

# Our commitments

- ✓ We will embrace a spirit of cooperation and partnership
- ✓ We will be open with our communities about the challenges that the Council faces
- ✓ We will work to empower and enable our communities
- ✓ We will operate with openness and transparency
- ✓ We will celebrate Torbay

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# Post Community Conference Action Plan

## Summary of Key Actions

Key Action	Deadlines
Agree and implement a Community Engagement and Consultation Programme for 2019/2020	By 30 November 2019
Agree Torbay Council's commitments to its communities	By 31 December 2019
Develop and deliver Project Plan for Community Engagement and Empowerment Workstream of the Whole Council Redesign Programme	Project Plan prepared: By 30 November 2019 Delivery of Project Plan: From January 2020
Publish Heritage Strategy for consultation	By 30 November 2019
Consider identifying Community Ambassadors within the Council	By 30 November 2019
Review and update the Council's website as necessary	By 31 December 2019
Agree and implement revised Communication, Engagement and Consultation Strategy	By 31 March 2020
Consider implementing a (single) £100,000 small grants programme	By 31 March 2020
Review the expansion of the Council's Leave Arrangements Policy	31 March 2021
Continue to work in partnership with Integrated Care Organisation and wider Sustainability and Transformation Programme	Ongoing with review dates
Roll out of the use of national Themes, Outcomes and Measures (TOMs) within all procurement processes	Tbc

## Actions against the suggestions within the Conference Report

Suggestions from Conference Report	Torbay Council Response
<b>Six Key Elements</b>	
<p>A <b>community engagement strategy</b> setting out core ambitions, outcomes, values, principles and practices which is embedded in the work of all the Council’s Directorates and Departments.</p>	<ul style="list-style-type: none"> <li>• Revised Communication, Engagement and Consultation Strategy to be prepared – to take account of the feedback from the Community Conference</li> <li>• Embed the revised Strategy within Torbay Council</li> </ul>
<p>A programme of <b>ongoing community engagement and consultation over the coming year</b> or so with a focus on involving people and communities that tend not to engage readily with the Council.</p>	<ul style="list-style-type: none"> <li>• Programme of community engagement and consultation for 2019/2020 to be prepared – including but not limited to:               <ul style="list-style-type: none"> <li>○ Budget Consultation (October – December 2019)</li> <li>○ Quarterly Cabinet Conversations (December 2019, March 2020)</li> <li>○ Annual Community Conference (June 2020)</li> </ul> </li> </ul>
<p>A programme to <b>empower and build the capability of staff</b> to engage more readily with communities.</p>	<ul style="list-style-type: none"> <li>• Consideration as part of the Whole Council Redesign Programme (Community Engagement and Empowerment) and Corporate Training Programme</li> </ul>
<p><b>Improved communication mechanisms</b> enabling people and communities to more easily access support, information and influence and keep more closely informed on the progress of key issues and decisions within the Council.</p>	<ul style="list-style-type: none"> <li>• Consideration as part of the revised Consultation, Engagement and Consultation Strategy</li> </ul>
<p>The implementation of a series “<b>quick wins</b>” which are relatively straightforward to put in place, valuable actions and demonstrate the Council’s commitment to addressing issues raised at the Conference and elsewhere.</p>	<ul style="list-style-type: none"> <li>• Commitments arising from Community Conference to be shared and approved</li> <li>• Implementation of Post Community Conference Action Plan</li> </ul>
<p>A dialogue with relevant agencies and networks (such as TCDT) to explore how individuals and <b>communities can be supported to build their own capacity and capability</b> to take on new roles and responsibilities.</p>	<ul style="list-style-type: none"> <li>• Discussions to be held with agencies and networks as part of the Whole Council Redesign Programme (Community Engagement and Empowerment)</li> </ul>

