-Forest
Copmanthorpe	Huntington	Strensall with Towthorpe
Deighton	Kexby	Upper Poppleton
Dunnington	Murton	Wheldrake
Earswick	Naburn	Wigginton
Elvington	Nether Poppleton	
Fulford	New Earswick	

17. CYC maintains a close working relationship with those 31 parish councils through the Yorkshire Local Councils Association. York Branch (YLCA) is a membership organisation and nearly all of the local councils within the City of York area are members of that organisation. In particular CYC liaises with local councils through the Parish Council Liaison Group. The membership of the group is 5 local council representatives selected through the YLCA branch meetings, and an officer from the CYC Communities and Equalities Team. There is an open invite to the CYC portfolio holder to attend liaison group meetings. The purpose of those meetings is to provide regular contact between CYC and local councils to pick up key issues and to ensure ongoing dialogue. The liaison group also has responsibility for the Parish Charter. Those local councils who are not members of the YLCA are contacted directly by the Communities and Equalities team with key messages which are pertinent to all or groups of local councils.

18. In January 2013, the Task Group received a copy of a Charter agreed by CYC and the YLCA on behalf of the 31 local/parish councils in York, which sets out how they will work together. The charter:

- includes a commitment to the principles of democratic local government;
- acknowledges and recognises that parish and town councils are the grass roots level of local government. By working with local and parish councils CYC aims to act in partnership with local communities, while balancing the needs of the wider locality;
- recognises that parish councils offer a means of shaping the decisions that affect their communities and of revitalizing or sustaining local communities;
- recognises the strategic role of CYC and the equitable distribution of services which it has to achieve.

19. In March 2013, members of the Task Group met with the Parish Council Liaison Group to discuss their perceived barriers to improved communication and engagement with the Council. The findings from that meeting are shown at Annex A.

20. The Task Group recognised there are areas of the city not covered by a Parish Council. In many of those areas other organisations are in place, which are fulfilling a similar role. The Task Group noted that Residents Associations (RAs) tend to be formed in non-parish council areas, although at present there are areas of the city which are not covered by either a Parish Council or an RA.

21. Residents Associations
A Residents' Association is a group of local people who meet regularly to talk about things that affect them. They play an important role in building local communities by highlighting community concerns such as the environment and crime, and contributing to the making of policy that delivers services to tenants e.g. housing repairs. Anyone who is a resident within an RA's boundary can join, regardless of whether they are a council tenant or own their house.

22. For an RA to be recognised by the council it has to fulfill certain conditions to ensure it is democratic and representative of its community i.e.:

    •   holding an inaugural public meeting when all residents are invited
    •   adopting a recognised community group constitution
    •   adopting the council's equal opportunities policy
    •   holding an annual general meeting to which all members are invited
    •   electing a committee

23. The Council offers help through each step of setting up and establishing an RA. They are encouraged to adopt a committee structure, where members are nominated for key posts such as chair, secretary and treasurer. A number of 'ordinary members' can also be elected although this is not always necessary.

24. The Council supports the work of RAs in a number of ways. For example, it produces a bi-monthly magazine 'Working Together' containing news about residents' associations and training opportunities that residents and tenants might benefit from. Some of that training is free or is offered at a subsidised rate. Recognised RAs also receive a support grant to pay for running costs such as meeting room hire, newsletters and stationery, a yearly estate improvement grant and a small training budget to send members on external training courses. The amount of those grants depends on the number of tenants in the RA area.

25. The Council's neighbourhood management officers also help to identify issues in an area and come up with solutions that can be implemented. Councillors, council officers, estate managers and the safer neighbourhood police team will often attend meetings (when invited) to aid RAs in their consideration of those issues.

26. There are currently 20 RAs recognised by the council, each with its own geographically defined area – see list of RAs below:

CYC Funded RAs	Ward
Bell Farm	Heworth
Dodsworth	
Muncaster	
Tang Hall	Heworth & Hull Rd
CAMLOW	Micklegate
Clementhorpe	
Nunnery	
Carr	Acomb
Chapelfields	Westfield
Cornlands & Lowfields	
Foxwood	
Kingsway	
Clifton	Clifton
Copmanthorpe	Rural West
Dringhouses	Dringhouses / Woodthorpe
Dunnington	Derwent, Heslington & Osbaldwick
Fulford	Heslington & Fulford
Groves	Guildhall
Navigation & Walmgate	
Lindsey	Holgate

Private RA's Supported by CYC	Ward
Sovereign Park	Acomb
Chase	Dringhouses/Wood
Badger Hill	Hull Road
Claremont Terrace	Guildhall

27. In regard to the Rural West Villages, the Task Group learnt that volunteers who are willing to get involved and set up RAs in those communities, are being sought.

28. **York Residents' Federation** - This umbrella group for the Residents' Associations (RAs) in York, aims to represent the interests of residents

and to promote their right to be involved in developing policies on housing and other issues. It gives help and support to the RAs listed above, as well as encouraging the establishment of new associations. It also works as a sounding board for service improvements and encourages local initiatives.

29. The Federation holds formal public meetings on the 3rd Thursday of each month, and meets informally on the 1st Thursday of each month. Any resident can attend the formal meetings. Although the meetings are mainly about issues of concern to council tenants, there are often guest speakers talking about more general topics e.g. cold calling zones and the work of the Older Citizens Advocacy York.   The Federation also raises issues of common concern across RAs. It helps to identify training needs among RA members and works with other local, regional and national organisations to provide external training and education to meet those needs.

30. The Task Group was informed that overall feedback from Residents Associations in the York area showed a need for improved communication between them and wards councillors. With this in mind, in March 2013 members of the Task Group met with the Residents Association Federation to discuss their perceived barriers to improved communication and engagement with the Council. The findings from that meeting are shown at Annex B.

31. Having met with both the PCLG and RA Federation, the Task Group agreed that in many cases their concerns around engagement and communication with the Council were similar and therefore the Task Group were able to identify a number of draft recommendations which would address a number of the concerns raised by both organisations – see paragraph 55 below.

32. Community Contracts & Action Plans
As Ward Councillors, the Task Group was already aware that Community Contracts were in development in many wards, enabling communities to have a greater understand of their ward, the challenges within the ward, services and facilities, as well as how to actively become involved . Also, that new methods of communication were being trialled, including the use of social media and Your Ward Online.

33. In December 2012 the Task Group considered an example Ward Action Plan (for Heworth) together with information on how it was created and evidence used in support. At the same time, it was confirmed that none of the wards in the rural group (see paragraph 6 above) had an action plan in place. The Head of Neighbourhood Management confirmed she had met with the parish councils in those wards, to learn how they were currently

engaging with their community on issues within their parish, and to encourage the introduction of action plans. However the general consensus of Parish Councils was that they already had a good understanding of the challenges within their parishes, and therefore could see no benefit to producing an action plan. The Task Group acknowledged their view.

34. However, the Task Group recognised the benefit of improving community involvement in ward action planning and service monitoring, and agreed that over time it could lead to an increase in the number of residents who felt they could influence decisions in their local area, thereby improving the figures in the BYS findings shown in paragraph 9 above.

35. Ward Budgets
At a national level, the Coalition Government's promotion of the "Big Society" idea is leading them to take an interest in many aspects of local activism, local self help and community engagement and so there is a strong governmental interest in participatory budgeting, which York has a successful track record in.

36. Each year the wards in York are given a budget to fund initiatives and projects which will support their ward priorities and lead to improvements in their local area. In 2012-13, to make sure that budget made a real difference in the wards, CYC launched an online survey for residents to identify their ward concerns. This was also made available through community builds in a hard copy format.   This together with statistics and feedback from service providers will help shape ward priorities for their ward for 2013-14.

37. The Task Group queried whether all Parish Councils and Residents Associations had a clear understanding of how Ward processes worked within their ward, in relation to setting ward priorities, working collectively on the community contract and identifying relevant resources.

38. Ward Team Meetings
The Task Group learnt that the Communities and Equalities Team was currently developing a number of documents to support Councillors in their ward team meetings e.g.:

•   A generic list of interested parties, from which Ward Councillors could tailor their invitees to a meeting based on the issues to be discussed. The list should include all the appropriate individuals/organisations to support ward councillors in their consideration of the issues around the priorities they have set as part of their ward action plan, including

representatives from any local Parish Councils and Residents Associations where they exist within the ward

- An information sheet on each ward and its Ward Councillors for new attendees/interested parties at ward team meetings.

39. Overall, the Task Group recognised that across all wards, Parish Councils, Residents Associations, and other local bodies such as Neighbourhood Watch Groups, Gardening Clubs, Planning Panels etc (any organisations that bring together groups of residents), had much to offer in the way of community liaison. And, that they were a source of local information that could be better utilised to inform discussions around Community Contracts and local priorities etc. They therefore agreed it would be useful for representatives from those bodies to participate in ward team meetings and/or ward meetings to contribute to those discussions.

ii – CYC Customer Services

40. CYC Customer Contact Centre
To ensure a fair comparison of the information provided in support of this review, the same ward groupings shown in paragraph 6 above were used when considering statistical information from CYC's Contact Centre.

41. In January 2013 the Task Group received information on the number and type of issues being reported via the Contact Centre, showing the level of community engagement across the relevant wards during 2012 – see Annex C. They recognised the need for the Contact Centre to be able to access up to date information on council services to allow them to respond accurately and thoroughly to enquiries at first contact stage.

42. Having considered the channels used and the number of CRM interactions in 2012, the Task Group queried the use of fax as a first point of contact. They learnt that residents often fax their documents in support of their benefit claims. The majority of the fax interactions reported were for CIS Checks (73%) and change of circumstances (24%). In many cases, a resident may call first but then be asked to fax their documents, which creates 2 contacts. The Contact Centre do not promote that access channel as a first point of contact choice, however they do need to keep it especially as some of the older people in the deaf community still prefer to use that method over mini-com or Type-talk.

43. Overall, the Task Group were pleased to note that the Contact Centre was working well. However, in regard to the Council's website, the Task Group recognised the need to increase the options for self serve, and encourage more residents to register for online accounts. They agreed the look and

feel of the council's website needed improving and suggested lessons could be learnt from the Family Information Service website.

44. <u>CYC Community Services</u>
The Task Group were interested to learn whether residents ever seek information/advice on council services via other routes (other than the Customer Contact Centre). In particular, they questioned whether users of the following mobile community services ever sought information on other council services:

45. <u>URBIE</u> (CYC mobile youth club for young people) - The Task Group learnt that information received from ward team meetings, PCSO's, local members of the community and other CYC Services was being used to determine the group(s) targeted by URBIE.

