

Objective 1: Demonstrate a clear commitment to consultation and community engagement

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Goal	Action	Completion Date	Lead Officer
1. Complete Consultation and Engagement Strategy and three year action plan to be signed off by Executive	Report to Executive	February 2009	Community and Corporate Planning Manager
	Annual Update Reports (Performance review of the strategy and consultation/engagement activity)	March 2010 March 2011	
	Bring forward next version of the strategy	March 2012	
2. Promote new strategy and action plan within Cherwell District Council and the LSP(Local Strategy Partnership)	Raise awareness of consultation and engagement strategy and statutory requirements (e.g. Comprehensive Area Assessment, Duty to Involve) by publishing the Council's commitments, standards and policies. Develop a charter to clearly state our standards to the public.	Charter July 2009 Ongoing 2009	Community and Corporate Planning Manager, Community Planning Assistant
	Managers event (EMT) to publicise strategy	January 2009	
	Item in Cascade about consultation and engagement, review success and consider an annual item or place in CDC annual report.	November 2009	
	Article in Inside Cherwell about consultation and engagement	April 2009	
	Monthly managers update and reminder for the consultation calendar	February 2009, ad hoc briefing notes when policy change requires	
3. Develop consultation arrangements and opportunities to support	Regularly brief Members on planned consultation and opportunities for involvement	June 2009, ongoing, quarterly	Community and Corporate Planning Manager,

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Members in their roles	Setup Member led consultation activities, road shows and public consultation days.	First events to relate to sustainable community strategy in summer 2009.	Community Planning Assistant Members of consultation group
	Work with Communications Member Champion to consider a consultation role and how to work more closely with Members	March 2009	
	Work with Democratic Services to ensure the Forward Plan and council reports make clear reference to consultation.	October 2009	Community and Corporate Planning Manager, Democratic Services Manager
	Establish a protocol with parish councils to coordinate consultation and prevent overload or consultation fatigue with the parishes.	October 2009	Community and Corporate Planning Manager, Rural Development & Countryside Officer
4. Set up consultation workshops and training for officers and members	Evaluate Members' training needs with regards to consultation	April- July 2009	Community Planning Assistant, democratic service manager, HR Training Manager
	Evaluate staff training needs with regard to consultation		
	Set up training events.	September 2009	

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Objective 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.

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Goal	Action	Completion Date	Lead Officer
1. Establish an internal network of consultation practitioners to help develop and implement the consultation strategy	Establish Internal Consultation Group.	March 2009	Community Planning Assistant
	Facilitate quarterly meetings of Consultation Group to share best practice, develop skills and discuss consultation issues.	Quarterly	
	Promote Consultation Group as a central resource for consultation and engagement advice	June 2009	
2. Use internal Consultation Group to coordinate consultation activity	All major consultation activity to be discussed and agreed by this group. All consultation events to be published on the online consultation calendar	June 2009	Community and Corporate Planning Manager
3. Provide tools for staff and managers to undertake effective consultation.	Procure software to facilitate online surveys, discussion groups (interactive consultation), and a single portal for Cherwell consultation including a consultation calendar.	May 2009	Community and Corporate Planning Manager
4. Establish clear support and guidance arrangements for employees undertaking consultation work	Publish consultation checklist	July 2009	Community Planning Assistant
	Publish a toolkit to support consultation (Consultation Toolkit)	February 2009	
	Develop an online corporate question bank of questions used in surveys	December 2009	
5. Establish Consultation database (list of contacts to	Identify the consultation groups (addresses and contact details to local organisations and groups	July 2009	Community Planning Assistant

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Goal	Action	Completion Date	Lead Officer
communities, groups - who might help/support/ take part in consultation processes)	Update on regular basis	Quarterly	
6. Establish a three programme of corporate consultation to underpin corporate, service and financial planning.	Develop a single approach to Corporate Customer Satisfaction and Budget Consultation with a 3 Year framework contract to deliver improved value for money and better information to support service and financial planning. This framework should be adaptable to meet the needs of any emerging policy from the communities in control white paper.	April 2009	Community and Corporate Planning Manager
7. Deliver annual round of corporate consultation	Annual surveys –residents priorities, customer satisfaction and budget/investment/savings priorities (budget consultation)	August 2009 August 2010 August 2011	

Objective 3: Work in partnership with others to ensure joined up consultation.

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Goal	Action	Completion Date	Lead Officer
1. Develop cross county arrangements to help ensure that consultation and engagement activities are well planned, publicised and do not lead to consultation fatigue.	Participate in county wide consultation group, including joint procurement where appropriate.	Ongoing quarterly	Community and Corporate Planning Manager
	Develop arrangements for an Oxfordshire wide consultation portal to help Cherwell residents to access district and county wide consultation events from a single web page.	April 2010	
	Promote a partnership approach to consultation and engagement via the county wide consultation officers group (possibly expand to include partners)	November 2009	Community and Corporate Planning Manager
2. Commission the Place Survey	Commission and deliver survey in partnership with County Council and all Oxfordshire District Councils.	April 2009	Community and Corporate Planning Manager
	Commission subsequent place survey's in partnership	2010/11	
3. Establish a joint Consultation strategy with the Cherwell Community Planning partnership	Agree an approach to community engagement and consultation that will underpin the delivery of the new Sustainable Community Strategy and inform future Cherwell priorities for the LAA. This should also take account of the statement of community involvement.	December 2009	Community and Corporate Planning Manager

Objective 4: Undertake consultation in line with clear standards and good practice.

