

Consultation Strategy Action Plan 2009-2010

Aim	Action	Key measures of success	Lead	Deadline
To effectively coordinate and disseminate the results of consultation activity.	From the Service plans 2009/10 put together a timetable for consultation	Consultation Calendar on the Council's website.	Policy Officer (Consultation)	June 2009
	Continue to develop the consultation sections on the website publishing the results and outcomes of all of our consultations.	Up-to-date consultation section on the website.	Policy Officer (Consultation) Web Editor	Ongoing
	Support Heads of Service in developing the consultation aspects of service plans in line with Corporate guidance.	The service plan includes proposed consultation activity for each service area.	Policy Officer. (Consultation)	May 2009
	Feedback the results of the consultation on local priorities and the outcomes to all stakeholders involved in the process.	Stakeholders feel informed of the key outcomes from the consultation on local priorities.	Policy Officer. (Consultation)	June/July 2009
	Feedback the results from the Place Survey to residents and to service areas and work with them to use the results to drive service improvement.	Local residents feel informed of the results of the Place Survey	Policy Officer. (Consultation)	June/July 2009

The Citizens' Panel is 'fit for purpose' and representative of the district.	Undertake a mini refreshment of the panel, using those people from the Place Survey who have said they are interested in joining.	The non-responders are taken off the panel and replaced with new members identified from the Place Survey.	Policy Officer (Consultation)	September 2009
	Ongoing recruitment campaign of local people to join the citizens' panel.	Fifty new people added to the Citizens' Panel reserve list.	Policy Officer (Consultation)	Ongoing
	Work jointly with Derbyshire Consultation Group to jointly review the panel and come up with a proposal in partnership for the future of the panel.	A proposal is produced that all partners have agreed.	Policy Officer (Consultation)	December 2009
	Review whether the Citizens' Panel is 'fit for purpose' to meet the Sustainable Communities Act and make the necessary arrangements to meet the requirements of the Act.	Adjustments have been made to the Citizens' Panel so that it meets the requirements of the Act.	Policy Officer (Consultation) Policy and Communications Manager	August 2009
To undertake effective employee consultation and engagement.	Project manage the Times Best Council to Work For Process.	The survey is undertaken with all employees.	Policy Officer (Consultation)	Between October 2009 and March 2010

To gain an in-depth knowledge of residents views of the area and of the Council and it's services and use this information to influence decision-making.	Further analysis of the Place Survey results to understand how perceptions vary within local areas. Use this to drive targeted consultation activity.	Hotspots of resident dissatisfaction and dissatisfaction with particular aspects of services are identified.	Policy Officer (Consultation) Policy Officer (Performance)	Between June and October 2009
	Continue to support the development of the Council's evidence base through the effective analysis and assessment of consultation activities.	The evidence based report remains current and up-to-date.	Policy Officer (Consultation) Policy Officer (Performance)	Ongoing
Ensure communications and consultation is joined up across the Council.	Work with the Communications Team to promote our decision-making processes and how people can 'have their say' as well as communicating the results of the consultation.	There is an increase in the number of residents who feel that they can influence decisions in South Derbyshire.	Policy Officer (Consultation) Communications Officer	Ongoing
	Support the delivery of internal and external campaigns through the design of effective means of consulting target audiences.	The target audience received and understood the key messages from the campaign.	Communications Officer Policy Officer (Consultation)	Ongoing

Ensure we are meeting our legislative duty to involve	Undertake a fundamental review of consultation and engagement activity across the Council.	An overarching report is produced that guides future consultation activity within the Council.	Policy Officer (Consultation)	June 2009
	Update the Council's Consultation Strategy in light of recent legislation	The Council's Consultation Strategy is current and up-to-date.	Policy Officer (Consultation)	August 2009