

# Consultation and Engagement Task & Finish Group:

Themes from the vision workshop



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Evidence based decisions to inform services

Shift staff culture to thinking 'Consultation & Engagement' first

What are we aiming to achieve overall?

Regular conversations...

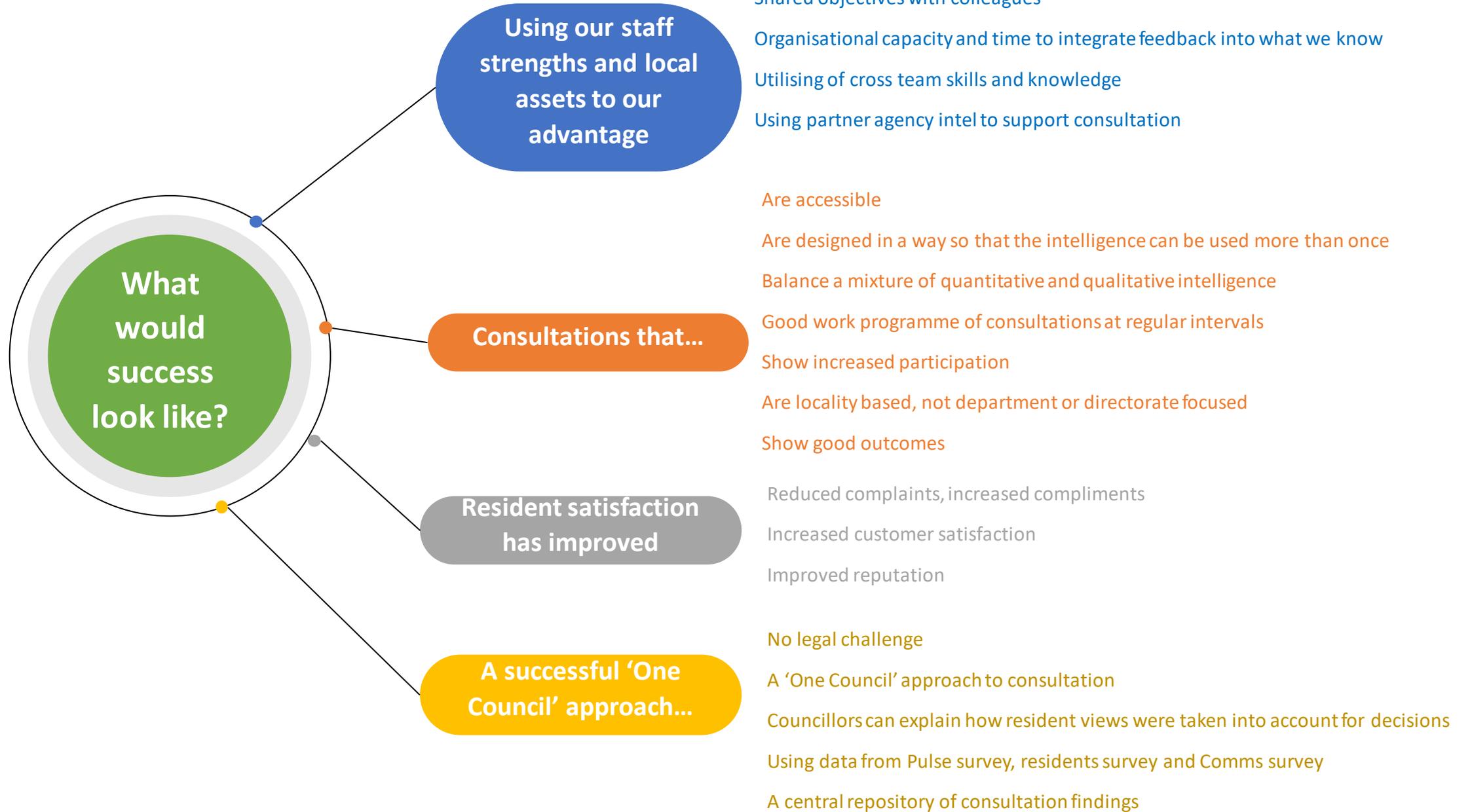
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# What are we aiming to achieve overall?

