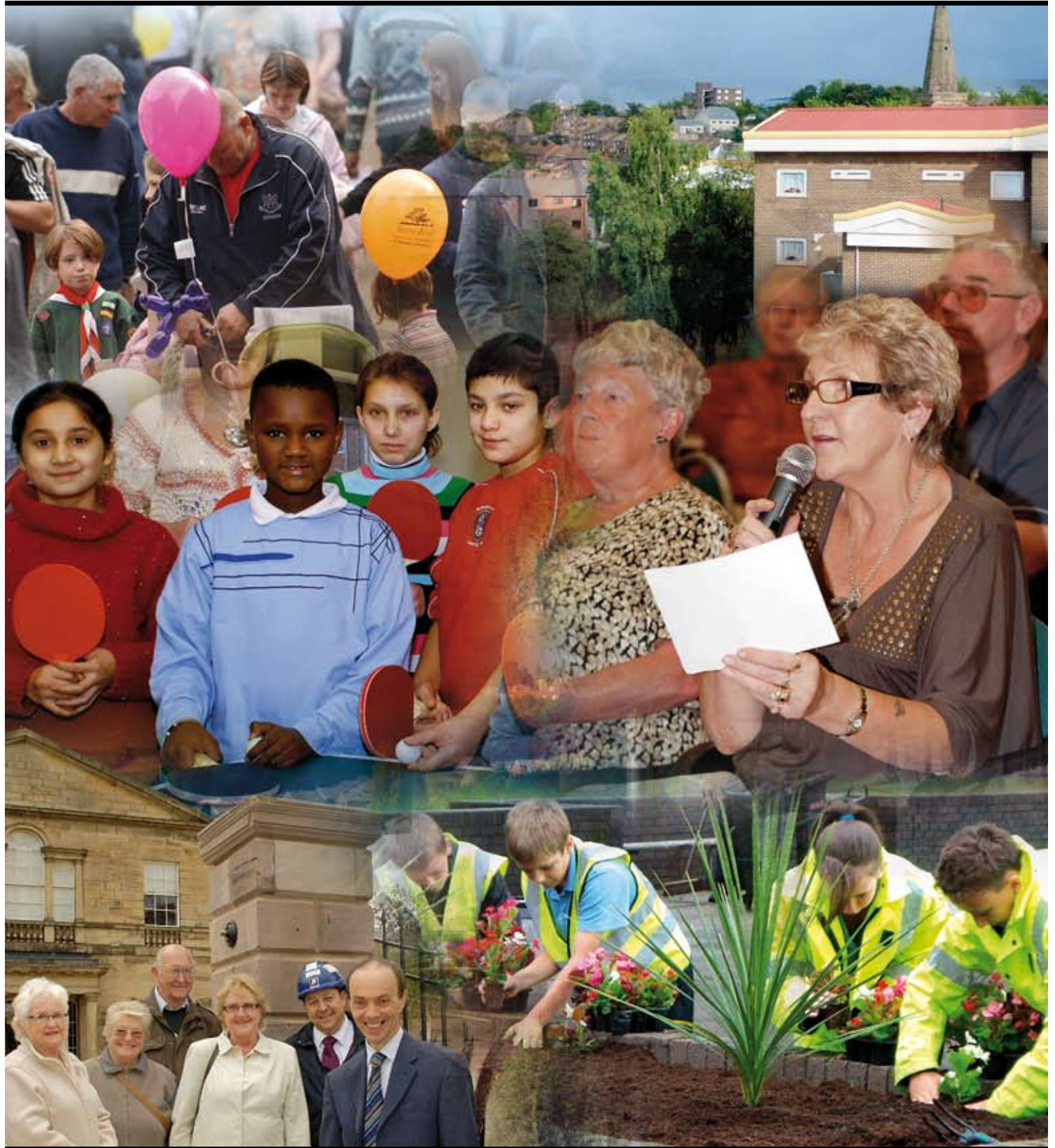


Rotherham Partnership Community Engagement Framework



ROTHERHAM PARTNERSHIP COMMUNITY ENGAGEMENT FRAMEWORK

Why Community Engagement is important?

Community engagement is at the heart of all the partners' approach to policy making and service delivery.

It is integral to the Shared Vision for the Borough as set out in Rotherham's Community Strategy. This for example seeks to ensure that "Active Citizenship and democracy will under-pin how Rotherham works"... and "that there will be many opportunities for people to be involved in civic life and decision making".

This Framework sets out the partners' vision, aims and objectives for community engagement. It also sets out a range of actions to ensure that community engagement under-pins and is built into everything that partners do.

The need to develop a Partnership Framework to build on the Council's Community Engagement Framework, was identified, and agreed in the LAA (Local Area Agreement).

Partners have a long and strong history of consulting and involving in partnership, and are involved in a wide and growing number of community engagement activities.

There are many examples of good practice that are delivering better and improved services. These include:

- The Council in partnership with NHS Rotherham have developed a Rotherham Reachout Survey. It is sent out to a sample of 3500 people and it consults on a wide range of issues. The findings have helped develop and improve services e.g. Reachout Panel Members views influenced the development of a new Primary Care Walk-in Centre for Rotherham.
- The Rotherham Compact sets out how the partners' will involve and consult with the voluntary and community sector. It has received a commendation from the Yorkshire and Humberside Government Office and a Partnership Award previously;
- Partnership working to involve and consult proved fundamental to the Joint Disability Equality Scheme produced by the NHS Rotherham and RMBC. A joint approach was chosen for various reasons, including:-
 - Better use of resources
 - Sharing expertise
 - Not consulting the same people over and over
 - Enabling cross cutting issues to be considered

This shared approach meant that the partners were able to work with disabled people to reflect the needs and concerns of a far greater group of people than would otherwise have been the case; ensuring that the document was robust.