46. In the north of the city, the URBIE bus goes out three times a week:

   • Tuesday 4.00pm till 6.30pm at Orchard Park. It then moves onto Strensall from 6.30pm until 9.00pm
   • Wednesday 6.00pm – Haxby/Wigginton (no end time as yet due to being a new session)
   • Thursday 6.30pm – Tang Hall (no end time as yet due to being a new session)

47. In the south of the city, the URBIE bus is currently limited due to staffing issues, and only goes out twice a week (Thursday 4:00- 6:00pm and 7:00- 9:00pm). The early session can vary in where it goes but the later session goes into Foxwood.

48. URBIE officers confirmed they had received no specific requests for specific council services such as housing or benefits. However during general conversations with young people, they often raised awareness of the issues of housing and benefit for them, and had highlighted the role of Castlegate in giving advice, and the use of websites such as CYC and the young people's survival guide.

49. <u>Mobile Library Services</u> - The Task Group received information on the mobile library service which provides a range of books for adults and children, including large print books, audio books and language courses. Many of the same services offered through local libraries are also offered through the mobile library service, such as access to community information and children's activities e.g. Summer Reading Challenge. The vehicle also has disabled access. Timetables for each ward indicating where and when the mobile library is in the area, can be accessed via the council's website – see:

http://www.york.gov.uk/info/200428/libraries-location_and_opening_hours/475/libraries-location_and_opening_hours/14

50. Mobile Library Service officers confirmed they often received a range of enquires e.g.:

   - Health Issues e.g. *"My doctor says I need this operation do you have any info about the condition and being in hospital? Can I use your wifi/PCs to book the time?"*

   - Job Issues e.g. *"Can I look at the Press for jobs? / How do I apply for a job online? / Can I learn more about this company I have an interview with? / I need to update my CV"*

   - Financial Issues e.g. how to budget, latest stocks and shares, 'Which' magazine, courses to learn how to manage budgets

   - Council Services e.g. *"How do I report a broken lamp post?/ How do I get a council meeting agenda/minutes?"* Or requests for information on planning applications / councillors / schools / community asset transfer / right to challenge / CYC website access / payments online etc

   - National Govt Information e.g. VAT online, passport and driving licence applications etc

   - Community Information e.g. on forthcoming events, reading groups, focus for community activity, how to volunteer etc

51. Finally, the Task Group received feedback form the council's mobile toy library service. They learnt there had been no requests for other council services via the service, which visits communities in and around York. The purpose built bus is used by childminders, playgroups, nurseries and other groups that involve children. It offers a range of good quality toys, books and play equipment (age range from 0 to 5 years), and advice and information on play and toys. The Toy Bus visits areas around the city and surrounding area - see timetable on the council's website: http://www.yorkchildrenscentres.org.uk/toybus

iii – Financial Inclusion

52. In regard to the introduction of Universal Credits, the Task Group were pleased to note the pro-active approach being taken by CYC's Contact Centre to contact residents ahead of those changes taking affect, to help them understand its affect on the benefits they would receive in the future. The Contact Centre hoped it would reduce the number of residents who

were unaware of the forthcoming changes and allow them to direct affected residents to the appropriate support and guidance.

53. The Task Group also received information on a recent community based project offering financial support to residents in the Heworth Ward area:

> York Citizens Advice Bureau (CAB) – Prosperous Communities Project
> The aims of the project was to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. The mission was to empower clients by giving them the information they needed, so they could decide how to resolve their own problems.
>
> The project (funded through Community York Grant -CYC voluntary sector funding) created an Advice Hub at Tang Hall Community Centre to pilot an innovative, multi-disciplinary approach to providing the advice residents need, under one roof. Led by CAB but with workers from Housing Options, North Yorkshire Credit Union, Future Prospects and an experienced CAB adviser, the project provided advice on claiming in and out of work benefits, prepared residents to meet the challenges and opportunities of Universal Credits, helped resolve debt problems and provided money management advice including budgeting, financial planning and making informed decisions.
>
> Tang Hall Community Centre was chosen as the venue for the drop-in sessions, as it complimented plans to establish a Health and Wellbeing Centre on the site with York Mind, and a whole series of sport and social activities located at the Centre.

54. The Task Group were pleased to learn that since the Hub started in September 2012, there had been 11 x 2.5hr sessions and a total of 33 clients had been seen and assisted with their problems. They also acknowledged the success of the Hub, which up to December 2012 had identified and assisted with the claiming of £21,043.36 of previously unclaimed benefits, and helped clients to deal with £42,062.19 worth of personal debt. The Task Group questioned whether there would be opportunities in the future to extend the project to cover other areas in the city, and it was confirmed that Community York Grant would be available again in the next financial year.

Draft Review Recommendations

55. To date the following draft recommendations have been suggested:

i.   Resident Association meeting dates to be included in the Council's Corporate Calendar, in the same way that Parish Council meeting dates are.

ii. Corporate Calendar to include both formal and informal ward committee meeting dates

iii. Consideration to be given to introducing Area Forum pages on the council website, to provide links to all relevant information pertaining to each ward in order to assist interested parties.

iv. Adjoining Parish Councils to be informed of planning applications as they are often affected

v.   All Council service providers to be instructed to consider use of Parish Council/Resident Association notice boards and newsletters to communicate council information relevant to the area

vi. The importance of the relationship with Parish Councils and Residents Associations should be included in new councillor induction programmes.

vii. Ward Cllrs to be encouraged to attend more Parish Council and Resident Association meetings

viii. Ward Councillors to receive the minutes from Parish Council and Resident Association meetings

ix. In regard to council consultation, more time should be allowed to enable Parish Councils and Residents Associations to participate, as consultation needs to go to a meeting for discussion, not just to individuals.

x.   The council to identify ways of improving the feedback it gives on consultation responses

xi. Council to identify ways of improving its notification of changes to services e.g. Christmas recycling arrangements

xii. Council documents should be checked for jargon i.e. better use of Plain English

Concluding the Work on this Review

56. The Communities & Equalities team have drafted some good practice guidance/information for supporting neighbourhood working, which all Members are due to receive as part of a support pack. The pack will include a Ward Team fact sheet, a list of potential ward team members, Advertising ward meetings checklist and a menu of ideas for ward engagement (see Annex D).

57. In addition, as part of this review the Task Group have already acknowledged the importance of a good working relationship between ward committee members and the need for an understanding of each party's role, in order to manage expectations. To help improve that

working relationship, it is suggested that the Scrutiny Task Group may like to recommend the introduction of a 'Statement of Intent' setting out some principals for working together which all ward team members could be encouraged to sign up to. A draft statement of intent is provided at Annex E for the Task Group's consideration.

58. At the meeting, a map will also be provided identifying the gaps across the city where no Parish Council or Resident Association currently exists. It may be that some of these areas may be covered by a private resident association or some other type of community group that the Council could or already does liaise with, to disseminate information.

59. Finally, Communications officers will be attending the meeting to discuss the issues previously identified by the Task Group in relation to CYC consultation and consultation feedback.

Options

60. Members may:

  • Identify what if any further information is required to conclude the work on this review
  • Agree revisions and/or additions to this report to form the draft final report for the review
  • Agree the draft recommendations shown in paragraph 55 above
  • Identify any additional draft recommendations arising from this review outside of those shown above

Implications

61. Implications associated with the recommendations arising from this review will be identified and included here in this report, once the Task Group have agreed the recommendations they wish to propose. Corporate & Scrutiny Management Committee (CSMC) will consider the implications associated with the draft recommendations when the review final report is presented to them for their consideration at their meeting on 13 May 2013. The final report arising for this review is scheduled for presentation to Cabinet on 4 June 2013.

Council Plan 2012-15

62. A core capability of the Council Plan is for the Council to be completely in touch with its communities. To achieve this, and be a city of active and self reliant communities, the Council is introducing new ways for residents to interact with the Council and improving communications. The aim of

this review is to identify ways of optimising that communication and improving levels of engagement with local communities across both rural and suburban areas of the city.

Risk Management

63. Without full and proper engagement of local communities across the city, there is a risk that the services provided by the Council will not fully reflect the needs of those communities. Any improvement to ways of engaging with residents identified as a result this review will assist in mitigating that risk.

Recommendations

64. Members are recommended to agree:

    i)   Any changes required to this report and its annexes
    ii) The draft recommendations arising from the review

    Reason: To form the final report arising from this review for the consideration of CSMC at their meeting on 13 May 2013.

Contact Details

Author:	Chief Officer Responsible for the report:
Melanie Carr	Andrew Docherty
Scrutiny Officer	AD Governance & ICT
Scrutiny Services	
Tel No.01904 552063	Report Approved ✓ **Date** 16 April 2013

Wards Affected: **All** ✓

Annexes:
Annex A – Findings from meeting with Parish Councils
Annex B – Findings from meeting with Residents Association Federation
Annex C – Statistical Data from Customer Contact Centre for 2012
Annex D – Information/Fact Sheets on Ward Team & their meetings
Annex E – Draft Statement of Intent

This page is intentionally left blank

Community Engagement Scrutiny Review

Notes from meeting of members of the Community Engagement Task Group with Parish Council Liaison Group (PCLG)on 13 March 2013

PCLG Representatives present: Peter Powell (Chairman), Gerry Cheetham, Peter Jesse, Brian Mellors. Plus Andrew Towlerton (YLCA Officer), Mora Scaife - CYC

Key Points –

- The difference between central wards within the inner city boundary and parished ward was noted. The Council has a regular dialogue with the Housing Associations within the city; but these have selective views from the ones outside the inner city. There is therefore a different relationship emphasis between the inner and outer city housing areas.

- Parished wards operate in different ways dependant in many cases on the attitudes of the elected Member towards Parish Councils. Where there is strong liaison, there appears to be more activity and a willingness to work together.

- Many local councillors engage with their local PCs (many Ward Cllrs are also Parish Cllrs) Many attend PC monthly meetings, but some don't – the PCLG felt this should be consistently the case.

- PCs preferred method of communication was face to face – Support from the NMU was a great help and so were ward councillors who were in touch.

- In some areas of the CYC administration, communication with PCs was unfortunately not always satisfactory or meeting the specifications of the agreed local charter.

- Reduced staffing levels at the Council, were to the disadvantage of PCs and had lead to CYC failing to reply to correspondence within the time scales set out in the Local Councils Charter.

- Many PC Clerks and residents found the new CYC website difficult to trawl. They queried whether Area forums could be provided via CYC's

website where links to all the relevant types of info provided by CYC could be found.

• PCs would like to have a better understanding of the budget decision-making process.

• People will often respond if there is an amount of money to be spent in their area, even if the amount is small. PCs could help to inform the decisions around use of available ward committee funding as well as for their own funds.

• Parishes had completed their budgets for 2013/14 before the end of January and the precepts had been set without knowledge of likely costs of the new planning process to those parishes. CYC were attempting to keep down their own costs but unfortunately, adding to the costs of parishes.

• Members of the Liaison Group queried what had happened regarding the proposed training courses for the introduction of updated planning procedures which were scheduled to take place in March, as halfway through March no information had been sent out to Parish Councils.

