

North Yorkshire Strategic Partnership - Executive

24 June 2010

Working together with communities: a community engagement and neighbourhood management framework for North Yorkshire – report of the Implementation Group

1 Purpose of report

1.1 To update the NYSP Executive on progress on the action plan for Working together with communities – a community engagement and neighbourhood management framework for North Yorkshire.

2 Background

2.1 At the April 2009 meeting of the NYSP Executive it was agreed that the Implementation group would report back at six-monthly intervals on progress in implementing the Framework, associated action plan and on joint working in the areas of community engagement and neighbourhood management.

3 Progress against action plan

Workstream	Aim	Progress
Adoption by relevant partnerships and organisations of principles / Joint structures to engage with the public in localities	To embed framework principles at District LSP level and to have multi-agency engagement structures in place.	All organisations / districts are at different stages of development, but all are progressing. Workshop and survey planned for autumn 2010. Further information at Appendix 1.
Local Information System (LIS)	To facilitate joint working through sharing data and intelligence on communities.	Procurement process going forward as planned. Further information at Appendix 2.
Joint consultations and engagement database and joint mechanisms for engaging with communities of interest and minority groups.	To avoid consultation fatigue and duplication.	Database in place on NYSP website www.nysp.org.uk/ed . Further information at Appendix 3.

Workstream	Aim	Progress
Joint local problem solving	To join up work involving problem solving.	A national self-assessment toolkit is likely to be developed. Further information at Appendix 4.
Joint toolkit and training/shared learning	To develop methods to share learning and best practice	Community of practice in use and membership continuing to grow. Further information at Appendix 5.
Joint citizens' panels and joint surveys	To join up work involving citizens' panels and surveys	Question bank being developed on community of practice. Results of NYCC citizens' panel being shared on community of practice. Joint training on SNAP carried out December 2009.

4 Recommendations

4.1 That the Executive note progress on the workstreams of the Framework.

5 Appendices

- 5.1 Appendix 1 – Adoption of framework principles and engagement structures
- 5.2 Appendix 2 – Local Information System
- 5.3 Appendix 3 – Engagement database
- 5.4 Appendix 4 – Problem solving
- 5.5 Appendix 5 – Community of practice

Neil Irving
 Head of Policy and Partnerships
 North Yorkshire County Council
 on behalf of the Implementation Group
 June 2010

Appendix 1

Adoption of framework principles, including joint engagement structures:

1. Updates on progress on the action plan are regularly provided to organisational leads. Responsibility for promoting the Framework within each organisation rests with these leads. Information on how the principles of the framework, including joint engagement structures, are being implemented within organisations has been requested from these lead officers and responses have been received from the following organisations:

- North Yorkshire County Council
- Selby LSP / Selby DC
- North Yorkshire Coast Community Partnership and Scarborough BC
- Craven LSP and Craven DC
- Harrogate District Strategic Partnership and Harrogate Borough Council
- Hambleton LSP and Hambleton District Council
- Ryedale Strategic Partnership and Ryedale DC
- Richmondshire LSP and Richmondshire DC
- Tees, Esk and Wear Valleys NHS foundation Trust
- Arts Council

These responses are attached below.

2. A workshop on the Framework was planned for the NYSP Wider Partnership Conference on 15 October 2009 to further raise awareness and promote engagement with the shared agenda. In the end to accommodate demand (78 delegates signed up to attend) two workshops were run. These workshops introduced the Framework and the developing workstreams, identified community engagement work which was being done by partners and highlighted gaps and opportunities for partnership working.
3. A further workshop is planned for September 2010 to bring together representatives of the partner organisations in the NYSP who are involved in community engagement and neighbourhood management, particularly in relation to joint engagement structures.

Best practice will be shared in relation to how the principles of the framework are being put into practice. This will include success stories, current developments or learning points, for example partnership resources and different approaches to running area forums or their equivalent.

4. A standardised survey will also be undertaken of continuing implementation at district LSP level which will allow future comparisons by which to judge progress.

