



Local Committee Action Plan: Annual report on 2003-2004

**Local Committee for Woking
26 April 2004**

KEY ISSUE:

This reports on implementation of the 2003/04 Annual Plan for the Local Committee and Community Support Team for Woking.

SUMMARY:

Overall, performance against the Action Plan has been good. Achievements include strengthening partnership with Woking Borough Council and the Local Strategic Partnership; streamlining Local Committee business; developing a network of service providers in Woking, the Woking Matrix; increasing media coverage of the Local Committee; and progressing the Surrey County Council self-reliance policy in Sheerwater & Maybury. Many actions will be incorporated into working practices in 2004-05. Three actions were not implemented. The most significant, to bring more funding into Woking, will be a priority in 2004-05's Action Plan.

OFFICER RECOMMENDATIONS:

The Committee is asked to receive the report

Introduction and background

1. The Local Committee Annual Plan shows how the priorities for the Local Committee and Community Support Team for Woking contribute to the relevant Surrey County Council key priorities, and the priorities of the Woking Community Strategy. Copies of the Surrey County Council priorities and the Woking Community Strategy and Action Plan are available from the Community Support Team.
2. This reports on implementation of the 2003/04 Action Plan for the Local Committee and Community Support Team for Woking. The next agenda item is the 2004/05 Action Plan. Actions which were completed in 2003/04 are not listed in the 2004-2005 Action Plan. On-going actions have been incorporated into working practices, so they continue in the coming year without being separately specified on the 2004-2005 Action Plan. Where a specific new action is required, this is specified in the 2004-2005 Action Plan.

Actions implemented

3. All the following actions on the Local Committee Action Plan for 2003-2004 were implemented, in whole or part.
4. **Ensure individual and community concerns are listened to and acted upon, and be more responsive locally**

Implemented and on-going in 2004/05

- Prioritise activities that implement the Woking Community Plan as far as possible while responding to local wishes and needs
- Hold open public question times at formal meetings of the Local Committee
- Build relations with "active citizens"

Partly implemented and on-going in 2004/05

- Influence Surrey County Council Corporate Plan to meet Woking's needs
- Monitor extent to which Surrey County Council services meet Woking's needs

Implemented or partly implemented and in 2004/05 Action Plan (amended where appropriate)

- Hold at community engagement sessions at formal meetings of the Local Committee
- Engage a wider diversity of people in Local Committee
- Focus on meeting needs of deprived communities (both geographic and communities of interest); update the Woking profile using census results, encourage services to change to meet needs better

5. Enable easy access to information advice and services

Implemented and on-going in 2004/05

- Make everything produced by Community Support Team available electronically
- Train Community Support Team members to know who's who in Surrey County Council

Implemented or partly implemented and in 2004/05 Action Plan (amended where appropriate)

- Disseminate up-to-date information about ourselves through leaflet, S-Net, monthly reports, annual review and Woking Briefings

6. Help communities to be safe and feel safe

Implemented and on-going in 2004/05

- Local Support Officer to support Community Safety Officer

Implemented or partly implemented and in 2004/05 Action Plan (amended where appropriate)

- Continue to support domestic violence outreach project
- Link community safety objectives into all Surrey County Council services
- "Feeling safe" to be a PR priority

7. Provide community leadership and promote successful communities

Implemented and on-going in 2004/05

- Prioritise activities that implement the Woking Community Plan

Implemented or partly implemented and in 2004/05 Action Plan (amended where appropriate)

- Find a solution and start to implement it on various community concerns, including infrastructure to accompany new housing, Knaphill library service, Byfleet library and youth provision, and Monument Hill School playing fields

8. Be effective and efficient

Implemented and on-going in 2004/05

- Never hold a meeting, send an email or take a report to the Local Committee without being clear about the purpose

9. **Work better with partners**

Implemented and on-going in 2004/05

- Encourage attendance of Woking Borough Council Members and senior officers at non-transportation Local Committee meetings.
- Prioritise Surrey County Council activities that implement the Woking Community Plan

Implemented or partly implemented and in 2004/05 Action Plan (amended where appropriate)

- Play an active role in Local Strategic Partnership and ensure that it adds value
- Further improve relations between Surrey County Council and Woking Borough Council

