



Appendix B – Proposed consultation activities 2018/19

Aim	Action	Lead Officer	Completion
To seek opinions and feedback on the Council's financial plans for 2018/19.	<p>Overviews provided at the Area Forums.</p> <p>Views of the business and voluntary sector to be sought.</p>	Strategic Director, Corporate Resources.	February 2019.
Identify the best way(s) to communicate with tenants.	<p>Invite all tenants to comment on methods of communication via text message in quarter one.</p> <p>Organise and run consultation event in quarter two. Revitalise the Tenant Publications Panel.</p>	Community Engagement Team.	August 2018.
Support service areas in engaging with users and the wider community. Effectively coordinate and disseminate results of consultation activity.	<p>Explore new, innovative ways of getting residents to engage with us. Use the new Social Media Strategy as a driver for assisting with this.</p>	Head of Communications.	March 2019.

<p>Improve the way in which Housing Services gathers, reports and acts on customer satisfaction data.</p>	<p>Q1 Review the method of collection for all satisfaction across Housing Services. Finalise STAR Survey.</p> <p>Q2. Carry out the STAR survey.</p>	<p>Housing Management Team.</p>	<p>September 2018.</p>
<p>Encourage tenants and residents to make a real contribution to the decisions that affect their homes and communities.</p>	<p>Run pop-up events on Midway and Goseley housing estates to allow residents to talk to Housing Services staff about ways they feel improvements could be made to their homes and communities.</p>	<p>Community Engagement Team.</p>	<p>July 2018.</p>
<p>Involve community in consultation on key additional documents to adopted South Derbyshire Local Plan, Parts 1 and 2.</p>	<p>Q1 Committee approval of draft Statement of Community Involvement and Local Green Spaces Sustainability Appraisal Scoping Document for consultation.</p> <p>Q2 Draft Local Green Spaces Document approved for consultation. Adoption of Statement of Community Involvement.</p>	<p>Planning Services Manager.</p>	<p>December 2018.</p>
<p>Investigate ways to improve the handling of complaints in relation to Council housing.</p>	<p>Resident Scrutiny Panel to consult with complainants and Housing Services staff and to produce report.</p>	<p>Community Engagement Team.</p>	<p>March 2019.</p>