



DtS Board
Stronger & Sustainable
Doncaster

10.00am Thursday 11 February 2010
Council House – Boardroom 1, Floor 2

AGENDA

	<i>Initials</i>	<i>Time</i>	<i>Page</i>
1. Welcome, Introductions & Apologies	JM	10am	-
2. Minutes of last meeting and action plan	JM	10.05	2
3. Performance Management Report	JD	10.10	Attached
4. Feedback from DtS Board	JM	11.10	-
5. Feedback from sub board chairs	KW/GB/GG	11.20	10
6. Next agenda items	JM	11.50	-
7. Any Other Business	JM	11.55	-

Next Meeting date: 8 April 2010



Minutes of DtS Stronger & Sustainable Executive Board

meeting held at 2:00pm on Thursday 10 December 2009
at the Doncaster Council House

Present:	
Name	Organisation
Jane Miller (JM)	Doncaster Council (Chair)
Gavin Baldwin (GB)	Chair Stronger Places Sub Board
Gill Gillies (GG)	Chair Sustainable Environment Sub Board
Marisa Graziano (MG)	CEN Representative
Lai Lim (LL)	CEN Representative
Jim Drake (JD)	Doncaster Council
Susan Skalycz (SS)	Job Centre Plus
Darren Robinson (DR)	Doncaster Chamber
Peter Jones (PJ)	Fire Service
Karen Wardman (KW)	Doncaster CVS - CEN
Nicola Dixon (ND)	Doncaster CVS (Minutes)
Nadeem Murtuja (NM)	Doncaster Council (<i>attended late to present agenda item 6</i>)

Agenda

1. Welcome, Introductions & Apologies
2. Minutes of last meeting and action plan
3. Feedback from Sub Board Chairs
4. Feedback from DtS meeting
5. Performance Management Framework
6. Community Engagement Strategy
7. Update on NI 7
8. Compact
9. Next agenda items
10. Any Other Business

Ref	Notes	Action
1.	<p><u>Welcome, Introductions & Apologies</u></p> <p>The chair opened the meeting and welcomed those present. Introductions were made and a brief update on the context of the meeting was provided for new members.</p> <p>Apologies:</p> <ul style="list-style-type: none"> • Chris Stainforth – NHS Doncaster • Vic Holbrey – Doncaster Chamber • Ian Hanks – Jobcentre Plus • Norma Wardman – Doncaster CVS • Tim Innes – SY Police • Tony Carlin – Fire Service 	

<p>2.</p>	<p><u>Minutes of last meeting and action plan</u> (see copies)</p> <p>Minutes were agreed as a true record.</p> <p>Feedback was given on the action plan, and the following additional points were noted:</p> <ol style="list-style-type: none"> 4. Draft work plans for the sub-boards would be dealt with at agenda item 3. 5. As not all of the sub board work plans have been received Karen has delayed sending the TOR and work plans to the DtS board members and other theme boards. 6. (see draft copy of CEN briefing) the draft briefing developed by CEN was circulated. It was agreed that the briefing covered everything necessary although the wording should be changed from straight definitions for the indicators, particularly NI 194 and NI 196. 7. Jim confirmed that the DtS website had been updated so that this board and its papers are now included. <i>The full web address is : http://www.discoverthespirit.org.uk/what_is_dts/Stronger and Sustainable Doncaster/Stronger and Sustainable Doncaster.asp</i> 8. Proposal for the launch event is to be taken back to DtS Board for discussion,. It was not previously discussed as there was not time on December's agenda. 9. Different examples of delivery plans from the Safer Board had been discussed by Tim and Karen. This was helpful in developing an approach for the Board. 10. The CAA document has now been made public. Jim gave a brief overview of CAA's for the new members. Jim also confirmed that a Partnership Director, Steve Nesbitt, had been appointed who has previously worked at Government Office. 11. and 12. Karen confirmed that she had not received any feedback on the work plan when it had been circulated. <p>Marisa notified members that the Terrace could be used as a venue for meetings although this was out of the town centre at Conisborough. Members did not raise any issue with traveling to Conisborough.</p> <p>Actions</p> <ul style="list-style-type: none"> • Karen to email updated TOR. • Karen to send out information on compact and DtS Board upon request if people have not already received the same from her. • CEN to update the Stronger briefing and change wording around indicators. • Photographs to be sent to CEN by Chair, Vice Chair and Sub Board Chairs as soon as possible to update briefing. • Karen to send out CAA document upon request if people have not already received the same. 	<p>KW</p> <p>ALL KW JM/NW/K W/GB/GG</p> <p>ALL</p>
<p>3.</p>	<p><u>Feedback from the Sub Board Chairs</u></p> <p>Stronger Places Sub Board Gavin Baldwin presented feedback:</p>	

