

# **Community Conversations Response to recommendations Update March 2016**

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# Engagement strategy

- Draft framework consultation
- 4 levels of engagement: inform, consult, involve, collaborate
- Further work to shape engagement activity, including principles



# Recommendation 1

Ward members, as community leaders, are best placed to determine how community conversations/engagement can best be undertaken within their wards.

Members from each ward should therefore agree and forward their preferred approach to the Communications and Engagement team, who will be able to provide support. The preferred approach should then be incorporated into the engagement programme.



# Recommendation 1 - actions

- Redevelopment of Community Conversations as a brand
- Using ward level intelligence to develop programme
- Mapping of engagement activities and involved parties
- Sharing information through Ward Member briefings



# Recommendation 2

- a) Feedback cards be made available at all engagement events
- b) Feedback cards be progressed fully and appropriately to provide timely feedback to all parties
- c) The methods to provide feedback, concerns/issues be publicised in Our North Tyneside magazine and available on the council's website



# Recommendation 2 - actions

- Development of Community Conversation toolkit
- Using engagement principles as described in strategy
- Development of engagement 'hub'
- Using existing communications mechanisms to feedback



# Recommendation 3

- a) An approach be explored/developed to alert ward members to any engagement activity in the ward they represent
- b) A comprehensive programme of engagement/Community Conversation events be available to the public via the council's website and will always be kept up to date



# Recommendation 3 - actions

- Using engagement forward plan effectively
- Development of engagement database with filter options
- Work request process

