No.	Deliverables (Output)	Delivery Leads	Due Date	RAG	Current position
Principle: Giving more people more opportunities to influence decisions					
1	**Develop a joint E-Panel for Citizens**				
1.1	Recruit circa 800 residents to a new electronic citizens panel.	Karen Aspinall, Consultation Team	Year 2-3	**2-3**	**Ongoing** Database now up to 124 residents, hope to recruit more through a resident's survey in Autumn 2011.
A	This panel could be extended to include all major public agencies and Bedford and Luton authorities	Karen Aspinall, Consultation Team	Year 2 -3	**2-3**	**Ongoing** Police and Fire have set up their own database systems and data can be shared between them.
2	**Petitions and E Petitions**				
2.1	Information about Petitions their purpose and how local people can use them will be circulated by a variety of means, newsletters/ website etc. *Completed – to be removed from plan*	Mel Peaston / Martha Clampitt Democratic Services. Louise Manders External Comms.	Completed in Year 1	**G**	**Completed**
2.2	Information about E-Petitions their purpose and how local people can use them will be circulated by a variety of means, newsletters/ website etc. *Completed – to be removed from plan*	Mel Peaston / Martha Clampitt Democratic Services Team	Completed in Year 1	**G**	**Completed -** E Petitions went live on the Council's web on 1st October 2010. No active petitions in Q4. http://www.centralbedfordshire.gov.uk/modgov/mgE PetitionListDisplay.aspx?XXR=0&VM=2&DR=01/01/ 2011%20-%2024/03/2011&ACT=Go&
3	**Scrutiny**				
	Explore the best ways for the community to contribute to the overview and scrutiny function of the local authority.	Bernard Carter, Corporate Scrutiny	Year 2-3	**2-3**	**Completed – Ongoing** To be reviewed in line with future arrangements for the Overview & Scrutiny Function
4	**Specialist Forums and Citizen Governance**				
4.1	Map and provide an analysis of existing forums their remit and purpose.	Sarah Hughes Community Engagement. Voluntary Sector Leads	Year 2-3	**2-3**	**Ongoing**
4.2	Implement the five national standards set out by the Tenants Services Authority (standard six does not apply to local government housing) *Completed – to be removed from plan*	Zulf Awan Tenant Involvement	Completed in Year 1	**G**	**Completed -** Tenants Services Authority (TSA) Annual report for tenants produced on time. It is on the website and was sent out to all tenants, leaseholders and members. Good attendance of *Training session* in April 2010 on the National Standards and how we measure against them.
5	**Sustainable Communities Act**				

No.	Deliverables (Output)	Delivery Leads	Due Date	RAG	Current position
	Publicise the use of the Act in the Local Authority (and amongst other partners) via newsletters and publications. Prompt suggestions from residents, community groups and others on how it could be used. Seek the views of councillors about issues in their communities. Identify an appropriate panel of local representatives to review the proposals.	Peter Fraser	Year 1	G	**Ongoing** Sustainable Communities Act process has changed. There are no longer any specific deadlines and proposals can be resubmitted at any time. The Act will be used as appropriate.
6	**Social Networking**				
	Establish a partnership website/social networking place where online forums can gather views and generate discussions about prevailing local issues. *Completed – to be removed from plan*	Karen Aspinall Consultation Team	Year 1	G	**Completed -** CBC social networking channels established (as per the council's web development strategy) and growing in popularity. Internal processes and staff guidance and training is being developed to support the wider use of social media. Police already have their own well established face book page. No plans to combining the different channels. CBC continually monitors the Police face book page for relevant discussions. There is scope for better communication between partners when issues relating to another agency's services are made on different social media sites.
	Principle: Enabling Councillors to be leaders in and for their communities				
7	**Provide Councillors with relevant ward-based intelligence, information and customer insight**				
7.1	Issue and update Central Bedfordshire crib sheet (area profile). *Completed – to be removed from plan*	Jon Drea, Customer & Community Insight	Year 1	G	**Completed -** Crib sheet (now called Key Facts and Figures) and is published quarterly.
7.2	Issue and update ward based profiles. *Completed – to be removed from plan*	Jon Drea, Customer & Community Insight	Year 1	G	**Completed -** Ward and multi town profiles are published annually.
7.3	Monthly update by email to all Councillors to include: completed, current and future Local Authority consultations; complaints to the Local Authority; community events (eg. fetes and shows); Town and Parish Council meetings; Key partnership meetings; Grants available to communities; and Partner consultation & engagement activities. *Completed – to be removed from plan*	Jon Drea, Customer & Community Insight. Sarah Hughes Community Engagement	Year 1	G	**Completed -** Web pages set up to provide this information to councillors. Value of these web pages is questionable. Hits are very low – which implies this is a resource not fully utilised by Members. This will be replaced with a generic monthly update complemented by a customised service on request.
7.4	Develop a web page for each ward to include all ward specific information listed above.	Alan Ferguson, Web Content. Jon Drea,	Year 1	G	**Completed**

