

CONSULTATION PLAN 2006/07

REF	SUBJECT OR ISSUE	DATE(S)	OBJECTIVES	TARGET GROUPS	METHOD	FEEDBACK OF RESULTS
<i>No.</i>	<i>Subject matter or issues to be consulted about</i>	<i>When the consultation will take place</i>	<i>The purpose of the consultation exercise</i>	<i>The groups/individuals to be consulted</i>	<i>The communication channels and methods to be used</i>	<i>How the results of the consultation will be reported</i>
1	Criteria for vehicular crossovers on housing land	November 2006	To seek the views of tenant representatives in order to agree a policy on vehicular crossover approvals which ensures that such installations do not have a detrimental affect on the overall appearance of the street scene	Epping Forest Tenants and Leaseholders Federation	To be considered at a meeting of the Epping Forest Tenants and Leaseholders Federation	Results and comments to be considered by the Housing Portfolio Holder
2	Housing Performance	Quarterly throughout the year	To provide data on housing performance to tenants and leaseholders and give opportunities for feedback and discussion	Epping Forest Tenants and Leaseholders Federation	A regular report detailing performance in relation to housing related Best Value Performance Indicators is presented to the Federation	Minutes of meetings of the Tenants and Leaseholders Federation are circulated to all members
3	BVPI Tenant Satisfaction Survey (statutory triennial survey)	August to December 2006.	Results inform BVPIs on overall satisfaction with landlord and opportunities for participation, and satisfaction ratings of specific housing services e.g. repairs and housing management.	Sample of the Council's tenants using 'STATUS' methodology (the government's standard approach for the BVPI questions). Results include breakdown by ethnic minority and can be further broken down by geographical area/age etc.	Postal survey. This is the standard approach required by the government for tenant satisfaction surveys from 2006.	Results to be reported to Members and the Tenants and Leaseholders Federation for feedback, and published in the tenants newsletter and the Best Value Performance Plan in June 2007. Any comments will be reported to Housing Portfolio Holder for action.

4	Housing Service Strategy on Energy Efficiency	Consultation will take place during Summer 2006, with the results available in the Autumn.	To seek comments and views on the draft Energy Efficiency Strategy, and to incorporate any agreed comments within the final version.	Epping Forest Tenants and Leaseholders Association, Essex Energy Advice Centre, Citizens Advice Bureaus within the District.	Through the provision of a Consultation draft, on which consultees will be invited to comment.	Agreed comments from the consultation exercise will be incorporated within the final version of the Energy Efficiency. All consultees will receive a copy of the Strategy.
5	Housing related fees and charges for 2007/08	Consultation will take place around November 2006, with the results available around February 2006, following approval of the Council's budget.	To seek comments and views on the proposed Housing related fees and charges for 2007/08 and to incorporate any agreed comments within the final version.	Epping Forest Tenants and Leaseholders Federation.	The Head of Housing Services will attend a meeting of the Epping Forest Tenants and Leaseholders Federation and give a presentation on the main issues. The Federation will be consulted on the proposed fees and charges for 2007/08 prior to consideration by the Finance and Performance Management Scrutiny Panel, the Finance Cabinet Committee and the Cabinet.	Agreed comments made by the Federation will be incorporated within the final version. The Federation will be informed of any agreed changes to the proposals at the meeting with the Federation. The views of the Federation will be reported to the Finance and Performance Management Scrutiny Panel. The Federation will be informed of any changes subsequently made by any to the Council's committees.
6	Planned improvements or major repairs in individual properties or blocks	Throughout the year depending on the relevant programme of work.	To seek comments and views from tenants and leaseholders on matters affecting choice i.e. colours, finishes etc. The outcome of the consultation will determine the range of work, and the fittings that are installed in individual properties.	Individual tenants and leaseholders	Individual tenants and leaseholders will be consulted on a one-to-one basis in their own home, where options of choice can be explained and shown to occupiers.	Any consultation results will determine the range of work, and the fittings that are installed in individual properties. The consultees will be given feedback during the one-to-one consultation process. Detailed results will not be published.
7	Housing Service Strategy on Under Occupation	July 2006. Results will be available in September 2006, following consideration by the Housing Scrutiny Panel	To seek comments and views on the draft updated Housing Service Strategy on Under Occupation and to incorporate any agreed comments within the final version.	Epping Forest Tenants and Leaseholders Federation	The Head of Housing Services will also attend a meeting of the Epping Forest Tenants and Leaseholders Federation to give a presentation on the main issues. The Federation will be consulted on the draft updated Strategy on Under Occupation before consideration by the Housing Scrutiny Panel.	Agreed comments made by the Federation will be incorporated within the final version. The Federation will be informed of any agreed changes at the meeting with the Federation. The views of the Federation will be reported to the Housing Scrutiny Panel at the same time as the Panel considers the draft updated Housing Service Strategy on Under-occupation.

