

Report to Scrutiny

Item Number: 6

Contains Confidential or Exempt Information

No

Subject of Report:	Public Engagement
Meeting:	Scrutiny Review Panel 1 - Governance 26 th September 2013
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Scrutiny Officer:	Harjeet Bains Scrutiny Review Officer Email: bainsh@ealing.gov.uk Tel: 020-8825 7120
Cabinet Responsibility:	Councillor Julian Bell (Leader of the Council and Policy Overview Portfolio)
Director Responsibility:	Helen Harris Director of Legal & Democratic Services harrish@ealing.gov.uk Tel: 020 8825 8159
Brief:	To consider how the Council currently engages with the local community and make proposals for further improvements accordingly.
Recommendations:	It is recommended that the Panel notes the way in which the Council presently engages with the local community and make proposals for further improvements where necessary.

1. Public Engagement

1.1 The Council, operating in an open, transparent and accountable fashion, provides many avenues for residents and others to engage with the Council other than through their directly elected representatives. Some of these are through complying with the statutory framework and others are local practice.

1.2 Council Meetings

While there is no statutory obligation other than holding meetings open to the public and publishing agendas at least five clear working days in advance Ealing has a number of ways in engaging the public.

- a) Although the obligation to hold a debate at Council if a petition reached a certain threshold (1,500 in Ealing) was removed under the Localism Act. Ealing, has kept this provision. It has occasionally been exercised.
- b) Up to three petitions may be presented by the public to a Council meeting. The petitioner gets a response from the relevant Portfolio Holder and is then dealt with as a piece of correspondence. It is acknowledged by Democratic Services and the respective Department responds in due course. The text provided to possible petitioners is shown in **appendix 1**
- c) Questions from the Public have been part of the engagement mechanism for a while and have recently become more popular. The questioner gets an immediate response from the Portfolio Holder and can then ask a supplementary question. No more than five questions can be asked at a meeting. The text provided to possible questioners is shown in **appendix 2**

1.3 Cabinet Meetings

There is no facility for the public to engage directly with the Cabinet at these meetings although the Chair does sometimes exercise his discretion on some issues in allowing representatives of organisations and members of the public to speak.

Across the country many councils take a different approach to engagement at Cabinet.

The most common approach seems to be a public question time for between 15-30 minutes at the start of the meeting, usually with elements of submitting them in advance and subsequently publishing answers on the website.

Some allow the public to make statements in this time about agenda items.

Less common, but not unusual, is a mechanism for members of the public to make statements or ask questions on specific agenda items, the time allowed for an intervention typically varies from 2 to 5 minutes.

All these mechanisms are strictly controlled in relation to advance notification, written submission deadlines similar to those Ealing operates for Council

meetings.

Less common is the unstructured engagement typified by Swindon's open forum¹

Cabinet Open Forum: A Cabinet Open Forum is held at 6:00 p.m. prior to the start of each scheduled Cabinet Meeting, and is normally held in the Council Chamber. The Open Forum is similar to the 'public question time' that happens at most Council meetings but without the need for questions. It provides the chance to meet with Cabinet Members as well as Group Directors and Directors to discuss matters relevant to the Cabinet and its responsibilities. It provides an opportunity to raise issues and give views. The Forum will normally close at 6.30 pm and the Cabinet will then reconvene for the start of the formal Cabinet meeting. If the Open Forum completes its business earlier than anticipated then the Cabinet Meeting will commence at 6:15pm or at the Forum's conclusion.

1.4 **Other Bodies**

Engagement protocols differ amongst bodies partly reflecting the subject matter. Thus Planning, with the great interest shown in some issues has very strict protocols (see **appendix 3**) *while* other bodies generate limited public interest and so have not developed specific protocols. It is worth noting that the Local Development Plan Advisory Committee, given the intense interest of some groups, has developed a strict and detailed protocol for engagement. This protocol is attached as **appendix 4** to the report.

