Shropshire Council

Date: Monday, 25 November 2019

Time: 2.00 pm

Venue: Shrewsbury Room, Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND

Contact: Julie Fildes, Committee Officer
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COMMUNITIES OVERVIEW COMMITTEE

TO FOLLOW REPORT (S)

7 Working with Shropshire Communities (Pages 1 - 4)

To agree a terms of refence for a review of how Shropshire Council engages with town and parish councils in Shropshire. [Report to follow]

Contact: Danial Webb   tel 01743 258509

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Committee and Date	Item
Communities Overview Committee	
25 November 2019	Public

Draft terms of reference for a review of working with Shropshire communities

Responsible Officer   Danial Webb – overview and scrutiny officer

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Summary
This report presents the committee with the draft terms of reference for a review of working with Shropshire communities.

Recommendations
Members are asked to consider the draft terms of reference, suggest any amendments or updates and agree to the review.

Opportunity Risk Assessment
Working with communities across Shropshire is an essential function that the Council and other public sector organisations need to fulfil. There are a number of models and approaches that can be deployed, and the continued developments in technology increase those opportunities.

Financial Assessment
Although there are no direct financial impacts from this report, it is possible that should any recommendations arising from the work be accepted, there could be some funding required.

Report

Context
At Council on the 20th September 2018 the following motion was agreed:

Shropshire Council has an important role in supporting communities across the county. Resilient communities enhance the quality of life, promote wellbeing and

reduce costs to the social care and health sectors. Some elements of this support have come under financial pressure as a result of the wider need for the Council to make savings from its revenue budget.

This Council requests the appropriate Overview and Scrutiny Committee/s to look at this through a Task and Finish Group and devise a strategy for engaging with the diverse communities of the County and use this work to inform a report by the Chief Executive.

This terms of reference sets out a plan of work to address the following question:

"What should Shropshire Council's coherent model of engaging communities be?"

Objectives
- To research and evaluate different models of engaging communities
- To seek feedback from communities, voluntary community and social enterprises and town and parish councils on their views of effective engagement that reaches all areas of communities
- To identify where Shropshire Council reaches into households e.g. Council Tax emails or paper bills, and what opportunities exist to share messages or signpost to messages
- To learn from other similar councils and from neighbouring councils in Wales about their approaches to engaging communities and their learning
- To identify a preferred model for Shropshire Council
- To recommend a framework for engaging communities based on evidence of what works and is best for Shropshire.

Information required
- Different models of engaging communities including the pro's and con's
- Examples of effective engagement mechanisms for different situations and audiences – including digital, face to face and event based approaches
- Information on the MyShrophire portal and the Member portal and the opportunities these provide to engage with communities
- Approaches and options for engaging with communities including those who are hardest to get involved
- The potential for engaging
- Evidence of when engaging communities takes place and the approaches used
- Evidence of models and approaches to engaging communities used by other similar councils and from neighbouring councils in Wales including how they deploy them
- Information from Town and Parish Councils
- Information from Voluntary Community and Social Enterprise Sector organisations (VCSE)
- Information on the role of local members both for Shropshire Council and for other similar councils and from neighbouring councils in Wales

Methods

- Desktop exploration of contextual data and information – including researching models and approaches to engaging communities
- Presentations on new technology and different models and approaches to engaging all areas of communities including those who are hardest to get involved.
- Identification of any learning and best practice from other Councils and organisations
- Hearing from local members about their thoughts on their role in engaging communities and their thoughts on effective approaches
- Physical visits to other similar councils and from neighbouring councils in Wales, or virtual visits using digital technology to hold on-line meetings/discussions.
- Hearing from Town and Parish Councils, VCSE organisations, and other stakeholders to understand issues, ideas, innovation and opportunities, as appropriate
- Identification and invitation of specific witnesses

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)
Cabinet Member (Portfolio Holder)   Cllr Gwilym Butler
Local Member   All
Appendices

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