

# CONSULTATION & ENGAGEMENT ACTION PLAN 2024 – 2026

## Housing

Issue / Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn	Performance Measure / Targets
Consultation on potential traveller sites	2024/26	Online surveys and public meetings	Residents, businesses and travellers	Director of Housing	No surveys undertaken	No surveys undertaken	Consulting communities when potential sites are identified
Undertake the Tenant Satisfaction Measures (TSMs) Survey	2024/25 and 2025/26	To be confirmed, given that many of the Council's tenants are refugees	Customers	Nottingham Community HA (the Council's management agent) and Housing Needs and Research Officer	New measure	New measure	Baseline assessment of customer satisfaction against the TSMs
Develop housing needs information through parish housing needs surveys and ward-based housing assessments	2024-26	Secondary data from the Home Options register and Home Check and Management Information from housing associations.	Residents and specifically people with housing needs	Housing Needs and Research Officer and Rural Housing Enabler	Parish housing needs surveys are continuing along with other research linked to 2 <sup>nd</sup> and empty homes	HNS's completed in 23/24:  Tissington and Fenny Bentley Q2 2023/24  Bakewell Q2 2023/24	Housing needs database improved

Issue / Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn	Performance Measure / Targets
		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	Performance Measure / Targets
Budget 2025-26 consultation	November 2024 – January 2025	Online survey circulated via residents' panel and business newsletter.	Residents and businesses	Director of Resources	Budget consultation for the 2023/24 budget was conducted with residents in November 2022 at Area Community Forums and with rate payers in Feb/March 2023.	During 2023 the Council carried out extensive consultation on its Corporate Plan and priorities. The responses from the	Consultation undertaken and results included in budgeting and prioritisation decisions.

Issue/ Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn	Performance Measure / Targets
					<p>The results were reported to Council on 2 March 2023 when the proposed budget for 2023-24 was considered..</p>	<p>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 reflected in the budget for 2024/25.</p> <p>The statutory consultation with National Non-Domestic Ratepayers took place in February 2024.</p>	

<b>Issue/ Consultation Task</b>	<b>Date planned</b>	<b>Methods</b>	<b>Target Groups</b>	<b>Lead Officer</b>	<b>2022/23 Outturn</b>	<b>2023/24 Outturn</b>	<b>Performance Measure / Targets</b>
Budget 2026/27 consultation	Sept/Oct 2025	Online survey. Possibly focus groups.	Residents and businesses	Director of Resources	See above	See above	Consultation undertaken and results included in budgeting and prioritisation decisions.
Budget 2027/28 consultation	Sept/Oct 2026	Online survey. Possibly focus groups.	Residents and businesses	Director of Resources	See above	See above	Consultation undertaken and results included in budgeting and prioritisation decisions.
Proposed changes to Council Tax Support Scheme from 1 <sup>st</sup> April 2026 (if significant)	Sept/Oct 2025	Online survey. Possibly focus groups and / or public meetings.	Residents Major preceptors	Director of Resources	N/A – no major changes to CTS scheme	N/A – no major changes to CTS scheme	Consultation undertaken and results included in updated CTS scheme.

## Community and Environmental Services

Issue / Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn	Performance Measure / Targets
Customer satisfaction survey with the waste and recycling service	2024	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 – waiting for Round Rebalancing.	Surveys show an improvement in customer satisfaction
Customer satisfaction survey with the refuse and recycling service	2025	On line	All residents	Director of Community and Environmental Services	N/A	On hold due to Route Optimisation – waiting for Round Rebalancing.	Surveys show an improvement in customer satisfaction
Customer satisfaction survey with the waste and recycling service	2026	On line	All residents	Director of Community and Environmental Services	N/A	N/A	Surveys show an improvement in customer satisfaction
Work with partners on waste reduction initiatives	2024-26	Focus groups with various partners, including DCC / other councils.	Working with Partners on different Projects, VR - DCC and schools / nappy projects.	Waste and Recycling Manager	Initial work with DCC to roll out school initiative using VR headset launching w/c 23 <sup>rd</sup> September.	Ongoing	Improvement in waste reduction figures  Partnership projects successfully completed

Issue / Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn	Performance Measure / Targets
Market research into customer satisfaction with Leisure Facilities	2024-26	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 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.	Net Promoter Score – 21. This is called as a medium score. Net Promoter Score is a metric used in customer experience programmes. NPS 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	Surveys show an improvement in customer satisfaction

