

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

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<b>Goal</b>	<b>Action</b>	<b>Completion Date</b>	<b>Lead Officer</b>
1. Refresh Consultation and Engagement Strategy and three year action plan to be signed off by Executive	Strategy to Executive	May 2012	Corporate Performance Manager
	Annual Update Reports (Performance review of the strategy and consultation/engagement activity)	Annually, year end April/May	
	Review the strategy, opportunities, legislation and bring forward revised or new version of strategy	Annual	
2. Promote new strategy and action plan within Cherwell District Council and partners	Raise awareness of consultation and engagement strategy and requirements by publishing the results and findings of the consultations.	Ongoing	Corporate Performance Manager, Consultation Assistant
	Promote results and findings of the consultations among partners	Ongoing	
	Item in staff magazine "In Brief" about consultation and engagement, review success and achievements of engagement activities.	November 2012	
	Regular articles on CDC Intranet about consultation and engagement	Ongoing	
	Regular managers update and reminder for the consultation calendar	Ongoing, ad hoc briefing notes when policy change requires	

## Cherwell District Consultation and Engagement Strategy – Action Plan 2012-2015

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3. Develop consultation arrangements and opportunities to support Members in their roles	Regularly brief Members on planned consultation and opportunities for involvement	Quarterly	Corporate Performance Manager, Consultation Assistant,
	Setup Member led consultation activities, road shows and public consultation days (Connecting communities events)	4 every year	
	Work with elected Members to ensure their involvement within consultation and engagement activities.	Ongoing	

**Objective 2: Develop flexible ways of engagement to effectively support formal processes, other council departments and partners.**

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<b>Goal</b>	<b>Action</b>	<b>Completion Date</b>	<b>Lead Officer</b>
1. Work with internal network of consultation practitioners to help develop and implement the consultation strategy	Ensure regular exchange of information by the group to share best practice, develop skills and discuss consultation issues.	Regular updates and information exchange	Consultation Assistant
	Promote Consultation Group as a central resource for consultation and engagement advice	Ongoing	
2. Use internal Consultation Group to coordinate consultation activity	All major consultation activity to be discussed and coordinated by this group. All consultation events to be published on the online consultation calendar	As required	Corporate Performance Manager
3. Ensure staff and managers have sufficient tools to undertake effective consultation.	Promote options provided by Cherwell consultation portal: online surveys, consultation calendar, polls.	Ongoing	Corporate Performance Manager
	Promote information on existing activities and learning opportunities to enhance officers skills and knowledge	Quarterly	
4. Review support and guidance arrangements for employees undertaking consultation work	Refresh and update toolkit to support consultation (Consultation Toolkit)	June 2012	Consultation Assistant
5. Establish Consultation database (list of contacts to	Identify the consultation groups (addresses and contact details to local organisations and groups)	Ongoing	Consultation Assistant

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communities, groups - who might help/support/ take part in consultation processes )	Update on regular basis	Quarterly	
6. Establish a three year programme of corporate consultation to underpin corporate, service and financial planning.	Commission a new 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.	April 2012	Corporate Performance Manager Consultation Assistant
7. Deliver annual round of corporate consultation	Annual surveys –residents priorities, customer satisfaction and budget/investment/savings priorities (budget consultation) Explore setting up a citizens panel to reduce consultation costs over the three year period	August 2012 August 2013 August 2014	Corporate Performance Manager Consultation Assistant
8. Provide support and assistance to Strategic Planning and Economy with the preparation of the Local Plan, including the Bicester and Banbury Masterplans.	Ensure Planning policies are consulted with members of Equality Panel	As required	Consultation Assistant
	Ensure opportunities to promote Planning policies during consultation and engagement events (Connecting Communities, Faith Forum, Disability Forum).	As required	
9. Work with Economic Development to ensure local businesses and Job Clubs attendees are included with consultation and engagement processes	Ensure feedback opportunities for local businesses and Job Club attendees	Quarterly	Consultation Assistant
	Develop arrangements to ensure consultation opportunities for local businesses	June 2012	
10. Ensure effective consultation and	Ensure high community participation to housing consultations	As required	Strategic Housing Manager

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engagement with residents on housing policies, plans and strategies, including new Housing Strategy.	Ensure Housing services presence at the community engagement events		Consultation Assistant
	Work with local communities on new developments to learn from their experiences		

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

<b>Objective 3: Work in partnership with others to ensure joined up consultation and engagement.</b>			
<b>Goal</b>	<b>Action</b>	<b>Completion Date</b>	<b>Lead Officer</b>
1. Maintain local partnership networks 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	Corporate Performance Manager Consultation Assistant
	Where appropriate and relevant publish countywide consultations on Cherwell District Council consultation portal (including relevant NHS and Oxfordshire County Council's surveys).	May 2012, ongoing	
	Promote a partnership approach to consultation and engagement via the county wide consultation officers group (possibly expand to include partners).	Ongoing quarterly	Corporate Performance Manager Consultation Assistant
	Ensure information about planned consultations and engagement events is available to CDC partners and local organisations with aim to reduce consultation fatigue and provide opportunities for joined consultations.	Ongoing	
2. Develop joint arrangements and opportunities for the consultation	Ensure partners are involved in regular consultation and engagement events (Disability Forum, Faith Forum, Knowing communities, Connecting Communities)	Quarterly events	Consultation Assistant
	Promote joined up initiatives and consultation opportunities with partners (local authorities, police, health authorities, community and voluntary sector etc) where appropriate.	Ongoing	