No.	Deliverables (Output)	Delivery Leads	Due Date	RAG	Current position
	Completed – to be removed from plan	Customer & Community Insight. Sarah Hughes Community Engagement			
7.5	Issue a "handy guide" to the main Local Authority services (particularly Planning and Highways). *Completed – to be removed from plan*	Peter Bashford Engagement. Basil Jackson, Highways	Year 1.	**G**	**Completed -** A Transport guide (including highways) for members is in place. A spread sheet of updates on each issue raised by the general public is issued to members for their wards and relevant sections copied to the town and parish councils.
8	**Individual Councillor budgets**				
8.1	Identify sources of discretionary spend from within the Local Authority that could be diverted to fund Individual Councillor Budgets. *To be removed from plan*	Peter Fraser	Year 2	**2-3**	
8.2	Issue guidelines to help Councillors in their decision making about how to spend the money. *To be removed from plan*	Peter Fraser	Year 2	**2-3**	
8.3	Develop a record keeping system for recording how the budgets have been sent. *To be removed from plan*	Peter Fraser	Year 2	**2-3**	**Ongoing** As above
8.4	Review budget allowance and process *To be removed from plan*	Peter Fraser	Year 2	**2-3**	**Ongoing** As above
9	**Support for local scrutiny, Councillor Call for Action and response to petitions**				
	Develop a "handy guide" for Councillors and the public on the variety of methods communities can use to raise issues with the Local Authority (e.g. CCfA, petitions, SCA). *Completed – to be removed from plan*	Sarah Hughes Community Engagement Mel Peaston / Martha Clampitt Democratic Services	Completed in Year 1	**G**	**Completed**
10	**Greater role and involvement in partnerships**				
10.1	Develop a "handy guide" to key partnerships in Central Bedfordshire. *Completed – to be removed from plan*	Peter Fraser	Completed in Year 1	**G**	**Completed** See www.centraltogether.org.uk
10.2	Develop a partnership newsletter and include all ward Councillors in the distribution list. *Completed – to be removed from plan*	Karen Lang, Partnership Adviser	Completed in Year 1	**G**	**Completed -** Quarterly LSP e-zine 'together' was launched in May 2010. Distributed to 1,000+ stakeholders, including Ward Councillors.
10.3	Ensure the early involvement of Councillors in the major decisions made by the LSP, such as the LAA and	Peter Fraser	Year 1	**G**	**Completed** Ongoing, Councillor Tricia Turner is the Chair of the Central Together Board

No.	Deliverables (Output)	Delivery Leads	Due Date	RAG	Current position
	Sustainable Community Strategy. *Completed – to be removed from plan*				
10.4	Ward members to be invited to Central Bedfordshire Forum meetings. *Completed – to be removed from plan*	Peter Fraser	Year 1	**G**	**Completed -** The last Forum meeting was held in January 2010 and no date has been set for a future meeting
11	**Establish links with Third Sector organisations**				
11.1	Develop a guide to the third sector in Central Bedfordshire and the Compact Agreement.	Peter Fraser	Year 1	**G**	**Ongoing** New Compact published in March 2011
11.2	Keep members informed of key issues affecting the third sector (to be included in the partnership newsletter). *Completed – to be removed from plan*	Karen Lang, Partnership Adviser	Year 1	**G**	**Completed -** Quarterly CBT e-zine 'together' has regular news from and links to the Stronger Communities Partnership Board, plus links to the voluntary and community organisations website 'Voluntary Works'. Quarterly ezine also links to CBT website (www.centraltogether.org.uk), which has 'Forum and Events' page detailing information on the Third Sector Assembly. CBT website also has a specific page for the information on the Compact. Discussion forum section of the CBT website enables Members to see what issues may be effecting the Third Sector and join in the on line conversation.
12	**Case management system for Councillors**				
	Research a case management system and present to Councillors for a final decision.	Customer Relations Sonya Branagan	Year 2 -3	**G**	**Ongoing. -** Evaluation of tenders of CRM /complaints management system due for completion end Feb 11 with a view to selecting preferred supplier and implementation in Year 2. The system is currently on hold due to implementation of EPC programme and budget constraints
13	**Member development of community engagement skills**				
13	Develop Councillor briefing sessions to support community engagement role	Sarah Hughes Community Engagement. Mel Peaston / Martha Clampitt Democratic Services	Year 2 -3	**G**	**Ongoing. -** Community Engagement carried out three all Member sessions in Nov. and Dec. 10. In addition 7 Member briefings took place for each of the SNT areas. The corporate Member Development Programme carried out Listening, Questioning and skill sharing in Sept 10 and ICT skills for members, including a Members ICT champion scheme. Moving forward, briefings around community engagement will be integrated with the corporate programme.

