

Feedback from Overview and Scrutiny Task-and-Finish Group

Issue	Membership of Task-and-Finish Group	Scope	Timescales
<p>Communication, Consultation and Engagement Strategy</p> <p>Issues Arising: The draft strategy is too high level and lacks any action plan.</p> <p>Communication: There does not appear to be a communication protocol between Partner agencies. Torbay Council website is not user friendly and could be used to greater effect.</p> <p>Consultation: There appears to be an inconsistent approach, across business units, to the chronology of the consultation process. (ie. at what point in the process is the decision made to consult and with whom?) There is no internal protocol between business units- as a result consultation documents are issued without being signed off by a central team. There is no protocol in place to keep Members and Officers informed well in advance of forthcoming issues.</p> <p>Engagement: As we no longer have a Viewpoint Panel or KPI's, we cannot measure the effectiveness of our engagement. TC is not communicating effectively the financial challenges ahead.</p>	<p>Councillors Bent (Lead) and Ellery</p>	<p>To review the draft Communication, Consultation and Engagement Strategy and provide feedback to the Overview and Scrutiny Board.</p>	<p>TBC</p> <p>Recommendations:</p> <p>The major issue arising from this exercise is the lack of capacity in this Business Unit. This, potentially, has serious implications, not only to the reputation of the Council but also to the risk of a legal challenge, should processes not be followed correctly.</p> <p>Communications: Discuss with Partners (ICO in particular) having a joint protocol in place to ensure that all communications are joint where appropriate. Invest in TC website to make it more “user friendly” and use it more for informing and engaging with residents. Assess the cost of using existing posted communications to residents (ie.Council Tax) as an opportunity to include further literature (list of events etc).</p> <p>Consultation: All Consultation documents should be signed off by a central team. Discuss with Partners having a joint protocol in place to ensure that any proposed service changes are handled efficiently and sensitively. Part of any consultation on service change should be a risk assessment of the possibility of a legal challenge, if the process is not followed correctly.</p>

To have any credibility, we need to find a way of managing the public's expectation of the consultation process. At the moment, the perception is that it appears to be a "box ticking" exercise.

Engagement:

Consider having a limited number of residents KPI's, for example:

1. Residents "well informed"
2. Residents feel the Council provides "Value for Money."
3. Residents feel that the Council is "building a better Torbay"

Members should assist Officers in managing residents expectations about future service delivery.

There should be a Customer Service Training Programme for all public facing officers.

Investigate the feasibility of having an on-line e-View Point Panel using a dedicated website, social media etc.

As this is a Policy Framework document, the final draft should include an action plan(delivery plan) so that its effectiveness can be monitored.