

**ANGUS COMMUNITY
PLANNING
PARTNERSHIP**

**ACTIVE CITIZENSHIP
STRATEGY**

OCTOBER 2003

FOREWORD

This is the first Angus Community Planning Partnership 'Active Citizenship' Strategy.

The strategy has been prepared in consultation with Community Planning Partners, Angus Council Community Planning Member Officer Group, Elected Members, Community Councils, Local Partnerships and other community and voluntary sector groups.

Within The Strategy action points are set out which will be undertaken to allow and encourage active citizenship throughout Angus. The actions are detailed within the action plan at Appendix 5, which also sets out responsibilities, timescales and outcomes.

As this is the first Active Citizenship Strategy it is recognised by the Angus Community Planning Partnership that it will be developed further over the forthcoming months and years. The Strategy and action plan will be subject to an annual review.

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INTRODUCTION

‘Active citizenship’ is one of the underlying principles of the Angus Community Plan.

An important element of the community planning process is to establish how we as community planning partners engage with the community and encourage them to become involved in local issues.

It is important that we try to ensure that our actions encourage participation and allow for community involvement where at all possible. In this way we may better understand the needs of the communities that we serve and shape our policies, proposals and practices accordingly. This strategy begins to set out how we may achieve this.

Active citizenship must be considered in the widest sense throughout Angus. The citizen contributes to community life in two ways, as an individual and as a member of society. All citizens should be encouraged and supported to fulfill individual and collective potential and to influence decisions.

It should be recognised that it is a basic right not to participate. However, Angus Community Planning Partnership wish to support and adequately resource community development activities and every effort will be made to engage with those people who have not previously participated.

It is recognised that the concept of citizenship goes beyond that of a customer or service user. It includes both service providers and citizens developing a shared understanding of the needs of their communities, but also recognising the constraints, within which public sector agencies must work.

Active citizenship encompasses any or all of the following: -

- Participation in the political, community and social spheres
- Engagement by citizens in the shaping of policy
- Links to democratic governance i.e. decision making processes that affect wider society
- Social responsibility towards others/on behalf of others
- Enjoying rights and fulfilling responsibilities
- Rights and Responsibilities of business organisations as corporate citizens.
- Activity to promote the general well being of the community.

Angus Community Planning Partners have agreed a definition for active citizenship as follows: -

‘Active Citizenship implies the active involvement and participation of citizens in the affairs that concern them as both individuals and as members of the wider society.’

(‘Centre for Citizenship Learning and Action’)

This strategy establishes the current position in Angus, detailing existing mechanisms that allow and encourage citizens to become involved and participate in issues that concern them as both an individual and member of the community. Existing mechanisms that the partnership is currently aware of are detailed at Appendix 1. However, a future challenge remains in terms of delivering a partnership approach to promote active citizenship. Throughout the document, details are listed of what community planning partners will do now and in the future, to allow and encourage active citizenship.

The challenge that lies ahead for community planning partners is to establish ways to successfully engage communities and support community involvement in the community planning process.

This strategy covers the following groupings: -

- The Community
- Community Representatives
- Volunteers
- The Voluntary Sector
- The Business Community
- Elected Members

THE ANGUS CONTEXT

Within Angus, the community planning agenda is very much at the forefront of partner agencies. Community planning enables partner agencies to engage in joint working to improve communities and the quality of life throughout Angus. Community planning fully supports community involvement.

The Local Government in Scotland Act 2003 has made community planning a statutory requirement. The Act places a duty on local authorities to lead community planning and initiate and facilitate joint working. A duty has also been placed on core partners to engage in the process.

It should be recognised that community planning has wide ranging implications for peoples lives, therefore we must manage it in a way that communities have the opportunity to become involved in the decision making processes. Within this agenda active citizenship plays a vital role and the importance of engaging with and involving communities is stressed.

Community planning is not something that is done to or for the community, it is done with the community and means placing the community at the 'heart' of the planning and delivery stages.

Currently the community planning partners working together to achieve joint aims are Angus Council, Scottish Enterprise Tayside, NHS Tayside, Communities Scotland, Tayside Police, Tayside Fire Brigade, Angus Association of Voluntary Organisations and Angus Rural Partnership.

The Angus Community Plan first published in December 2000, sets out a long-term direction for 10 years. The focus on the plan is on people and places and is about working to meet the everyday needs of Angus communities, which contribute to the quality of life.

The first progress report and review of the plan was published in April 2003 and will now take place on an annual basis. An important element of the review and implementation of the plan will be to encourage active citizenship by involving people and communities in the process.

As referred to in the introduction to this strategy, active citizenship is a principle of the Angus Community Plan along with social inclusion and sustainable development. It is important to consider active citizenship within the overall framework of the Community Plan. The framework detailed below puts this into context and places the five community planning key themes at the centre.



Active citizenship as well as the other main principles of Social Inclusion and Sustainable Development is an area of activity that needs to be considered across each of the five key themes. Themed sub groups have been established to take work forward under the five themes of the Angus Community Plan and at the same time consider the three principles at an Angus wide level. These groups are detailed at Appendix 2.

There is a requirement for the themed groups to consider community involvement in its widest sense. The groups need to establish how best to encourage and engage communities in their work to enable improvement in this area now and in the future.

Community planning, and more so local community planning provides many opportunities for the community to become engaged in the process and allows for them to become involved in issues of interest. The local community planning process must involve partners going to the community and working with them to agree joint aims, in order for them to achieve improvements that the community sees as a requirement of the area. Local community planning is explored in more depth later on.

The geographical areas within Angus adopted for local community planning are the eight area forum areas already established. The details of which are contained in Appendix 3.

Listed below are a selection of good practice examples of work undertaken across the three principles and/or the five themes, which have provided the opportunity for communities to engage and participate: -

- The Local Agenda 21 Strategy (a strategy which promotes sustainable development as a means of improving the quality of life locally, while at the same time, helping to tackle global problems) was widely consulted on, incorporating the views of individuals, community groups, businesses and voluntary groups.
- A successful 'State of the Environment' conference was held which will now become an annual event. The conference is an opportunity for individuals, businesses, community groups, public, private and voluntary organisations to participate in discussions about environmental issues, providing valuable input to shape the future of the Local Agenda 21 strategy and working towards bringing about changes so that a better future for all is secured.
- The community learning strategy was developed by a multi-agency partnership group, which draws significantly upon the views and aspirations of the separate Angus communities, and community groups. Whilst drafting the strategy an extensive consultation exercise was carried out which involved public meetings, surveys and conferences. This provided the opportunity for individuals and communities to become involved and to express their views.
- Development of the Community Care Plan and the Children's Services Plan. Each of these documents are developed with significant citizen involvement through organisations, groups and individuals.

