PROPOSED TERMS OF REFERENCE FOR A REVIEW BY THE SCRUTINY COMMITTEE INTO THE FINDINGS OF THE LGA PEER CHALLENGE

Community Engagement:

The Scrutiny Committee is requested to review the concept, objectives and best practice for community engagement and to make proposals to Cabinet on the following:

1. How the Council should define community engagement.
2. What the Council’s objectives for community engagement should be.
3. How the Council’s objectives for community engagement should be pursued within the reducing resources available to the Council.
4. How the Council should identify and evaluate its performance against its objectives for community engagement.
5. How the Council should communicate its performance against its objectives for community engagement to the community.

Service User Engagement:

The Scrutiny Committee is requested to review the concept, objectives and best practice for service user engagement (with a particular focus on housing services) and to make proposals to Cabinet on the following:

1. How the Council should define service user engagement.
2. What the Council’s objectives for service user engagement should be.
3. How the Council’s objectives for service user engagement should be pursued within the reducing resources available to the Council.
4. How the Council should identify and evaluate its performance against its objectives for service user engagement.
5. How the Council should communicate its performance against its objectives for service user engagement to the community.