This Framework builds on this work and utilises it in establishing a joint approach to community engagement. There are many good reasons why partners should further join up community engagement.

The Framework has also been developed at a time when increasingly community engagement activity in the Borough is being undertaken in partnership. There are many good examples of this such as the LAA, Community Strategy, Area Assembly Consultation Plans, Compact and Rotherham Reach out. In addition, focus and outcomes of community engagement activity is often much broader than any single partner such as the consultation in relation to the development of the Older Persons Strategy and the Town Centre Crime and Safety Strategy which would have been beyond the remit of any one partner. The aim is to make the best use of resources by building on existing joint community engagement exercises and to share across the partnership, as far as possible, the results of community engagement. This will help to avoid duplication and consultation fatigue. To make this possible all LSP partners need to commit to undertaking community engagement to a minimum standard. This document sets the standard.

The Framework will identify the key principles which should underpin community engagement and ensure that the results of consultation are used effectively, enabling the partners to approach community engagement in a co-ordinated and consistent manner.

The partners will aspire to and apply the standards and principles established in this document.

The Framework will also support the Equality agenda such as the Race Equality Duty, Disability Equality Duty and Gender Equality Duty and Community Cohesion that all public sector organisations are bound by - each of these duties which includes requirements for community engagement.

WHAT IS COMMUNITY ENGAGEMENT?

COMMUNITY ENGAGEMENT

Communities can mean different things to different people. For those who carry responsibility for public services, engaging with the community means ensuring that everyone in their local area is given the opportunity to comment on the services provided for them and on the organisation's priorities.

It also means involving them in major decisions that will improve their quality of life. This is meant to be a two-way process, with organisations benefiting from the imagination and energy of local citizens. Community engagement can involve individuals, voluntary and community organisations and public sector bodies working together to address local issues.

CONSULTATION

Asking people for advice, for example asking what they think about a particular service area or a strategy or asking what their needs are and what can be done about

them e.g. postal survey, Place Survey and Reachout Survey.

COMMUNITY INVOLVEMENT

Involvement concerns identifying ways in that people feel they are part of a decision making process so that they can make a real difference to what is decided and have ownership of the issues e.g. Area Assemblies, LINKs (Local Involvement Networks), Police Community Forums, Learning Disability Partnership Board, Scrutiny Panels and Community Planning.

COMMUNITY EMPOWERMENT

Community Empowerment involves more people at a local level being able to influence decisions about their communities, and more people taking responsibility for tackling local problems, rather than expecting others to e.g. Councillor Call for Action, Participatory Budgeting

COMMUNITY DEVELOPMENT

Is working with people in communities to develop their abilities and potential to be able to respond to their shared needs and problems, which is more than capacity building and engagement, though it clearly relates to both of these e.g. Take Part Pathfinder Scheme which is equipping citizens with the appropriate skills and knowledge to participate in civic life and democracy.

COMMUNITY PARTICIPATION

Asking people to work with RMBC to help decide what to do and encourage them to take part e.g. Scrutiny Panels. Many Scrutiny Panel Reviews have community involvement – for example – bullying review involving Youth Cabinet; corporate parenting – interviewed Looked after children, care leavers and foster carers; parish councils reviews strengthened the relationship between the Council and parishes; employment opportunities for people with learning disabilities involved ‘Speak up’ a self-advocacy group for people with learning disabilities.

Structures are being set up to encourage engagement from wider communities which can meet regularly with officers and members to discuss areas of common interest including Area Assemblies and structures such as RECN (Rotherham Ethnic Community Network) and Rotherham Chamber of Commerce.

This offers a more effective and systematic way of engaging people in decision making.

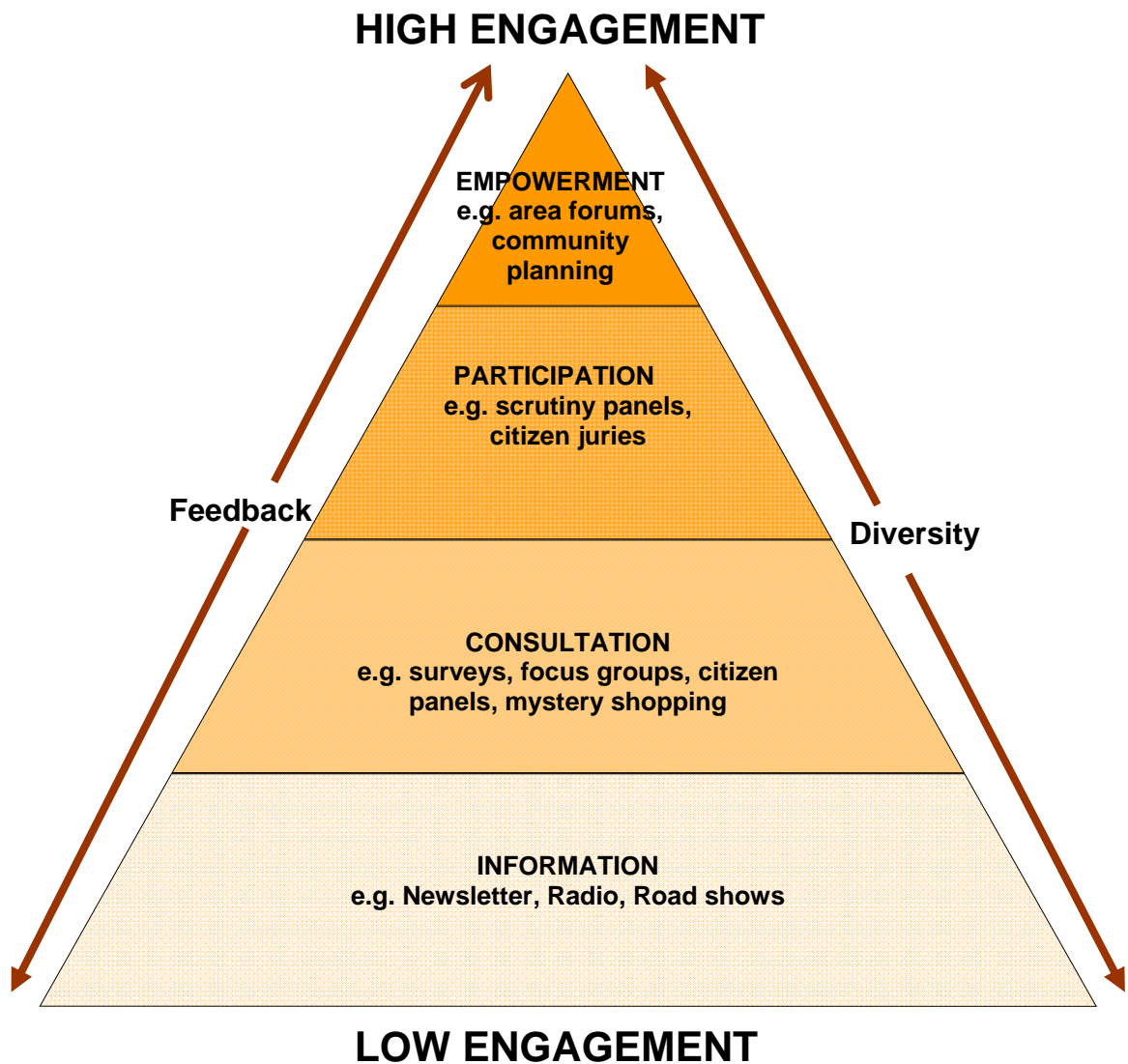
The degree to which people are involved will vary for each community engagement activity.

