

Consultation Plan 2010/11 (Service order)

<u>Lead Service / Officer</u>	<u>Consultation</u>	<u>Date of fieldwork</u>	<u>Statutory</u>	<u>Description</u>	<u>Sample type and size</u>
Community Services Amanda Cobb	Out of Hours Service	April 2010 – March 2011	No	Self completion postal survey to clients who have called the out of hours telephone number to ascertain how their call was dealt with.	% of calls received dependant on query.
Community Services Amanda Cobb	Customer Satisfaction	April 2010 – March 2011	No	Self completion postal survey to ascertain satisfaction with service provided.	All Careline clients.
Community Services Leanne Thornton	CDRP	Jan – March 2011	Yes	Strategic Assessment Consultation	Stakeholders General Public Partners 4000+
Corporate Performance Diana Hayter	Place Survey	September – December 2010	Yes	Self completion postal survey on residents perceptions of the area in which they live to provide statistics for several new NIs	All adult residents 1100 minimum
Corporate Performance Diana Hayter	Customer Focus Group	Twice a year	No	Qualitative consultation on various service and corporate issues	Customers Up to 20
Environmental Services John Fox Legal Services John Margerum	Environmental and Legal Services Regulatory Contacts	April 2010 – March 2011	Yes	Self completion postal survey to assess satisfaction levels following contact with business. NI 182	% of regulatory contacts in a month.
Environmental Services Anna Watson	Tackling fuel poverty	April 2010 - March 2011	Yes	Self completion postal survey to assess levels of energy efficiency in houses occupied by people claiming income based benefits NI 187	Random sample of households claiming income based benefits
Financial Services Karen Neath	Budget Consultation	To be determined	Yes	Public meeting to present and discuss the proposed budget and Council Tax.	Invitees from the business and voluntary sectors

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Housing Services Emma Norton	Tenant and leaseholder consultation on major works, long term agreements & management issues	April 2010 – March 2011	Yes	Specific targeted consultation with affected tenants and leaseholders in respect of planned major works, long term agreements or management issues in accordance with duties under Commonhold and Leasehold Reform Act and Housing Acts	All tenants and leaseholders who may be affected by individual schemes, agreements or issues
Housing Services Emma Norton	Tenant satisfaction survey	April 2010 – March 2011	Yes	Mandatory survey to assess satisfaction levels with the service provided and to inform NI 160	All tenants
Housing Services Emma Norton	Tenant and leaseholder consultation on major works	April 2010 – March 2011	No	Targeted self completion surveys to assess satisfaction levels with planned maintenance and improvement programme and identify any areas for improvement	All tenants and leaseholders who may be affected by individual schemes
Housing Services Emma Norton	Housing Register Satisfaction Survey	April 2010 – March 2011	No	Targeted self completion surveys to assess satisfaction levels with Housing Register application process and property allocated	All new tenants as well as those moving within TDC housing stock.
Housing Services Emma Norton	Satisfaction Survey	April 2010 – March 2011	No	Targeted self completion surveys to assess satisfaction of former tenants with service provided by the Council as a landlord	All former tenants
Housing Services Emma Norton	Tenants Panel	April 2010 – March 2011	No	Consultation with members of the Tenants Panel and its themed sub groups regarding issues of housing policy, management and maintenance	Members of the Tenants Panel – approx 40
Housing Services Emma Norton	Sheltered housing	April 2010 – March 2011	No	Quarterly (or as otherwise agreed) meetings with residents of sheltered housing schemes to discuss service and scheme specific issues	All tenants of sheltered housing
Housing Services Emma Norton	Communal cleaning	April 2010 – March 2011	No	Targeted consultation regarding satisfaction with standard of cleaning being achieved	All tenants and leaseholders receiving the service
Housing Services David Black	Nuisance / anti social behaviour	April 2010 – March 2011	No	Targeted self completion surveys to assess satisfaction levels with handling of complaints of nuisance or anti social behaviour	All tenants reporting nuisance or anti social behaviour
Housing Services Emma Norton	Tenancy conditions	April 2010 - December 2010	Yes	Consultation with tenants regarding proposed changes to tenancy agreement	All tenants