1.5 **Scrutiny**

In order to receive evidence from different sources Scrutiny needs public engagement and proactively seeks out engagement. At formal meetings this is sometimes done through co-option and at other times it is through contacting relevant groups to see if they wish to present to, or participate in, a meeting.

Scrutiny does not currently operate formal speaking protocols leaving this to the judgment of the Chair though these protocols are quite common in other authorities.

Scrutiny Members also go out on site visits, hold focus groups or, attend activities relevant to a particular topic or review.

Scrutiny also encourages written submissions on certain topics which are all presented to the relevant panels. Further, from time to time conferences for the public or the voluntary sector are held to both publicise scrutiny and solicit suggestions for topics.

It is also regular practice to ask for suggestions from the public before the work programme for the year is agreed.

1.6 **Ward Forums**

¹ <http://ww5.swindon.gov.uk/moderngov/mgCommitteeDetails.aspx?ID=285>

These play a crucial role for Ward councillors to engage with their communities and will be the key element of the Panel's next meeting.

1.7 **Community/Councillor Call for Action (CCfA)**

Community Call for Action is provided for in the Police and Justice Act 2006 (crime and disorder matters) and Councillor Call for Action is a power in the Local Government and Public Involvement in Health Act 2007 (other matters affecting the Borough). The Calls for Action enable Ward Councillors to refer to the Overview and Scrutiny Committee or any of its Panels issues of local concern, which affect all or part of the electoral area for which the Member is elected or any person who lives or works in that area, for discussion and action where other methods of resolution have been exhausted.

CCfAs came into force in April 2009 and members will be aware that there are processes in place although there has never been one in Ealing. These have nationally not really taken off.

- 1.8 There is also the right to raise a petition to hold an officer to account and to appear before OSC. The text below appears on our website though it has never been used and no one has ever attempted to do so.

Petitions holding an officer to account Your petition may ask for a senior officer of the council to give evidence at a public meeting about which he/she is responsible as part of his/her job. If your petition contains at least 3,000 signatures, the relevant senior officer will give evidence at a public meeting of the council's Overview and Scrutiny Committee. The committee may consider that it would be more appropriate for another officer to give evidence. The Committee members will ask questions at this meeting but you will be able to suggest questions to the Chair of the Committee by contacting the Head of Scrutiny up to two working days before the meeting. You will also have three minutes to present your petition to the committee.

1.9 **Other Methods**

Councils have different ways of encouraging public engagement; however over and above methods outlined above some councils operate a mechanism where questions to the Leader can be submitted at any time and the answers published on the Council website.

1.10 Consultations

Introduction

Ealing Council is committed to listening to the views of local people when making policies or decisions that impact them.

According to the Best Value Statutory Guidance², “authorities must consult representatives of council tax payers, those who use or are likely to use services provided by the authority, and those appearing to the authority to have an interest in any area within which the authority carries out functions. Authorities should include local voluntary and community organisations and small businesses in such consultation.”

Thus the duty to consult, similar to the earlier ‘duty to involve’³, is a statutory obligation applying to specified public bodies, requiring them to consult and involve individuals, groups, businesses or organisations likely to be affected by their actions. The duty to involve was introduced in the 2007 Local Government and Public Involvement in Health Act, and has now been superseded by the Best Value Statutory Guidance.

The Council and LSP partners have also incorporated “Engaging and enabling” as one of the three overarching values in the Community Strategy. This value calls upon the Council and partners to ensure that “everyone feels involved in their community and is empowered to help develop solutions to issues they face, and has the opportunity to be involved in decisions about the services they receive wherever possible”.

