

Supplementary Papers

Scrutiny Committee

held in the Abbey House, Abingdon
on Thursday, 20th September, 2012 at 7.00 pm

Open to the public including the press

10. **Consultation** (Pages 2 - 15)

To consider the head of corporate strategy's report.

Consultations undertaken – April 2011 – September 2012

Notes to table

- Information on team consultations is likely to be incomplete as this relies upon teams providing us with the relevant information for monitoring purposes. The list doesn't include consultation with young people on specific proposals
- In accordance with our contractor review of performance process we are required to measure customer satisfaction on an annual basis for major contractors – depending upon the terms of the contract and the nature of the service this work is either carried out by the council or by the contractor
- The new consultation system will enable this type of reporting to be automated (and other back office reporting such as cost, officer time etc.)
- For all corporate consultations paper copies, alternative formats such as large print and support to take part by phone are offered

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CONSULTATION	DATE	AUDIENCE	METHODOLOGY	PURPOSE	LEAD OFFICER	JOINT?
Corporate Consultations – significant input/led by the Shared Corporate Consultation Officer						
Council Tax Benefit	September 2012	General public, people who receive Council Tax benefit, stakeholders	Online and postal survey	To inform Content of final Council Tax Reduction Scheme	Kate Prince/ Paul Howden	Joint/ countywide
Resident Survey 2012	July 2012	General public	Face to face quota sample survey	Monitor satisfaction with the council and identify areas for improvement	Kate Prince	Vale
HALT survey 2012	July 2012	Gay, lesbian, bisexual, transgender community	Paper survey at Oxford Pride and online survey	Explore abuse and issues faced by the community to inform HALT partnerships work	Cheryl Reeves	Joint/ countywide

CONSULTATION	DATE	AUDIENCE	METHODOLOGY	PURPOSE	LEAD OFFICER	JOINT?
West Way area development	February – April 2012	Public, residents, businesses, shoppers and stakeholders in West Way area	Public meeting Online and postal survey	Identify preferences and concerns about development of the shopping and surrounding are. Inform negotiations with potential developers	Matt Prosser	Vale
Budget consultation for 2012/13	December 2011 - February 2012	Public and stakeholders	Online and postal survey, workshop with members of Citizens' Panel	Budget setting for 2012/3	Kate Prince/Steve Bishop	Vale
Corporate Plan 2012 - 2016	November 2011– January 2012	Public and stakeholders including Citizens' Panel, staff, town and parish councils and voluntary and community sectors	Workshops, focus group, online and postal survey	Explore views of those living in the area/priorities for the council to inform the new Corporate Plan	Sally Truman	Vale

CONSULTATION	DATE	AUDIENCE	METHODOLOGY	PURPOSE	LEAD OFFICER	JOINT?
Citizens' Panel 1: <ul style="list-style-type: none"> • Visiting council offices • CCTV • Keeping residents informed • customer service 	April 2011	Citizens' Panel members	Citizen Panel online and postal survey	<ul style="list-style-type: none"> • decision whether to further explore joint council office • views of CCTV for communications purposes • monitor impact of changes to how we communicate with residents • monitor satisfaction with customer contact and identify areas for improvement 	Kate Prince (David Buckle/-Liz Hayden/Shona Ware/Sally Truman)	Vale
Citizens' Panel 2: <ul style="list-style-type: none"> • street cleaning, waste and recycling • views of the council • on street parking enforcement • community safety • sports and leisure 	November 2011	Citizens' Panel members	Citizen Panel online and postal survey	<ul style="list-style-type: none"> • inform Biffa contractor monitoring • satisfaction with council and areas for improvement • decision whether to further explore taking over on street parking enforcement responsibilities • inform community safety targets • evidence to develop sports and leisure participation strategy 	Kate Prince (Ian Matten/Sally Truman/John Backley/Katharine Doherty/Kate Arnold)	Vale

