

Community Engagement Strategy Action Plan 2021-24					
	Action	Expected outcomes	Lead Officer	Delivery Dates	Updates Aug 2021
Being a Listening Council					
1	Develop and publish a programme of public consultations, including statutory responsibilities	Public, staff and elected members are all informed and able to plan ahead leading to improved responses	Community Involvement Officer with support from Communication Manager and service managers	Dec-21	Key consultations are clearly posted on the council website front page. In discussion with Comms manager to develop. Requires updates from Service Managers.
2	Develop and publish a protocol for how the council collates, responds and uses community feedback and information	Improved accountability of the council to help build trust	Communication Manager with support from Leader and service managers	Dec-21	Discussions have been held. This is a priority for leadership. Community Involvement Officer to explore examples of good practice.
3	Promote how to contact the council and your local councillor	Improved awareness and contacts with the council and Elected Members	Communication Manager	Sep-21	Your Borough editions always include up to date contact information in an easy to read format. Details can also be found on the Gravesham Borough Council website. Plans in development to develop tweets between residents and councillors
4	Build on and support links with the six Parish Councils in the borough recognising the crucial engagement role they play for their communities ensuring they are an integral part of the council's community engagement strategy	Rural residents and parish councillors are supported by the borough council and able to share examples of good practice	Community Involvement Officer and committee services	Sep-21	Contact has been developed and maintained throughout the pandemic and lockdowns. Support provided for community litter picking, and to nominate community awards. Include in VCS networking events.
5	Align the strategy to complement and support the Council's Communication Strategy	Consistency in messaging and ensuring communication and education are at the core of the strategy	Community Involvement Officer and Communications Manager	Apr-21	Regular contact maintained between officers.
Empowering Residents and Communities					
6	Implementing and developing the Street Champion Scheme network of litter picking volunteers.	Local residents take a more active role in their area	Community Involvement Officer and Waste Projects Officer	Apr-21	Scheme was rolled out in April 2020 during the pandemic following details in Spring 2020 Your Borough. We now have 186 volunteers covering 163 streets
7	Using the Community Cohesion Atlas for Gravesham and Community Safety intelligence identify a priority street/ neighbourhood for targeted action	Increase in pride and ownership of the local area	Community Involvement Officer	Oct-21	Initial discussions have been held with the Enforcement Officer to identify streets for potential activity.
8	Developing tools and processes for the public to engage with the council building on recent successes of using virtual tools during the pandemic but also recognising the digital divide	Increased engagement with a broader representation of the community	Community Involvement Officer working with digital team and comms	Dec-21	Opportunities to develop social media opportunities with the appointment of a new Comms Officer. CAB Digital Divide Partnership Project ready for implementation.
9	Developing links and mechanisms with local services, organisations and agencies to support and address local issues	Increased awareness of and influence in local services.	Community Involvement Officer	Sep 21 (networking opportunity)	Throughout the pandemic we have developed and supported links with our local organisations to provide covid support to those in need. These links are being developed with the lifting of restrictions and services being opened up.
Supporting Community Organisations					

10	Develop an On-line community organisation and representative database. When seeking consent to be part of the database, information will be collected that will include preferred method of engagement and areas of expertise.	Increased contacts with community organisations. Staff more confident to make appropriate referrals	Community Involvement Officer	Oct-21	Are collating existing contact lists and circulating a new contact form to develop a comprehensive, accessible and up to date system.
11	Develop Community Organisation Network to share information, opportunities and issues.	More supported and empowered community organisations	Community Involvement Officer and CVS officer	Jul-21	Small virtual network was initiated in Oct 2020. Now looking to extend and develop with a pt worker now employed at the CVS. An event is schedule for before Mar 22
12	Identify and develop support for the sector to include funding opportunities, training, collaborative working	Increase capacity and viability of the sector	Community Involvement and CVS Officer	Mar-22	This work has been included in an SLA with CVS NWK who have employed a worker.
Building Cohesive Communities					
13	Review current links with BAME Community representatives and communities of interest and identify any gaps that need focus	Improved contacts with Gravesham's excluded communities	Community Involvement Officer	Oct-21	Links have been well used and developed throughout the pandemic. To be reviewed and updated as part of the evaluation and development of this action plan
14	Develop the council's calendar of diverse community events providing support to community leaders and linking with relevant community organisations.	Improved sense of pride and belonging in Gravesham, improved understanding and tolerance	Community Involvement Officer	Dec-21	Events calendar has been impacted by the pandemic but significant events have still been celebrated and noted. The development and rollout of the community events fund has provided an opportunity to reach out to community leaders. The flag flying schedule for 2022 will be updated in the autumn. A calendar of key religious festivals has been provided for management team, comms.