• It was stressed that many of the planning documents, particularly, for proposals within industrial estates, were far too large to be displayed on computers or, in many cases on screens in our meeting rooms - As some types of development were covering larger areas of floor space, it was important that every detail was able to be examined, so that nothing would be missed, particularly in retail outlets were the safety of customers is paramount.

• Earlier consultation is needed (where consultation is appropriate) – using the Neighbourhood Management Unit (NMU) to enable PCs to submit responses in time. Sufficient time should be given as consultation needs to go to a meeting for discussion, not just to individuals.

• There is often a lack of consultation on changes to CYC services e.g. Christmas recycling arrangements. A basic criteria on what should be consulted on could be agreed.

- The reduction in the number of litter bins and salt bins, without notice was an area of concern in many parish areas. They felt they could have helped suggest which litter bins were least used and which most.

- PCLG were pleased that Information on the PCLG and PCs was being provided online via the council website, to encourage more individuals to get involved.

- PCs were pleased that the council included the dates of PC meetings in the council corporate diary, but suggested that formal and informal Ward Committee meeting dates should be included too.

- Clashes of dates are not helpful to the attendance of ward councillors at PC meetings and parish Cllrs at ward committee meetings and ward team meetings - ward committee meeting dates need fixing early to avoid this which would enable better attendance by Parish Cllrs.

- Ward Team meetings were variable.

- PCs notice boards & newsletters etc could be used to publicise events and consultations e.g. NMU could advertise resident surveys on PC notice boards etc to encourage more residents to participates and improve response levels

- Regular meetings with local councillors are needed, especially (but not only) with new councillors. The importance of the relationship with PCs should be included in new councillor induction programmes.

In conclusion emphasis was placed on the fact that Parish Councillors are volunteers, giving up of their own time with only a part time clerk. Community engagement was improving but there is still more to do. PCs are a good channel for communication both ways. PC minutes could go to local ward councillors (electronically). Timings and dates of meetings should be made known well in advance to enable greater attendance and responding to communications to meet CYC's timescale is sometimes difficult.

This page is intentionally left blank

Community Engagement Scrutiny Review

<u>Notes from meeting of members of the Community Engagement Task Group with RA Federation on 7 March 2013</u>

Representatives came from the Federation, Dringhouses and Woodthorpe, Foxwood, Cornlands and Lowfield, Kingsway, Muncaster, the Groves, Clifton, Nunnery Lane and Micklegate.

Key Points –

- Some local councillors attend RA's monthly meetings but some don't – they would like that to be consistently the case. Estate Managers are also important and should be present if possible.

- Community engagement has been improving but there is still more to do.

- RA minutes should go to local councillors (electronically).

- The Federation is important to bring everyone together and is a good channel for communication both ways.

- Information on the Federation was being provided online via the council website, to encourage more individuals to get involved. The Task group agreed it would be helpful if the same information could also be made available offline for those residents with no internet access.

- Clashes of dates are not helpful to the attendance of councillors at RA meetings – the council should include dates of RAs in the council corporate diary (which are regular) in they same way as Parish Council dates are included.

- Clashes of dates with ward committee meetings are particularly regrettable and ward committee dates need fixing early to avoid this which should encourage better attendance. The inclusion of RA meeting dates in the council's corporate calendar would help mitigate this problem.

- Council documents should be checked for jargon (the need for Plain English has come up at previous meetings).

- Early consultation is needed (where consultation is appropriate) – using the Neighbourhood Management Unit (NMU) and its officers to alert RAs to submit responses in time. Sufficient time for consultation should be given as consultation needs to go to a meeting for discussion, not just to individuals.

- NMU officers use resident surveys and these could incorporate consultations or notify residents that there is a consultation so that communication improves and the response rates are raised.

- People will often respond if there is an amount of money to be spent in their area, even if the amount is small. RAs also have their own funds, just as PCs do.

- There was considerable resentment of the lack of consultation on some services, especially on such items as salt bins, litter bins and Christmas recycling arrangements. They felt they could have helped here, e.g. they could have suggested which litter bins were least used and which most.

- There was a lot of disquiet about not locking parks and once again, RAs had not been consulted. They would like to have more input during the budget decision-making process in order to better understand the rationale behind it.

- Their preferred method of communication was face to face – Cindy was a great help and so were councillors who were in touch.

- They emphasised the need to publicise meetings properly – whether they were formal or informal did not matter.

- RAs' notice boards could be used to publicise events and consultations.

- They would like time to be able to give feedback, especially if a deadline came before their next meeting (this is also a common problem with PCs).

- It was pointed out that not all areas are covered by RAs e.g. the Shambles – their views are needed too.

- Regular meetings with local councillors are needed, especially (but not only) with new councillors. The importance of the relationship with RAs should be included in new councillor induction programmes.
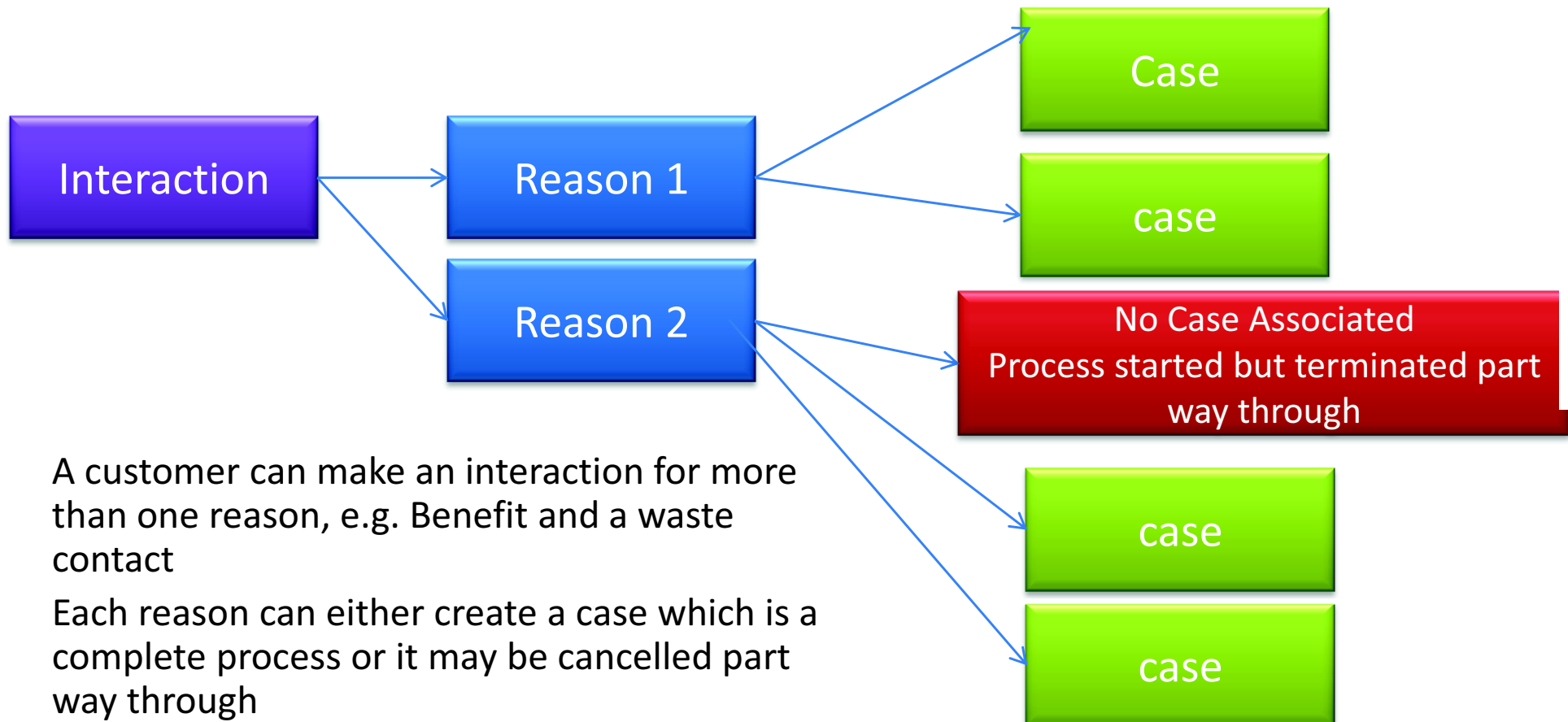
Community Engagement Scrutiny Review

Customer Contact Centre - Statistical Data for 2012

Introduction

- Around 235,000 records have been analysed between Jan and Dec 2012
- Each contact has been linked to a ward via the person making the call (interaction address)
- From this you can see:
  - The channel used for the interaction
  - The reason for the call
  - Whether a case has been created, some contacts get terminated or abandoned half way through. This could be due to eform problems or customer changing mind.
- Note:
  - some contacts come from outside the York area.
  - Not all contacts to the council are recorded on the CRM
  - Some contacts don't get recorded on LAGAN

