

## Appendix 1

### Public and Member Engagement Protocol Issues Document.

Issue	Purpose	Action
To ensure appropriate policy matters are taken to committee	Better customer satisfaction choosing correct route to resolve service issues	Explain the power of the Chairperson to refer matters to services or complaint routes
Ensure correct committee as matter must be within the terms of reference.	Align the engagement with the correct members	Clarify power of officers to refer to correct Committee
Prioritisation of relevant matters	The committee may have a limited time prioritise matters be relevant to that agenda	Chairpersons power to order public speaking
Relevance to an agenda item	Balance public participation at the correct point. Should public and Member engagement align.	Consider if a member of the public or Councillors speaks to an agenda item at the point it is debated or just at the beginning of the meeting. Balance time on attendance and disengagement.
Questions being answered on the day.	Should question be submitted with a view to being answered on the day. Prioritise question relevant to an agenda item.	Check early notification period for questions power to allow and disallow and if need ability to give written answers.
If virtual meetings are not renewed will committee accept virtual attendance from questioners/speakers	Wider access encourages engagement a hybrid solution	Technological solution would be required
Adaptation of the Protocol for speaking at planning committee as basis for engagement	Well recognised and structured process generally considered fair and transparent	Consider revision of protocol to generic use.
Ward Councillors being engaged on specific issues	Ensure locality-based concerns are properly ventilated.	Members representing the Ward or Wards affected invited to attend the meeting. If Ward Members should be notified. Access to committee work programme etc.