



## Appendix B – Consultation action plan progress 2017/18

Aim	Action	Lead Officer	Progress
To create a user-friendly website.	Engage with customers to ensure our new online solution is user friendly, easily navigable and highly transactional/functional.	Head of Communications.	User testing was undertaken with members of the public who were given six scenarios to complete while being observed ahead of the site going live. Several changes were made as a result of the exercise.
Consult on South Derbyshire's Playing Pitch Strategy.	Involve sports clubs, parish councils, national governing bodies and community sports venue operators to determine future provision, identify sites for improvement and create a 10 year action plan.	Open Space and Facilities Development Manager.	Work on the strategy is ongoing and consultation will follow completion of the draft document.

<p>Support service areas in engaging with users and the wider community. Effectively coordinate and disseminate results of consultation activity.</p>	<p>Explore new, innovative ways of getting residents to engage with us.</p>	<p>Head of Communications/Directors</p>	<p>A central Facebook page was created and has proved very successful in engaging with residents.</p> <p>Text messaging was introduced by Housing Services and is now used in a range of ways including to confirm Housing Officer appointments with tenants and to remind them of tenancy workshops.</p>
<p>To seek opinions and feedback on the Council's financial plans for 2017/18.</p>	<p>Provide overviews at the Area Forums. Views of the business and voluntary sector also sought.</p>	<p>Strategic Director, Corporate Resources.</p>	<p>Questions were asked at Area Forums with people seeking clarification and additional detail. No significant issues were raised.</p>
<p>Encourage tenants and residents to make a real contribution to the decisions that affect their homes and communities.</p>	<p>Organise ways to enable tenants to have a say about services provided.</p>	<p>Community Engagement Officers.</p>	<p>A series of 'Repairs Roadshows' were held; text messaging was introduced and tenancy workshops organised.</p>

Ensure residents can have their say on the future of the District via the Local Plan process.

Undertake consultations on Local Green Spaces Development Plan Document and Affordable Housing and Design Supplementary Planning Documents. A modifications consultation will also be held on the Local Plan Part 2.

Planning Policy Manager

Planning consultations took place across the District, in locations including Aston-on-Trent, Etwall, Rosliston and Swadlincote.