**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. |  |  |

| **Actions** | **Lead** | **Implications**  **[Risk, Cost, Resource]** | **Target Date** | **Measure** | **Outcomes** |
| --- | --- | --- | --- | --- | --- |
| * 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.** | | | | | |
| 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. |  |

| **Actions** | **Lead** | | | **Implications**  **[Risk, Cost, Resource]** | **Target Date** | **Measure** | **Outcomes** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **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. | |  |  |

| **Actions** | **Lead** | | | **Implications**  **[Risk, Cost, Resource]** | **Target Date** | **Measure** | **Outcomes** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **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? | |

| **Actions** | **Lead** | | | **Implications**  **[Risk, Cost, Resource]** | **Target Date** | **Measure** | **Outcomes** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **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. | |  |