

CONSULTATION REGISTER 2005

REF	SUBJECT	DATE	COMMISSIONED BY	CARRIED OUT BY	PURPOSE	COMMENTS	RESULTS REPORTED TO	METHOD
CONS/01/05	Payphones in Sheltered Housing Schemes	Jan-05	Housing Services	Housing Information and Strategy Team.	To find out whether residents in sheltered schemes were making good use of the payphones in order to justify the costs of providing them.	Generally the survey showed low usage, although the results varied from scheme to scheme. Residents were not using the phones frequently but some felt this facility should be retained.	Sheltered Housing Forum, Housing Management Team.	Postal survey using Snap survey software
CONS/02/05	Springfields Project Preliminary Consultation	Jan-05	Housing Services	Housing Information and Strategy Team	To seek preliminary views on a proposed improvement scheme from residents living on the Springfields Estate, Waltham Abbey, and in the surrounding area	Budget set aside for major works on the estate, some essential, other works optional. Objective was to seek views on priorities for optional work.	Springfields project team	Postal survey produced with Snap survey software and hand delivered to residents. Costs of printing/return postage only
CONS/03/05	Garden Maintenance Scheme	Jan-05	Housing Services	Assistant Head of Housing Services (Operations)	Tenants and Leaseholders Federation consulted on the proposal to extend the garden maintenance scheme for vulnerable people	The Federation is consulted on all policy issues affecting tenants and leaseholders	Overview & Scrutiny Committee (1)	Report on proposals discussed at Federation meeting
CONS/04/05	Estate Cleansing (Mobile Cleaning Service)	Jan-05	Housing Services	Assistant Head of Housing Services (Operations)	Consultation with tenants, CAB & Tenants & Leaseholders Federation on the proposal to extend the cleaning service to smaller flat blocks	Outcome of consultation showed that tenants living in smaller blocks would not be interested in receiving the service	Tenants and Leaseholders Federation	(a) Postal survey of tenants (b) Meetings with CAB and Federation
CONS/05/05	Environmental Improvements – The Spinney, Loughton	Apr-05	Area Housing Manager David Barrett	Area Housing Manager	To consult residents on a set of proposals for environmental improvements to complex of elderly persons flats.	Agreed with proposal to demolish drying areas. Work to be carried out. Some opposition expressed to proposal to construct new pathway which will not now proceed.	Internal	Postal Survey

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CONS/06/05	Beyond Suburbia	Oct 04 to March 05	Leisure Services	Head of Leisure Services an joint Chief Executive	A feasibility study to investigate the need for cultural development and regeneration and improvement in service delivery in the rural north of the EFDC	To enhance the quality of life of people living in the parishes in this area	As yet not reported, but plan to report to members via O/S and cabinet and local parish Councils via executive summary	Desk research, telephone and face to face interviews, workshops. Total cost £25k. £20k from ERRF and £5k from EFDC
CONS/07/05	Changes to Housing Allocations Scheme	Sep-05	Housing Services	Housing Needs Manager	Statutory and voluntary consultation of local councils and RSLs on changes to the Council's Housing Allocations Scheme	This process is carried out annually, in accordance with the Housing Act 1996 and the Local Councils Charter	Cabinet	Postal survey
CONS/08/05	Introductory Tenancy Scheme	Sep-05	Housing Services	Assistant Head of Housing Services (Operations)	Consultation with all existing secure tenants, CAB & Tenants & Leaseholders Federation on the proposal to introduce an Introductory Tenancy Scheme for all new secure tenants	Consultation is a requirement of the Introductory Tenancy Scheme regulations. The scheme will mean that all new secure tenants will be on "probation" for the first twelve months of their tenancy	Cabinet	(a) Meetings with CAB and the Federation (b) Through Housing News - all tenants
CONS/09/05	Conversion of former Scheme Manager's accommodation at Hyde Mead House, Nazeing	Jun-05	Housing Services	Assistant Head of Housing Services (Property and Resources)	Residents meeting to discuss future use of additional room made available after the conversion of a 3 bedroom flat at the scheme	Residents accepted the Council's proposals	Housing Portfolio Holder	Residents Meeting
CONS/10/05	Repairs Tenant Satisfaction Survey	on-going	Housing Services	Housing Repairs Manager	On-going post repair survey	Ongoing consultation	Finance and Performance Management Scrutiny Panel	Tenant Satisfaction card with confirmation of repair