Suggestions from Conference Report	Torbay Council Response
Establishing a “space” – possibly online – to <b>celebrate and show case success</b> and good practice in community engagement, highlighting in particular good “teamwork” between the Council and communities.	<ul style="list-style-type: none"> <li>• Consider as part of the continual review of the Council’s website</li> </ul>
<b>Potential Action – Strategic and Cultural Change</b>	
<b>Council organisational change</b>	
Explore how to empower staff to be more flexible and responsive in engaging with the public and communities.	<ul style="list-style-type: none"> <li>• Consideration as part of the Whole Council Redesign Programme (Community Engagement and Empowerment)</li> </ul>
Improve communication between Council departments	<ul style="list-style-type: none"> <li>• Consideration as part of the revised Consultation, Engagement and Consultation Strategy</li> </ul>
Explore the scope for a single connecting point in the Council – helping community groups identify the most appropriate people in the Council for their needs.	<ul style="list-style-type: none"> <li>• Consideration as part of the Whole Council Redesign Programme (Community Engagement and Empowerment/Transactional Hub)</li> <li>• Consideration of the identification of Community Ambassadors in the Council to work with communities</li> </ul>
Explore the scope for a simple community small grants programme.	<ul style="list-style-type: none"> <li>• Consideration of implementing (single) £100,000 small grants programme</li> </ul>
<b>Community engagement</b>	
Follow up the Community Conference with a targeted programme of involving and connecting with those groups and geographical communities less likely to engage with the Council.	<ul style="list-style-type: none"> <li>• Take into account in the Community Engagement and Consultation Programme for 2019/2020</li> </ul>
Develop a mechanism for engaging young people with the Council and in helping community groups to involve young people more effectively.	<ul style="list-style-type: none"> <li>• Consideration as part of the revised Consultation, Engagement and Consultation Strategy: <ul style="list-style-type: none"> <li>○ Include liaison with Children and Young People Partnership Board</li> <li>○ Include liaison with Imagine This Partnership</li> </ul> </li> </ul>

<b>Suggestions from Conference Report</b>	<b>Torbay Council Response</b>
Support the development of stronger relationships between schools and their local communities.	<ul style="list-style-type: none"> <li>• Consideration as part of the revised Consultation, Engagement and Consultation Strategy: <ul style="list-style-type: none"> <li>○ Include liaison with Local Education Board</li> </ul> </li> </ul>
Explore the establishment of local “one stop shops” to bring the Council (and other agencies) “closer” to local communities.	<ul style="list-style-type: none"> <li>• Consideration as part of the Whole Council Redesign Programme (Community Engagement and Empowerment/Transactional Hub)</li> </ul>
Explore the scope for a holiday or tourist tax to generate additional resources	<ul style="list-style-type: none"> <li>• This cannot be progressed without primary legislation from Government. However, additional resources are already generated by the English Riviera BID Company.</li> </ul>
<b>Community development</b>	
Work with Torquay United FC to further build their engagement with the community, especially young people.	<ul style="list-style-type: none"> <li>• Consideration as part of the Whole Council Redesign Programme (Community Engagement and Empowerment)</li> </ul>
Develop an overall strategy for the use of the Bay’s heritage buildings.	<ul style="list-style-type: none"> <li>• Draft Heritage Strategy scheduled for consultation in November 2019</li> </ul>
Support the development of Community Builders.	<ul style="list-style-type: none"> <li>• Consideration as part of the Whole Council Redesign Programme (Community Engagement and Empowerment)</li> </ul>
Undertake or commission a comprehensive mapping of community groups and assets – and make this widely accessible. This could also identify duplication and help facilitate collaboration.	<ul style="list-style-type: none"> <li>• Consideration as part of the Whole Council Redesign Programme (Community Engagement and Empowerment)– ensuring this is not duplicating work already undertaken by Torbay Community Development Trust.</li> </ul>
Support the further development of social prescribing.	<ul style="list-style-type: none"> <li>• Ensure a joined up approach between the Council, Integrated Care Organisation and wider Sustainability and Transformation Programme</li> </ul>
Explore or support the development and implementation of a volunteer strategy for the Bay.	<ul style="list-style-type: none"> <li>• Consideration as part of the Whole Council Redesign Programme (Community Engagement and Empowerment) <ul style="list-style-type: none"> <li>○ Include liaison with Integrated Care Organisation</li> </ul> </li> </ul>