Community planning is still very much in its infancy. As interest deepens we hope that participation in the process will increase.

We as partners must ensure that systems are in place to allow us to respond to and capture approaches from organisations, groups and individuals wishing to become involved.

As the community planning agenda evolves within Angus we will encourage active citizenship by:

1. Supporting the work of the Angus Community Planning Partnership and the following themed Sub Groups:-
 - Angus Economic Development Partnership
 - Angus Community Learning and Development Partnership
 - Angus Environment Forum
 - Healthy, Safe & Caring Communities Partnership
 - Health Improvement and Community Safety Group
 - Drugs and Alcohol Action Team
 - Joint Management & Commissioning Group Health & Community Care
 - Joint Management & Commissioning Group Children's Services
2. Promoting measures to encourage active citizenship
3. Developing and extend the opportunities for local involvement exploring ways to more effectively engage communities in the community planning process.
4. Supporting community involvement in community planning by encouraging participation in activities, decision making and projects. E.g. seminars, annual conference, Local Housing Strategy etc.
5. Working together effectively in partnership, agreeing joint priorities to achieve joint outcomes.
6. Encouraging the involvement of young and older people in community affairs.
7. Continuing to communicate information about community planning by:-
 - Developing a Partnership Communications Strategy and Action Plan
 - Carrying out presentations as required
 - Preparing a programme of press releases
 - Including community planning updates in staff and community newsletters
 - Developing and managing a community planning website
 - Developing and holding an annual Community Planning Conference.

THE COMMUNITY

People participate in communities in different ways, from the relatively low key, such as writing to a local Councillor or belonging to a local club, to the very active, such as running after school activities or being involved in local tenant/resident associations or groups. High levels of participation in activities are considered to be good indicators of healthy and well-functioning communities.

It is a fact that a large number of vulnerable people live in our communities who require support to participate in a range of core functions. For example: older people are a growing proportion of the community who have particular needs and concerns. They are a source of valuable experience and it is important that ways are found of securing their involvement in the community.

The geographic location of some places within Angus can potentially restrict participation and involvement. For example in the Glens areas, transport and communication factors can limit individual participation. Therefore, it is important that citizens throughout Angus can easily access the range of services available to them. These issues are currently being addressed through the E-Government agenda.

There is a requirement to address the needs and seek the views from communities within the rural areas outwith the towns. The Angus Community Planning Partnership will work closely with the Angus Rural Partnership to address this.

Existing mechanisms currently in place which are detailed throughout this paper enable us to ensure that services are as accessible as possible. They allow and encourage citizens to become involved and participate in issues that concern them as both an individual and member of the community.

Local Community Planning

As referred to earlier within this strategy, the local element to community planning, local community planning provides many opportunities to actively encourage individuals and communities to become involved in local issues.

Experience to date suggests that if individuals and communities are involved and placed at the heart from the outset they are more likely to take ownership, feel that their views are valued and contribute to influencing local decisions. Therefore, the process should provide the opportunity for individuals to be involved from the start, given the opportunity to express their views and contribute to planning for the future of the local area. It is hoped through this close working, to meet the needs and aspirations of the local communities throughout Angus.

Over the next two years we propose to hold a number of events and co-ordinate activities which will encourage community participation, providing opportunities for individuals and/or communities to become involved in some of which are listed on page nine: -

- Undertake an audit of activity for each of the eight community planning areas. - The audit of activity will establish current and planned activities, highlighting potential opportunities for partnership working.
- Hold a “Focus on” seminar for each area.
- Hold an annual conference.
- Work closely with Angus Rural Partnership to address the needs and seek the views from communities within the rural areas outwith the main towns.
- Identify consultation opportunities with communities of interest.
- Support initiatives that will involve community engagement, for example:- the “eco foot print” project, village/community appraisal, community regeneration projects etc.

Consultation

Consultation seeks to provide opportunities for citizens to have their views heard and taken account of on proposed changes that will have a significant impact on their lives.

Currently Angus Council has a Consultation and Involvement Strategy and agreement has been reached between Community Planning partners to develop this further to carry out joint partnership consultation and involvement exercises.

Partners are committed to consulting as widely as possible to make sure people have every opportunity to make their views known. The Area Forums and Community Councils are used for this purpose whenever possible. Existing tenant associations and groups should also be considered and fully utilised for consultation purposes whenever possible.

There are also a number of other methods used by partner agencies to seek the views of citizens. E.g. customer/service user feedback forms, tear off slips in leaflets, questionnaires, newsletters, workshops etc.

Experience to date suggests that Consultation and Involvement: -

- Improves citizens awareness about available services
- Gathers information about views and needs
- Obtains feedback about service delivery
- Enables citizens who use services to participate in the planning, development and delivery of services
- Enables agencies to take account of and are responsive to views and needs and use them to inform decision making.

We will:

- Carry out joint consultation exercises and co-ordinate consultation.
- Develop a mechanism to consider and review public information feedback from Area Forum meetings, community planning website, citizens' panel surveys etc.
- Identify consultation opportunities with communities of interest.

Area Forums

There are eight area forums, seven based on the burghs within Angus and one for the Sidlaw/Newtyle area.

Area Forums are a consultative body that serve as a sounding board, and provide an opportunity for public discussion, exchange of information, policy influence, service delivery influence and early warning of matters of concern. They are open, public meetings.

We Will (where appropriate):

- Hold three meetings per year, in Spring, Summer and Autumn
- Review the promotional arrangements for area forums in order to increase awareness.
- Consider the role of community councils in relation to area forums.

Angus Citizens' Panel

The Angus Citizens' Panel is a group of 1,200 people who have agreed to answer regular surveys to provide the council and its partners with views on a wide range of issues, which affect citizens in Angus.

