

Community Engagement Action Plan

This table below is the action plan for delivering the outcomes identified in the Partnership's Engagement Strategy.

High level outcome – Stronger communities with more local people influencing decisions which affect them.
High level performance measures - % of people who feel they can influence decisions in their locality (from national indicator set) - Civic participation in the local area
Key links to policy – <ul style="list-style-type: none"> • Duty to Involve • Sustainable Community Strategy • Local Area Agreement • Empowerment White Paper • Comprehensive Area Assessment

Key Actions	Milestones and date	Key Outputs / Performance Measures	How monitored	Who/lead officer	Outcome	Resources	Progress
1. Development of range of initiatives to 'inform, consult and involve' in line with the statutory Duty to Involve.	- Audit of opportunities for engagement conducted. Gaps identified and a menu of engagement opportunities for residents published by March 2010	One document published and distributed to key distribution points.	As part of annual reporting to the Partnership Board.	Consultation and Community Involvement Officer	There are opportunities for a range of levels of involvement	Within current resources	

	<p>- Feedback to residents on progress with the Local Area Agreement resident outcomes. (Annually in March)</p>	<p>Percentage and actual number of actions progressed within Neighbourhood Action Plans.</p>	<p>As part of annual report to residents – reported annually to Partnership Board.</p>	<p>Head of LANA</p>		<p>Within current resources</p>	
	<p>- Feedback to residents on the outcomes of the Neighbourhood Action Planning Process. (Annually in March)</p>	<p>Percentage and actual number of actions progressed within Neighbourhood Action Plans.</p>	<p>Ongoing and annual LAA monitoring at a neighbourhood level by LNP's.</p>	<p>Head of LANA</p>		<p>Within current resources</p>	
	<p>- Improved public reporting as part of the annual public perceptions feedback to residents, identifying what difference their engagement has made. (Annually in September)</p>	<p>Percentage and actual number of actions progressed within past 12 months.</p>	<p>Annual report to residents linking action to engagement outcomes.</p>	<p>Consultation and Community Involvement Officer</p>		<p>Within current resources</p>	

2. Development of agencies capacity to respond to community engagement activities	- Improved monitoring of the actions taken as a result of engagement activities. 2011	Percentage of engagement activities resulting in action to rise to 35% (5% above the national average).	As part of annual reporting to the Partnership Board.	Consultation and Community Involvement Officer	Services are responsive to the needs of service users and residents.	Within current resources	
	- Development of the 'Echo' tool to assess agencies capacity to respond to community influence and develop action plans to improve responsiveness. 2011	Evidence of community engagement influencing one service provider by end of year one, rising to three service providers by the end of year three.	As part of LNP performance management framework.	Consultation and Community Involvement Officer		Within current resources/ Black Country Take part Pathfinder	Introductory session on Echo held with partner agencies on 31/03/09
	- Agree a process to monitor the impact of community engagement . 2010.	Three organisations following agreed process by 2010	As part of annual reporting to the Partnership Board.	Consultation and Community Involvement Officer		Within current resources	

	- Support to stakeholder Board 2010	Number of sessions supported	As part of annual reporting to the Partnership Board.	Consultation and Community Involvement Officer		Within current resources	
3. Develop activities to build on social capital and capacity amongst residents and service users.	<p>- Delivery of Take Part Pathfinder I in the Black Country. 2009 - 2011</p> <p>- Partnership Support Programme for partnership working at the neighbourhood level. 2009 - 2011</p>	<p>16 participants from Wolverhampton participating in the Impact programme by 2011. 60 participants taking part in overall programme from Wolverhampton by 2011.</p> <p>At least one session delivered in each LNP (i.e. 15 in total per annum).</p>	<p>At the end of each Impact course. Reported as part of annual reporting to the Partnership Board.</p> <p>As part of annual reporting to the Partnership Board.</p>	<p>Take Part Black Country Core Delivery Group (VSC accountable body)</p> <p>Head of LANA</p>	Capacity and social capital is built.	<p>CLG</p> <p>Within current resources</p>	<p>Launch event on 23rd March 2009 attended by 50+ participants across the Black Country from the voluntary and statutory sectors.</p>