Understanding CRM Process

Interaction

Reason 1

Reason 2

Case

case

No Case Associated
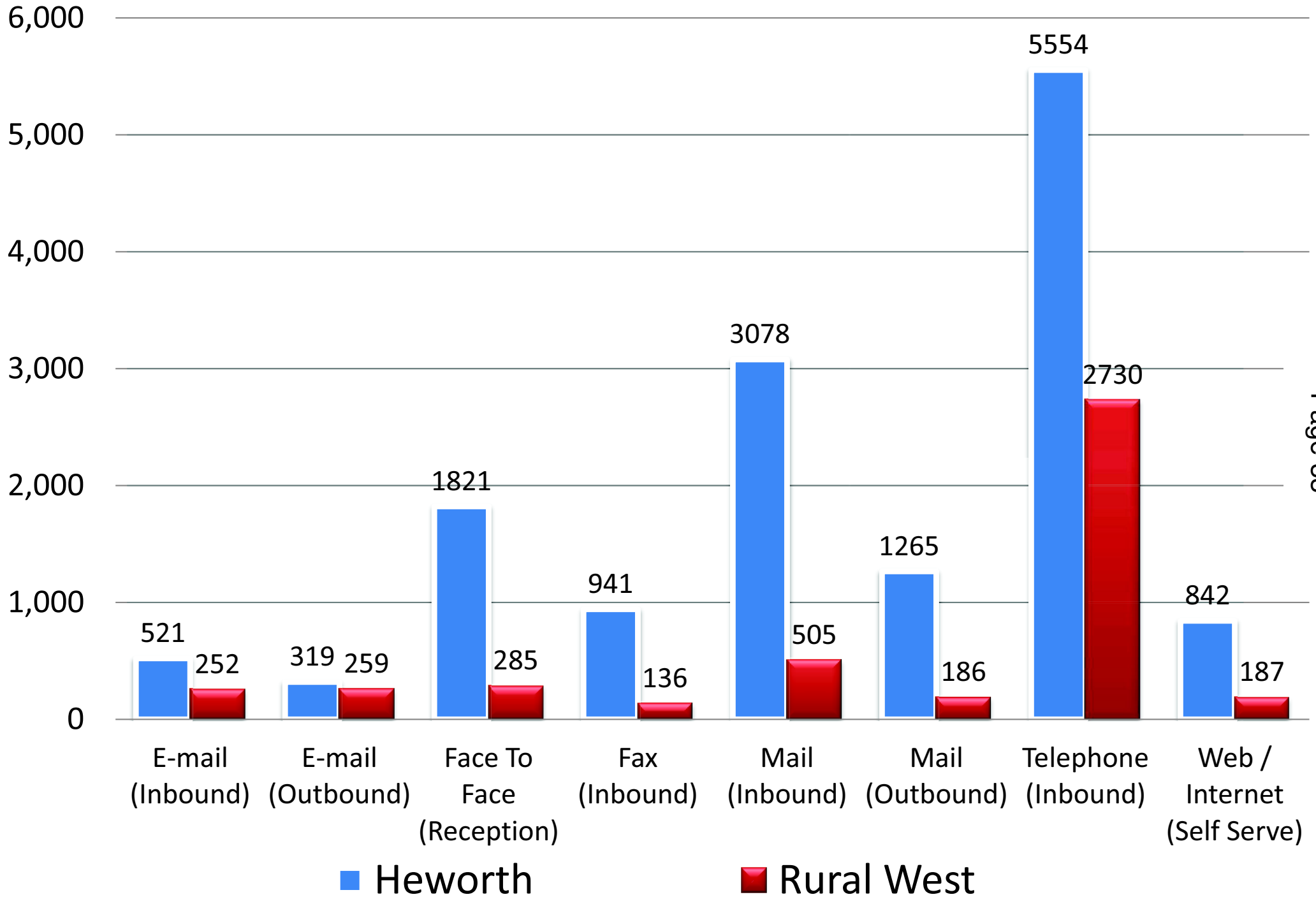Process started but terminated part way through

case

case

- A customer can make an interaction for more than one reason, e.g. Benefit and a waste contact
- Each reason can either create a case which is a complete process or it may be cancelled part way through
- Each reason could create several cases, e.g a benefit call may create a change of address and a new claim.
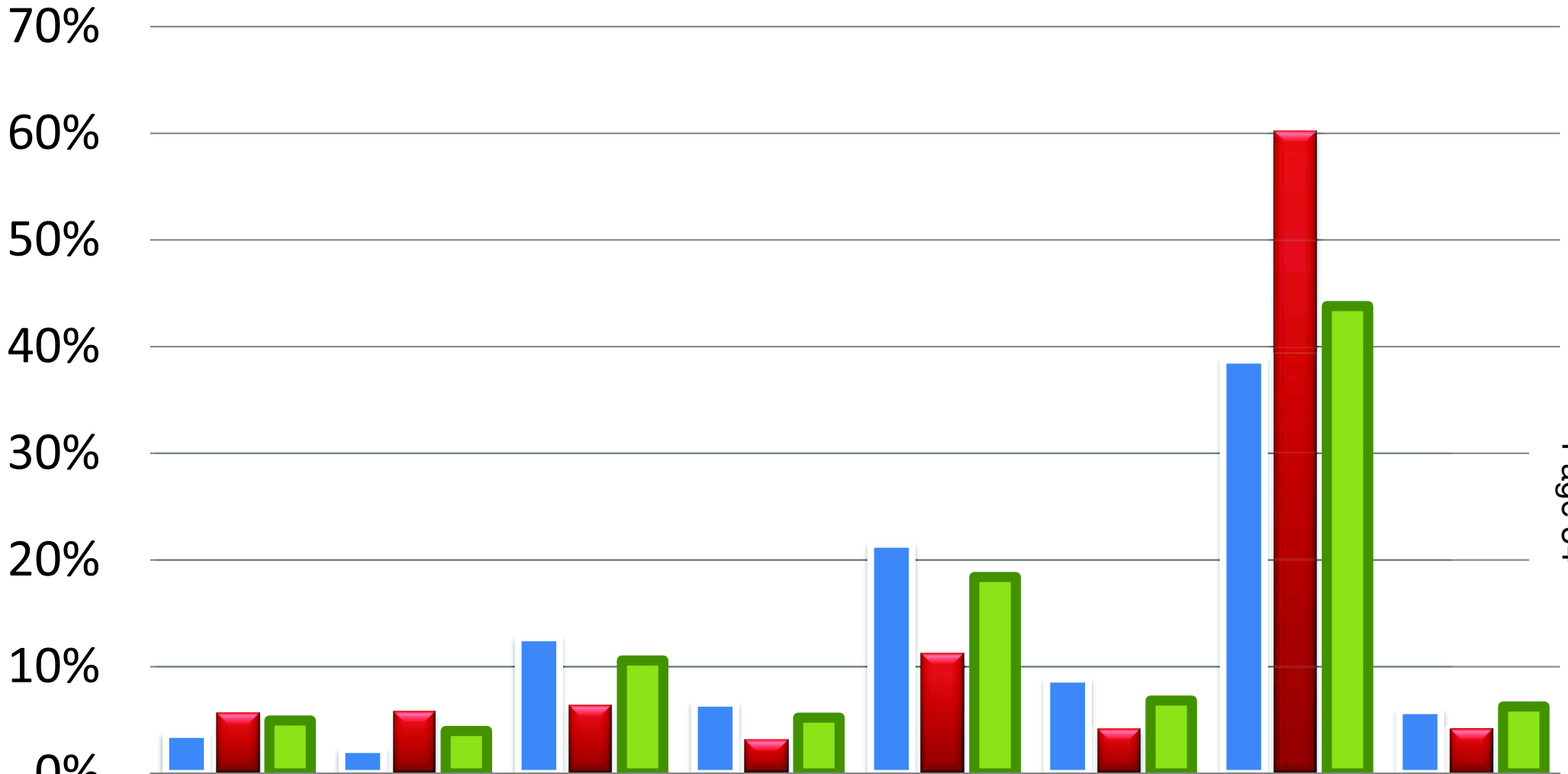
Summary

- Heworth generates 3 times the amount of contact compared to RWY (14342 vs. 4541 interactions)
  - Considering Heworth has 13,725 people in the ward and Rural West York has 10,518, then the level of contact from Heworth is significantly higher per 1000 population
    - Heworth Contact = 1045 per 1000 population
    - Rural West York = 432 per 1000 population
- 60% of contact comes via the telephone in Rural West York compared to 38% in Heworth ward
- Postal Mail proportion in Heworth is double, e.g. due to the type of contact (i.e. Benefit claims).
- A higher proportion self serve in Heworth, e.g. again due to type of contact (e.g. Student discount self serve)
- Face to face visit proportion is double in Heworth, e.g. due to closer proximity to city centre
- Slightly more contact comes in between 9am and 11am for Rural West.

# CRM Number of Interactions by channel 2012

Channel	Heworth	Rural West
E-mail (Inbound)	521	252
E-mail (Outbound)	319	259
Face To Face (Reception)	1821	285
Fax (Inbound)	941	136
Mail (Inbound)	3078	505
Mail (Outbound)	1265	186
Telephone (Inbound)	5554	2730
Web / Internet (Self Serve)	842	187

■ Heworth   ■ Rural West

CRM – Proportion of Interactions by channel 2012

	E-mail (Inbound)	E-mail (Outbound)	Face To Face (Reception)	Fax (Inbound)	Mail (Inbound)	Mail (Outbound)	Telephone (Inbound)	Web / Internet (Self Serve)
Heworth%	3.6%	2.2%	12.7%	6.6%	21.5%	8.8%	38.7%	5.9%
Rural West%	5.5%	5.7%	6.3%	3.0%	11.1%	4.1%	60.1%	4.1%
York%	5.0%	4.0%	10.6%	5.2%	18.4%	6.8%	43.8%	6.3%

■ Heworth% ■ Rural West% ■ York%

Timeline of contacts for 2012

Legend:
- All Interactions
- Heworth
- Rural West
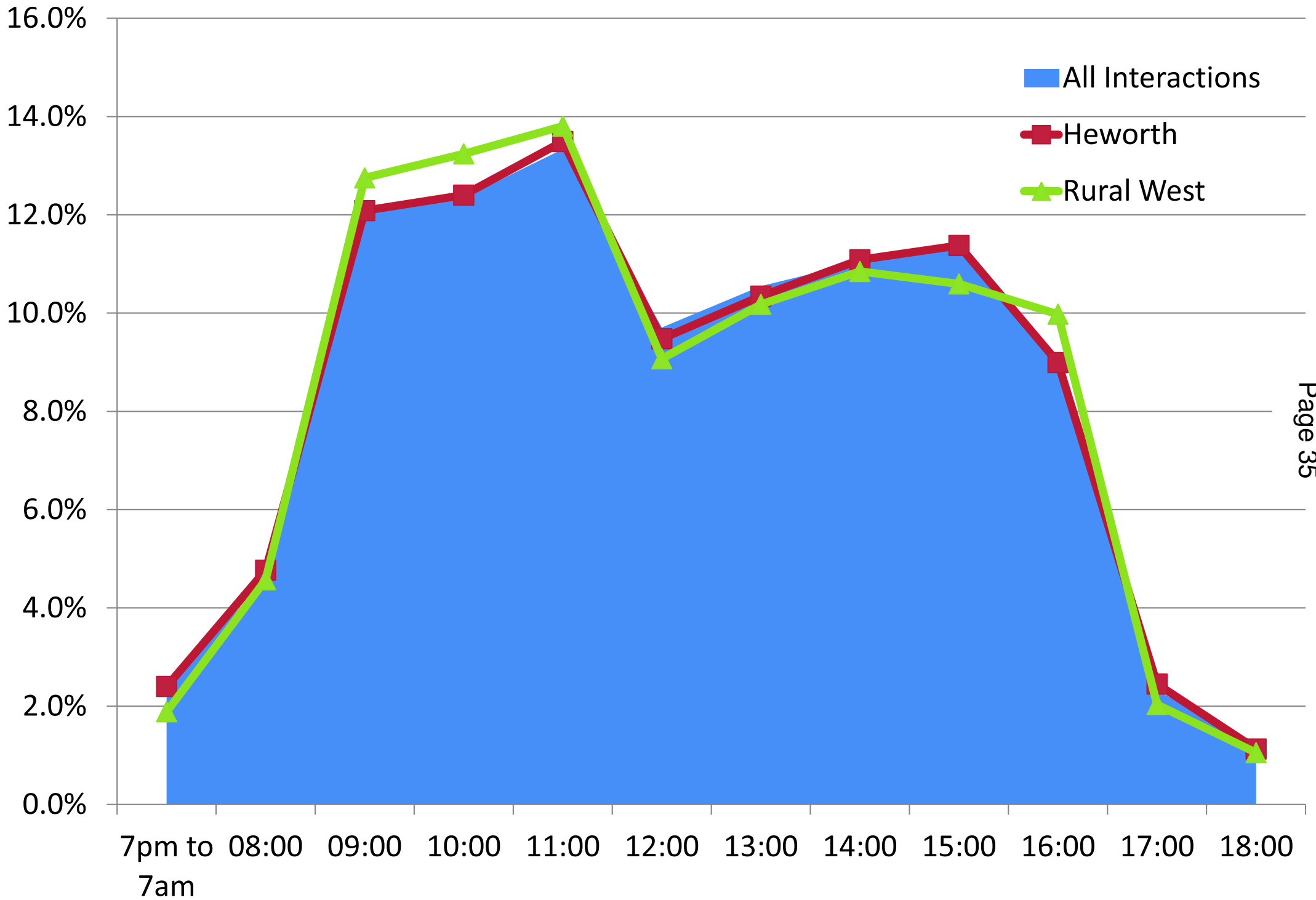
Reason Summary