<b>Issue / Consultation Task</b>	<b>Date planned</b>	<b>Methods</b>	<b>Target Groups</b>	<b>Lead Officer</b>	<b>2022/23 Outturn</b>	<b>2023/24 Outturn</b>	<b>Performance Measure / Targets</b>
Consult park users and other groups of Improvement options for Ashbourne Park which will go towards supporting evidence for Heritage Lottery Funding Bid in 2025	2024/5	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 <sup>th</sup> May 2024	Data obtained from customer consultation is used in funding bids
Conduct a review and survey to identify areas for refurbishment and improvement for council owned parks and open spaces, including children's play areas.	April 2024 – March 2026	TBC	Park users Visitors Residents	Community Development Manager	N/A (New initiative)	N/A (New initiative)	Review and survey completed
Hall Leys Park Splashpad Consultation	April 2024	Online survey	Park users Visitors Residents	Clean and Green Manager	N/A (New initiative)	N/A (New initiative)	Plans developed including consultation results
Develop a Parks and Open Spaces Strategy which consider	April 2026 – March 2028	TBC	Park users Visitors Residents	Community Development Manager	N/A (New initiative)	N/A (New initiative)	Strategy developed using consultation data

Issue / Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn	Performance Measure / Targets
provision and accessibility, including a gap analysis.							
EV charging points	2022-23	Various – online survey	Residents, users of car parks	Neighbourhoods	Results can be found here <a href="#">EV charging points - Derbyshire Dales District Council</a>	N/A	Customer consultation data is considered when installing EV Charging points
Car Park Review phase 2	April 2024 – March 2027	TBC	Residents, businesses, local workers and other interested groups	Neighbourhoods Manager	Consultation started 7 <sup>th</sup> August and ends 18 <sup>th</sup> September 2024, results and recommendations will be presented to a future meeting of C&E and influence and parking changes relating to phase 2 They will be added to <a href="#">Car park charges - Derbyshire Dales District Council</a>		Customer consultation data is used in action plans



Issue / Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn	Performance Measure / Targets
Car Park Review phase 3	April 2026- March 2028	TBC	Residents, businesses, local workers and other interested groups	Neighbourhoods Manager	Consultation started 7 <sup>th</sup> August and ends 18 <sup>th</sup> September 2024, results and recommendations will be presented to a future meeting of C&E and influence and parking changes relating to phase 2 They will be added to <a href="#">Car park charges - Derbyshire Dales District Council</a>		Customer consultation data is used in action plans
Performance indicator - % people feeling safe outside during the day and night in the DDDC area	2024/25	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	In 2023, 91.1% of Derbyshire Dales respondents to the Derbyshire Police and Crime Commissioner survey reported that they felt very or fairly safe	Relevant surveys show an increase in % of people feeling safe outside during the day and night in the DDDC area

Issue / Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn	Performance Measure / Targets
					forwards are currently under review.	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	2024/25	Online survey – possibly posters for the Parish/Town Councils, by phone	Residents, businesses, interested groups	Community Safety Officer	N/A	Community Safety have conducted a survey in April 2024 and the results can be here: <a href="#">Community Safety Partnership - Derbyshire Dales District Council</a>	Relevant surveys show an increase in % of people feeling safe in the DDDC area  Customer consultation data is used in action plans
Allotment audit and policy	2024/25	TBC	Town and Parish Councils	Neighbourhoods Manager	Parish/Town Council have been contacted in May currently reviewing the feedback and will	N/A (New initiative)	Audit completed and policy developed with data from consultation included

Issue / Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn	Performance Measure / Targets
					use to help signpost residents to who and where allotments are available across the district. Will be added to the website when completed		
Public Spaces Protection Order Current order expires in October 2025, to review this and include prohibiting BBQs/open fires on Moorland	2024/25	Online, website, formal advert in the local publication	Residents and affected parties	Neighbourhoods Manager	Consultation will take place in 3 <sup>rd</sup> qtr of 2024/25 aiming for implementation for 1 April 2025		

## Place and Economy

Issue / Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn	Performance Measures / Targets
Business Engagement Programme- business forums / workshops	2024-2026	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 have 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 bookings from Derbyshire Dales.  Businesses can access workshops across the area.  Positive attendance and feedback	Forums and workshops have positive attendance and feedback  Future business development needs of businesses
Business Survey	Autumn 2024	On Line	All DD businesses				
Derbyshire Dales CEOs Forum	July 2024	Forum	Engagement with leading businesses within the Dales	Economic Development Manager	2023 Business Forum under consideration for Autumn 2023 when new Business Advisor and	Delivered 6 <sup>th</sup> March – 23 attendees provided positive feedback.	Forums have positive attendance and feedback

Issue / Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn	Performance Measures / Targets
					Economic Development Manager in post		
Derbyshire Dales CEOs Forum	July 2025	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	N/A	Forums have positive attendance and feedback
Biennial Business Survey – themed	Autumn 2024	On-line + phone survey	Local businesses	Economic Development Manager	See above. Approach to formal business survey under review	Approach to be agreed	Survey shows satisfaction improvements
Local Plan Review	2024-2026	TBC	Residents outside the Peak District	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	Public Consultation, on Housing Options was undertaken in November 2022, however no consultation undertaken during 23/24	Local Plan successfully reviewed

