

CONSULTATION & ENGAGEMENT ACTION PLAN 2022 – 2024 OUTTURN

Regulatory Services

Issue/ Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn
Charging for Food Hygiene Rating Scheme re-inspections	2022/23	TBC	Businesses and organisations that sell food and drinks to the public	Environmental Health Manager	Given the low numbers of re-inspections, the fragile state of the hospitality and retail sector, plus the impetus for improvement under the current 'stand still period', charging has been put on hold.	Presently, officers are of the view that the 'standstill' period for a food rating outcome (whereby a re-rating cannot be applied for), is more of an impetus for poor performing businesses to improve and sustain the same (or opt out of the trade), as opposed to short term fixes for a re-rating visit triggered by payment. The latter does tend to promote a 'yoyoing' of premises standards.
Undertake community engagement at four events and	by March 2023	Face to face – information sharing and discussion	Residents	Director of Regulatory Services /	First year's work commenced Q4 of 21/22 – 4 visits	Green Event at Ashbourne Recreation Ground.

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provide advice to rural communities through the use of the 'Fantastic Homes' exhibition				Climate Change Officer	completed. To be continued into 22/23	HEAT Hub event Darley Dale.

Housing

Issue/ Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn
Customer satisfaction with housing needs services	2023/24	Face to Face/online survey	Customers	Housing Strategy Officer Homeless	This was not taken forward given other pressures	This was not taken forward given other pressures
Develop housing needs information through parish housing needs surveys and ward based housing assessments	Dec 2022	Secondary data from the Home Options register and Home Check and Management Information	Residents and specifically people with housing needs	Rural Housing Enabler Housing	Parish housing needs surveys are continuing along with other research linked to 2 nd and empty homes	HNS's completed in 23/24: Tissington and Fenny Bentley Q2 2023/24 Bakewell Q2 2023/24

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		from housing associations. Some primary research in Parishes				Calver Q4 2023/24 Stoney Middleton Q4 2023/24

Resources

Issue/ Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn
Budget 2023-24 consultation <ul style="list-style-type: none"> • More in depth • Covering the medium term (not just one year) • To inform the MTFP & MTFS as well as the annual budget 	August/Sept 2022	TBC – likely to include; <ul style="list-style-type: none"> • Presentations at meetings or electronic/ paper survey. • Business Forums and Community Forums Feedback to the public at the community	Residents and business rate payers	Director of Resources / Director of Regeneration and Policy	Budget consultation was conducted with residents in November 2022 at Area Community Forums and with rate payers in Feb/March 2023. The results were reported to Council on 2 March 2023 when the proposed budget for 2023-24 was considered.	Not applicable – budget set in March 2023.

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<ul style="list-style-type: none"> Review the effectiveness of this stakeholder engagement & consider other methods such as focus groups. 		Forums in February				
Budget 2024-25 consultation	August/Sept 2023	Presentation at meetings or electronic/ paper survey. Business Forums and Community Forums Feedback to the public at the community Forums in February	Residents and businesses	Director of Resources / Director of Regeneration and Policy	See above	During 2023 the Council carried out extensive consultation on its Corporate Plan and priorities. The responses from the consultation have been used to form the Corporate Plan (approved alongside the budget for 2024/25 at the Council meeting on 29 February 2024) and to set spending priorities that are

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						<p>reflected in the budget for 2024/25.</p> <p>The statutory consultation with National Non-Domestic Ratepayers took place in February 2024.</p>
Budget 2023-24 consultation	August 2022	TBC - Presentation at meetings or electronic/ paper survey. Business Forums and Community Forums	Residents and businesses	Director of Resources / Director of Regeneration and Policy	<p>Presentation given to Community Forums in November 2022 and feedback invited.</p> <p>Information sent to businesses in February 2023.</p>	Not applicable – budget set in March 2023.

