

7. WITH REFERENCE TO 6. ABOVE - HAS ANY DISPENSATION BEEN GRANTED TO THE EXECUTIVE (CABINET) MEMBER? (ONLY APPLIES TO EXECUTIVE)	N/A
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PLEASE REMEMBER TO ATTACH ANY ACCOMPANYING REPORT.

WHEN COMPLETE, PLEASE SEND TO HEAD OF DEMOCRATIC SERVICES, CIVIC CENTRE, SCUNTHORPE FOR PUBLISHING.

(The definitions of a key decision are when an executive decision is likely -

(i) to result in the Council incurring expenditure or the making of savings (including the receipt or loss of income) over £350,000 in any one financial year; or

(ii) to be significant in terms of its effect on communities living or working in an area comprising two or more wards or electoral divisions in the area of the local authority).

NORTH LINCOLNSHIRE COUNCIL

**DIRECTOR OF
GOVERNANCE AND
PARTNERSHIPS**

**APPROVAL OF THE NORTH LINCOLNSHIRE RESIDENTS' PANEL
POLICY FRAMEWORK**

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 This report is seeking approval for the North Lincolnshire Residents' Panel Policy Framework that has been developed to set out the governance arrangements for the panel.

2. BACKGROUND INFORMATION

- 2.1 On 15 October 2019, the Cabinet Member for Resident Engagement and Governance approved the establishment of a North Lincolnshire Residents' Panel.
- 2.2 Once established the panel will provide a mechanism to engage with North Lincolnshire residents over the age of 16 and has the potential to be utilised for surveys about place, budget allocation and council planning and service re-design and delivery.
- 2.3 A project team has been established and are currently working together to make the preparations for the launch of the panel and the distribution of the first survey in early 2020.
- 2.4 A policy framework setting out the governance arrangements for the panel has been prepared and is included as appendix 1.

3. OPTIONS FOR CONSIDERATION

- 3.1 Option one – approving the policy framework
- 3.2 Option two – not approving the policy framework

4. **ANALYSIS OF OPTIONS**

4.1 Option one –ensures robust governance arrangements are in place

4.2 Option two – risks the work of the panel being fragmented and subjective management arrangements

5. **FINANCIAL AND OTHER RESOURCE IMPLICATIONS (e.g. LEGAL, HR, PROPERTY, IT, COMMUNICATIONS etc.)**

5.1 All implications associated with the establishment of the Residents' Panel were included in the original Cabinet member report. There are no new direct implications arising from this report.

6. **OTHER RELEVANT IMPLICATIONS (e.g. CRIME AND DISORDER, EQUALITIES, COUNCIL PLAN, ENVIRONMENTAL, RISK etc.)**

6.1 All implications associated with the establishment of the Residents' Panel were included in the original Cabinet member report. There are no new direct implications arising from this report.

7. **OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)**

7.1 An integrated impact assessment has been completed as part of the project and no adverse impacts have been identified.

8. **OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED**

8.1 A project team consisting of representatives from across the council are working together to establish the panel. This includes staff from democratic services, public engagement and communications. Staff with responsibilities outlined in the policy framework are supportive of the arrangements.

8.2 There are no known conflicts of interest

9. **RECOMMENDATIONS**

9.1 It is recommended that the Residents' Panel Policy Framework be approved in order to ensure that the milestones set out in the project plan will be achievable and the first survey can be deployed early in 2020

DIRECTOR OF GOVERNANCE AND PARTNERSHIPS

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Date: 11 December 2019

Background Papers used in the preparation of this report



SAFE WELL PROSPEROUS CONNECTED

North Lincolnshire Residents' Panel Policy Framework

Version & Document Control	
Information Marking	Official
Document title	North Lincolnshire Residents' Panel Policy Framework
Lead Officer	Rachel Johnson
Version	1.0
Status	Approved
Approved by	Head of Legal and Democracy
Date approved	January 2020
Last updated	January 2020
Change history	Updated following feedback from Governance & Partnership SLT
Review date	June 2020
Retention period	Duration of the panel
Storage location	TOPdesk + www.northlincs.gov.uk/residentspanel

What is the Residents' Panel

The North Lincolnshire Residents' Panel is made up of people who live in North Lincolnshire. Members of the panel are recruited to be broadly representative of the wider population of the area in terms of their demographic profile and geographic distribution. Panel members will be invited to participate in a number of surveys per year to:

- ✓ Feedback on local services
- ✓ Give views on any new proposals
- ✓ Help identify future needs and priorities

Surveys will be short and concise and they should take no longer than 10 minutes to complete. Most surveys will consist of a one off sets of questions that are predominantly quantitative in nature. Occasionally surveys or questions will be repeated in order to track topics over time. Panel members may be asked for views on specific issues rather than through a survey.

