

Community Engagement Strategy Action Plan 2021-24					
	Action	Expected outcomes	Lead Officer	Delivery Dates	Updates Aug 2022
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 clearly posted on the council website front page and on social media. Recent consultations include Economic Growth Strategy, Play Sites, Tenant Engagement strategy, Sports Strategy. Does depend on service areas sharing details.
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	KG to look up some examples and share. Your Borough does always include section on reporting back to the public on information received and actions taken.
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	Community grants scheme has been widely shared with parish councils and local groups. Community litter picking has been supported across the parishes and community award nominations encouraged and received.
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	Both teams work closely to ensure both strategies complement each other.
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	458 volunteers are now signed up to the scheme with 311 streets covered. A Thank You Event was held in May. Regular data is reported in monthly Members Bulletin
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	Working closely to support the ASB Action Plan. Rosherville Recreation Ground recently opened new and improved play area.
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	There has been a return to supporting more opportunities to engage face to face. Virtual and digital tools are still important to encourage engagement. Working closely with Digital Kent on local projects to improve skills and access. CA NWK delivering courses at St Aidan's church hall, Westcourt.
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)	Networks and local links especially grass roots organisations have been supported and expanded in response to the Pandemic and the Cost of Living ensuring the most vulnerable are supported. Links with local partners and services supported at both county and district level.
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	Contact list in place that is shared when requested. Plans agreed for Customer Services to develop and manage a database of organisations and services which will be available on the website

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	Gravesham Voluntary Community Sector Network has grown and developed over the past 12 months supported via an SLA with CVS North West Kent. Conference scheduled for the 20 September in the Woodville. Regular meetings attract over 20 people and network holds details for over 50 organisations
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	Partnership working across Kent has developed over the past 12 months with progress through Kent Volunteers, Kent Community Foundation, Crowdfund Kent. CVS worker has engaged with Involve who were awarded the KCC contract for delivering befriending services locally and has secured some funding for local organisations and linked up with Stronger Communities Kent. Workshops are being delivered as part of the annual conference.
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 continue to be supported and over the past 12 months include working with the new President of the Gravesham and Dartford Muslim Association to deliver Eid Prayers and an Eid festival. Kurdish representatives have been supported to meet regularly. Recent developments include developing links with Ukrainians living in the borough and their hosts. 2022 Census data will shortly be published which could help identify any gaps. Broader links with Eastern European communities has been explored and developed through churches and local employers.
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	With Covid restrictions having been lifted there a full and diverse programme of events has been supported over the past six months. Vaisakhi and Eid events have both been celebrated and Gravesham Pride celebrations included flag flying and a parade this year. The Community Events Grant has been revised to encourage support for new and one off activities. Council support for the more established diverse celebrations has shifted from direct funding to providing support aimed toward making the event more sustainable and self financing.