Community and Environmental Services

Issue/ Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn
Customer satisfaction survey with the refuse and recycling service	2023	Telephone / On line	All residents	Director of Community and Environmental Services	This survey should be completed by SERCO. This Survey is currently under review to be completed in the Autumn of 2023.	Completed.
Customer satisfaction survey with the waste and recycling service	2024	Telephone / On line	All residents	Director of Community and Environmental Services	This survey should be completed by SERCO. This will be planned in for 2024.	On hold due to Route Optimisation, awaiting round rebalancing.
Host 2 trader forums for Bakewell Market.	2022/23	TBC - Zoom or Face to face forum with mark et traders	Bakewell Market Traders	Events [Community and Environmental Services]	Traders are currently being asked which method they would prefer: Zoom or face-to-face	TBC
Market research into customer satisfaction with Leisure Facilities	June 2023	Various - to be determined	Residents, existing and potential users	Freedom Leisure / Community Development Manager	This hasn't been carried out mainly due to pressures created by energy costs and decarbonisation schemes. Officer	Net Promoter Score – 21. This is called as a medium score. Net Promoter Score is a metric used in customer experience programmes. NPS

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					covering maternity leave is carrying out a survey through a scheme called moving communities in partnership with Freedom, the survey has gone to Leisure users and awaiting results.	measures the loyalty of customers to a company. NPS scores are measured with a single question survey and reported with a number from -100 to +100. A higher score is desirable
Engage with 4 community groups across the main towns to become actively involved in the roads, verges and biodiversity project	2022/23	Groups have either approached us or we have made contact with them.	Community and Environmental groups	Community Development Officer	Worked with Wirksworth during 2021 and in 2022 we are working with groups in Ashbourne, Bakewell and Matlock Bath	No future consultation planned from 2022/23 onwards
Survey satisfaction levels with the users of 3 parks per year at 60%	2023	Survey Monkey, face to face interviews	Bolehill Recreation Ground, Derwent Gardens, Northwood Recreation ground	Community Development Manager	2022 - The surveys have been completed and two out of three were above 60%, the third was just below. 2023 - Relevant officer on maternity leave	No future consultation planned from 2022/23 onwards

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Develop and implement an improvement plan in the parks from the results of the customer satisfaction survey (dependent upon external funding)	March 2023	Meeting with park user groups	Park users Residents	Community Development Manager	Note: Customer survey work will continue next year with 3 surveys. One will be Tansley village Green/Recreation, others tbc	No future consultation planned from 2022/23 onwards
Consult park users and other groups of Improvement options for Ashbourne Park which will go towards supporting evidence for Heritage Lottery Funding Bid in 2024	Summer /Autumn 2023	Survey park user groups (including visitors), online, social media and website – possibly in Dales Matters (Oct 23)	Park users Visitors Residents	Community Development Manager	Relevant officer on maternity leave	Consultation day to take place 2024/25 – 18 th May 2024
Consult users of the Matlock Skate Park to provide supporting	Summer 23	Survey park user groups (inc visitors), online,	Park users Visitors Residents	Community Development Manager	Relevant officer on maternity leave	New skate park being installed October 2024

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evidence to support and help facilitate funding applications		social media and website				
Area Community Forum	January 2023	Public meeting	Residents, businesses, Service users, Partners	All / Neighbourhoods Liaison Officer	<p>Community forums</p> <p>Northern : 16 November 2022 - Agricultural Business Centre, Bakewell</p> <p>Southern : 29 November 2022 - Ashbourne</p> <p>Central : 6 December 2022 - Council Chamber, Derbyshire Dales District Council</p> <p>Topics covered:-</p> <ul style="list-style-type: none"> • Devolution Deal / Mayoral Combined Authority • Update : Travellers • Cost of Living Crisis: signposting residents to support 	The Forums are being reviewed and did not take place in 2023/24

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					<ul style="list-style-type: none"> • Budget Consultation and Priorities • Ward Boundary Changes • Community Engagement • Waste Collections: Round Optimisation 	
Area Community Forum	January 2024	Public meeting	Residents, businesses, Service users, Partners,	12 [Community Development Team]	These are pending, awaiting review by Constitution Working Group	The Forums did not take place in 2023/24
Understanding which areas in the District would benefit from the installation of EV charging points	2022	Various – online survey	Residents, users of car parks	Neighbourhoods	Consultation has closed. Analysis of results to follow.	Link to a summary of the results of the survey below: EV charging points - Derbyshire Dales District Council
Holiday Activity and Food programme – how can we	2022/23	Face to face with young people, online	Youngsters who used the services, parents	Community Development Manager, Physical Activity &	Next survey to be completed – Summer 2022. Results will inform future meals and activities in	No further consultation required

