

## CONSULTATION PLAN 2007/08

Ref	Subject Matter/Issues	Dates	Objectives	Target groups	Method	Feedback of results
No.	Subject matter or issues to be consulted about	When the consultation will take place	The purpose of the consultation exercise	The groups/individuals to be consulted	The communication channels and methods to be used	How the results of the consultation will be reported
1	Choice Based Lettings	Prior to the implementation target date of October 2007	All external agencies were invited to a consultation event in December 2006 to ensure that relevant agencies will support vulnerable people to assist them to be able to participate in Choice Based Lettings. 65 invitations sent out, only 8 attended. Therefore, we will be holding another consultation in September 2007, prior to the target go live date of October 2007. Further consultations will take place with tenants, leaseholders and applicants.	External agencies, CAB, Residents Associations, Tenants and Leaseholders Federation, tenants, leaseholders and RSLs.	Surveys were undertaken with presentations to local groups. It is intended to do more of this type of consultation.	Results will be published in the tenants magazine "Housing News." The results will inform how the scheme is operated.
2	Implementing Local Protocol between Epping Forest Housing Needs and Local Community Drug and Alcohol Team	Within the next 2 months	Ensuring good service delivery is maintained between respective teams	Housing staff within the section and external staff within the CDAT	Further meeting set for 6 months to evaluate effectiveness	An initial meeting has taken place on the 23/04/2007 to agree terms within the document. This is now being shared between these parties by e-mail to agree amendments before being signed to
3	Voids Re-let Standards	To consult in the Summer. Any comments will be incorporated in the standards.	To seek comments and views from tenants on the voids re-let standards	Tenants and Leaseholders Federation	To provide them with a copy of the Voids Re-let Standards and seek their views at future meetings of the Tenants and Leaseholders Federation.	As the consultation will take place at a meeting of the Tenants and Leaseholders Federation the feedback will be given at that time.
4	Designation of properties for occupation by older people	During the summer 2007. Results will be minuted and available following the Portfolio Holders decision	To review the housing stock which is set aside for older persons occupation	Tenants and Leaseholders Federation, Housing Scrutiny Panel, Housing Portfolio Holder	Through meetings with target groups	Report back at future meetings. A list will be formulated of properties designated for older people based on the outcome of the consultation

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5	The Housing Service Strategy on Energy Efficiency	TBA	To seek comments and views on the draft Strategy, and to incorporate any agreed comments within the final version	Epping Forest Tenants and Leaseholders Associations Essex Energy Advice Centres Citizen Advice Bureau's within the District	They will be consulted through the provision of a Consultation Draft, on which they will be invited to comment upon.	Agreed comments from the consultation exercise will be incorporated within the final version. All consultees will receive a copy of the final version of Housing Service Strategy on Energy Efficiency.
6	Setting up Local Service Level Agreement for Floating Support Scheme	Within the next 2 months	Ensuring good service delivery is maintained between respective teams	Housing staff at EFDC and staff working for In-Touch Floating Support provider	An initial meeting has taken place on the 20/04/2007 to agree terms within the document. This will be shared between these parties by e-mail to agree amendments before being signed to	Further meeting set for 6 months to evaluate effectiveness
7	Leaseholders satisfaction on information provided.	During 2007/08 – Information will be monitored and made available to senior management and reported to the Leaseholder Association.	The purpose of this exercise is to analyse the feedback in order to assess if the Council is providing enough support/information to leaseholders in an understandable format.	All leaseholders will be consulted during this year via a newsletter enclosing a questionnaire during 2007/08. (This will be done after the census survey results (to be completed in 2007/08) have been analysed in order to take into account minority/hard to reach groups or un-represented groups).	As above. This will be analysed and amended dependent on feedback. (Taking into account the information from the census).	See above.