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CONS/11/05	Play Area Improvements	on-going	Housing Services	Area Housing Managers	Local residents have been consulted on play area improvements Limes Farm, Chigwell during 2005	Ongoing consultation	Area Housing Manager	Letter explaining proposal
CONS/12/05	Housing Management Service Strategy	Apr-05	Housing Services	Assistant Head of Housing Services (Operations)	Tenants and Leaseholders Federation consulted on the updated Housing Management Service Strategy	The Federation is consulted on all policy issues affecting tenants and leaseholders	Housing Scrutiny Panel	Draft Strategy discussed at Federation meeting
CONS/13/05	Older Peoples Housing Service Strategy	Apr-05	Housing Services	Assistant Head of Housing Services (Operations)	Tenants and Leaseholders Federation consulted on the updated Older Peoples Housing Service Strategy	The Federation is consulted on all policy issues affecting tenants and leaseholders	Housing Scrutiny Panel	Draft Strategy discussed at Federation meeting
CONS/14/05	Tenant Participation Housing Service Strategy	Jul-05	Housing Services	Assistant Head of Housing Services (Property & Resources)	Tenants and Leaseholders Federation consulted on the updated Tenant Participation Housing Service Strategy	The Federation is consulted on all policy issues affecting tenants and leaseholders	Housing Scrutiny Panel	Draft Strategy discussed at Federation meeting
CONS/15/05	Quarterly Management Performance Monitoring	on-going	Housing Services	Head of Housing Services	Tenants and Leaseholders Federation consulted on Housing Services Quarterly Performance Management regime	The Federation is consulted on housing performance by reference to all housing performance indicators quarterly	Head of Housing Services	PI Schedule discussed at Federation meetings quarterly
CONS/16/05	Storm Canopies – Hyde Mead House	Jul-05	Housing Services	Assistant Housing Manager Older Peoples Services	For the tenants to decide which option they preferred for the storm canopy.	Council tenants of sheltered schemes within older peoples services.	Manager – Older Peoples Services.	Postal survey
CONS/17/05	Storm Canopies – Frank Bretton House	Jul-05	Housing Services	Assistant Housing Manager Older Peoples Services	For the tenants to decide which option they preferred for the storm canopy.	Council tenants of sheltered schemes within older peoples services.	Manager – Older Peoples Services.	Postal survey

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CONS/18/05	Storm Canopies – Buckhurst Court	Jul-05	Housing Services	Assistant Housing Manager Older Peoples Services	For the tenants to decide which option they preferred for the storm canopy.	Council tenants of sheltered schemes within older peoples services.	Manager – Older Peoples Services.	Postal survey
CONS/19/05	Storm Canopies – Jubilee Court	Jul-05	Housing Services	Assistant Housing Manager Older Peoples Services	For the tenants to decide which option they preferred for the storm canopy.	Council tenants of sheltered schemes within older peoples services.	Manager – Older Peoples Services.	Postal survey
CONS/20/05 05	Wickfields Improvement Scheme	Aug-05	Housing Services	Head of Housing Services	All residents have been consulted on the possibility of an improvement scheme being undertaken through a stock transfer, and on the proposed design	93% of residents were in favour of the improvements through a transfer. A Residents Consultation Group of 6 interested residents was formed to discuss detailed design issues.	Cabinet	(a) Residents Meeting (b) Individual visits to each tenant's home (c) Resident Consultation Group Meetings
CONS/21/05	Chapel Road Bin Area	Aug-05	Housing Services	Head of Housing Services	To look at alternative arrangements for the storing of refuse on site. Respondents of sheltered housing, who use the exiting facility	Majority of residents responding to the survey, agreed to the proposals. Work will proceed during 2005/06.	On General Housing file	By post £10?
CONS/22/05	Leonard Davis House Day Club	Sep-05	Housing Services	Housing Manager for Older People's Services	To seek tenants views on establishing a new day club at Leonard Davis House	Providing transport can be arranged, a new day club will be held on a monthly basis at Leonard Davis House. 41 out of 47 tenants are in favour of new day club at the scheme	Head of Housing Services and Assistant Head of Housing	
CONS/23/05	Improvements - EFDC Shopping Parade, market Square, Waltham Abbey	Jan-05	Estate Management	Acting Head of Estate Management	To seek comments on proposed improvements identified by EFDC	Local interest groups/bodies, shop tenants, residents above shops; Ward Councillors, EFDC Officers consulted	Acting Head of Estate Management	Postal survey

