

Community Engagement Strategy

Transformation Advisory Board



Questions for Transformation Advisory Board



- What **meaningful methods and opportunities** might the council use to ensure the community and key partners can influence the decisions that matter to them?
- How might the council **work in a more joined up way** with its key partners, to ensure the community and partners have a say in the issues that affect the borough?



**“A council that listens and works
for everyone.”**



What we've done so far



Established a project team with reps from across the council

Evaluated current practice to identify strengths and weaknesses

Developed a draft vision and objectives

Researched good practice from elsewhere

Consulted with 308 stakeholders



Draft vision and objectives



Vision: The council works closely in partnership with the community to develop policies, strategies and services that meets their needs and aspirations and address their concerns.

Objectives:

1. The council provides meaningful opportunities for the community to influence the decisions that impact their lives.
2. Community engagement activities are well communicated and are inclusive and accessible for all Tower Hamlets residents.
3. The impact that resident's involvement has had on shaping council decisions is communicated effectively.
4. Staff are equipped with the necessary knowledge, skills, and resources to deliver high quality community engagement.
5. A joined-up approach to coordinating and planning community engagement activities across the council, and with partners, leads to better outcomes.



Ideas from research & consultation



We listened to ideas for improving community engagement through:

Research

- 4 X Interviews with local authorities
- Reviewed 5 other local authority strategies
- Literature review

Consultation

- 1 online survey
- 2 X workshops with residents
- 4 pop-ups in public spaces
- 2 X workshops with members
- 2 X workshop with staff
- 3 X workshops with targeted groups

Here are some of the ideas...



The council provides meaningful opportunities for the community to influence the decisions that impact their lives



- **Annual satisfaction survey** – A survey to understand residents views of the borough. This will be supplemented by focus groups to identify solutions for issues that arise.
- **Online engagement** – Explore an online engagement tool that enables the council to deliver surveys, polls, crowdsourcing, mapping and participatory budgeting.
- **Locality Working** – Working in partnership with Tower Hamlets Together to understand the needs of localities and bring partners and the community together to take action on the things important to communities.



Community engagement activities are well communicated and are inclusive and accessible for all Tower Hamlets residents.



- **Data on the community** – Create a profile of the make-up of the Tower Hamlets communities so there is clarity on what a representative sample of people looks like.
- **Equalities Impact Assessment** – Standardise the use Equality Impact Assessment form when planning and preparing for community engagement processes.
- **Recognition and reward** - Agree a policy that outlines how the council pays expenses and recognises and rewards residents' participation.



Staff are equipped with the necessary knowledge, skills, and resources to deliver community high quality engagement.



- **Refresh the community engagement handbook** – a guide for council staff on how to deliver effective community engagement
- **Training and development** - Organise learning opportunities for relevant staff so they can develop their knowledge and skills, and experience.
- **Co-production academy** – Deliver training and learning on co-production
- **Member development** – Training and development opportunities for members on effective community engagement



The impact that resident's involvement has had on shaping council decisions is communicated effectively.



- **Feeding back directly to be people involved** – Update guidance on how to collect participants details and write to them or organise meetings to let them know how their input was used.
- **Let's Talk Tower Hamlets** – Use the 'You Said, We Did' function on Lets Talk Tower Hamlets to let communities know about the impact their involvement had.
- **Using council communications** – Feeding back to the community by having 'you said we did' sections in the residents' newsletters and promoting outcomes through the council's social media channels.



A joined-up approach to coordinating and planning community engagement activities across the council, and with partners, leads to better outcomes.



- **Service planning** – During service planning each service will identify the opportunities for communities to be involved in decision-making and this will form part of their service plans
- **Develop a community engagement calendar** – A central database, setting out details and timeframes for all our community engagement activities
- **Community Engagement Champions Programme** - Creating a network of staff who do community engagement to come together periodically to update on work and share best practice



What issues matter to the council and the community?



Staff and members

- Strategic plan
- Budget
- Service design and improvement
- New policies and strategies
- When there is a large amount of investment
- Regeneration projects

Residents and local groups

- Recycling
- Housing issues such as mould, repair and rent issues
- Environment, including liveable streets, litter, graffiti, parks and open spaces
- Community safety issues
- Regeneration projects

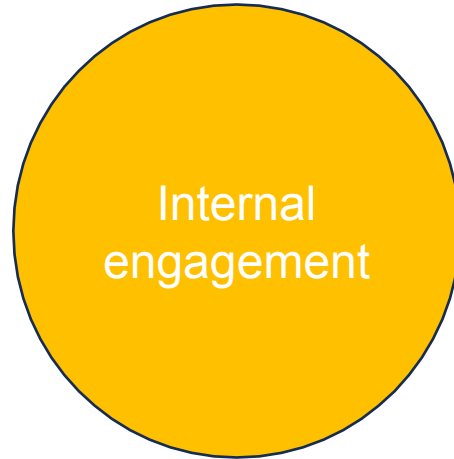
**Issues
that affect
their
everyday
lives**



Next steps



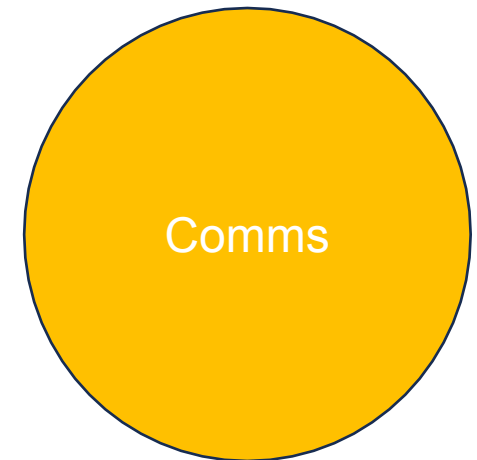
December



January



April



May



Questions for Transformation Advisory Board



- What **meaningful methods and opportunities** might the council use to ensure the community and key partners can influence the decisions that matter to them?
- How might the council **work in a more joined up way** with its key partners, to ensure the community and partners have a say in the issues that affect the borough?



Thank you.

