

## **Community Enablement Team – Service Plan 2016/17**

### **Objectives**

The CET provides essential support to a number of statutory departments to enable Shropshire Council to deliver its current and future programmes of work.

This support includes -

- Working with communities to build social capital and enable the social action that will build resilience and reduce dependency on public services.
- Facilitating partnership and local governance structures, and acting as an action and information link between town and parish councils to secure a sustainable future for locally delivered services - supporting their redesign and transfer into community management.
- Supporting Shropshire Council's elected members in their role as community leaders.
- Supporting infrastructure development through Community Led Planning, the development and review of Place Plan documents and project planning for Community Infrastructure Levy and Neighbourhood Fund by town and parish Councils.
- The research, design and delivery of organisational solutions and community projects for public and voluntary sector organisations and community groups.

### **Mission**

The mission of the CET is the pursuit of the following principles:

- Resourceful: creative, perceptive and practical, with the ability to generate and inspire clients with the possibilities for the future.
- Adaptable: anticipating and reacting in real time to reach goals and follow through on commitments.
- Supporting: advocating and encouraging a co-operative and collaborative environment

### **The CET's strapline**

*Encouraging communities to reach their potential*

### **Keys to Success**

- Establishing a strong network of partnerships that is supported by a collaborative culture and strong community leadership.
- A multifaceted team that makes use of its local knowledge, networks and individual skills and training with a concerted approach.
- Supporting infrastructure development across the county through an inclusive process
- Promoting the diversity of people living in Shropshire – recognising and challenging any discrimination, prejudice or inequality

## **Shropshire Council's high-level outcomes**

### **Healthy People, Resilient Communities, Prosperous Economy,**

These high-level outcomes provide the focus of the work of the council and underpin what we are trying to achieve over the coming years. The outcomes run through all of plans of the council, from corporate level to plans to teams and the goals and targets of each member of staff.

### **Healthy People**

The vision of the Health and Well-being Board is that we have the healthiest population in the country. This means supporting people to take responsibility to look after themselves, increasing their quality of life as well as their length of life, and reducing ill health to minimise demand and dependency on public services. In doing so we want to promote health awareness and healthier lifestyles within families. This will reduce the likelihood of them developing health problems such as diabetes, and help to detect diseases such as cancer earlier, improving the chances of successful treatment outcomes.

#### Healthy People lead - Kate Garner

#### Relevant Corporate measures that the Community Enablement Team will support

##### Participation in positive activities for health and well-being

- Number of library visitors
- Number of museum visitors
- Number of theatre visitors
- Number of leisure centre visitors

##### Impact of prevention services

- Average age of people entering into residential care paid for by the council
- Average age of people entering into residential nursing care paid for by the council
- Average length of stay of people entering into residential care paid for by the council
- Number of initial contacts to Adult Social Care referred to community-based support

#### Community Enablement Team objectives for Healthy People

Supporting the redesign and commissioning of locally delivered services, and supporting the redesign of services and assets into sustainable community based management. town and parish councils and Shropshire Council and other agencies, organisations and statutory bodies

Building community resilience, social capital and social action through the local delivery of Resilient Communities and as part of Shropshire's prevention work

## **Resilient communities**

Resilient communities are self-sufficient and have the resources and capabilities to meet their collective needs and flourish. They are safe, sustainable and interdependent on each other; supporting vulnerable children and adults to remain in their communities for longer and realise their goals. Early local intervention focussed on maximising independence is central to achieving this. Public services in the future will need to come together to focus their expertise and resources, work with the Voluntary, Community and Social Enterprise Sector; enabling and supporting more people to volunteer and play an active role in their communities; and to improve lives. This will reduce the current unsustainable levels of demand and expenditure on the state.