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Housing Services Emma Norton	Agreement of local standards	April 2010 – March 2011	Yes	Consultation with tenants to establish local standards in those service areas where the TSA has indicated that their national standards should be tailored	All tenants
Housing Services Emma Norton	Leasehold satisfaction survey	April 2010 – March 2011	No	Satisfaction survey to establish leaseholders satisfaction with various aspects of the service provided	All leaseholders
Leisure Services Mike Carran	Sports facilities user satisfaction and service specific issues	April 2010 – March 2011	No	A number of self completion satisfaction questionnaires to be completed by a selected number of participants at various activity sessions and clubs e.g. Active 4 Life, Lifestyles and Skate Park	Sample size will be determined by the session surveyed
Leisure Services Chris Holmes	Active Zone Holiday Programme	October 2009	No	Self completion questionnaires from the new brochure – consultation on the key elements of the action zone programme e.g. quality of staff, value for money and range of activities	Determined by response rate (Parents and Children)
Leisure Services Janet Beech	Crematorium Services	September 2010 & March 2011	No	Face to face meetings to identify issues and actions to improving the services related to the Crematorium	Funeral Directors and Ministers
Leisure Services Tim Sutton / Trevor Mills	Seafront and Gardens	November 2010	No	Self completion questionnaires	Seafront Users
Leisure Services David Hall	Beach Hut Users	April 2010– March 2011	No	Face to face meetings with Beach Hut users to identify issues and actions for improvements	Beach Hut Owners and Associations
Leisure Services Lee Pugh	Princes Theatre	September 2009– March 2010	No	Use of Achieve Forms and feedback forms from Programmes and Brochures. If responses are low this may be supplemented by additional surveys, either face to face or by self completion questionnaires.	Those taking advantage of the opportunity to provide feedback

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Leisure Services Chris Holmes	Sports Clubs	April 2010 - March 2011	No	Self completion questionnaires to be completed by the Sports Clubs in the district as part of the Annual Sports Clubs Directory mail-out on support for various topics such as generic and coach education courses and funding applications	Sports Clubs
Leisure Services Kirsty Horton	Play Areas	April 2009- March 2010	No	Consultation by a combination of letter, satisfaction surveys and evaluation by schools of all proposals for new and refurbished play areas carried out in the District during the year	Various size dependant upon scale of project
Planning Service Michelle Townsend/Jan Osborne	Customer Satisfaction	Ongoing	No	A book in the Reception to enable all visitors to make comments on the general appearance and impression of services at Weeley.	Planning reception customers
Planning Service Michelle Townsend/Jan Osborne	User Satisfaction Survey	March 2010 - April 2011	No	A comprehensive questionnaire to establish customers' satisfaction with the Planning Service	Applicants / Agents
Planning Service Gary Pullan	Agents' Forum	Twice a year	No	Forum with Agents to consult on specific and timely issues.	Agents
Planning Service Graham Thomas /Nigel Goodier	Town/Parish Councils	Twice a year	No	Forum with Town and Parish Clerks and other relevant people to consult and discuss specific and timely issues.	Town and Parish Councils
Planning Service Graham Thomas/Nigel Goodier	Town/Parish Council User Satisfaction Survey	April 2010 – March 2011	No	A comprehensive questionnaire to establish Town/Parish Council satisfaction with the Planning Service	Town and Parish Councils

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Planning Service Gary Guiver	Local Development Framework	April 2008 – Dec 2011	Yes	<p>Specific consultations during the preparation of the following documents (see the Council's adopted Local Development Scheme for specific dates):</p> <ul style="list-style-type: none"> ➤ Core Strategy DPD ➤ Site Specific Allocations DPD ➤ Clacton Town centre Area Action Plan ➤ Mistley Waterfront SPD ➤ Affordable Housing SPD ➤ Conservation Areas SPD <p>All consultations will be carried out in accordance with the Council's adopted Statement of Community Involvement. Informal consultations may also be carried out on background technical studies and Sustainability Appraisal documents.</p>	Residents, Members, Parish / Town Councils, Go-East, Natural England, English Heritage, other key stakeholders (all statutory consultees are set out in the Planning Regulations)
Planning Service Phil Hornby	Conservation Area Management Plans	April 2010 – March 2011	No	St Osyth – consultation exercise with exhibition	Residents Associations, Local Fora, Local Heritage and Preservation Groups, Business Organisations
Technical and Procurement Services Ian Taylor	Parking Services	August 2009	No	General satisfaction survey of car parks – face to face consultation in 2 or 3 well used car parks during the busy summer season – to be carried out every 2 years.	Car park users Approx 150
Technical and Procurement Services Ian Taylor	Parking Services	Ongoing	No	Website survey on Parking Services for on-line completion	Car Park Users
All Services	Equality Impact Assessments	April 2010 – March 2011	Yes	Assessment of the impact of policies, strategies, procedures, projects and service provision on residents and staff and to help the Council comply with the specific duties of anti-discrimination and equalities legislation	Residents and stakeholders