	<ul style="list-style-type: none"> • Gavin confirmed that the key focus was on a prosperous town centre, although this was not solely what the sub board was working towards. • A draft work plan had been prepared (see copy of work plan and briefing) where all the suggestions and thoughts from each sub board member had been recorded. Gavin stated that further discussions around this were required. It was felt that the work plan had to be around making it real for example using the St Ledger Festival to promote the profile of the town. • Signage for the Airport and into the town centre had been raised at a meeting, and as a result Doncaster Airport tourist information had been invited to the next sub board meeting. • A main issue raised had been about how to engage effectively with the private sector. • Doncaster has its own flag which a lot of people are unaware of, therefore they are trying to build this into marketing etc. • Gavin is meeting with the Enterprising Board to discuss and avoid overlap. • Gavin and Gill were working together to test the work plan which will then be rolled out. <p>Sustainable Environment Sub Board Gill Gillies presented feedback:</p> <ul style="list-style-type: none"> • Gill confirmed that this sub board had made a slower start as there was lots of work around this area already on ongoing and they were trying not to duplicate at the same time as trying to avoid making the meeting a talking shop. Also they were waiting for the results of the CEN elections for more members. • Issues that were being looked at include confidence in partners, how to communicate to people, and contributing to the bigger picture as it was impossible to solve everything. • A work plan would be discussed at the next meeting as it was felt that prior meetings were to enable a grounding which was needed before the sub board could start work. <p>Stronger Communities Sub Board Karen Wardman presented feedback:</p> <ul style="list-style-type: none"> • Discussions had been undertaken around performance management and the development of improvement plans. Task and finish groups were being established to progress improvement plans for the four priority indicators. Meetings were scheduled in December. <p><i>Nadeem joined the meeting at this point.</i></p>	
<p><u>4.</u></p>	<p><u>Feedback from DtS meeting</u> Karen gave a brief report on the DtS meeting:</p> <ul style="list-style-type: none"> • John Casey reported back on CAA. • Andrew Sercombe returned to DtS to discuss overview and scrutiny. • LAA targets were discussed and there will be a focus on these at the next meeting. Jim explained how a reward grant was available against the LAA targets if they reached over 60% on delivery targets. • Overview and scrutiny have not been agreed a place on the DtS board. • The Fire Service and Board Chairs have joined as members of the DtS board. 	