No.	Deliverables (Output)	Delivery Leads	Due Date	RAG	Current position
14	**Dedicated officer support**				
	Set up a dedicated telephone number for the help desk for Councillors to use to ensure a fast response. *Completed – to be removed from plan*	Customer Services	Year 1	G	**Completed -** In place and monitored. The number is 0300 300 8500
Principle: Enhancing the role of Town & Parish Councils					
15	**Community lead planning including Town Centre Management and Neighbourhood Plans for Priority Estates**				
15.1	Encourage and support the development of community-led plans (Town & Parish Plans).	Community Involvement	Year 1	G	**Ongoing**
15.2	Develop a mechanism to ensure community issues raised in the plans are used to inform local strategies, policies and plans.	Sarah Hughes Community Engagement	Year 1	G	**Ongoing** There is no formal structure put in place – for Neighbourhood plans or Parish Plans to influence work at strategy or policy level, though a detailed analysis was undertaken during the year and fed into the work plans of the Sustainable Communities directortae. There is currently an informal feedback mechanism on draft action plans for Parish Planning activity. Officers comment on action plans and sometimes agree at this point to work with the community on a particular issue.
15.3	All Town Councils to be formally contacted by Central Bedfordshire Council by end of May 2010 to invite them to develop a Town Centre Partnership. *Completed – to be removed from plan*	Helen Shore	Year 1	G	**Completed**
15.4	Options for constitutional links to Central Bedfordshire Town Centre Action Plans in place by end of July 2010, for those that wish to have them. *Completed – to be removed from plan*	Helen Shore	Year 1	G	**Completed**
15.5	Where necessary, Officer Groups will be set up and the first meetings scheduled by September 2010. *Completed – to be removed from plan*	Helen Shore	Year 1	G	**Completed**

No.	Deliverables (Output)	Delivery Leads	Due Date	RAG	Current position
15.6	Existing Neighbourhood plans (Downside and Parkside /Tithe Farm) are linked to LSP plans and targets and in particular the work of thematic/statutory partnerships. Specific targets in the plans to be monitored by CBT's thematic/statutory partnerships.	Sarah Hughes Community Engagement	Year 1	A	**Ongoing** Negotiations in hand with NIP/Town Councils/Ward members and Downside Groups.
16	**Town & Parish Council Conferences**				
	Two Town and Parish Council conferences will be held each year. A detailed report will be provided following each event. Feedback on any actions taken will be provided at subsequent events.	Peter Fraser	Year 1,2 & 3	G	**Completed - Ongoing**
17	**Identifying opportunities for devolving services and budgets to Town & Parish Councils**				
17.1	Work with Town/ Parish Councils to test and pilot the viability of service and budget devolution.	Peter Fraser	Year 2 & 3	G	**Ongoing** - Discussions and pilots underway with several T&P Councils
17.2	Further opportunities for devolving services identified and would build upon lessons learned from pilot / case study.	Peter Fraser	Year 2 & 3	2-3	**Ongoing**
18	**Supporting clusters of Town & Parish Councils working together to resolve common issues**				
18.1	Use Town and Parish Council conferences to promote and facilitate opportunities for joint activity between and across town and parish councils.	Peter Fraser	Year 1,2 & 3	G	**Ongoing**
18.2	Prompt discussion about specific local issues e.g. The Growth Agenda at Conferences. Facilitate and support any processes that Town and Parish Councils agree they wish to come together on.	Peter Fraser	Year 1,2 & 3	G	**Ongoing** - themed conferences have focussed on the growth agenda and Localism. An informal group of clerks and chairs of T&PCs has been formed which will help to develop agendas for future events.
19	**Provide a key contact from Central Bedfordshire Council to each Town & Parish Council**				
19	Town and Parish Councils will have a direct dial number for support and contact in the Local Authority.	Peter Fraser	Year 1	G	**Completed - Ongoing -** Hotline in place and being monitored. A progress report was included in the Members Information Bulletin.
Principle: Building the capacity of local people to engage					
20	**Community Development – helping people to form or join groups that influence decisions**				
20.1	Identify opportunities for people to be involved in, inform and influence decision making.	Sarah Hughes Community Engagement	Year 2 & 3	G	**Ongoing -** "Let's Talk Together" meetings have created an additional opportunity for communities to engage..
20.2	Identify people who are or want to get involved in local decision making activities/ opportunities through volunteering	Third sector partners	Year 2 & 3	G	**Ongoing** Reviewing in context of new Government and "Big Society"

