

**Executive Scrutiny Committee**  
**“Reporting In” Review – Consultation**

**Outline Scope**

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| <b>Scrutiny Chair:</b><br>Councillor David Harrington  |
| <b>Scrutiny Link Officer:</b><br>Judy Trainer  |
| <b>Departmental Link Officer:</b><br>Lesley King/ Laurayne Featherstone  |
| <b>Finance Link Officer:</b><br>N/A  |
| <b>Which of our strategic corporate objectives does this topic address?</b><br><br>Council Plan Objective – Deliver effective community consultation and engagement  |
| <b>What are the main issues and overall aim of this review?</b><br><br>A review of resident and stakeholder consultation with the potential outcome being an agreed policy and approach that takes into account the risks to the Council (reputationally, financially and politically). Key areas relate to the way consultation is currently co-ordinated/managed across the Council and in particular linking of the approach and content of consultation documentation with the key communications.<br><br>Local residents and key stakeholders have a clear interest in the determination of Council policy and service delivery both in relation to areas where there is a statutory duty to consult as well as where there is no statutory duty but it ensures compliance with the Compact (the agreement between the public sector stakeholders and the Voluntary, Community and Social Enterprise sector (VCSE)).<br><br>Resident engagement is a key objective within the overall framework of the Council Plan and has an important role to play in terms of people’s perceptions of the Council.<br><br>There aren’t any direct measures of performance linked to consultation. |
| <b>What are the key lines of enquiry:</b><br>Examination of: <ul style="list-style-type: none"><li>• How Consultation can be improved across all areas of the Council;</li><li>• Take up and adoption of a Stakeholder Consultation solution;</li><li>• Links between Stakeholder Consultation and the Customer Portal</li><li>• Consultation, Community Engagement and Communication Strategies.</li></ul>  |
| <b>Who will the Committee be trying to influence as part of its work?</b><br><br>Cabinet, Council Services   |

**Expected duration of review and key milestones:**

Scope – 15<sup>th</sup> September 2015  
Baseline – 27<sup>th</sup> October 2015  
Options and Recommendations – 24<sup>th</sup> November 2015  
Cabinet – 14<sup>th</sup> January 2016

**What information do we need?**

**(Background information, existing reports, legislation, central government documents, etc.):**

The review could include understanding of

- Current consultation practice
- Current Consultation and Engagement strategies
- Good practice internally
- Good practice externally
- Legislation with regard to particular consultations
- Links to the Compact and other agreements

**How will this information be gathered? (eg. Financial baselining and analysis, benchmarking, site visits, face-to-face questioning, telephone survey, survey)**

Desk Top analysis; Benchmarking

**Provide an initial view as to how this review could lead to efficiencies, improvements and/or transformation:**

As local government budgets continue to reduce alongside increased demand and expectation with associated changes in policy and service delivery a robust and proportionate approach to consultation will be required.