The ‘duty to involve’
An Opportunity

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Introduction

- What is the ‘duty to involve’?
- Why should we involve?
- Key opportunities
- LCC approach
- Conclusion

What is the ‘duty to involve’

- To take appropriate steps to involve ‘representatives of local persons’ by: providing them with information, consulting or involving them ‘in another way’
- Part of the ‘new settlement’ between central government, local government and citizens’

The benefits of involving

- Improved services/customer satisfaction
- Perceptions of local democracy
- Safer neighbourhoods
- Increased community cohesion
- Health benefits

Perceptions of Local Democracy

Involvement:

- Offers potential to build relationships between communities, elected members and officers
- Raises councillor profile & accountability to citizens
- Can create increased awareness and understanding of local democracy

Spectrum of Community Involvement

- A range of strategies set out our approach to involving communities:

Inform	Research	Consult	Involve	Collaborate	Empower
Providing quality information to support public understanding of council services and activities	Obtaining the views of the public on a range of open issues	Obtaining public feedback on proposals to inform decision-making	Working with the public to ensure issues and concerns are addressed	Working in partnership with the public in decision-making	Public decision making and/or devolved budgets leading to service commissioning

Communications Strategy

Research and Consultation Strategy

Customer Access Strategy

Locality Focus Framework

Neighbourhood Engagement Framework

N.B. Each of the strategies dovetail with each other and there are recognised overlaps in how they address different parts of the spectrum

Community Involvement In Practice

Lancashire County Council continues to develop new ways of involving local people. Current examples are:

Inform	Research	Consult	Involve	Collaborate	Empower
Vision newspaper Leaflets e.g. Council Tax DCLG National Exemplar Pilot 'timely provision of information' Web casting meetings Mario Website - maps and info County Councillor websites 'Meet your County Councillor' events Customer service centre Children's Service Directory	Lancashire Profile website shares local research Living In Lancashire panel State of Lancashire report Commissioned research on specific issues, such as our approach to equality of access and face to face working Multi-Agency Data Exchange website Annual survey of pupil and parent opinion	Individual project specific consultations on local issues Lancashire Locals – shape and influence strategic decisions e.g. LCC's annual budget consultation Statutory consultations, for example on new developments Proactively seek feedback through local bodies e.g. in developing children's trusts	Children & Young People's Charter Cabinet Question Time Migrant worker packs Lancashire Locals - opportunity at meetings for the public to express views School councils Chairman's receptions for community representatives Parish involvement in the development of Parish Charter	Lancashire Locals – parish councils request agenda items; local people influence decisions Lancashire Partnership and District LSP's on LAA and the sustainable community strategies Partnership Boards for commissioning adult social care Children's Trusts Youth Council decision making on grants to youth organisations Local County Councillors represent us e.g. Neighbourhood Management Boards	Devolution of 2nd home council tax funding to district LSPs Lancashire Locals - Grant decision making: •Climate change fund •Gateway Grants •Local Member Grants Young people take decisions on Youth Capital Fund and Youth Opportunity Fund

Feedback

LCC approach to embedding involvement

- Performance Management Framework
- Strengthening the way we ‘feedback’
- Involvement strategy
- Member and officer training
- New approach to locality working

Partnership approaches

- Role of LSP – including VCFS, private sector and other public sector agencies
- Joint ‘Place Survey’
- Joint commissioning
- Team Lancashire approaches
- MAA approaches

Outcomes

East Lancashire Older People's Partnership Board and Pendle Forum → Nail cutting service → Reduced falls, Increased mobility, Greater confidence

Chorley Older People's forum → Moved a bus stop → Travel easily and safely, Improved independence, Access to mainstream services, empowerment

Preston Muslim Forum elders → Golden age luncheon club → Reducing isolation, increased mobility and activity levels, Improved nutrition

Telecare stakeholders → Shaped service configuration and delivery → Feeling safe, improving access, independence, increased confidence, supported in own home

Lancaster 50 forward → Work, Volunteering, Care navigator, Information → Financial security, empowerment, simple access to services to support independence

Conclusion

- In Lancashire, we view the ‘duty to involve’ as an opportunity to review and improve our approaches, including how we work with partners
- Key to this work is ensuring that these approaches build in the need to provide ‘feedback’
- Increased involvement can improve trust in local democracy
- Our approaches are leading to improved outcomes