No.	Deliverables (Output)	Delivery Leads	Due Date	RAG	Current position
20.3	Explore the option of establishing an active citizen hub which coordinates and supports the involvement of local people in the work of partners and the partnership.	Third sector partners	Year 2 & 3	G	**Ongoing** As above
21	**Support the development and implementation of a Volunteering Strategy with the aim of increasing participation**				
	Create a volunteering strategy for the partnership.	John Gelder, VCA	Year 2	G	Scoping completed, strategy in draft form. Ongoing
22	**Three Year funding agreements with Third Sector organisations**				
	Agree three year funding agreements.	Peter Fraser	Year 2	2-3	**Ongoing** – the uncertainty about future funding has resulted in this being put on hold for the time being, though it should remain as a key action.
23	**Support the development of a Third Sector Assembly**				
	Support the development of the Third Sector Assembly. Use the Assembly to promote and facilitate opportunities for joint activity between and across organisations.	Peter Fraser/ John Gelder, VCA	Year 1, 2 & 3	G	**Completed - Ongoing.**
24	**Pilot a learning programme for local people interested in civic participation and engagement**				
24.1	Identify learning needs of those people and organisations involved in local decision making structures.	Sarah Hughes Community Engagement Janet Ridge, Stronger Communities Partnership. Community Engagement Delivery Group	Year 2	2-3	**Ongoing.** The LTT meetings will a) provide a potential to recruit and b) anticipate progression of needs identification April 2011 onwards - need to consider in context of changing agenda, Big Society etc.
24.2	Design a pilot programme and seek funding to meet those needs.	Sarah Hughes Community Engagement Janet Ridge, Stronger Communities Partnership. Community Engagement Delivery Group	Year 3	2-3	**Ongoing.** BRCC has bid for funding. A previous bid for Take Part funding was unsuccessful.
25	**Projects to develop the engagement capacity of young people**				
	Links to be made and support provided to the Children's Trust and others working with young people in both formal and informal environments (e.g. Youth Parliament).	Sarah Hughes Community Engagement	Year 1, 2 & 3	2-3	**Ongoing**
26	**Community Asset Transfer**				

