

Tower Hamlets Community Engagement Strategy 2018-2021

Delivery Plan



Pledge 1: Involve – We will make our borough a better place to live by encouraging and helping residents to get involved in shaping local services.

We will	So that	When	Overall lead	Delivery partner(s)
Focus on working in partnership with local people, including hard-to-reach communities				
<ul style="list-style-type: none"> ● Introduce a co-production framework to help us work together with communities to develop council plans and commission all services (where appropriate), including jointly delivered services. 	Services are better at delivering improved outcomes and customer satisfaction.	Year 1	Corporate Strategy and Equality	
<ul style="list-style-type: none"> ● Review all our procurement and commissioning policies and processes to make sure they support co-production. 		Year 1	Corporate Strategy and Equality	Procurement, Tower Hamlets Council for Voluntary Service
<ul style="list-style-type: none"> ● Co-produce new versions of key council plans, such as the Community Plan, Community Safety Partnership Plan and Health and Wellbeing Strategy. 		Years 2 and 3	Corporate Strategy and Equality	Council services, Community Safety
<ul style="list-style-type: none"> ● Pilot co-produced commissioning on small-scale cohesion services (which bring people from different backgrounds together) and incorporate learning into the co-production framework. 		Year 1	Corporate Strategy and Equality	Procurement, Legal
<ul style="list-style-type: none"> ● Expand the co-production commissioning pilot across adult social care, health and wellbeing and youth services. 		Years 2 and 3	Corporate Strategy and Equality	Council services
<ul style="list-style-type: none"> ● Report to our cabinet each year on our progress on co-producing commissioning across the council, and make sure this information is easily accessible on our website. 		Years 1 and 2	Corporate Strategy and Equality, lead commissioners	Resources Directorate, Third Sector Team, Procurement

Develop council plans and commission services in a way that involves community assets and is driven by outcomes

<ul style="list-style-type: none"> ● Identify and use community assets (things like physical spaces and the skills, knowledge, ability, resources, experience or enthusiasm of groups and individuals) to influence local priorities and design services. 	<p>Communities are recognised and valued as experts and put at the heart of deciding priorities and services.</p>	Year 1	Corporate Strategy and Equality, Resources, Third Sector Team, lead commissioners	
<ul style="list-style-type: none"> ● Make sure all our commissioning activity is focused on delivering outcomes. 		Years 1 and 2	Council services	Corporate Strategy and Equality, Procurement, lead commissioners



Pledge 2: Be open and connected – We will work openly and honestly and keep connected to communities and partners so that they can help us improve our performance and shape our borough.

We will	So that	When	Overall lead	Delivery partner(s)
Develop council plans and commission services in a way that involves community assets and is driven by outcomes				
<ul style="list-style-type: none"> ● Improve our 'Ask the Mayor' events by: <ul style="list-style-type: none"> – sharing local information relevant to the ward hosting the event; – providing opportunities for communities and partners to be involved; and – using digital tools (such as social media and short films) to improve how people can take part. 	Information and insight from local communities (community intelligence) are clearly reflected in the decisions we make.	Years 1, 2 and 3	Executive Mayor's Office	Communications
Improve transparency and accountability				
<ul style="list-style-type: none"> ● Improve council and committee meetings by introducing digital tools so that people can follow or take part in the meetings. 	Information is easily accessible to communities and open to scrutiny .	Year 2	Democratic Services	Communications
<ul style="list-style-type: none"> ● Introduce new features on our website to report on our performance. 		Year 3	Communications, Freedom of Information Team	

Increase support for people to take part in community life

<ul style="list-style-type: none"> ● Establish a Strategic Partnership Board, chaired by the Mayor, that is responsible for developing a borough-wide vision, and a new Community Plan which sets the priorities and outcomes for the borough. 	Local people are better able to influence issues that affect their communities and be involved in improving their local area.	Year 1	Corporate Strategy and Equality	
<ul style="list-style-type: none"> ● Review partnership delivery groups to make sure their strategies and plans are in line with our new Community Plan vision, priorities and outcomes. 		Year 1	Corporate Strategy and Equality	
<ul style="list-style-type: none"> ● Annually host a Senior Managers Conference for all partners and two themed stakeholder events. 		Years 1, 2 and 3	Corporate Strategy and Equality, Human Resources	Relevant service leads
<ul style="list-style-type: none"> ● Encourage and support communities to get involved through schemes such as neighbourhood improvement plans that are locally led. 		Years 2 and 3	Corporate Strategy and Equality in partnership with lead commissioners	
<ul style="list-style-type: none"> ● Work with active communities to share knowledge and expertise across the borough. 		Year 3	Corporate Strategy and Equality in partnership with Resources Directorate, Third Sector Team	
<ul style="list-style-type: none"> ● Make an active effort to involve communities who usually do not get involved, to make sure their views are also represented. 		Years 1, 2 and 3	Corporate Strategy and Equality in partnership with Resources Directorate, Third Sector Team	
<ul style="list-style-type: none"> ● Work with the voluntary and community sector to make sure there is appropriate support for building people's skills and developing communities. 		Year 3	Corporate Strategy and Equality in partnership with Resources Directorate, Third Sector Team	
<ul style="list-style-type: none"> ● Establish a Growth and Economic Development Partnership and make sure the local business community is involved. 		Year 1	Economic Development, Employment and Enterprise	
<ul style="list-style-type: none"> ● Offer networking opportunities and events to encourage partnerships between local businesses, communities and the voluntary and community sector. 		Year 2	Economic Development, Employment and Enterprise, Third Sector Team	

Pledge 3: Keep it simple – We will make it easier for residents to have their say in decisions that affect them.