As part of this, the Council and partners “will:

- Agree as partners how and when we will consult our communities about decisions we make, and make sure we follow these principles.
- Have a clear and consistent approach to consultation and engagement and ensure we use each other’s knowledge, networks and opportunities for involvement wherever possible.
- Ensure that success at involving local people, and services users’ and residents’ perceptions of services and organisations, are key measures of success in our work as partners.
- Work with residents to understand and set out the relationship between the citizen and the state, through exploring with residents what public services can and will deliver, and what residents can and are expected to contribute themselves, and by supporting local innovation and community organisers.
- Agree a partnership approach to key elements of the Localism Bill, including the Community Right to Buy, Right to Challenge and neighbourhood planning.”⁴

Full details of this are shown in **appendix 5**

² Department for Communities and Local Government, 2011;
<https://www.gov.uk/government/publications/best-value-statutory-guidance--4>

³ Local Government Improvement and Development; The Duty of Involve,
<http://www.idea.gov.uk/idk/core/page.do?pageId=15391881>

⁴ http://www.ealing.gov.uk/downloads/download/2512/ealing_community_strategy

Current process

The Council currently has a robust consultation and engagement process as part of its duty to consult local people in council policies and decisions

1. Residents are given an opportunity to have a voice in council decisions through a dedicated 'Have Your Say' section on the council website, which contains details of different ways in which residents can express their views (e.g. consultations, ward forums, petitions, and the online residents' panel).
2. The council regularly consults local people and residents on all of its new (or changes to existing) policies and strategies as well as any instances where a current service is altered in any way. While there is a statutory obligation to consult on changes to certain services (e.g. schools), the council attempts to consult on all its decisions where possible.

Consultations use a variety of methods, although easy and widespread access to the internet means that online consultations play a predominant role. Online consultations are adequately supplemented with distribution of a paper version where needed. If paper copies are not provided in advance, residents can always contact the council to request one.

In cases where face-to-face consultation is needed the same is also organised (e.g. with residents in sheltered housing).

3. The council also has a group of residents organised as the Online Residents' Panel. The Panel currently has about 750 members who have signed up to be part of any engagement or consultation activity the council may wish to consult. The Panel's profile is broadly representative of the borough's population in terms of age, gender, ethnicity and employment structure.

The panel is regularly sent (via email) consultations that are of a borough-wide scope and importance. Recent examples include the consultation on Ealing's Health and Wellbeing Strategy, Council Tax Empty Property Discount consultation, and the Discretionary Housing Payments Scheme consultation.

Results from consultations with the Panel have shown that this method is able to elicit better response from local residents as compared to the general online consultations on the website.

4. Consultations are carried out as per established best practice and guidance from regional and national bodies (as listed in point 8 below) on stakeholders, methods, questions, and timescales
5. In order to improve customer services an on-going 'Customer Services Satisfaction Survey' has also been instituted on the website and in the customer contact centre whereby all residents coming into contact with the council, either online, face-to-face, or on telephone, are requested to feedback

on their experience. Results from this survey are used to constantly improve council services. The survey has partly contributed to the recent refresh of the council website where online forms have been made easier to find and complete.

6. The Council also carries out a Staff Survey and a Residents' Survey every two years to hear, respectively, staff views about working at the council and residents' views on their experiences of living and working in the borough.
7. One way (though not direct) of measuring the success of engagement may be through the biennial residents' survey, which asks two questions related to this aspect. Results from the last five surveys are shown below:

The Council...	2007	2008	2009	2010	2012
Involves residents when making decisions	57%	60%	61%	46%	49%
Listens to concerns of local residents	53%	55%	58%	50%	54%

Challenges

8. In the past all consultations were logged, carried out or managed by the corporate Research and Consultation team, ensuring consistent quality and standards across the organisation. However the current team size is now only two full-time staff, which means that there is no overall central control over consultations. The team instead operates according to a devolved model whereby it is possible to provide only advice and guidance to any officer seeking to carry out a consultation. All operational aspects of the consultation are dealt with by the respective department carrying out the consultation. To enable this corporate team provides regular training on SurveyMonkey, a new user-friendly online survey design tool, to other officers across the organisation to carry out their own online consultations. The team plays a more central role in consultations that are wider in scope and consist of important decisions impacting local people (e.g. the Council Tax Support Scheme, Discretionary Housing Payments, etc.). In addition, a comprehensive Consultation Toolkit has been made available on the council intranet for reference of any Council officer wishing to carry out a consultation (http://inside.ealing.gov.uk/info/20056/have_your_say/136/consultation_toolkit) . The entire Toolkit is attached as **appendix 6**. The toolkit draws best practice on consultation from national and specialist sources such as the following:

