

Engagement Scrutiny Investigation

Version 2.00 of the Scope

Background

The objective of the Council's Engagement Strategy is:

"To ensure that there is a structured procedure within the Council to ensure opportunities for the people of Gwynedd and the Council to gain a better understanding of each other."

The success of the strategy will be measured initially, by asking Gwynedd residents how satisfied (on a scale of 1 – "very unsatisfied", to 10 – "very satisfied") they feel, as follows:

1. Generally, how do Gwynedd residents feel about their area as a place to live
2. How satisfied are Gwynedd residents with how Gwynedd Council meets their needs?
3. Do Gwynedd residents agree that they are given the opportunity to influence decisions about the services that they use?

Purpose of the Investigation

The purpose of the Scrutiny Investigation will be to look at the Council's engagement arrangements in practice. It is intended for the investigation to be based on an example of engagement that is intended to be implemented in the near future, which is Gwynedd Challenge 2 - the cuts process. There are three categories which can be considered with regards to engagement, being

- i. Elected Members
- ii. Gwynedd Residents
- iii. Gwynedd Council Staff

Attention should be given to the following matters with regards to i –iii above:

- a) What is the purpose of the engagement?
- b) Is the engagement plan fit for purpose?
- c) Have all the stakeholders been identified for the engagement?
- d) Which levels of engagement methods were used?
- e) Has internal resources or outside contractors been used for the engagement? What are the advantages/disadvantages of that regarding engagement?
- f) Has appropriate consideration been given to any obstacles to the engagement and how to resolve them?
- g) Has appropriate consideration been given to equality as part of the engagement?

- h) What feedback was given on the efficiency of the engagement?
- i) What successes and lessons were learned from the engagement?
- j) What good practice was identified and are there opportunities to improve?
- k) What impact and influence, if any, did the engagement have on the Council's plans in the context of the cuts process?

Period of the Investigation

Start of the investigation	June 2015
End of the investigation	March 2016
Submit a report to the Corporate Scrutiny Committee	14 April 2016 or the following meeting (date yet to be set)
A report from Scrutiny to the Executive	Within a month of the report being presented to committee

Programme

Outline of the main actions and meetings.

Members will be required to undertake additional work between the meetings.

1.	Presentation by the Cabinet Member on the Engagement Strategy
2.	Presentation by the Senior Commissioning and Change Management Officer, Citizens Panel Co-ordinator and the Communication Manager on the Engagement Plan for the cuts process.
3.	<p>Planning Session</p> <ul style="list-style-type: none"> • The Investigation Group to consider the information submitted to date • Agree on questions • Agree on a timetable for visits • Agree a work programme.
4.	Questioning and discussion sessions with relevant Council officers.
5.	<p>Shadow the engagement meetings:</p> <p>Members Scrutiny workshops (June 2015)</p> <p>Public workshops (September / October 2015)</p> <p>Staff workshops (dates to follow)</p> <p>Members Scrutiny workshops – prioritize (dates to follow)</p>
6.	Consider the content of the Council's Engagement Booklet and the <i>Wales Participation</i> guidance amongst others for engagement

7.	Planning Session Consider the information obtained to date and plan the remainder of the work programme.
8.	Arrange and hold Focus Groups with key stakeholders, including service users, residents who were part of the engagement etc.
9.	Planning Session Consider the information obtained to date and plan the remainder of the work programme.
10.	Consider any feedback from the engagement, any appraisal drawn up, the influence and satisfaction of residents with the arrangements for them to be engaged in the process.
11.	Questioning and discussion session on the main outcomes with the Cabinet Member.
12.	Analysis <ul style="list-style-type: none"> • Consider and summarise the information and experiences • Agree the main recommendations for the report
13.	Write the report
14.	The Corporate Scrutiny Committee to consider the draft report and submit the recommendations to the Cabinet Member.