Some of the things that could affect the level of engagement are:

- how much time is needed from the participants
- how much time is needed for the officers to undertake the work
- the reason the consultation is being carried out e.g. to improve services

- how much local people are interested in being informed and involved about the issue
- the relevance and importance of the issue and
- the number of people the changes or issue will affect.

The model below shows the differing levels of engagement that can take place:



Context

Local Context

Many individual partners have developed their own policies and strategies that set out standards, guidance and principles for consulting people and communities (please see Appendix 1).

- RMBC CCI (Consultation and Community Involvement) Framework
- Rotherham PCT Patient and Public Involvement Toolkit
- Rotherham Primary Care Trust Patient and Public Involvement Strategy
- Local Area Agreement
- Rotherham Compact- CCI and Policy Appraisal Code of Practice
- South Yorkshire Fire and Rescue Authority Community Engagement Partnership Strategy
- South Yorkshire Police- Community Consultation First
- South Yorkshire Transport Executive (using PTEG Consultation guidance-‘Over to You’)
- Rotherham District General Hospital Consultation Policy

Some of these have been identified as best practice documents, such as:-

- The Rotherham Compact (commendation from the Yorkshire and Humber Government Office) which sets out how the partners’ will involve and consult with the voluntary and community sector.

- The Council’s Community Involvement and Consultation Framework (identified as a case study on IDEA’s website and the Consultation Institute website).

This framework builds on and compliments these documents. It sets out in a single document the full and agreed range of standards, principles and guidance that should be applied across the wide range of CCI activity (please see Appendix 1).

National Context

New guidance to ensure joint partnership community engagement to enable joint service delivery has started to emerge from central government across a range of issues is being reflected in the:

- *Strong and Prosperous Communities - The Local Government White Paper.*
- *Community Empowerment Action Plan*
- *Communities in control :real people, real power- White Paper*
- Policing Green Paper: From the neighbourhood to the national: policing our communities together
- The White Paper - Our health, our care, our say
- Health Bill for Patient and Public Involvement in Health and Social Care
- Principles of Representation: A framework for effective third sector participation in Local Strategic Partnerships
- Small Business Accord

Strong and Prosperous Communities - The Local Government White Paper

The vision is of revitalized local authorities, working with their partners, to reshape public services around the citizens and communities that use them. Strong local councillors, representing their communities, are at the heart of our democracy.

'An Action Plan for Empowering Communities: Building on Success'.

The plan sets out how more people will be given more power over their communities in everything from tackling anti-social behavior, managing social housing, tackling litter and fly tipping and improving playgrounds and parks.

Communities in control: real people, real power - White Paper

Communities in control: real people, real power was launched on 9 July 2008. This White Paper is about passing power to communities and giving real control and influence to more people. The key themes are power, influence and control: who has power, on whose behalf is it exercised, accountability, and how can it be diffused throughout the communities we live in.

Duty to Involve

The new Duty to Involve came into force on 1 April 2009, the duty applies to all best value authorities in England except Police Authorities. The duty requires authorities to take those steps they consider appropriate to involve *representatives of local persons* in the exercise of any of their functions, where they consider that it is appropriate to do so. It specifies the

three ways of involving that need to be covered in the following ways:

- **providing information** about the exercise of the particular function
- **consulting** about the exercise of the particular function
- **involving in another way**

Policing Green Paper: From the neighbourhood to the national: policing our communities together

This document is about how we can build on the strong foundations to further improve policing and the ways in which it can deliver for the public. Its proposals, more than ever before, are based on ideas that have come directly from the public and police officers.

The White Paper - Our health, our care, our say

Public, private, voluntary and charitable organisations will need to work in partnership to put the interests of the public first, ensure health and social care staff receive the right training and make good health and social care services an essential part of local communities.

Health Bill for Patient and Public Involvement in Health and Social Care

Patient and public involvement forums have been replaced by local involvement networks (LINKs). LINKs will be attached to a local authority area rather than a specific NHS trust. The legislation also addresses partnerships between local authorities and the health service, the role of overview and scrutiny and clarifies further the duty of primary care trusts to consult about service changes.