<p>5.</p>	<p><u>Performance Management Framework</u></p> <p>Jim presented the performance report (page 10 of the papers). It was felt that the layout was easy to use and that the focus should be on the NI's that are not meeting targets. It was recommended that those not meeting target should be placed at the top of the report to be easily focused on.</p> <p>The need for all partners to contribute to performance management reports was raised. Jim explained that Covalent is accessible through the web and so partners can, with training, view and contribute to the reporting functions.</p> <p>Other issues raised were, the need for:</p> <ul style="list-style-type: none"> • Notes against all red traffic lights so that poor performance is understood and can be addressed. • Identify the lead person, so if necessary the appropriate person can be invited to attend a meeting. • Details of how often the data is available and when it is to be updated. <p>Jim handed out a copy of more detailed report on NI 11 (see copy) These reports are available for each of the NI's upon request.</p> <p>The Safer Doncaster performance model was explained as this is regarded as a good example from the partnership.</p> <p>Agreed:</p> <ul style="list-style-type: none"> • Information reported to the board would include looking at what had failed and succeeded. • The frequency of the performance report would be quarterly. • Each sub board would be responsible for addressing poor performance. The board would challenge the sub board if necessary or bring the relevant people from the sub board to the Executive meeting. Individual key people would be invited to Executive Board meeting but this will have been discussed at the sub boards two weeks prior to the Executive meeting. This would help obtain the key issues from the right person. • Jim stated that training on Covalent was available through his team for example 1 hr initial training, telephone support and drop in support. • The board agreed that there was a need to look at actions. <p>Actions:</p> <ul style="list-style-type: none"> • Jim to prioritise the order of the report, ie those not meeting targets at the top. • Jim to summarise Covalent Access and training and send to Karen to circulate. 	<p>JD JD/KW</p>
<p>6.</p>	<p><u>Community Engagement Framework</u></p> <p>Nadeem attended the meeting to present this agenda item, going through the Community Engagement report on pages 22 and 23 of the papers. The members were notified that the Stronger and Sustainable board has the lead responsibility for this work.</p>	

	<p>A Task and Finish group would need to include representatives of all partners around the table, so that there was wide representation and so that the document was not biased. Members could either be members of the Stronger and Sustainable Board or a nominated representative. It was agreed that the group would agree the Chair etc.</p> <p>Next Steps:</p> <ul style="list-style-type: none"> • The consultation with community groups via the CEN Central Network event has taken place and the priorities will be fed back into the Task and Finish group. • It was agreed that the Task and Finish group would meet as soon as possible and information would be circulated straight after by an email to the board containing the compiled outline/skeleton. • Due to the full DtS agenda in January it was agreed that the outline/skeleton would not be presented at this time but within six months. <p>Actions:</p> <ul style="list-style-type: none"> • Jane will take back to the DtS board the need for members to attend meetings. • Jane to discuss with Steph Beech coordination of Task and Finish Group. • Karen and Karen Hanson to report back on Community Cohesion at the next meeting in February. <p><i>Jane and Nadeem left the meeting.</i></p>	<p>JM JM/Steph Beech KW/Karen Hanson</p>
<p><u>7.</u></p>	<p><u>Update on NI 7</u></p> <p>Karen presented the report on this item. A brief overview of NI 7 was given, with an update from the Doncaster CVS AGM which focused on NI 7. It was noted that the Office of the Third Sector had attended the CVS AGM and as a result wished to profile Doncaster's progress.</p> <p>Karen drew attention to the proposal on page 28 of the papers. The recommendation was to develop a strategy over an eight month period. Although the next Mori survey would be carried in less than a year, members felt that a robust process with marketing and promotion would help improve perceptions.</p> <p>It was raised that the MORI survey is only sent to registered charities. However, local consultation will include a wider range of organisations.</p> <p>Agreed: Members agreed and supported Option One (page 28)</p>	
<p><u>8.</u></p>	<p><u>Compact</u></p> <p>Due to time constraints, Karen gave a brief overview of the report. Discussion followed. However, it was agreed that there was not sufficient time left to progress this</p>	

	<p>item and that it should be addressed outside the meeting.</p> <p>Actions:</p> <ul style="list-style-type: none"> • It was agreed that the issue of Compact would be brought up outside of this meeting between Karen and Jane due to the lack of time and Jane's absence during this discussion. 	KW/JM
<p>9.</p>	<p><u>Next agenda items</u></p> <p>Next Meeting – 11 February 2010</p> <p>Marisa again offered the Terrace as a venue for meetings.</p> <p>Jim proposed the following dates for the Performance Management Report:</p> <ul style="list-style-type: none"> Quarter 3 - February Quarter 4 - June Quarter 1 - August Quarter 2 - December <p>Actions:</p> <ul style="list-style-type: none"> • Due to the lack of time Karen requested all agenda items should be emailed to her. 	All
<p>10.</p>	<p><u>Any Other Business</u></p> <p>None</p>	

