

Appendix 1 – Consultation Action Plan 2013/14

Aim	Action	Outcomes	Lead Officer	Delivered
Embed the new approach to consultation and engagement	Roll out the new approach through training and communication following approval of the Strategy to staff and Members	Support provided to Service areas, to enable the consultation programme to be delivered more effectively. Social media training provided to Officers and Members	Head of Communications (NPS)	Dec 2013
Undertake effective employee engagement	Undertake an employee engagement survey and report findings	Findings presented to the Council's Management Team to consider Action Plan developed to address identified issues – progress monitored on a monthly basis by the Communications Team	Head of Communications (NPS)	Feb 2014
Support service areas in engaging with service users and the wider community	Support service areas to develop appropriate forms of consultation and engagement arrangements with the wider community.	Support has been provided to Service areas to undertake planned consultations as per the agreed schedule	Head of Communications (NPS)	Mar 2014
	Provide support and advice to service areas in analysing data from consultation exercise			
Effectively coordinate and disseminate results of consultation activity	From Service Plans 2013/14 coordinate a consultation timetable	Google calendar updated on the Council's website with key consultation events as appropriate	Head of Communications (NPS)	Aug 2013

Aim	Action	Outcomes	Lead Officer	Delivered
	Continue to work with service areas in developing the consultation page on the Council website, by publishing consultation findings and outcomes	Consultation web pages on the Council's website have been updated on a regular basis	Head of Communications (NPS)	Mar 2014

Appendix 2 – Consultation Action Plan 2014/15

Aim	Action	Lead Officer	Scheduled completion
Seek views of Council Services on functions provided by Northgate Public Services	Undertake an internal customer satisfaction survey. Report findings to Corporate Management Team	Head of Communications (NPS)	Feb 2015
Support Service areas in engaging with service users and the wider community	Support service areas to develop appropriate forms of consultation and engagement arrangements with the wider community. Continue to explore relevant usage of social media.	Director of Finance and Corporate Services Head of Communications (NPS)	Mar 2015
	Provide support and advice to service areas in analysing data from consultation exercises.	Head of Communications (NPS)	Mar 2015
Effectively coordinate and disseminate results of consultation activity	From Service Plans 2014/15 coordinate a consultation timetable.	Director of Finance and Corporate Services	Aug 2014
	Continue to work with service areas in developing the consultation pages on the Council website, by publishing consultation findings and outcomes	Head of Communications (NPS) / Directors	Mar 2015
Drive forward proposed consultation for 2014/14 (as outlined in appendix 3)	Proposed actions outlined below	Directors	Various dates

Appendix 3 – Proposed consultation 2014/15

Lead Service area	Detail	Purpose	When
Director of Community & Planning Services			
Communities	International Women’s Day event	To promote local services aimed specifically at women	Feb 2015
Communities	Awareness raising sessions in schools	Visit schools to promote various campaigns including National Internet Safety Day, Personal Safety Day and Relationships Week.	Throughout year
Communities	Safer Neighbourhood Meetings	Regular consultation take place quarterly at each of the six wards across the district, offering residents the opportunity to share their crime and disorder issues, help set priorities in their areas and give feedback on possible solutions suggested.	Quarterly
Communities	Neighbourhood Development Plans	To develop a Neighbourhood Plan for individual parishes that will form part of the Local Plan.	As required
Communities	Community Partnership Scheme	Consultation and evaluation of the service provided by the Community Partnership scheme. This will help to identify areas of the district not adequately covered by the service and recognise communities that need additional capacity with support/development.	As required
Communities	Compact	Survey will be sent out to ascertain levels of familiarity with Compact, an agreement between the Council and the voluntary/community sector	Online
Planning Policy	Local Plan Part 1	Further consultation may be required on Part 1, though it is entirely dependent on our examination, which is expected to take place in September	Quarter 3
Planning Policy	Initial Consultation Local Plan Part 2	Consultation on Local Plan part 2 ‘Site and Settlement Boundaries’	Quarter 2/3
Planning Policy	Local List	Consultation on what should be included with South Derbyshire’s Local List	Quarter 3

