

YOUR PLYMOUTH

Pre-Decision Briefing Paper - Proposed Cabinet
Report on a new Framework for Engagement



PLYMOUTH
CITY COUNCIL

1. Purpose of the Report

To brief members of Your Plymouth on a proposal for a new framework for working with citizens and communities and to seek members views prior to a decision at Cabinet on 15th July 2014.

2. Background

Officers have been tasked with developing a comprehensive framework for a new way of working with our citizens that follows the Councils adopted cooperative values and objectives set out in the Corporate Plan.

The attached draft report outlines a new approach which seeks to address the perceptions and views of partners, members and citizens who believe our current approach falls short of this aspiration. Some of this is reflected in the Fairness Commission concerns following their 'Summer of Listening' to local people across Plymouth.

The new approach focuses on:

- Our role as a Service Provider – acting as a single agent
- Our role as community leader, together with our partners, leading and supporting engagement with our communities and citizens.

It proposes a broad framework of principles, based on our values. **(fig. 3)**, a set of behaviours **(Table 2)** but rests on the fundamental premise of supporting citizens and communities to 'self-help', realising and valuing the capacity within communities, as well as building confidence and engagement in key areas. Some examples of what we currently do, and how that is represented at different levels of involvement is shown in **Table 1** – supported by some case studies on **Appendix 1**.

To ensure that the approach is inclusive of all voices, it is suggested that different methods of engagement and involvement could be used, with a menu of approaches to be developed and firmed up in consultation with partners, members and citizens rather than the 'one size fits all' approach that we currently adopt.

A coordinating role is also suggested to reduce multiple consultations by different agencies of the same citizens, with mutual use of the data and intelligence that this collates for all agencies to use across Plymouth – one version of the facts.

It is anticipated that this would underpin the transformation programmes underway and lead to more sustainable and coordinated engagement with citizens and communities, resources collectively by all agencies rather than just the Council.

3. Recommendations

Members are asked for their views on the proposals and approach taken in the framework and also for ideas on particular areas of support members think we should take into account under 6. – Developing the role for Councillor as local leader.