



DISTRICT COUNCIL
NORTH OXFORDSHIRE

**Consultation & Engagement Strategy
2016 – 2019**

**Action Plan
2016 - 2017**

CDC Business Plan 2016 – 2017

Priority: Cherwell: safe, green, clean

b3. Work with partners to help ensure the District remains a low crime area, reducing fear of crime, tackling Anti-Social Behaviour and focussing on safeguarding our residents and businesses.

Priority: Cherwell: a thriving community

c2. Work with partners to support financial inclusion and help local people into paid employment.

c5. Work to promote and support health and wellbeing across the district.

c6. Provide support to the voluntary and community sector.

Priority: Cherwell: sound budgets and customer focused council

d2. Continue to communicate effectively with local residents and businesses

Action Set 1: Effective Engagement

1. Demonstrate a clear commitment to consultation and community engagement
2. Have a coordinated but flexible approach to consultation that meets the needs of all our services and ensures a consistent approach across the council
3. Work in partnership with others where appropriate to ensure effective consultation
4. Undertake consultation in line with clear standards and good practice
5. Ensure our consultation and engagement is open, accessible and inclusive

| Action | Output/Outcome | Service Area Link |
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| Develop Consultation and Engagement Strategy and three year action plan to be signed off by Executive | <ul style="list-style-type: none"> • Review the strategy, opportunities, legislation and bring forward revised or a new version of strategy | |
| Promote strategy and action plan within Cherwell District Council and partners | <ul style="list-style-type: none"> • Raise awareness of consultation and engagement strategy and requirements by publishing the results and findings of the consultations | |
| Develop consultation & engagement arrangements and opportunities to support Members and service areas Officers in their roles | <ul style="list-style-type: none"> • Promote the activities of both Members and Officers throughout the Council. • Provide a calendar of events to encourage shared activities | <ul style="list-style-type: none"> ➤ All service areas. |
| Ensure staff and managers have sufficient tools to undertake effective consultation. | <ul style="list-style-type: none"> • Ensure services are evaluated by appropriate survey and targeted participants | <ul style="list-style-type: none"> ➤ Housing Options Team ➤ Economic Development ➤ Community Service (Summer Hubs programme) ➤ Waste Recycling |
| Deliver 2 Connecting Community Events in | <ul style="list-style-type: none"> • Connecting Community | <ul style="list-style-type: none"> • Anti-Social Behaviour |

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| CDC | Events involve the services of the council as well of those offered by our partner agencies and voluntary groups. Targeted to meet the needs of the community it is at: Kidlington April 2016 and Bicester November 2016. | <p>Team</p> <ul style="list-style-type: none"> • Community Services (leisure) • Housing • Economic Growth • Public Protection • Benefits Advice • Outside agencies/volunteers |
| Deliver annual corporate consultation | <ul style="list-style-type: none"> • Annual surveys - budget/investment/savings priorities (budget consultation). • Annual Customer Satisfaction Survey | <ul style="list-style-type: none"> ➤ Finance ➤ Performance & Insight |
| Maintain local partnership networks to help ensure that consultation and engagement activities are well planned publicised and do not lead to consultation fatigue. | <ul style="list-style-type: none"> • Participate and promote the Northamptonshire Residents Panel and other county wide consultations when appropriate by OCC or other partner agencies. • Ensure information about planned consultations and engagement events is available to CDC partners, Parish Council's and local voluntary groups • Attend network meetings with local forums including voluntary groups and NHS services and Thames Valley Police (IAG) | <ul style="list-style-type: none"> ➤ Community Services |

Action Set 2: to capture and use relevant and meaningful insight from a wide range of stakeholders on how they use and/or perceive our services, what changes they would like to see and where there is scope to provide improved or additional services.

| Action | Output/Outcome | Service Area Link |
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| Use the results of the Annual Satisfaction Survey to inform council and activity. | <ul style="list-style-type: none"> • Results provided as part of Business Plan planning to shape objectives and delivery • Disseminate results to CDC managers and partners; identify actions to take as a result of the survey. | <ul style="list-style-type: none"> ➤ Performance & Insight & all service areas |
| Ensure services use consultation and engagement evidence | <ul style="list-style-type: none"> • Ensure customer feedback and evidence from consultation and engagement work informs | <ul style="list-style-type: none"> ➤ Performance & Insight & all service areas |

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| as part of service planning. | service plans and bids for service development or growth. | |
| Ensure there are effective arrangements in place for feeding back the results of consultation to those who have taken part | <ul style="list-style-type: none"> • Ensure consultation findings will be feedback to those who took part in the consultation activity and those affected. • Publish actions taken as a result of consultation on the council's web pages. Work with the services and teams to develop an on-going feedback mechanism for their customers to enable collecting customer comments, compliments and complaints. | <ul style="list-style-type: none"> ➤ Communications ➤ All services |
| Undertake the corporate consultation programme to inform service and financial planning | <ul style="list-style-type: none"> • Undertake customer satisfaction as part of an annual programme. Highlight how results are informing the budget and council priorities. | <ul style="list-style-type: none"> • Public facing services |
| Work with Economic Development to ensure local businesses and Job Clubs attendees are included with consultation and engagement processes | <ul style="list-style-type: none"> • Ensure feedback opportunities for local businesses and Job Club attendees. • Work with team to ensure presence at community events to promote both the Job Club and Job Match services | <ul style="list-style-type: none"> ➤ Economic Development |
| Provide support and assistance to Strategic Planning and Economy; including Banbury and Bicester Masterplans | <ul style="list-style-type: none"> • Link in with Planning Policy – Statement of Community Involvement to ensure opportunities to promote Planning policies during consultation and engagement events. | <ul style="list-style-type: none"> ➤ Planning |
| Ensure effective consultation and engagement with residents on housing policies, plans and strategies, including housing strategies. | <ul style="list-style-type: none"> • Ensure Housing services presence at the community engagement events. | <ul style="list-style-type: none"> ➤ Housing ➤ Sanctuary Housing |