The surveys conducted so far have covered issues such as satisfaction with services, roads, the environment, public involvement and the impact of new technology. The findings of the surveys are summarised in an Angus Citizens' Panel newsletter which provides details of the action that is being taken forward based on the findings.

Angus Citizens' panel will focus on the following community planning themes for future surveys:

Health
Community Safety
Lifelong Learning
Economy

We Will:

- Rebalance the Angus Citizens' Panel in 2003
- Continue to co-ordinate surveys via the Citizens' Panel.
- Utilise the Citizens' Panel to full potential, where appropriate.

Young Active Citizens

It is important that younger people are encouraged from as early an age as possible to become involved and play a part in community life.

Within Angus, The Dialogue Youth, Youth Congress, Youth Councils and Young Scot initiatives assist us in doing so by offering incentives, information and opportunities to young people to help them make informed choices, play a part in community life and make the most of their leisure and learning.

Engagement in a wide range of activities undertaken in schools and through youth work provide the opportunity for young people to contribute actively to the lives of their community. Examples are detailed below: -

- Formal curricular and extra curriculum activity
- Voluntary and charitable activities
- Pupil councils/forums which are active in all eight secondary schools
- Pupil councils in primary schools
- Focus groups which consider a range of topics
- Participation by a number of schools and youth projects in the “Citizenship Value Awards”

We will:

- Continue to support the work of The Dialogue Youth Initiative, Young Scot, Youth Congress and Youth Councils.
- Explore ways to more effectively engage young people in the community planning process.

Community Learning and Development

Another way in which citizens can get involved is through Community Learning and Development. Currently there is an Angus Community Learning Strategy. The main purpose of the strategy is the development across Angus of active learning communities, which are confident and capable in promoting lifelong learning and active citizenship and in combating social exclusion.

The Strategy assisted in the development of Local Community Learning plans in the eight Area Forum areas of Angus. Public, private, voluntary and community sector groups were actively involved in developing these plans.

The future development of the strategy and of the local learning plans will be addressed in close partnership working with local communities, therefore allowing citizens to be actively involved in designing learning programmes which meet the needs of their communities.

We will:

- Further develop the Angus Community Learning and Development Strategy and local community learning plans through close partnership working with local communities.

ACCESS

The ACCESS concept is being developed as part of Angus Council's Decentralisation Strategy. The council is committed to one-stop provision in order to improve and simplify access to the council and increase awareness of the council and the services it provides. In this regard the Council has introduced ACCESS Offices and ACCESS Line and the A-Z of Services is also available on the Council's website.

ACCESS Offices and ACCESS Line provide a single point of contact for all council services offering help, advice and assistance to the public, dealing with all general enquiries, requests for services, complaints and payments.

We Will:

- Continue with the development of ACCESS to define a uniform level of service, and to provide a corporate image with high standards of customer care.
- Consider using other channels of communication for service delivery and information, including ACCESS and the Internet.
- Explore the provision of "one stop community services" with all community planning partners.

COMMUNITY REPRESENTATIVES

Many citizens do not only contribute to community life as individuals but also take on the role of representing the community. There are many avenues within the community, which allow for individuals to take on a representative role however, most opportunities are initiated through community groups, clubs, associations etc.

This is a very responsible, worthy role which should not be underestimated. Individuals who are keen to take on such a role should be actively encouraged to do so.

Community representatives are often seen as the 'voice' of the community. It should be recognised that many citizens do not feel confident to express their views on many issues, which may have an impact on their lives. Often this is where the community representative role comes into play and the views are channeled through this individual.

Local partnerships have been established in Brechin, Carnoustie and Montrose which were instigated by a group of various community representatives all of whom have an interest in improving the area to meet the needs of the local population and visitors alike. The partnerships are working together to take forward specific actions relative to the area. The partnerships actively encourage citizens to become involved in their work. Partnership members consist of representatives from public, private, business and community sector groups. Discussions are now underway in Arbroath, Kirriemuir and Monifieth to adopt a similar approach.

Many other partnership groups exist throughout Angus of which, many have opportunities for community representatives to become involved in their work. e.g. regeneration partnerships, Carers Forum etc.

This type of initiative is fully supported by Community Planning Partners and community representatives should be actively encouraged to take the lead on similar projects now and in the future.

We Will:

- Continue to support locally based partnerships and support the development of further locally based partnerships.
- Encourage citizens to become actively involved in the work of the partnership groups.

Community Councils

Community Councils were introduced in 1975 when local government was reformed and the former, smaller, town councils were abolished. The objective was to ensure there could be input from the "grassroots" to the then new two-tier structure of Regional and District Councils.

The Local Government etc. (Scotland) Act 1994 continued the role of the Community Councils in the new single-tier organisations.

In June 1999, the McIntosh report, dealing with the relationship between the new Parliament and local government, recommended that the system of Community Councils should be retained, taking into account the requirement for local Councils to draw up Decentralisation Plans under the Local Government etc. (Scotland) Act 1994.

The general purpose of Community Councils is to ascertain, co-ordinate and express the views of the community it represents to local authorities and other public bodies. There are 26 community councils within Angus.

We Will:

- Work in partnership with and support community councils.
- Consider the role of community councils in relation to local community planning.

VOLUNTEERS

Volunteers make a unique and valuable contribution to the people and communities throughout Angus. Volunteering is an effective way of engaging people within their communities. Many people do not recognise its significance and how valuable their contribution can be. This should not be underestimated as even the smallest amount of volunteering can make major contributions to the community. It is often people who have engaged in volunteering within their communities who then move to volunteer more time and effort and become involved in other types of active citizenship.

Over the years there has been an increase in opportunities in volunteering generally and nationally volunteering has been promoted by a number of initiatives.

Volunteering policies are currently operational within Angus Council Social Work Department and NHS Tayside. Many of the Community Planning Partners currently engage with volunteers and will continue to do so. The Volunteer Centre Angus is part of a national network of volunteer centres.

We Will:

- Promote, support and develop the role of volunteers.
- Support and work in partnership with the Volunteer Centre Angus.

VOLUNTARY SECTOR

Angus Council has developed a Policy Statement on the council's relationship with the voluntary sector. NHS Tayside and the voluntary sector, via a representative working group, are currently developing a compact to support a fresh and more effective approach to joint working.