8	Voids re-let standards	September 2006. Any comments will be incorporated in the standards.	To seek comments and views from tenants on the voids re-let standards	Epping Forest Tenants and Leaseholders Federation	To provide the Epping Forest Tenants and Leaseholders Federation with a copy of the Voids Re-let standards and seek their views at a future meeting of the Federation.	As the consultation will take place at a meeting of the Tenants and Leaseholders Federation, the feedback will be given at that time
9	Planned improvements at Springfields, Waltham Abbey.	Throughout the year, depending on the relevant programme of work.	To seek comments and views from tenants and leaseholders on matters affecting choice (i.e. colours, finishes). To consult residents as part of the contractor selection process. Leaseholders opting to sell back their properties, Leaseholders electing to retain their property and pay for the improvements.	Public meeting of the Focus Group on matters of choice. Representation from the Roundhills Residents Association and/or the Focus Group on interview panel when interviewing prospective contractors at the tender stage. One-to-one consultation with leaseholders opting to sell back their properties will take place during the Summer 2006. The outcome will result in the purchase of individual leases as approved by the Cabinet.	Consultees will be consulted on a one-to-one basis in their own home, where options of choice can be explained and shown to occupiers.	Consultation results will determine the range of work, and the fittings that are installed in individual properties. The consultees will be given feedback during the one-to-one consultation process. Detailed results will not be published.

10	Housing Strategy 2006-2009	Consultation will take place during Summer 2006, with the results available in the Autumn	To seek comments and views on the draft Housing Strategy, and to incorporate any agreed comments within the final version	Registered Social Landlords (RSL's) with housing stock in the District, Local town and parish councils, Epping Forest Tenants and Leaseholders Federation, developers operating within the district, local estate agents and private landlords, Epping Forest Primary Care Trust, North Essex Mental Health Partnership NHS Trust, Essex County Council Social Care (Adult Services), Essex County Council Social Care (Children's Services), Essex County Council Supporting People Team, The three Citizens Advice Bureaux operating within the District, Voluntary Action Epping Forest	Consultees will be consulted through the provision of a Consultation Draft of the Housing Strategy, on which they will be invited to comment upon.	Agreed comments from the consultation exercise will be incorporated within the final version of the Housing Strategy. All consultees will receive a copy of the final version of the Strategy.
11	The provision of off-street parking at various sites across the district.	On-going. Consultation will take place once the feasibility study for each site is completed, which is anticipated in late Autumn each year.	To seek comments and views from residents on the provision and location of new off-street parking. The results of the consultation exercise will determine if there is sufficient local support for work to go ahead.	Local Ward Members, local residents in the immediate location affected by the works, appropriate resident/community /tenant associations	Consultees will be consulted through the provision of consultation letter and plan of the site with a pre-paid reply questionnaire, on which they will be invited to comment upon. Depending on the level of returns, it may be appropriate to do one-to-one home visit consultation to gauge resident's views.	Results will be included in future Portfolio Holder reports, which will determine future programmes of work.