- People living in Heworth ward tend to contact more for benefit reasons than those in Rural West York
  - Benefit contact takes up just over 52.5% of contact in Heworth compared to Rural West York at 26.1%
- People living in Rural West York tend to contact more about environmental issues than Heworth.
  - 13.2% contact about rubbish, waste or recycling in Rural West York compared to 5.8% in Heworth
  - 6.6% contact about roads, highways and pavements compared to 2.6% in Heworth
  - 2.5% contact about street care compared to 1.1.% in Heworth
- Council tax takes up the highest proportion in Rural West with 32.4% of contacts compared to 23% in Heworth

Top 10 Reasons for Contact 2012
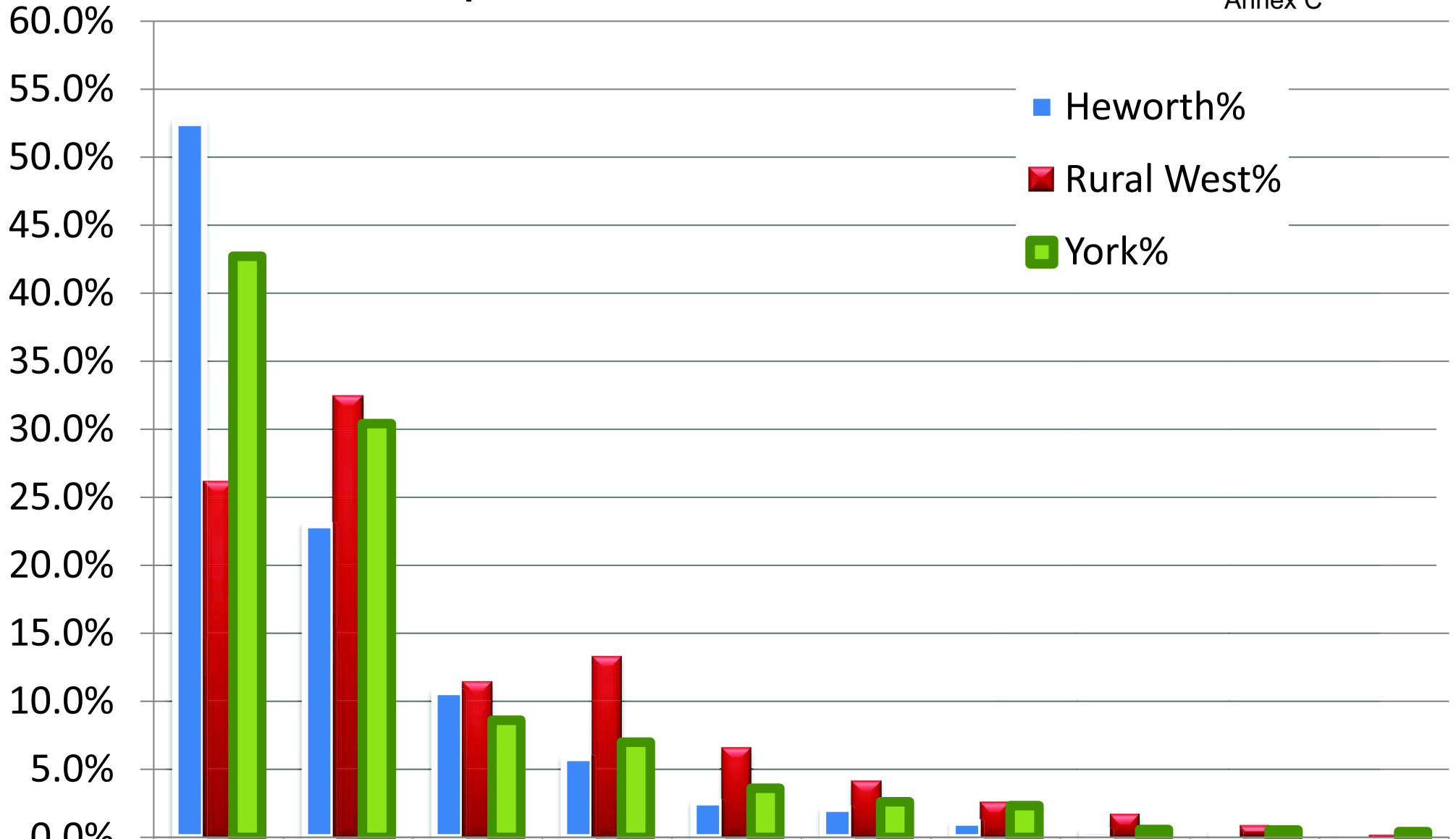
	Benefits	Council Tax	Sign Posting	Recycling Rubbish & Waste	Roads Highways And Pavements	Feedback	Street Care And Cleaning	Environmental Health	Complaint	Spam
Heworth%	52.5%	23.0%	10.7%	5.8%	2.6%	2.1%	1.1%	0.5%	0.4%	0.1%
Rural West%	26.1%	32.4%	11.3%	13.2%	6.6%	4.1%	2.5%	1.6%	0.8%	0.2%
York%	42.7%	30.4%	8.6%	7.0%	3.6%	2.6%	2.3%	0.6%	0.5%	0.4%

Top 10 Reasons for Contact in 2012

Reason	Heworth	Rural West	York	Heworth%	Rural West%	York%
Benefits	8661	1440	99967	52.5%	26.1%	42.7%
Council Tax	3785	1786	71195	23.0%	32.4%	30.4%
Sign Posting	1762	625	20141	10.7%	11.3%	8.6%
Recycling Rubbish & Waste	962	729	16365	5.8%	13.2%	7.0%
Roads Highways And Pavements	425	362	8435	2.6%	6.6%	3.6%
Feedback	346	226	6113	2.1%	4.1%	2.6%
Street Care And Cleaning	179	139	5447	1.1%	2.5%	2.3%
Environmental Health	79	88	1360	0.5%	1.6%	0.6%
Complaint	68	44	1259	0.4%	0.8%	0.5%
Spam	24	9	983	0.1%	0.2%	0.4%
	16492	5514	234040	100.0%	100.0%	100.0%

Top 10 Reasons for Contact in 2011

Reason	Heworth	Rural West	York	Heworth %	Rural West%	York%
Benefits (200008)	8633	1736	109639	43.5%	25.9%	40.2%
Council Tax (200028)	2867	1622	60927	14.5%	24.2%	22.3%
Sign Posting (800001)	5204	1277	45002	26.23%	19.1%	16.5%
Recycling Rubbish & Waste (200084)	1262	911	20130	6.4%	13.6%	7.4%
Feedback	530	259	8843	2.8%	3.9%	3.2%
Roads Highways and Pavements (200083)	523	240	8119	2.6%	3.6%	3.0%
Customer Portal	282	166	7015	1.4%	2.5%	2.6%
Street Care And Cleaning (200089)	135	169	5808	0.7%	2.5%	2.1%
Environmental Health (200040)	110	115	1742	0.6%	1.7%	0.6%
Complaint	68	54	1253	0.3%	0.8%	0.5%
Grand Total	**19841**	**6692**	**272749**	**100.00%**	**100.00%**	**100.00%**

Cases Created Summary

- The following looks at the top 20 types from cases created for the whole of York and how this compares in RWY and Heworth

- Just over 90% of cases created comes from these top 20 types

- The biggest type for both is a change of circumstance contact for benefits with a higher proportion in Heworth than Rural West (26% vs 16%)

- New benefit claims makes up 11.9% of cases compared to 6.3% in RWY.

- A higher proportion of council tax payment and direct debit cases are created in Rural West York.

- As you would expect student discount cases take up a much higher proportion of cases created than RWY – due to high student population.

Top 20 cases created by type
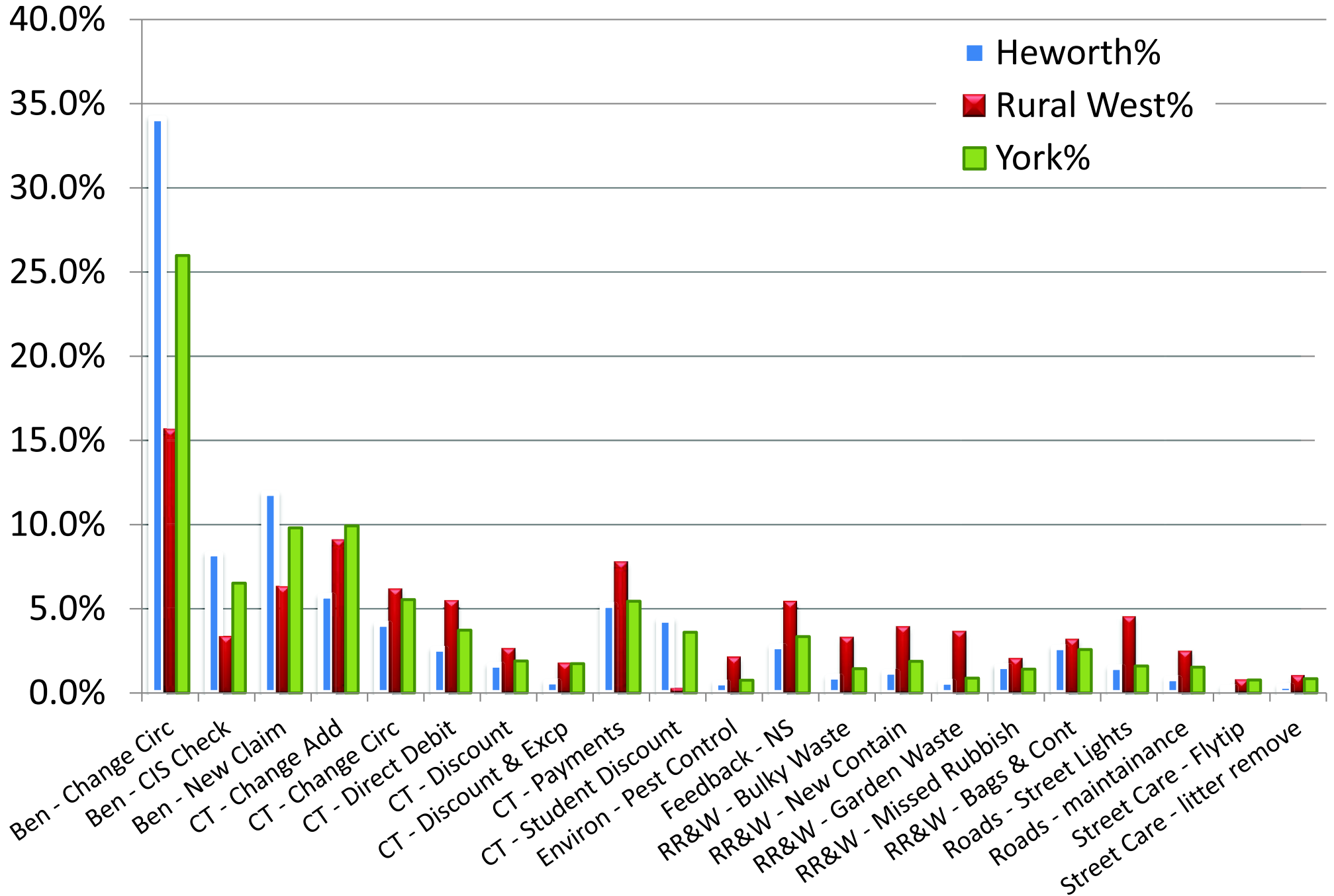
Top 20 Overall Cases (by type) created

