

CIP 2 Informing and involving residents

Purpose Improve how local people and visitors to plymouth are informed, consulted and involved in the design and delivery of our services and functions, joining up with partner organisations where appropriate.

Key Improvements	Key Milestones/Timing	Key Performance Measure
To improve the information we give people about opportunities to have a say and get involved in service design and delivery	<ul style="list-style-type: none"> ■ Set targets based on Place Survey 08 results and assess our position in relation to other authorities (June 09) ■ Use Place Survey findings to update Communications Strategy targets for improving the number of residents who feel well informed about local public services (September 09) ■ Run a corporate 'You said, we did' campaign (October 09) 	<ul style="list-style-type: none"> ■ NI4 - % of people who feel they can influence decisions in their locality - baseline to be set following publication of Place Survey findings 2008 ■ How well informed people feel about local public services - baseline to be set following publication of Place Survey findings 2008
To improve how we consult people about the services and functions we provide	<ul style="list-style-type: none"> ■ Run and publish results of an interim Place Survey (March 10) ■ Adopt the Statement of Community Involvement (SCI)/ Compact Code for Consultation (April 09) and develop an action plan to promote its use across the partnership (December 09) ■ Working with partners, develop actions (including development of associated 'tools') to ensure a consistent approach to engaging and consulting with diverse communities (reflecting all equalities strands, and including vulnerable and disabled people) (March 10) ■ Review Plymouth Points ofView (residents panel) (December 09), and depending on what the findings say, re-issue the contract (March 10) ■ Identify ways to improve the use of ICT and web-based systems to inform and consult people (December 09) ■ Build engagement and consultation values into the corporate competency framework (June 09) ■ Run the statutory Place Survey (December 10) 	<ul style="list-style-type: none"> ■ Proportion of direct consultation carried out during the year that is in accordance with the principles of good practice. 4 surveys run using Plymouth Points ofView (Plymouth's residents panel before December 09: 1 in 2008/09, 3 in 2009/10)
To improve how we involve people in service design and delivery over and above informing and consulting them	<ul style="list-style-type: none"> ■ Agree our approach to involving local people in decisions about service provision in their local areas (includes work with Area Committees) (March 10) ■ Commence 2009/10 Member Learning Programme (June 09) - include training about the 'Duty to Involve' ■ Develop actions to improve involvement of local people in decisions about how money is spent (December 09) ■ Working with partner organisations, implement a full programme of activity to involve local people in decisions about how money is spent (December 10) ■ Run induction for newly elected members (May 10) 	<ul style="list-style-type: none"> ■ NI3 – Civic participation in the local area - baseline to be set following publication of Place Survey findings 2008
To improve how we act on information from engagement and consultation to support service design and delivery	<ul style="list-style-type: none"> ■ Develop corporate and partnership-based engagement and consultation governance structures to improve understanding of roles and responsibilities (September 09) ■ Work with partner organisations to develop a pilot project to improve the use of available information to inform business planning and target setting through development of the 'Data Hub' (March 10) ■ Run a project to develop guidance about combining findings from statutory surveys (e.g. the Place Survey) and customer profiling information to support service design and delivery (December 09) 	<ul style="list-style-type: none"> ■ Milestone rather than performance target applicable