

**Bolsover District Council**  
**Engagement Plan 2017-2018**

**Public engagement uses structured communications or consultation** Engagement is by definition a two-way process, involving interaction and listening, with the goal of generating mutual benefit.

Purpose of Engagement	Type of Engagement (Survey, Focus Group etc)	Frequency (One-off, quarterly etc.)	Target Group(s) (Service users, residents, employees, elected members etc.)	Planned Dates	Links to reports and publicity
<b>Growth Directorate</b>					
<b>Chief Executive and Partnership Team</b>					
Delivery against <b>Sustainable Community Strategy</b> priorities and use of external and commissioned funding	Bolsover Partnership Thematic Action Group Meetings	8 weekly	Partner agencies/organisations/sectors/residents within the district	As scheduled	<a href="#">Bolsover Partnership website</a>
	Bolsover Partnership Executive Board	8 weekly	Partners from the four sectors (public, private, community and voluntary)		
<b>Economic Development</b>					
<b>Business Support Providers</b> meetings to update on funding, programmes, monitor activity and promotion	Information exchange meetings	Quarterly	All the business advisors and partner organisations based in the district	As scheduled	<a href="#">Business Support Information</a>
<b>Business breakfast</b>	Engagement group	6 monthly	Business sector, partners	As	

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<b>briefings/meetings</b>				scheduled	
<b>Business Networks – established (Chamber, Women in Enterprise, Clowne) and new</b>	Engagement group	Quarterly	Business sector, partners	As scheduled	
<b>Business Ebulletin</b>	Engagement group	As scheduled	Business sector, partners	As scheduled	
<b>Business Engagement – growth businesses</b>	Engagement group	As scheduled	Business sector	As scheduled	
<b>Intermediaries engagement</b>	Engagement group	As scheduled	Business sector, agents, developers, partners	As scheduled	
<b>Attend property shows to facilitate inward investment with SCR LEP, D2N2 LEP and DEP.</b>	Engagement group	As scheduled	Business sector, agents, developers, partners	As scheduled	
<b>Registered Provider Forum</b>					
<b>Registered Provider Forum</b>	Engagement Group	6 monthly	Registered Providers	As scheduled	
<b>Private Landlords Forum</b>	Engagement Group	Annual	Private rented sector landlords	May 2017	
<b>Developers Forum</b>	Forum event	Developers, RP's, Contractors, Planning agents and other related organizations	18th October 2017 held every 6 months		
<b>Empty Properties</b>	Survey	Ongoing	Owners of empty properties  Commercial and residential	Ongoing	<a href="#">Link to Empty Properties Webpage</a>
<b>Environmental Health</b>					

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<p><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. Also measures satisfaction and communication and invites suggestions for improvement.</p>	<p>Survey</p> <p><b>Previous surveys: 2015/16 = 93% satisfaction, , survey in 2013/14 = 97% satisfaction</b></p>	<p>One-off</p>	<p>Businesses in the District Landlords in the private housing sector</p>	<p>Quarter 2 or Quarter 3</p>	
<p><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.</p>	<p>Survey</p> <p><b>Previous surveys: 2015/16 = 88% satisfaction. Survey in 2013/14 – 82% satisfaction</b></p>	<p>One-off</p>	<p>Service Users</p>	<p>Quarter 2 or Quarter 3</p>	
<p><b>Statutory Consultation –</b> 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</p>	<p>Letter</p>	<p>One off as required</p>	<p>All Stakeholders</p>	<p>Ad hoc as required</p>	

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<b>Non Statutory Consultation</b> - engaging for example with 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	Ad hoc as required	
<b>Partnership work</b> to improve service delivery and support to businesses	Meeting	Quarterly	Businesses/other Regulators/D2N2/Food Standards Agency/East Midlands Chamber/Federation of Small Businesses	As required	
<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	Every month	Stakeholders, other agencies, Community and Voluntary partners Parish Councils	Not scheduled	
<b>Governance and Elections</b>					
<b>Parliamentary, District and Parish Council elections-staff satisfaction survey.</b> To evaluate feedback from staff employed in elections.	On-line survey (joint with NEDDC)	After every election	All staff employed	May to December 2017	
<b>Parliamentary, District and Parish Council elections-Candidates &amp; Agents satisfaction survey.</b> To measure satisfaction of candidates and agents with	On-line survey (joint with NEDDC)	After every election	All staff employed	May to December 2017	