Action Plan

Updated: 10 December 2009

Ref	Date Raised	Action	Who responsible for	Date Action to be completed by	Action Completed	Update comments
1.	05/10/09	Proposal for event to be taken back to DtS Board for discussion.	NW/TJ	Next meeting		
2.	10/12/09	Karen Wardman to email updated TOR.	KW	As soon as possible	13/1/10	
3.	10/12/09	Karen Wardman to resend email with information on compact (CEN leaflet) and DtS Board report to anyone who has not received the same.	KW	On request		
4.	05/10/09	TOR and work plans to be sent to DtS board members and other theme boards once complete.	KW	As soon as possible		
5.	10/12/09	CEN to finalise briefing send to DtS board members and other theme boards.	CS	As soon as possible – upon receipt of photographs		
6.	10/12/09	Photographs to be sent to CEN by Chair, Vice Chair and Sub Board Chairs as soon as possible to update briefing.	KW/JM/GG/GB	As soon as possible	25/01/10	
7.	10/12/09	Karen to send out CAA document upon request if people have not already received the same.	KW	On request		
8.	10/12/09	Jim to prioritise the order of the performance report, ie those not meeting targets at the top.	JD	Next report		
9.	10/12/09	Jim to produce summary of Covalent Access and training and send to Karen to circulate.	JD/KW	As soon as possible	11/12/09	
10	10/12/09	Jane will take back to the DtS board the need for members to attend meetings.	JM	Next DtS Board		

11	10/12/09	Jane to discuss with Steph Beech coordination of Task and Finish Group.	JM/Steph Beech	As soon as possible		
12	10/12/09	Karen and Karen Hanson to report back on Community Cohesion at the next meeting in February.	KW/Karen Hanson	Next Meeting		
13	10/12/09	It was agreed that the issue of Compact would be brought up outside of this meeting between Karen and Jane due to the lack of time and Jane's absence during this discussion.	KW/JM	Before next meeting		
14	10/12/09	Due to the lack of time Karen requested all agenda items should be emailed to her.	All	22/12/09		



STRONGER & SUSTAINABLE DONCASTER BOARD

STRONGER COMMUNITIES SUB BOARD

PURPOSE OF THE REPORT

The purpose of the report is to provide members of the Board with a progress update on the work of the Stronger Communities Sub Board.

RECOMMENDATIONS

Members of the Board are asked to:

1. Note progress detailed in the report
2. Consider the issues raised and provide a strategic steer on the direction of the work.

NI IMPROVEMENT PLANS

The Sub Board established task and finish groups for each of its four LAA Indicators. First meetings for each were held in December. The aim was to develop improvement plans through a multi agency approach. Following these meetings, DMBC produced a draft plan (attached below) for NI 4, 5 and 140. The plan for NI 7 (attached below) was agreed at the last Executive Board meeting. These plans were all presented to the sub board at its meeting on 25 January for discussion.

The sub board agreed that two further pieces of work are necessary. First, they wish to cross reference the plans with some mapping work that has been undertaken. The mapping highlights what activities the different partner organisations are currently undertaking that they believe support the indicators. The second piece of work will be to identify clear outcomes and risks against this information.

Board members are asked to note the draft plans and provide feedback as appropriate.

The next piece of work will be to develop improvement plans for the four Stronger Communities Sub Board indicators that aren't in the Local Area Agreement as follows:

- NI 1 % of people who believe people from different backgrounds get on well together in their local area
- NI 2 % of people who feel that they belong to their neighbourhood
- NI 3 Civic participation in the local area
- NI 6 Participation in regular volunteering

COMMUNITY ENGAGEMENT STRATEGY

Following the partnership workshop held in November 2009, DMBC has led the development of a Community Engagement Strategy through a multi agency task and finish group. The group has agreed a draft set of principles, ground rules and component parts of a strategy. These were presented to the sub board meeting for discussion, and will be presented to the Executive Board at this meeting.

Board members are asked to note and comment on the draft to date.

