

## All Councils Charter Action Plan

Ref	Action	Quality Criteria	Lead	Support	Due Date	RAG Status
<b>1.00 Raising awareness of the Charter</b>						
1.01	Develop and implement internal communication and engagement plan to raise awareness of the charter and embed the objectives of the Charter across the council	Uses appropriate channels and mechanisms to raise awareness amongst both officers and Members and to embed the objectives across the council. Also to raise awareness internally of the role and value of town & parish councils and town & parish council meetings. Includes feedback mechanisms and contact details for further details.	Senior Policy & Partnerships Officer (T&PCs)	Communications & Engagement Team	Aug-22	Green - on track
1.02	Develop and implement an external communication plan to raise awareness of our commitment to the charter	Particularly focused on raising awareness amongst town & parish councils	Senior Policy & Partnerships Officer (T&PCs)	Communications & Engagement Team	Jul-22	Green - on track
<b>2.00 Ensuring Effective Communication</b>						
2.01	Appoint a Cabinet Member as Buckinghamshire council's lead member for relationships with parish and town councils.	To act as lead for relationships with the parish and town councils and champion of local councils	Leader of the council	-	May-21	Complete
2.02	Create a senior officer role to lead on strategic relationships with local councils and associations	To act as key strategic lead for day to day relationships and escalation point for unresolved operational matters. Day to day responsibility for implementation of the town and parish charter action plan.	Head of Policy & Partnerships	-	Apr-22	Complete
2.03	Provide a list of all Buckinghamshire councillors and also parish and town councils on website with contact details	Ensure changes and updates are timely and accurate and that relevant services are notified e.g. Policy and Partnerships, Community Boards, Highways etc	Democratic Services	-	Apr-20	Complete

2.04	Provide single priority telephone number and mailbox for parish and town councils to use when contacting Buckinghamshire council customer service centre about operational issues	Ensure priority access to town and parish councils and timely responses	Business Operations	Senior Policy & Partnerships Officer (T&PCs)	Apr-20	Complete
2.05	Develop key list of contacts for services relevant to town and parish councils	Outline key points and of interaction between Buckinghamshire council and local councils. Define key contact points and responsibilities / purpose. Co-design single list of key officer contacts for all key BC services relevant to town & parish councils. Consult with town & parish councils as the draft develops.	Senior Policy & Partnerships Officer (T&PCs)	All Services	Aug-22	Green - on track
2.06	Develop an appropriate meetings framework and calendar of activities between Buckinghamshire Council and town and parish councils	Map key liaison meetings / forums and engagement with local councils and local associations. co-design meetings framework and calendar of key meetings, activities and events with local councils. Consult with town & parish councils as the draft develops. Issue regular town and parish council Newsletters. Consult with local councils on content and frequency. Content to be relevant, useful and up to date.	Senior Policy & Partnerships Officer (T&PCs)	BMKALC	Sep-22	Green - on track
2.07	Develop, plan and deliver an annual 'parish Conference' in partnership BMKALC	Work in partnership with BMALC and local associations to ensure consultation with town and parish councils on content of conference Clear on purpose and theme of the conference Identify key speakers / topics	Senior Policy & Partnerships Officer (T&PCs)	BMKALC	Jul-23	
<b>Consultation</b>						

2.08	Produce an annual list of consultations and a schedule ensuring parish councils are given early warning of dates and at least 6 weeks to respond where possible	Must have a sustainable supporting process to regularly update the list	Consultation & Engagement Lead	All Services	Dec-22	
2.09	Develop and implement a process for the drafting of summary reports for lengthy / complex BC consultations which are of particular interest to town and parish councils	Consider Must be a sustainable process. Develop a process enabling and encouraging services to provide briefings for town and parish councils on complex consultations. Consider existing contact / engagement points and how they might be utilised.	Consultation & Engagement Lead	Senior Policy & Partnerships Officer (T&PCs)	Dec-22	
<b>3.00 Effective Services &amp; Collaboration</b>						
3.01	Develop a process to ensure engagement with town and parish councils on key service changes that will affect them				Mar-23	
3.02	Review financial processes and support for town and parish councils	Ensure best possible service is provided in terms of precept payments and support and charges for elections	Head of Finance (Corporate) Head of Democratic Services)	Senior Policy & Partnerships Officer (T&PCs)	Mar-23	
3.03	Provide specifications for relevant services along with procedures for monitoring and reporting any developing service issues.		Head of Highways		Mar-23	
<b>Devolution</b>						
3.04	Review devolution timetable to explore opportunities where appropriate.		Devolution Manager	Relevant Service Areas	Dec-22	
3.05	Consultation and Review of current highways devolution agreements to support the development of new agreements under the new highways contract.		Head of Highways		Mar-23	
<b>Community Boards</b>						
3.06	Provide standing invitations to town & parish councils to their local Community Boards		Community Board Managers		May-22	Complete

3.07	Provide regular Community Board Newsletters to local town & parish councils		Community Board Managers		May-22	Green - on track
<b>Training &amp; Support</b>						
3.08	Develop a training plan to provide training, support and advice to key service areas	Consider the effectiveness of training sessions for key service areas Provide support and advice as required Consider the effectiveness of toolkits and guidance documents for key services Utilise the knowledge and skills of BMKALC, parish / town councillors and Clerks	Senior Policy & Partnerships Officer (T&PCs)	BMKALC	Dec-22	
3.09	Develop a training plan to provide training, support and advice to parish and town councils	Equip town and parish councils with knowledge and skills to contribute to the planning process, neighbourhood planning, emergency planning, delivering devolved services Consider the effectiveness of toolkits and guidance documents for key services	Senior Policy & Partnerships Officer (T&PCs)	BMKALC & Key Service Areas	Mar-23	
<b>4.00 Planning / Local Plans</b>						
4.01	Run regular town and parish council Planning Forums / Meetings to provide updates on Planning and discuss any major issues		Head of Planning and Development	BMKALC	May-22	Complete
4.02	Adopt 'statement of community involvement' (Planning)		Head of Planning Policy and Compliance	Consultation & Engagement Lead	Mar-23	Green - on track
4.03	Consultation on Buckinghamshire Local Plan that will replace the current adopted plans on completion		Head of Planning Policy and Compliance	Consultation & Engagement Lead	May-22	Green - on track
<b>5.00 Monitoring, Review and Accountability</b>						

5.01	Develop process / set of measures for monitoring the commitments made in the charter		Senior Policy & Partnerships Officer (T&PCs)	Business intelligence / BMKALC	Dec-22	
5.02	Develop a process for reporting to the Communities and Localism Select Committee on the progress / success of the charter	Provide half yearly reports on compliance and review from the working group Service Directors / Cabinet Members attend Committee meeting to answer questions on service issues	Democratic Services	Senior Policy & Partnerships Officer (T&PCs)	Sep-22	