We will	So that	When	Overall lead	Delivery partner(s)
Improve people's experience of involvement				
<ul style="list-style-type: none"> ● Set out minimum standards for all of our involvement activities and make sure that people are aware of opportunities to get involved. 	Local people find it easy to be involved with us and feel that they make a difference	Year 1	Communications, Corporate Strategy and Equality	
<ul style="list-style-type: none"> ● Pilot the use of a range of involvement techniques, such as participatory appraisal, peer research, appreciative enquiry and others. 		Year 2	Services, Communications, Corporate Strategy and Equality	
<ul style="list-style-type: none"> ● Develop our understanding of the role a time-banking scheme could play in Tower Hamlets. 		Year 1	Communications , Corporate Strategy and Equality, Resources, Third Sector Team	
<ul style="list-style-type: none"> ● Introduce an online involvement tracker to provide information on how feedback from consultation has shaped outcomes. 		Year 2	Communications, Corporate Strategy and Equality	



Promote opportunities for people to get involved

<ul style="list-style-type: none"> ● Introduce a consultation and involvement calendar that lists all opportunities to get involved in our consultation and involvement activity. 	Local people are more aware of how and when to get involved.	Year 1	ICT, Corporate Strategy and Equality, Communications	
<ul style="list-style-type: none"> ● Support councillors to promote opportunities to get involved in local activities and decision-making, and work with the Young Mayor and the Youth Council to encourage young people to take part. 		Year 2	Democratic Services, Youth Services	Communications
<ul style="list-style-type: none"> ● Set up permanent guidance and information points online, in the borough's Idea Stores and other key locations to promote the opportunities available to get involved. 		Year 1	Communications, Corporate Strategy and Equality, Customer Access	
<ul style="list-style-type: none"> ● Adopt consistent campaign themes for all our consultation and involvement activity to increase recognition and encourage participation. 		Year 3	Communications, Corporate Strategy and Equality	

Pledge 4: Share it – We will make extensive use of digital technology, so that residents can communicate with us across all platforms.

We will	So that	When	Overall lead	Delivery partner(s)
Increase the use of digital technology to connect with people in the borough				
<ul style="list-style-type: none"> Widen use of social media across key council services such as Community Safety and Public Health to offer new ways to interact and involve residents. 	Local people are able to contact us through a range of digital methods that meet their needs.	Years 2 and 3	Communications, Customer Access	Community Safety, Public Health and relevant services
<ul style="list-style-type: none"> Introduce a smart e-newsletter to that gives residents information on services based on their preferences. 		Year 1	Communications, Services	
<ul style="list-style-type: none"> Gain the London Government Association's Social Media Friendly Mark. 		Year 3	Communications, ICT, Customer Access	
<ul style="list-style-type: none"> Introduce an online 'My Tower Hamlets' hub to deliver a personalised and single point of access to key council services. 		Year 3	Communications, ICT, Customer Access	
<ul style="list-style-type: none"> Encourage communities to use digital platforms such as Spacehive by promoting them through our website and social media. 		Years 2 and 3	Communications, ICT	
Promote ways that people can get involved with digital technology				
<ul style="list-style-type: none"> Promote our digital services across all our key communication mediums (such as letters, emails and promotional material). 	Local people are aware of digital services and are supported to use them.	Year 2	Communications	
<ul style="list-style-type: none"> Work with our partners to deliver initiatives to increase people's digital skills and confidence. 		Years 1 and 2	Third Sector Team, Economic Development, Customer Access , Resources	
<ul style="list-style-type: none"> Look at opportunities to increase access to the internet for vulnerable people and other priority groups. 		Year 3	Resources, ICT, Customer Access	

Pledge 5: Enable – We will provide our staff with high-quality training and tools to design and deliver programmes of involvement which are effective, meaningful and inclusive.

We will	So that	When	Overall lead	Delivery partner(s)
Increase the use of digital technology to connect with people in the borough				
<ul style="list-style-type: none"> ● Develop and promote a 'community engagement toolkit' to support our staff and the wider community to design and deliver involvement activities that are effective and inclusive. 	Our staff have access to the tools and support they need to design and deliver involvement which is effective and inclusive.	Year 1	Communications, Corporate Strategy and Equality, HR	
<ul style="list-style-type: none"> ● Publish online resources to help our staff and partners to identify the range of voluntary and community groups operating in the borough and involve community assets. 		Year 3	Resources, Third Sector Team	
<ul style="list-style-type: none"> ● Establish a Consultation and Involvement Forum to help our staff and partners to network and co-ordinate involvement activities. 		Year 3	Communications, Corporate Strategy and Equality	
Provide training to support skills and build ability				
<ul style="list-style-type: none"> ● Develop a comprehensive learning and development programme to help improve the quality of our involvement activity and promote an understanding of co-production. 	Our staff have the skills and confidence to involve communities and understand their needs.	Year 1	HR, Communications, Corporate Strategy and Equality	
<ul style="list-style-type: none"> ● Provide co-production and community involvement training to a wide range of our staff, elected members and members of the wider community. 		Years 1, 2 and 3	Corporate Strategy and Equality, Resources, Third Sector Team	
<ul style="list-style-type: none"> ● Improve our training and development programme to include more training and professional networking opportunities for our staff. 		Year 2	HR, Communications, Corporate Strategy Equality	