

North East Derbyshire District Council

Engagement Plan 2017-2018

This document outlines the engagement we plan to undertake with residents, customers and businesses regarding our services and functions in 2017-18.

The outcomes of our consultations will usually be publicised 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
Growth Directorate				
Partnership Team				
Healthy North East Derbyshire Engagement Forum	Public meeting Citizens' Panel (may also conduct an on-line survey on specific issues)	Biannually	Health service providers, users, stakeholders from public, private and voluntary and community sector	July 2017 and January 2018
Healthy North East Derbyshire Strategy and Action Plan	Community Development Worker in targeted communities using meetings, surveys and events	Ongoing	Residents, service users and partners in Holmewood and Heath and Shirland wards http://www.ne-derbyshire.gov.uk/images/Repository/H/Health_Strategy.pdf	August 2015-March 2018
Grassland Hasmoor...Big Local	Public meetings Citizens' Panel	Ongoing as appropriate	Residents, service users and partners in Grassmoor ward (and Hasland ward, CBC) http://www.grasslandhasmoor.co.uk/	Throughout 2017/18
Supporting the Armed Forces Community	Public meetings Citizens' Panel	Ongoing as appropriate	Residents from the Armed Forces Community and their support agencies http://www.ne-derbyshire.gov.uk/index.php/resident/armed-forces-community	2017/18

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Economic Development				
Ambition feedback and evaluation	Feedback and evaluation survey	Ongoing	Ambition service users in NEDDC area http://www.ne-derbyshire.gov.uk/index.php/resident/ambition?highlight=WyJhbWJpdGlvbijJd	Ongoing
Business Network Events	Networking sessions for local businesses to meet together with Council.	Quarterly	Businesses http://www.ne-derbyshire.gov.uk/index.php/business/business-support-advice	07/06/2017 13/09/2017 06/12/2017 14/03/2018
Apprenticeships Event	Information event and 'marketplace'	One-off	NEDDC employers, HFEIs, potential apprentices	15/03/17
Made in NED Event	Conference	One-off	Manufacturers, exporters, universities	May 2017
Skills Bank Promotion	Drop-in session at Coney Green Business Centre, Clay Cross	One-off	NEDDC employers http://www.ne-derbyshire.gov.uk/business/	13/12/17
Housing Strategy				
Choice Based Lettings and Allocations Policy Review	Member seminars/ tenant and residents consultation, newsletters and focus groups Consultation to be arranged when legislation changes	One-off	Members, residents and service users http://www.ne-derbyshire.gov.uk/index.php/resident/housing	TBC
Registered Provider Forum	Engagement Group	6 monthly	Registered Providers	TBC

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Private Landlords Forum	Event for Landlords.	Annual	Private Rented Sector Landlords http://www.ne-derbyshire.gov.uk/index.php/resident/housing	May 2017
Developers Forum	Forum event	6 monthly	Developers, Registered Providers, contractors, Planning agents and other related organisations.	18 th October 2017
Empty Properties	Survey	Ongoing	Owners of empty properties http://www.ne-derbyshire.gov.uk/index.php/35-resident/housing/127-resident-empty-properties?highlight=WyJlbXB0eSlsInByb3BlcnRpZXMiLCJlbXB0eSBwcm9wZXJ0aWVzIl0=	Ongoing
Planning				
Local Plan consultation	Consultation on next version of the Plan before it is submitted for inspection early in 2018.	One-off	Residents, land owners and developers, Housing Associations, Members http://www.ne-derbyshire.gov.uk/index.php/resident/local-plan	Autumn 2017
Environmental Health				
Satisfaction of Business with Local Authority Environmental Health Service (EH 05 15) – to collate information from businesses on whether they found our recent contact with	Survey Previous surveys: 2015/16 = 93% satisfaction, , survey in 2013/14 = 97% satisfaction	One-off	Businesses in the District Landlords in the private housing sector http://www.askderbyshire.gov.uk/index.php/component/consultation/243?view=consultation	Quarter 2 or Quarter 3

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them to be helpful and/or useful. Also measures satisfaction and communication and invites suggestions for improvement.				
Satisfaction Survey (EH 06 15) Measures satisfaction. Also invites comments and suggestions for improvement.	Survey Previous surveys: 2015/16 = 88% satisfaction. Survey in 2013/14 – 82% satisfaction	One-off	Service users http://www.askderbyshire.gov.uk/index.php/component/consultation/243?view=consultation	Quarter 2 or Quarter 3
Partnership work to improve service delivery and support to businesses	Meeting	Quarterly	Businesses, other regulators, D2N2, Food Standards Agency, East Midlands Chamber/Federation of Small Businesses.	TBC
Statutory Consultation – where we are required to consult stakeholders on policy or legislation for example Enforcement policy, Private sector housing strategy and policies, , Licensing policy/orders, Air Quality Management Areas, Dog Control Orders, Smoke Control Areas	Letter	One-off as required	All stakeholders	TBC
Non statutory consultation – 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	One-off as required	All stakeholders	TBC