COMPACT

The sub board was updated about progress on the Compact at its last meeting and was asked to provide a recommendation on its development. The main issues affecting delivery of the Compact are a lack of awareness and implementation of it across agencies, and a changed political and partnership landscape since its launch in March 2009. The Sub Board has recommended that we undertake a review of Doncaster's Compact and that we use this opportunity to raise its profile. Successful delivery of the Compact is integral to improvement on Doncaster's NI 7 score.

Recently, the national Compact was re-launched. Instead of the original 'codes of practice' the new Compact focuses on three distinct areas of commitments between the public and third sectors 'Involvement in Policy Development', 'Allocating Resources', and 'Advancing Equality'.

Board members are asked to comments on proposals to review the local Compact bringing into line with the national Compact as appropriate and working to raise the profile of the Compact with all partners.

PARTNERSHIP WORKSHOP ON NI 7

At the last meeting of the Executive Board, a proposal for taking forward NI 7 was endorsed. Since then, the Community Empowerment Network (CEN) has undertaken three focus groups with third sector organisations and is now setting up one to one interviews with groups. Following this consultation, the next action in the plan is to hold a partnership workshop with strategic partners.

The purpose of the workshop is to review the feedback from the consultation, and to undertake a joint approach to developing a draft third sector strategy. The strategy will set out how partners will support the third sector in the long term and supporting actions. Mandy Wilson from COG'S has agreed to facilitate the workshop and DMBC has agreed to lead on its organisation with support from the CEN Team. The proposed date is 16 March at the Mansion House. Letters will be sent to partner organisations asking for appropriate senior attendance at the workshop.

Board members are asked to support the workshop.

COMMUNITY COHESION STRATEGY

It was agreed at a previous Executive Board meeting that members wanted a partnership Community Cohesion Strategy to be developed. It was felt that this linked closely to work around the NI 140 indicator (fair treatment by local services) and work on a Community Engagement Strategy. The Safer Doncaster Board has also commissioned the development of a Community Cohesion Strategy, and currently leads on the Prevent agenda.

A task and finish group meeting has been arranged on 10 February to begin work on a Community Cohesion Strategy. This has been set up by support officers for both boards. Whilst Community Cohesion has clear links with both boards, there is a need to determine what the scope of this strategy will be and consequently which Board is responsible for its development and delivery.

DCLG 'Guidance for local authorities on how to mainstream community cohesion into other services, 2009' makes the case that there are significant benefits to working on community cohesion through a partnership approach and that if undertaken in the right way it can impact substantially on a wide range of key areas including crime, education, health, employment, and the economy.

Board members are asked to provide a steer on the scope and development of the strategy.

Report Author

Karen Wardman

Community Empowerment Network Manager

ACTION PLAN FOR NI 4: % of people who feel that they can influence decisions in their locality

Our current score is:

Where we sit nationally:

The greatest risk to this indicator is not having the ability to recognise what is and what is not in the control of partners with regards to influence and decision-making

Key Action	Work Planned	Lead Person / Agency	Target Date	Comments / Progress	Risk
Community Engagement Strategy	<p>Development of a comprehensive and holistic Community Engagement Strategy for Doncaster</p> <p>Build in mechanisms for community empowerment through ownership/involvement/participation in the design and development of community activities/priorities</p> <p>Integrated within this framework is a specific strategy focused on workforce development paying particular attention to respect and dignity, community cohesion, customer satisfaction and service standards</p>	SSSC Policy & Change	July 2010	<p>The first Task and Finish Group met on the 16th December 2009. During the meeting the following was discussed:</p> <ul style="list-style-type: none"> • Understanding the analysis from the Community Engagement Workshop (2nd November 2009) and CEN AGM (7th December 2009) • Ground rules in developing a Community Engagement Strategy • Principles behind 	<p>DtS Board buy-in</p> <p>Lack of community/partner confidence in revised/new partnership engagement strategy</p> <p>Determinants of success of this indicator will arguably depend on the effective delivery of NI 5, 7, 140. However, the Board must appreciate that the delivery and design and business planning of local services should always consider NI 4</p>

