

Bolsover District Panel Engagement Plan 2019-2020

This document outlines the engagement we plan to undertake with residents, customers and businesses regarding our services and functions in 2019-20. The outcomes of our consultations will usually be published on the Council website, our Ask Derbyshire website or in the Council magazine, In Touch.

| Purpose of Engagement | Type of Engagement | Frequency | Target Group(s) | Planned Dates |
|--|--|-----------|---|----------------|
| People Directorate | | | | |
| Partnership Strategy | | | | |
| Delivery against Sustainable Community Strategy priorities and use of external and commissioned funding (including Healthy Bolsover Locality Plan) | Bolsover Partnership Thematic Action Group Meetings | 8 weekly | Partner agencies/organisations/sectors/residents within the district | As appropriate |
| | Bolsover Partnership Executive Board | 8 weekly | Partners from the four sectors (public, private, community and voluntary) | As appropriate |
| Supporting the Armed Forced Community | Public meetings Citizens Panel | Ongoing | Residents from the Armed Forces Community and support agencies | As appropriate |
| Thriving Communities | Public Meetings Focus Groups Community Groups and Associations | Ongoing | Residents from the NG20 postcode area | As appropriate |

| Customer Services | | | | |
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| Stage Two (written) complaints – survey sent within 5 working days of each response to measure the complainant's satisfaction with the way their complaint handled | Survey questionnaire sent by post or e-mail | On-going After each contact | Service Users | As appropriate |
| Contact Centre External Satisfaction Survey | Paper and on-line survey | Biennial | Service Users | Feb 2020 |
| Contacting the Council/Customer Service Standards/Complaints – consultation | Citizens' Panel Paper and on-line survey | Biennial | Residents | Nov 2019 |
| National Customer Service Week A programme of activities promoting customer service and seeking customer perceptions | Focus Group Displays at offices | Annual event | Residents | Oct 2019 |
| ICT | | | | |
| Chatbot Market Research use of artificial intelligence to in service design problems | Individual interviews | Ad hoc | | Spring 2019 |

| Leisure | | | | |
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| Clowne: to measure the satisfaction of services and facilities provided | Smartphone, tablet and online | Biennial | Service Users | Sep/Oct 2020 |
| Clowne: to continually offer the opportunity to comment via 'customer comment' forms | Customer comment form | Ongoing | Service Users | As appropriate |
| Clowne: to continually offer the opportunity to comment through 'How did we do' forms | How did we do forms | Ongoing | Service Users | As appropriate |
| Leisure Classes Feedback | Utilise iPad after classes | Ongoing | Service Users | As appropriate |
| Wellness Programme user satisfaction survey | iPad | Ongoing | Service Users | Ongoing |
| Multi-Sport Holiday Programme Satisfaction Survey | Questionnaire – hard copy and also sent out electronically | After every programme | Parents and children attending the holiday club | Ongoing |
| Super Tots Sessions Survey | Questionnaire survey-paper | At the end of every quarter | Parents/guardians who attend Super Tots sessions at Clowne Sports Centre | Ongoing |
| Futsal User Satisfaction Survey | Smiley Face Satisfaction Survey | Annually | 5-13 years | Nov 2019 |
| Schools Sports Package Evaluation | Questionnaire Survey - paper | Half way through their block of sessions | Head teachers Teachers Coaching Staff | Feb/June |
| Junior Bowls | Questionnaire survey-paper | Annually | Participating Schools | Nov 2019 |

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| Secondary Bowls | Questionnaire survey- paper | Annually | Participating Schools | April each year |
| Client Satisfaction Survey | Questionnaire survey | Biennial | All key stakeholders and partners | As appropriate |
| Bolsover Summer School to measure satisfaction of service provision | Questionnaire | Annual | Delegates on the course | July |
| Satisfaction of Parish Councils with playground maintenance we undertake on their behalf | Discussion at Parish Liaison Group or Telephone survey of Parish Councils | Annual | Parish Councils | July/Aug |
| Extreme Wheels Roadshows | Smiley Face Satisfaction Survey | Annually | Service users 7 + years | March |
| Pleasley Vale Outdoor Activity Centre | Smiley Face Satisfaction Survey | Annually | 7 + years | March |
| Active People Survey - A national survey to ascertain participation in: <ul style="list-style-type: none"> • Active recreation • Volunteering • Tuition • Competition • Organised sports • General satisfaction with leisure provision • Club membership | Active People Survey | Annually | A random cross section of the district's adult population - Service Users / Non User | Nov 2019 |

