

# Community Engagement

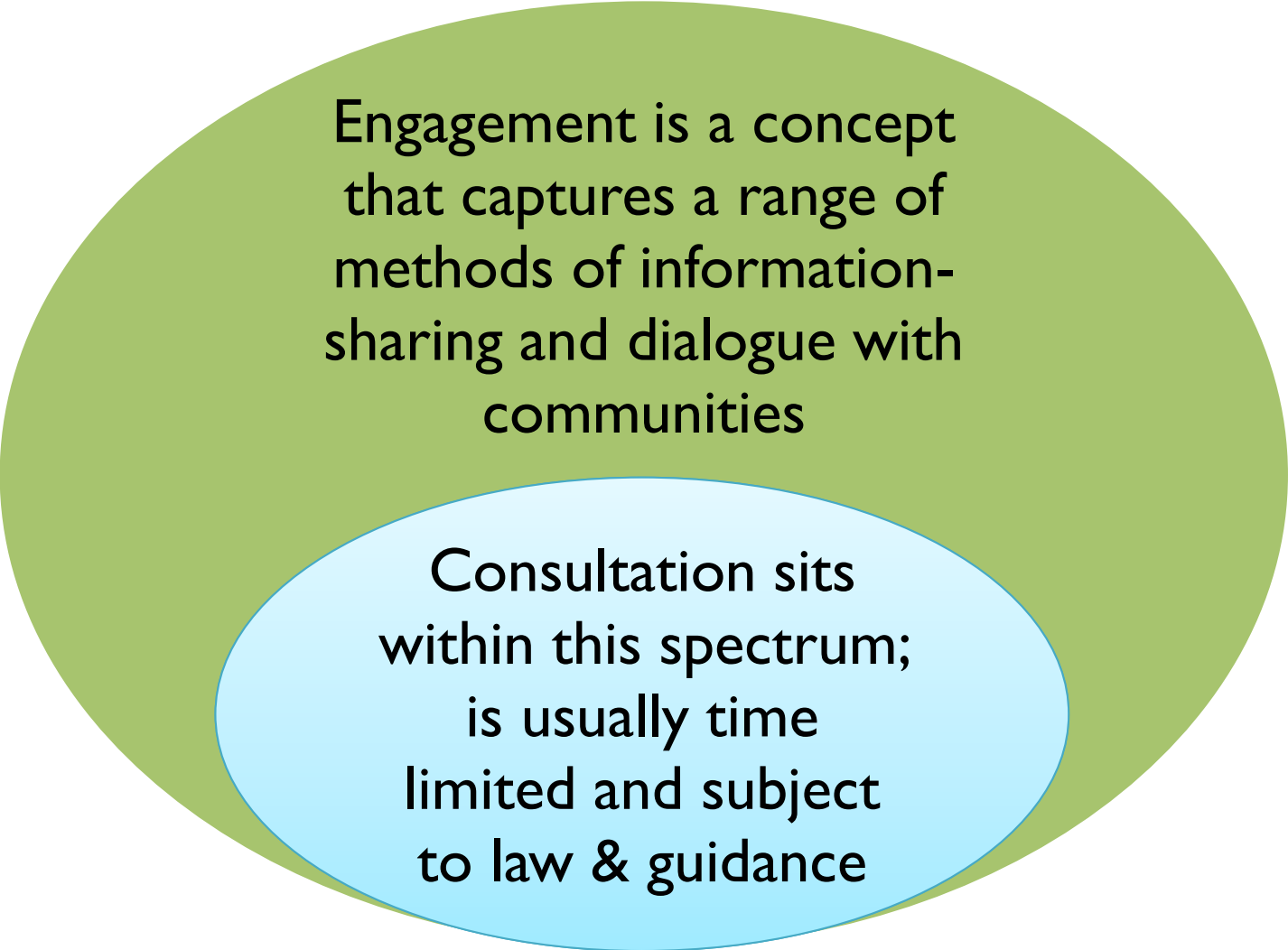
'Community Engagement – improving services, through conversation'

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# Engagement activities supported in financial year 2017-2018

- Definition of engagement & consultation
- Graphs showing
  - Number of activities supported; by area; support hours; and type
  - Average support hours by activity type
- Why engagement matters
- Examples of activities supported

