Improving lives and areas through empowerment

David Williams
Chief Executive
Portsmouth
City Council

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Improving Lives and Areas through Empowerment

- Improving services and customer satisfaction through communities engagement
- Providing a ‘menu of options’ for communities engagement
- Embedding communities engagement across your organisation and LSP
- Tackling some tricky issues

Portsmouth

- Premier waterfront city
- Naval and maritime traditions
- High levels of deprivation
- F A Cup holders!

- Empowerment Champion
- Asset Transfer Demonstrator Site
- Pathfinder - Public Service Delivery with Third Sector

Commitment to Communities Engagement

"Our authority is moving away from being one that does things at people, to one that finds out the needs and aspirations of local people and does things with them"

Cllr Gerald Vernon-Jackson

Leader of Portsmouth City Council

Menu of Options

inform, consult, involve - not one size fits all!

- Flagship magazine
- Community newspapers
- City Helpdesk
- Publications scheme
- MORI surveys
- Consulting People Toolkit
- Neighbourhood Forums
- Community Researchers
- Resident participation
- Community Boards (Regeneration)
- 500 VCS organisations
- PRENO (BME Communities)
- Portsmouth Disability Forum
- Statement of Community Involvement (in Planning)

Menu of Options

inform, consult, involve - not one size fits all!

- Council of Portsmouth Students (COPS)
- Youth advisers (YAP!)
- Community Improvement Partnerships (Extended Schools)
- LINk Local Involvement Networks
- Community Network (VCS)
- Cultural Consortium
- LSP Community Involvement Partnership Board
- Community Involvement Awards
- Individual service and corporate projects e.g. Copnor Bridge, City Centre Improvements
- Service specific feedback forms, surveys and redesign

High Level.

Failure Demand.

- Where am I on the waiting list
- How many offers have I got left.
- I want to refuse this offer.
- There is a problem with my now PCC home (within 4 weeks).
- I am unhappy with the decision you've made.
- Where is the property you offered me.

Letters Housing options
ComServ STV process
Case Sev $ MTV / LTV process

Menu of Options

inform, consult, involve - not one size fits all!

- Websites
- Text voting
- Online surveys
- Online discussion forums
- Social networking sites

Have your say: Parking Forums

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Services: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

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- Money saving tips
- Benefits & Council Tax
- Community, Culture & Sport
- Community safety
- Developing Portsmouth
- Emergency planning
- Environment, waste and public protection
- Getting Around
- Health & Social Care
- Housing
- Licensing
- Life events & Services
- Parking
- Planning
- Sustainability

Home | Living | Parking | Parking forum | Car Parks Forum comments

Car Parks Forum comments

Use this forum if you have any questions or comments about car parks or on street parking .

Should you wish to contribute, please use the following email: parkingforum@portsmouthcc.gov.uk.

Subject: Pay and Display Tickets
Date: 27/09/2008
Comment: I recently had a Penalty Charge Notice for parking in St George's Square. I successfully appealed this notice as I had a valid pay and display ticket.

I can only assume that as the pay and display ticket was not sticky that when we left the ticket on the windscreen it was blown off when we shut the car door. I would therefore like to suggest that you change your pay and display tickets to sticky backed ones on the windscreen so as to avoid this problem and the consequent costs involved in issuing Penalty Charge Notices and dealing with appeals.

D Thurgood - Portsmouth

Response: Portsmouth City Council currently uses several different types of tickets due to the different meter types in use. The type of meter you used was a solar powered pay and display meter which can not use sticky back tickets as the meters do not have heaters to keep the tickets dry and the option to add a heater is not available.

As the option to add a heater to this type of pay and display meter is not

Exit >>

Seafront cycle route consultation

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Have your say

Introduction

1 / 2 | 50%

Cycling is green and healthy, and reduces the number of cars on the road. It's also a great way to enjoy our seafront, for residents and visitors. We're looking at ways to improve cycling facilities, while making sure safety is maintained. We're trying to balance the needs of all users – including people on foot and drivers. And we want as many people as possible to have their say. The closing date for responses is 14 February 2009. To see the options pick up a leaflet at council offices or libraries or download it from our website http://www.portsmouth.gov.uk/living/593.html

More information

This survey will remain open until 14 February 2009.

How to complete the survey

Click "Next" to start the survey and move through it and click "Back" to go back.

At the end click "Done" or use "Exit" if you want to leave the survey at any time, either way your answers will be saved.

Questions marked with an asterix (*) must be answered before you can continue.

Next >>

Communities Engagement

Leads to:

- Reduction to cost of services
- Increased satisfaction and easier access to services
- Lower crime rates and reduced fear of crime
- Better prospects for health improvements
- Improved employment opportunities
- More ownership of decisions by communities
- More motivated staff and joined up services
- A thriving democracy - local people more engaged in democratic process and able to make a difference!

10
STOP THE GOVERNMENT FROM STEALING YOUR MONEY!

Proof that it works!

Measuring effectiveness:

- Opportunity to have say up to 54% (from 45% in 2005)
- Acted on what said up to 32% (from 27%)
- Influence decision making up to 28% (from 19%)
- Satisfaction with how city runs things up to 55% (from 50%)
- Well informed about services up to 58%

Tricky Issues. . .