Principles of Representation: A framework for effective third sector participation in Local Strategic Partnerships

This document provides advice to the third sector on how best to organise themselves to maximise their input on Local Strategic Partnership boards (LSPs); help LSPs decide how best to involve the sector; and assist all LSP partners agree an inclusive approach involving the sector more and, through them, empower their communities to exert more influence over local decision-making.

Small Business Engagement Accord

The Small Business Engagement Accord is a voluntary code of practice for local authorities in Yorkshire and Humber which seeks to encourage a more productive dialogue with local businesses. The Accord brings together various aspects of consultation best practice already produced, as well as specific proposals from the federation of small businesses designed to improve the level of participation by businesses in local democracy.

The Partnership Framework's Statement of Standards for Community Engagement

The following standards are building on the combination of the RMBC CCI (Consultation & Community Involvement) Framework and the Compact, which have been identified as good practice nationally.

These will help to ensure that the partners consistently apply a common and high standard for consulting and involving people and communities.

Partnership Statement of standards for Community Engagement	What do the standards mean?
1. Inclusiveness	<p>It is important to ensure that community engagement seeks to be inclusive as appropriate:</p> <ul style="list-style-type: none">• Understand Rotherham's communities, their composition, future trends, needs and priorities;• Recognise that communities can be defined in a number of ways, the most obvious of which is geography, but can also be members of communities of interest e.g. Black and Minority Ethnic (BME), Disabled People, Older People, Young People and Businesses etc.• Use a variety of methods to reflect the diversity of the communities, , and because that the willingness from the communities to engage will vary;• Consider the needs of different groups such as disabled people, rural communities, businesses, women or BME communities;• Ensure there are resources in place to overcome the barriers that some people may face to engage in activity, such as access, transport, mentoring, training and language
2. Clarity of purpose	<p>If we want to achieve the most from community engagement, then we need to be clear about what we are seeking to achieve:</p> <ul style="list-style-type: none">• Agree how the results will be considered;

Partnership Statement of standards for Community Engagement	What do the standards mean?
	<ul style="list-style-type: none"> • Ensure that we understand the views of communities; • Be clear how results will influence partner organisations services and priorities.
3. Timely and Planning	<p>To consult early and involve at a sufficiently early enough stage of policy development or service planning to allow the communities to make a difference (subject to considerations of sensitivity or confidentiality). A minimum of 12 weeks consultation period is recommended to ensure that communities and citizens are sufficiently involved in shaping such policy or services. It needs to be made clear to stakeholders when this 12 week consultation begins and ends.</p>
4. Communicating, Consulting and Involving in appropriate ways	<p>The means, by which we communicate, consult and involve our citizens and users can contribute to community engagement, the partners:-</p> <ul style="list-style-type: none"> • Should use a combination of approaches that enable communities to communicate with the partners at a time and in a manner that suits them; • Should not rely on written consultation methods • Should always look to broaden the ways we work, looking at e-communication, citizen's juries, and area panels; • Should ask questions in a way that it is easy for people to understand and does not give biased answers; • Should use enough people to give reliable results; • Should take responsibility to find ways around the barriers; such as <ul style="list-style-type: none"> ✓ conducting focus groups, ✓ carrying out in-depth interviews, ✓ providing material in appropriate formats (large

Partnership Statement of standards for Community Engagement	What do the standards mean?
	print, community languages, plain English, avoiding jargon, using tapes and videos, providing interpreters or signers).
5. Feedback	<p>The key to carrying out effective community engagement is to listen to the messages we receive and respond. Feedback to participants on consultation should be:</p> <ul style="list-style-type: none"> • Timely • Provided in a suitable format; • Simple and comprehensive and include NO jargon; • Short and to the point; • Presented clearly; • Interesting and relevant; • Honest and should explain why a certain course of action has been decided or recommended; • Used in publications such as leaflets or the new Partnership Newsletter and The Rotherham NHS Foundation Trust via the Newsletter 'Your Choice', or to write directly to people who have participated.
6. Delivers change and improved outcomes	<p>Ensures that community engagement results in positive change and better services by:</p> <ul style="list-style-type: none"> • Incorporating results into policies, strategies and service delivery; • Monitoring and evaluating the impact of engagement activities to measure how it has fed into service planning and delivery; • Communicating the outcomes and key messages to members, officers and communities through newsletters, web-site.
7. Capacity and Resources	<p>It is essential that those responsible for facilitating involvement and carrying out community engagement have the knowledge, skills and resources to do it well. We will ensure this happens by :</p>

Partnership Statement of standards for Community Engagement	What do the standards mean?
	<ul style="list-style-type: none"> Ensuring that officers and members have access to advice, training, resources and support as well as having the knowledge and skills to undertake effective community engagement.

Exemptions

It has been agreed by CMT (Corporate Management Team) and Cabinet in RMBC Rotherham Metropolitan Borough Council) that a process of Exemption can be granted where the Community Engagement activity is covered by different timescales, guidance, or policy.

These standards will be used in conjunction with the Rotherham Compact CCI Code of Good Practice which supports the Compact on Government's Relations with the Voluntary and Community Sector.

What does Standard 3 advise us?

'To consult early and involve at a sufficiently early enough stage of policy development or service planning to allow the communities to make a difference (subject to considerations of sensitivity or confidentiality). A minimum of 12 weeks consultation period is recommended to ensure that communities and citizens are sufficiently involved in shaping such policy or services. It needs to be made clear to stakeholders when this 12 week consultation begins and ends' (CE Partnership Framework).'

However in certain limited circumstances exemptions are to be considered where central government guidance, statutory regulations, and

EU policy consultations operate to different timescales.

It must be noted that all other 6 Standards must continue to be complied with in full.

Examples of Directorate/service areas which may request exemption

These have been agreed by CMT and Cabinet.