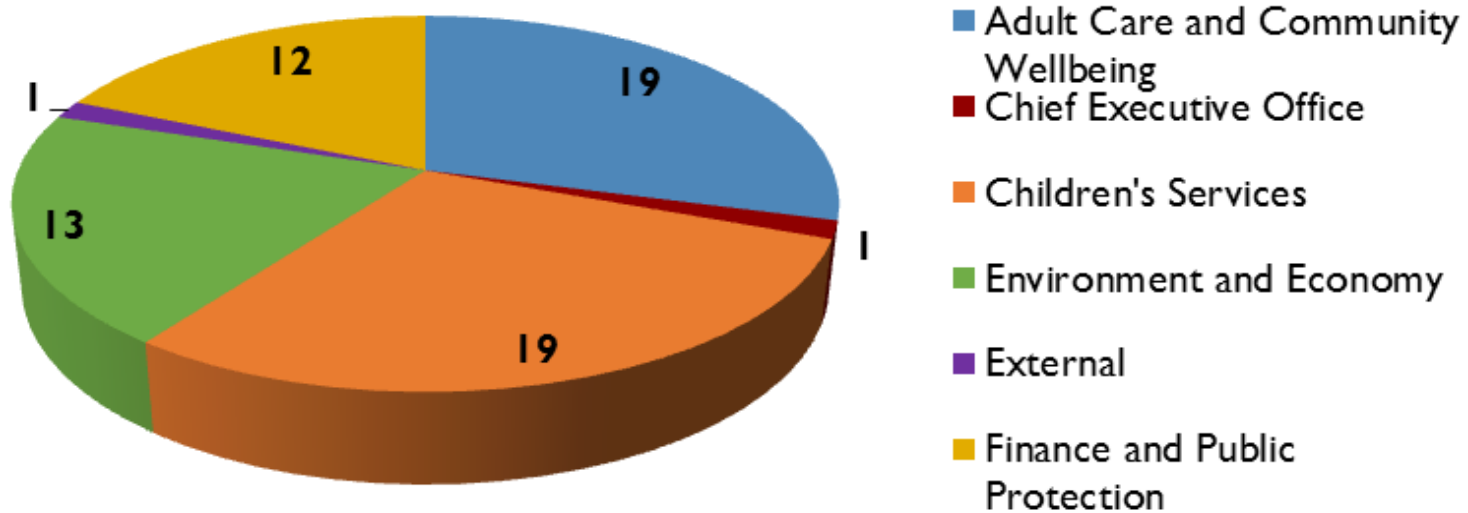
# What do we mean by engagement?



Engagement is a concept that captures a range of methods of information-sharing and dialogue with communities

Consultation sits within this spectrum; is usually time limited and subject to law & guidance