Lead Service area	Detail	Purpose	When
Cultural Services	Leisure Facilities	Consultation and evaluation will take place at all facilities to help benchmark their services against others on a local and national level.	Annually
Cultural Services	Football Pitches	Questionnaire given out annually to check on satisfaction with pitches and booking service etc.	May/June
Cultural Services	Open Spaces	Project specific consultation and community engagement using various media forms to reach a wide audience.	Throughout year
Cultural Services	Cemeteries	Questionnaires regarding service satisfaction are handed out as part of the burial pack for service users.	Throughout year
Cultural Services	Cultural Events	Consultation will take place on selected cultural events to find out how attendees have heard about it, where they have travelled from, what they think about it and what improvements could be made in the future.	Throughout year
Cultural Services	Environmental Forum	Forum members training needs to be identified through an email and consultation event. Future activities will be set up based on results.	Quarterly
Cultural Services	Free Tree Scheme	To gather information on people's experience of the scheme and how they heard about it, where the trees will be planted, etc.	Oct/Nov
Cultural Services	School visits	To gain feedback on school visits, ideas for future activities and measure impact.	Throughout year
Cultural Services	Environmental Education events	To gain feedback on success of events and suggestions to follow up.	Throughout year
Cultural Services	The National Forest Walking Festival	Walkers and walk leaders will be consulted to find out whether this project has worked in terms of attracting people to try walking/joining walking groups/ increase their weekly exercise, whether they are a visitor, if/how long they stayed in the area in regards to secondary spend and to discover whether there are further links to	May

Lead Service area	Detail	Purpose	When
		be made with other groups and/or local authorities.	
Sport & Health	Active People Survey	Questions relating to physical activity are asked on an annual basis and help provide statistics for monitoring national indicators and local performance indicators, which will then suggest further work areas to develop.	Annually
Sport & Health	School Holiday Activities	All young people who attend any of the provision provided by the Sport and Health Team will be consulted to find out whether they enjoyed the activity, where they heard about it, whether they are happy with the provision offered and what improvements can be made in future. This information will help evaluate the existing provision and the results from the Youth and Junior Needs surveys.	July / August
Sport & Health	Healthier South Derbyshire Events	Attendees will be asked what activities they currently attend and want to see available, whether they reach the 3 x 30 minutes of exercise per week, etc. This information will help to signpost people to more or new activities and look at the provision of existing activities against what people would like to see available. Schedule of events for 2014/15 still tbc.	3 times p.a
Sport & Health	Junior and Youth Needs Survey	To ascertain updated version of junior and youth needs survey which was last conducted in 2008/9. To inform activity provision, etc.	Summer 2014
Director of Housing & Environmental Services			
Performance and Policy	Quarterly performance and policy areas	To provide the Tenant led Performance and Scrutiny Panel with in depth information to allow them to scrutinise our services to ensure our services are high quality and of benefit to tenants	Quarterly
Tenant Participation	Publications Panel	To review editions of the Housing News and Annual Report	Quarterly
Tenant	Supported Housing Working Group	To consult on improvements to services to elderly and	Quarterly

Lead Service area	Detail	Purpose	When
Participation		vulnerable people in South Derbyshire	
Strategic Housing	Park Homes fee charging policy	To agree upon the charges which are due to be implemented for Park Homes (permanent mobile homes) from 1st April 2015	Quarter 2 2014/15
Director	HRA Business Plan	To involve residents in the production of a new HRA Business Plan.	Quarter 4 2014/15
Tenant Participation	Home Standard Panel	To consult on ongoing delivery of the repairs service, contracts and improvement initiatives	Quarterly
Environmental Health	Better regulation survey	To determine how the work of the Environmental Health service is valued by businesses within the context of maintaining a vibrant local business community.	Throughout year
Performance and Policy	Leaseholder Management Survey	To consult with leaseholders and other key stakeholders about the adoption of a Leaseholder Management Policy.	Quarter 1
Director of Corporate & Finance Services			
Corporate Management Team	Corporate Plan and Budget Proposals	To seek views on the Council's priorities and financial plans through the Area Forums.	Jan – Feb 2015
F& M Committee	Annual Budget Proposals and Medium-Term Financial Plan	To seek views of the Business and Voluntary Sector on the Council's budget proposals for 2014/15. <i>The forum for undertaking this is subject to review to improve engagement</i>	Jan – Feb 2015
Corporate Partnership	NPS Satisfaction Survey	To seek views of council services on functions provided by Northgate Public Services.	Jan 2015