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| Consultation Strategy Action Plan 2009-2010 |
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| Aim | Action | Key measures of success | Lead | Deadline |
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| To effectively coordinate and disseminate the results of consultation activity. | From the Service plans 2009/10 put together a timetable for consultation | Consultation Calendar on the Council's website. | Policy Officer (Consultation) | June 2009 |
| | Continue to develop the consultation sections on the website publishing the results and outcomes of all of our consultations. | Up-to-date consultation section on the website. | Policy Officer (Consultation) Web Editor | Ongoing |
| | Support Heads of Service in developing the consultation aspects of service plans in line with Corporate guidance. | The service plan includes proposed consultation activity for each service area. | Policy Officer. (Consultation) | May 2009 |
| | Feedback the results of the consultation on local priorities and the outcomes to all stakeholders involved in the process. | Stakeholders feel informed of the key outcomes from the consultation on local priorities. | Policy Officer. (Consultation) | June/July 2009 |
| | Feedback the results from the Place Survey to residents and to service areas and work with them to use the results to drive service improvement. | Local residents feel informed of the results of the Place Survey | Policy Officer. (Consultation) | June/July 2009 |

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| The Citizens' Panel is 'fit for purpose' and representative of the district. | Undertake a mini refreshment of the panel, using those people from the Place Survey who have said they are interested in joining. | The non-responders are taken off the panel and replaced with new members identified from the Place Survey. | Policy Officer (Consultation) | September 2009 |
| | Ongoing recruitment campaign of local people to join the citizens' panel. | Fifty new people added to the Citizens' Panel reserve list. | Policy Officer (Consultation) | Ongoing |
| | Work jointly with Derbyshire Consultation Group to jointly review the panel and come up with a proposal in partnership for the future of the panel. | A proposal is produced that all partners have agreed. | Policy Officer (Consultation) | December 2009 |
| | Review whether the Citizens' Panel is 'fit for purpose' to meet the Sustainable Communities Act and make the necessary arrangements to meet the requirements of the Act. | Adjustments have been made to the Citizens' Panel so that it meets the requirements of the Act. | Policy Officer (Consultation) Policy and Communications Manager | August 2009 |
| To undertake effective employee consultation and engagement. | Project manage the Times Best Council to Work For Process. | The survey is undertaken with all employees. | Policy Officer (Consultation) | Between October 2009 and March 2010 |

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| To gain an in-depth knowledge of residents views of the area and of the Council and it's services and use this information to influence decision-making. | Further analysis of the Place Survey results to understand how perceptions vary within local areas. Use this to drive targeted consultation activity. | Hotspots of resident dissatisfaction and dissatisfaction with particular aspects of services are identified. | Policy Officer (Consultation) Policy Officer (Performance) | Between June and October 2009 |
| | Continue to support the development of the Council's evidence base through the effective analysis and assessment of consultation activities. | The evidence based report remains current and up-to-date. | Policy Officer (Consultation) Policy Officer (Performance) | Ongoing |
| Ensure communications and consultation is joined up across the Council. | Work with the Communications Team to promote our decision-making processes and how people can 'have their say' as well as communicating the results of the consultation. | There is an increase in the number of residents who feel that they can influence decisions in South Derbyshire. | Policy Officer (Consultation) Communications Officer | Ongoing |
| | Support the delivery of internal and external campaigns through the design of effective means of consulting target audiences. | The target audience received and understood the key messages from the campaign. | Communications Officer Policy Officer (Consultation) | Ongoing |

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| Ensure we are meeting our legislative duty to involve | Undertake a fundamental review of consultation and engagement activity across the Council. | An overarching report is produced that guides future consultation activity within the Council. | Policy Officer (Consultation) | June 2009 |
| | Update the Council's Consultation Strategy in light of recent legislation | The Council's Consultation Strategy is current and up-to-date. | Policy Officer (Consultation) | August 2009 |