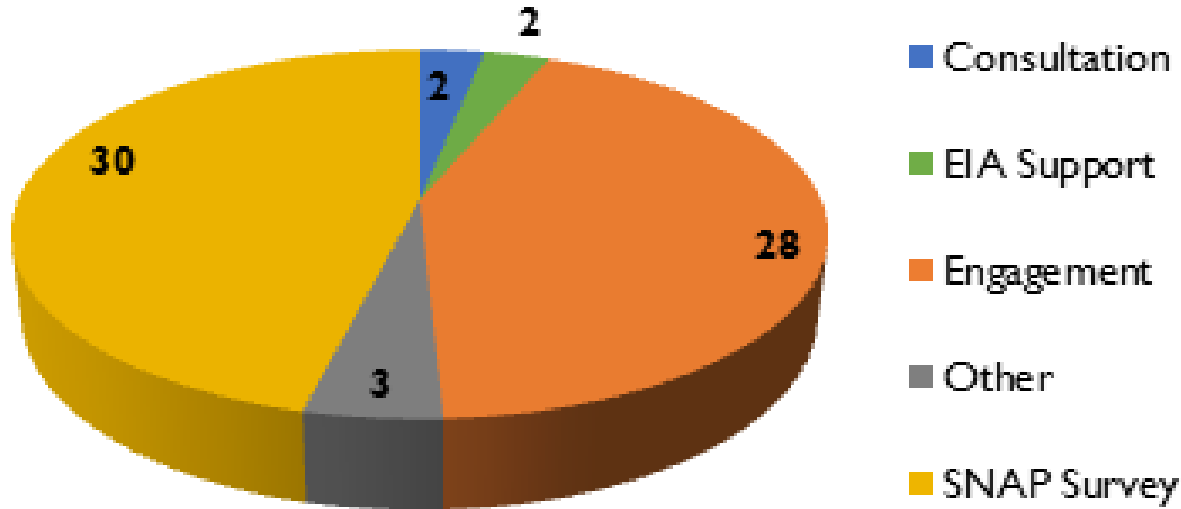
# Number of Activities by Area



Director Area	No Of Activities	Percentage	Support Hours
Adult Care and Community Wellbeing	19	29%	194
Chief Executive Office	1	2%	5
Children's Services	19	29%	224
Environment and Economy	13	20%	176
External*	1	2%	15
Finance and Public Protection	12	18%	124
<b>Grand Total</b>	<b>65</b>	<b>100%</b>	<b>738</b>

\*The External area refers to supporting Police and Crime Commissioner's engagement with the victims of crime.

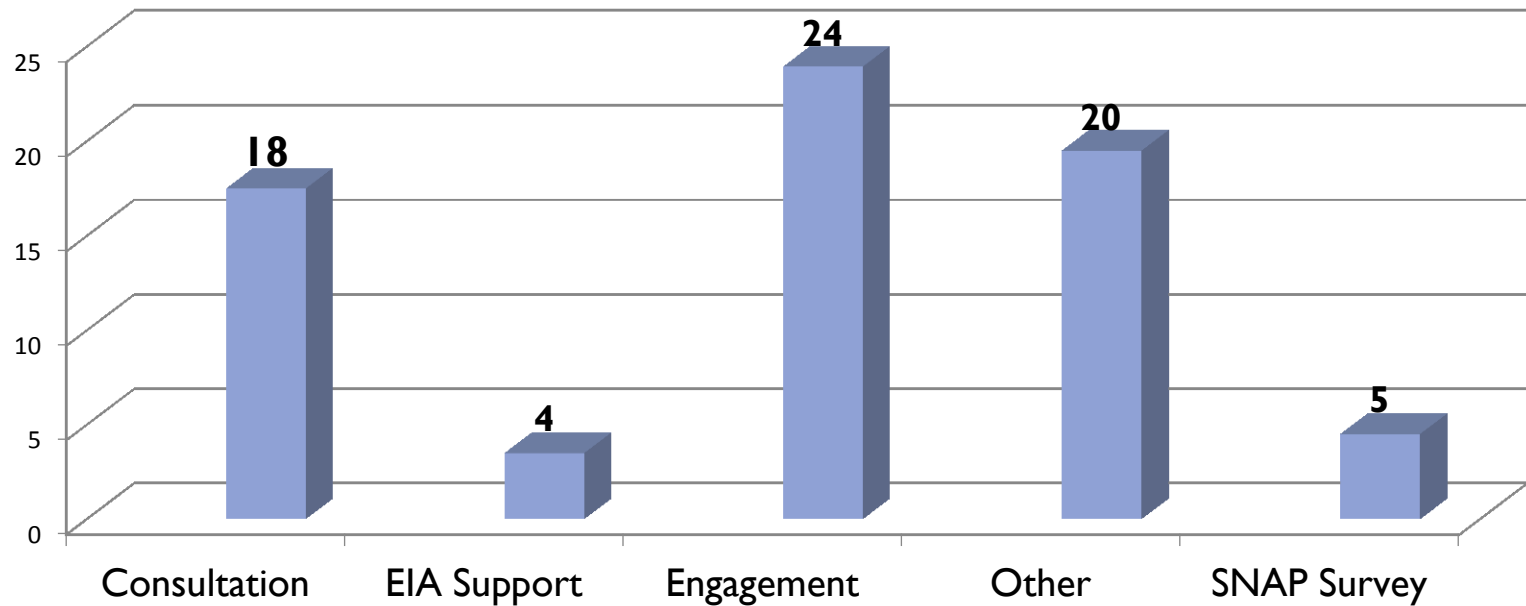
# Number Of Activities by Type



Activity Type	No Of Activities	Percentage	Support Hours
Consultation	2	3%	125
EIA Support	2	3%	7
Engagement	28	43%	455
Other type*	3	5%	40
SNAP Survey	30	46%	112
<b>Grand Total</b>	<b>65</b>	<b>100%</b>	<b>738</b>

\* The other type refers to development of the contract monitoring element for Children's Services Strategic Commissioning Service around the framework for the participation of children and young people in Lincolnshire; support around the LCC Emergency Planning response to Grenfell presented to the Greater Lincs and Chief Executive; and providing local contacts for hard to reach groups within the community.

