



Report to Cabinet

Subject Consultation Programme 2005/06

Date 2 June 2005

Author Head of Cabinet Office

1. Purpose of the Report

§ To inform members of consultation activity planned during 2005/06.

2. Background

The Council carries out consultation on a wide range of issues each year.

Good practice suggests it is helpful to seek to co-ordinate this activity as far as possible, to ensure that related exercises are drawn together and to avoid consultation fatigue amongst consultees.

A programme has therefore been drawn together for the year ahead, through liaison with departments across the Council. A copy is attached at **Appendix A**.

Carrying out and commissioning of service-related consultation is the responsibility of the relevant service departments. Cabinet Office staff offer advice and support on suitable techniques but the decision on what to do when rests with the commissioning department.

3. Proposal

The programme attached represents the position as at 23 May 2005.

It is not always possible to outline all consultation planned up to a year in advance, and it is likely that the programme will be added to over time. Issues around Scrutiny Committees in particular are likely to generate additional

demands during the year. This does, however, represent a full picture of work already planned and should help to avoid consultation on related issues being carried out simultaneously.

Other developments to which members' attention are drawn include: -

- Programming of the annual satisfaction survey for September 2005. This will allow for progress to be tracked against a number of council priorities. A report on an approach and issues to be covered will be presented to an early future Cabinet meeting.
- Audit Commission guidelines on the "Use of Resources" element of the revised Comprehensive Performance Assessment framework suggest it would be good practice to carry out consultation on budget options. This has not been included in the current programme, but may need to be added in.
- Budgetary provision has been made for a further Gedling 500 consultation exercise this year. Issues to be included in it have yet to be agreed. Given other commitments and planned consultations already in the programme, it is most likely that this exercise, if required, would need to take place in late Autumn.
- A new tool allowing on-line consultation has been made available to the Council and it is likely to be used for various applications during the year.
- Issues for specific consideration by a Black and Minority Ethnic Consultation Forum are now being considered. Arrangements for the recruitment of this Forum are currently in progress.

The Council's current Consultation Framework, which sets out responsibilities for and approaches to consultation, has been in place for over four years. In the light of recent changes, it is felt it would be appropriate to review the Framework to reflect latest changes and good practice, and it is hoped that this work can be progressed later this year.

This report will be copied to Scrutiny Chairs for information.

4. Resource Implications

It is expected that consultation exercises set out in the Plan will be delivered from within existing agreed resources.

5. Recommendation

Members are **recommended** to note the report.

Appendix A

Details of Consultation to be carried out in 2005/06

<u>Service</u>	<u>Techniques used</u>	<u>Timing</u>	<u>Target Groups</u>	<u>Purpose</u>	<u>On-Line Survey – Yes/No?</u>
Cabinet Office					
Community Strategy	Various (to be confirmed)	To be confirmed (likely Spring/Summer 2005)	Whole community, including hard-to-reach groups	To inform review of Community Strategy	Yes
Internal Communications – Employee Attitude Survey	Written questionnaire (plus others as appropriate)	To be confirmed (likely Spring/Summer 2005)	GBC Employees	To assess employee attitudes towards an range of issues associated with working for GBC (in partnership with Personnel and Organisational Development)	No
Annual Overall Satisfaction Survey	Postal questionnaire	Autumn 2005	All residents (random sample of around 2,500, using BVPI methodology)	To track public satisfaction with key services and with the Council overall, to inform community planning and CPA improvements.	No
Area-Based Initiatives	Various (to be agreed)	Summer 2005	All residents in the two super-output areas agreed by LSP (Valley North and Bonington NW – Warren Hill)	To explore local issues and concerns in more detail and to inform future improvement programmes, for delivery in partnership with local communities and other agencies.	No
Town Centres	Face-to-face questionnaires; self-complete questionnaires	Summer 2005	Businesses and shoppers in Carlton Hill and Mapperley	To inform the development of Town Centre Action Plans for these two areas.	Yes

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Personnel & Organisational Development					
Scrutiny-Community and Quality of Life Review into Disability	A structured questionnaire to be designed by the scrutiny officer and administered by working group (elected) members. The questionnaire will be conducted in the form of a face-to-face interview. It will be designed to elicit mainly qualitative information.	Spring 2005	Residents living within the borough with either a physical, or mental disability or both.	To inform the Scrutiny Review into access to services for people with disabilities living within the borough. The consultation will be aimed at people with disabilities and has been organised to ascertain their perceptions around statutory, voluntary and private provider services. This will inform the review and its findings including any subsequent recommendations.	No
Leisure					
Burton Road Community Centre new management proposal	User Group meetings Boxing Club meetings	April – June 2005	All users	To inform all users of new direct management of facility	No

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Killsick Community Centre	Public open meeting	June 2005	All users Staff members Surestart	To inform all users and official opening	No
Sport & Physical Activity Partnership questionnaire (for Changing Lifestyles Strategy)	Questionnaires Door-to-door	April – December 2005	Random sample of 1,500 for residents within the Borough	To obtain base-line participation data on which to measure future initiatives and success.	No
Refurbishment to Play Area at Muirfield Road	User group meetings Public open meetings	July 2005	Local residents All users	To inform of project and reduce/prevent community conflict	Yes
Willow Park facilities for young people	User group meetings Public open meetings	May/June 2005	Local residents All users	To inform of project and reduce/prevent community conflict	Yes
Planning and Environment					
Food and Health and Safety Service Delivery Plans 2005-6	Web site publicity and direct circulation within the Planning and Environment Department.	December - March	Businesses and residents in the Borough. Management in Planning and Environment Department and staff in Section.	To obtain the views of customers to our service plans for the coming year and for the contributions of staff and management within the Department. Help develop partnerships through involving other organisations and residents and contribute to the key values of being innovative and open new ideas to deliver services.	To be considered