Children & Young Peoples Services

Children and Young People's Services may not be able to meet the good practice standard of providing a 12 week consultation period at particular times. These will mainly be when responding to statutory bodies such as OFSTED and the Home Office who often specify the consultation period. The 12 week period will also not apply when conducting the annual Lifestyle Survey. This is because the on-line survey is designed to be completed within one school term and the six week consultation currently allocated is more than sufficient to accommodate all schools taking part.

Neighbourhood and Adult Services

Consultation required as a result of Adult Safeguarding, Complaints or Statutory Inspections where a deadline on action may be imposed or necessary; it may be required also when meeting legislative requirements

and deadlines particularly in respect of national surveys

Economic Development Services

Planning applications are governed by a national standard in terms of speed of decision, which for certain types of application is identified as an eight week period. As we receive approximately 2000 applications per year, all planning applications are therefore automatically exempt from this process. Automatic exemption is also granted for traffic regulation orders and some highway schemes which are subject to statutory consultation procedures. The consultation requirements for the preparation of the Local Development Framework are included in the Councils statutory Statement of Community involvement.

It is recognised however, that for certain types and scale of proposals that consultation will be carried out which is in excess of statutory

requirements, and in those circumstances we will endeavour to comply with the 12 week period.

What is the Exemptions Process?

A form has been designed to assist the process of identifying and signing off exemptions. Once completed the form will be authorised by the Service Director and be reported on a 6 monthly basis to Central Management Team and subsequently to Cabinet. This will then be featured in the Community Engagement Annual Plan. Completed forms must also be sent to the Corporate Community Engagement Team to ensure that all parties are aware of the exemption requirement; these will then be incorporated into the Partnership Community Engagement Framework as a caveat.

If you would like more information on exemptions, then please contact the Community Engagement Team on (01709) 822783/822786.

Appendix 1

The Partnership Community Engagement Framework standards have been developed as a result of extensive research of the national and local standards which encourage good practice when undertaking community engagement.

National Standards

National Standards for consultation

In July 2008, the Government refreshed the 'Code of Practice on Consultation' which applies to all public sector bodies carrying out consultation. This document includes 7 consultation criteria's listed below:

The seven consultation criteria

1. When to consult

Formal consultation should take place at a stage when there is scope to influence the policy outcome.

2. Duration of consultation exercises

Consultations should normally last for at least 12 weeks with consideration given to longer timescales where feasible and sensible.

3. Clarity of scope and impact

Consultation documents should be clear about the consultation process, what is being proposed, the scope to influence and the expected costs and benefits of the proposals.

4. Accessibility of consultation exercises

Consultation exercises should be designed to be accessible to, and

clearly targeted at, those people the exercise is intended to reach.

5. The burden of consultation

Keeping the burden of consultation to a minimum is essential if consultations are to be effective and if consultees' buy-in to the process is to be obtained.

6. Responsiveness of consultation exercises

Consultation responses should be analysed carefully and clear feedback should be provided to participants following the consultation.

7. Capacity to consult

Officials running consultations should seek guidance in how to run an effective consultation exercise and share what they have learned from the experience.

These criteria

National Standards for Community Involvement

The Scottish Government and Communities Scotland are committed to people in Scotland getting genuinely involved in the planning and delivery of services in their local areas. They have therefore worked with the Scottish Community Development Centre and over 500 community, voluntary and public sector representatives to develop a set of National Standards for Community Engagement to help support better working relationships between communities and agencies delivering public services.

1. Involvement

We will identify and involve the people and organisations who have an interest in the focus of the engagement

2. Support

: we will identify and overcome any barriers to involvement

3. Planning

We will gather evidence of the needs and available resources and use this evidence to agree the purpose, scope and timescale of the engagement and the actions to be taken

4. Methods

We will agree and use methods of engagement that are fit for purpose

5. Working Together

We will agree and use clear procedures that enable the participants to work with one another effectively and efficiently

6. Sharing Information

We will ensure that necessary information is communicated between the participants

7. Working with others

We will work effectively with others with an interest in the engagement

8. Improvement

We will develop actively the skills, knowledge and confidence of all the participants

9. Feedback

We will feed back the results of the engagement to the wider community and agencies affected

10. Monitoring and Evaluation

We will monitor and evaluate whether the engagement achieves its purposes and meets the national standards for community engagement

In mid 2002 the ODPM commissioned the Community Development Foundation to review government guidance on community involvement in the context of Urban Renaissance and urban policy generally.

This report defined six standards or purposes of involvement as:

(A) Involvement is people's right

'People have a right to determine their future and be involved in deciding how their town or city develops. It is not enough to consult people, they must be fully engaged in the process from the start and everybody must be included.'

(B) Involvement overcomes alienation and exclusion

'Local authorities need to engage local communities. Too often local people feel powerless to influence what happens in their community. They are daunted by, or alienated from, officialdom. People should have the opportunity to achieve their full potential, regardless of race, age, gender, faith or disability'.

(C) Involvement makes the community stronger in itself

'Should equip people to participate in developing their communities. Agencies should listen to, lead and build up their local communities. Should seek to increase community activity and volunteering'.

(D) Involvement maximises the effectiveness of services and resources

‘Need local strategies to be developed with local people to meet the needs of local people through working with voluntary organisations and other service providers with the common objective of improving the quality of life.’

(E) Involvement helps ‘join-up’ different contributions to development

‘Establishing a framework for effective partnerships to allow properly joined up strategies to be developed and implemented with local people and all the organisations involved in tackling local problems.’

(F) Involvement helps sustainability

‘A clear message from the regeneration initiatives of the last 30 years is that real sustainable change will not be achieved unless local people are in the driving seat; Key to achieving long term sustainable change is to involve the local community, the people who live and work in an area.’