				<p>Community Engagement (for consideration)</p> <ul style="list-style-type: none"> • The component parts of a holistic Community Engagement Strategy • Each component part given their specific nature will require an EIA 	
IDeA	Make effective use of the IDeA NEA Framework as a toolkit for improving community engagement/empowerment	SSSC Stronger sub-board	Linked to development of Community Engagement Strategy	Please see attached	Not recognising the opportunity to become an area of best practice in relation to community engagement/empowerment
Overview & Scrutiny	<p>Develop appropriate links with Overview & Scrutiny</p> <p>Member seminars focusing on development/engagement/empowerment</p> <p>Consult Democratic Services in relation to the above</p>	SSSC Policy & Change Team, Democratic Services	As above		Members not recognising the added value with regards to this partnership approach
Meeting statutory obligations	Rationalise the new Duty to Involve and Duty to Promote Democracy	SSSC Policy & Change	April 2009		During future inspections, namely CAA, the partnership has not put

	Additionally, consider other powers incorporated within equalities legislation and the Local Government Act 2000	Team, CEN (possibly COGS also), Legal Services			adequate structures in place to discharge the respective duties
Communications	<p>Develop a comprehensive Communications Strategy</p> <p>Develop mechanisms for information to be fed back to communities and explaining the rationale behind Council/Partner decisions</p> <p>Rationalise what is currently in place in relation to Neighbourhood Charter, PACT Meetings and other opportunities for communications (almost undertake a current gap analysis)</p>	To be confirmed in terms of lead. However, everyone has a role to play	Linked with development of Community Engagement Strategy. However, there are a number of other factors.	For example, the Confidence Team are currently in the process of developing a partnership communications strategy and this may be an appropriate mechanism to apply the Communications aspect of NI 4. Further clarity sought	<p>That communications does not create a sense of vibrancy in our local communities to be engaged in local democracy, neighbourhoods and opportunities to participate in decisions that directly affect them</p> <p>Ability to actually measure success at a neighbourhood/lower SOA without purely relying on a bi-annual Place Survey</p>
Mapping	Conduct a robust mapping exercise in relation to engagement structures already in place – this will be linked to the development of a partnership Community Engagement Strategy	SSSC Policy & Change Team, CEN and other partners	Partially done on the 2 nd November 2009. To be completed by end of February 2010		A lack of ownership/honesty in relation to current effectiveness of community engagement structures including the lack of will to change
Organisational structures	Given the cross-cutting nature of this indicator and a requirement that it is embedded across organisational directorate/service boundaries each respective lead from the Stronger Board	All	This Action Plan to be discussed in all internal decision-		Every service area across the whole Doncaster partnership landscape has some form of community interface. Those service

	to prepare a report for their 'Corporate Management Teams' on how they can contribute to NI 4. For example, within the Council develop links with appropriate service areas, e.g. Children & Young People Services, Adult Services, focused in particular on listening/engaging with all communities including vulnerable/marginalised groups		making structures. February 2010		areas which provide a service delivery function must have the ability to analyse community data for two reasons. Firstly, to ensure services are sustainable and designed with communities in mind. Secondly, to ensure services are responsive. It is essential that all service areas consider how they will champion NI 4
Existing data	Develop the ability to rationalise data from corporate complaint/compliment structures and engagement infrastructures so to enhance service planning/priority setting and realising the needs of local communities	DMBC Performance Team	January 2010		Need to agree a partnership performance management system (this could be covalent or it might not be). It is essential partners have confidence in whichever system is adopted

ACTION PLAN FOR NI 5

Current score:

National position:

Descriptor: Overall/general satisfaction with local area

This indicator is dependent on the effectiveness of other delivery plans namely NI 4, NI 7, NI 140. However, all delivery/service plans which are outward facing, e.g. Crime related, will contribute to the NI 5 score