For more information contact: deborah.hugill@northyorks.gov.uk

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Summary of responses

Organisation	Summary of response
<p>NYCC</p>	<p>An engagement promise to the public has been agreed by the Executive. It is underpinned by new internet guidance and toolkit. All refer back to the Framework and work which is being undertaken in partnership. The corporate community engagement group shares best practice and provides a quality assurance role. Neighbourhood profiles are continuing to develop and the Local Information System is being procured.</p> <p>The Executive also agreed a role description for councillors in relation to community engagement. This is part of the intranet guidance and was the subject of a Members' seminar in June 2010.</p> <p>Resources, in various forms, have been committed by NYCC to progress the Framework, to support engagement structures, participatory budgeting pilots and partnership groups and to develop shared tools and other resources. Through the Policy and Partnerships Unit NYCC have developed, and update and monitor, the community of practice and shared engagement database on the NYSP website.</p> <p>Empowerment and capacity raising are being progressed in various ways within NYCC, for example service user groups such as the Learning Disabilities Partnership Boards, and community safety initiatives such as Cold Calling Zones</p> <p>NYCC is playing its part in all the different district engagement structures. This is facilitated through the Policy and Partnerships Unit.</p> <p>For more information contact deborah.hugill@northyorks.gov.uk</p>
<p>Harrogate District SP / Harrogate BC</p>	<p>HBC has well established systems in place to ensure effective community engagement in all areas of service delivery. A new community engagement and empowerment strategy will be launched in June 2010 reflecting the values, principles and standards of the NYSP Framework. Lead Member and officers have been identified. An associated guidance and planning document has also been developed. The community engagement registration process has been adapted to correspond with the registers of other councils in the county and the requirements of the framework.</p> <p>HDSP is currently developing a joint partnership pilot project for neighbourhood management sitting within the local stronger thematic partnership. This will be an evidence based delivery model for a specific needs-based neighbourhood.</p> <p>The Community of Practice has been promoted to all officers within the Council, also partners through the Harrogate Public Involvement Group. Internally at HBC we have developed a spreadsheet of sources for local profile information which is shared with all partners. The North Yorkshire neighbourhood profiles are included in this and promoted widely</p> <p>HBC has an excellent relationship with the District CVS organisation developed over a number of years and continues to engage with others through partnership projects and regular meetings.</p> <p>For more information contact fiona.friday@northyorks.gov.uk</p>
<p>Selby District LSP /</p>	<p>Selby DC and its partners are continuing to develop the Community Engagement Forums (CEFs) in the district. Three CEFs are now operating</p>

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<p>Selby District Council</p>	<p>(Tadcaster & Villages, Southern and Eastern) and the remaining two will be set up in October.</p> <p>CEFs are being used in the following ways:</p> <ul style="list-style-type: none"> • Allowing local priorities to be set and facilitating joint problem solving • Local residents and statutory agencies coming together in a number of task and finish groups to develop successful solutions to local issues. • Looking at the provision of youth facilities • Feedback is given by the relevant partners on actions taken since the previous meeting • Elected members are using the CEFs as a way of developing their community leadership roles • Developing Community Development Plans using area profiling <p>Plans for the future:</p> <ul style="list-style-type: none"> • Planning for Real • Community asset mapping <p>Over the past year the Council has refocused staff resources allocated to the CEFs, both at the administrative and the operational management levels. It has also allocated £20,000 to each Forum to be used by the group to support locally prioritised projects and actions through a bidding process.</p> <p>For more information contact nskinner@selby.gov.uk</p>
<p>North Yorkshire Coast Community Partnership / Scarborough BC</p>	<p>Recent examples of area forum activity includes development of a package of community cohesion projects in the urban area to be delivered during 2010, funding secured for an intergenerational project in Whitby and an intergenerational LGBT project, delivery of a very well attended question time style event in the northern area, input into service centre transportation policy development, ongoing work to develop youth forums in the southern and northern areas and to address long standing flooding issues in the Scarborough rural area.</p> <p>Following the Eastfield participatory budgeting (PB) pilot the Borough Council have provided resources for a roll out across the Borough which has been supported by the Community Partnership who recommended match funding of this initiative with a proportion of the County Council Community Fund. The programme will be rolled out during 2010/11 and work is well underway in the Urban and Northern areas of the Borough with decision events planned for July 2010. In addition Eastfield Parish Council is allocating a proportion of its budget (raised through the precept) through PB. This work is being delivered through the original PB steering group in Eastfield, supported by partners from the Borough Council and NY Police, with a decision event scheduled for July 2010.</p> <p>The Borough Council has developed a comprehensive system of community information. This includes statistical data about an area as well as consultation data. Data is available to the lowest possible level (ward and where available SOA) enabling far easier community profiling and targeting. The tool is used to inform policy development and practical delivery of services. The CIS system enables gaps to be easily identified and follow up action to be taken.</p> <p>The Area Forum support team are supporting a number of communities to refresh and review their Parish/Town Plans. A range of partners, including the Borough Council's Regeneration Team and Groundwork Trust are working together to develop "masterplans" for the most</p>