The Partners Principles/Standards

Many partners have their own standards or principles for guiding their organisations in community engagement activities:

RMBC CCI Framework

1. Representativeness
2. Clarity of Purpose
3. Communicating, Consulting and Involving in appropriate ways
4. Feedback
5. Delivers change and improved outcomes
6. Capacity and Resources

Rotherham PCT Patient and Public Involvement Toolkit

1. *Listen*
2. *Inform*
3. Discuss
4. Report Back

Rotherham District General Hospital

Values from policy

- Open and Meaningful
- Honesty, Integrity and Realism
- Effective Communication and Ongoing Dialogue
- Respect and Confidentiality
- Choice and Commitment
- Planning and Timing
- Diversity

South Yorkshire Fire and Rescue Authority Community Engagement Partnership Strategy

1. Trust
 2. Fairness
 3. Mutuality
- Added value

South Yorkshire Police- Community Consultation First

List and reviews the current CCI mechanisms used by SY Police:

- Citizens Panel- Police Talk
- Focus groups
- District Consultation Planning Groups
- Community and Police Liaison Forums
- Communities of Interest

South Yorkshire Transport Executive (using PTEG Consultation guidance-‘Over to You’)

1. Involves the community and answers questions from the public
2. Gains acknowledgement from local communities of efforts being made to involve and inform them
3. Generates widespread public awareness and understanding of the relevant scheme
4. Builds consensus and balances the view of special interest groups with the wider public
5. Develops understanding that the outcome of the project benefits the wider community
6. Gets community acceptance of the principles of the scheme
7. Increases recognition that public involvement is a way of offering local communities the opportunity to learn about the complexity of transport developments

Rotherham Compact

The Rotherham Compact is a statement of partnership between the Voluntary, Community, Statutory and Private sector partners represented in the Rotherham Partnership. It is a commitment to work together more closely and to respect each other's rights and responsibilities.

The CCI Code of Practice is one of five which accompany and underpin the Rotherham Compact. To provide a framework of good practice for all organisations to enable them to consult with voluntary organisations and the community sector so that there is a positive impact on the way policies and services are developed.

The Rotherham Compact CCI Code of Practice lists the following standards that the partners should adhere to:

To work with voluntary and community organisations to understand the views of citizens and communities and create opportunities for them to influence policies.

To consult and involve voluntary and community sector on issues that are likely to affect it and build consultation with the voluntary and community sectors into plans for policy and service development. In particular this is relevant where new roles or responsibilities are proposed for the voluntary and community sectors in Rotherham.

To consult early and involve the sector at a sufficiently early enough stage of policy development to allow the sector to make a difference (subject to considerations of sensitivity or confidentiality). A minimum of 12 weeks consultation period is recommended to ensure the sectors are sufficiently involved in shaping such policy.

To prepare consultation documents that are concise, clearly laid out and written in plain language that will be understood by the intended audience.

To be clear and open about the purpose and aim of the involvement and consultation and give clear details

of the background and reasons for the involvement and consultation.

To define who it wishes to consult or involve with, the timescale for doing this. This involves the identification of, what resources and support are available for organisations to be involved and use the most appropriate methods to encourage responses received available

To be clear about how decisions will be made, who will make them and on what grounds they have been made. Subsequently agencies will give feedback to all those involved in the consultation and make responses received available.

To analyse carefully the results of consultation and involvement exercises and evaluate their effectiveness with a view to developing and sharing good practice.

To work towards co-ordinating consultations to avoid duplication of effort and consultation and involvement fatigue.

Glossary of Terms

IDEA	Improvement and Development Agency
LINK	Local Involvement Network
LAA	Local Area Agreements
LSP	Local Strategic Partnership
RDGH	Rotherham District General Hospital
RMBC	Rotherham Metropolitan Borough Council
RPCT	Rotherham Primary Care Trust

Who to Contact?

For more information about the Framework and Partner's community engagement areas of work, please contact:

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How will the Framework be delivered

This section outlines how we will deliver the Framework, through appropriate governance arrangements, a performance management framework and an action plan.