Experience, skills and other requirements needed

The minimum age requirement to be a member of the panel is 16, there is no maximum age limit. No previous experience is necessary. Ideally, panel members will require access to a computer or mobile device and internet, as surveys will be deployed through online methods. There are free to use computers in all North Lincolnshire community hubs.

Access to participating should be inclusive, therefore applicants are asked to express their preferred method of communication and how they are able to participate. We will strive to ensure we can meet these requests.

How we choose who can join the panel

Applications are invited from anyone* over the age of 16 in North Lincolnshire who wants to join the panel. However, to make sure the panel has a balance of people from all areas, ages and backgrounds so may applications may be held on a waiting list if there are too many people with the same characteristics etc.

A third party supplier will provide expert assistance in ensuring that the North Lincolnshire Residents' Panel is broadly statistically and demographically representative of the community we serve.

Membership of the panel will be reviewed on a regular basis to ensure that it remains broadly representative of the local population. Specific groups may be targeted in an attempt to ensure the balance of the panel is broadly representative.

Employees of North Lincolnshire Council are welcome to apply to join the panel if they are resident in North Lincolnshire. However, the registration form asks for this to be disclosed in order to segment as necessary depending on the nature of surveys.

Staff members who join the panel are expected to answer/participate as a resident and not an employee.

***Exclusions:**

Elected Members of North Lincolnshire Council are excluded from joining the panel.

Anybody who has been deemed to be a persistent complainant under the Council's Customer Complaints and Comments Policy is also excluded from being a panel member. (They will have been notified if this applies).

Level of involvement expected of panel members

Panel members will be invited to participate in a maximum of 6 surveys per year. These will be sent by the method selected when people register, either online via email or paper copy through the post. There is no obligation for panel members to fill out every survey. However, the more responses we get for each survey the better the results.

On occasions, panel members may also be invited to attend focused discussion groups in person to talk about things in more detail or be invited to participate in follow up telephone feedback. In all cases panel members will be able to opt in to these and any face to face or telephone interviews will be arranged at a time to suit members.

Monitoring, Confidentiality and Data Protection

The council is committed to providing accessible services to the people and communities of North Lincolnshire. To ensure everyone's needs are met and not discriminated against and in order to ensure the panel is demographically representative prospective panel members will be asked to provide personal information as set out in the privacy notice.

For some questions there will be a prefer not to say option and applicants will be advised to only provide information they are comfortable disclosing.

All information will be treated in the strictest confidence in line with the General Data Protection Regulations (GDPR). All responses will be anonymised so that they do not identify any participants.

In order to administer the panel personal data of panel members will be collected, held and used. A privacy notice has been prepared and can be found here [Residents' Panel Privacy Notice](#)

Will individuals get paid for being a panel member?

Panel membership is a voluntary role and therefore no payments will be made. However, on occasions the Council may run prize draws for participants to boost the number of responses. Panel members will be helping to achieve the ambition for North Lincolnshire to be the best place for people to live, work, visit and invest.

Internal Administration

Democratic Services will oversee the administration of the North Lincolnshire Residents' Panel.

The Council's Public Engagement Lead will develop an annual pipeline of potential survey/questionnaire topics in consultation with the council's key senior officers, subject to the completion of Residents Panel Engagement Business Case

The Head of Communications and Marketing will advise on the form of wording to be used for each survey or questionnaire.

Surveys and questionnaires will only be submitted for consideration to the Residents' Panel following written approval by the Director: Governance and Partnerships.

Officers wishing to make use of the panel should in the first instance make contact by emailing residentspanel@northlincs.gov.uk to discuss requirements further.

Information and feedback

Analysis of responses received from the Residents' Panel will be produced in report format from the iHub to the lead officer identified on the business case.

Individual feedback to Residents' Panel members will not be provided although the Council will keep them updated throughout the year on Panel activity. The public engagement lead will be responsible for keeping panel members updated on panel activity and also responding to correspondence from any panel members.

What if panel members decide that they don't want to be on the panel anymore

Membership of the panel is totally optional and if at any time members decide they no longer wish to be contacted they can contact the team and asked to be removed from the panel.

Terminating panel membership

The council is not looking to withdraw membership from any panel members. However, it reserves the right to withdraw membership in the event of any abuse or derogatory language or if members do not respond to any surveys within a 12 month period.

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