| Transformation | | | | |
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| North Derbyshire Transforming Communities | Partnership Meetings | 6 monthly | Partners across Bolsover, North East, Chesterfield and Derbyshire Dales | As appropriate |
| Carbon Reduction Plan | Partners participating in meetings | Ongoing | Partners representing Energy and green space sectors | As appropriate |
| Elections | | | | |
| To assist schools with Citizenship issues | Presentations in school, or at the Council offices or school elections. | To fit in with the needs of individual schools | Young People | As appropriate |
| Post-election processes review | Survey delivered by smartphone, tablet, on-line or hard copy. | Following district elections | Staff employed in election process. Candidates and election agents | June 2019 |
| Scrutiny | | | | |
| Scrutiny – range of consultation as part of scrutiny process. Consultation areas identified as Scrutiny Groups progress reviews. | Internal and External Surveys; attendance at Committee, focus groups; consultation with Young Voice/Equality Panel where relevant | Various | Service users and partner organisations | As appropriate |
| Performance & Communications | | | | |
| Equality Panel: A small panel of disabled people who are members of the Citizens' Panel. To meet statutory equality | Meetings | 3 meetings per year | Residents Service users including disabled and older people Elected Members | 29/06/19 21/08/19 20/11/10 |

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| duties to involve and consult with individuals and interest groups | | | | |
| Perceptions of fairness To gather perceptions on fair treatment and to meet statutory equality duties to involve and consult. | Citizens' Panel | Biennial | Residents, service users and VCS organisations | Nov 2020 |
| Citizens' Panel (panels of residents in NEDDC and in BDC) To gather the views of residents on council services and performance | Survey | 2 surveys each year | Residents | June 2019 Nov 2019 |
| Young Voice – Youth Council 6 young people from each secondary school are elected to stand and serve as Youth Councillors - 36 in total. To gather the views of young people on council services and future provision. | Meetings – BDC only | 4 formal meetings per year and 1 theme-setting and teambuilding day in September | Young people (11 to 16 years old) | Youth Council Webpage |
| Residents' feedback on council website, social media sites and magazine. | Citizens' Panel | Biennial | Residents | May/June 2019 |

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| Corporate Plan consultation – the Council will be putting a new 4-year plan together during 2019/20 and will be seeking the views of residents and customers | Citizens' Panel Website | Annual | Residents Customers | Nov 2019 |
| Fleet Management | | | | |
| Transport Service User Satisfaction | Online survey | Ongoing | Services users | As appropriate |
| Grounds Maintenance | | | | |
| Satisfaction with grounds maintenance and parks and recreation grounds. | Citizens' Panel | Biennial | Service users residents | Nov 2019 |
| Street Cleansing | | | | |
| Satisfaction with litter control, street sweeping, dog fouling services | Citizens' Panel | Biennial | Service users residents | Nov 2019 |
| Waste Collection & Recycling | | | | |
| Satisfaction with domestic waste collection service covering black, green and burgundy bin collections. | Citizens' Panel | Biennial | Service users | June 2019 |

| Revenues & Benefits | | | | |
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| 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 area | Feb each year |
| Consult on the Council Tax Scheme | Meeting and/or letter | Annually | Advice Agency Liaison / DCC Police/ Fire Service/Parish and Town Councils | Nov each year |

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|--|--|--|--|----------------|
| Place Directorate | | | | |
| Strategic Housing | | | | |
| Choice Based Lettings and Allocations Policy Review | Member seminars/ tenant and residents consultation, newsletters and focus groups | Further consultation to be arranged when legislation changes | Members, residents and service users | As appropriate |
| Private Landlords Forum | Engagement Group | Annual | Private Rented Sector Landlords | May 2019 |
| Developers Forum | Forum event | Every 12 months | Developers, RP's, Contractors, Planning agents, other related orgs | Oct/Nov |
| Empty Properties | Survey | Ongoing | Owners of empty properties | As appropriate |
| Custom and Self-Build Conference | Engagement Group | Every 12 Months | Members, residents and service users | June 2019 |
| Housing | | | | |
| Private Landlords Forum | Engagement Group | Annual | Private rented sector landlords | May 2019 |
| Developers Forum | Forum event | Every 12 months | Developers, RP's, Contractors, Planning agents & other related orgs. | Oct/Nov 2019 |
| Empty Properties | Survey | Ongoing | Owners of empty properties (Commercial and residential) | As appropriate |

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| Custom and Self-Build Conference | Public meeting | Every 12 Months | Members, residents | June 2019 |
| Custom and Self - Build Feedback Forum – provide regular feedback from prospective CaSBers regarding land and future possible developments through discussion forums | Custom and Self Build Focus Group | 6 monthly | Any potential Custom and Self Builder or individual or group registered. | As appropriate |
| Community Group Development – Custom and Self Build | Community Groups – engage with possible groups. | At least 6 monthly | Local Community Groups/residents of NEDDC and BDC | As appropriate |
| Tenants Meeting – To provide a regular opportunity to discuss matters concerning current housing issues and/or a number of identified topics. | Meetings are organised and run by the tenants with support from the Tenant Participation and Liaison Officer when required | Monthly and/or as and when determined by tenants | Tenants and Leaseholders | As appropriate |
| Repairs Action Network Team (RANT) – To enable tenants to help shape, influence and monitor services provided | Focus Group | Monthly Dates to be determined | Tenants and Leaseholders | As appropriate |
| Tenant Participation and Development Group | Joint meeting of officers, Members and tenants | Bi Monthly | Tenants and Leaseholders | As appropriate |

