

## North East Derbyshire District Council

### Engagement Plan 2018-2019

This document outlines the engagement we plan to undertake with residents, customers and businesses regarding our services and functions in 2018-19.

The outcomes of our consultations will usually be published on the [Council website](#), our [Ask Derbyshire](#) website or in the Council magazine, 'The NEWS'.

Purpose of Engagement	Type of Engagement	Frequency	Target Group(s)	Planned Dates
<b>People Directorate</b>				
<b>Partnership Strategy</b>				
<b>Healthy North East Derbyshire Engagement Forum</b>	Public meeting Citizens' Panel (may also conduct an on-line survey on specific issues)	As directed by the Healthy NED Partnership.	Health service providers, users, stakeholders from public, private and voluntary and community sector	Expected dates July 2018 and January 2019
<b>Healthy North East Derbyshire Strategy and Action Plan</b>	Community Development Worker in targeted communities using meetings, surveys and events	Ongoing	Residents, service users and partners in Holmewood and Heath and Shirland wards	TBC
<b>Grassland Hasmoor...Big Local</b>	Public meetings Citizens' Panel (may also conduct an on-line survey on specific issues)	Ongoing as appropriate	Residents, service users and partners in Grassmoor ward (and Hasland ward, CBC)	2018/19
<b>Supporting the Armed Forces Community</b>	Public meetings Citizens' Panel	Ongoing as appropriate	Residents from the Armed Forces Community and support agencies	2018/19

Purpose of Engagement	Type of Engagement	Frequency	Target Group(s)	Planned Dates
<b>People Directorate</b>				
<b>Customer Services</b>				
<b>Contact Centre External Satisfaction Survey</b>	Paper and on line survey	Biennial 2018	Service users	April / May 2018
<b>National Customer Service Week</b> A programme of activities promoting customer service and seeking customer perceptions	Displays and activities in reception at Mill Lane	Annual event	Residents	October 2018
<b>Citizen Panel – satisfaction survey</b>	Paper and online survey (a panel of 500 residents)	Biennial	Residents	November 2018
<b>Stage Two (formal written) complaints</b> – survey sent within 5 working days after the closure response to measure the complainant’s satisfaction with regards to the way their complaint handled	Satisfaction questionnaire sent by post or email	Ongoing	Service Users	After each formal complaint
<b>ICT</b>				
<b>Online users of website for self service</b>	Meetings	Currently on hold	Residents	On hold

Purpose of Engagement	Type of Engagement	Frequency	Target Group(s)	Planned Dates
<b>People Directorate</b>				
<b>Leisure</b>				
<b>Facility satisfaction survey</b>	Survey of leisure facility users. Survey Smartphone, tablet, on-line and hard copy	Annual	Leisure centre users	September/Oct 2018
<b>Service evaluation after leaving</b>	Swimming lessons	Ongoing	Service leavers	Ongoing
<b>'Just Do More' Membership cancellation</b>	Questionnaire across 3x Leisure Sites	Ongoing	'Just Do More' Members	Ongoing
User comments and suggestions through <b>Customer Feedback card</b>	Customer comment cards across 3 sites	Ongoing	Service users	Ongoing
<b>Health referral and health promotion</b>	Presentations to local groups such as the 'Pulmonary Rehab' and 'Breatheasy' groups	Ongoing	Local recovery and rehabilitation groups	Ongoing
<b>Active Lives Survey</b> - A national survey to ascertain participation in: <ul style="list-style-type: none"> <li>• Active recreation</li> <li>• Volunteering</li> <li>• Tuition</li> <li>• Competition</li> <li>• Organised sports</li> <li>• General satisfaction with leisure provision</li> <li>• Club membership</li> </ul>	National Active Lives survey	Annually	A random cross section of the district's adult population - Service Users / Non User	November 2018

Purpose of Engagement	Type of Engagement	Frequency	Target Group(s)	Planned Dates
<b>People Directorate</b>				
Views on sport and activity in Clay Cross to develop ideas for <b>Sharley Park</b> .	Surveys, focus groups and interviews	Ad-hoc	Users, non-users, community groups and stakeholders	May – August 2018
<b>Scrutiny</b>				
Range of consultations as part of the <b>scrutiny</b> process. Consultation areas identified as Scrutiny Groups progress reviews	Self-completion surveys/focus groups/attendance at Committee	Ad-hoc	Service users and partner organisations	TBC
<b>Performance &amp; Communications</b>				
<b>Disabled People's Consultative Group</b>	Social media campaign – NEDDC only	Ongoing	Residents Members, people with disabilities, carers, community and voluntary groups	Ongoing
<b>Diversity Monitoring</b> To identify service improvements and to meet statutory equality duties to involve and consult.	Citizens' Panel	Biennial	Residents, service users and VCS organisations	November 2018
<b>Citizens' Panel</b> (a panel of 500 residents in NEDDC and 750 in BDC) To gather the views of residents on council services and performance	Survey	Biannual: 2 surveys each year:	Residents	May/June and November