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CONS/24/05	Local Plan Alterations - Redposit	Jul-05	Forward Planning	Forward Planning	To consult on proposed policy changes as required by law, including revisions based on objections received to First Deposit.	All respondents to First Deposit, and all those who requested a copy of the First Deposit, residents, key stakeholders, developers	Cabinet 24 Oct 2005	Paper and online £15k.
CONS/25/05	Town Centre User Surveys	Jul-05	Forward Planning	Forward Planning	To collect data on town centre users in key town centres in district in order to meet statutory requirements in annual monitoring report	Random sample of up to 100 town centre users in each of Loughton High Road, Loughton Broadway, Waltham Abbey, Chipping Ongar, Epping and Buckhurst Hill. Not limited to residents or non residents.	Portfolio Holder Nov 2005	Face to face interviews £200
CONS/26/05	Princesfield Road, Upshire – Future of Playground	Jun-05	Housing Services	Area Housing Manager (North)	To ascertain the level of use of the playground; Age of children that use it and the problems perceived by residents who live in the area	Letter sent to all residents living in estates surrounding the playground. Only 10% response rate – mixed views about what should be done with the playground	Leisure Services, To determine future use of playground.	Postal survey to 180 residents.
CONS/27/05	Reserved Parking spaces, Pasfield, Waltham Abbey	Nov-05	Housing Manager, Management North	Housing Manager, Management North	To get views on parking proposals	8 Agree with proposals, 4 object, 1 no comment. To determine future policy	Portfolio Holder Report 23.1.06	Residents of 11 houses. Home visits
CONS/28/05	Housing Repairs Tenants satisfaction Survey	Late 2005/Early 2006	Head of Housing Services, Rights to Repairs Legislation	Housing Repairs Section	To monitor customers satisfaction with the Responsive Repairs Service	All users of the Responsive Repairs Service	Results reported as part of performance monitoring. Head of Housing	Postal survey attached to repairs confirmation acknowledgement

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CONS/29/05	Housing Repairs Tenants satisfaction Survey	Ongoing	Head of Housing Services, Rights to Repairs Legislation	Housing Repairs Section	To monitor customers satisfaction with the Responsive Repairs Service	All users of the Responsive Repairs Service	Results reported as part of performance monitoring. Head of Housing Services	Postal survey attached to repairs confirmation acknowledgement
CONS/30/05	Development Control Agents Satisfaction Survey	Ongoing	Planning Services	Head of Planning Services	To follow up on issues raised in 2003/04 Customer Satisfaction survey and identify preferred actions; and inform agents of preferred practices	Planning application agents, a group of 15 agents attended; good discussion and consensus on many issues	Head of Planning and Economic Development. To inform Business Plan and future actions	Forum held at Civic Offices with lunch - £50.00
CONS/31/05	Planning Protocol Revision	Sep-05	Head of Research and Democratic Services	Head of Research and Democratic Services	Portfolio of Planning Agents who work regularly with EFDC Parish/Town Councils district Councillors to check comments from planning professionals to proposals for updating the protocol	None	Council 13.12.2005	Forum held at Civic Offices with lunch - £50.00