CONSULTATION	DATE	AUDIENCE	METHODOLOGY	PURPOSE	LEAD OFFICER	JOINT?
Other corporate consultations – led by relevant staff, input from Corporate Consultation Officer						
Website testing inc. with people with disabilities	July 2011	General public, people with a range of disabilities	One to one interviews	Identify any improvements which need to be made to the websites for general public and to enable people with disabilities to use it effectively	Vic Buckett-Hipgrave	Vale
Participation of young people in positive activities	July 2011	Young People (VYM and YP Xchange)	Workshops	Inform a communications campaign in schools to promote positive activities among young people	Karen Tolley	Joint
Annual town and parish council forum	Autumn 2011	Town and parish councils	Workshops	To inform towns and parishes on a range of issues and understand their concerns	Anne Richardson	Vale
Annual voluntary and community sector forum	Autumn 2011	Voluntary and community sector groups	Workshops	To inform VCS groups on a range of issues and understand their concerns	Anne Richardson	Joint
Meeting everyone's needs	April 2011	Public, residents with disabilities and from ethnic minorities	Online and postal survey and Citizens' Panel survey	To inform the Council's equality objectives and action plan	Cheryl Reeves	Vale

CONSULTATION	DATE	AUDIENCE	METHODOLOGY	PURPOSE	LEAD OFFICER	JOINT?
Consultation to support equalities impact assessments (EIAs) where appropriate	October - December 2011	Disability Equality Panel/local access groups	Workshops	To understand access issues relating to council services and test findings of EIAs	Cheryl Reeves/ Various	Joint
Satisfaction with business rate collection	Summer 2011	Businesses	Postal survey	To inform customer satisfaction element of the annual performance review of Capita	Contractor/Paul Howden	Joint
Satisfaction with Benefits service	Summer 2011	Benefit claimants	Postal survey	To inform customer satisfaction element of the annual performance review of Capita	Contractor/Paul Howden	Joint
Planning Consultations – significant input/led by Shared Community Engagement Officer (Planning)						
Grove airfield planning application	February 2012 to present	Local residents of Wantage and Grove	Exhibition and online comments	To inform master planning work being undertaken on Grove airfield and decision process for the planning application	Mike Gilbert	Vale
Ongoing customer comment cards – Planning and Building control	Ongoing	All external users of the planning and building control service	Online and hard copy questionnaires	Informs ongoing review of planning and building control service	Karen Claridge/Adrian Duffield	Joint

CONSULTATION	DATE	AUDIENCE	METHODOLOGY	PURPOSE	LEAD OFFICER	JOINT?
Great Western Park development proposals	Ongoing - latest Summer/Autumn 2012	Great Western Park residents, adjoining residents, key service providers in Didcot	Workshop, exhibition, online and hard copy questionnaires	Latest phase of development proposals for Great Western Park	Laura Hudson/ Cathie Scotting/ Scott Riley	Joint
Neighbourhood Planning Event	July 2012	Town and parish councils	Presentation and workshop	Inform town and parishes about the neighbourhood planning process and gauge interest	Planning Policy/Corporate Strategy	Vale
Science Vale UK Infrastructure Consultation	Spring 2012	Didcot residents and adjoining parishes, key infrastructure providers	Workshops/focus groups, exhibitions, online questionnaire	Inform infrastructure priorities for the Science Vale UK area	Toby Warren/Scott Riley	Joint
Background work for Planning Customer Excellence Standard (CSE)	January - May 2012	Highest users of the planning service – planning agents, architects and designers, town and parish councils	Focus group sessions	Provide a base information for planning to work towards CSE	Rachel Facey/Scott Riley	Joint