Purpose of Engagement	Type of Engagement	Frequency	Target Group(s)	Planned Dates
<b>People Directorate</b>				
<b>Residents' feedback</b> on council website, social media sites and magazine.	Citizens' Panel	Biennial:	residents	May/June 2019
<b>Grounds Maintenance</b>				
Satisfaction with grounds maintenance and parks and recreation grounds.	Citizens' Panel	Biennial	Service users residents	November 2019
<b>Street Cleansing - Joint</b>				
Satisfaction with litter control, street sweeping, dog fouling services	Citizens' Panel	Biennial	Service users residents	November 2019
<b>Waste Collection &amp; Recycling</b>				
Satisfaction with domestic waste collection service covering black, green and burgundy bin collections.	Citizens' Panel	Biennial	Service users	May/June 2019
<b>Revenues &amp; Benefits</b>				
<b>Business rate payers</b> - Statutory requirement to meet with local business rate payers to share details of the Council's budget	Meeting	Annually	Business Rate payers in the area	In February each year.
Consult on the <b>Council Tax Scheme</b>	Meeting and/or letter	Annually	Advice Agency Liaison / DCC Police/ Fire Service/Parish and Town Councils	In November each year

Purpose of Engagement	Type of Engagement	Frequency	Target Group(s)	Planned Dates
<b>Place Directorate</b>				
<b>Strategic Housing</b>				
<b>Choice Based Lettings and Allocations Policy Review</b>	Member seminars/ tenant and residents consultation, newsletters and focus groups	Ad hoc	Members, residents and service users	Further consultation to be arranged when legislation changes
<b>Registered Provider Forum</b>	Engagement Group	Biannual	Registered Providers	6 monthly As scheduled
<b>Private Landlords Forum</b>	Engagement Group	Annual	Private Rented Sector Landlords	May 2018
<b>Developers Forum</b>	Forum event	Biannual	Developers, RP's, Contractors, Planning agents, other related orgs	Every 6 months
<b>Empty Properties</b>	Survey	Ongoing	Owners of empty properties	Ongoing
<b>Environmental Health &amp; Licensing</b>				
<b>Satisfaction of Business with Local Authority Environmental Health Service (EH 05 15)</b> – to collate information from businesses on whether they found our recent contact with them to be helpful and/or useful. Measures satisfaction and suggestions for improvement.	Survey – last completed 2017/18 (report being drafted) Next survey due 2019/2020	Biannual	Businesses in the District Landlords in the private housing sector	Quarter 2 or Quarter 3

Purpose of Engagement	Type of Engagement	Frequency	Target Group(s)	Planned Dates
<b>Place Directorate</b>				
<b>Satisfaction Survey (EH 06 15)</b> sent to members of the public who have recently used our services to measure satisfaction. Also invites comments and suggestions for improvement.	Survey – last completed 2017/18 (Report being drafted) Next survey due 2019/2020	Biannual	Service users	Quarter 2 or Quarter 3
<b>Partnership</b> work to improve service delivery and support to businesses	Meeting	Quarterly	Businesses/other Regulators/D2N2/SCR/Food Standards Agency/East Mids Chamber /Federation of Small Businesses	
<b>Statutory Consultation</b> – Required to consult stakeholders on policy or legislation e.g. Enforcement policy, Private sector housing strategy and policies, , Licensing policy/orders, Air Quality Management Areas, Dog Control Orders, Smoke Control Areas	Letter	Ad hoc	All stakeholders	One-off as required
<b>Non statutory consultation</b> – engaging for example with the public or business when carrying out special projects, promotional events and educational initiatives, service reviews or improvements.	Letter, attending group and public meetings or community events	Ad hoc	All stakeholders	One off as required

Purpose of Engagement	Type of Engagement	Frequency	Target Group(s)	Planned Dates
<b>Place Directorate</b>				
<b>LSP Community Health and Wellbeing Action Group</b> – to work with other partners and agencies in the district to address the identified health needs and priorities of the community	Meeting	Monthly	Stakeholders, other agencies, Community and Voluntary partners Parish Councils	Every month
<b>Community Safety</b>				
To reduce Crime and ASB Reduction of crime and ASB and to keep NED a safe place to live and work.	Youth Diversion  Cracking Crime initiatives aimed at hotspots for burglary, car crime etc.	Ad hoc	Youth  People who have been targeted for crime and ASB	As and when there are specific issues
<b>Local Plan &amp; Planning Policy Delivery</b>				
<b>Local Plan</b> non-statutory consultation on Preferred Options and Reasonable Alternatives	TBC	One off statutory consultation with subsequent stages to follow	Local residents	TBC
<b>Economic Development</b>				
<b>Ambition</b> feedback and evaluation	Feedback and evaluation survey	Ongoing	Ambition service users in NEDDC area	Ongoing

Purpose of Engagement	Type of Engagement	Frequency	Target Group(s)	Planned Dates
<b>Place Directorate</b>				
<b>Business Network Events</b>	Networking sessions for local businesses to meet together with Council.	Ongoing	Businesses	18/04/18 09/05/18 11/07/18 Thereafter TBC
<b>High and Degree Level Apprenticeships Marketplace</b>	Information event and 'marketplace'	Ad hoc	NEDDC employers, HFEIs, potential apprentices	30 <sup>th</sup> April 2018
<b>Made in NED Event</b>	Conference	TBC	Manufacturers and exporters.	TBC
<b>New Business Start Up events</b>	Drop in sessions at Wingerworth and Clay Cross	TBC	Residents and businesses	TBC
<b>Working Communities Project</b>	On line survey	Ongoing	Users	Ongoing

Updated 25th May 2018