

**Report to: Finance and Performance
Management Scrutiny Panel**



Date of Meeting: 21 June 2011

Portfolio: Finance, Performance Management and Corporate Support Services

Subject: Consultation Plan 2011/12 and Register 2010/11

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Recommendations/Decisions Required:

That the Consultation Plan for 2011/12 setting out those issues on which public consultation is planned to be undertaken during the municipal year, and detailing those consultation exercises completed during 2010/11, be noted.

Background

Every year a list of all consultation planned and carried out by the Council is published on the website and brought to the attention of the Finance and Performance Management Scrutiny Panel.

1. During the latter part of 2005, the Audit Commission undertook a User Focus Assessment across Essex, looking at how effectively Councils engaged with local communities, the results of which have previously been reported to the Finance and Performance Management Scrutiny Panel.
2. All consultation and engagement exercises undertaken by and on behalf of the Council are required to comply with the provisions of the Public Consultation and Engagement Strategy.

Consultation Plan and Register

3. As part of the Public Consultation and Engagement Strategy, a Consultation Plan was developed and has been included in the Council's annual business planning process from 2006/07 onwards. This is in order to focus consultation and engagement on priorities and operational issues to be faced in the coming year.
4. The Consultation Plan for 2011/12 is attached as Appendix 1 to this report and sets out the issues on which individual services will be consulting or engaging residents or customers during the year. The Consultation Plan sets out the overall objective for each consultation exercise, how each exercise will be undertaken and the methods used and target groups consulted. In establishing this approach, it has been recognised that the need for some consultation exercises will arise subsequent to the publication of the Plan. It should also be noted that regular ongoing satisfaction surveys such as housing report cards, or consultation carried out in relation to

planning applications, will not be included within the Consultation Plan. A list of planned consultation exercises is also published on the Council's website.

6. The Consultation Register incorporates the results of consultation exercises undertaken during the preceding 12 months and gives detail as to the purpose, the start and finish dates, the service area carrying out the surveys, where the results were published and some key findings.

Community Engagement and Involvement

7. The Council carries out a wide range of community engagement and involvement activity. There were 18 surveys carried out in 2010/11 and a further five are planned so far for 2011/12. Amongst the larger surveys carried out by the Council in 2010/11 were the Employee Survey and The Park Homes Consultation. Smaller consultation exercises were targeted at specific groups and projects such as the Community Governance Review and Moreton, Bobbingworth and The Lavers (Matching Green Boundary). A District-wide customer satisfaction survey with Waste and Recycling is being planned for the Autumn with continuing Local Development Framework Core Strategy Issues and Options. Thirteen of these surveys were interactive online surveys. A full list of these surveys can be seen in Appendices 1 and 2 and can also be found on the Council's website along with the start and finish dates and reports on their findings, where possible.

Social Media

8. More young people are using social media to communicate their views, information and preferences. From the 'HealthWorks Survey' carried out by the Assistant Director of Community Services and Customer Relations, preliminary results show that almost two thirds of the young people surveyed preferred to receive information via Facebook. It is important to be able to access new information streams as some forms of communication are now being abandoned in favour of these.

Housing

9. Under the statutory guidance, local authorities are required to meet certain conditions. The Council reviews its Allocations Scheme on an annual basis and has extended the external agencies that the Council consults to include Social Care, Health, Probation, Children's Services and the Voluntary Sector.
10. The Council engages with the local community in developing allocation priorities, including applicants, the general public and the community and voluntary sector. This was achieved by consulting all tenants and applicants through the Council's tenants' magazine, 'Housing News' about the proposed revised scheme. In addition, the local community was consulted through the Council's website and a press release.

Recommendation:

11. That the Consultation Plan for 2011/12, setting out those issues on which public consultation is planned to be undertaken during the municipal year (Appendix 1) and those consultation exercises completed during 2010/11 (Appendix 2), be noted.

Resource Implications: None
Budget/Personnel/Land: None

Council Plan Reference: Corporate Plan Medium Term Aims 2010/11 to 2013/14
(1. Safeguard frontline services that our local residents tell us are important)