Cases Created - Top 20	Type	Heworth	Rural West	York	Heworth%	Rural West%	York%
Benefits (200008)	Change Of Circumstance	4136	641	46149	34.1%	15.6%	26.0%
Benefits (200008)	CIS Check	1004	136	11580	8.3%	3.3%	6.5%
Benefits (200008)	New Claim	1439	258	17425	11.9%	6.3%	9.8%
Council Tax (200028)	Change of address	700	371	17634	5.8%	9.0%	9.9%
Council Tax (200028)	Change Of Circumstance	497	252	9852	4.1%	6.1%	5.5%
Council Tax (200028)	Direct Debit	318	224	6626	2.6%	5.5%	3.7%
Council Tax (200028)	Discount	203	108	3380	1.7%	2.6%	1.9%
Council Tax (200028)	Discount And Exemptions	82	71	3095	0.7%	1.7%	1.7%
Council Tax (200028)	Payments	633	317	9673	5.2%	7.7%	5.4%
Council Tax (200028)	Student Discounts And Exemptions	526	10	6400	4.3%	0.2%	3.6%
Environmental Health (200040)	Pest control	75	85	1339	0.6%	2.1%	0.8%
Feedback	Neighbourhood Services	336	222	5950	2.8%	5.4%	3.4%
Recycling Rubbish & Waste (200084)	Household Waste - bulky waste collection	117	134	2563	1.0%	3.3%	1.4%
Recycling Rubbish & Waste (200084)	Household waste - new containers	153	160	3339	1.3%	3.9%	1.9%
Recycling Rubbish & Waste (200084)	Household Waste Collection - Garden Waste	80	149	1561	0.7%	3.6%	0.9%
Recycling Rubbish & Waste (200084)	Household Waste Collection - Missed Rubbish	193	83	2516	1.6%	2.0%	1.4%
Recycling Rubbish & Waste (200084)	Recycling - Bags and Containers	329	129	4583	2.7%	3.1%	2.6%
Roads Highways And Pavements (200083)	Lighting - Street Lights	186	184	2844	1.5%	4.5%	1.6%
Roads Highways And Pavements (200083)	Road maintenance	106	101	2727	0.9%	2.5%	1.5%
Street Care And Cleaning (200089)	Flytipping	40	31	1363	0.3%	0.8%	0.8%
Street Care And Cleaning (200089)	Refuse - Litter - Removal	51	40	1501	0.4%	1.0%	0.8%
	Top 20 % of total	**11204**	**3706**	**162100**	**92.4%**	**90.3%**	**91.3%**
Total Types	**Grand Total**	**12120**	**4106**	**177610**	**100.0%**	**100.0%**	**100.0%**

Overall Summary

- Due to the different demographics in each of these wards you would expect the type and channel of contact to be different

  - Far more students and lower income residents live in Heworth therefore as you've seen benefit calls are high

  - More houses in Rural West York have gardens therefore generating more calls about bulky and garden waste.

  - The proximity of Rural West to York and the nature of their contact also makes residents more likely to call and email the council.

This page is intentionally left blank

CITY OF
YORK
COUNCIL

What's a Ward Team?

Ward Teams are led by ward members and bring together council officers, other partners, groups and residents that work within wards to help shape Ward Priorities and work in partnership to address them.

If you have been invited to attend a Ward Team meeting then it is likely that you can contribute to, and benefit from, the partnership work taking place by the team.

Each year members set Ward Priorities for the Ward Team to focus on. Members use the results of a resident survey, ward statistics and local intelligence from officers and partners that work locally to set the priorities. They are published in a Community Contract for that ward and are launched at the annual Ward Meeting (formerly Ward Committee meeting). An Action Plan is developed by the Ward Team that details the projects and initiatives that have been agreed by the team to address the priorities. Feedback to residents is done through the publication of case studies on an ongoing basis through Your Ward Online, Facebook etc. Annual feedback also takes place at the Ward Meeting and resident association and parish council representatives on ward teams feedback to their organisations and the wider community.

The process encourages resident engagement, highlights ways that residents can influence decisions made in their neighbourhoods, empowers residents to see themselves as part of the solution to some of the issues in their neighbourhoods and increase volunteering as a result. The Community Contracts offer the framework to outline what is happening in the ward and how residents can get involved.
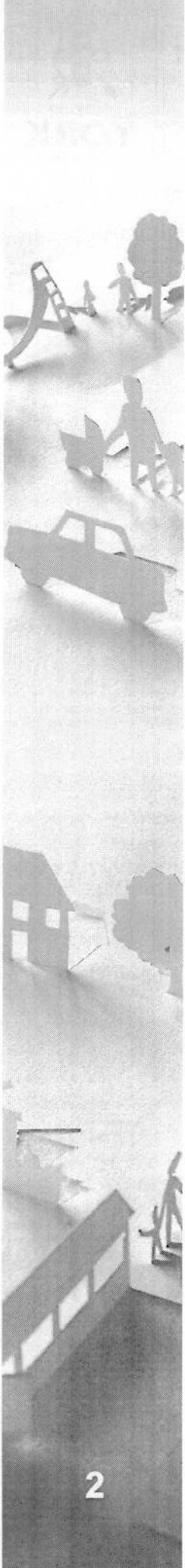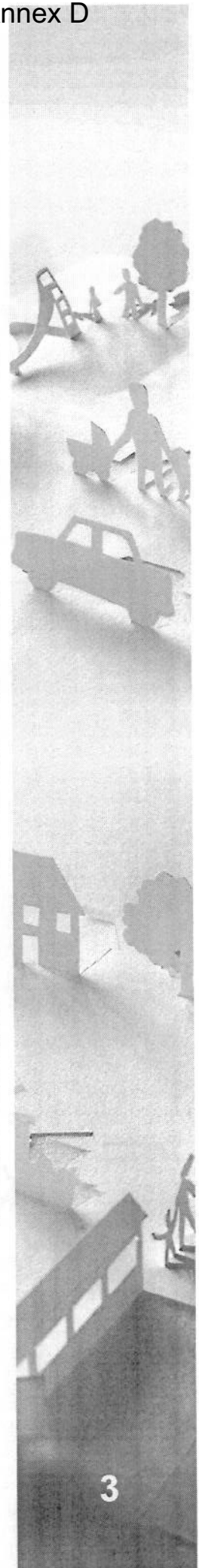
Community
Contracts

?????? Ward Team Details

Ward Members:

Ward Team Partners:

Ward Priorities:

???? Ward Team meetings every ??? weeks at
??????????????????

2

Community
Contracts

CITY OF
YORK
COUNCIL

Who do you need at a Ward Team?

Ward Teams are led by ward members and bring together council officers, other partners, groups and residents that work within wards to help shape Ward Priorities and work in partnership to address them.

So, when planning your Ward Team meetings who do you think you need at the meeting that will help to address your Ward Priorities in the most effective way? The following list may help you to invite the best people to help you develop your Action Plan and achieve the best outcomes when addressing your Ward Priorities. In some cases, it may be more appropriate for attendees to attend some, but not all, meetings to contribute on specific issues when appropriate.

Who	How can they help?
Parish Councils	Aware of local issues and able to work in partnership. Have the ability to raise precept for projects that affect their area if they fall within the PC's priorities.
Community Centre Management Committee members	Local representatives that are aware of the local issues and how communities feel. Can also channel activity at the community centre to help address a local priority.
Resident Associations (including RAs in CYC social housing, Tenant groups from Housing Associations and private RAs)	RA members can represent their communities very well. They are aware of the issues that affect communities, they are organised groups that can act as key partners that can help to address priorities with practical solutions.
Estate Manager	Aware of estate issues and are used to working in partnership with others to address these.

Community
Contracts

Safer Neighbourhoods Policing Team (include Inspector, Sergeant, PCs and PCSOs)	Work on an area basis and have valuable local knowledge about crime and community safety issues and beyond.
Safer York Partnership – North Yorkshire Mediation Service	Mediation works to by using impartial helpers to build communication and understanding where relationships have broken down between parties in conflict.
Safer York Partnership – Prevent & Hate Crime	Works to encourage awareness about domestic extremism and community tensions. Acts as a contact for hate crime incidents, working together with voluntary and statutory partners. Invite to ward team where any of these are issues that the ward team wishes to address.
Street Environment Officer	Works in a locality so aware of environmental issues locally. Can work directly with schools, community groups, other organisations to educate about environmental issues, work with communities to empower local people to help keep their areas looking good and act as enforcer of environmental laws.
Youth Worker	Works with young people in the ward either at youth clubs, outreach work or other projects.

2

Community Contracts

Head Teacher / School Governor	Schools are key partners within communities, have finger on the pulse of what's happening with children and families. Able to communicate directly to children or parents through letters home, assemblies etc. and could provide facilities to help address ward priorities.
Family / Children's Centre Workers	Work closely with schools and childcare providers in a local area. Could be a key partner if your ward priorities include tackling child poverty, under achievement, lack of facilities, health issues etc.
Family Intervention Service	Work closely with vulnerable families in the community.
Library Services	Particularly at Explore type libraries, the venues can act as a community hub that can be used to help deliver aspects of addressing ward priorities.
Local community groups	Any group that provides a service in your ward could contribute to a priority if it is related and may be able to adjust services to target specific issues in the ward. Members could also commission local groups (including resident associations) to carry out specific work that contributes to addressing a priority.