<b>Suggestions from Conference Report</b>	<b>Torbay Council Response</b>
Strengthen the connections between housing providers, relevant agencies and community groups.	<ul style="list-style-type: none"> <li>• Consideration as part of the revised Consultation, Engagement and Consultation Strategy (Community Engagement and Empowerment): <ul style="list-style-type: none"> <li>○ Build on work already undertake to ensure positive relationships with Registered Providers</li> </ul> </li> </ul>
<b>Potential Action – Quick Wins</b>	
<b>Community development and enabling community activity</b>	
Streamline and simplify the licensing and regulatory requirements for community events and provide information and guidance for community organisers. Also provide a “myth buster” clarifying the position on common assumptions, for example in relation to health and safety.	<ul style="list-style-type: none"> <li>• Early consideration as part of the Whole Council Redesign Programme (Community Engagement and Empowerment)</li> </ul>
Explore the scope for collective or collectively negotiated insurance cover for community activity.	<ul style="list-style-type: none"> <li>• Early consideration as part of the Whole Council Redesign Programme (Community Engagement and Empowerment)</li> </ul>
Encourage and support Council officers to make available and share their expertise with community groups.	<ul style="list-style-type: none"> <li>• Explore options for expanding the Leave Arrangements Policy to cover and encourage volunteering</li> </ul>
Provide advice and guidance to groups undertaking their own risk assessment.	<ul style="list-style-type: none"> <li>• Early consideration as part of the Whole Council Redesign Programme (Community Engagement and Empowerment)</li> </ul>
Review what support is currently available (through the Council and other agencies) to community groups and social enterprises and seek to fill the gaps and/or improve awareness of existing support.	<ul style="list-style-type: none"> <li>• Consideration as part of the Whole Council Redesign Programme (Community Engagement and Empowerment)</li> </ul>
Actively seek individuals and groups to undertake and/or participate in environmental, coastal, open space and heritage improvements.	<ul style="list-style-type: none"> <li>• Early consideration as part of the Whole Council Redesign Programme (Community Engagement and Empowerment)</li> </ul>
Support and encourage community weekends, festivals and other events.	<ul style="list-style-type: none"> <li>• Early consideration as part of the Whole Council Redesign Programme (Community Engagement and Empowerment)</li> </ul>
Review and improve the Council’s web site to make information and resources for community action more accessible.	<ul style="list-style-type: none"> <li>• Undertake as part of the continual review of the Council’s website</li> </ul>

Suggestions from Conference Report	Torbay Council Response
Support or provide a programme of training for the Chairs of community groups.	<ul style="list-style-type: none"> <li>• Early consideration as part of the Whole Council Redesign Programme (Community Engagement and Empowerment)</li> </ul>
<b>Strengthening Community Engagement</b>	
Deliver or commission a training programme for staff (and Councillors) around community engagement and working with community groups and volunteers.	<ul style="list-style-type: none"> <li>• Consideration as part of the Whole Council Redesign Programme (Community Engagement and Empowerment) and Corporate Training Programme</li> </ul>
Develop a community engagement protocol/framework to use in designing and developing new projects and seeking funding – ensuring the community is involved from the start	<ul style="list-style-type: none"> <li>• Early consideration as part of the Whole Council Redesign Programme (Community Engagement and Empowerment)</li> </ul>
Improve the availability of information on individual staff contacts and their roles and responsibilities on the Council’s web site	<ul style="list-style-type: none"> <li>• Undertake as part of the continual review of the Council’s website ensuring consistency with Whole Council Redesign Programme (Transactional Hub)</li> </ul>
Develop a protocol or guidance for contractors around engagement with communities. (This could be built into service specifications and contracts.)	<ul style="list-style-type: none"> <li>• Roll out of use of national Themes, Outcomes and Measures (TOMs) within all procurement processes</li> </ul>
Explore with Torbay Community Development Trust how <a href="https://torbaytogether.org.uk/">https://torbaytogether.org.uk/</a> can be developed and expanded to take on a broader role around community engagement.	<ul style="list-style-type: none"> <li>• Consideration as part of the Whole Council Redesign Programme (Community Engagement and Empowerment)</li> </ul>