- a. The Cabinet Office Consultation Principles

<https://www.gov.uk/government/publications/consultation-principles-guidance>

b. The government's Code of Practice on Consultation

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/2695/code-practice-consultations.pdf

c. The Consultation Charter from the Consultation Institute

<https://www.consultationinstitute.org>

9. Due to the federated working model described above it is not possible to maintain a central database of all council consultations and their details. However, as per the team's records it is in the Highways and Transport department where the largest volume of consultations (approximately three consultations every month on an average) are carried out – on CPZs, road changes, scheme and improvements etc. Other departments' consultations are less frequent in comparison, averaging about 1-2 consultations every quarter.
10. Responses to 'online-only' consultations are usually lower than others carried out through a range of methods – however this also depends on the subject/ topic of the consultation. In the case of the libraries consultation, for example, about 4,000 online responses were received. Other consultations that are less salient in the public domain can elicit responses ranging from 200-1,000; however this again depends on the subject. CPZ and Highways consultations usually elicit a higher number of responses as compared to other consultations on broader policies such as licensing and gambling etc. (e.g. Hanwell and West Ealing road improvements and Castlebar and Pitshanger CPZ consultations received more than 500 responses as compared to only five online responses to the gambling policy consultation in 2012). However a disproportionate level of importance may not be placed on simply the number of responses received – what is more important is to ensure that all relevant stakeholders and interested parties have been given sufficient opportunity to have their say. Some policies/ decisions are relevant only to a specific section of the borough's population therefore even a small number of responses may be considered sufficiently representative.
11. A further challenge is publicising the consultation widely, largely due to resource constraints. It is not always possible to publicise every online consultation amongst all resident groups; this may partly contribute to low response rates.

Future improvements

12. In future it is planned to further improve local involvement through featuring key council consultations on the Ealing Involved (an LSP initiative) website

and working more closely with the Ealing Community and Voluntary Services (ECVS) to promote consultations amongst local residents.

13. The Online Residents Panel is continuously promoted through the website and will also feature on the Ealing Involved website – this is expected to lead to many more residents joining the panel. The Panel should play a key role in resident engagement and involvement.

14. The corporate team will also explore the use of social media to promote consultations, subject to resource availability.

2. Legal Implications

2.1 The general scrutiny functions and powers and specific role of Overview and Scrutiny Committee and its panels are set out in the Council Constitution. Any changes to the constitution have to open for consultation with the public and agreed at a meeting of full council.

3. Financial Implications

3.1 There are no direct financial implications arising from this report. Support to the Scrutiny Panel is contained within the allocated budget. Value for money will come from the Panel having a well-constructed work programme with each topic for scrutiny having a considered brief and identified outcomes. In the event that recommendations are made to a decision making body these will have the full financial implications clearly described.

4. Other Implications

4.1 There are no other implications arising from this report.

5. Background Papers

5.1 Ealing Council's Constitution, available at www2.ealing.gov.uk/services/council/council_constitution/.

Consultation

Name of Consultee	Department	Date Sent to Consultee	Date Response Received from Consultee	Comments Appear in Report Para:
Internal				
Helen Harris	Director Legal & Democratic Services	10/9/13	11/9/13	
Cllrs Young & Gordon	Chair & Vice-Chair	29/8/13	3/9/13	1
External				
None				

Report History

Decision Type:			
Non-key decision		No	
Authorised by Cabinet Member:	Date Report Drafted:	Report Deadline:	Date Report Sent:
Report No.:	Report Author and Contact for Queries:		
	Keith Fraser, Head of Scrutiny & Committees fraserk@ealing.gov.uk 0208 825 7497		

Appendix 1

PROCEDURE FOR THE PUBLIC TO PRESENT PETITIONS TO COUNCIL

The Council welcomes petitions and recognises that petitions are one of the ways residents can let us know their concerns. This guidance note refers to petitions which may be presented to Council.