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Abbey Precinct and Charter Area Supplementary Planning Document	June 2011	Abingdon residents and users of the shopping precinct	Exhibition, online and hard copy questionnaire, workshops with young people	Inform work on the development of the supplementary planning document	Scott Riley	Vale
Interim Housing Supply Policy	November 2011	Local residents and planning agents	Workshops, online and hard copy questionnaire	Inform development of an interim housing policy to bring forward housing development	Mark Williams/Scott Riley	Vale
Faringdon Neighbourhood Plan Area	December 2011	Local residents of Faringdon and adjacent parishes	Online questionnaire and hard copy	Inform approval of Faringdon's neighbourhood planning area	Scott Riley	Vale
Sustainability Appraisal Scoping	September 2012	Developers and planning agents, residents	Online questionnaire	Inform development of sustainability appraisal document	Scott Riley	Vale
Wantage, Grove, Faringdon, Didcot and Harwell Core Strategy Steering groups	Ongoing	Work with identified town and parish council groups	Formal meetings	Help inform the development of the core strategy	Planning Policy/Scott Riley	Vale
Team consultations – led by teams with limited or no input from the Consultation Officer						
Leisure centre customer satisfaction	February 2012	Leisure centre users	Face to face and on-line questionnaires	Performance reviews of DC Leisure and Soll	Chris Webb	Vale

CONSULTATION	DATE	AUDIENCE	METHODOLOGY	PURPOSE	LEAD OFFICER	JOINT?
Holiday activity programme evaluation	September 2011 and 2012	Holiday course participants	Face to face questionnaires 2011 and on-line survey 2012	Provide feedback on holiday courses / areas for improvement and types of courses that would be of interest	Jo Paterson	Joint
Formal consultations on two new car park orders to introduce the two hours free parking	June 2011/February 2012	General public, town and parish councils	Formal advertisement, website, town & parish councils – order held at council offices	Decision to introduce two hours free parking	John Backley	Vale
A trial 'RAG' audit in the ladies toilet in Portway, Wantage about toilet cleanliness	Trial underway	Users of the toilets	'Vox pop' survey	This is being tested by the toilet cleaning contractor as a way of measuring user satisfaction	John Backley	Vale
Business consultation	October 2011	All businesses	Online survey	To set baseline to measure the impact of introduction for two hours free car parking on Vale businesses and town centre vitality	Trudy Godfrey	Vale
Business park survey	January 2012	Business Park owners and managers	Online survey	To understand issues facing business park operators	Trudy Godfrey	Joint

CONSULTATION	DATE	AUDIENCE	METHODOLOGY	PURPOSE	LEAD OFFICER	JOINT?
Wantage loyalty card	May 2012	Wantage loyalty card holders	Online survey	To understand shopping patterns and shoppers needs	Trudy Godfrey	Vale
Business confidence	February 2012	Businesses attending annual business breakfast	Hard copy questionnaire (in delegate packs) and emailed post event	To understand business confidence and test results of annual survey	Suzanne Malcolm	Joint
Broadband survey	February 2012	Businesses attending annual business breakfast	Hard copy questionnaire (in delegate packs) and emailed post event	To understand issues facing businesses in relation to broadband	Suzanne Malcolm	Joint
Housing customer satisfaction survey	October - December 2011	Housing customers	Postal survey	To identify satisfaction levels with service and seek pointers for improvement	Lyn Scaplehorn	Joint

CONSULTATION	DATE	AUDIENCE	METHODOLOGY	PURPOSE	LEAD OFFICER	JOINT?
Tenancy Strategy	June 2012	Local Registered providers (housing associations)	Workshop	To agree a tenancy strategy for the district, this will set the parameters for all new tenancies that registered providers provide in the future	Helen Novelle	Joint
Taxi Policy Consultation	April – June 2012	Residents, councillors, stakeholders	Online survey, paper questionnaire, trade meetings	Revised joint taxi policy	Robert Draper	Joint
Taxi Licensing Customer Survey	July 2012 onwards	Drivers	Paper questionnaire	Improved customer service	Elley Reid	Joint
Local Land Charges Customer Survey	January 2012	Customers of the service	Paper questionnaire	Improved customer service	Jo Edwards	Joint

