

## Appendix 1 – Consultation Action Plan 2014/15

Aim	Action	Lead Officer	Completion Date
Seek views of Council Services on functions provided by Northgate Public Services.	Undertook an internal customer satisfaction survey. Findings reported to the Operations Board.	Head of Communications (NPS)	Dec 2014
Support Service Areas in engaging with users and the community.	Service areas supported to develop appropriate forms of consultation and engagement arrangements with the wider community. Social Media Breakfasts held to explore new ways of engaging with residents.	Director of Finance and Corporate Services Head of Communications (NPS)	Mar 2015
Data analysis	Support and advice given to service areas to analyse and interpret data from consultation exercises.	Head of Communications (NPS)	Mar 2015
Effectively coordinate and disseminate results of consultation activity	Consultation timetables coordinated from Service Plans for 2014/15.  We have continued to work with service areas to develop the consultation pages on the Council website by publishing consultation findings and outcomes.	Director of Finance and Corporate Services Head of Communications (NPS) / Directors	Aug 2014 Mar 2015
Drive forward proposed consultation for 2014/15	As outlined in Committee Report.	Directors	Various dates