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Scrutiny				
Range of consultations as part of the scrutiny process . Consultation areas identified as Scrutiny Groups progress reviews	Self-completion surveys, focus groups, attendance at Committee	Various One-off	http://www.ne-derbyshire.gov.uk/index.php/5-5-your-council/committee-governance-constitution/228-your-council-scrutiny	TBC
Elections				
Parliamentary, District and Parish Council elections- staff satisfaction survey. To gather feedback from those employed in process.	On-line and paper survey (joint with BDC)	Following each election	All staff employed on election process.	May 2017 June 2017
Parliamentary, District and Parish Council elections- Candidates & Agents satisfaction survey. To measure satisfaction of candidates and agents with the service received.	On-line and paper survey (joint with BDC)	Following each election	All candidates and agents	May 2017 June 2017
Transformation Directorate				
Customer Service				
National Customer Service Week Event	Part of national event including a programme of activities promoting customer service and gathering customer perceptions.	Annual	Residents	2 - 6 Oct 2017
Contact Centre Satisfaction Survey	Paper and on-line survey	Biennial	External service users	Feb/March 2018

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Improvement				
Disabled People's Consultative Group	Meetings	Quarterly	Residents Members, people with disabilities, and carers, community and voluntary groups	20/09/17 06/12/17 28/03/18
Citizens' Panel (a panel of 500 residents)	Survey (Paper and on-line)	Biannual	NEDDC residents www.askderbyshire.gov.uk	June 2017 November 2017
Communications				
Residents' feedback on council website, social media sites and magazine.	Citizens' Panel	Biennial	NEDDC residents http://www.askderbyshire.gov.uk/index.php/component/consultation/265?view=consultation	June 2017
Leisure				
User satisfaction	On-line survey of members	On-going	Leisure centre users	September 2017
Swimming lesson service evaluation	Survey to evaluate why user no longer takes lessons.	Ongoing	Service leavers https://www.snapsurveys.com/wh/s.asp?k=146554947961	Ongoing
'Just Do More' Membership cancellation	Questionnaire across 3x Leisure Sites	Ongoing	'Just Do More' Members https://www.snapsurveys.com/wh/s.asp?k=146554947961	Ongoing
User comments and suggestions through Customer Feedback form.	On-line and paper form available to all 3 leisure sites	Ongoing.	Leisure centre users https://www.snapsurveys.com/wh/s.asp?k=146554947961	Ongoing
User satisfaction for classes	On-line surveys.	Ongoing in a rolling programme	Service users	Ongoing

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Health referral and health promotion	Presentations to local groups such as the 'Pulmonary Rehab' and 'Breatheasy' groups	Ongoing	Local recovery and rehabilitation groups http://www.northern-derbyshire.gov.uk/index.php/visitors/leisure-culturev	TBC
Active Lives Survey – a national survey to assess participation in: <ul style="list-style-type: none"> • Active recreation • Volunteering • Tuition • Competition • Organised sports • General satisfaction with leisure provision • Club membership 	Participation in the national Active Lives survey	Annually	A random cross section of the district's adult population – service users and non-users.	November 2017
ICT				
Online users of website for self service	Meeting	Currently on hold	NEDDC residents	On hold
Operations Directorate				
Streetscene				
Domestic waste collection service. Satisfaction with black, green and burgundy bin collections.	Citizens' Panel	Biennial	Service users http://www.askderbyshire.gov.uk/index.php/component/consultation/265?view=consultation	June 2017 Citizens' Panel

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Streetscene services. Satisfaction with grounds maintenance and street cleansing.	Citizens' Panel	Biennial	Service users www.askderbyshire.gov.uk	November 2017 Citizens' Panel
Revenues and Benefits				
Business rate payers - Statutory requirement to meet with local business rate payers to share details of the Council's budget	Meeting	Annually	Business rate payers in the district.	February 2018
Consult on the Council Tax Scheme.	Meeting and/or letter	Annually	Advice Agency Liaison / DCC Police/ Fire	November 2017
Community Safety				
To reduce Crime and ASB	Youth Diversion Cracking Crime initiatives aimed at hotspots for burglary, car crime etc.	As and when there are specific issues	Youth People who have been targeted for crime and ASB	TBC

Updated 21st June 2017