Consultations currently planned to 31 March 2013

CONSULTATION	DATE	AUDIENCE	METHODOLOGY	PURPOSE (WHICH DECISION WILL IT INFORM)	LEAD OFFICER	JOINT?
Corporate consultations						
Budget consultation for 2013/14	Autumn 2012	Public and stakeholders	Online and postal survey, workshop with members of Citizens' Panel	Budget setting for 2013/4	Kate Prince/Steve Bishop	Vale
Customer service standards	Autumn 2012	Public	To be confirmed	Inform harmonised and revised customer service standards	Yvonne Cutler Greaves	Joint
Citizens' panel survey 3	Autumn 2012	Citizens' panel members	Postal and online questionnaire	Topics to be confirmed	Kate Prince	Vale
Citizens' panel survey 4	Spring 2013	Citizens' panel members	Postal and online questionnaire	Topics to be confirmed	Kate Prince	Vale

CONSULTATION	DATE	AUDIENCE	METHODOLOGY	PURPOSE (WHICH DECISION WILL IT INFORM)	LEAD OFFICER	JOINT?
Planning consultations						
Milton Park Local Development Order	October 2012	Businesses and tenants of Milton Park and Science Vale UK, local residents in the area	Online and hardcopy questionnaire	Inform revisions to the local development order	Mike Gilbert/Scott Riley	Vale
Great Western Park development proposals	Ongoing latest Summer/Autumn 2012	Great Western Park residents, adjoining residents, key service providers in Didcot	Workshop, exhibition, online and hard copy questionnaires	Latest phase of development proposals for Great Western Park	Laura Hudson, Cathie Scotting, Scott Riley	Joint
Core Strategy Preferred Options Refresh	TBC	All residents	Workshops, online and hardcopy questionnaires	Inform development of planning policy	Scott Riley	Vale
Wantage, Grove, Faringdon, Didcot and Harwell Core Strategy Steering groups	Ongoing	Work with identified town and parish council groups	Formal meetings	Help inform the development of the core strategy	Planning Policy/Scott Riley	Vale
Community Infrastructure Levy (CIL)	February 2013	Town and parish councils, developers and agents	TBC	Inform development of the preliminary draft charging schedule	Brian Crooks/Scott Riley	Vale
Ongoing customer comment cards – Planning and Building control	Ongoing	All external users of the planning and building control service	Online and hard copy questionnaires	Informs ongoing review of planning and building control service	Karen Claridge/Adrian Duffield	Joint

CONSULTATION	DATE	AUDIENCE	METHODOLOGY	PURPOSE (WHICH DECISION WILL IT INFORM)	LEAD OFFICER	JOINT?
Team consultations						
Business confidence	February 2013	Businesses attending annual business breakfast	Interactive survey at event, online survey, competition	To understand business confidence and compare with annual survey	Suzanne Malcolm	Joint
Participation strategy	October/ November 2012	Residents, councillors, stakeholders	Online questionnaire	To inform the final participation strategy	Kate Arnold	Joint
Leisure facilities strategy	October/ November 2012	Residents, councillors, stakeholders	On-line and paper questionnaires	Adoption of leisure facilities strategy	Kate Arnold	Vale
Leisure centre customer satisfaction	February 2013	Leisure centre users	Face to face and on-line questionnaires	Performance reviews of DC Leisure and Soll	Contractor/ Chris Webb	Vale
Local Land Charges Focus Group	October 2012	Customers of the service	Meeting and discussion	Improved customer service	Jo Edwards	Yes
Local Land Charges Customer Survey	January 2013	Customers of the service	Paper questionnaire	Improved customer service	Jo Edwards	Yes
Gambling Policy Consultation	November 2012 – January 2013	Residents, councillors, stakeholders	Online survey, paper questionnaire, trade meetings	Revised joint taxi policy	Robert Draper	Yes
Satisfaction with business rate collection	TBC	Businesses	TBC	Annual performance review of Capita	Contractor/Paul Howden	Joint

CONSULTATION	DATE	AUDIENCE	METHODOLOGY	PURPOSE (WHICH DECISION WILL IT INFORM)	LEAD OFFICER	JOINT?
Satisfaction with Benefits service	TBC	Benefit claimants	TBC	Annual performance review of Capita	Contractor/Paul Howden	Joint