Community Contracts

3

|	
Health	Reduction of teenage pregnancy, risky behaviour and substance misuse. Other representatives for health will become clear once the Health & Wellbeing Board arrangements have been clarified.
Sustainability	A range of officers across the council work to reduce CO_2 emissions through making home improvements to make homes more fuel efficient, improving recycling rates and influencing how York's residents and business community travel around the city.
Community Facilitators	Work for Adult Social Services. Facilitate improvements for client groups, eg. helps to improve the promotion of local services for older people.
York Racial Equality Network	Could become a ward team partner if there is a ward priority focussing on issues of community cohesion.
Citizens' Advice Bureau	The CAB are operating outreach services in a variety of locations in the city and can provide local information on the issues facing local residents.
Future Prospects	Offer support and training to residents to help them enter training, employment or volunteering. They run specific outreach projects in some areas of the city and can provide local information on the issues facing local residents.

4

Community Contracts

Advertising your ward meetings check list

How to get the message out there	Who	Check
Blog	Members	
Members Surgeries	Members	
Day to day communication with residents and community groups	Members and C&E Team	
Distribute flyers and posters in the community where ad-hoc opportunities arise to promote your meeting (supplied by C&E Team)	Members	
Encourage partners to spread the word as well, e.g. at parish council meetings, parish council newsletters, school newsletters, flyers home in school bags, the Fed, resident associations, other community group meetings, posters, newsletters, websites etc.	Members and C&E Team	
Extra large poster at the venue where the meeting will take place	C&E Team	
Community notice board posters (C&E Team have a distribution list)	C&E Team	
Posters in local community venues, e.g. libraries, community centres, school notice boards, GP / Dental / Vet surgeries, playgroups, nurseries etc. (C&E Team have a distribution list, members / partners suggestions can be added to the list)	C&E Team Members / partners	
Communities and Equalities Team website	C&E Team	
Ward Facebook pages	C&E Team	
Your Ward	C&E Team	

Your Ward Online	C&E Team
Email all residents on the Communities & Equalities Team spreadsheet (this has proved to be an effective way of informing residents so encourage more and more residents to sign up to being on the spreadsheet wherever you can)	C&E Team Members / partners
Make use of social networks, there are a number of York based websites where you can advertise events, meetings etc as well as national websites that list events locally: • York Mix - http://www.yorkmix.com/ Email Chris Titley on chris@yorkmix.com with the details this can include photos / simple artwork if preferable • Talk York - http://talkyork.com/ click on Post Event and fill out the online form • Eventbrite http://www.eventbrite.com/ free events can be posted for free. Click on Create an Event.	C&E Team
Article in Buzz	C&E Team
Team shout on COLIN	C&E Team
Press release	C&E Team
Continue to make links with as many partners as possible in communities to increase the opportunities to get the message out there.	All

Ward Engagement – a menu of ideas

Ward Committee meetings have traditionally been held in a fairly formal style with rows of residents facing a 'top table' of ward members and speakers. Whilst this format can still be used for the annual ward meetings that will take place, a restructure of services provides the opportunity for members to engage with their residents in different ways when hosting other ward meetings. The following examples of alternative styles of engagement provide members with some ideas of how they can target the groups of residents they need to speak with more effectively in order to champion the issues that residents feel are important in their wards. Other methods of engagement can be used and will be added to this menu.

Community Contracts
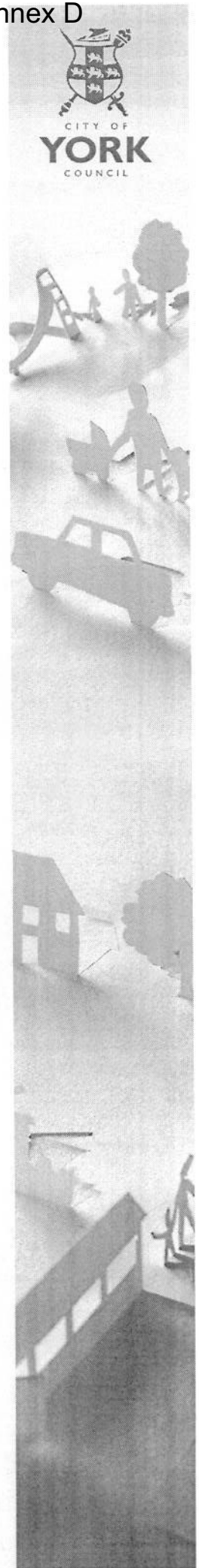
Mobile meetings

These are meetings where several stop off points around the ward have been pre-arranged and advertised. This means that topical issues can be discussed in situ and are more likely to attract those residents directly affected. Residents can choose which bits they wish to attend, either dropping by for a particular issue, or joining the meeting and continuing with it from stop to stop.

These meetings have been held successfully using a variety of methods such as: walking from stop to stop (this enables residents with mobility to walk with the meeting and discuss issues directly affecting the locations as they are walked through); cycling from stop to stop (this enables a quicker way of getting from stop to stop which could enable more stops being made); using a vehicle to transport a gazebo, table, signage etc. (the disadvantage of this style is travelling by car on potentially busy roads, finding a suitable place to park and longer more complex setting up and removal, the advantage is that the meeting is more visible and could therefore attract more residents, there is shelter if the weather is inclement and more resources could be used to capture information or channel the topics of discussion).

Tried and tested in: Acomb / Micklegate / Westfield / Heworth / Clifton

Community
Contracts
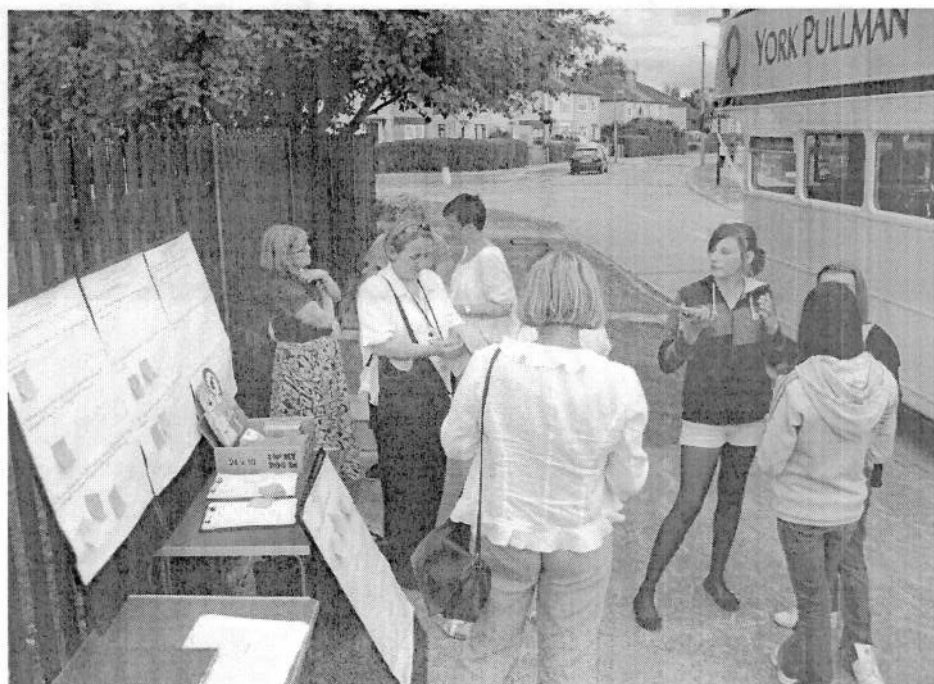
Drop in surgeries

Used as a meeting format that allows groups, organisations and council services to provide information to residents on the services they provide, how groups may have spent ward funding, allow these groups to consult residents on specific issues, allow members to gain insight into particular questions they may wish to find out from residents. This format also allows members to focus on a particular theme (themes tried have included promoting services for older people, services for younger people, sustainability issues, environmental issues). This is particularly useful for members to focus on their ward priority areas and offers the opportunity to encourage more volunteering in wards. Refreshments can be served at these events which provides further opportunities for residents to sit down at a table for a drink so that members and others attending can talk in an informal manner with residents. Themed surgeries work best in venues where the target group are likely to be, eg. services for older people theme could work well in a sheltered housing venue, services for children and young people could work well in schools or youth clubs, after school clubs etc.

Tried and tested in: Heworth, Micklegate, Guildhall and many others.

Community
Contracts

3
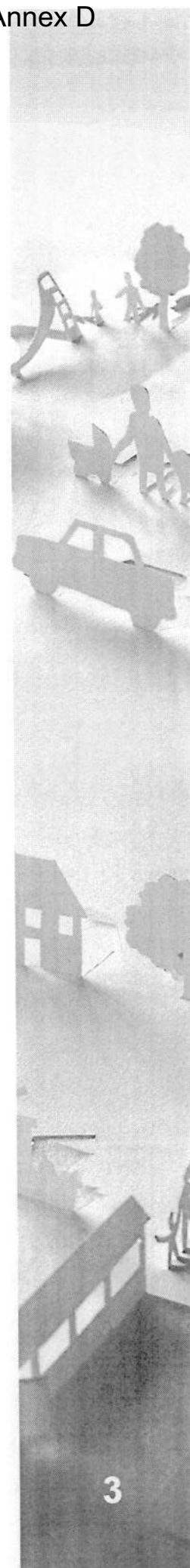
Planning for Real

Planning for Real uses simple plans or 3-D models of sites, buildings or neighbourhoods as a focus for people to put forward suggestions for positive change, or to comment on other people's proposals.

Tried and tested in most wards across the city.

4

Community
Contracts

Targeting specific groups of residents

An example of this is wanting to gather the views of parents when developing the Childrens & Young People's Plan. Consultation took place in the playground of a local primary school. A barbeque was put on so that the parents and children could eat. Simple but enjoyable play activities were put on for the children so that members and officers could speak directly to parents to ascertain their views. This enabled members and officers to speak to a large volume of residents in one hour.

