

## Appendix C – Delivering the Community Engagement Strategy

### Governance of the Strategy



### Community Engagement Delivery Group

Each of the areas of focus will need a lead officer (s) who will manage the actions and stakeholders to deliver the changes articulated within the strategy. The community engagement delivery group will bring together officers that will deliver the six areas of focus in the strategy;

- Active Citizen Voice
- Supporting Volunteering
- Supporting the Voluntary, Community and Faith (VCF) Sector
- Opportunities for Training & Development
- Embedding Social Value in what we do
- Bringing people together through the use our Community Assets

### Partnership Accountability

Team doncaster agreed that the Caring theme would take the lead for the partnership elements of this work which still needs to be worked through in detail but will be the method to ensure partnership collaboration against the key actions in this strategy.

## ACTIVE CITIZEN VOICE (CV)

### Provisional Lead Officers:

Steph Cunningham, Head of Communications & Engagement

Claire Scott, Head of Communities

### Key Stakeholders

- Communities Team
- Communications Team
- Customer Services
- Frontline Staff (Early Help hubs etc...)
- SPU

| Key Actions  | 18-19 | 19-20 | 20-21 |
|--|-------|-------|-------|
| We will establish a consultation hub where we can feed back to communities in a single place and promote the use digital consultation platforms to gather views, ideas and insights            |       | ✓     | ✓     |
| We will make best use of social media to gather community views  | ✓     | ✓     | ✓     |
| We will set up a borough wide community survey process to listen to your views   |       | ✓     |       |
| We have a variety of forums that already support citizen voice and we will continue to support them but we will support new forums to help advise on different topics and issues               | ✓     | ✓     |       |
| We will set up new opportunities for communities to engage, for example, whole Council surgeries, an evening with...events, Q&A sessions, or a citizen's blog                                  |       |       | ✓     |
| We will make community information available and update it at least annually   | ✓     | ✓     | ✓     |
| We will map customer enquiries to local areas to better understand local issues  | ✓     | ✓     | ✓     |
| We will test our information with communities and improve it where necessary   |       | ✓     | ✓     |
| We will follow the Community Led Support principles – exploring what is already available in communities through different agencies and organisations and wrapping these around the individual | ✓     | ✓     | ✓     |
| We will explore how we can use people in their community to deliver key messages to reach more people  |       |       | ✓     |
| We will run awareness-campaigns to deliver relevant information to communities   | ✓     | ✓     | ✓     |
| We will tell more local stories and share community knowledge  | ✓     | ✓     | ✓     |

# Supporting Volunteering (V)

## Provisional Lead Officers:

Allan Wiltshire, Head of Policy & Partnerships

## Key Stakeholders

- Communities Team
- Communications Team
- DMBC volunteer Network
- HR/OD
- ICT/Digital
- SPU

| <b>Key Actions</b>   | <b>18-19</b> | <b>19-20</b> | <b>20-21</b> |
|--|--------------|--------------|--------------|
| We will support the development of a volunteering standard   |              | ✓            |              |
| We will support the development of a doncaster specific space for promoting volunteer opportunities  |              | ✓            | ✓            |
| We will have a clear policy around staff volunteering  | ✓            |              |              |
| We will recognise the importance of volunteering and the impact it can have by including it specifically in a potential annual VCF celebration event (V) |              |              | ✓            |

## Supporting the Voluntary, Community and Faith (VCF) Support

### Provisional Lead Officers:

Lee Tillman, Assistant Director for Strategy & Performance

Rupert Suckling, Director of Public Health

### Key Stakeholders

- Communities Team
- Communications Team
- ICT/Digital
- SPU
- 'Your life' Doncaster
- Early Help Services
- Partners

| Key Actions  | 18-19 | 19-20 | 20-21 |
|--|-------|-------|-------|
| We will create a clear partnership position on support for the sector including funding advice, training opportunities, infrastructure support.  | ✓     | ✓     |       |
| We will develop a portal to support VCF organisations to access support and connect to opportunities across the sector.  |       | ✓     |       |
| We will explore new opportunities to invest into the sector, including the potential to co-ordinate funding across the partnership to support common objectives  |       | ✓     | ✓     |
| We will explore an annual celebration event for the work the Voluntary, Community and Faith sector do  |       |       | ✓     |
| We will create more positive perceptions of Doncaster as a place – 'This is My Doncaster' campaign for example, enabling community litter picks, sharing positive examples of community action in the sector |       | ✓     | ✓     |
| We will build upon our use of social impact bonds and continue to take a more creative approach to community issues  |       | ✓     | ✓     |

## Opportunities for Training & Development (TD)

### Provisional Lead Officers:

Sarah Jones, Head of Human Resources and Organisational Development  
Andrew Sercombe, Governance Manager

### Key Stakeholders

- Communities Team
- Communications Team
- HR/OD
- SPU

| <b>Key Actions</b>  | <b>2018-19</b> | <b>2019-20</b> | <b>2020-21</b> |
|---|----------------|----------------|----------------|
| We will provide a training programme for staff and elected members in community engagement techniques such as Asset Based Community Development |                | ✓              | ✓              |
| We will draw on the community knowledge of our frontline staff to better understand what is important to communities                            | ✓              | ✓              | ✓              |
| We will support opportunities for shadowing in the community and other work areas   |                |                | ✓              |
| We will create a Community Engagement Toolkit for staff   | ✓              | ✓              |                |
| We will apply the “make every contact count” principles   | ✓              | ✓              | ✓              |
| We will commit to completing a simplified Due Regard statement as part of the consultation process  | ✓              |                |                |

## Embedding Social Value in what we do (SV)

### Provisional Lead Officers:

Holly Wilson, Head of Procurement

Claire Bossward, Business & Enterprise Manager

### Key Stakeholders

- Procurement
- All services
- Partners

| <b>Key Actions</b>   | <b>2018-19</b> | <b>2019-20</b> | <b>2020-21</b> |
|--|----------------|----------------|----------------|
| We will support and grow our Social Economy through our inclusive growth plan (SV) |                | ✓              | ✓              |
| We will maximise Social Value through the implementation of our policy (SV)        | ✓              | ✓              | ✓              |
| We will explore different ways to encourage local giving                           |                | ✓              |                |

## Bringing people together through the use our Community Assets (A)

### Provisional Lead Officers:

Dave Stimpson, Property Manager

### Key Stakeholders

- Procurement
- All services
- Partners

| <b>Key Actions</b>  | <b>2018-19</b> | <b>2019-20</b> | <b>2020-21</b> |
|---|----------------|----------------|----------------|
| We will review the processes around community lets  |                |                | ✓              |
| If appropriate, we will make our community buildings available to local communities   |                | ✓              | ✓              |
| We will work with our Team Doncaster partners to create a clear plan across the public estate to maximise use in local communities and develop clear disposal and development opportunities | ✓              | ✓              | ✓              |
| We will encourage community ownership of assets and leadership through initiatives like crowd funding   |                | ✓              | ✓              |