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improve it for next year		survey for parents		Sport Development	Summer 2023 – dependent on funding	
CRI8 & CRI9 % people feeling safe outside during the day and night	November 2023	Online Panel Survey	Local residents	Policy Manager	The Online Panel Survey was not undertaken as the Residents Survey for the Corporate Plan was carried out in March 2023 instead. The Corporate Performance Indicators to be used going forwards are currently under review.	In 2023, 91.1% of Derbyshire Dales respondents to the Derbyshire Police and Crime Commissioner survey reported that they felt very or fairly safe walking alone in the local area during the day. 58.6% reported feeling very or fairly safe walking alone in the local area during the night.
Community Safety Consultation, Understand how residents / businesses view this in their area	By March 2023	Online survey – possibly posters for the Parish/Town Councils, by phone	Residents, businesses, interested groups	Community Safety Officer	Community Safety have started doing a yearly survey to understand residents' views on Community Safety, the first one took place in 2022 and they plan to report year on year to	N/A Survey is conducted every three years – next one is in 2024/25

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					<p>see what difference, if any, there is</p> <p>The responses also help define projects/activities and events DDDC conducts in an effort to improve services.</p>	
Review/Consult on a new PSPO to be introduced by Summer 2022	July 2022	Online survey advertised through social media, via site notices, newspapers. Direct liaison with Town/Parish Councils, and Parish Meetings, user groups and interested parties	Users Interested parties Accessibility groups	Neighbourhoods Liaison Officer	<p>Reported to C&E 6th April 2023 Meeting agenda and report</p> <p>All recommendations approved: these included amendments as to how PSPOs will be applied in the case of dog fouling and car parking.</p> <p>Options regarding other issues such as alcohol consumption and the use of BBQs are being explored.</p> <p>Data will be gathered through the summer, particularly on the use of BBQ and open fires</p>	N/A PSPO expires October 2025.

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					and reported to C&E 10th November-ish	
Parking review which supports the parking order	By March 2023	Various – online, posters for the Parish/Town Councils, by phone	Residents, businesses, local workers and other interested groups	Neighbourhoods Manager	Survey was conducted and the results can be found here: Parking permits and blue badge - Derbyshire Dales District Council	N/A

Regeneration & Policy

Issue/ Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn
Business Engagement Programme- business forums / workshops	2023	Six-monthly themed events, plus workshops & networking	Local businesses with growth plans, including larger firms	Economic Development Manager	Provider recently procured to deliver business workshops and events for Derbyshire districts from Autumn 2023	EMC delivered during 23/24 – Seven workshops in DD 259 workshops / webinars have taken place across all the districts up to March 2024, with a total of 772

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						bookings from Derbyshire Dales. Businesses can access workshops across the area.
Derbyshire Dales CEOs Forum	July 2023	Forum	Engagement with leading businesses within the Dales	Economic Development Manager	2023 Business Forum under consideration for Autumn 2023 when new Business Advisor and Economic Development Manager in post	Completed 6th March 2024 – 23 attendees.
Biennial Business Survey – themed	Autumn 2022	On-line + phone survey	Local businesses	Economic Development Manager	See above. Approach to formal business survey under review	Approach to be agreed and delivered in 24/25.
Undertake Annual Survey using the Online Residents Panel to assess resident satisfaction with Derbyshire	Complete survey and report to Council by Nov 22	Online survey to Online Panel Members	Residents on the Online Panel	Policy Manager / Policy Officer	The Annual Residents Survey was completed in February 2023, surveying both the Online Panel and the wider community. 1,977 responses were received,	The Annual Residents Survey was completed in February 2023, surveying both the Online Panel and the wider community. Usage and relevance of the Online Panel has