The local council for voluntary service is Angus Association of Voluntary Organisations (AAVO).

There are a number of groups in existence, the Voluntary Sector Children's Forum and the Voluntary Sector Community Care Forum that support the development of strategic planning in these areas.

We Will:

- Work in partnership with and support the voluntary sector.
- Work in partnership with and support Angus Association of Voluntary Organisations (AAVO).
- Support the development of the NHS Tayside/Voluntary Sector Compact.

BUSINESS COMMUNITY

A number of community planning partners retain close links with business groups in each of the burghs and glens of Angus, often attending meetings and consulting the groups on appropriate development matters.

Currently the Angus Economic Development Partnership involves representation from the Dundee and Tayside Chamber of Commerce and Industry, both Forfar and Arbroath Chamber groups as well as leading business people representing organisations such as the Business Gateway and the Board of Scottish Enterprise Tayside. The remit of the partnership is to: -

- Achieve a co-ordinated strategic approach to economic development activity in Angus.
- Undertake a joint review of the Angus economy and to formulate a joint economic development strategy that is underpinned by the principles embodied in the Community Plan.
- Identify the roles, aims, objectives and responsibilities of each organisation in relation to delivery of economic development activity in Angus and to ensure that the Economic Development Strategy is reflected within their own strategic plans.

The business community is frequently consulted on local issues through events such as business breakfasts, one-off consultations (e.g., Brechin Business Matters) and on specific development proposals (e.g. business representation on steering committees such as for the Angus Walking festival). The business community, through groups such as the Federation of Small Businesses, the Tayside Chamber and individual town business groups also actively lobby Angus Council, Scottish Enterprise Tayside, local MP's MSP's and MEP's in relation to issues of concern or joint interest.

The Boards/Committees of Organisations delivering business/local services in association with the public sector, such as the Business Gateway, Gateway Local Committees, Arbroath Sea Fest Company, the Dundee and Angus Oil Venture Group and Tayside Export Forum, are predominantly made up of business representatives and each of these organisations are actively engaged with the public sector.

Links with the business community are vital in terms of the sustainability of regeneration projects. E.g. the Clifftown project in Arbroath.

We Will:

- Continue to retain close links with business groups
- Support the development of future work of the Angus Economic Development Partnership
- Consult the business community on relevant local issues

LOCAL DEMOCRACY

Citizens within Angus should be actively encouraged to exercise their voting rights in all the various elections that take place including Community Council elections. Ways need to be considered as to how the voter turnout can be increased and like other local authorities Angus Council are exploring ways to improve this.

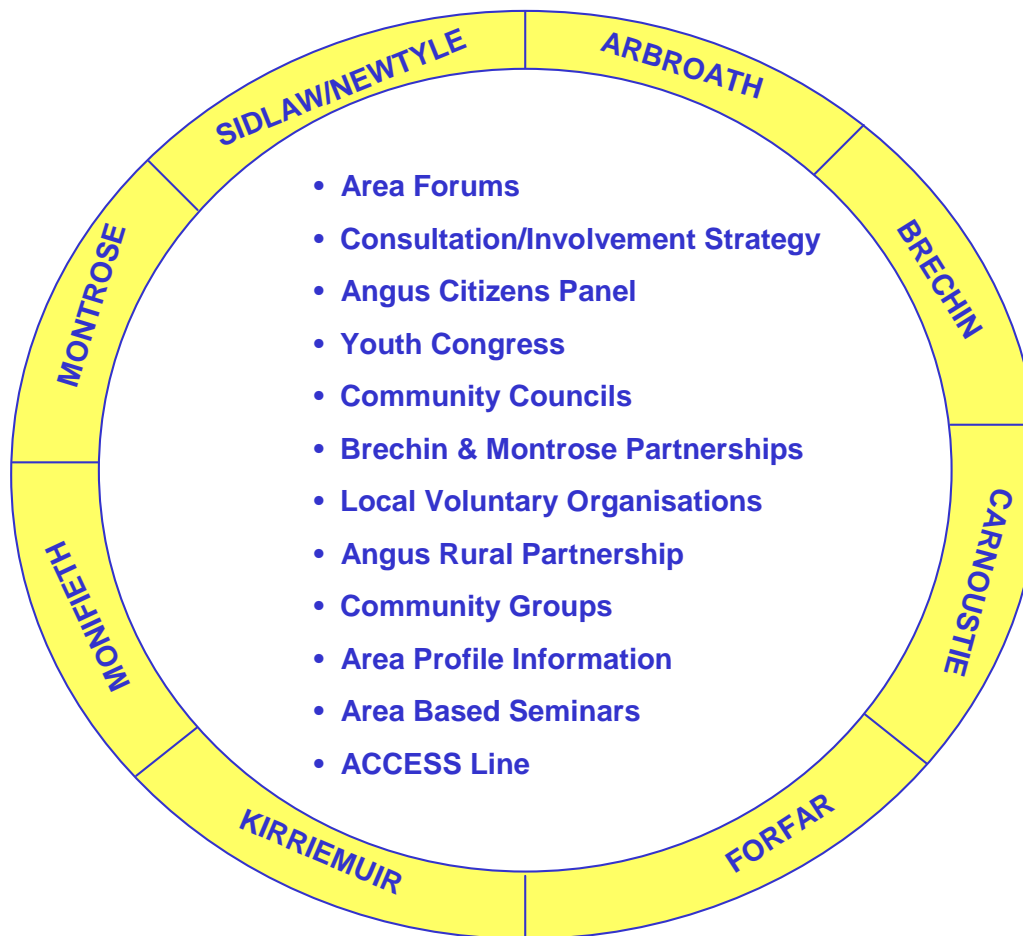
Citizens should be aware of who their local Councillor is and have an understanding of the role of the Councillor. Currently information on Elected Members, Members of Parliament, Scottish Parliament and European Parliament is available through Angus Council's website (www.angus.gov.uk), ACCESS Line, ACCESS Offices, libraries and all other public offices.