12	Future refuse/recycling arrangements at Romelands, Waltham Abbey	Consultation will take place on 7th June 2006. Results will be available week commencing 19th June 2006	To obtain a view on proposal and extract other ideas from residents.	All tenants and leaseholders at Romelands in Waltham Abbey	Letter and questionnaire.	Will form basis of discussion with waste management on future arrangements. In due course consultees will be advised of arrangements in writing.
13	The Council's Housing Revenue Account (HRA) Business Plan 2007	The consultation will take place in March 2007, with the results available in March 2007.	To seek comments and views on the draft HRA Business Plan; to incorporate any agreed comments within the final version; and to incorporate the views of the Tenants & Leaseholders Federation within the final version.	The Epping Forest Tenants and Leaseholders Association	They will be consulted on the Draft Housing Strategy, prior to consideration by the Housing Scrutiny Panel. They will also be given a Plain English Summary of the HRA Business Plan, and the Head of Housing Services will attend a meeting of the Federation and give a presentation on the main issues.	Agreed comments made by the Federation will be incorporated within the final version. The Federation will be informed of any agreed changes at the meeting with the Federation. The views of the Federation will be reported to the Housing Scrutiny Panel at the same time as the Panel considers the draft HRA Business Plan.
14	Housing Repairs Tenant Satisfaction Survey	Ongoing for all repair works.	To monitor tenants satisfaction to responsive repairs service	All tenants who have had responsive repairs works carried out in their property.	Survey attached to repairs confirmation acknowledgement.	Results used to improve service and for better customer care.
15	Epping Forest Careline	Unknown at this stage	To seek comments and views on the future of the Careline centre	Epping Forest Tenants and Lease Holders Federation and Sheltered Forum	Unknown at this stage	Report to Cabinet on future of Careline-inform consultees of outcome
16	Upgrading door entry systems at sheltered housing schemes	Consultation will commence around August 2006 with results available around September 2006	To ensure that the council installs systems that are right for the client group	Older People	Housing officer attendance at Sheltered Forum, Tenants meetings at individual schemes	Results will determine which door entry system is purchased for sheltered schemes
17	Housing Services Strategy on Information	By September 2006.	To obtain feedback as part of a review of this service strategy.	Epping Forest Tenants and Leaseholders Federation.	A draft strategy will be presented to the Tenants and Leaseholders Federation for discussion at one of its regular meetings.	Amendments arising from discussion with the Tenants and Leaseholders Federation will be agreed at the meeting and incorporated into the final published strategy. Minutes of Federation meetings are circulated to all members.

18	Housing Allocation Scheme	It is intended to commence the consultation in January 2007 with view to completing the exercise by the end of that month	To ensure that all stakeholders and people they represent agree in principle with any proposed changes, to invite comments amendments and further proposal for change	Registered Social Landlords, other statutory agencies, and relevant voluntary agencies	By providing the proposed document in draft form, giving interested parties time to comment on any aspect of the draft document.	Unknown at this stage
19	Choice Based Lettings	Autumn 2006	A Government requirement that Choice Based Lettings Schemes be introduced by 2010 giving housing applicants choice, options, making the allocation of accommodation a more transparent process. To seek the views of tenant representatives and external agencies on the Scheme. This includes approval of Housing Scrutiny Panel members and the Housing Portfolio Holder.	Epping Forest Tenants and Leaseholders Federation, interested external agencies, Sheltered Forum, Leaseholders Association, Housing Scrutiny Panel.	Meetings/Presentations/Circulation of Scheme details.	Agreed comments will be included in the Scheme.

