

<b>Empowering</b>	We help people to take responsibility for doing or running something themselves...	A group or community has achieved autonomous, independent or arms-length control over planning, commissioning, management, delivery and evaluation of projects and services; public service providers may have a monitoring or advisory role
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The Council has developed its Community Rights processes to implement provisions within the Localism Act 2011 e.g. community representatives nominate buildings or land they consider to be assets of community value. We already have 5 sites listed. We are currently processing a request by service users to manage a garage site themselves to benefit the community.

Community Focus Team support to community groups has resulted in funding and assistance enabling community projects which include community orchards, designing out crime in Castle Donington and playgrounds etc. These range from small scale projects through the spectrum to a large scale project such as Whitwick Coffee Shop which needed support in 2011 to develop their constitution and to source funding. Our Officer support helped them secure £65K. They now deliver Talent Match support and training as part of a wider consortium to NWL young people who are not in education, employment or training. The consortium bid for and secured funding from the Big Lottery in a project administered through Prince's Trust.

<b>Participating</b>	We mobilise the community to help us decide what to do...	People are supported and enabled to represent their community, evaluate services, highlight specific issues and develop solutions in partnership with decision-makers
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Housing Tenant Engagement Structure involves tenant forums and working groups which have helped to shape policies, decided the outcome of some under-utilised sheltered housing schemes and are piloting retrofit technologies through the Green and Decent Homes Project which will determine future installations based upon their feedback.

Supporting Leicestershire Families (LCC/NWL joint project) meet monthly as a support group for each other but also to evaluate and inform service delivery, e.g. service users expressed concerns about finding Housing Benefit forms and Housing Application processes difficult to understand. This information has been shared and will become the working group that helps us redesign processes and information to make them more user-friendly.

<b>Involving</b>	We bring people together to talk about issues and ideas...	Members of the community come together to share experiences and work collectively to identify potential solutions. Decisions on what actions to take are influenced but remain the responsibility of decision-makers
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Housing Tenant Engagement Structures could also fall under this criteria, as could the Supporting Leicestershire Families group depending on what they are doing in each meeting.

The Council also hosts Parish Liaison Meetings where Parish Clerks and Chairs can come together at the Council, 3 or 4 times per year, to discuss a range of issues. In the past these were more about Council Officers imparting information. The past 12 months has seen a shift towards joint working, with Parish Councils being asked to set the agenda to focus on what they want, e.g. June agenda promoted community litter picks and the benefits of increasing community activity; included an update on the Local Plan and discussion and agreement around consulting with Parish Councils. A special meeting is set for October to develop an approach to LCC's reductions in grass cutting and realising opportunities to work together.

The Council supports Voluntary Action Leicestershire to hold VCS (voluntary and community sector) Forums where they promote and enable funding, training and collaborative working. The Council's support includes funding, providing venues and guest speakers in response to issues raised, enabling the VCS to make informed decisions and engage in our consultations such as the Budget Consultation 2013/14.

<b>Consulting</b>	We ask people what they think...	Measuring public opinion on an issue or proposal
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Leisure services routinely consults on service developments as indicated in the table below

<b>Date</b>	<b>Survey</b>	<b>Number of responses</b>
April/May 2013	Learn To Swim	207
May 2013	Fitness Classes	157
June 2013	Introduction of advance pay and play	80
July 2013	Fitness members	128
August 2013	Changes to early morning swimming	212
September 2013	Fitness Suite	152

Oct –Dec 2013	Listening Week	418
March – April 2014	Catering services	245
April – May 2014	Learn to Swim	160
May – June 2014	Fitness Classes	157

The Council also has Citizen Space, a web based facility to enable on line consultations and surveys. These can be external consultations with the public or internal with staff. The software analyses the responses and can export this data into Microsoft Excel to manipulate the data.

In the past 2 years we have used Citizen Space on 44 occasions. 15 of these were consultations and the remainder were service user satisfaction questionnaires. On average we receive 55 responses to each.

The Performance Team believe this tool could / should be used more but are unsure whether this is because officers are not all aware of the tool or that we could do more consultation.

In addition, as a Council we have increased the face to face contact we do by taking consultations to events that are happening out in the district. For example we have consulted on the Local Plan whilst at Measham Heart of the Forest Festival, Coalville’s Picnic in the Park and Castle Donington’s Music in the Park.

<b>Informing</b>	We tell people something...	Information is made available to the whole community or part of it, in an accessible way
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Attendance at events has also enabled us to better inform our communities, taking the Council trailer with information about;

- HS2
- Key local planning applications or concerns
- Welfare reforms
- Summer ‘What’s On’
- Tourist Information
- Waste Services and Recycling (distributing recycling containers)
- Street Action Team promotions; reducing dog fouling and littering, promoting community litter picks
- Providing Well Families Clinics health checks

In 2014 these 3 events enabled Council Officers to have direct engagement with over 400 residents and completion of over 120 surveys

The Council also informs residents through the website which has recently been re-launched and through literature / leaflets available in reception areas.