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	<p>disadvantaged areas in Barrowcliff and Eastfield. The Community Partnership Board is currently considering how it can most effectively support this work and take a more “place” based approach to delivery of community strategy outcomes.</p> <p>For more information contact jo.ireland@scarborough.gov.uk</p>
<p>Craven LSP / Craven DC</p>	<p>Craven has adopted the NYSP framework and workstreams as part of its Community Engagement Strategy (2010 -2013). A Craven LSP Community Engagement and Equality working group has been established to jointly deliver the NYSP workstreams and solve equality issues in Craven eg developing a faith and belief forum and a booklet about the different ways to get involved with various agencies across Craven. An officer Community Engagement and Equality working group has also been established and the CDC Community Engagement Strategy and Toolkit has been rolled out via both of these groups. We are currently working on developing community profiles for five areas within Craven which will inform consultation for the Craven Community Strategy and Craven Single Equality Scheme and set priorities for Craven. Craven has also recently established a Residents Feedback Panel, which over 270 residents are signed up to and they are sent quarterly mailings offering various opportunities to make their voice heard on local issues.</p> <p>For more information contact hsteventon@cravencdc.gov.uk</p>
<p>Hambleton LSP/ Hambleton DC</p>	<p>HDC now has a consultation officer post and has developed and agreed a community engagement strategy and action plan and accompanying toolkit. An online ‘Consultation Calendar’ has been developed on HDC website. Also on the website, there is a monthly online poll to encourage residents to vote on a current local or topical issue. The Council through the LSP has led the development of 5 Area Profiles for the District, building on the work of the NYCC Neighbourhood Profiles. A user license to access Acxiom (Demographics Now) software has been purchased making national lifestyle survey data available via a dedicated web portal.</p> <p>The LSP has developed and agreed an Improvement Plan, which includes engagement as one of six improvement priorities. There are 5 Area Groups which are being strengthened and addressing a wide range of issues including consultations on Northallerton Town Square and a local survey on cycleways in the Stokesley area. Funding has been committed to support the Development Officer post based in the voluntary sector to work with voluntary and community groups across the District. Parish planning has also been supported.</p> <p>For more information contact sam.swinbank@hambleton.gov.uk</p>
<p>Richmondshire LSP / Richmondshire DC</p>	<p>LSP has:</p> <ul style="list-style-type: none"> • Secured second homes funding to employ a Community Development Officer based in the Voluntary Sector at Richmondshire CVS • Established a Neighbourhood working project in Colburn <p>District council has:</p> <ul style="list-style-type: none"> • Joint consultation to develop the LDF and review the Sustainable Community Strategy • Area Profiles • Establishment of Area Partnerships <p>For more information contact liz.smith@richmondshire.gov.uk</p>
<p>Ryedale Strategic</p>	<p>The RSP Board agreed at their meeting in December 2009 that they would make use of existing groups to carry out community engagement in</p>

