

Spelthorne Council: Annual Consultation Plan 2010-11

Project	Who?		Why?	What?	When?	Corporate Priority
Spring 2010						
Annual ICT Staff Satisfaction Survey	ICT	Helen Dunn	The ICT service carries out an annual satisfaction survey of staff to identify improvements and help monitor the performance of its ICT partner.	Online survey of staff	May-Jun 2010	Developing Staff and Councillors
Staines Town Centre	Community Safety	Keith McGroary	A survey of businesses may be carried out to help assess the extent of reported ASB problems in Staines Town Centre.	Online or postal survey	May - June	Community Safety
Summer 2010						
Executive Arrangements	Corporate Governance	Michael Graham	The Council is currently consulting residents and other interested parties about new governance arrangements for the council. All councils currently operating executive arrangements must change to either a Strong Leader and Cabinet Model or a Directly Elected Mayor and Cabinet Model by May 2011.	Presentations at 'Have Your Say' events, article in the Bulletin, and web page/ email response address	Spring/ Summer	Developing Staff and Councillors
Disability Awareness Survey	Council Tax and Housing Benefits	Linda Norman	The Council Tax and Housing Benefit sections regularly carry out a survey of clients currently receiving disability benefit to monitor their awareness of facilities to help improve access to services.	Self completion postal survey	June	Independent Living
The Bulletin	Communications	Rowena Davison	Following on from quantitative research carried out last year, the communications team are keen to find out more about what residents think of particular articles in the Bulletin and whether residents like the mix of articles provided.	TBA, but could include online forums	June	Effective Communications
Have your Say Open Meetings	People and Partnerships	Brian Harris	These meetings provide an opportunity for residents to find out more about issues of local interest, ask questions and make their views known.	Open meetings at 6 locations across the borough	June/July	Community Engagement
Housing Option Clients	Housing Options	Karen Sinclair	Limited customer research has been carried out to-date with regards this service and the council is keen to talk to customers about how easy they found it to access the service and how it could be improved.	In-depth interviews	June/July	Housing
Sunbury Cross Regeneration	Corporate Governance	Michael Graham	On-going consultation with local residents will continue as part of area regeneration work. In particular, young people will be consulted about the potential development of a skate park and it is hoped a traders forum will be set up as part of a Stay Safe scheme.	On-going engagement work	Summer/ Autumn	Environment
Hengrove Park	Environment Services	Cathy Munro	A statutory consultation exercise will take place if extraction works at the site goes ahead.	TBA	Summer	Environment
Mystery Shopping	Customer Services	John Foggo	By far the largest majority of people contact the council via telephone and it is hoped a mystery shopping exercise can be carried out this year to help assess the council's response using this medium.	Mystery shops of telephone calls	Summer	Effective Communications
Ujam	Leisure Services	Andy Holdaway	The Leisure Services team is hoping to consult young people during its Ujam event using the Surrey Improvement Partnership's Mipod (Mobile issues Pod). This is an innovative youth engagement tool, which can loosely be described as a mobile diary room and can be equipped with professional filming equipment.	Mi-pod	12 August Staines High Street	Young People
Licensing Policy	Environmental Health	Lee O'Neil	The council's Licensing Policy will be updated later this year and consultation with key stakeholder groups will be taking place.	TBA	Summer/ Autumn	Community Safety
Legislation re Sex Establishments	Environmental Health	Lee O'Neil	New legislation has been passed with regards sex establishments and consultation will take place as to how the council should adopt this.	TBA	Summer/ Autumn	Community Safety
Taxi Fees	Environmental Health	Lee O'Neil	Consultation is likely to be carried out with regards taxi fees and potential discounts for specially adapted taxi vehicles.	TBA	Summer/ Autumn	Sustainable Financial Future
Autumn 2010						
Face the People	Community Safety	Keith McGroary	These annual events provide an opportunity for residents to question senior representatives of the Spelthorne Safer Stronger Partnership about issues concerning crime and disorder in the borough.	Public meeting	8 Sept.	Community Safety
The Place Survey	Business Improvement	Claire Everington	Every two years, all local authorities are required to survey residents about their local area and satisfaction with local services. This can be used to benchmark the authority against other local councils.	Self completion questionnaire as prescribed by the Dept. Communities & Local Government	Sept/ Oct	Community Engagement
Housing Benefit Survey	Housing Benefits	Jenny Singer	The council regularly surveys its customers to monitor levels of satisfaction and make sure clients are treated with respect. In particular, this survey will consider the needs of new applicants and how easy they found it to make a claim.	Self completion postal	Sept/ Oct	Housing
Strategic Assessment	Community Safety	Keith McGroary	Every year the Spelthorne Safer Stronger Partnership is required to carry out a Strategic Assessment to review the progress of the Community Safety Plan. As a part of this work additional research and consultation needs will be considered.	TBA	Oct	Community Safety
Business Survey	Economic Development	Keith McGroary	The council may carry out a survey of businesses later in the year to help assess measures the council could take to support local enterprises.	Online and/or self completion postal survey	Autumn	Economic Development
Council Tax Satisfaction Survey	Council Tax	Linda Norman	The Council Tax section will consider the need to carry out a satisfaction survey of its customers, if response to new customer feedback cards is low.	Self completion postal survey	Autumn	Community Engagement
Parks Strategy	Environment Services	Cathy Munro	On going engagement work around the parks strategy will begin with the set up of park stakeholder groups.	Local meetings	Autumn	Environment
Sustainability Strategy	Environment Services	Lucy McSherry	As part of the council's Sustainability Strategy engagement work will begin with businesses and schools.	TBA	Autumn	Environment
Food Waste	Environment Services	Sandy Muirhead	If the introduction of a food waste collection is approved by the council, a wide range of communication and consultation work will take place with residents.	TBA, but could include focus groups	Autumn	Environment
Council Website	Communications	Rowena Davison	As part of work to develop a new website for the council, a range of research and consultation work will be carried out with residents and stakeholders.	TBA	Autumn	Effective Communications
Supplementary Planning Documents	Planning	Heather Morgan	Further consultation will take place with regards Supplementary Planning Documents (for the council's Local Development Framework) and residential extensions.	TBA, but likely to include an online comments form, as well as meetings with key planning agents and resident assoc.	Dec	Environment
Beginning 2011						
Planning Applicant Satisfaction Survey	Planning	Heather Morgan	Following a recent review of the council's planning department, a survey of planning applicants is likely to be repeated again next year.	Self completion postal survey	Spring	Environment
Young People Satisfaction Survey	People and Partnerships	Brian Harris	Since 2005, the council has carried out a survey of children in the borough's schools every three years to help assess their satisfaction with Spelthorne as a place to live and their participation in sports and arts activities. This will be repeated in 2011.	A self completion survey of young people administered by the borough's schools	March/April 2011	Engaging Young People