



**Telford & Wrekin**  
**C O U N C I L**

**Addenbrooke House Ironmasters Way Telford TF3 4NT**

## **CUSTOMER, COMMUNITY & PARTNERSHIP SCRUTINY COMMITTEE**

**Date Monday, 23 July 2018 Time 6.00pm**

**Venue Meeting Room G3-G4, Addenbrooke House, Ironmasters Way, Telford**

### **Enquiries Regarding this Agenda:**

**Democratic & Scrutiny Services Deborah Moseley 01952 383215**

**Media Enquiries Corporate Communications 01952 382407**

**Committee Membership: Councillors **G C W Reynolds (Chair)**, J C Ashford, K R Guy,  
C N Mason, L A Murray, J M Seymour and B D Tillotson  
Co-optee: Mr D Johnson**

## **AGENDA**

- 1. Apologies for Absence**
- 2. Declarations of Interest**
- 3. Third Party Engagement** **Appendix A**
  - (a) To gather initial evidence for a proposed in-depth review
  - (b) To consider the scope of any further work
- 4. Chair's Comments and Update**

## SCRUTINY REMIT: THIRD PARTY ENGAGEMENT

**DATE:** July 2018

### **OBJECTIVE:**

To ascertain "How effective the Council is in engaging support from third party organisations and the community in light of reducing resources."

### **CONTEXT:**

Councils face very significant financial reductions meaning that difficult choices about priorities have to be made. Change is necessary to ensure that essential services are maintained but this means that the Council has to be innovative in identifying ways to develop alternative ways to deliver services by working with key stakeholders.

### **QUESTIONS TO BE ADDRESSED:**

What is the existing process for community engagement?  
What are the views of community representatives in relation to that process?  
What are the critical factors in successful engagement?  
How could the process be improved in Telford & Wrekin?

### **OUTCOMES:**

Evaluation of examples of when engaging the community has been successful and when engagement has been less successful  
The process of community engagement is better understood, including identification of opportunities and barriers to effective engagement and, in the case of barriers, how these may be overcome  
Recommendations to enhance existing internal mechanisms to encourage third party engagement  
Recommendations to support strengthened policies and practices to enable service delivery managers to manage effective engagement with key stakeholders

### **CONSTRAINTS:**

Duplication with Internal Audit work related to the transfer of markets, libraries and community centres should be avoided.

The Committee should also avoid duplication of the Community Participation Team's work during budget engagement to collect the views of partners and potential partners as to how they would like to get involved in the future.

### **EVIDENCE & WITNESSES:**

Cabinet Member: Customer Services, Tourism & Partnerships  
Cabinet Member: Communities, Health & Wellbeing  
Assistant Director: Early Help & Support  
Assistant Director: Governance, Commissioning & Procurement  
Assistant Director: Health & Wellbeing

Assistant Director: Customer & Neighbourhood Services  
SDM Community Participation

During budget engagement, the Council will be undertaking an exercise to collect the views of partners and potential partners as to how they would like to get involved in the future and the Committee will not duplicate this work. However, if appropriate, further evidence may be sought from Town and Parish Councils, Voluntary Sector Representatives, and Community Representatives. Best Practice from other Authorities may also be considered.

**METHOD:** In-depth Review

**TIMESCALE:** Report to Cabinet by 14 March 2019

**MEMBERSHIP:**

The members of the task and finish group(s) to complete this work will be:-

TBC

**SUPPORT:**

Democratic & Scrutiny Services

**HOW THIS ITEM HELPS DELIVER COUNCIL PRIORITIES:**

- Put our children and young people first
- Protect and create jobs as a 'Business Supporting, Business Winning Council'
- Improve local people's prospects through education and skills training
- Protect and support our vulnerable children and adults
- Ensure that neighbourhoods are safe, clean and well maintained
- Improve the health and well-being of our communities and address health inequalities
- Regenerate those neighbourhoods in need and work to ensure that local people have access to suitable housing

**HOW THIS ITEM MEETS THE CfPS FOUR PRINCIPLES OF GOOD SCRUTINY:**

- Provide a "critical friend" challenge to decision-makers as well as external authorities and agencies
- Reflect the voice and concerns of the public and its communities
- Take the lead and own the scrutiny process on behalf of the public
- Make an impact on the delivery of public services.