

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
Growth Directorate					
Chief Executive and Partnership Team					
Delivery against Sustainable Community Strategy 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	Bolsover Partnership website
	Bolsover Partnership Executive Board	8 weekly	Partners from the four sectors (public, private, community and voluntary)		
Economic Development					
Business Support Providers 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	Business Support Information
Business breakfast	Engagement group	6 monthly	Business sector, partners	As	

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

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

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Non Statutory Consultation - 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	
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	As required	
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	Meeting	Every month	Stakeholders, other agencies, Community and Voluntary partners Parish Councils	Not scheduled	
Governance and Elections					
Parliamentary, District and Parish Council elections-staff satisfaction survey. To evaluate feedback from staff employed in elections.	On-line survey (joint with NEDDC)	After every election	All staff employed	May to December 2017	
Parliamentary, District and Parish Council elections-Candidates & Agents satisfaction survey. 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 Citizenship 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.	
Legal					
Scrutiny – 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	Information published on website
Planning					
New Bolsover Model Village Heritage Lottery Fund project for the refurbishment of the properties and environmental improvements – Development phase residents consultation	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	
Local Plan non-statutory consultation on Preferred Options and Reasonable Alternatives	Examining and testing the Preferred Strategic Options in more detail in advance of the	One off statutory consultation with subsequent stages to follow	Local residents	Draft local plan to be published	Local plan webpage

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	publication of the draft Local Plan for Bolsover District.				
Planning Enforcement Customer satisfaction survey	On line survey	Ongoing	Service Users	Ongoing	
Planning Applications Customer satisfaction survey	On line survey	On-going	Service Users	Ongoing	
Operations Directorate					
Estates and Property					
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	On going	
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	Service users	On-going	
Positive Course – weekly	Survey issued at	Weekly	Service users	On-going	

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evaluations	the end of each weekly session				
Parenting – post course satisfaction survey	Survey issued at the end of course	End of each course	Service users	On-going	
Living with Children/Teenagers – pre and post course evaluations	Survey issued at the start and end of course	Start and end of each course	Service users	On-going	
Freedom Program (Domestic Abuse)	Survey issued at the end of each course	End of each course	Service Users	On-going	
Housing					
Tenants Meeting – 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	Minutes available on request
Repairs Action Network Team (RANT) – To enable tenants to help shape, influence and monitor services provided	Focus Group	Monthly	Tenants and Leaseholders	Dates to be determined	Minutes available on request
Tenant Participation and Development Group	Joint meeting of officers, Members and tenants	Bi Monthly	Tenants and Leaseholders	To be determined	Minutes available on request

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Housing Repairs Service – feedback through PDA ¹ to seek tenant's view on repair when undertaken	Short survey on PDA	After each contact	Service Users	Ongoing	
First Impressions –survey seeking the views of tenants upon signing up a tenancy	Survey	After each tenancy signing	Tenants	Ongoing	
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 area	February each year	
Consult on the Council Tax Scheme	Meeting and/or letter	Annually	Advice Agency Liaison / DCC Police/ Fire Service/Parish and Town Councils	November 2017	
Streetscene					
Streetscene Grounds maintenance and street cleansing service satisfaction survey	Questionnaire	Biennial , (2017 / 2019)	Service users	November 2017 Citizen Panel	Ask Derbyshire website
Waste Services Waste and recycling service satisfaction survey for black, green and burgundy bin collections.	Questionnaire	Biennial (2017 / 2019)	Service users	May 2017 Citizen Panel	Ask Derbyshire website
Transformation Directorate					

¹ Personal Digital Assistant

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Customer Service and Improvement					
Citizens' Panel (a panel of 750 residents who have registered to undertake surveys). To gather the views of residents on council services and performance	Surveys (paper and web) November 2017 Survey – Streetscene, Customer Service Standards and Complaints	2 full surveys per year Up to 2 sub panel surveys, if required	Residents (largely representative of the district) Service users (for some council services)	May 2017 November 2017	Ask Derbyshire website
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	4 formal meetings per year and 1 theme-setting and teambuilding day in September	Young people (11 to 16 years old)	As planned	Youth Council Webpage
Equality Panel (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	Minutes available upon request

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To identify service improvements and to meet statutory equality duties 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	Survey: November 2017	New Single equality scheme 2015-2019 produced and approved Equality Information Report on Equal Opportunities Surveys 2011 and 2014
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	After each contact	Service Users	On-going	
National Customer Service Week A programme of activities promoting customer service and seeking customer perceptions	Focus Group Displays at offices	Annual event	Residents	October 2017	
External Customer Satisfaction Survey – Contact Centres – survey sent to users of the service during the last year to measure satisfaction with services provided by the	Paper questionnaire survey	Biennial	Service Users	February 2018	

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Contact Centres					
Leisure					
Leisure Facilities at Clowne to measure the satisfaction with services and facilities provided	Smartphone, tablet and	Every 6 months	Service Users (alternate users every 6 months)	1 st August 2017 Feb 2018	Go!Active Website
Leisure Facilities at Clowne to continually offer the opportunity to comment through 'customer comment' forms	Customer comment form	Ongoing	Service Users	Ongoing	
Leisure Facilities at Clowne – to continually offer the opportunity to comment through 'How did we do' forms	How did we do forms	Ongoing	Service Users	Ongoing	
Leisure Classes Feedback	Utilise Ipad after classes.	Ongoing	Service Users	Ongoing	
Wellness Programme user satisfaction survey	Utilise 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	February 2017 April 2017 June 2017 September 2017 October 2017	

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Super Tots Sessions Survey	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 2017	
Futsal User Satisfaction Survey	Smiley Face Satisfaction Survey	Annually	5-13 years	Nov 2017	
Schools Sports Package Evaluation	Questionnaire Survey - paper	Half way through their block of sessions	Head teachers Teachers Coaching Staff	Feb 2017 June 2017	
Junior Bowls	Questionnaire survey- paper	Annually	Participating Schools	November 2017	
Secondary Bowls	Questionnaire survey- paper	Annually	Participating Schools	April 2017	

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Client Satisfaction Survey	Questionnaire survey- paper	Bi Annual	All key stakeholders and partners	September 2017	
Bolsover Summer School to measure satisfaction of service provision	Questionnaire	One week annual	Delegates on the course	July 2017	
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/August 2017	
Extreme Wheels Roadshows	Smiley Face Satisfaction Survey	Annually	Service users 7 + years	March 2017	Extreme Wheels information
Pleasley Vale Outdoor Activity Centre	Smiley Face Satisfaction Survey	Annually	7 + years	March 2017	Pleasley Vale Leaflet
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	November 2017	