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4. Organise consultation activities with local residents and communities to support Brighter Futures in Banbury agenda	Establish a programme of Connecting communities events with local partners and local organisations (e.g. the Police, NHS, OCC).	May 2012, 4 a year	Consultation Assistant
	Ensure reports and feedback will be available to lead members of the Brighter Futures in Banbury	Ongoing updates	
5. Research possible options for joint consultation with South Northamptonshire District Council	Review options for extending Cherwell District Council consultation portal to South Northamptonshire District Council.	September 2012	Consultation Assistant
	Review possibility of joined up consultations and surveys with South Northamptonshire District Council.	September 2012	
10. Ensure consultation and engagement opportunities are available for representatives of rural areas	To maintain regular meetings of Parish Liaison	Twice a year	Rural Development and Countryside Manager, Consultation Assistant
	Ensure Parish Liaison members are informed about current and planned consultation activities	As required	
11. Ensure voluntary and charity organisations are fully included within consultation activities	To maintain regular events of Voluntary Organisations Forum	Twice a year	Community Development Officer, Consultation Assistant
	Regularly brief members of Voluntary Organisations Forum on existing consultation opportunities to ensure their involvement	As required	

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

<b>Objective 4: Undertake consultation in line with clear standards and good practice.</b>			
<b>Goal</b>	<b>Action</b>	<b>Completion Date</b>	<b>Lead Officer</b>
1. Review 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.	Ongoing	Consultation 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.	Ongoing	
2. Provide comprehensive advice and guidance to other departments and in the area of consultation.	Publicise requirements and changes of the consultation duties.	As required	Consultation Assistant
3. Quality assure our approach to consultation and engagement.	Review approach to consultation and engagement strategy comparison with other similar organisations.	Annual as part of the strategy's performance report	Corporate Performance Manager; Consultation Assistant



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### Objective 5: Ensure our consultation and engagement 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.	June/July 2012	Corporate Performance Manager
	Provide support and advice officers undertaking consultation activities	Ongoing	Consultation Assistant
2. Develop clear support arrangements for service managers to address the requirements of equality impact assessments.	Maintain the Equality and Access to Services Advisory Panel	Quarterly	Consultation Assistant
	Maintain specific consultation fora including disabled groups, faith groups where required.	Regular events	
	Compile and publish council-wide consultation plan including timetable (Consultation Calendar)	Ongoing as consultations arise	
	Feature regular consultation articles in Cherwell Link magazine.	Quarterly	
3. Promote engaging with hard-to-reach groups	Provide support to officers in terms of consultation and engagement with hard-to-reach groups	Ongoing	Consultation Assistant
	Deliver 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	Ongoing	

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<b>Objective 5: Ensure our consultation and engagement is open, accessible and inclusive.</b>			
<b>Goal</b>	<b>Action</b>	<b>Completion Date</b>	<b>Lead Officer</b>
	Provide support to local hard to reach groups, BME and ethnic minorities through the Connecting communities events and to ensure events will continuously provide opportunity to engage with these communities.	Ongoing	
4. Develop arrangements to improve consultation response among hard-to-reach groups	Work with local groups and communities to establish their needs and options to improve consultation response	September 2012	Consultation Assistant
	Provide support and training to members of hard-to-reach groups to ensure their ability to act as a consultation champions within their communities	December 2012	
5. Help members of the public and stakeholders to access our consultation and engagement events	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.	Ongoing as per activity	Consultation Assistant
	Ensure that the council's plain English policy is applied to consultation.	Ongoing	
6. Support staff consultation and engagement	Provide relevant support and advice to council departments to ensure staff consultations are undertaken purposeful and with clear objectives	Ongoing	Consultation Assistant
	Provide online consultation opportunities where relevant for all staff consultations	Ongoing	
	Provide support and advice to council departments undertaking external consultations and engagement activities		
7. Provide support to partners organisations undertaking consultations and engagement with local residents and people	Enable local groups, communities and charities to use online consultations and surveys available via CDC consultation portal where appropriate	As required	Consultation Assistant
	Support consultation and engagement events organised by local groups and communities if relevant and appropriate	As required	

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

<b>Objective 6: Demonstrate how the results of our consultation influences outcome.</b>			
<b>Goal</b>	<b>Action</b>	<b>Completion Date</b>	<b>Lead Officer</b>
1. Ensure there are effective arrangements in place for feeding back the results of consultation to those who have taken part.	Ensure consultation findings will be feed back to those who took part in consultation activity and those affected.	Ongoing	Consultation Assistant
	Publish actions taken as a result of consultation on the council’s web pages.	Ongoing as results available	
	Work with the services and teams to develop an ongoing feedback mechanism for their customers to enable collecting customer comments, compliments and complaints.	August 2012	
	Host workshops for staff and managers to feedback the outcomes of the corporate consultation programme	Annually September	Corporate Performance Manager
2. 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.	Corporate Performance Manager Consultation Assistant
3. Use the results of the Annual Satisfaction Survey to inform council and activity.	Disseminate results to CDC managers and partners; identify actions to take as a result of the survey.	October each year	Corporate Performance Manager Consultation Assistant
4. Ensure services use consultation and engagement evidence as part of service planning.	Ensure customer feedback and evidence from consultation and engagement work drives service plans and bids for service development or growth.	Annual, to be undertaken as part of service planning.	Corporate Performance Manager
5. Ensure services use consultation and engagement evidence as	Refer to consultation and engagement evidence in key medium term strategies and publications.	As new strategies are developed	Corporate Performance Manager

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Objective 6: Demonstrate how the results of our consultation influences outcome.			
Goal	Action	Completion Date	Lead Officer
part of developing new strategies.			