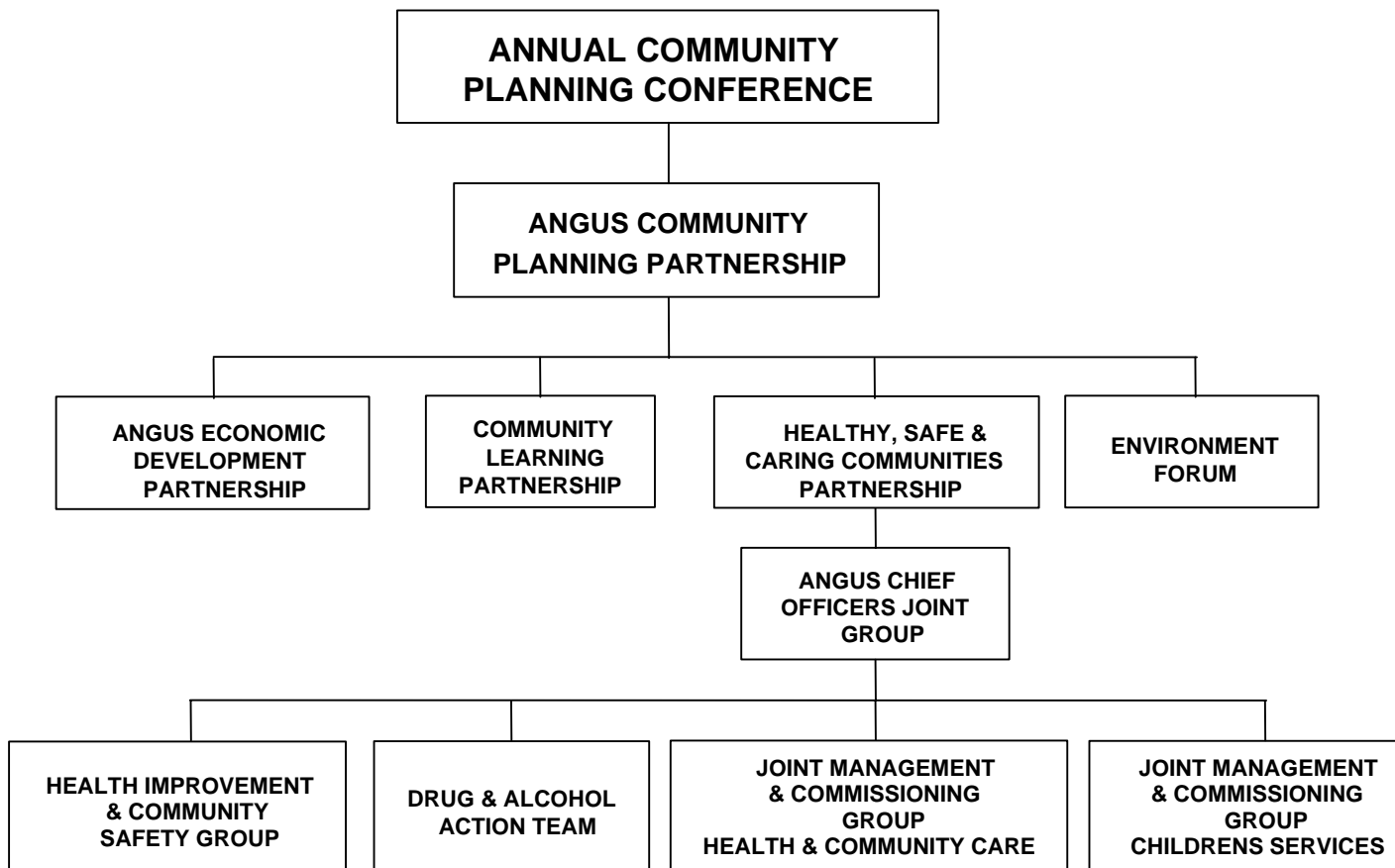
Currently Councillors hold regular surgeries where citizens can arrange to meet their Councillor to discuss any issues that they may have regarding their local area. Citizens should be encouraged to use the surgeries as and when required.

Suggestions to be considered as to how we may encourage active citizenship in this area in the future are as follows:-

- Continue with local Councillor Surgeries
- Consider other venues for polling stations. Review the layout, location, staff etc

EXISTING COMMUNITY ENGAGEMENT MECHANISMS





APPENDIX 3

COMMUNITY PLANNING/AREA FORUMS

Arbroath

Brechin

Carnoustie

Forfar

Kirriemuir

Monifieth

Montrose

Sidlaw/Newtyle

COMMUNITY COUNCILS

Arbroath; Friockheim

Aberlemno, Brechin; Inveresk

Carnoustie

Forfar; Inverarity; Letham; Lunanhead

Kirriemuir; Kirriemuir Landward East; Kirriemuir Landward West;
Glamis

Monifieth; Murroes & Wellbank; Monikie & Newbigging

Montrose; Hillside, Dun & Logie Pert; Ferryden & Craig

Auchterhouse; Fowlis, Liff & Balruddery; Lundie, Muirhead &
Birkhill; Newtyle & Eassie; Strathmartine; Tealing

APPENDIX 4

CONTACT DETAILS

For further information on active citizenship, the first point of contact for each of the Community Planning Partner agencies is as follows: -

Angus Association of Voluntary Organisations	01241 430349 (Mai Hearne)
Angus Council	08452 777 778 (ACCESS Line)
Angus Rural Partnership	01575 574155 (Scott Petrie)
Communities Scotland	01382 427500 (Wendy Bullard)
NHS Tayside	01382 424138 (Communications Team)
Tayside Fire Brigade	01382 322222 (Mick McKay)
Tayside Police	01382 223200 (Force Switchboard)
Scottish Enterprise Tayside	01382 223100 (Ralph Harrison)

ANGUS COMMUNITY PLANNING PARTNERSHIP

ACTIVE CITIZENSHIP STRATEGY
ACTION PLAN

We Will's taken from strategy	Action	Responsibility	Timescale	Outcome
Consultation				
<ul style="list-style-type: none"> Carry out joint consultation exercises and co-ordinate consultation. 	<ul style="list-style-type: none"> Introduction of partnership 'Have your Say' database. Raise awareness of the database within partner organisations. Community Planning Thematic groups to consider and establish how best to consult and engage communities in their work. Local partnerships to consider and establish how best to consult and engage the local community in their work. 	<ul style="list-style-type: none"> David Richards Community Planning Partners Community Planning Thematic Groups/team Local Partnerships/Community Planning Team 	<ul style="list-style-type: none"> August 2003 During 2004/05 March 2005 March 2005 	<ul style="list-style-type: none"> Improved consultation with local communities. Improved co-ordination, access and sharing of information between community planning partner organisations. Involvement of communities at a thematic level. Involvement of communities at a geographic level