Key Action	Work Planned	Lead Person / Agency	Target Date	Comments / Progress	Risk
Identify cross cutting aspects of NI5 Key Actions with other Nis	Map the identified Key Actions and where they contribute to other Nis		Ongoing		
Neighbourhood Hit Squad Project	Undertake a range of enforcement and supportive measures to improve the area Develop a project plan and identify targets/measures Hexthorpe Hyde Park	DMBC Housing	Schedule of 6 month long projects Start: End: Start: End:	Currently looking at the link with neighbourhood Alliance in the future as this project has sustainable benefits. Evaluation being completed	
Neighbourhood Alliance – programme of focussed activity	Schedule of target areas based on analysis of partners intelligence: 1. Armthorpe 2. Hexthorpe 3. Bentley 4. Carcroft 5. Lower Wheatley	SYP	Ongoing on forward planning basis – 2 projects ahead. A – Complete	2. H – Need final 6 month evaluation 3. B – Need final 6 month evaluation 4. C – In development	

	Development of activity schedule and implementation planning Survey of customer satisfaction before and after. Evaluation of projects			5. W – scheduled	
Deprived area Perceptions project (DAPP)		DMBC with Keep Britain Tidy			

ACTION PLAN FOR NI 7: Environment for a Thriving Third Sector

Our current score is: 15%

This indicator measures the perceptions of third sector organizations on how they feel that statutory bodies in Doncaster influence their success.

Key Action	Work Planned	Lead Person / Agency	Target Date	Comments / Progress	Risk
Third sector strategy	<p>Third Sector conference held 25 November 2009</p> <p>Stronger & Sustainable Executive Board endorsed action plan on 10 December</p> <p>Focus group: Local help, support and advice (22 January 2010)</p> <p>Focus group: Grant funding and Contracts (26 January 2010)</p> <p>Focus group: Relationships and partnerships (28 January 2010)</p> <p>One to one interviews with groups (Jan/Feb 10)</p> <p>DtS Partnership Workshop to consider the initial findings, map what is already available, and identify what can be developed to address gaps (mid February 2010)</p>	DCVS/CEN Team	August 2010	<p>Results were collated and presented to Executive</p> <p>Executive endorsed report</p> <p>Focus groups are set.</p>	<p>DtS Partners buy-in</p> <p>Lack of third sector confidence in new partnership strategy</p> <p>Delivery period short prior to next Mori survey. The assumption is that developing the strategy in this way will have a positive impact on the perceptions rating.</p>

	<p>Initial draft strategy produced with short term actions identified ('quick wins') (Late February 2010)</p> <p>Approval of draft prior to consultation (Late February 2010)</p> <p>Consultation on draft strategy with third sector and with statutory partners (March to May 2010)</p> <p>Final draft produced and presented to Stronger and Sustainable Doncaster Executive Board (10 June 2010)</p> <p>Strategy presented to DtS Board (13 July 2010)</p> <p>Internal approval processes (July/August 2010)</p> <p>Strategy launch (August 2010)</p>				
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ACTION PLAN FOR NI 140 (Fair Treatment by Local Services)

Our Current Score: 63.4% of respondents in 2008 Place Survey felt that they were treated with respect and consideration, either all of the time or most of the time.

Key Action	Work Planned	Lead Person / Agency	Target Date	Comments / Progress	Risk
Rationalise various customer complaints data including how this is managed monitored and reviewed within respective organisations.	All partners to produce a brief explaining clearly how customer compliments/complaints data is analysed and how the organisation responds to this data, including feedback to the local community.	All	Feb 2010	This is essential in understanding whether organisations are responsive to local customer needs including understanding current satisfaction rates.	Not having such processes in place.
Partners, particularly the public sector, have equality frameworks in place that is smart, relevant, and responsive to local community needs particularly vulnerable and marginalised groups.	<p>Ensure all partners have relevant equality policies in place including fully compliant equality schemes, which reflect the general and specific duties as per equalities legislation.</p> <p>Those public authorities who do not undertake equality impact assessments but undertake race equality impact assessments or disability equality impact assessments, clearly identify how often these are reviewed and are fed in to corporate, directorate and service planning processes.</p> <p>All partners to demonstrate current structure in place in relation to managing their equalities agenda.</p>	All Equalities and Human Rights Network (TBA)	Apr 2010	Equalities is the cornerstone of the CAA inspection process.	Breach of equality legislation. No regard for the specific needs of equality groups.