No.	Deliverables (Output)	Delivery Leads	Due Date	RAG	Current position
	Town and Parish Councils and third sector organisations to identify if there are local assets in their community that may benefit from transfer to community management. Feasibility process undertaken as to whether proposals brought forward are viable and tenable for transfer, and ensure appropriate safeguards are put in place to protect those assets.	Ian Porter AD Strategy and Performance	Year 1, 2 & 3	G	**Ongoing** – various projects being progressed with some of the larger town councils – Dunstable, Leighton Linslade and Houghton Regis.
Principle: Ensuring a strategic and joined up, coordinated partnership approach					
27	**Implement the partnership's communication plan**				
	Produce an implementation plan.	Sarah Hughes Community Engagement Georgina Stanton Communications	Year 1	G	**Ongoing** – actions from the communications plan are being implemented
28	**Develop a joint toolkit for consultation and engagement work**				
28.1	Review current local practice, including the skills of local practitioners and arrangements for training to use licensed products.	Community Engagement Development Group. Sarah Hughes Community Engagement Karen Aspinall	Year 1	A	**Ongoing** – A toolkit has been developed for CBC
28.2	Review good engagement practice in other places.	Community Engagement Development Group. Sarah Hughes Community Engagement	Year 1	A	**Ongoing** As above
28.3	Develop and devise a toolkit appropriate to Central Bedfordshire. *Completed – to be removed from plan*	Community Engagement Development Group. Sarah Hughes Community Engagement Karen Aspinall, Consultation	Year 1	G	**Completed** - CBC consultation toolkit launched late February 2011. Nb. This was originally to be developed as a partnership toolkit but at this stage is a CBC toolkit.
29	**Joint consultation and engagement plan**				
29.1	Produce an annual plan that sets out planned Local Authority and partner organisation's key consultation and engagement activities.	Community Engagement Development Group	Year 1	G	**Ongoing** - Forward plan mapped
29.2	Establish a shared consultation database	Karen Aspinall,	Year 2	G	**Ongoing** CBC database established, still awaiting

No.	Deliverables (Output)	Delivery Leads	Due Date	RAG	Current position
		Consultation Team		G	some ICT development to complete and better communication about current and future activities is planned.
30	**Coordinating representation at community events**				
30.1	Develop a directory of events and update as new events are programmed.	External Comms Sarah Hughes	Year 1, 2 & 3	G	**Ongoing** – see 29.1
30.2	Coordinate representation at appropriate events.	Sarah Hughes Community Engagement	Year 1, 2 & 3	G	**Ongoing** – see 29.1 External Comms only just been appointed. Will liaise as appropriate.
31	**Establish Shared stakeholder database**				
31.1	Create a stakeholder database that links engagement across the Local Authority.	Sarah Hughes Community Engagement	Year 2	G	**Ongoing** Stakeholder database is in place
31.2	Lead discussions with partners about consolidating all existing and relevant partner databases in to one and which retains links back to host partners own database.	Community Engagement Delivery Group	Year 2	2	
31.3	Identify software that enables partners to make use of the contacts for engagement and consultation work.	Community Engagement Delivery Group	Year 2	2	
31.4	Put in place a shared stakeholder database.	Community Engagement Delivery Group	Year 3	3	
32	**Shared community intelligence information and community insight**				
	Develop a joint system that is cross partnership and holds appropriate data, information and intelligence relating to Central Bedfordshire and its communities.	Jon Drea, Customer & Community Insight	Year 1 development work Year 2-3	G	**Ongoing** – a crude system is in place and discussions with partners are progressing – particular Health.
33	**Partner Learning Programme**				
	Develop a learning programme for staff/ officers/ volunteers involved in engagement and partnership related work based on: Liaison with all partners about current learning needs and existing learning programme support; Identification of gaps in learning programme support; Design any additional and required joint learning programme needs and identify how they will be resourced and delivered.	Community Engagement Delivery Group. Sarah Hughes Community Engagement Karen Aspinall, Consultation. Learning & Development Lisa Burton	To integrate into 2011 L&D Plan Y 2 -3	G	**Ongoing** – CBC and the Borough have recently set up a Community of Practice discussion forum on the IDeA website to share best practice and ideas. This is open to any consultation / engagement professional nationally.
34	**Reporting to residents on the impact of engagement**				

No.	Deliverables (Output)	Delivery Leads	Due Date	RAG	Current position
	Mechanisms developed to feedback to residents on progress of engagement activity, outcomes and their involvement in the various engagement mechanisms (Cross reference to Communication Plan).	External Comms	Year 2	**G**	**Ongoing** – Work is progressing under the 'You Said, We Did' branding, for example through articles in News Central. The External Comms Team is also working with the E Communications and Consultation Team to promote Let's Talk Central. Summaries of LTT meetings are posted on the Central Together website within 2 weeks and posted to TPC's.
35	**Pilot an approach for joint and devolved partnership working that tests the delivery of collaborative working between the partners**				
	Identify a key local theme (e.g. The Growth Agenda) and use this to set up and test a local consultation approach. Review and evaluate how well this works and identify lessons learned that can be fed into the Year 2 Delivery Plan.	Sarah Hughes Community Engagement Karen Aspinall, Consultation.	Year 1 Jan – Mar 11	**A**	**Ongoing** Move to Year 2 (post elections)