Community Contracts

5
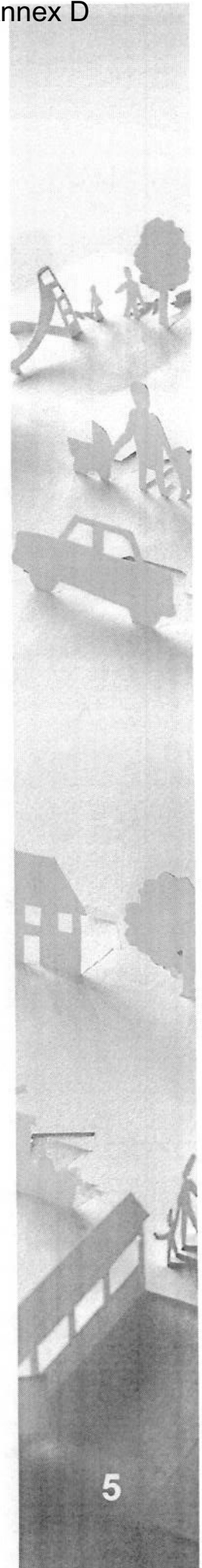
Involvement of Young People

There are many examples of work having taken place in schools in order to find out what children and young people feel are the key issues in their neighbourhoods or schools. Recently, young people have been trained up as Change Champion facilitators in schools so that they could facilitate discussion with council officers, and ward councillors around pre-agreed topics which their peers had raised as issues in the local area. This was followed by small issue based discussions in smaller groups and the ideas from these were brought back to the large gourp where an action plan was created. There is a link to some case studies on the YOR-ok website which details what issues were identified and what action was taken to address them.

http://www.yorok.org.uk/Workforce/Involving%20and%20engaging%20children%20and%20young%20people/yorcommunity-case-studies.htm

Tried and tested in: Acomb / Holgate / Clifton / Westfield / Micklegate / Rural West


6

Community
Contracts

Local quiz

Some wards have organised a local quiz designed to encourage thinking about the ward's key features, facilities and characteristics. The quiz can serve as a prelude to a discussion about how the ward could be improved and developed. Feedback has shown that residents liked the opportunity to talk about local issues with other residents in an informal and relaxed way. A quiz can play an important role in breaking down barriers and can serve to encourage an atmosphere of good will and co-operation. Questions can be about local landmarks, local history and community contracts. Some wards have used photo quizzes called 'What's behind me' where photos have been taken with key landmarks behind the photo taker. This has proved to be a popular way of having a quiz.

Tried and tested in: Micklegate / Clifton / Guildhall / Rural West

**What's behind me?**

Community
Contracts

7
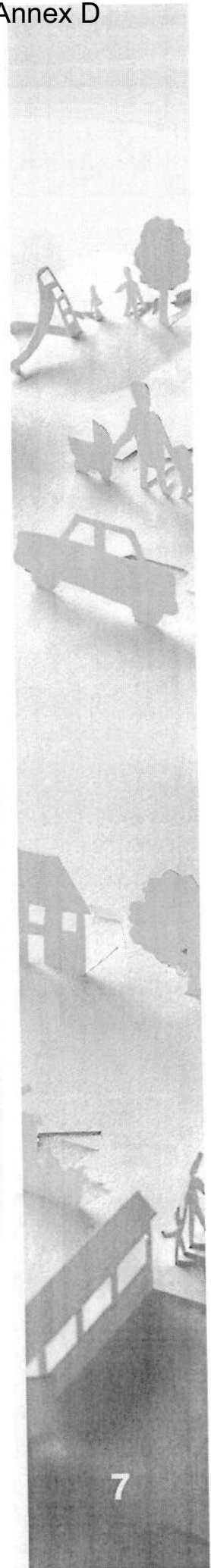
Single issue workshops

Single issue workshops are facilitated meetings that involve the attendees participating in interactive sessions that draws out what residents think and enables in-depth discussion and information exchange on a particular issue. This is an opportunity to bring together all interested parties and allows everyone to participate fully.

8

Community
Contracts
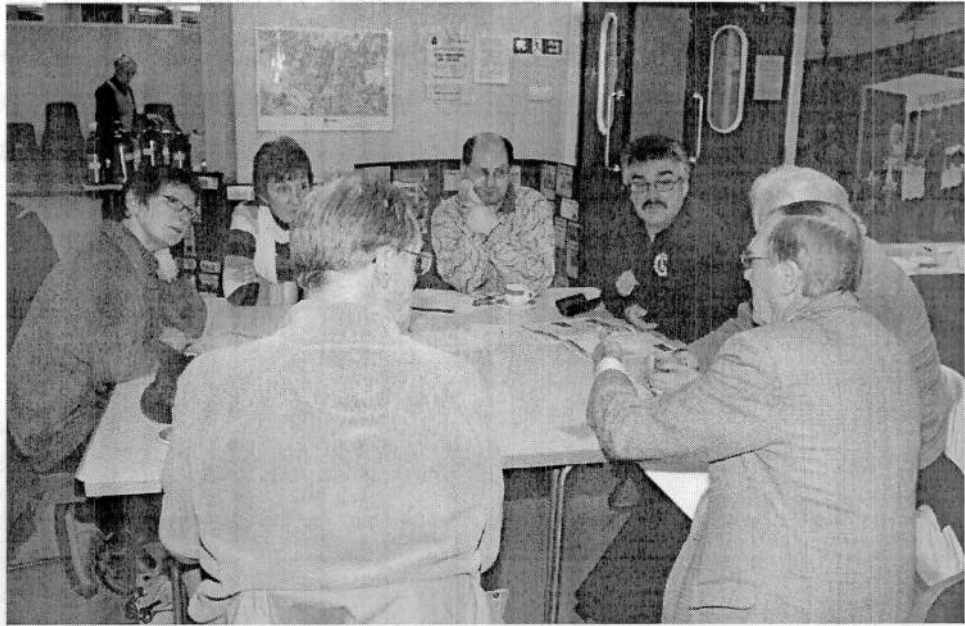
Specific consultation in situ

These can be used to ascertain residents' views about a specific issue that affects a particular geographical area, eg. a park or open space, or   local project that is taking place in the community.

Community
Contracts

9
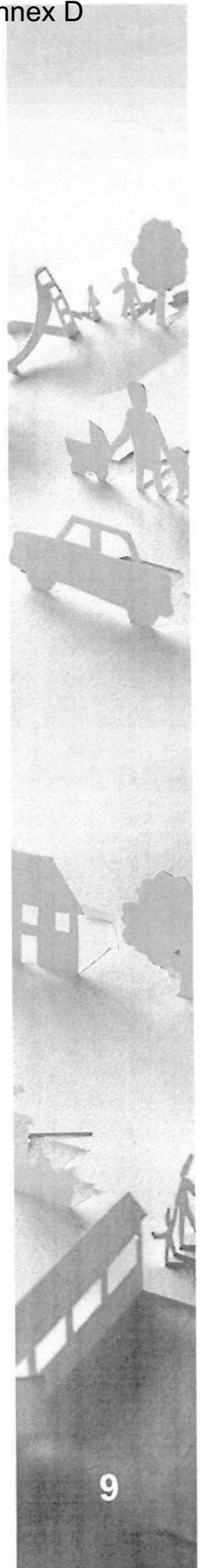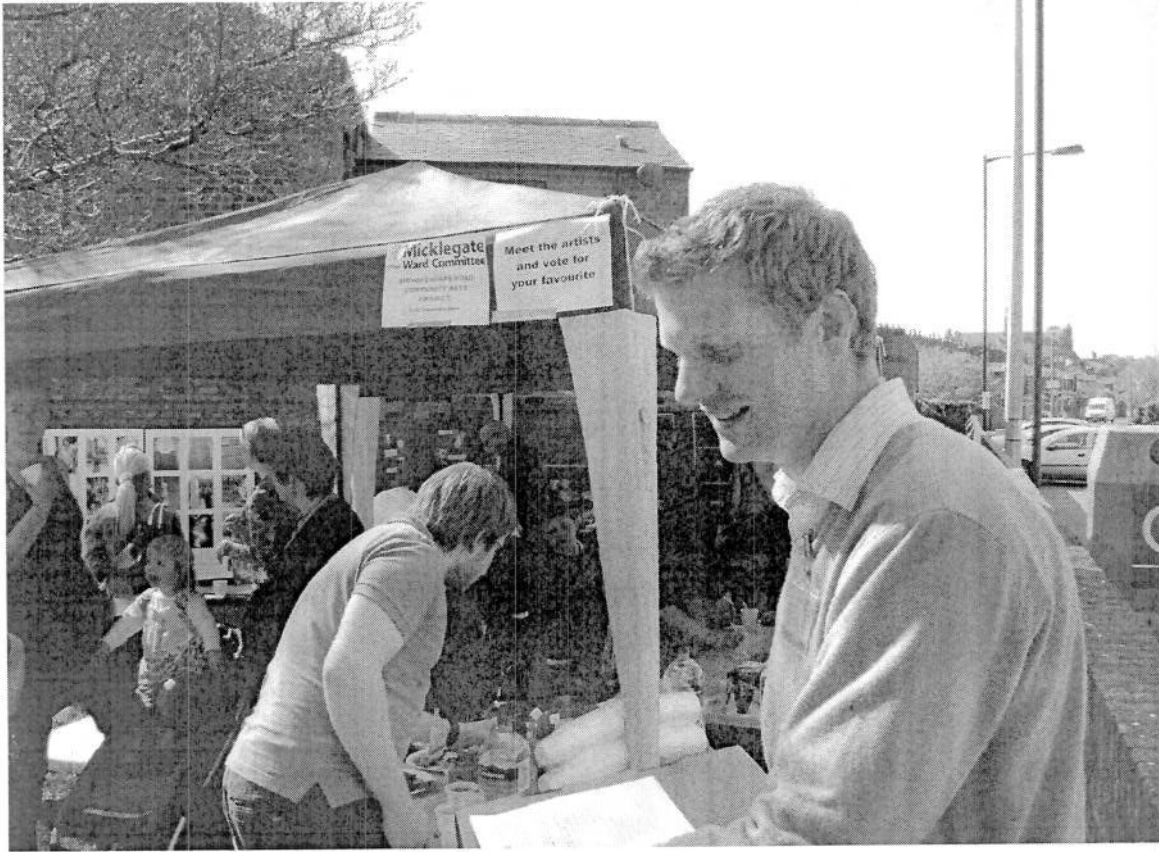
Draft Statement of Intent

Principles for Working Together at a Ward Committee Meeting

Ward Councillors shape the decisions that affect the ward they represent and the communities within their ward. They lead on Ward Committee meetings and ward team meetings which are open to representatives from the major public sector agencies operating in the area, the voluntary sector and community representatives.

In regard to the working relationship between ward team members, all parties are encouraged to sign up to the following principals:

Ward Committee/Team Members will:

- Work together with mutual respect and ensure effective two-way communication

- Ensure issues/developments from their area or area of work, are communicated effectively to all members

- Use their personal skills, experience and networks to ensure that the work of the ward committee is effective in addressing local needs

- Act as advocates for the advancement and benefit of the whole community rather than on behalf of any particular organisation, except where there is an agreement (e.g. voluntary and community sector) that the interests of a particular organisation represent an issue of importance to the ward as a whole.

- Work together to promote sustainable social, economic and environmental development in their ward.

- Where appropriate, respect the confidential nature of information shared by public sector agencies.

- Recognise the strategic role of the Local Authority and the equitable distribution of services which it has to achieve.

This page is intentionally left blank