Governance Arrangements

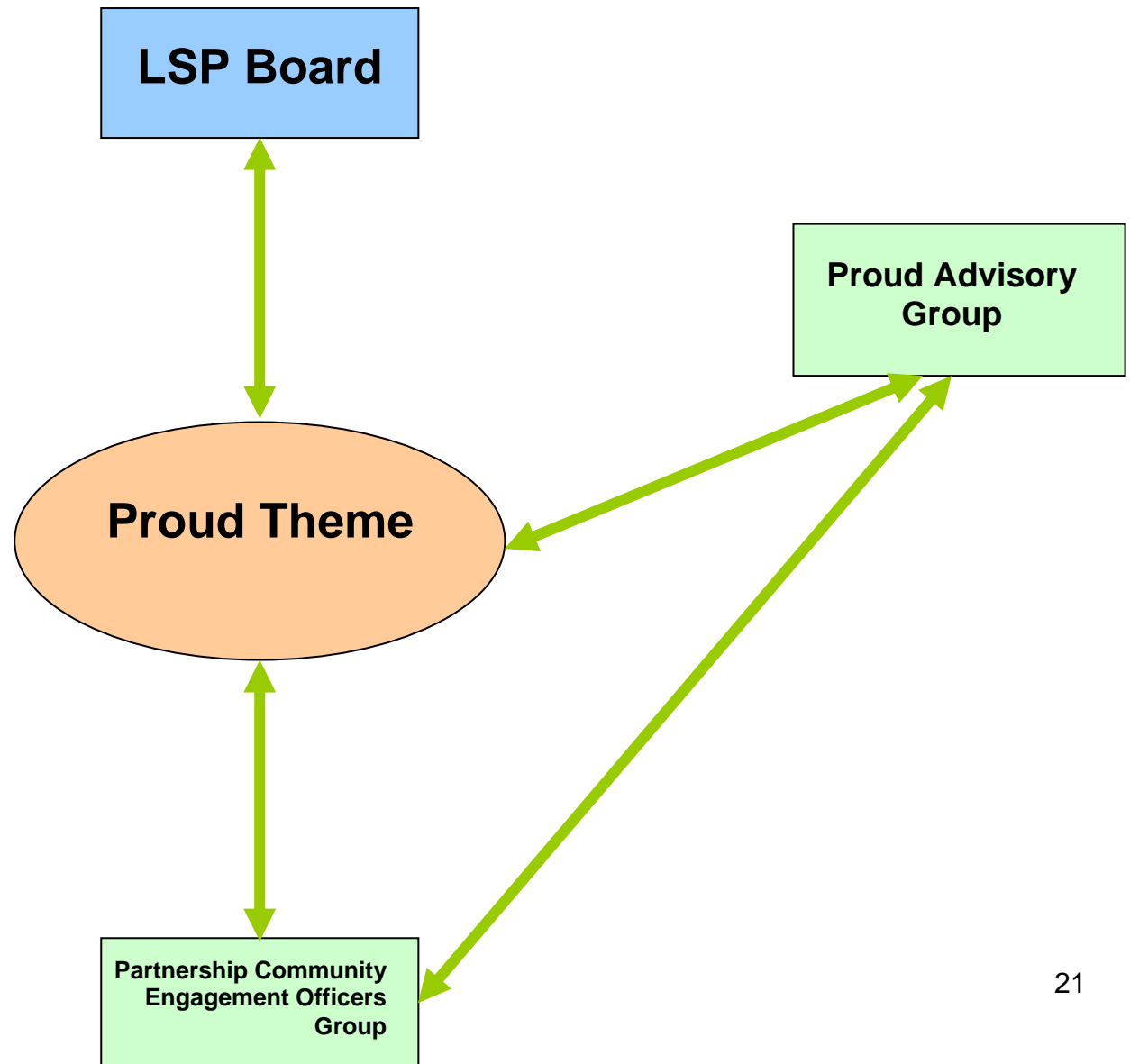
Delivering through Partnership

The Rotherham LSP has provided a basis for effective joined up work on community engagement, a Partnership Community Engagement Officer Group has been established by the LSP to enable partners to join up their approaches on community engagement.

The Proud Theme Group of the Local Strategic Partnership will oversee the overall performance management of this Framework and the implementation of the Action Plan as part of the Rotherham's Local Area Agreement. The Partnership Community Engagement Officer Group will provide a progress report on the action plan on a half-yearly basis bi-annually to the Proud Theme Group. Also the Partnership Community Engagement Officer Group will report to the Proud Theme Group, the progress on the performance indicators set out in this Framework on an annual basis.

The Proud theme is one of the 5 strategic themes in the Community Strategy which will direct the future work of the Rotherham LSP. As one of the key priorities identified for the Proud theme through the LSP is to 'broaden and widen engagement, and eliminate barriers to participation in civic, voluntary and community life and decision making'. This Framework will play a significant role in achieving this priority through a partnership approach. The Proud Theme Group will be accountable to the Rotherham LSP for the delivery of the Framework.

Governance Arrangements Structure



Performance Management Framework

As part of the Partnership CE Framework, we will measure our progress against the National Indicator 4 ‘% of people who feel they can influence decisions in their local area’ which has been included in the Rotherham LAA.

The baseline has been established using the Place Survey results and the improvement target will be monitored using the next Place Survey which will be done in 2011. These are in line with the Community Strategy and LAA.

Performance Indicator	Baseline 2008/09	Improvement Target 2010/11	Lead	What it means
% of people who feel they can influence decisions	25%	29%	RMBC	Rotherham communities will be empowered to make a difference to their own lives and to the area in which they live
% of BME people who feel they can influence decisions	51%	55%	RMBC & REMA	Rotherham BME communities will be empowered to make a difference to their own lives and to the area in which they live
% of Disabled people who feel they can influence decisions	23%	27%	RMBC & NHS ROTHERHAM & RDGH	Rotherham Disabled communities will be empowered to make a difference to their own lives and to the area in

Performance Indicator	Baseline 2008/09	Improvement Target 2010/11	Lead	What it means
				which they live
% of Young people who feel they can influence decisions	29%	33%	RMBC	Rotherham Young People will be empowered to make a difference to their own lives and to the area in which they live
% of Older people who feel they can influence decisions	32%	36%	RMBC & NHS ROTHERHAM & RDGH	Rotherham Older People will be empowered to make a difference to their own lives and to the area in which they live
% of women who feel they can influence decisions	27%	31%	RMBC & GROW	Rotherham Women will be empowered to make a difference to their own lives and to the area in which they live

Partnership Community Engagement Action Plan

An Action Plan has been produced which details the key Strategic Objectives and Key Actions that are needed to deliver the Framework. *These* are based around the 6 themes identified in the Framework

The Proud Theme Group of the Local Strategic Partnership will oversee the overall performance management of this Framework and the implementation of the Action Plan as part of the Rotherham's Local Area Agreement.

