

**Recommendations arising from the Developing Locality Working through Customer Connect Task and Finish Group 2019/2020**

**Developing the relationship between Ward Councillors the Locality Team and Town and Parish Councils**

- The Locality Team will offer to attend, as appropriate, Town and Parish Council meetings.
- To establish drop in sessions with Ward Councillors / Parish Councillors and Parish Clerks holding these a minimum of three times in twelve months.
- Establish a mechanism to enable ward data to be shared with Ward Members

**Scope of Locality Working**

- The team will work with communities and partners to enable issues to be resolved locally by them.
- We will produce data sets for the following areas within our localities – grants awarded – LIP awards and report on outcomes against the Corporate Plan and other approved plans and policies.
- Work will be recorded that meets the Councils Corporate Plan objectives, we will record outcomes relating to Poverty – Biodiversity and Climate Change.
- Recognise that the Locality Team is in Transition at present and will require 12 months to assimilate and train all staff members to be able to perform the full range of activities.

**Performance Criteria for Locality Working**

- Establish a set of performance/outcome metrics including response times to enquiries, for example the acknowledgement of Councillor enquires within two working days and reply within 10 working days. If the matter requires a longer period to respond we will keep the Councillor updated.
- Explore the IT opportunities to provide real time updates about activities in the ward.

**Recommendations arising from the Developing Locality Working through Customer Connect Task and Finish Group 2019/2020 in relation to partnerships**

- Provide clarity on the separation of duties of Cumbria County Council and South Lakeland District Council.

## Appendix 1

- Provide a defined structure of the Locality Team and their roles when the 90-day transition period is completed.(This has been extended due to resource reallocation during Covid Pandemic)
- To create a system of centralised data of information to avoid the duplication of duties and promote further sharing of information.
- To look at other Best Practice in the development of locality working.

### **Further Review**

We will request Members' feedback (6 monthly) on how the service is being delivered

We will continue to involve members identified through the O and S Task and Finish Group in testing the Customer Connect platform so they can be the voice of members.

We will keep up to date the actions delivered already e.g. organogram