Relevant Statutory Powers: None

Background papers: Public Consultation Policy and Strategy

Environment/Human Rights Act/Crime and Disorder Act Implications: None

Key Decision Reference: (if required) None

EPPING FOREST DISTRICT COUNCIL PUBLIC CONSULTATION PLAN 2011 - 2012

Ref	Subject Matter/Issues	Who Commissioned Survey	Dates	Objectives	Method	Target Group/s
0311/PM	Employee Survey 2011	Management Board, JCC and Corporate Equalities Group	Feb-2011 to Mar-2011 (Draft report with Human Resources)	Employee Survey 2011	Questionnaire	All Council employees
0411/SB	HealthWorks Consultation	Assistant Director Community Services and Customer Relations	April-2011(Draft report with Community Services)	Activities and sessions relating to health for young people	Questionnaire - King Harold School	Young people aged 11 to 19 in Waltham Abbey
0411/IW	Strategic Housing Land Availability Assessment - Draft Methodology	Local Development Framework (LDF) Cabinet Committee	End April 2011	Strategic Housing Land Availability Assessment - Draft Methodology	Letter requesting comments on the draft methodology (which will be enclosed)	Neighbouring Councils (10); Town/parish councils (24); Housing Associations (5); House builders/Planning Agents (22); Other Agencies (6)
0511/JT	Taxi Licensing Conditions	Assistant Director Corporate Support Services	May 2011	Change of licensing conditions	Email / post	Taxi Trade and licensed drivers & Councillors
0511/BC	Disability 'Help Us To Help You'	Corporate Equality Working Group	May 2011 to August 2011	To inform the focus of the equality agenda regarding disability	Online, email, outreach events, disability related consultation groups, postal questionnaire	People with a disability, a connection with disability or interest in disability who live, work, study or socialise in the district
0611/DM	Waste Management Services	Director of Environment and Street Scene	June 2011	Used to monitor contract performance	Online and postal	All residents

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0611/LS1	Assessing the condition of homes in the private sector in the district.	Statutory requirement to assess conditions	June 2011 to July 2011	To inform the private sector housing renewal strategy	Consultants will carry out home inspections	Home owners, private landlords and private sector tenants
0611/LS2	We are assessing the accommodation requirement for Gypsies and Travellers living in the district	Assistant Director of Housing (Private Sector and Resources)	June 2011 to July 2011	To inform the private sector housing renewal strategy	Postal questionnaire	Gypsies and Travellers living in registered housing providers accommodation
0611/BC	The experiences and views of lesbian, gay, bi-sexual and transgender (LGBT) people in the district	Corporate Equality Working Group	June 2011 to May 2011	To inform the equality agenda for the Council, to inform the Single Equality Scheme	'Essex Gay' have been commissioned to do this survey on our behalf. They will use a postal survey, drop in sessions and outreach events etc	All LGBT people with a connection with the district
0711/PG	Crime, disorder and anti-social behaviour perceptions in Epping Forest District	Epping Forest District Safer Communities Partnership	July 2011 to September 2011	To inform the annual Strategic Intelligence Assessment report and to help to measure and compare the significance of each years results	Online survey on the Council's website	All residents and stakeholders in the district
1011/SK	Local Development Framework Core Strategy Issues and Options	Local Development Framework Cabinet Committee	October 2011 to December 2011	To inform the next stages of consultation on the Core Strategy	Postal questionnaires, focus groups, online questionnaires, workshops, etc	All residents, local businesses, statutory consultees, Councillors, local interest groups, etc
0312/JT	Customer Satisfaction with Benefits Division	Director of Finance and ICT	March 2012	Improvements in service delivery	Postal questionnaire	1,000 customers

EPHING FOREST DISTRICT COUNCIL PUBLIC CONSULTATION REGISTER 2010/11

Ref	Title	Start Date	End Date	Report Date, Committee	Method and Cost	Key Results	How will the results be used?	Where can the results be viewed?
2010								
0410/AH	2010 Annual Report to Tenants	April 2010	August 2010	Director of Housing and final amendments to the report were agreed (prior to publication)	Presentation and discussion at the Tenants' Leaseholders' Federation focus group of tenants met to discuss the format and content in detail. Within existing budget	Feedback from the Tenants and Leaseholders' Federation' and the focus group of tenants was used to develop the final text and layout of the Annual Report prior to publication	Post publication feedback from tenants and the Tenant Services Authority will assist in producing the 2011 Annual Report to tenants	Director of Housing and final amendments to the report were agreed (prior to publication)
0910/RW	Improvements to Grove Court Hall	September 2010	September 2010	Director of Housing	Residents meeting	Condense the sanitary facilities. Increase the size of the kitchen and existing hall space. By incorporating the above the opportunity will arise to increase the size of the kitchen and existing hall space. Provide a raised patio area to the rear of the hall with access via new French doors	To improve conditions of the facilities	Director of Housing
0910/EH	Loughton Character Appraisal of Conservation Area	September 2010	November 2010	On the Council's website	Public meeting with a follow up questionnaire (either completed on our website or returned by post)	Received proposals for ways of enhancing and managing the conservation areas. These proposals will aid in the production of management plans. Justification will be given for proposals not implemented	To aid in the production of management plans for the conservation areas	Final documents were put on the website. There was a press release when the final documents were produced

