



## **CONSULTATION, COMMUNICATION AND ENGAGEMENT WORKING PARTY**

A meeting of **Consultation, Communication and Engagement Working Party**  
will be held on

**Wednesday, 11 October 2017**

commencing at **2.00 pm**

The meeting will be held in the Board Room, Town Hall, Castle Circus, Torquay,  
TQ1 3DR

### **Members of the Committee**

Councillor

Councillor Barnby

Councillor Excell

Councillor Mills

Councillor Robson

Councillor Sanders

---

**A prosperous and healthy Torbay**

---

For information relating to this meeting or to request a copy in another format or  
language please contact:

**Jo Beer, Town Hall, Castle Circus, Torquay, TQ1 3DR**

Email: [governance.support@torbay.gov.uk](mailto:governance.support@torbay.gov.uk)

[www.torbay.gov.uk](http://www.torbay.gov.uk)

# **CONSULTATION, COMMUNICATION AND ENGAGEMENT WORKING PARTY AGENDA**

- 1. Apologies**
- 2. Minutes of previous meeting** (Page 3)
- 3. Action Plan Review** (Pages 4 - 5)



## Minutes of the Consultation, Communication and Engagement Working Party

20 April 2017

-: Present :-

Councillor

Councillors Excell, Mills, Robson and Sanders

---

### 9. Apologies

Apologies for absence were received from Cllr Barnby.

### 10. Minutes of the last meeting

The minutes of the meeting held on 8 February 2017 were approved.

### 11. Social Media

Discussion took place regarding the benefits of using social media as a tool to communicate with residents and how members can be more involved.

#### Actions:

- Set up an information session on using social media for the Members' Conversation – Nikki Massie
- Set up a couple of training sessions for Members in Using Social Media Accounts – Nikki Massie

#### Focus for next meeting:

- Go through the CCE Strategy to determine what the Working Party need to do to address the action points.

---

Chairman/woman

## Communication, Consultation and Engagement Strategy 2016-2020: Action Plan

	Action	Responsible Lead	Indicative Timescale	Progress
1.	As outlined within the LGA Corporate Peer Challenge Action Plan - develop and agree a joint protocol for communication, consultation and engagement activity across the Strategic Partnership Forum.	Assistant Director Corporate and Business Services	November 2016	
2.	Review how communication, consultation and engagement activity is delivered across the council, to consider if the existing structure and resources will support the council in delivering the aims and objectives of this strategy.	Assistant Director Corporate and Business Services	September 2016	
3.	Review the ways in which we currently communicate and engage with our residents and partners to ensure we are making the best use of digital means including our own website and social media.	Communications Manager	December 2016	
4.	Identify mechanisms to ensure elected members are informed about communication, consultation and engagement activity across Torbay. Ensuring they are equipped to engaged with their communities and encourage their feedback.	Communications Manager / PPR Manager	October 2016	
5.	Identify a mechanism through which elected members can feedback to the council issues / matters of concern for their communities ensuring this can be tracked centrally and monitored.	PPR Manager	October 2016	
6.	Review the current use and future feasibility of the Council's Viewpoint Panel.	PPR Manager	October 2016	
7.	Review the existing policy regarding the communication standards the Council expects from staff when dealing with customers.	Senior Leadership Team	December 2016	
8.	Review current training programme for all front facing staff.	Senior Leadership Team	March 2017	