Objective	Action	Lead Officer?	PI/Linkages	Resources	Risks
Improving quality, effectiveness and coordination of Community Engagement	Develop a joint Engagement Annual Plan (April 2011)	Community Engagement & Cohesion Manager (RMBC Chief Executive) and partner leads	Joint Community Engagement Annual Plan produced	Officers Budget IT	Lack of response from partners in the process No response on outcomes from engagement activities Failure to develop Plan
	Develop a Community Engagement Database (March 2010)	Community Engagement & Cohesion Manager (RMBC Chief Executive) and partner leads	Joint Community Engagement Database developed	Officer resources ICT Costs Budget	Lack of response from partners No response on outcomes from engagement activities No resources to

Objective	Action	Lead Officer?	PI/Linkages	Resources	Risks
					develop database Failure to develop database
	Partners to nominate champion with responsibility for consultation updates/management to between Community Engagement Database (March 2010)	Community Engagement & Cohesion Manager (RMBC Chief Executive) and partner leads	Link into Protocol published	Officer Time Training	There is a need for high level interventions from management to secure buy in from directorates and partners but time constraints on management may be an issue
	Training of users more widely for Community Engagement Database (April 2010 and on-going)	Community Engagement & Cohesion Manager (RMBC Chief Executive) and partner leads	Possible links to other Community Engagement training	Officers	Overload of officer
Raise awareness of the principles of effective Community Engagement	Production and dissemination of the Framework (on-going, regularly updated and disseminated)	Community Engagement & Cohesion Manager (RMBC Chief Executive) and Partners Community Engagement	Framework produced and disseminated	Officer resources Budget Design and printing resources	Not reaching the relevant audiences Lack of interest from Partners in the Framework

Objective	Action	Lead Officer?	PI/Linkages	Resources	Risks
		leads			
	Deliver joint Community Engagement training to partners to raise awareness of the Partnership Community Engagement Framework and its standards and other joint engagement activities (May 2009)	Community Engagement & Cohesion Manager (RMBC Chief Executive)	Number of Training events Number of officers who have received training	Partnership Community Engagement Officer Group Budget Training materials	Lack of capacity to deliver training programme Lack of participation from partners in training sessions Failure to deliver training sessions
	All major Community Engagement exercises should include women only session	Community Engagement & Cohesion Manager (RMBC Chief Executive) and partner leads	Increase in No of Women's only engagement sessions	Budget Officers WIN	Lack of women participating if there are not women's only consultations available
Service and Policy Improvement	Develop a joint Community Engagement Annual Review (December 2011)	Community Engagement & Cohesion Manager (RMBC Chief Executive) and partner leads	LAA NI 4- % of people who feel they can influence decisions in their locality	Staff Resources- officer time and administration	Inability to link community engagement into service plans Lack of awareness from Partners in terms of feeding engagement

Objective	Action	Lead Officer?	PI/Linkages	Resources	Risks
					outcomes into their service plans Lack of improved statutory service delivery to meet the community needs
	Increase in joint community engagement feedback activities to inform communities how the results of community engagement have been used to inform policy and service development	All Partner community engagement Leads	Increase in the number of joint community engagement feedback activities which has informed policy and service development	Partnership CCI Officer groups ICT Resources	Inability to pull off information from Community Engagement Database and Partnership Engagement Review
	Ensure the 7 Area Plans, which reflect locally identified priorities, are fed into the Corporate Planning processes of statutory agencies 2007 – 2008	RMBC PCT 2010 South Yorkshire Police	7 Area Plans identified within Partners strategic Planning Processes	Staff time	Area Plans limited impact into other agencies Corporate Plans
National Initiatives	Ensure RMBC and Partners respond	Community Engagement &	LAA NI 4- % of people who	Staff time	Inability to produce action plan

Objective	Action	Lead Officer?	PI/Linkages	Resources	Risks
	effectively to Community Empowerment White Paper and new statutory Duty to Involve by introducing initial scope and indicative action plan (on-going)	Cohesion Manager	feel they can influence decisions in their locality		Have a negative impact on CAA
	Implement new statutory 'duty to involve' which came into effect in April 2009 (on-going)	Community Engagement & Cohesion Manager (RMBC Chief Executive)	LAA NI 4- % of people who feel they can influence decisions in their locality	Staff time	Inability to introduce new Duty to Involve which can have a negative impact on CAA
	LINK (Local Involvement Network) for Rotherham which will promote the involvement and participation of people in health and social care services (on-going)	Head of Policy & Performance- (RMBC Chief executive)	One LINK will replace all the Patient and Public Involvement (PPI) Forums in Rotherham	Officer time Budget	Inability to develop LINKs
	South Yorkshire Take Part Pathfinder Scheme to develop	Community Engagement & Cohesion	All PI's in the Performance Management	TPP Steering Group Budget	Failure to involve people in influencing services

Objective	Action	Lead Officer?	PI/Linkages	Resources	Risks
	local activities which will empower local people with the skills, knowledge and confidence to influence decisions (2008-2011)	Manager (RMBC Chief Executive)	Framework		
	Connecting Communities programme to looking to deliver a new and intensive programme of activity in East Maltby and Dinnington (Phase 2-March 2010)	Community Engagement & Cohesion Manager (RMBC Chief Executive)	All PI's in the Performance Management Framework	The resources will be in the form of modest funding for immediate local priorities - the recruitment of skilled Community Activist e.g. Local Improvement Advisors; and community leadership training.	These communities will remain prone to disengagement and open to exploitation by those keen to undermine efforts to build cohesive communities.
	The NI4 Target Support Fund Project currently includes support for greater community involvement in decision making structures and Meaningful Communications (2009-2011)	Community Engagement & Cohesion Manager (RMBC Chief Executive)	All PI's in the Performance Management Framework	Funding over 2 years CYPS Voluntary and Community Sector Consortium Area Assemblies Corporate Communications Team	Poor performance in Place Survey against NI4 indicator

Objective	Action	Lead Officer?	PI/Linkages	Resources	Risks
Performance Management	Annually report on, and disseminate widely, progress on the performance indicators set out in this Framework after next Place Survey (March 2011)	Community Engagement & Cohesion Manager (RMBC Chief Executive) and partner leads	All PI's in the Performance Management Framework	Partnership Community Engagement Officers Group Proud Theme Group	Inability to collect data to measure against performance indicators Monitoring systems not robust Failure to produce report

Rotherham Partnership Community Engagement Framework

