Process and Criteria for identifying key areas of work for revised approach for Locality Working **Appendix 1**

Process for identifying key areas of work

IDENTIFICATION OF ISSUES
Unforeseen issues identified through Cabinet, CMT or SMT or raised by residents through Ward Members via Cabinet Lead. Issue requires a flexible fast initial response and meets the following criteria

PRIORITY WORK PROGRAMME
Identified as part of Priority Planning process with Cabinet or Corporate Director Lead, or throughout the year through the Council's Performance Framework

PROGRAMME OF ENGAGEMENT
Survey results highlight the need for further engagement activity as identified by Cabinet or CMT. Engagement activity agreed through Cabinet or Corporate Director lead through Priority Plans

Criteria for key areas of work

Criteria for Rapid Response

- Issue could have a significant impact in the community
- Issue does not clearly fall within the remit of one service area or organisation
- Not addressing the issue would have a detrimental impact upon one or more of the following:
  - delivering a key Council priority
  - performance against a key Council indicator
  - the Council's relationship with the community

Criteria for Priority Issues and Performance Improvement

- Identified within a Council priority plan
- Requires a multi-service or partnership approach to delivery
- Significant community engagement is required
- Council's performance and planning framework identifies a need for improved performance and outcomes

Criteria for Community Engagement

- Community engagement activity is needed to support delivery of council priorities
- More in-depth engagement is needed to understand survey results in a particular area, community or to understand a particular issue

PROCESS FOR ADDRESSING ISSUES

- Engage with Members, Town and Parish Councils and residents
- Gain an understanding of underlying issues
- Develop and co-ordinate a range of short term actions
- Identify longer term issues and responses
- Feedback on outcomes and lessons learned

This team, along with the Equality and Diversity and Community Engagement teams form the Community Engagement Equalities and Action Unit under the remit of the Assistant Chief Executive, and will support the delivery of the Efficient Community Focussed Council Priority Plan