

Supporting Information and Impact Assessment

Proposal:	Community Engagement
Executive Lead:	Councilor Julien Parrott
Director / Assistant Director:	Caroline Taylor

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Section 1: Background Information	
1.	<p>What is the proposal / issue?</p> <p>The proposal is to delete the vacant Community Engagement Officer Post resulting in a £22k saving.</p>
2.	<p>What is the current situation?</p> <p>The Community Engagement Officer role is currently vacant and has been vacant since the beginning of August 2016.</p> <p>The purpose of the role was to co-ordinate co-production activity in the commissioning and procurement of community based support services commissioned by the Authority, and working with partners, to ensure that the voice and the role of the service user is reflected in service development. The role also provided line management for a Link Worker.</p> <p>Co production is the process of working in an equal and reciprocal partnership with professionals and people who use services, and the wider community, to improve and develop public services.</p> <p>This proposal is made as part of the savings targets for 2017/18.</p>

<p>3.</p>	<p>What options have been considered?</p> <p>Options considered:</p> <ol style="list-style-type: none"> 1) Discontinue community engagement activity altogether 2) Explore potential for the Link Worker to be transferred to another commissioned advocacy and engagement service. <p>Option 2 has been proposed as the Link Worker could be co-located to another commissioned advocacy and engagement service to provide further opportunities to engage with the community, whilst retaining links to the Partnership Commissioning Team (PCT) in Torbay Council and the commissioning work-plan.</p> <p>Discussions will now need to take place with key stakeholders to understand if option 2 is viable.</p>
<p>4.</p>	<p>How does this proposal support the ambitions, principles and delivery of the Corporate Plan 2015-19?</p> <p>The proposal supports:</p> <p>Principles:</p> <ul style="list-style-type: none"> • Use reducing resources to best effect • Integrated and joined up approach <p>Targeted actions:</p> <ul style="list-style-type: none"> • Protecting and supporting vulnerable adults
<p>5.</p>	<p>Who will be affected by this proposal and who do you need to consult with?</p> <p>The proposal will have an impact on:</p> <ul style="list-style-type: none"> • The Link Worker • Key Stakeholders i.e. PCT • The proposal may have an impact on the wider community of people using services as there is the potential that that co-production may be less effective <p>The following stakeholders will need to be made aware of the consultation so they have the opportunity to make any representations:</p> <ul style="list-style-type: none"> • Link Worker • Speaking Out Torbay (SPOT) • Torbay Voice volunteers • Torbay Community Development Trust • Partnership Commissioning Team (PCT) • Healthwatch • Commissioned services

6.	<p>How will you propose to consult?</p> <p>The proposal will be considered in the general budget consultation and questionnaire.</p> <p>The key stakeholders identified above will need to be made aware of the consultation and provided with details and support if required on how they can make any further representations about the proposals.</p>
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Section 2: Expected Implications and Impact Assessment

(These sections will be updated and expanded following the consultation period.)

7.	<p>What are the <u>expected</u> financial and legal implications?</p> <p>Financial saving of £22,000</p>
8.	<p>What are the <u>expected</u> risks?</p> <ul style="list-style-type: none"> • Ability to co-produce services may be reduced/restricted • If proposal is not accepted, savings will need to be found elsewhere.

Section 2: Implications and Impact Assessment

9.	<p>Public Services Value (Social Value) Act 2012</p> <p>N/A</p>
10.	<p>What evidence / data / research have you gathered in relation to this proposal?</p> <p>This proposal is likely to indirectly affect those vulnerable people who use support services commissioned by the Council. This is because it will be more difficult to gain the perspective of those with lived experience as a result of the loss of the dedicated Customer Engagement role to co-ordinate and undertake consultation activity.</p> <p>There is the potential that as a result services may be less responsive to the needs of those that use them.</p> <p>However alternative options will continue to be investigated as to whether the Link Worker role could be transferred to another commissioned advocacy and engagement service resulting in further opportunities to engage with the community, whilst retaining links to the Partnership Commissioning Team (PCT) in Torbay Council and the commissioning workplan.</p>

11.

What are key findings from the consultation you have carried out?

Results from Mayor’s proposed budget questionnaire

Community Engagement Officer:

To delete the vacant post of Community Engagement Officer. This proposal is expected to save £22,000 in 2017/18.