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the election team's service following elections.					
To assist schools with <b>Citizenship</b> issues	Presentations in school, or at the Council offices or school elections.	To fit in with the needs of individual schools	Young People	In school term times if required.	
<b>Legal</b>					
<b>Scrutiny</b> – range of consultation as part of scrutiny process. Consultation areas identified as Scrutiny Groups progress reviews.	Survey questionnaires	Various one-off	Service users and partner organisations	On-going	<b>Information published on <a href="#">website</a></b>
<b>Planning</b>					
<b>New Bolsover Model Village Heritage Lottery Fund project for the refurbishment of the properties and environmental improvements – Development phase residents consultation</b>	Face to face consultation event Workshops, meetings, focus groups, learning work with primary school, Newsletter	Number of consultation events held to before submission of Stage 2 bid in August 2015. The results will be used to inform the proposals in the bid.	Residents of New Bolsover	On-going	
<b>Statutory Consultation on the publication version of the Local Plan</b>	Statutory Consultation.	One off statutory consultation	<b>Developers; businesses; land owners; and other stakeholders</b>	TBC	<b>Local plan <a href="#">webpage</a></b>
<b>Planning Enforcement</b>	On line survey	Ongoing	Service Users	Ongoing	

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Customer satisfaction survey					
<b>Planning Applications</b> Customer satisfaction survey	On line survey	On-going	Service Users	Ongoing	
<b>Operations Directorate</b>					
<b>Estates and Property</b>					
<b>Satisfaction Survey</b> – sent to clients on completion of capital project	Survey	One off as required	Tenants and home owners	On completion of contract	
<b>Satisfaction Survey</b> – sent to council tenants and relevant employees who have had a visit from the maintenance contractor	Survey	Monthly	Tenants Relevant employees	On going	
<b>Community Safety</b>					
<b>Community Cohesion Worker</b> – 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	Service users	On-going	
<b>Positive Course</b> – weekly evaluations	Survey issued at the end of each weekly session	Weekly	Service users	On-going	
<b>Parenting</b> – post course satisfaction survey	Survey issued at the end of course	End of each course	Service users	On-going	

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<b>Living with Children/Teenagers</b> – pre and post course evaluations	Survey issued at the start and end of course	Start and end of each course	Service users	On-going	
<b>Freedom Program</b> (Domestic Abuse)	Survey issued at the end of each course	End of each course	Service Users	On-going	
<b>Housing</b>					
<b>Tenants Meeting</b> – To provide a regular opportunity to discuss matters concerning current housing issues and/or a number of identified topics. These meetings are organised and run by the tenants with support from the Tenant Participation and Liaison Officer when required	Meeting	Monthly and/or as and when determined by tenants	Tenants and Leaseholders	Dates not scheduled and arranged by tenants	<b>Minutes available on request</b>
<b>Repairs Action Network Team (RANT)</b> – To enable tenants to help shape, influence and monitor services provided	Focus Group	Monthly	Tenants and Leaseholders	Dates to be determined	<b>Minutes available on request</b>
<b>Tenant Participation and Development Group</b>	Joint meeting of officers, Members and tenants	Bi Monthly	Tenants and Leaseholders	To be determined	<b>Minutes available on request</b>
<b>Housing Repairs Service</b> – feedback though PDA <sup>1</sup> to seek tenant's view on repair when undertaken	Short survey on PDA	After each contact	Service Users	Ongoing	

<sup>1</sup> Personal Digital Assistant

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<b>First Impressions</b> –survey seeking the views of tenants upon signing up a tenancy	Survey	After each tenancy signing	Tenants	Ongoing	
<b>Revenues and 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	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	November 2017	
<b>Streetscene</b>					
<b>Streetscene</b> Grounds maintenance and street cleansing service satisfaction survey	Questionnaire	Biennial , (2017 / 2019)	Service users	November 2017 Citizen Panel	<a href="#">Ask Derbyshire website</a>
<b>Waste Services</b> Waste and recycling service satisfaction survey for black, green and burgundy bin collections.	Questionnaire	Biennial (2017 / 2019)	Service users	May 2017 Citizen Panel	<a href="#">Ask Derbyshire website</a>
<b>Transformation Directorate</b>					
<b>Customer Service and Improvement</b>					
<b>Citizens' Panel</b> (a panel of 750 residents who have registered to undertake surveys). To gather the views of residents on council	Surveys (paper and web)  November 2017	2 full surveys per year  Up to 2 sub panel surveys, if	Residents (largely representative of the district) Service users (for some council services)	May 2017 November 2017	<a href="#">Ask Derbyshire website</a>