We Will's taken from strategy	Action	Responsibility	Timescale	Outcome
<ul style="list-style-type: none"> Develop a mechanism to consider and review public information feedback from area forum meetings, website, citizens' panel surveys, local partnerships, community councils etc. Allowing for a two-way flow of information 	<ul style="list-style-type: none"> Exercise currently underway to consider how best to manage information from the various community consultation and involvement mechanisms to enable it to be fed into the planning processes of community planning. Prepare report for the Angus Community Planning Partnership recommending a community engagement model. Pilot the recommended model for a six month period, thereafter evaluate and report back to the Angus Community Planning Partnership. 	<p>Community Planning Team</p> <p>Community Planning Team</p> <p>Community Planning Team</p>	<p>December 2003</p> <p>December 2003</p> <p>June 2004</p>	<p>Citizens views taken account of in the community planning processes.</p> <p>Clear process to follow for feeding in public information therefore allowing for improved two-way flow of information and feedback from/to citizens.</p>
<ul style="list-style-type: none"> Identify consultation opportunities with communities of interest 	<ul style="list-style-type: none"> Identify areas of consultation through the Angus Citizens Panel 	David Richards	Autumn and Spring annually	Public information to inform the community planning processes
Area Forums				
<ul style="list-style-type: none"> Hold three meetings per year, in Spring, Summer and Autumn. 	<ul style="list-style-type: none"> Agree timetable and organise Area Forums 	Community Planning Team	September 2003 Calendar of meetings for 2004/05	Opportunity for citizens and partners to put forward agenda items, raise issues, have an awareness of local issues and become involved

We Will's taken from strategy	Action	Responsibility	Timescale	Outcome
	<ul style="list-style-type: none"> Report through agreed measures in Angus Council's Corporate Balanced Scorecard 	Community Planning Team	Annually – May each year	through the area forums. Evaluation of area forums in terms of attendance and agenda items
<ul style="list-style-type: none"> Review the promotional arrangements for area forums in order to increase awareness. 	<ul style="list-style-type: none"> Consider alternatives to the current arrangements and the possible production of an information leaflet Report on the alternatives including the production of a leaflet Production of alternatives 	<p>Community Planning Partners/Team Area Forum Teams</p> <p>Community Planning Team/Area Forum Teams</p> <p>Community Planning Team/Area Forum Teams</p>	<p>March 2004</p> <p>May 2004</p> <p>August 2004</p>	Improved communications and awareness raising of area forums to the citizens of Angus.
<ul style="list-style-type: none"> Consider the role of Community Councils in relation to area forums. 	<ul style="list-style-type: none"> Consider as part of the Draft Policy Statement on the Council's relationship with Community Councils. Points raised by community councils to be included in the review of the Council's Decentralisation arrangements 	<p>Community Planning Partners/Team, Community Councils</p> <p>Community Planning Team</p>	<p>March 2003</p> <p>December 2004</p>	Opportunity for community councils to put forward their view in relation to their role with area forums.

We Will's taken from strategy	Action	Responsibility	Timescale	Outcome
	<ul style="list-style-type: none"> Finalise and agree the Angus Council Policy Statement on its relationship with community councils for implementation 	Community Planning Team/Community Councils	November 2003	Improved partnership working
Angus Citizens Panel				
<ul style="list-style-type: none"> Rebalance the Angus Citizens panel in 2003 	<ul style="list-style-type: none"> Exercise currently underway to recruit new members to the panel 	David Richards	September 2003	Opportunity for the citizens of Angus to become panel members.
<ul style="list-style-type: none"> Continue to co-ordinate surveys via the Citizens panel 	<ul style="list-style-type: none"> Co-ordinate future surveys focusing on the community planning themes:- 	David Richards		Opportunity for Angus citizens' views on a specific subject to be fed into the planning process and to influence decisions.
	Community Safety <ul style="list-style-type: none"> Establish survey working group Agree Survey Survey distributed to panel Results received Results collated and processed Results analysed 		June 2003 September 03 September 03 October 03 November 03 December 03	

We Will's taken from strategy	Action	Responsibility	Timescale	Outcome
	<ul style="list-style-type: none"> • Survey feedback agreed and reported back via newsletter and website 		December 03	
	Lifelong Learning <ul style="list-style-type: none"> • Establish survey working group • Agree Survey • Survey distributed to panel • Results received • Results collated and processed • Results analysed • Survey feedback agreed and reported back via newsletter and website 		September 03 December 03 January 2004 February 2004 March 2004 April 2004 May 2004	
	The Economy <ul style="list-style-type: none"> • Establish survey working group • Agree Survey • Survey distributed to panel • Results received • Results collated and processed • Results analysed 		June 2004 July 2004 September 04 October 04 November 04 December 04	

We Will's taken from strategy	Action	Responsibility	Timescale	Outcome
	<ul style="list-style-type: none"> Survey feedback agreed and reported back via newsletter and website 		December 2004	
<ul style="list-style-type: none"> Utilise the facility, (panel and information) to full potential where appropriate. 	<ul style="list-style-type: none"> Utilise and consider the information received from the surveys to inform discussion/action at a thematic level. Feed information available from the Citizens Panel into the Local Community Planning process to assist in informing discussion/action at a local level. Consider how the Citizens Panel and information obtained via the Panel could be better used/shared amongst organisations. Raise awareness of the Citizens Panel via press releases and website 	<p>Community Planning Thematic Groups</p> <p>Community Planning Partners/Team, Local Partnerships</p> <p>Community Planning Partners, Local Partnerships</p> <p>Community Planning Partners/Thematic</p>	<p>Community Safety – December 03 Lifelong Learning- May 2004 The Economy- December 2004</p> <p>As above</p> <p>December 2004</p> <p>During 2004</p>	<p>Citizens' views taken account of and assist in informing discussion/action at a local level.</p> <p>Opportunity for partners and local partnerships to take account of and utilise the citizen's views in the planning processes.</p> <p>Improved sharing of information. Citizens' information used to inform future planning/decision making within partner organisations and local partnerships.</p> <p>Increased awareness of the Citizens Panel</p>