20	Planned improvements or major repairs in individual properties or blocks	The consultation will take place throughout the year, depending on the relevant programme of work. The outcome of the consultation will determine the range of work, and the fittings that are installed in individual properties. Detailed results will not be published.	To seek comments and views from tenants and leaseholders on matters affecting choice i.e. colours, finishes etc.	Individual tenants and leaseholders	They will be consulted on a one-to-one basis in their own home, where options of choice can be explained and shown to occupiers.	Any consultation results will determine the range of work, and the fittings that are installed in individual properties. The consultees will be given feedback during the one-to-one consultation process.
21	Diversity and Inclusion Strategy.	November 2006	To seek the views of tenant representatives and external agencies on the Diversity and Inclusion Strategy. This includes approval of Housing Scrutiny Panel members and the Housing Portfolio Holder.	Tenants and Leaseholders Federation, Crime and Disorder Reduction Partnership, Housing Scrutiny Panel.	To be considered at meetings of the consultee groups and will be circulated in advance	Agreed comments will be included in the final version of the strategy
22	Harassment Service Strategy	June 2006	To seek the views of tenant representatives and external agencies on the Harassment Strategy, which sets out Housing Services' approach to dealing with incidents of harassment of tenants. This includes approval of Housing Scrutiny Panel members and the Housing Portfolio Holder	Tenants and Leaseholders Federation, Crime and Disorder Partnership, Housing Scrutiny Panel.	To be considered at meetings of the consultee groups and will be circulated in advance	Agreed comments will be included in the final version of the strategy

23	Housing Service Strategy Rent Arrears	February 2007	To seek the views of tenant representatives and external agencies on the Rent Arrears Strategy, which explains Council's approach to rent arrears recovery. This includes approval of Housing Scrutiny Panel members and the Housing Portfolio Holder.	Tenants and Leaseholders Federation, Housing Scrutiny Panel.	To be considered at meetings of the consultee groups and will be circulated in advance.	Agreed comments will be included in the final version of the strategy
24	Local Supporting People Strategy	January 2007	To seek the views of tenant representatives and external agencies on the Local Supporting People Strategy, which sets out how housing related support services will be delivered and includes an Action Plan for service improvements. This includes approval of the members of Housing Scrutiny Panel and Housing Portfolio Holder.	Tenants and Leaseholders Federation, Supporting People Core Strategy Group, Inclusive Forum Annual Consultation Workshop, Sheltered Forum, Housing Scrutiny Panel, one to one consultations with agency representatives.	To be considered at meetings of the consultee groups and will be circulated in advance.	Agreed comments will be included in the final version of the strategy
25	A policy for demoting existing tenants and tolerated trespassers on the Housing Register who are seeking a transfer.	Autumn 2006	To seek the views of tenant representatives, this includes approval of the Housing Portfolio Holder.	Epping Forest Tenants and Leaseholders Federation.	To be considered at a meeting of the Tenants and Leaseholders Federation and circulated in advance.	Agreed comments will be considered by the Housing Portfolio Holder
26	Planning performance on Development Control applications	Autumn to December 2006	To consult local agents/architects etc on development control issues in order to assess working practices and make service enhancements	Local planning agents, architects, designers and planners	Using "Development Control Forum" meeting. Promotion via email, post, website etc.	Information and results will be used to assess working practices and, where necessary, make enhancements to service levels

27	Statement of Community Involvement	June to September 2006	The Statement of Community Involvement is a statutory requirement of the new planning system. To ensure that the SC1 (which will be used as the template for all future planning consultation) meets the expectations and needs of the residents and businesses in the district	National bodies, statutory undertakers, adjoining local authorities, local councils and groups, and individuals who have previously expressed an interest.	Website, e-mail, mail shots	Amend the SC1 for formal submission to the Secretary of State (in September 2006) – Then further round of consultation
28	Conservation area Character Appraisals and Management Plans	September 2006 to March 2007	To seek views on proposals for preservation and enhancement of the Matching Green, Matching and Matching Tye Conservation Areas	Parish Councils, local residents and amenity groups	Public Meeting/Discussions, Website and e-mail.	Results will be used to refine and finalise proposals and plans
29	Staff Attitude Survey	This consultation exercise will take place during October 2006 and the results will be available before January 2007	To find out the views of staff on a range of matters linking the IIP Standard	All staff employed by the Council	An on-line survey will be conducted. Hard copies will be available to staff who do not have ICT access.	All staff will be informed of the outcomes of the survey, and any action proposed. Actions will depend on the issues highlighted by staff.
30	Favourite Trees of Epping Forest District	Entries can be submitted until December 2006	To promote value of trees and engage the community in finding/nominating 50 trees	Residents, amenity groups, Tree Wardens etc	Leaflets, website, email, meetings, Countrycare contacts	Purpose built website to be created.