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services and performance	Survey – Streetscene, Customer Service Standards and Complaints	required			
<b>Young Voice – Youth Council</b> (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	4 formal meetings per year and 1 theme-setting and teambuilding day in September	Young people (11 to 16 years old)	As planned	<a href="#">Youth Council Webpage</a>
<b>Equality Panel</b> (a small panel of disabled people who are members of the Citizens' Panel) To meet statutory equality duties to involve and consult with individuals and interest groups	Meetings	3-4 meetings per year	Residents Service users including disabled and older people Elected Members	As arranged	<b>Minutes available upon request</b>
To identify service improvements and to meet <b>statutory equality duties</b> to involve and consult with individuals and interest groups	Questionnaire surveys	Equal Opportunities Survey 2-3 years for individuals	Residents Service Users and VCS organisations	<u>Survey:</u> November 2017	New <a href="#">Single equality scheme</a> 2015-2019 produced and approved  <a href="#">Equality Information Report</a> on Equal Opportunities Surveys 2011

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					and 2014
<b>Stage Two (written) complaints</b> – 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	After each contact	Service Users	On-going	
<b>National Customer Service Week</b> A programme of activities promoting customer service and seeking customer perceptions	Focus Group Displays at offices	Annual event	Residents	October 2017	
<b>External Customer Satisfaction Survey – Contact Centres</b> – survey sent to users of the service during the last year to measure satisfaction with services provided by the Contact Centres	Paper questionnaire survey	Biennial	Service Users	February 2018	
<b>Leisure</b>					
<b>Leisure Facilities at Clowne</b> to measure the satisfaction with services and facilities provided	Smartphone, tablet and	Every 6 months	Service Users (alternate users every 6 months)	1 <sup>st</sup> August 2017 Feb 2018	<a href="#">Go!Active Website</a>

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<b>Leisure Facilities at Clowne</b> to continually offer the opportunity to comment through 'customer comment' forms	Customer comment form	Ongoing	Service Users	Ongoing	
<b>Leisure Facilities at Clowne</b> – to continually offer the opportunity to comment through 'How did we do' forms	How did we do forms	Ongoing	Service Users	Ongoing	
<b>Leisure Classes Feedback</b>	Utilise Ipad after classes.	Ongoing	Service Users	Ongoing	
<b>Wellness Programme user satisfaction survey</b>	Utilise Ipad.	Ongoing	Service Users	Ongoing	
<b>Multi Sport Holiday Programme Satisfaction Survey</b>	Questionnaire – hard copy and also sent out electronically	After every programme	Parents and children attending the holiday club	February 2017 April 2017 June 2017 September 2017 October 2017	
<b>Super Tots Sessions Survey</b>	Questionnaire survey- paper	At the end of every quarter	Parents/guardians who attend Super Tots sessions at Clowne Sports Centre	March 2017  June and July 2017  December	

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				2017	
<b>Futsal User Satisfaction Survey</b>	Smiley Face Satisfaction Survey	Annually	5-13 years	Nov 2017	
<b>Schools Sports Package Evaluation</b>	Questionnaire Survey - paper	Half way through their block of sessions	Head teachers Teachers Coaching Staff	Feb 2017 June 2017	
<b>Junior Bowls</b>	Questionnaire survey- paper	Annually	Participating Schools	November 2017	
<b>Secondary Bowls</b>	Questionnaire survey- paper	Annually	Participating Schools	April 2017	
<b>Client Satisfaction Survey</b>	Questionnaire survey- paper	Bi Annual	All key stakeholders and partners	September 2017	
<b>Bolsover Summer School</b> to measure satisfaction of service provision	Questionnaire	One week annual	Delegates on the course	July 2017	

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<b>Satisfaction of Parish Councils with playground maintenance we undertake on their behalf</b>	Discussion at Parish Liaison Group or Telephone survey of Parish Councils	Annual	Parish Councils	July/August 2017	
<b>Extreme Wheels Roadshows</b>	Smiley Face Satisfaction Survey	Annually	Service users 7 + years	March 2017	<a href="#">Extreme Wheels information</a>
<b>Pleasley Vale Outdoor Activity Centre</b>	Smiley Face Satisfaction Survey	Annually	7 + years	March 2017	<a href="#">Pleasley Vale Leaflet</a>
<b>Active People Survey - A national survey to ascertain participation in:</b> <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>	Active People Survey	Annually	A random cross section of the district's adult population -Service Users / Non User	November 2017	

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