It does **not** relate to petitions in response to consultations being undertaken by the Council on licensing and planning applications, or those being undertaken statutorily, such as calling for an elected mayor, or calling a senior officer to account.

Further details can be found at the following link

http://www.ealing.gov.uk/info/200627/committees/1090/petition_scheme

Alternatively you may wish to raise the matter at your local Ward Forum meeting which is attended by your local ward councillors.

The link below gives further details.

http://www.ealing.gov.uk/info/200916/ward_forums

There are two types of petitions that you may present to Council:

1. Under Council and Committee Procedure Rule Number 9

The petition organiser, or someone speaking on their behalf, will be allowed up to 3 minutes in which to give some background information and present the petition to the Mayor. The appropriate councillor will then give a response. The Council will not debate the matter.

2. Under the Council's Petitions Scheme

If you want your petition to be reported to, and debated at, a meeting of the Council, it must contain at least 1,500 signatures. The Council will try to consider the petition at its next meeting, although this may not always be possible. The petition organiser, or someone speaking on his/her behalf, will be given up to 5 minutes to address the Council allowing them to give some background information if they so wish and to present the petition. The subject of the petition will then be discussed by the Council for a maximum of 20 minutes. This will include an opportunity towards the end of the debate for the petition organiser, or someone speaking on his/her behalf, to sum up their case. The Council will decide how to respond to the petition at the meeting.

You may also ask one of your ward councillors to present a petition on your behalf.

Petitions should include:

- a clear, concise statement covering the subject of the petition. This must relate to something which is the responsibility of the authority, or over which

the authority has some influence and should state what action the petitioners want the Council to take.

- the name, address and signature of any person supporting the application.
- the name and contact details of the petition organiser or someone to whom the organiser would like any correspondence about the petition to be sent.

Petitions must not be defamatory, frivolous or offensive, be substantially the same as a petition considered by the Council in the last six months, require the disclosure of confidential or exempt information or relate to an outstanding licensing or planning application.

The deadline for giving notice that you wish to submit a petition is noon two clear working days before a Council meeting although it helps if it is submitted before this.

The next Council meeting when your petition may be considered will be on

Tuesday 15th October 2013 starting at 7.00pm.
Deadline for receipt 12.00 on Thursday 10th October

Note that it may be decided to defer consideration of a petition to the following meeting in view of other business to be considered by the Council. Notice of the intention to present a petition must be given in writing, by email or by fax to

Keith Fraser
Head of Scrutiny & Committees
Perceval House
14-16 Uxbridge Road
LONDON
W5 2HL

Tel: 0208 825 7497
Fax: 0298 825 6909
Email: fraserk@ealing.gov.uk

On the evening of the Council meeting you are requested to arrive at Ealing Town Hall at 6.45pm and report to the reception desk. Here you will be met by an officer, normally Mark Howlett, the Mayor's Secretary, who will accompany you to the Council Chamber and confirm the procedures. These do not allow for Powerpoint presentations to be made or handouts to be circulated.

The public gallery of the Council Chamber holds 40 people; for health and safety reasons, this limit cannot be exceeded. These seats are allocated on a "first come, first served basis". There may well be other people seeking to attend the meeting in addition to you and your group.

You and your ward councillors will be notified of the actions taken, if any, as a result of the presentation of your petition to Council.

If you have any queries on the above please phone 0208 825 7497

Appendix 2

PROCEDURE FOR THE PUBLIC TO ASK QUESTIONS AT COUNCIL MEETINGS

The Council welcomes questions and recognises that questions from the public are one of the ways residents can let us know their concerns. This guidance note refers to questions which may be presented to Council.

Alternatively you may wish to raise the matter at your local Ward Forum meeting which is attended by your local ward councillors.
The link below gives further details.

http://www.ealing.gov.uk/info/200916/ward_forums

You may present a question to Council under Council and Committee Procedure Rule Number 9

You, or someone speaking on your behalf, will ask the question that you submitted in advance. The appropriate councillor will then give a response. You may then ask a short supplementary question which will be responded to. The Council will not debate the matter.