We Will's taken from strategy	Action	Responsibility	Timescale	Outcome
	website	groups, Local Partnerships		
Young Active Citizens				
<ul style="list-style-type: none"> Continue to support the work of The Dialogue Youth, Youth Congress, Youth Councils and Young Scot 	<ul style="list-style-type: none"> Build upon links with Angus Youth Congress, Dialogue Youth, Youth Councils and Young Scot. Investigate the opportunity to link to the work of YoungScot.org Invite the local youth councils to participate in local seminars and other events where appropriate. 	Community Planning Partners/Team/ Thematic groups, Local Partnerships	December 2004 December 2004 Carnoustie seminar- 28 April 2004 Montrose seminar- September 2004 Sidlaw/Newtyle seminar- November 2004 The Glens seminar- Spring 2005	Opportunity for young people to engage in the process and influence community planning

We Will's taken from strategy	Action	Responsibility	Timescale	Outcome
<ul style="list-style-type: none"> • Explore ways to more effectively engage young people in the community planning process. 	<ul style="list-style-type: none"> • Youth Engagement report and action plan agreed by Community Planning Partners. • Actions from the Action plan now being implemented which include:- <ul style="list-style-type: none"> – Hold a young persons day with health in conjunction with the JHIP – Carnoustie Seafront opportunities for improvement programme – Develop opportunities for young people to become engaged in community planning in designated 'New Community Schools' – Undertake a research exercise in relation to lifelong learning and young people's engagement, linking with Dialogue Youth 	<ul style="list-style-type: none"> Community Planning Team Community Planning/Joint Health Improvement team Community Planning Team/Angus Council Leisure Services and Planning Community Planning Team Lifelong Learning Partnership 	<ul style="list-style-type: none"> March 2004 March 2004 December 2005 December 2005 October 2005 	<ul style="list-style-type: none"> Opportunity for young people to engage in the process and influence community planning Opportunity for young people to engage and become involved in community planning.

We Will's taken from strategy	Action	Responsibility	Timescale	Outcome
ACCESS				
<ul style="list-style-type: none"> Continue with the development of ACCESS to define a uniform level of service, and to provide a corporate image with high standards of customer care. 	<ul style="list-style-type: none"> Short-life working group established to consider the development of the ACCESS concept. 	Law and Administration Department Angus Council	2004	Improved service standards to citizens
<ul style="list-style-type: none"> Consider using other channels of communication for service delivery and information provision, including ACCESS and the internet. 	<ul style="list-style-type: none"> Short-life working group established to consider the development of the ACCESS concept. 	Community Planning team/partners Housing and Law and Administration Depts- Angus Council	2004	Improved communication and access to services and information provision to citizens.
<ul style="list-style-type: none"> Explore the provision of "one stop community services" with all community planning partners. 	<ul style="list-style-type: none"> Short-life working group established to consider the development of the ACCESS concept. 	Community Planning team/partners Housing and Law and Administration Depts- Angus Council	2003/04	Multi-agency/one stop approach. Improved access to services and information provision for citizens.
Community Representatives				
Partnerships				
<ul style="list-style-type: none"> Continue to support established locally based partnerships and support the 	<ul style="list-style-type: none"> Community Planning officers will attend local partnership meetings 	Community Planning Team	Cycle of meetings for	Opportunity for locally based partnerships to

We Will's taken from strategy	Action	Responsibility	Timescale	Outcome
development of further ones.	<p>in their own designated areas, providing secretarial support where required and advice where appropriate.</p> <ul style="list-style-type: none"> • Area forum lead officers will attend partnership meetings in their area providing guidance and advice where appropriate. • Explore partner organisations involvement and interface with local partnerships, considering alternative mechanisms of partners involvement in community planning. 	<p>Area Forum lead officers</p> <p>Community Planning Team/Partners/Local Partnerships</p>	<p>each area. Meetings held mainly monthly or every second month</p> <p>As above</p> <p>March 2005</p>	<p>influence community planning</p> <p>Opportunity for locally based partnerships to influence community planning</p> <p>Opportunity for local issues to be fed into partners organisations and for a link to be established between the local partnerships and partner organisations.</p>
<ul style="list-style-type: none"> • Encourage citizens to become actively involved in the work of the partnerships. 	<ul style="list-style-type: none"> • Consider support to/options for local partnerships in terms of engaging with the wider community e.g. young people/older people etc. • Ensure information on the partnership e.g. minutes, other documentation is as accessible as possible and is available/communicated through various channels. i.e. report 	<p>Community Planning Team/Partners/Local Partnerships</p> <p>Local Partnerships Community Planning Team</p>	<p>October 2004</p> <p>Cycle of meetings – no later than 1-2 weeks following the meeting</p>	<p>Wider community involvement in local partnerships</p> <p>Local partnership information easily available to all citizens within a local area.</p>

We Will's taken from strategy	Action	Responsibility	Timescale	Outcome
	back to organisation in person, website, press etc.			
Community Councils				
<ul style="list-style-type: none"> Work in partnership with and support community councils. 	<ul style="list-style-type: none"> Finalise and agree the Angus Council Policy Statement on its relationship with community councils for implementation Develop an Angus Community Planning Partnership Policy Statement on its relationship with community councils Finalise and agree the Angus Community Planning Policy Statement for implementation 	<ul style="list-style-type: none"> Community Planning Team/Community Councils Community Planning Partners/Team, Community Councils Community Planning Partners/Team, Community Councils 	<ul style="list-style-type: none"> October 2003 October 2003 March 2004 	<ul style="list-style-type: none"> Provide a code of practice and agreed way forward to develop and improve partnership working
<ul style="list-style-type: none"> Consider the role of community councils in relation to local community planning. 	<ul style="list-style-type: none"> Consider as part of the Angus Community Planning Policy Statement Establish a communication link between the Community 	<ul style="list-style-type: none"> Community Planning Partners/Team, Community Councils Community Planning 	<ul style="list-style-type: none"> March 2004 July 2004 	<ul style="list-style-type: none"> Opportunity for community councils to be actively involved in local community planning Improved communications and partnership working