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Goal	Action	Completion Date	Lead Officer
1. Put in place and publicise a set of quality standards and apply them to all consultation and engagement exercises	Identification of officers from each service area to be responsible for consultation and engagement and participate in the internal officers group.	March-April 2009	Community Planning Assistant and the internal officer consultation group
	All consultations to be registered with the Community Planning team to enable them to be publicised on the online consultation calendar. All consultations to follow the consultation process outlined in Consultation Toolkit and Consultation Checklist.	June 2009	
2. Provide comprehensive advice and guidance to other departments and in the area of consultation.	Publicise Consultation and Engagement standards to managers as laid in the consultation and engagement strategy.	March 2009	Community Planning Assistant
	Work with the Human Resources Training Manager to ensure that opportunities are available to support officers who need to develop consultation and engagement skills.	July 2009 (and ongoing as part of appraisal action plans)	Community Planning Assistant
3. Quality assure our approach to consultation and engagement.	Review approach to consultation and engagement strategy using CAA key lines of enquiry (Health Check) and comparison with other similar organisations.	Annual as part of the strategy's performance report	Community and Corporate Planning Manager; Improvement Team, Audit
4. Externally review our approach.	This will be undertaken through a variety of means, including the CAA Assessment / IDEa peer review / Equalities Peer Review / Annual Use of Resources Assessment	Annual	Community and Corporate Planning Manager; Improvement Team, Audit

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Objective 5: Ensure our consultation is open, accessible and inclusive.

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Goal	Action	Completion Date	Lead Officer
1. Carry out an equality impact assessment for the proposed strategy	Take item to Equalities and Access Advisory Panel for public discussion.	December 2008	Community and Corporate Planning Manager
	Circulate strategy, action plan and charter to stakeholders for comment.	March 2009	Community Planning Assistant
2. Develop clear support arrangements for service managers to address the requirements of equality impact assessments.	Develop standard equalities monitoring questions for surveys	June 2009	Community Planning Assistant
	Set up and maintain the Equality and Access to Services Advisory Panel	Quarterly	
	Explore developing specific consultation fora including disabled groups, faith groups, older, younger people and BME groups where required	April 2010	
	Compile and publish council-wide consultation plan including timetable (Consultation Calendar)	June 2009	
	Feature regular consultation articles in Cherwell Link magazine.	September 2009	
3. Promote engaging with hard-to-reach groups	Establish needs of officers in terms of consultation and engagement support consultation group	September 2009	Community Planning Assistant Consultation Group
	Establish a programme of 'knowing your community' events for staff to highlight issues around engagement with hard to reach groups	Quarterly event.	
	Update good practice guidance for consulting with hard-to-reach groups	April 2009	
4. Help members of the public and stakeholders to access our consultation and	Ensure all consultation and engagement activities have a clear officer lead who can provide advice and support for those stakeholders who would like to get involved.	May 2009	Community Planning Assistant Consultation Group

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Goal	Action	Completion Date	Lead Officer
engagement events	Establish generic consultation email available for public	March 2009	
	Ensure that the council's plain English policy is applied to consultation	August 2009	

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Objective 6: Demonstrate how the results of our consultation influences outcome.

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Goal	Action	Completion Date	Lead Officer
1. Ensure there are effective arrangements in place for feeding back the results of consultation to those who have taken part.	Prepare and reproduce a standard paragraph on the front of all consultation documents, explaining the consultation purpose and how the outcomes will be used.	February 2009	Community Planning Assistant
	Develop a standard template for feeding back consultation findings.	February 2009	
	Publish actions taken as a result of consultation on the council's web pages.	August 2009	
	Work with the customer services team to develop a feedback mechanism on customer comments, compliments and complaints.	August 2009	
	Host workshops for staff and managers to feedback the outcomes of the corporate consultation programme	Annually September	Community and Corporate Planning Manager
2. Use the results of the 2008/09 Place Survey to inform council and partnership activity.	Disseminate results to CDC managers and partners; identify actions to take as a result of the survey.	April – July 2009	Community and Corporate Planning Manager
	Ensure the results of the Place Survey are fed into the new Sustainable Community Strategy for Cherwell.	June 2009	
3. Undertake the corporate consultation programme to inform service and financial planning	Undertake customer satisfaction and budget consultation as part of an annual programme. Highlight how results are informing the budget and council priorities throughout budget setting process.	Annual programme to be completed by end August each year.	Community and Corporate Planning Manager
4. Ensure services use consultation and engagement evidence as part of service planning.	Develop the service plan templates to ensure that customer feedback and evidence from consultation and engagement work drives service plans and bids for service development or growth. (Planned consultation to be identified in all service plans)	Annual, to be undertaken as part of service planning.	Community and Corporate Planning Officer

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Objective 6: Demonstrate how the results of our consultation influences outcome.			
Goal	Action	Completion Date	Lead Officer
5. Ensure services use consultation and engagement evidence as part of developing new strategies.	Refer to consultation and engagement evidence in key medium term strategies and publications.	As new strategies are developed	Community and Corporate Planning Officer