

Phase II Your Nottinghamshire Your Future 2019 – 2021 New Cross Council Programmes & Projects

Project Name: Member communication and engagement
Senior Responsible Officer(s)
Marjorie Toward (SRO)
Member lead
Cllr Bruce Laughton – progress specific work through Governance and Ethics Committee
Summary Overview
<p>To review the whole Council approach to ensure effective two-way communication and engagement with all elected members.</p> <p>To develop an approach which is consistent, well communicated, well used, effectively monitored and managed across the whole Council to ensure that members are kept up to date with events, activities and issues in relation to their constituency and specific portfolios and committee responsibilities and are able to raise issues and receive responses in a timely and effective manner.</p> <p>To identify areas of good practice, tools and approaches for application Council-wide.</p> <p>To determine a set of standards and framework to support effective member communication and engagement which clearly identifies key responsibilities, timescales etc.</p> <p>To seek the views of members as part of the programme to ensure that any potential solutions meet different needs and requirements.</p> <p>A Data Protection Impact Assessment will be undertaken at an early stage to ensure data protection requirements are identified and embedded throughout the programme of work– particularly in relation to sensitive and personal data.</p> <p>This programme includes communication and engagement with members across all service areas and departments of the Council and with its Arm's Length Organisations such as Arc, Via, Inspire.</p>

To see

Improved communication with members to ensure that they are:

- Aware of, kept updated and involved with events, activities and issues raised within and in relation to their constituency from an early stage
- Consulted on any planned Council communications related to their areas and constituents
- Effectively briefed, engaged and consulted on matters relating to their individual portfolios or areas of specific responsibility and have access to appropriate, timely, and accurate information which they need to enable them to discharge these responsibilities effectively
- Are made aware of key Council decisions and actions – particularly those which relate to their roles as elected members

Clear, easy to use, well communicated, effective and efficient routes and mechanisms for members to raise issues on behalf of their constituents and the areas they represent.

A set of standards and framework to provide a more consistent approach in dealing with issues raised by members to ensure that all members receive timely and thorough responses with a clear route to escalate any outstanding or additional concerns.

More effective and consistent monitoring and oversight of the types and nature of issues raised, and responses provided at a whole-council level to identify any particular areas of concern and ensure ongoing improvement.

This programme will be interdependent on the “Improving Customer Experience through Digital Development” programme.

How will this programme be cross cutting

The programme will identify areas of good practice; new tools and techniques; set standards and determine an overall approach and framework to ensure effective two-way communication and engagement with all members and ensure this is consistently applied council-wide and in relation to its Arm's Length Organisations.