The question should be a question and not a speech.

It must relate to something which is the responsibility of the authority, or over which the authority has some influence.

Questions must not be defamatory, frivolous or offensive, be substantially the same as a question considered by the Council in the last six months, require the disclosure of confidential or exempt information or relate to an outstanding licensing or planning application.

No more than five questions from the public may be submitted at any meeting and an individual can only ask one question at a meeting. They will be taken in the order received.

The deadline for giving notice that you wish to submit a question is noon two clear working days before a Council meeting although it helps if it is submitted before this.

The next Council meeting when your question may be considered will be on

Tuesday 15th October starting at 7.00pm.
Deadline for receipt 12.00 on Thursday 10th October

In order to ask a question you must fill in the attached form giving your name, address and signature.

Note that it may be decided to defer consideration of a question to the following meeting in view of other business to be considered by the Council. Notice of the intention to present a question must be given in writing, by email or by fax to

Keith Fraser
Head of Scrutiny & Committees
Perceval House
14-16 Uxbridge Road
LONDON
W5 2HL

Tel: 0208 825 7497
Fax: 0298 825 6909
Email: fraserk@ealing.gov.uk

On the evening of the Council meeting you are requested to arrive at Ealing Town Hall at 6.45pm and report to the reception desk. Here you will be met by an officer, normally Hitaishi Vaghela, the Mayor's Secretary, who will accompany you to the Council Chamber and confirm the procedures.

The public gallery of the Council Chamber holds 40 people; for health and safety reasons, this limit cannot be exceeded. These seats are allocated on a "first come, first served basis". There may well be other people seeking to attend the meeting in addition to you and anyone who comes along to support you.

If you have any queries on the above please phone 0208 825 7497

Appendix 3

PUBLIC SPEAKING AT PLANNING COMMITTEES – A PROTOCOL

1. Two weeks before the relevant Planning Committee, a decision will be taken on which items should be placed on the agenda for that meeting.
2. For those applications that are to be placed on the agenda for the meeting, a letter will be sent to people who have responded to notification of the application saying
 - a) That the report is likely to be on the agenda for the meeting, including the date, time and venue.
 - b) That the full report including recommendations will be available 5 clear working days before the meeting from the appropriate Committee Administrator or via the Council website.
 - c) That the committee administrator should be contacted 5 clear working days before the meeting to verify that the application is on the agenda. The intention to make a statement on it must be confirmed by 5.00 p.m. two working days before the meeting.
 - d) Intended items cannot be guaranteed to make a particular agenda.
 - e) That, pursuant to the provisions of this Protocol, they may be entitled to speak at the meeting
3. A letter will be sent to the applicants informing them of their right to attend the meeting and (subject to clause 12 below) to make a statement if third parties have already expressed a desire to do likewise on the application. For the purposes of this protocol third parties are understood to be those persons directly affected by a development proposal but who, unlike the applicants themselves, have no right of appeal against any decisions which may be taken by the Council in its role as Local Planning Authority. In this context they must be objectors to the application in question. However, in the case of planning enforcement cases the comments from third parties could support the recommendations from officers and the applicant/owner would then be cast in the position of objector.
4. The scheme is available to allow public speaking on items appearing on a Planning Committee agenda.
5. Third parties wishing to make a statement must contact the Committee Administrator by 5.00 p.m. two days (including the day of Committee) preceding the Committee (This will in normal circumstances be Monday 5pm). Such advance notice is necessary in the interest of fairness to give the applicant notice of the intention and offer them the opportunity of reply.