<b>Aiming to achieve the Corporate plan</b>	<ul style="list-style-type: none"> <li>• <b>Listen, learn and respond</b> to our residents, promoting opportunities for a two-way conversation</li> <li>• Ensure that there is <b>transparency</b> in all aspects of council decision making</li> </ul>
<b>A “One Council” Approach</b>	<ul style="list-style-type: none"> <li>• <b>Consistency</b> for all audiences</li> <li>• <b>Consistency</b> in <b>approach, evaluation, monitoring</b></li> </ul>
<b>A guidance document or toolkit</b>	<ul style="list-style-type: none"> <li>• A <b>circular</b> series of events</li> <li>• What is the plan – why are we undertaking the exercise – what do we want to achieve</li> <li>• Keep consultation <b>simple and engaging</b></li> <li>• Understand <b>why we need to consult</b></li> <li>• Meet <b>legal obligations</b></li> </ul>
<b>Collaboration</b>	<ul style="list-style-type: none"> <li>• Internal and external</li> <li>• <b>Share knowledge, resource, skills</b></li> </ul>
<b>Reduce overlap in the organisation</b>	<ul style="list-style-type: none"> <li>• Risks of overlap but sometimes this happens due to mandatory returns</li> <li>• <b>Avoid consultation fatigue</b></li> <li>• Planned consultations and alignment: <b>clear forward plan</b> of engagement over next 12-24 months.</li> </ul>
<b>Clarity and openness on...</b>	<ul style="list-style-type: none"> <li>• what consultations are <b>mandatory</b> or what we have a duty to deliver</li> <li>• <b>how and why you might want to engage</b> with the council</li> <li>• what is <b>co-production</b> and working alongside residents</li> <li>• people’s <b>expectations</b> of how their voice will be heard, and what they can influence and when</li> <li>• <b>our approach</b> to consultations and being open about it</li> </ul>
<b>To innovate and test new methods</b>	<ul style="list-style-type: none"> <li>• <b>Various modes</b> of consultation – videos, photos – as and when appropriate</li> <li>• Make strategy consultations interesting</li> <li>• Citizens assemblies for big policy decisions</li> </ul>
<b>Engagement</b>	<ul style="list-style-type: none"> <li>• That is <b>meaningful</b></li> <li>• Use of <b>better engagement methods</b></li> <li>• <b>Engage and empower</b> communities</li> </ul>

# What are we aiming to achieve overall?

<b>Shift staff culture to thinking 'Consultation &amp; Engagement' first</b>	<ul style="list-style-type: none"><li>• To bring staff along with us on the journey</li><li>• Improved awareness of working within the Council, more working across teams</li><li>• Equitable access to consultation and ability to influence for all</li></ul>
<b>Regular conversations</b>	<ul style="list-style-type: none"><li>• With residents, VCFSE sector, businesses, Town and Parish Councils</li><li>• Demonstrate that we have listened to and responded to consultation &amp; engagement</li><li>• Show the residents voice in all we do</li><li>• Transparency and openness, residents kept well informed</li><li>• Residents to feel genuinely listened to – their priorities should be our priorities</li><li>• Equitable access to consultation and ability to influence for all</li></ul>
<b>Evidence based decisions to inform services</b>	<ul style="list-style-type: none"><li>• Outcome: services are relevant and efficient</li><li>• Data insights that are impactful and useable</li><li>• Join our current insights and data together, shared intelligence/outputs of engagement activity across the council</li><li>• Better understanding to result in more tailored planning. Make change effectively</li><li>• Evidence suggests change needs to happen, develop, consult, show listening through feedback.</li><li>• Shared opportunities to engage with common audiences on multiple subjects</li></ul>





# What will it take for us to get there?

## MEASURES

- Improvement in LGA indicators: influence, informed and involved
- Increased perception of value for money
- Achieve corporate plan
- Compare our performance on the LGA indicators with other Local Authorities
- Increased resident satisfaction with the council
- Acknowledging context and variation in measures
- Well documented list of stakeholders

## BEHAVIOURS

- Willingness to tear up the rule book – cultural change to consultation
- Being able to respond quickly
- Two-way conversations are the norm
- Engagement being an ongoing process
- We have improved our feedback about decision making
- Coordination of teams across the council
- Data lake approach – use data and engagement for multiple actions
- Clear decision making
- Consistent in approach to consultation – styles and language
- Healthy challenge – internally
- Engage at every stage of process
- Feedback
- Clear governance and leadership

# What will it take for us to get there?

## VALUES

Listening Council

Open and transparent

Collaborate and sharing  
resource and skills

Innovative methods

## OUTPUTS

Good news stories

Increased accessibility through use of other languages and difference formats

Formalised informal feedback

Planning and clarity of events and activities over a strategic time frame

Equity of opportunity and equity of voice

More staff & more capacity

Consultations are written in plain English, not corporate jargon

Contacting our audience in ways they want to engage with us

Central repository to include findings from key consultations – using appropriate technology

Feedback – especially to share that if nothing changed, why not, thank the residents, show that their engagement is valuable and encourage the to do it again

No siloes

## GENERAL

Factoring time taken for consultation and engagement into project plans

Organisation-wide Consultation & Engagement programme – a standardised approach

Appropriate level of resources to enable changes to be implemented

Using other consultation methods such as video

Understand our audience for the consultation and engagement

# Next steps...

- Report going to CLT on 14<sup>th</sup> July to outline our Consultation & Engagement approach and seek approval
- Consultation and Engagement action plan will be shared with the task and finish group
- Begin work on priority action, which is to develop a guidance toolkit