

## 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	