6. People wishing to make a statement must arrive at the committee room 15 minutes in advance of the meeting where they will be met by the Committee Administrator.
7. A list of those requesting the opportunity to make statements will be drawn up by the Committee Administrator and provided to the Chair and members of that committee in advance of the meeting.
8. The applicant will only be allowed (subject to clause 12 below) to speak in response to a third party's statement.
9. Where both a third party and applicant/agent wish to speak, the third party will speak first.
10. Agents/spokespersons acting on behalf of third parties or the applicant may make a statement for them.
11. Only one third party speaker (or their agent/representative) will normally be able to make a statement on a planning application. This restriction will also apply in those cases where there are multiple applications in respect of the same site that are taken together. If agreement cannot be reached on who will speak, selection will be by the Committee Administrator after the drawing of lots.
12. For large planning applications the Chair of the Planning Committee may allow for more than one public speaker. Any changes to the speaking arrangements will be detailed in the letter sent to objectors (Point 2) and applicants (Point 3). Public speaking at Planning Committee is ultimately at the discretion of the Chair.
13. Where an item has been deferred from a previous meeting of the Planning Committee, and speakers addressed that previous meeting, further representations will be permitted in relation to that item. They may cover the same points made when the application was previously considered as the membership for that meeting might be different.
14. Where a report has been deferred from a previous meeting, and speakers addressed that previous meeting, a brief note of the main points made by those speakers will normally be included in the report when it returns to the Planning Committee for decision. The logistics of report production mean that it will not be practical for speakers to check that their comments have been correctly incorporated. Speakers are, therefore, advised to provide a written summary of their speech if they wish to have greater certainty that their words will be accurately reported.
15. At the meeting, speakers will be advised to direct their presentation to reinforcing or amplifying representations already made to the Council in writing.

16. Speakers may distribute a written summary of their speech to members of the committee but documents not previously submitted should not normally be circulated to the committee as all parties may not have time to react and councillors may not be able to give proper consideration to the matter. Speakers will be advised that substantive documents should be submitted to the Planning Officer as early as possible but by no later than 12 midday on the date of the meeting.
17. Each speaker will be limited to three minutes, apart from when an interpreter is used or if the speaker has a learning disability. In such situations, the submission will be limited to six minutes.
18. If the speaker is a wheelchair user or has a hearing impairment they should contact the Committee Section in advance of the meeting to arrange for a portable PA or loop respectively. The Council welcomes the participation of speakers with a disability.
19. If the speaker's first language isn't English and they wish to address the committee, they can either bring a friend to interpret or make a statement on their behalf.
20. The Committee will normally deal with applications involving speakers first.
21. The speakers will be invited to make their statements in advance of any officer input on a case but after any member declarations.
22. Speakers will address the Committee before the Committee discusses the application.
23. As is the case in full Council, the Committee will not question the speakers.
24. The Committee will then debate the application and (where appropriate) reach a decision.
25. Members of the public or their representatives will not take part in the debate. They will not be allowed to question officers, Committee members or applicants.

Revised January 2011

Appendix 4

- Protocol For Public Contributions To The Local Development Plans Advisory Committee

Introduction

1. The work programme will be published on the website http://ealing.cmis.uk.com/ealing/Committees/tabid/62/ctl/ViewCMIS_CommitteeDetails/mid/381/id/14/Default.aspx and will be revised after each meeting of the Committee. This will give you the maximum notice possible of items that might be of interest.
2. This facility is provided to assist individuals and local organisations in contributing to the development of the LDF. It is NOT a facility for commercial organisations in general to make representations; however the views of local businesses are welcome if they relate to issues around the LDF rather than the interests of any particular business.

Written Contributions

3. Contributions can be from individual residents. Your address and contact details (to ensure contributions are genuine) should be given and while it is expected that your name will be published no further details will be unless you specifically request it (i.e. "Life time resident of East Acton").
4. Contributions can be from local organisations. Contributions should clearly state the name of the organisation and give contact details of a named individual.
5. Contributions should be no more than three sides of A4 paper and submitted as a conventional word-processed document or a PDF. It should be made clear which agenda item they are contributing to.
6. Contributions will be published on the agenda and must be submitted at least ten clear working days in advance of the meeting.

Verbal Contributions

7. Should you wish to speak at the meeting you must contact the Committee administrator at least two clear working days in advance of the meeting. You should indicate which item you would like to contribute to. Your contribution will be limited to a maximum of three minutes- timing, which will be strictly adhered to. However the Committee might ask you questions should they require clarification on any points raised.
8. On the day of the meeting please arrive in good time and identify yourself to the Committee administrator. The order of speaking will be decided by the Chair of the meeting.