10. **Improve engagement with public and staff**

Partly implemented and on-going in 2004/05

- Ensure that Local Committee is involved in consultation exercises initiated at County Hall, such as transport, or the Structure Plan
- Support the Primary Care Trust planning and consultation processes
- Implement Communication Plan section on community engagement

Implemented or partly implemented and in 2004/05 Action Plan (amended where appropriate)

- Set up community engagement meetings of the Local Committee
- Set up targeted "marketing" of different subjects
- Work with the Local Strategic Partnership to achieve two-way communication with the communities of Woking

11. **Integrate activities**

Implemented or partly implemented and in 2004/05 Action Plan (amended where appropriate)

- Strengthen joint working with Woking Borough Council for benefit of local people; joint projects; Local Committee to meet Woking Borough Council Executive twice a year
- Strengthen Community Support Team relations with service heads, and create a virtual network

12. Focus on key priorities

Implemented and on-going in 2004/05

- Judge potential activities before deciding to act:
 - a. Will our contribution make a difference? in particular, will it unblock a problem, unlock resources, or improve integration to improve services?
 - b. Does this matter to Woking people / implement the Woking Community Plan?
 - c. Is there someone else who could do it instead equally well or more effectively?
 If the answers to a- c are "no", are we buying good will?
- Allocate funding to further Surrey County Council and Woking Community Plan priorities

13. Innovation

Implemented and on-going in 2004/05

- Be prepared to consider unexpected options – especially to solve community service problems

14. Promote and project a positive image of Surrey County Council

Implemented and on-going in 2004/05

- Produce more PR outputs for Woking
- Create Woking Briefing
- Implement the Communications Plan sections on information & promotional materials; media activities
- Create proactive PR about roadworks

Implemented or partly implemented and in 2004/05 Action Plan (amended where appropriate)

- Disseminate up-to-date information about ourselves through leaflet, S-Net, monthly reports, annual review and Woking Briefings

15. Invest in prevention

Implemented or partly implemented and in 2004/05 Action Plan (amended where appropriate)

- Save Woking Welfare Rights Service from closure
- Make sure the County's Self-Reliance Strategy produces concrete improvements in Woking

16. **Maximise external funding**

Implemented or partly implemented and in 2004/05 Action Plan (amended where appropriate)

- Get a PSA on welfare rights

17. **Spend within budget.**

Implemented and on-going in 2004/05

- Monitor expenditure and take remedial action

18. **Optimise effective and efficient use of resources**

Implemented and on-going in 2004/05

- Ensure that the Committee's views about best use of available land and property in Woking contribute to Surrey County Council decisions
- Never hold a meeting, send an email or report to Local Committee without being clear about the purpose
- Streamline how the Local Committee manages its business
- Make everything we produce accessible electronically
- Create permanent staff team and induct new employees
- Share tasks across Community Support Team to maximise enthusiasm and minimise overlaps

19. **Import and share learning and expertise**

Implemented and on-going in 2004/05

- Learn from other Local Committees and Community Support Teams

20. **Live the People First Values**

Implemented and on-going in 2004/05

- Members and staff to bear these in mind, and remind ourselves of these at our Awaydays

21. **Enhance motivation**

Implemented and on-going in 2004/05

- Learn from other Local Committees and Community Support Teams
- Focus on key priorities
- Share tasks across Community Support Team to maximise enthusiasm

22. **Implement effective performance**

Implemented and on-going in 2004/05

- Keep office systems up-to-date
- Monitor our performance quarterly against this plan

23. **Ensure Members are better supported**

Implemented and on-going in 2004/05

- Implement this report

Implemented or partly implemented and in 2004/05 Action Plan (amended where appropriate)

- Streamline how the Local Committee manages its business

Actions not implemented

24. Only three actions were not implemented in 2004/05

25. Bring more funding into Woking: the Community Support Team failed to achieve this because of lack of staff time

26. Get a Management Trainee to carry out projects – this depends on a Surrey County Council Management trainee wanting to join the team. We did, however, get a student on a 20-month placement.

27. Give partners direct access to Surrey County Council Contact Centre database: external developments in ICT at Surrey County Council made this inappropriate this year.

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BACKGROUND PAPERS: Communications Plan approved by the Local Committee for Woking 22 January 2003.

Report to and notes of informal meetings of Local Committee for Woking Members 19 February and 26 November 2003.

Annual Plan agreed by Local Committee 19 March 2003

Version No. two

Date: 10 April 2004

Initials: CH

No of annexes: 1