



**Consultation & Engagement Strategy
2017 – 2020**

**Action Plan
2017 - 2018**

CDC Business Plan 2017 – 2018

Below are the four overarching Priorities and the specific objectives which relate to consultation and engagement

Cherwell: a district of opportunity

- Support parish teams preparing neighbourhood plans for their community
- Improve customer satisfaction with regulatory services

Cherwell: safe, green, clean

- Maintain high customer satisfaction with recycling/waste and street cleansing services

Cherwell: a thriving community

- With partners help improve lives of most vulnerable from Brighter Futures initiative
- Promote good health and wellbeing to residents and workers through the provision of active lifestyle opportunities plus advice on community engagement and healthy eating
- Provide support to the voluntary and community sector

Cherwell: sound budgets and customer focused council

- Communicate effectively with local residents and businesses and increase access to services

Objective 1: Have a clear commitment to consultation and community engagement with a coordinated but flexible approach that provides insight into improving business delivery

Action	Output/Outcome	Service Area Link	When?
Consultation and Engagement Strategy review of 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 	<ul style="list-style-type: none"> ➤ Strategic Intelligence & Insight Team ➤ Community Services 	Quarter 4 2017/18
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 	<ul style="list-style-type: none"> ➤ Strategic Intelligence & Insight Team ➤ Community Services 	Quarter 1 2017/18
Develop deeper dive 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 from service plans 	<ul style="list-style-type: none"> ➤ All service areas 	Quarter 1 & 2 2017/18 – following results of residents' survey
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 	Quarter 2 & 3 2017/18
Deliver three knowing your community events within the council.	<ul style="list-style-type: none"> Increase officers and members knowledge of particular community issues within the district. 	<ul style="list-style-type: none"> • All service areas • Member awareness 	Quarter 1-4 2017/18
Deliver two Connecting Community Events in CDC Deliver eight micro Connecting Community Events in CDC	<ul style="list-style-type: none"> Connecting Community 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. and the councils strategic priorities. 	<ul style="list-style-type: none"> • Anti-Social Behaviour Team • Community Services • Housing • Economic Growth • Public Protection • Benefits Advice 	Quarter 1-4 2017/18

<p>Deliver four Connecting Community Events – New developments on Kingsmere estate and Longford Park</p>	<ul style="list-style-type: none"> • Micro Connecting Community events will use district events as platforms to engage targeted audiences and hard to reach groups. • Connecting Community events – New developments will engage with new residents on large scale developments to showcase and sign post new communities to council services and local opportunities. 	<ul style="list-style-type: none"> • Outside agencies/volunteers • Stakeholders 	
<p>Deliver annual corporate consultation</p>	<ul style="list-style-type: none"> • Annual surveys - budget/investment/savings priorities (budget consultation). • Annual Residents' Satisfaction Survey 	<ul style="list-style-type: none"> ➤ Finance ➤ Strategic Intelligence& Insight Team 	<p>Quarter 1 2017/18</p>
<p>Maintain local partnership networks to help ensure that consultation and engagement activities are well planned publicised and do not lead to consultation fatigue.</p>	<ul style="list-style-type: none"> • Participate with 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"> ➤ Strategic Intelligence& Insight Team ➤ Community Services 	<p>Quarter 1-4 2017/18</p>

Objective 2: Show how the results of our consultation identify issues, influence outcomes and help improve performance delivery

Action	Output/Outcome	Service Area Link	When?
Collect all consultation/feedback from all services into SIIT	<ul style="list-style-type: none"> • Provide all SMT/JMT/Members/services a one stop service of consultation for the council. Deeper dive & annual survey 	<ul style="list-style-type: none"> ➤ All service areas ➤ Strategic Intelligence & Insight Team 	Quarter 1-4 2017/18
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 Planning to shape objectives and delivery • Results to be presented to SMT/JMT/Members & services; identify actions to take as a result of the survey • Link results to Deeper dive results from internal and external customers. 	<ul style="list-style-type: none"> ➤ Strategic Intelligence & Insight ➤ All service areas 	Quarter 1&2 2017/18
Ensure services use consultation and engagement evidence as part of service planning.	<ul style="list-style-type: none"> • Ensure customer feedback and evidence from consultation and engagement work informs service plans and bids for service development or growth. 	<ul style="list-style-type: none"> ➤ Strategic Intelligence & Insight Team ➤ All service areas 	Quarter 1-4 2017/18 Prioritisation timetable will be established following residents survey results
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. 	<ul style="list-style-type: none"> ➤ Strategic Intelligence & Insight Team ➤ Communications ➤ All services 	Quarter 1-4 2017/18

	Work with the services and teams to develop an on-going feedback mechanism for their customers to enable collecting customer comments, compliments and complaints.		
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"> ➤ All services ➤ Finance 	Quarter 1 2018/19
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 	Quarter 1-4 2017/18
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 	Quarter 1-4 2017/18
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 	Quarter 1-4 2017/18