We Will's taken from strategy	Action	Responsibility	Timescale	Outcome
	Planning Team and Angus community councils <ul style="list-style-type: none"> • Arrange bi-annual meetings with the Angus Community Planning Team and the Community Council Community Planning Contacts 	Team/Community Councils Community Planning Team	July 2004	
Volunteers				
<ul style="list-style-type: none"> • Promote, support and develop the role of volunteers. 	<ul style="list-style-type: none"> • Develop an Angus Council Volunteering Strategy and Action Plan and submit to Angus Community Planning Partnership for consideration • Angus Community Planning Partnership to consider moving to a partnership Volunteering Strategy • Finalise Angus Council's Volunteering Strategy for implementation 	Community Planning Team Community Planning Partners/Team, Volunteer Centre Angus Community Planning Team, Volunteer Centre Angus	October 2003 January 2004 April 2004	Framework of principles and best practice for working with volunteers

We Will's taken from strategy	Action	Responsibility	Timescale	Outcome
<ul style="list-style-type: none"> Support and work in partnership with the Volunteer Centre Angus. 	<ul style="list-style-type: none"> Development of a partnership Volunteering Strategy Develop Volunteer Forums and Volunteer Engager Forums 	<p>Community Planning Partners/Team, Volunteer Centre Angus</p> <p>Community Planning Team, Volunteer Centre Angus</p>	<p>April 2004</p> <p>December 2004</p>	<p>Improved partnership working</p> <p>Opportunity for volunteers to be actively involved in community planning</p>
Voluntary Sector				
<ul style="list-style-type: none"> Work in partnership with and support the voluntary sector. 	<ul style="list-style-type: none"> Review Angus Council's Policy Statement on its relationship with the voluntary sector for consideration by the Angus Community Planning Partnership Draft NHS/Voluntary Sector Compact to be considered by the 	<p>Community Planning Partners/Team, voluntary sector</p> <p>Community Planning</p>	<p>October 2003</p> <p>October 2003</p>	<p>Improved partnership working with the voluntary sector and opportunity to be actively involved in community planning</p> <p>Opportunity for the voluntary sector to</p>

We Will's taken from strategy	Action	Responsibility	Timescale	Outcome
	<p>Angus Community Planning Partnership</p> <ul style="list-style-type: none"> • Angus Community Planning Partnership to consider moving to a partnership Voluntary Sector Policy Statement • Angus Council to evaluate voluntary sector funding arrangements in order to identify "best practice" to be included in the Policy Statement • Angus Council to consider a one-stop shop approach in terms of contact and for funding • Finalise Angus Council Policy Statement for implementation 	<p>Partners/Team</p> <p>Community Planning Team</p> <p>Community Planning Team</p> <p>Community Planning Team</p> <p>Community Planning Team/AAVO</p>	<p>January 2004</p> <p>February 2004</p> <p>February 2004</p> <p>April 2004</p>	<p>become involved in the planning and delivery of health and health improvement services, with linkages to community planning</p> <p>Improved partnership working with the voluntary sector and opportunity to be actively involved in community planning</p>
<ul style="list-style-type: none"> • Work in partnership with and support Angus Association of Voluntary Organisations. 	<ul style="list-style-type: none"> • Review Three-Way Agreement with Angus Council, AAVO and the Community Fund 	<p>Community Planning Partners</p>	<p>Annually</p>	<p>Improved partnership working with Angus Council, AAVO and Community Fund to</p>

We Will's taken from strategy	Action	Responsibility	Timescale	Outcome
	<ul style="list-style-type: none"> • Organise a partnership Voluntary Sector event • Develop a Voluntary Sector Liaison Forum 	<p>Community Planning Partners/Team, AAVO</p> <p>Community Planning Partners/Team, AAVO</p>	<p>October 2004</p> <p>December 2004</p>	<p>improve uptake of funding</p> <p>Improved partnership working with AAVO and the wider voluntary sector</p>
Business Community				
<ul style="list-style-type: none"> • Continue to retain close links with business groups 	<ul style="list-style-type: none"> • Retain links with business groups through the work of the Angus Economic Development Partnership and Local Partnerships 	<p>Community Planning Partners/Thematic Groups</p> <p>Local Partnerships</p>	<p>Ongoing</p>	<p>Opportunity for the business community to influence community planning</p>

We Will's taken from strategy	Action	Responsibility	Timescale	Outcome
<ul style="list-style-type: none"> Support the development and future work of the Angus Economic Development Partnership 	<ul style="list-style-type: none"> Support the development and future work of the Angus Economic Development Partnership through community planning team representation on the partnership. 	Community Planning Partners	Cycle of meetings during the year	Establish links to the work of the Angus Economic Development Partnership
<ul style="list-style-type: none"> Consult the business community on relevant local issues 	<ul style="list-style-type: none"> Ensure the business community is consulted on local issues where relevant. Invite the business community to participate in local seminars and other events where appropriate 	<p>Community Planning Partners/Thematic Groups Local Partnerships</p> <p>Community Planning Partners/Team and Thematic Groups Local Partnerships</p>	<p>As and when appropriate</p> <p>Carnoustie seminar- 28 April 2004 Community Planning Conference - 24 June 2004 Montrose seminar- September 2004 Sidlaw/Newtyle seminar- November 2004 The Glens seminar- Spring</p>	<p>Opportunity for the business community to influence community planning</p> <p>Opportunity for the business community to become involved and engaged in community planning.</p>

We Will's taken from strategy	Action	Responsibility	Timescale	Outcome
			2005	
Local Democracy				
<ul style="list-style-type: none"> Continue with local Councillor Surgeries 	<ul style="list-style-type: none"> Ensure arrangements are in place for Councillor surgeries. 	Elected Members	Cycle of meetings during the course of the year	Opportunity for citizens to discuss local issues with elected members.
<ul style="list-style-type: none"> Consider other venues for polling stations. Review the layout, staff, location etc. 	<ul style="list-style-type: none"> Review the existing arrangements for elections 	Returning Officer	September 2004	Increased voting options for citizens Increased voter turnout