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8	The provision of off-street parking at various sites across the District.	The consultation will take place once the feasibility study for each site is completed, which is anticipated in late Autumn.	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 the work to go ahead or not.	Local Ward Members Local Residents in the immediate location affected by the works Appropriate resident / community / tenant associations	They will be consulted through the provision of a 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.	The results will be included in future Portfolio Holder reports, which will determine future programmes of work.
9	Updating local protocol between Epping Forest Housing Needs and Essex Probation service	Within the next 2 months	Ensuring good service delivery is maintained between respective teams	Probation staff based at Harlow Probation Office	An initial meeting has taken place on the 16/04/2007 to agree terms within the document. This is now being shared between these parties by e-mail to agree amendments before being signed to	Further meeting set for 6 months to evaluate its effectiveness.
10	Planned improvements or major repairs on blocks of flats containing Leaseholders	The consultation will take place throughout the year, depending on the relevant programme of work, but most importantly, at the appropriate times as determined by the Leasehold legislation.	To seek comments and views from leaseholders in line with relevant leasehold legislation.	Individual Leaseholders	They will be consulted through the provision of a consultation letter, giving them the opportunity to view the specifications, condition reports, tender documents and tender returns. The format for the consultation is set out within the relevant leasehold legislation.	Any consultation results that do not support the proposed approach need to be considered and the decision on the outcome of that consideration needs to be communicated in writing back to the leaseholder.

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11	Right To Buy (RTB) Applicants on the satisfaction on the service they receive from the RTB/Leasehold section when they apply to buy their property.	During 2007/08 – Information will be monitored on a monthly basis and made available to senior management and reported to the Tenant and Leaseholder Federation annually.	The purpose of this exercise is to analyse the feedback in order to assess if the Council is providing enough support and information, required to applicants.	All RTB applicants will be consulted after the offer letter has been issued. (This will be done after the census survey results have been analysed in order to take into account minority and hard to reach groups or under-represented groups during 2007/08).	A satisfaction survey will be sent out to each applicant (after a formal offer has been made). This will be analysed and amended dependent on feedback. (Taking into account the information from the census).	See above.
12	To consult the residents of Springfields on the colour and finishes that are to be applied to the blocks of flats as part of the major improvement scheme.	Between the hours of 3pm and 8pm on a weekday (to be agreed), so as to attract the widest possible audience of local residents. The results will be published in a newsletter to residents prior to the work commencing on site.	To agree the final choice of colour and finishes for the external render, doors and other attributes where colour and finish is open to choice.	To hold a public exhibition at the Brookways Hall open to all local residents in and around Springfields Flats	Visual displays, one-to-one discussions and a questionnaire to be completed by residents to vote for their preferred finishes. The majority choice will be incorporated in the final design.	Via the contact with the main contractor
13	To involve residents of Springfields in the selection process for contractors as part of the major improvement scheme.	Once the tenders have been received and opened, but prior to the report on the tenders being presented to the Cabinet in July 2007.	To select the most suitable contractor, based on a best value approach, taking into account not only price but quality and resident engagement.	The representatives are to be nominated by the Roundhills Residents Association. Two individual tenants (as volunteers) to represent the estate as a whole on the interview panel.	To enable the representatives to participate in the question and answer sessions and to participate in the evaluation of the contractors. The outcome will be included in the report that will eventually be presented to Cabinet on the outcome of the tender exercise	Through the tender report to the Cabinet and via a newsletter to residents

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14	Development of Disability Equality Scheme	May to September 2007	To develop a disability equality scheme	Disabled groups, disabled staff.	Initially a round table discussion to plan consultation activities	Results will be reported to Cabinet, to special interest groups and to staff.
15	Development of Gender Equality Scheme	September to November 2007	To develop a gender equality scheme	Groups/staff with gender equality interests.	Initially a round table discussion to plan consultation activities	Results will be reported to Cabinet, to special interest groups and to staff.
16	Leisure Services Non-user survey about participation in Leisure and Cultural opportunities targeted at those who currently do not take part or make use of facilities and services provided by the Council.	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 we currently provide or alternatively re-design them to make them more attractive and accessible.	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 Partners, Agencies and Stakeholders to access hard to reach groups e.g. Youth Service, Primary Care Trust, Council for Voluntary Service.	Results of Consultation will influence Leisure Services Marketing Plan and Business Plan. Results of the consultation will be reflected in the design of services and promotional materials.
17	User Forums at Council's Leisure Facilities have been established to gauge customer satisfaction and seek feedback from users of the four Council's leisure facilities now managed under contract by SLM ltd	Any significant issues of concern arising from the quarterly meetings held at each Centre 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.	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 regularly 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 Comment Cards, Chartermark consultation, and by the use of an electronic devise called <i>The Opinion Meter</i> .	Outcomes will be published with agreed list of Action Points. Progress will be monitored through Client Officers and Forums.