Resilient Communities lead – Lisa Bedford  
Volunteering development lead – Steve Cunningham

### **Relevant Corporate measures that the Community Enablement Team will support**

People requesting support helped in other ways

- Number of initial contacts to Adult Social Care referred to community based support
- Number of initial contacts to COMPASS referred to universal/community services

Numbers of people involved in volunteering

- Number of people volunteering in council provided services

Local member leading their community

- Local member completes at least 1 project with their communities per year

People accessing support and help independently

- Number of hits on the Shropshire Choices website

### **Community Enablement Team objectives for Resilient Communities**

Building community resilience, social capital and social action through the local delivery of Resilient Communities and as part of Shropshire's prevention work

Facilitating and supporting local governance structures and community based partnerships

Supporting Shropshire Council's elected members in their role as community leaders

Co-ordinating and facilitating community safety partnerships and initiatives that promote equality and tackle hate crime

Developing a brokerage role between people looking for work placements, work experience and volunteer placements and providers, including Shropshire Council

Co-ordinating the Shropshire Armed Forces Community Covenant

## **Prosperous economy**

Economic performance in Shropshire is good but we want to make more of our economic potential. This includes land, infrastructure, connectivity and the facilities to train and educate a world class workforce. We will continue to monitor and work with schools and academies to promote high standards of provision and outcomes above the national averages and ensure that our children and young people are best placed to achieve their goals. We will work to improve our physical and digital connectivity and our skills base in liaison with the government and with partners, and to grow existing businesses and support the strong entrepreneurial base that already exists in Shropshire. We will also explore new niche industries that are right for Shropshire and Shropshire is right for them. This means higher added-value industries, exploiting supply chains, and higher paid jobs attracting young people and families.

Place Plan/CIL lead – Nicola Fisher

Volunteering development lead – Steve Cunningham

## **Relevant measures for the Community Enablement Team**

Value of investment secured

- Value of developer contributions received

Shropshire residents' income

- Average wage
- % out of work benefits claimants by age, 18 - 24

## **Community Enablement Team objectives for Prosperous Economy**

Supporting community led planning, the development and review of Place Plan documents and the spend of CIL Local and Neighbourhood Fund by town and parish councils

Developing a brokerage role between people looking for work placements, work experience and volunteer placements and providers, including Shropshire Council

## **Operation of the Council**

Our focus is to be innovative and resourceful; being as efficient as we can be and identifying and pursuing opportunities to generate income which can be invested into services. We will operate in a way that promotes the best use of local resources. In doing so we will make it possible for people and communities to be less reliant on the state and find solutions and help each other, whilst protecting the vulnerable as a priority. To support this we will put in place the systems and processes and information and technology that will make it possible for people to serve themselves and allow our staff to work differently, closer to the communities and people who need our services, and freed up from office locations.

## Enterprise development lead – Steve Cunningham

### Relevant medium term outcomes for the Community Enablement Team

- The efficiency of the council has been improved
- New income streams have been created
- Commercial operating is increasing across the council

### Community Enablement Team objectives for Operation of the Council

To become early adopters of the Council's entrepreneurial approach through the delivery of the CET business plan and deliver the CET savings/income target in 2016/17 and 2017/18.

Design and deliver a training and development programme for the team to develop commercialism and enterprise skills and confidence, and build expertise in our key areas of activity

Redesign the team as described in the CET Business Plan to develop and deliver specialist knowledge in key areas, e.g. building social action, place shaping, developing the council's volunteering offer, member support, whilst retaining place based working

Identify and follow up opportunities for generating income through activity with existing and new partners

Continue to adopt a flexible, mobile and agile working approach that maximises the technology available to us and reduces team expenditure on accommodation and travelling

## Staff development

In order to successfully deliver against the teams objectives we have identified a number of training opportunities to assist with the development of the team. The training courses are directly linked to the Service and Business Plan and will enable the team to realise its potential.

<b>Training Course Description</b>
Any relevant and appropriate training provided internally or through The Learning Pool
Hate Crime awareness and reporting
Equality and Diversity awareness
Community engagement and facilitation practice
Consultation and engagement practice
Social media usage
Marketing and promotion