**South Lanarkshire Council – Community Engagement Team**

**Draft New Ways of Working Plan – August 2020**

| **Actions** | **Lead** | **Implications****[Risk, Cost, Resource]** | **Target Date** | **Measure** | **Outcomes** |
| --- | --- | --- | --- | --- | --- |
| **1.1 Look to maintain the benefits of using technology to engage with the community and partners to reduce travel time, reduce childcare barriers, etc.** |
| 1. Upskill staff in Microsoft Teams so that it can be used to its full capacity. |  | Risks* We are reacting to changes in digital information; don’t lose communities through being too technical.

Costs* Graphic design.
* Staff time.
* Savings (time) could be made through team working online.
 |  | * Maintain statistics for digital usage to monitor increase.
* Team feedback to assess how they feel about digital.
* Regular focus groups with communities using digital.
 | Improved engagement with communities through use of digital technologies, reducing barriers to participation.  |
| 2. Review existing methods of contact with communities to ensure a balanced approach of digital/face to face contact.  |  |  |
| 3. Develop community training/awareness in digital comms. |  |  |
| 4. Keep up to date with digital developments (comms from I.T. re digital updates). |  |
| 5. Review customers preferred channels of communication. |  |
| 6. Trial different technology/platforms for engagement. |  |  |

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| * 1. **Consider how to use new networks established in each of the localities in the future to share information and use the relationships gained to build successful partnership projects.**
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| 1. Engage with each locality and be responsive to their own needs. Each network is individual, and they need to be the drivers for their own areas.  |  | Risks* Confusion. Complete partnership approach needs to be the way forward.
* Funding has been much easier this will not continue at the same pace

Costs * Possible reduced costs especially for neighbourhood planning areas.
* Collaborative working with joint funding bids to provide holistic supports in areas.
 |  | * Effective links with third sector forum in place.
* Number of new partnership groups in place.
* Network groups that want to continue are maintained.
 | Effective and functioning local networks supporting local communities and voluntary sector groups. |
| 2. Review how sustainable these new COVID-19 pop up groups are within their communities. |
| 3. Review approaches to how we work in communities (urban and rural completely different). |
| 4. Strengthen third sector forums at a local level and include all groups in their areas. Local networks could complement third sector forums. |  |  |
| 5. Clarify relationship between Community Engagement Team and Third Sector Interface to ensure future good practice. |
| 6. Use networks to build partnerships for the most deprived areas. |  |

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| **1.3 Consider how to retain the volunteers working with us in some form, in order to support future community events or projects.** |
| 1. Develop approaches to recognise the volunteering role, both internally and externally.  |  | Risks* Duplication and perception of duplication of systems/practices for recruitment of volunteers
* Not taking on board learning from current crisis experience.
 |  | * Volunteer policies (Council/ CPP partners) refreshed and evidenced.
* Broader understanding and recognition of volunteer contributions (through awards)
* Evaluation of progress with timescales and progress of research into this action.
* Numbers of volunteers, targets (retained/increase)
 | Achieved a better understanding of the contribution that volunteers make and improved links between CPP partners around volunteering have been established. |
| 2. Establish a Short-Life working group to review council volunteering policy and critically appraise existing approaches to recruiting volunteers (relax formality of existing process of recruitment/roles).  |  |  |
| 3. Clarify the opportunities available for volunteers, redefine roles, and change language/description of roles. |  |
| 4. Develop links with TSI and other CPPs, identify good practice/ existing systems and processes for recruitment and retention. |  |  |

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| **1.4 Consider the longer-term benefits of agile working/part-time office work for staff and what this would mean in practical terms, e.g. access to printers and other equipment.** |
| 1. Ensure all staff have equipment/ good connectivity (connection speed, PC’s) at home. Not everyone set up for home working, need a consistent approach.  |  | Risks* Environmental impact if staff return to previous levels of commuting (support council’s Sustainable Development and Climate Change Strategy)
* Increased staff morale due to better work/life balance through agile working could be reduced
* Innovative new ways of working may be lost if agile working not implemented.

Costs* Staff time spent on Working Group.
* Cost of equipment/facilitation of working from home.
 |  | * Output shared from Working Group consultation with staff.
* Formalised approach to home working finalised/agreed.
* Increased level of productivity through agile working.
* Staff feedback on agile working arrangements.
 | Improved staff wellbeing and a productive balance between home and office working achieved |
| 2. Establish a Working Group to ensure staff affected are consulted/ will have an input into this process. |
| 3. Working Group to examine/evaluate following:* Assessment of workload.
* What proportion of work can be done remotely?
* How effective is homeworking in the long-term?
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| **1.5 Agree approaches around sharing of information with partners to promote consistent and timely messaging.** |
| 1. Engage with partners first to ascertain their approaches to sharing information and consistent messaging.  |  | Risks * GDPR, sharing of personal information with third sector organisations and what they are doing with this (privacy notices)
* Too many meetings, no need to maintain existing structures just because we have them.
* Make sure that information doesn’t get lost anywhere and is not actioned with the volume of information that’s coming in.
* Not having standard working practices across the team/ partners and sharing the same message.

Costs* Design costs/print costs for leaflet design.
* Staff time (from existing resources)
* System costs relating to ensuring that people get only the information that they want.
 |  | * Feedback from partners and communities.
* Planned engagement delivered as per the team plan.
* Development of new newsletter and information leaflet which is regularly reviewed.
 | Improved relationships internally and externally with mutual trust and consistent messaging between partners. |
| 2. Maintain and build on relationships with partner organisations around sharing information and consistent messaging. |  |  |
| 3. Develop a strategic programme of communication with regular updates appropriate to agreed needs (Team information leaflet) (Team plan of activity/partner engagement plan) (all relevant information issued via communities email and a dedicated member of staff) |  |  |
| 4. Provide a clear understanding of what the team does for partners |  |  |
| 5. Organise more regular team meetings to improve internal sharing of information. |  |