The purpose of this role is to encourage service users to have a say in the design of services. There is potential for the service provided by this role to be delivered by other partners. The proposed budget for next year would be nil.

Do you support this proposal?	Number	Percent
Yes	353	84.7%
No	42	10.1%
No answer	22	5.3%
Total	417	100.0%

In addition to the general Mayor’s budget consultation, questionnaires were also sent to Torbay Voice members (29 members). Six questionnaires were returned equally a 21% response rate. The responses have all been listed below.

Q1. Do you agree with the proposal to stop funding the Community Engagement Officer post?

Answer	Number of responses
Yes	1
No	5
Total	6

If no please say why

Comments:
“You need someone to organise and enthuse volunteers to do the work the Council should be doing, also to collate the results and pass the info to the correct dept.”
“End of Torbay Voice”
“Because they have a vital role out in the community where issues are raised and looked into”
“We can achieve more if we have that officer”
“I found the role helped ‘Torbay Voice’ a lot. By helping people engage more actively and stimulate service’s needs. And get good contacts in the community.”

Q2. How do you think the proposals will affect the work of Torbay Voice?

Comments:
“A great deal. Torbay Voice members come from a cross section of society.”

Collectively they have experience of most of the services and have a wealth of knowledge but this needs someone to bring out these skills and organise and use them.”

“People will be less committed.”

“More people in crisis, ignored and more work for Torbay Voice”

“As above, achieve less, and make much more work for existing staff.”

“There would be less input and structure. And it would cause us to lose a leader in community projects; ideas; events etc. At a time when attendees to ‘Torbay Voice’ meetings are low we need as much support as possible.”

Q3. Is it important that people are involved in planning and checking services?

Answer	Number of responses
Yes	6
No	0
Total	6

Please tell us why

Comments:

“Its v. important, as they know better than anyone how these services should work. If not checked things do down hill fast. How can you plan something if you never use or experience it?....”

“Because Quality Control is highly Important.”

“You get information at grass roots level”

“We have lived experience and speak from the heart”

“There are more points of view”

“There's nothing like life experience. People who use the services have an insight into planning and checking services. They have the skills to help move services forward and help improve better services.”

12. Amendments to Proposal / Mitigating Actions

No amendments. We continue to seek to identify the most suitable agency to host the Torbay Voice Link Worker role.

Equality Impacts

13	Identify the potential positive and negative impacts on specific groups As the CEO role works to ensure vulnerable service users voices are heard, all groups listed below have the potential to be impacted upon. However to potentially mitigate against any impact alternative options will continue to be investigated as to whether the Link Worker role could be transferred to another commissioned advocacy and engagement service resulting in further opportunities to engage with the community, whilst retaining links to the Partnership Commissioning Team (PCT) in Torbay Council and the commissioning work-plan.		
	Positive Impact	Negative Impact & Mitigating Actions	Neutral Impact
Older or younger people	No differential impact – please see note above		
People with caring Responsibilities	No differential impact – please see note above		
People with a disability	No differential impact – please see note above		
Women or men	No differential impact – please see note above		
People who are black or from a minority ethnic background (BME) <i>(Please note Gypsies / Roma are within this community)</i>	No differential impact – please see note above		
Religion or belief (including lack of belief)	No differential impact – please see note above		
People who are lesbian, gay or bisexual	No differential impact – please see note above		
People who are	No differential impact – please see note above		

	transgendered	
	People who are in a marriage or civil partnership	No differential impact – please see note above
	Women who are pregnant / on maternity leave	No differential impact – please see note above
	Socio-economic impacts (Including impact on child poverty issues and deprivation)	No differential impact – please see note above
	Public Health impacts (How will your proposal impact on the general health of the population of Torbay)	No differential impact – please see note above
14	Cumulative Impacts – Council wide (proposed changes elsewhere which might worsen the impacts identified above)	Other services commissioned by the Council which also advocate on behalf of service users are also subject to budget reduction proposals i.e. SEAP, CAB, Healthwatch. The potential cumulative impact is less opportunity for service users and those with lived experience to inform and influence the development and quality of services.
15	Cumulative Impacts – Other public services (proposed changes elsewhere which might worsen the impacts identified above)	Other services commissioned by the Council which also advocate on behalf of service users are also subject to budget reduction proposals i.e. SEAP, CAB, Healthwatch. The potential cumulative overall impact is less opportunity for service users and those with lived experience to inform and influence the development and quality of services.