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Dales District Council services					exceeding the target of 1,500 responses. Overall satisfaction with Derbyshire Dales District Council services was 60%, a slight but not quite significant increase from the 2021 survey.	dropped and the Residents Survey will now be done biannually, scheduled for February 2025.
Local Plan	2022	TBC	Residents outside the Peak District	Planning Policy Manager	As set out in the Statement of Community Involvement, Council approved on 24/03/22 the commissioning of consultants to undertake a more detailed assessment of options for delivery of a sustainable Derbyshire Dales that meets its agreed aspirations, as set out in Option 5 in paragraphs 4.15 and 4.16 of the report. A programme of public consultation is to be	Public Consultation, on Housing Options was undertaken in November 2022, however no consultation undertaken during 23/24. The District Council undertook consultation on a New Approach to Housing as part of the Local Plan Review from 9th May to 20 th June 2024 https://www.derbyshiredales.gov.uk/documents/derbyshire-daales-local-plan-review-a-new-

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					drawn up with Statutory Consultation likely to be undertaken around October 2023	approach-to-housing-consultation-may-2024-leaflet-pdf-2mb/download Future rounds of public consultation on the Local Plan set out in the Service Plan will be undertaken in accordance of the requirement set out in Regulation 18 and Regulation 19 of the Planning Acts. These will be delayed because of proposed revisions to the NPPF and the changes to the Standard Methodology. At this time there is no plan agreed for timetabling future consultation.
Performance indicators% agreeing the Council	Nov 2023	On-line Panel survey	Local residents	Policy Officer	The Residents Survey for the Corporate Plan was carried out in March 2023.	The 2023 Residents Survey showed: 47% agreed that DDDC provides value for

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provides value for money (POL8), satisfaction with how the Council runs things (POL9), % satisfied with the area (N15)					Satisfaction with the way Derbyshire Dales District Council runs things was 60%, an increase from the 2021 survey (58%)	<p>money, slightly higher than the 43% recorded in 2021.</p> <p>Overall satisfaction with the way DDDC runs things was 60%, slightly higher, though not significantly, than the 2021 proportion of 58%.</p> <p>Overall satisfaction with the local area as a place to live was 86%, a slight increase from the 2021 survey.</p>
Corporate Plan 2024 to 2028 – identifying potential Council priorities and actions	to be complete by May 2023	TBC – using consultants but to include surveying our Online Panel and other residents	Local Residents	Policy Officer	The Residents Survey for the Corporate Plan was carried out in March 2023	<p>The Residents Survey for the Corporate Plan was carried out in February 2023. Consultants Kada were engaged to develop an “evidence base” of data to inform Corporate Plan priorities. Council agreed the new Corporate Plan aims, themes, priorities and</p>

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						actions in February 2024.

Corporate and Customer Services

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Biennial ICT internal satisfaction survey	January 2023	Biennial online survey	Staff at DDDC	Service Delivery Manager [Joint ICT Services	Survey undertaken and results to be shared with ICT User Group and Joint ICT Committee	Results and an ICT action plan have been published on SIDD and was shared with the ICT user group, CLT and the Joint ICT Committee members.
Communications and Marketing: Matlock Bath Illuminations satisfaction	Dec 2023	Online questionnaire	Visitors to the illuminations	Comms & Marketing Manager / Digital Communications Officer	Positive feedback received which correlates with increased reach with visitors to the Illuminations.	706 survey responses, overall very positive. 65%+ said it was fabulous entertainment or a good night out. 2024 event innovations resulting from the survey include a new brochure and improved timings.

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Review of Polling Districts and Polling Places	October 2023	Tbc	Stakeholders – Members, residents; County, Town and Parish councils; other bodies with a concern / interest	Democratic & Electoral Services Manager	This activity is planned to commence in the autumn of 2023 with the outcome to be reported to Council at the conclusion of the review.	A report was submitted to Council in Jan 2024 regarding the polling places review. The review was due to commence but due to the February by-elections, the combined May elections and the snap general election, there was no resource to start the review. The review has now begun and it was resolved that the outcome would be delegated to Governance and Resources Committee, where it is has been scheduled for 5th December 2024.