# Average Support Hours by Activity Type



Activity Type	No Of Activities	Average Support Hours
Consultation	1	18
EIA Support	2	4
Engagement	16	24
Other type (as explained on previous slide)	2	20
SNAP Survey	23	5

# Why does community engagement matter?



## Policy making and service design

i.e. commitments that bring citizen voice into policy processes related to public services and/or involve citizens in the design of services



## Priority identification and agenda setting

i.e. commitments to develop mechanisms that bring citizen voice into decisions to prioritise issues and/or allocate resources (e.g. participatory budgeting).



## Co-commissioning and co-production

i.e. commitments that involve citizens in making commissioning decisions and/or directly delivering public services



## Monitoring and accountability

i.e. commitments that involve citizens in assessing public service performance and holding providers to account for their delivery

# Engagement

## Joint Health & Wellbeing Strategy Review

- Activity to inform a Joint Health & Wellbeing Strategy review
- 6 workshops with organisations of the Health & Wellbeing Board; 7 countywide public engagement workshops, an online survey and a reference group representing people with protected characteristics.
- 67 hours of support (incl. 45 hrs facilitation) over 77 weeks
- Obtained views on key priorities from over 400 people thereby priorities reflected stakeholder views and increased 'trust' in the reasoning for a future direction



# Consultation

## Bourne Town Hall

- Bourne Town Hall Management Committee appointed by the council wanted to hear views on how the building could be used
- 2 years' work by CET working with Legal, Property, Democratic Services, Elected Members, Bourne Town Council, local heritage/arts organisations and groups, and new trustees
- Consultation included 9 drop-in events in and around Bourne and a survey
- The council voted in favour of the recommendations of the Management Committee and agreed to transfer ownership to the Bourne Town Hall Trust
- The building will be restored and converted into an arts centre for the local community

# Survey

## Police & Crime Commissioner (PCC) - Victims of Crime

- PCC wanted to hear views of victims of crime
- CET acted as 'critical friend' to external organisation.
- Advised over a 4 week period including survey design and delivery; support to LCC Safer Communities; advice on stakeholders and Engagement Plan development.
- Intelligence informed development of the PCC's strategy and future victim support services commissioning



**Lincolnshire**  
**POLICE & CRIME COMMISSIONER**  

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**SAFER TOGETHER**

# Councillor Engagement

## Part Night Street Lighting Policy

- Supported Highways & Transport Scrutiny Committee 'task and finish' group to inform recommendations to Executive
- Worked with colleagues leading on the project, advising on engagement practices, question development and analysis methodologies
- 14.5 hours officer time supporting the engagement activity, including facilitation, advice and support
- Over 5,000 responses gathered that informed Councillors of public opinion and ensured informed decision making
- Influenced Highways' objective of delivering savings as part of the Street Lighting Transformation Project

# Equality Impact Analysis (EIA)

## Re-procurement of Lincolnshire Stop Smoking Service

- Support and advice on EIA completion to ensure it was robust and proportionate to the decision being taken
- 5 hours of support and advice provided on protected characteristics and potential impacts on them (both positive and negative) due to the re procurement of this service
- Enabled decision makers to fulfil their 'due regard' duty under the Equality Act 2010 by considering the impact their decisions may or will have on those with protected characteristics (and that this is documented and transparent)



# Community Group Engagement

## Community Lincs Save Energy

- Community Lincs sought guidance on their *Save Energy* project aimed at individuals and organisations that work with vulnerable consumers
- Provided guidance on how to engage and reach diverse communities across Lincolnshire; helped identify potential partners
- Signposted to networks
- Strengthened relationships between community organisations and the council, promoting LCC as a professional, positive, engaged, 'can-do' partner

Questions or comments?