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<p>Partnership (RSP) / Ryedale DC</p>	<p>accordance with the NY Strategic Partnership's CE and NM Framework.</p> <p>The groups which lend themselves most readily to partnership working are:</p> <ul style="list-style-type: none"> • Tier 2 Community and Policing (CAP) groups – 5 geographically based groups which meet quarterly, currently with a community safety focus • the Voluntary & Community Sector (VCS) Forum, which also meets quarterly, and brings together all voluntary sector groups in the district with parish planning groups and statutory agencies <p>The CAP groups are individually serviced (each having their own secretary) so some co-ordination is needed to allow easier communication with them. The VCS Forum is already geared to improving joint planning and co-ordination of activity and has a steering group which meets ahead of each meeting. Both NYCC and RDC/RSP are involved with the steering group.</p> <p>Issues arising at the VCS Forum are fed back to the Strategic Partnership and to the Delivery Group, which leads on the RSP's priorities.</p> <p>For more information contact jo.reilly@ryedale.gov.uk</p>
<p>Arts Council</p>	<p>The Arts Council is committed to engaging a wider range of voices in its work and fund a number of organisations and groups that use creative tools and techniques to engage local communities in wider issues. These organisations work with a range of groups including the harder to reach or social excluded.</p> <p>Consultation on our future ten year strategic framework, 'Achieving Great Art for Everyone' will inform and shape our ten year plan, as will the National Taking Part survey.</p> <p>Specific work in Yorkshire includes:</p> <ul style="list-style-type: none"> • Yorkshire and Humber Refugee Art Group - This group feeds into a national project to look at the needs of refugees with regard to arts provision. • Training programme for our Young Arts Consultants and Regularly funded organisations • Planning to pilot a participatory budgeting initiative as part of our lottery funding decision making processes. • 18 regularly funded organisations in North Yorkshire <p>For more information please contact helen.featherstone@artscouncil.org.uk</p>
<p>Tees Esk and Wear Valleys NHS foundation Trust</p>	<p>Tees, Esk and Wear Valleys NHS foundation Trust undertakes to regularly engage with its membership and the local communities it serves through a number of methods. Most recently it has established a series of constituency meetings for each of the 7 areas it serves which are designed to allow members, the public, governors and members of the Board of Directors to meet to discuss and share information on key issues.</p> <p>For more information go to www.tewv.nhs.uk.</p>

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Appendix 2

Local Information System

With finance from the Regional Improvement and Efficiency Programme (RIEP), we are in the middle of the procurement process, which will provide a single source to access information on the local area in relation to a number of varying data sets (e.g. crime, education, economy, health, and well-being). The advertisement was placed in the Official Journal of the European Union (OJEU) on 29 March 2010. A supplier should be appointed by July/ August 2010, with the aim of starting the contract around September 2010. It is envisaged that the LIS will be in place and operational by February/ March 2011.

Not only will the system make available in an easy to use format a range of data for the public, it should also provide an immensely useful resource for partners, making the generation of many major strategic documents much easier. To ensure that the work is progressing towards this end we have now, following the very well attended Data Development day, held on 16 March, provided extra staffing resource to provide partner users with a central point of contact (through Claire Lowery). Claire is following up with individual officers on data collection and the development of the data sharing protocols and data quality policies.

Regular LIS Steering Group meetings continue to be held and the District Councils have agreed to a 'virtual' group arrangement, to cut down on time and travel, which is chaired by Rachel Bowles from Harrogate BC.

In the meantime neighbourhood profiles are available. These are a collection of mainly national statistics, which paint a picture of life within North Yorkshire. These have been expanded and now contain information for the City of York as well as North Yorkshire. The profiles contain ward level data for all seven districts and the City of York. Additionally we have added a district profile containing the same information as the ward level profile plus additional data that is only available at district level.

