

REPORT TO:	FINANCE AND MANAGEMENT COMMITTEE	AGENDA ITEM: 8
DATE OF MEETING:	16th JUNE 2016	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF FINANCE & CORPORATE SERVICES	OPEN
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SUBJECT:	CONSULTATION ANNUAL REPORT 2015/16	
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE: FM 07

1.0 Recommendations

- 1.1 To note the key consultation achievements for 2015/16 as detailed in **Appendix 1**.
- 1.2 To agree the refreshed Consultation Action Plan 2016/17, as detailed in **Appendix 2**.

2.0 Purpose of Report

- 2.1 To present the annual consultation report for 2015/16, detailing how consultation activities supported the delivery of key priorities.

3.0 Executive Summary

- 3.1 The importance of effective consultation with residents, service users, businesses and voluntary groups remains a priority. Robust systems and processes to assess and apply feedback will ensure that resources are directed to the priorities of our communities.
- 3.2 The Government's agenda continues to assert rights for residents to have more information and have an influence over local decision making. This provides an opportunity to get involved in managing and shaping how services are delivered.

4.0 Detail

- 4.1 To ensure the Council realises its vision of 'making South Derbyshire a better place to live, work and visit', consultation and engagement are a key part of our approach to improve the quality and effectiveness of the services we provide.

Key achievements 2015/16

4.2 The key outcomes achieved during 2015/16 are outlined below:

April 2015 – In partnership with South Derbyshire Sport, young people aged 17-25 years old completed sports surveys to provide information on the provision of sports and facilities across the District.

April 2015 - The Swadlincote Town Team 'Visioning' event allowed the public and influential bodies to work in partnership to set a list of priorities for the town centre.

May 2015 – The 'Your lifestyle, your safety' survey took place for over 50's which aimed to discover what leisure and physical activities people are interested in. The survey also asked about opinions on community safety.

July 2015 – Council tenants were asked to complete the STAR survey. The Survey of Tenants and Residents (STAR) Survey is used by all social housing landlords to gather information on how satisfied tenants are with services and to identify where improvements can be made.

September 2015 – South Derbyshire residents were asked to share their views on the future of sports and recreation. All results were used to create the Open Space, Sport and Community Facility Strategy.

October 2015 – Residents were asked about their views about recycling following the launch of a new recycling campaign video. Consultation took place through an online survey and social media.

November 2015 – Local business owners and residents were asked about their views on working and running a business in South Derbyshire. Responses were used to support the new Economic Development Strategy.

December 2016 – Local Plan Part 2 consultation took place with local residents.

January 2016 – Council Tenants were consulted about proposed changes to the Tenancy Agreement via the website, in writing and through area forums.

January 2016 – A Community Governance Review took place in Newhall and Stanton to establish whether or not a parish council will be created.

February 2016 – Businesses and partners came together for the first Dementia Friendly Community event. During this event consultation took place on how to develop local services.

February 2016 – Consultation took place on the development of a new website for the Council. Residents were asked to complete an online survey.

The usual channels – press releases, Area Forums and the website - have offered a useful foundation on which to build. Social media, including Twitter, has been used to signpost people to documents. In some cases this has led to two, three and four way conversations being held with groups and individuals wishing to offer their opinion or make suggestions.

Other consultations that took place during year include:

- National Forest Walking Festival Evaluation (May 2015)

Looking ahead to 2016/17

4.3 To meet the challenges the Council faces, we will continue to:

- focus on embedding a culture of engagement across our functions
- work with Northgate Public Services' Communications team in highlighting our decision making processes
- promote how people can 'have their say', which is just as important as communicating the results of the consultation

4.4 Higher level consultation activities planned for 2016/17 are featured in **Appendix 2**.

5.0 Financial Implications

5.1 Any associated consultation costs during 2016/17 will be contained within existing budgets and resources.

6.0 Corporate Implications

6.1 This report is linked to our 'outcomes' theme, in particular the action to 'maintain customer focus'. Our values state that we will 'actively listen' to residents to help make South Derbyshire a better place to live, work and visit.

7.0 Community Implications

7.1 This report is linked to the 'vibrant communities' theme within the South Derbyshire Partnership's Sustainable Community Strategy. A key outcome will be to improve public involvement in the Council's decision making processes, thus rejuvenating the local democratic process.

8.0 Conclusion

8.1 Our consultation and engagement programme continues to involve citizens and stakeholders in the decision making process. This ensures their views are taken into account in improving our services and inform the development of our policies.

9.0 Background Papers

None

Appendix 1 – Consultation Action Plan 2015/16

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)	Feb 2016
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 2016
Data analysis	Support and advice given to service areas to analyse and interpret data from consultation exercises.	Head of Communications (NPS)	Mar 2016
Effectively coordinate and disseminate results of consultation activity	We have continued to work with service areas to develop 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 2015/16	As outlined in Committee Report.	Directors	Various dates

Appendix 2 – Proposed consultation activities 2016/17

Aim	Action	Lead Officer	Completion Date
Create a new Consultation Strategy	To align with the launch of the Corporate Plan 2016-21.	Head of Communications (NPS)	December 2016
To seek opinions and feedback on the Council's financial plans for 2016/17.	Overviews to be provided at the Area Forums. We will also seek the views of the Business and Voluntary Sector on the proposals.	Director of Finance and Corporate Services	Jan - Feb 2017
Support Service Areas in engaging with service users and the wider community	We will continue to explore new ways to engage and consult with residents on key activities and priorities.	Head of Communications (NPS) / Directors	March 2017
Effectively coordinate and disseminate results of consultation activity	Website to be further developed and utilised to present findings and feedback.		