

---

REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 12
DATE OF MEETING:	14 <sup>th</sup> JUNE 2018	CATEGORY: DELEGATED
REPORT FROM:	STRATEGIC DIRECTOR, CORPORATE RESOURCES	OPEN
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (EXT. 5811)	DOC REF::
SUBJECT:	CONSULTATION ANNUAL REPORT 2017/18 AND ACTION PLAN 2018/19	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE : FM07

---

## 1.0 **Recommendations**

- 1.1 To note the key consultation achievements for 2017/18 in **Appendix A** and agree the Consultation Action Plan for 2018/19, attached in **Appendix B**.

## 2.0 **Purpose of Report**

- 2.1 To present the Consultation Report for 2017/18, detailing how our consultation activities during the year supported the delivery of key priorities.

## 3.0 **Executive summary**

- 3.1 Effective consultation with residents, service users, businesses and voluntary groups remains a priority. Robust systems and processes to assess and apply feedback ensure resources are directed to community priorities.
- 3.2 The Government's agenda continues to assert rights for residents to have more information and influence over local decision-making. We have a Consultation and Engagement Strategy to set out the framework for doing this effectively.

## 4.0 **Detail**

- 4.1 Consultation and engagement are a key part of our approach to improve the quality and effectiveness of the services we provide.
- 4.2 The key outcomes achieved during 2017/18 are outlined below:

**July 2017** - Planning consultations took place across the District, in locations such as Aston-on-Trent, Etwall, Rosliston and Swadlincote, covering potential green spaces, design and affordable housing.

**July 2017** - A series of 'Repairs Roadshows' were held as our Housing team looked to improve the services it offers to tenants.

**August 2017** – Participants, all with different requirements, backgrounds and experience, tested the usability of our new website. This included scenarios relating to popular tasks, services and transactions. Attendees reported that the new website was a great improvement and offered constructive feedback on how it could be enhanced even further.

**March 2018** – Opinions were sought on proposals to introduce a Public Spaces Protection Order (PSPO) to prevent vehicles from gaining access to a fly-tipping hotspot in Staker Lane, Findern.

- 4.3 The use of social media, including Twitter and Facebook, has been applied successfully to signpost people to consultations and surveys. In some cases this has led to two, three and four-way conversations with groups and individuals wishing to offer their opinions or make suggestions.

## **5.0 Looking ahead to 2018/19**

We'll continue to focus on embedding a culture of engagement across our functions and promote how people can have their say. A new Social Media Strategy to be launched during the year will provide a further framework for residents and businesses to engage with us and express their views on our services. Higher level consultation activities for 2018/19 are featured in **Appendix B**.

## **6.0 Financial implications**

Any associated consultation costs during 2018/19 will be contained within existing budgets and resources.

## **7.0 Corporate implications**

This report is linked to our 'Outcomes' theme in the Corporate Plan and the aim to 'maintain customer focus'. Our values state we will 'actively listen' to residents to help make South Derbyshire a better place to live, work and visit.

## **8.0 Community implications**

This report is linked to the 'vibrant communities' theme within the South Derbyshire Partnership's Sustainable Community Strategy. A key outcome is to improve public involvement in our decision-making processes.