

# APPENDIX A - SCRUTINY TASK & FINISH GROUP: DRAFT SCOPE



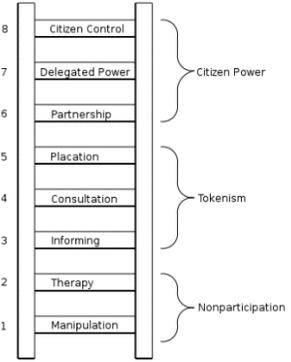
<b>TOPIC</b>	<b>Public Engagement and Building Trust</b>	<b>UPDATED</b>	<b>20 November 2023</b>
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1.1 **SUMMARY:** SBCs Corporate Plan 2023-27 sets out five principles, three of which relate to the interaction between residents and the council. Delivery of this strategy is a key driver of the council’s improvement and recovery journey, and effective resident engagement has been identified as key to successful delivery. This Task and Finish group will explore the degree to which the council has both a vision that sets out its resident engagement ambition and a plan for delivering it, aiming to make recommendations which would assist and improve the council’s approach to engaging with residents and building their trust.

<b>Scrutiny Officer</b>	Michael Edley	<b>Chair &amp; Members</b>	TBC	
<b>Project Lead</b>	Caroline Adlem			
<b>Strategic Lead</b>	Sarah Hayward (Director)	<b>Other stakeholders</b>	Kate Pratt, Dave Hounsell	
<b>Outcomes</b>		<b>Objectives</b>	<b>Outputs</b>	
<p><b>Building Trust:</b> A 2023 resident survey showed that 25% of Slough residents trusted the council ‘a great deal / fair amount’ compared with a national average of 59%. The survey also showed that residents most trust information from their local councillor, or from direct contact with the council.</p> <p><b>The outcome over time for SBC would be an increase in trust by our residents.</b></p>		<ul style="list-style-type: none"> <li>To understand the drivers of this lack of trust.</li> <li>To understand the role of the councillor in providing information to residents.</li> </ul>	<p>Make recommendations relating to the council’s plans to:</p> <ul style="list-style-type: none"> <li>restore resident trust &amp; confidence.</li> <li>ensure we are reliable, responsive &amp; open.</li> <li>empower and enable councillors to be able to directly provide information to residents.</li> </ul>	
<p><b>Resident Focused:</b> The resident survey showed that 28% of Slough residents thought that the council acts on the concerns of local</p>		<ul style="list-style-type: none"> <li>To understand processes in place to ensure resident focus, including</li> </ul>	<p>Make recommendations relating to:</p>	

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<p>residents 'a great deal / fair amount' , compared with a national average of 52%</p> <p>The LGA defines engagement as 'anything that creates a stronger two-way relationship between council and the community. This runs from formal consultation to more deliberative and informal listening exercises. It can include co-production, crowdsourcing, events and public meetings.'</p> <p><b>The outcome over time for SBC would be a stronger relationship with our residents.</b></p>	<p>consultation &amp; access to advice and information.</p> <ul style="list-style-type: none"> <li>To understand best practice in engaging with residents.</li> </ul>	<ul style="list-style-type: none"> <li>Agreeing how residents should be consulted on key decisions.</li> <li>improvements to the availability of, and access to, advice &amp; information.</li> </ul>	
<p><b>Enabling Residents and Communities:</b> <a href="#">Participatory Methods has a ladder of citizen participation model</a> with a scale ranging from Nonparticipation to citizen power. The T&amp;F group could consider using this as a tool to assess the council's current position and appetite within the available resources.</p>  <p><b>The outcome for SBC would be a clear understanding of ambition for citizen participation.</b></p>	<ul style="list-style-type: none"> <li>To understand where the council sees itself currently on this scale.</li> <li>To understand where the council aims to be.</li> </ul>	<p>Make recommendations relating to the council's plans to:</p> <ul style="list-style-type: none"> <li>address the gap between reality and ambition.</li> </ul>	
<b>In Scope</b>	<b>Out of Scope</b>	<b>Resources</b>	

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Comms & Engagement, complaints, local councillors' day-to-day engagement with residents, direct engagement in democratic processes, online meetings; scrutiny, reporting, Public Sector Equality Duty.	Services' engagement directly with defined service user groups (such as eg children looked after). The aim is to focus on the strategic approach to resident engagement, not the operational detail of services like consultation or customer services.	<a href="#">background</a>
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Work streams	Objectives	Outputs/milestones
<b>Research</b>	Desktop research relating to other Local Authorities' approaches to this issue. Review any best practice information available from industry organisations such as LGA.	<ul style="list-style-type: none"> <li>Shaping the T&amp;F group's priorities, narrowing its scope and informing Cllrs about the issues involved.</li> </ul>
<b>Interviews</b>	Council officers to be identified by T&F group. Any external sources to be identified by T&F group.	<ul style="list-style-type: none"> <li>Exploring the topic and identifying potential recommendations</li> </ul>
<b>Workshop</b>	To understand the role of members in engaging with their communities and developing an administration's priorities into a compelling narrative, the T&F group could commission the LGA to provide a workshop on this topic – this is from the LGA's standard menu of courses.	<ul style="list-style-type: none"> <li>An LGA workshop may assist with the process of developing recommendations – this can be explored.</li> </ul>