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1010/IW	Executive Constitution	November 2010	December 2010	Cabinet 6 Dec 2010	Online, email survey (to be pursued at minimum cost). Officer time, within budget	56 respondents in favour of Mayor, 52 in favour of Leader	To determine changes to the executive constitution	Minutes of the Cabinet Meeting 6 December 2010
1110/SK	Community Visioning	November 2010	January 2011	To Local Development Framework Cabinet Committee, 7 February 2011	Postal questionnaires, postcards given out, focus groups, electronic survey on website, community and stakeholder workshops. A photography competition was held to encourage local people to say what they liked/disliked about the area	Please see Local Development Framework Cabinet Committee Report	To feed into the next stage of consultation on the Core Strategy, Issues and Options	Please see report in LDF Cab Com: http://haako/Published/C00000623/M00006213/\$ADocPackPublic.pdf
1210/SD	Consultation on Park Homes	December 2010	February 2011	Cabinet 18 April 2011	Postal questionnaire	The majority of consultees agree with the adoption of the model continued standards except that where contraventions exist on the date of the new licence, these shall be allowed to continue.	To determine future Policy and Strategy. The only main difference to the model standards is the view that fences and hedges shall be a maximum of 2m instead of 1m	Cabinet 18 April 2011
2011								
0111/RW	Review of Housing Allocations Scheme	August 2010	September 2010	Cabinet	By post, a sub group of Tenant Federation Group Meeting. Postage costs as part of Housing News	As the majority of respondents agreed with the proposals, the Cabinet was able to agree the recommendations. The views of the Tenants' and Leaseholders' Federation changed	To consult with housing applicants, tenants and all relevant stakeholders on the review of the Housing Allocations Scheme and report their views to the	The results are contained in the Cabinet report

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						two of the original proposals, they were happy with the remainder.	Housing Scrutiny Panel and the Cabinet which will be taken into account when considering the Review normally on an annual basis	
0111/RW	Homeless Exit Survey	January 2011	February 2011	Homeless Strategy and Equality Impact Assessment. By contacting Housing Options Manager	Interview and paper-based questionnaire	Results showed high level of satisfaction from members of public interviewed against variety of questions posed on service delivery	The results will form part of action plan for the Homelessness Equality Impact Assessment	Homeless Strategy and Equality Impact Assessment. By contacting Housing Options Manager
0111/VJ	The Copped Hall Conservation Area Character Appraisal and Management Plan	January 2011	March 2011	Not applicable	Public meeting and follow up questionnaire (postal and on our website)	Many responses were received giving a variety of views on the draft document and proposals for ways of enhancing and managing the conservation area. These will aid us in finalising the appraisal document and producing a management plan	To improve the draft character appraisal and management plan and to investigate producing an action plan to help maintain the character and appearance of the conservation area	The final character appraisal will be available in hard copy and on our website. Press release and letter to inform relevant stakeholders and interested parties
0211/ST	Draft Corporate Plan	February 2011	May 2011	To Performance Improvement Manager	Postal questionnaire and online survey	Results were inconclusive due to the low response but did not suggest that any further revisions needed to be made to the draft Corporate Plan	The results were used to inform any changes needed to the Corporate Plan	To the Performance Improvement Manager and Acting Chief Executive
0211/JB	Customer Satisfaction Survey (Contact staff)	February 2011	February 2011	Postal, email and online questionnaire	Customer satisfaction with contact made with the contact centre staff	The contact centre number needs to be more widely advertised. A contact centre staff training	To analyse customer contact performance and improve customer service care	Used internally within the Directorate

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Ref	Title	Start Date	End Date	Report Date, Committee	Method and Cost	Key Results	How will the results be used?	Where can the results be viewed?
						programme to inform the duties and roles of officers within the Directorate		
0611/SM	Website Satisfaction Survey	June 2010	June 2012	Main report in 2012	Society of Information Technology Management (Socitm) 'Insight' Exit Survey regarding customer satisfaction of the Council's website. Initial set up cost £1,100 approx	Ongoing survey, can view results instantly	To gauge users' satisfaction of EFDC website and act on any specific issues raised and to support findings for local performance indicators	Performance Management System for 2011/2012
1011/IW	Community Governance Review, Moreton, Bobbingworth and The Lavers (Matching Green Boundary)	October 2010	June 2011	June 2011	Postal consultation material/return survey and website/online survey (Public meeting, Two Phases). Cost £1500	To be delivered at Council Meeting 28 June 2011	To inform decisions on the Community Governance Review as required by the relevant legislation	On the website after 28 September 2011