- Relationship between participatory and representational democracy – there be more than an uneasy truce!
- Role of the elected member
- Mixed levels and arrangements of governance and accountability
- Moving from pilot to mainstream
  - 3 year funding ok for pilot but not transition
  - Tailoring to local needs – fine grain approach
  - Investment in outcomes – hypothecating ‘savings’
- Joint working across public agencies (3rd sector can be more flexible)

Empowerment and the Recession

- Even more important!
- Avoid empowerment and prevention taking a hit
- Strengthening the 3rd Sector
- Volunteering as a place-shielding tool – work experience, social enterprise

Success Factors:
Our advice: make it real

- Strong leadership and strategic commitment
- Dedicated support & resources
- Practical advice
- Menu of options
- Good quality materials
- Demonstrate the outcomes
- Embed across the organisation(s)
- Complementary roles for councillors and communities
- Deliver!

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Community cohesion and community engagement

A briefing sheet part of a series to inform the development of the democratic and community engagement strategy

Democratic and Community Engagement

www.portsmouth.gov.uk

two page briefing

In the first of a series of two page briefings for the preparation of the city's democratic and community engagement strategy, this short report explores the relationship between two agendas promoted by government - community cohesion and community engagement.

Background

Increasing national focus is placed on 'community engagement' (devolving influence and power to the local level) and 'community cohesion' (bringing different communities together). However, the government have tended to treat these agendas for communities as two separate policy areas with some research suggesting more work should be done to involve communities, promote solidarity and cohesion rather than create competition and conflict between communities.

Research by the Joseph Rowntree Foundation (JRF) has identified:

- 'new communities' are keen to get involved and to have their views heard
- informal networks can provide valuable ways for councils to communicate with new communities as traditional leaders do not necessarily represent the voices of women or young people
- new communities face barriers to services including lack of information, difficulties in use of English, lack of time or barriers to recognition of making it more difficult to get involved in decision-making
- these barriers are exacerbated by 'growing fluidity and fragmentation of governance structures'; the 'shifting landscape of service provision and governance making community engagement more problematic'
- 'most appropriate ways to engage new communities may not necessarily be at neighbourhood level'.

Being heard and not being heard

Groups particularly at risk of not having their views heard effectively were asylum seekers, refugees and new migrant workers from countries such as Poland. Women and younger

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Communities in control: real people, real power

Democratic and Community Engagement

www.portsmouth.gov.uk

two page briefing

The new **Communities in Control: real people, real power White Paper**, which was launched on 9 July 2008 by the Secretary of State for Communities, Hazel Blears MP, aims to address issues around 'lack of power and influence at a local level'.

Government want to 'generate vibrant local democracy in every part of the country, and to give real control over local decisions and services to a wider pool of active citizens'.

The White Paper recognises that a 'vibrant participatory democracy should strengthen our representative democracy. The third sector (charities, voluntary organisations and social enterprises) has 'much to offer from its traditions of purposeful altruism and selfless volunteering'. Equally, the government believe that political activity is 'a worthwhile and essential part of British life, and we want to restore people's faith in politics'.

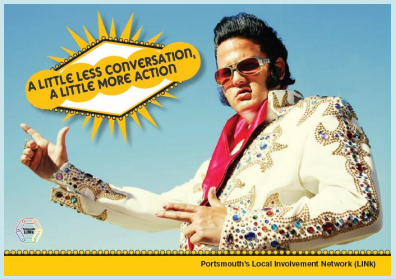
Communities in Control aims to address **seven issues** from the perspective of individual citizens: being active in your community; access to information; having an influence; challenge; redress; standing for office; and ownership and control.

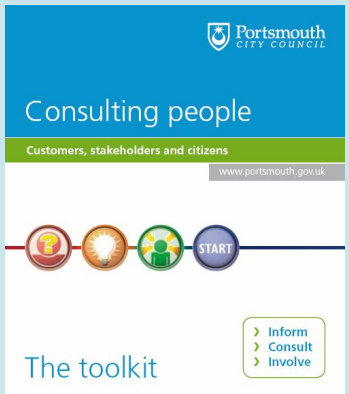
The key themes and policy proposals

New rights for the public to demand action from their council
Councils will be subject to a new **duty** to respond to **petitions**. Petitions will enable local people to force an issue onto a council's agenda. With enough signatures that issue would need to be discussed by the full council and could be subject to a vote. This could be used to raise issues as diverse as bin collections and street cleaning, or the state of local parks.

Increasing accountability
Chairs and Chief Executives of local public bodies - such as councils - will face regular **public hearings** as part of plans to increase accountability. More visible **'local question times'** will give the public a chance to question officials about how they are improving public services and demand better results if they believe local services are falling short of expectations. It will also give senior officers an opportunity to describe the choices and trade-offs involved in decision making.

Getting redress when things go wrong
Some housing associations already offer money back to tenants where they fail to carry repairs out on time. The government want to see if this could go further, with redress for citizens when council services go wrong. The government will establish a **review into redress for citizens** that will report in 2009.

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Consulting people

Customers, stakeholders and citizens

www.portsmouth.gov.uk

START

The toolkit

Inform
Consult
Involve

Portsmouth's Local Involvement Network (LINk)