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| Tenants Satisfaction survey – (STAR) | Survey | Every 3 years | Tenants | As appropriate |
| Housing Repairs Service – feedback though PDA ¹ to seek tenant’s view on repair when undertaken | Short survey on PDA | After each contact | Service Users | As appropriate |
| First Impressions – survey seeking the views of tenants upon signing up a tenancy | Survey | After each tenancy signing | Tenants | As appropriate |
| Environmental Health & Licensing | | | | |
| 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 them to be helpful and/or useful. Measures satisfaction and suggestions for improvement. | Survey | Quarter 2 or Quarter 3 | Businesses in the District Landlords in the private housing sector | As appropriate |

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| <p>Satisfaction Survey (EH 06 15) sent to members of the public who have recently used our services to measure satisfaction. Also invites comments and suggestions for improvement.</p> | Survey | Quarter 2 or Quarter 3 | Service users | As appropriate |
| <p>Partnership work to improve service delivery and support to businesses</p> | Meeting | Quarterly | Businesses/other Regulators/D2N2/ Food Standards Agency/East Mids Chamber /Federation of Small Businesses | As appropriate |
| <p>Statutory Consultation – 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</p> | Letter | One-off as required | All stakeholders | As appropriate |

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| <p>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.</p> | <p>Letter, attending group and public meetings or community events</p> | <p>One off as required</p> | <p>All stakeholders</p> | <p>As appropriate</p> |
| <p>Partnership work to improve service delivery and support to businesses</p> | <p>Meeting</p> | <p>Quarterly as required</p> | <p>Businesses/other Regulators/D2N2/ Food Standards Agency/East Midlands Chamber/Federation of Small Businesses</p> | <p>As appropriate</p> |
| <p>LSP Community Health and Wellbeing Action Group – to work with other partners and agencies in the district to address the identified health needs and priorities of the community</p> | <p>Meeting</p> | <p>Every month</p> | <p>Stakeholders, other agencies, Community and Voluntary partners Parish Councils</p> | <p>As appropriate</p> |

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| Community Safety | | | | |
| Community Cohesion Worker – ASB awareness feedback questionnaire to be conducted on an ongoing basis by the measure if the role has helped to raise awareness in reporting ASB and other issues (thus improving community confidence) | Survey questionnaire | At closure of case On-going | Service users | As appropriate |
| Timid to Tiger Parenting Courses – post course evaluations | Survey issued at the end of the course | End of each course On-going | Service users | As appropriate |
| Incredible Years Parenting Courses – post course satisfaction survey | Survey issued at the end of course | End of each course On-going | Service users | As appropriate |
| Living with Children/Teenagers course – post course evaluations | Survey issued at the end of course | Start and end of each course On-going | Service users | As appropriate |
| Freedom Programme (Domestic Abuse) | Survey issued at the end of each course | End of each course On-going | Service Users | As appropriate |
| Local Plan & Planning Policy Delivery | | | | |
| Local Plan consultation on | Modifications to the Local Plan | One-off consultation | Local residents | June 2019 |

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| Planning Committee comments form for members of the public who visit Planning Committee. | Online and paper questionnaire | Ongoing | Members of the public. | As appropriate |
| New Bolsover Model Village Heritage Lottery Fund project for the refurbishment of the properties and environmental improvements. | Development phase consultation: Face to face consultation event Workshops, meetings, focus groups, learning work with primary school, Newsletter. | Two stage evaluation survey for residents and volunteers. | Residents of New Bolsover | As appropriate |
| Economic Development | | | | |
| Business Support Providers meetings to update on funding, programmes, monitor activity and promotion | Information exchange meetings | Bi-Monthly Crossover Forum Quarterly partnership meetings as required | All the business advisors and partner organisations based in the district | As appropriate |
| Business Networks – established (Chamber, Women in Enterprise, Clowne) and new | Engagement group | One off events | Business sector, partners | As appropriate |
| Business Ebulletin | Engagement group | On-going, when required | Business sector, partners | As appropriate |

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| Business Engagement – growth businesses | Engagement group | One off as required | Business sector | As appropriate |
| Intermediaries engagement | Engagement group | One off as required | Business sector, agents, developers, partners | As appropriate |
| Shirebrook Market Square Enlivenment Scheme | Engagement group | Ongoing until March 2020 | Business sector, residents | As appropriate |
| Joint Venture Companies | | | | |
| Custom and Self Build – Investigate options for a JV regarding possible Passivhaus project | Focus group, Community Group or Custom and Self Build Group | 6 Monthly | Custom and Self Builders or Community Groups | |
| Property Services | | | | |
| Satisfaction Survey – sent to clients on completion of capital project | Survey | One-off as required | Tenants and home owners | On completion of contract |
| Satisfaction Survey – sent to council tenants and relevant employees who have had a visit from the maintenance contractor | Survey | Monthly | Tenants Relevant employees | As appropriate |