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Gedling Licensing Forum	Meetings.	Throughout the year.	Businesses involved in selling liquor and late night hot food, statutory 'responsible authorities' and residents.	To meet the expectations of the Licensing Act 2003. To obtain the views of businesses, residents and 'responsible authorities' in the area on licensing matters by the development of partnership working. Being innovative and open to new ideas in delivering services.	To be considered
Post Inspection Questionnaires	Direct mailing to a proportion of recently inspected businesses.	Throughout the year.	Proprietors of food premises and of businesses inspected for health and safety matters.	To obtain the views of service users on their experience and satisfaction with the inspection process and their ideas for improving the service.	To be considered
Pub Watch meetings	Attendance at periodic meetings of all the local Pub Watches.	Through out the year.	Publicans, other licensed premises holders and police.	To obtain the views of local businesses and the police on relevant licensing matters.	To be considered
Conservation Area Review - Calverton	Direct mailing, web site publicity and public meeting.	December 2005 – January 2006	Calverton residents.	To develop conservation policy and assist development control functions and to establish those elements contributing towards unique character of the conservation areas.	To be considered
Development Briefs for Local Plan Allocations	Direct mailing.	Throughout the year	Dependent on site but will include adjoining residents and statutory consultees.	To set out the type, scale and standards for the development of the site. Development briefs to be prepared for all Local Plan allocations accommodating over 50 dwellings.	To be considered

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Finance					
Housing Benefits	Questionnaire	October 2005	Housing and Council Tax Benefit recipients	To obtain feedback on the Housing Benefits service	To be considered
One Stop Shop	Questionnaire	Summer 2005	One Stop Shop Users	To obtain views on the services provided at the One Stop Shop	To be considered
Housing					
Tenants Consultation Panel	Formal meeting + minutes	6 weekly	Tenants	Tenants Consultation Panel – to consult with tenants on matters relating to the services provided by housing and also to share information with the group about the departments performance	To be considered
Services Review Group	Formal meeting + minutes	Monthly	Tenants, Councillors, union representative and staff	To discuss the progress of the Stock Options Appraisal and contribute towards the consultation methodology	To be considered
On and off site staff meetings	Formal meeting + minutes	Monthly	All staff	To provide information, disseminate the SMT minutes, update on the stock options appraisal process and provide a two way mechanism of communication	To be considered

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On and off site staff	Staff newsletter	Bi-monthly	All staff	To provide information, disseminate the SMT minutes, update on the stock options appraisal process and	To be considered
Digital TV Strategy for delivery	Focus groups Questionnaire TPC	Spring/summer 2005	Tenants in properties serviced by communal aerals	To obtain views on preference of delivery needs vs resources	To be considered
Partnering of Planned and Responsive Repairs. Materials Specification and choice	Marketing and show sets Focus groups TPC	Spring/Summer 2005	All tenants	Obtain views and produce strategic plan for future procurement And best value choice	To be considered
Leaseholders planned maintenance funding and delivery.	Focus groups Presentation Questionnaires	Spring 2006	Leaseholders	Resolve confusion over methodology and funding practices for leasehold property. Develop appropriate planned property maintenance in accordance with funding.	To be considered
Housing Strategy	Focus Groups Road Shows Questionnaires	Spring/Summer 2005	Tenants Residents Stake holders Voluntary Sector Statutory Sector	To influence the development of the Councils Housing Strategy and identify priorities.	To be considered
Homelessness Review and Strategy	Focus Groups Road Shows Questionnaires	Spring/Summer 2005	Tenants Residents Stake holders Voluntary Sector Statutory Sector Homeless households	To influence the development of the Councils Homelessness Review and Strategy and identify priorities.	To be considered

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Private Sector Renewal Policy and Strategy	Focus Groups Road Shows Questionnaires	Spring/Summer 2005	Tenants Residents Stake holders Voluntary Sector Statutory Sector Private Landlords	To influence the development of the Councils Private Sector Renewal Policy and Strategy and identify priorities.	To be considered
Stock Options Appraisal	Road shows Newsletters Questionnaires Free Phone	Early January 2005 for the next phase	All tenants, leaseholders	Completion of the Stock Options Appraisal for Government sign off by July 2005	To be considered
Supporting People Reviews	Newsletters Meetings Questionnaires Tenants Panel Focus Groups	Summer 05	Tenants Prospective Tenants Families and Carers Other Agencies	To ensure service meets the needs of tenants and Supporting People requirements.	To be considered
Undertake shadow self assessment of Audit Commission Key Lines of Enquiry	Questionnaires Meetings	Summer/Autumn 05	Tenants Other Agencies	To identify gaps in services and develop action plans aimed at meeting excellent/good rating.	To be considered
Legal & Democratic Services					
Arnold Town Centre north end Master Plan – Consultants Brief	Workshops Face-to-face meetings	July 2005	Local residents Local businesses Stakeholder organisations including PCT; Arnold Business Forum; Arnold Local Area	To seek views on issues to be covered in brief to consultants	No

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			Forum; ShopWatch		
Arnold Town Centre north end Master Plan – Options for development in consultants report	Workshops Face-to-face meetings Others as appropriate	November 05	Local residents Local businesses Stakeholder organisations including PCT; Arnold Business Forum; Arnold Local Area Forum; ShopWatch	To seek views on ideas and outline proposals for development included in consultants report	Yes

Please note – members will be amongst consultees on all issues where appropriate