Appendix 5 (Engaging and enabling from the Community Strategy)

Ref	Objective	Actions	Measure of success	Lead organisation(s)	Timescale
B1	Agree as partners how and when we will consult our communities about decisions we make, and make sure we follow these principles.	Council community engagement toolkit developed into broader partnership-based approach	Partnership toolkit developed and measures of success agreed	P&P (LBE)	April 2012
		Develop partnership consultation strategy	Strategy agreed	P&P (LBE)	April 2012
		Maintain quarterly meetings of Joint LBE and ECN Planning and the Community Working Group.	Community groups able to input early views on major planning issues.	Planning (LBE) ECN	Quarterly
		Establish and train new Shaping Communities Panels in Southall and West Ealing.			January 2012
B2	Have a clear and consistent approach to consultation and engagement and ensure we use each other's knowledge, networks and opportunities for involvement wherever possible.	Review current and future LSP projects to ensure there are opportunities for involvement.	Consultation plans developed for each project	P&P (LBE)	Ongoing
		Develop and maintain shared partnership consultation database, building on existing ECN web portal.	Database developed and used	P&P (LBE) ECN	March 2012

Ref	Objective	Actions	Measure of success	Lead organisation(s)	Timescale
		Continue to review effectiveness of LSP as a whole to ensure it is focussed on the right issues and engaging with the right organisations and individuals.	Annual review completed.	P&P (LBE)	Annual?
		Maintain links between partnership boards.	Annual report to LSP Executive by each Board, highlighting key achievements and challenges for the partnership.	P&P (LBE)	Annual – first reports April 2012?
B3	Ensure that success at involving local people, and services users' and residents' perceptions of services and organisations, are key measures of success in our work as partners.	Develop partnership approach to customer insight.	Increase in number of people who feel they can influence decisions in their area (residents' survey)	P&P (LBE)	March 2012
		Project start-up identifies these opportunities and measures this throughout.		P&P (LBE)	Ongoing
		Influencing partners so that this becomes a key part of individual organisation's projects.		P&P (LBE)	Ongoing
		Support transition from LINKS to Local HealthWatch.	Local HealthWatch established/	Adults' Services (LBE) Ealing LINK	2012-2013
B4	Work with residents to understand and set out the relationship between the citizen and the state, through exploring with residents what public services	Develop a partnership approach to supporting local social enterprise.	Increase in number of local social enterprises.	LBE ECN	March 2012
		Continue to develop VCS Transition Support Programme.			

Ref	Objective	Actions	Measure of success	Lead organisation(s)	Timescale
	can and will deliver, and what residents can and are expected to contribute themselves, and by supporting local innovation and community organisers.	Explore opportunities for External Funding e.g. through Big Society Bank.			
		Engage with businesses in the LSP.	Business representatives attend and contribute to LSP.	P&P (LBE)	September 2011
		Explore alternative models of delivery as appropriate, including greater links with the local community and the council's value for money programme.	Diversified delivery of public services	P&P (LBE)	Ongoing
B5	Agree a partnership approach to key elements of the Localism Bill / Act, including the Community Right to Buy, Right to Challenge and neighbourhood planning.	All partners nominate assets of community value.	Assets of community value placed on list.	LBE	April 2012
		Promote Community Right to Buy to residents.	No. of residents nominating assets of community value No. of groups expressing interest to bid when assets up for disposal	LBE	April 2012
		Develop programme of awareness raising and training for groups interested in Right to Challenge.	Awareness of right to challenge	LBE VCS	April 2012
		Publicise neighbourhood planning process.	Awareness of neighbourhood planning.	LBE	April 2012

Ref	Objective	Actions	Measure of success	Lead organisation(s)	Timescale
		Signpost residents to support for developing neighbourhood plans.	No. of neighbourhood plans developed.	LBE VCS	April 2012