	<p>- Bring together all staff that are involved in supporting service users to develop a more coordinated approach. 2011.</p> <p>- Monitoring of LAA implementation at neighbourhood level. 2009 – 2011.</p>	<p>Numbers of staff brought together and number of agencies signed up to a more coordinated approach.</p> <p>Percentage and actual number of actions progressed within Neighbourhood Action Plans.</p>	<p>As part of annual reporting to the Partnership Board.</p> <p>As part of LNP performance management framework.</p>	<p>Consultation and Community Involvement Officer</p> <p>Head of LANA</p>		<p>Within current resources</p> <p>Within current resources</p>	
4. Develop work to further increase residents and service users influence over services and policies	<p>- Analysis at neighbourhood level about how LNPs can become more influential using the Voice tool. 2010</p>	<p>Percentage and actual number of actions progressed within Neighbourhood Action Plans. Evidence of increase over a three year period.</p>	<p>Performance Management Framework for LNP's</p>	<p>Head of LANA/ Consultation and Community Involvement Officer</p>	<p>Residents feel that they are informed and that they can influence and shape services and policies.</p>	<p>Within current resources</p>	

	<p>Analysis for Communities of Interest and Identity to identify how they can become more influential using the Voice tool 2010 - 2011</p>	<p>Percentage and actual number of actions progressed within Wolverhampton Partnership</p>	<p>As part of annual reporting to Wolverhampton Partnership Board.</p>	<p>Third Sector Partnership/ Consultation and Community Involvement Officer</p>		<p>Within current resources</p>	
	<p>- Continued commitment to Third Sector Partnership's formal influencing role. 2009 - 2011</p>	<p>Number and percentage of issues raised by the Third Sector Partnership which influence the Partnership's decision making.</p>	<p>As part of annual reporting to Wolverhampton Partnership Board.</p>	<p>Partnership Board</p>		<p>Partnership's budget</p>	

5. Further development of a shared approach to community engagement throughout the Partnership and amongst partner agencies	- Conduct Training needs analysis to inform the delivery of future community engagement training programmes 2009 - 2011	Report produced and recommendations implemented.	As part of annual reporting to Wolverhampton Partnership Board.	Consultation and Community Involvement Officer	The quality of our engagement is consistently high and is continually improved.	Within current resources	CIDT and First People commissioned to conduct the work. Report expected mid-June 2009.
	- Build capacity of staff from partner agencies to scope and deliver engagement activities within an agreed framework. 2010 - 2011	Overall numbers taking part in training programmes	As part of annual reporting to Wolverhampton Partnership Board.	Consultation and Community Involvement Officer		In kind contributions from partners i.e. staff time to deliver training.	
	- New arrangement for partners to come together to focus on engagement. 2009	New arrangement agreed by Wolverhampton Partnership by March 2010	As part of annual reporting to Wolverhampton Partnership Board.	Consultation and Community Involvement Officer		Within current resources/ in kind contributions from partner agencies	

	- Embedding of community engagement approach within organisations 2009 - 2011	Number of organisations working to agreed framework at end of years, 1,2 and 3.	As part of annual reporting to Wolverhampton Partnership Board.	Consultation and Community Involvement Officer		Within current resources/in kind contributions from partner agencies	
	- Service user involvement in the commissioning process. Set up monitoring arrangements in 2009. 2009 - 2011	Number of activities commissioned with service user involvement in years 1,2 and 3	As part of annual reporting to Wolverhampton Partnership Board.	Consultation and Community Involvement Officer		Within current resources/in kind contributions from partner agencies	
	- Development of Resource Pack to support staff to scope and deliver engagement activities. 2010	1 resource pack developed. Evidence of use by practitioners via survey and/or focus group.		Consultation and Community Involvement Officer		Within current resources/in kind contributions from partner agencies	