31	Leisure centre Customer Satisfaction	On-going. Quarterly meetings held at each centre by User Forums established to gauge customer satisfaction and seek feedback from users	As part of the Leisure Management Contract monitoring arrangements the Customer Forums allow useful feedback from customers on the performance of the Contractor and assist Client Officers in identifying what issues are important to Users. The Customer Forums are attended by Client Officers as well as nominated members of the Council.	Representatives of clubs and casual users of the Council's leisure facilities.	Meetings are held at least four times per annum at the leisure centres. The agenda is advertised and minutes published. In addition to the Forums feedback is obtained through Customer Comments Cards, Chartermark consultation and by the use of an electronic device called the Opinion Meter.	Outcomes published with agreed list of Action Points. Progress monitored through Client Officers and Forums. Feedback will be fed into the monthly Contract Management Core Meeting as well as being reported to the Contract Monitoring Board Chaired by the Leisure Portfolio Holder.
32	Leisure and Cultural Services Non-User Survey	Summer 2007 with results available in September 2007.	To establish current patterns of use, barriers to participation and how to most effectively market the services currently provided or alternatively re-design them to make them more attractive and accessible. Survey to be targeted at those who currently do not take part or make use of facilities and services provided by the Council.	A representative sample of the demographic make up of the district, potentially face to face interviews with 1,000 residents.	The majority of interviews to take place on face-to-face basis but for some hard to reach groups telephone interviews and/or focus groups at accessible locations are being considered. Liaison will be undertaken with other partner agencies and stakeholders to access hard to reach groups e.g. Youth Service, Primary Care Trust, Council for Voluntary Service.	Results will influence Leisure Services Marketing Plan and Business Plan. Results of the consultation will be reflected in the design of services and promotional materials.
33	BVPI General Satisfaction Survey (statutory triennial survey)	June to December 2006.	Results inform BVPIs on overall satisfaction with a range of council services and operational matters	Sample of the residents of the district using the government's standard approach for the BVPI questions. Results include breakdown by ethnicity and can be further broken down by geographical area/age etc.	Postal survey. This is the standard approach required by the government for BVPI satisfaction surveys from 2006.	Results to be formally reported to Members and published in the Best Value Performance Plan in June 2007.

34	BVPI Planning Satisfaction Survey (statutory triennial survey)	June to December 2006.	Results inform BVPIs on overall satisfaction with planning services	Sample of users of planning services using the government's standard approach for the BVPI questions. Results include breakdown by ethnicity	Postal survey. This is the standard approach required by the government for BVPI satisfaction surveys from 2006.	Results to be formally reported to Members and published in the Best Value Performance Plan in June 2007.
35	BVPI Benefits Satisfaction Survey (statutory triennial survey)	June to December 2006.	Results inform BVPIs on overall satisfaction with benefits services	Sample of Housing/Council tax Benefit claimants using the government's standard approach for the BVPI questions. Results include breakdown by ethnicity	Postal survey. This is the standard approach required by the government for BVPI satisfaction surveys from 2006.	Results to be formally reported to Members and published in the Best Value Performance Plan in June 2007.
36	Domestic refuse, recycling and street cleansing	October 2006 onwards	Results will inform development of new refuse collection, recycling and street cleansing contract in 2007	All residents of the district	On-line survey through the council's website	Results will be considered by the Customer Services, Media, Communications and Information Technology Portfolio Holder