The data sets included have expanded and now include data on crime and anti-social behaviour information from North Yorkshire Police, information on benefit claimants and the rural/urban definition for each ward. We are pleased that the neighbourhood profiles are currently achieving around 600 unique visitors per month, and are clearly helping to underpin the development of funding bids and more detailed district based community profiles.
www.northyorks.gov.uk/neighbourhood_profiles

For more information contact:
Cathrine.hall@northyorks.gov.uk
Claire.lowery@northyorks.gov.uk

Appendix 3

Joint consultations and engagement database and joint mechanisms for engaging with communities of interest and minority groups:

1. Following consultation in 2009 a joint consultations and engagement database has been developed and is now hosted on the NYSP website www.nysp.org.uk/ed
2. The database is fully searchable and signposts to contacts and weblinks for more information. The aim is to reduce duplication and 'consultation fatigue', share information and raise awareness of a range of engagement opportunities.
3. Upload of information is via a simple spreadsheet which can be obtained from deborah.hugill@northyorks.gov.uk
2. At the time of writing there is information about past, current or future engagement activities from the following organisations published on the database:
 - NYSP
 - North Yorkshire County Council
 - Harrogate Borough Council
 - Craven District Council
 - Hambleton District Council
 - Selby District Council
 - Selby LSP
 - Scarborough Borough Council
 - North Yorkshire Police
 - North York Moors National Park
 - Yorkshire Dales National Park Authority
 - Craven LSP
 - Craven & Harrogate Learning Disability Partnership Board
 - Yorkshire Dales Millennium Trust
 - Rural Housing Enabler
 - South Craven Elderly Initiative Group
 - Craven College
 - Coast and Moors Voluntary Action
 - Tees, Esk and Wear Valleys NHS Foundation Trust
 - North Yorkshire Strategic Housing Partnership

For more information contact: deborah.hugill@northyorks.gov.uk

Appendix 4

Further to the summary audit of Community Safety Partnership problem solving capability in the autumn, the Home Office has tasked a consultant, Nick Parker, to elicit more detail on the type of training required. This ranged from understanding basic concepts to providing effective leadership, enabling partners to work together, ensuring sustainability and problem solving.

A light touch training needs analysis has been undertaken with CSP managers across the county. A number of recommendations have been put forward, one of which is that of a national self assessment tool for problem solving. However due to the recent change in government this will not be progressed any further until further direction from the Home Office.

Nick Parker specialises in the community safety sector having been a problem solver, trainer, training evaluator and a performance improvement support manager for partnerships across the UK.

For more information contact nigel.hutchinson@northyorksfire.gov.uk

Appendix 4

Joint toolkit and training/shared learning:

1. Membership of the NYSP online Community of Practice (CoP) on the IDeA website is continuing to grow and the range of information available is increasing. Event information, engagement toolkits and strategies, survey questions, and other relevant documents are all being shared. The CoP is open to those working in the public, voluntary and community, and business and independent sectors in North Yorkshire, particularly, but not exclusively, those in the NYSP wider Partnership.

1. At least one representative of the following organisations are members:
 - North Yorkshire County Council
 - North Yorkshire Police Authority
 - Hambleton District Council
 - Craven and Harrogate Learning Disability Partnership Board
 - North Yorkshire Probation Service
 - City of York Council
 - Harrogate Borough Council
 - Scarborough Borough Council
 - Harrogate NHS Foundation Trust
 - North Yorkshire Fire and Rescue
 - Yorkshire Dales National Park Authority
 - Ryedale District Council
 - North Yorkshire Police
 - Selby District Council
 - NHS North Yorkshire and York
 - Craven District Council
 - Harrogate and Area CVS
 - East Riding of Yorkshire Council

2. A recent development is the beginnings of a bank of shared questions for surveys and citizens' panels which should save time and effort and allow responses to be more effectively shared amongst partners.

5. To participate in the community of practice, you must be registered on the IDeA Communities of Practice website which is free, quick and easy to do.

6. Go to www.communities.idea.gov.uk and, once registered, use the search facility or A-Z index to find the North Yorkshire Strategic Partnership (NYSP) community engagement and neighbourhood management Community of Practice, and apply to join.

For more information contact: deborah.hugill@northyorks.gov.uk