Issue / Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn	Performance Measures / Targets
					<p>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 drawn up with Statutory Consultation likely to be undertaken around October 2023</p>	<p>The District Council undertook consultation on a New Approach to Housing as part of the Local Plan Review from 9th May to 20<sup>th</sup> June 2024</p> <p><a href="https://www.derbyshire.gov.uk/documents/derbyshire-dales-local-plan-review-a-new-approach-to-housing-consultation-may-2024-leaflet-pdf-2mb/download">https://www.derbyshire.gov.uk/documents/derbyshire-dales-local-plan-review-a-new-approach-to-housing-consultation-may-2024-leaflet-pdf-2mb/download</a></p> <p>Future rounds of public consultation on the Local Plan set out in the</p>	

Issue / Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn	Performance Measures / Targets
						<p>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.</p>	
Ashbourne Reborn public engagement prior to improvement works	Autumn 2024	Drop-in sessions and public meeting	Residents, local businesses, other town centre users	Ashbourne Reborn Programme Manager and Ashbourne	Public engagement event held March 2023	Drop-in sessions on project designs held July 2023	Ashbourne residents and businesses better informed on proposals and

<b>Issue / Consultation Task</b>	<b>Date planned</b>	<b>Methods</b>	<b>Target Groups</b>	<b>Lead Officer</b>	<b>2022/23 Outturn</b>	<b>2023/24 Outturn</b>	<b>Performance Measures / Targets</b>
				Reborn Comms Officer			the programme for works in the town
Ashbourne Reborn baselining survey of residents and visitors perceptions of the town centre prior to improvement works	Autumn 2024 and (repeated again one year post completion)	Face to face surveys and on-line survey	Residents and visitors	Ashbourne Reborn Programme Manager and Ashbourne Reborn Comms Officer	N/A	N/A	Baseline of resident and visitor perceptions of the town centre prior to improvement works
Ashbourne Airfield Masterplan Stakeholder engagement	Autumn 2024	Stakeholder workshops	Landowners, local stakeholder organisations e.g. Town Team, Town Council, Parish Councils, AshCom, sports organisations, DCC, others	Regeneration and Place Manager / Planning Policy Manager	N/A	N/A	Local stakeholder input secured to develop the draft masterplan
Licensing Consultation – non-statutory- House to House and Street Collections Policy (Reviewed 3 yearly)	August to September 2024	- Letters to existing stakeholders,	Stakeholder groups	Licensing Manager	Not previously reported	Referred back to Licensing Appeals Committee December 2024	Consultation is successfully completed and final policy implemented for next 3 years .



<b>Issue / Consultation Task</b>	<b>Date planned</b>	<b>Methods</b>	<b>Target Groups</b>	<b>Lead Officer</b>	<b>2022/23 Outturn</b>	<b>2023/24 Outturn</b>	<b>Performance Measures / Targets</b>
Licensing Consultation- Statutory Gambling Policy (Reviewed 3 yearly)	September to October 2024	Letter to stakeholders as required by Gambling Act 2005.	Stakeholder Groups	Licensing Manager		Required under Act to be referred to Full Council ( 28 <sup>th</sup> November 2024)	Consultation successfully completed and Final Policy implemented for next 3 years to be in place by 31 <sup>st</sup> January 2025.
Licensing Consultation- Statutory- current policy expires January 2026 - Licensing Act Policy (reviewed 5 yearly)	April 2025 ( for January 2026)	Letters to stakeholders as required by Licensing Act 2003	Stakeholder Groups	Licensing Manager		Required under ACT 2003 to be referred to full Council and be in place for January 2026	Consultation successfully completed and Final Policy implemented for next 5 years
Licensing Consultation- non-statutory - Taxi and Private hire Policy ( reviewed 5 yearly)	January 2025 onwards ( last reviewed April 2024 and valid until 2029 but new guidance and legislation received)	Consultation with Taxi trade	Stake Holder Groups – Testing dept, Licensed drivers/private hire operators	Licensing Manager		To be in place as soon as possible , other policies , consultations and day to day work allowing	Reviewed Policy implemented for 5 years

Issue / Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn	Performance Measures / Targets
Licensing Consultation- Non-statutory – Street Trading Consent	Autumn 2025 - Spring 2026	Letters to previous stakeholders and consultees	Stake Holders	Licensing Manager		To be in reviewed as soon as possible ,alongside other statutory policies , consultations and day to day work allowing	Last written 2017 but would suggest going forward reviewed 5 yearly.

## Corporate and Customer Services

Issue/ Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn	Performance Measures / Targets
Undertake Annual Survey using the Online Residents Panel to assess resident satisfaction with Derbyshire Dales District Council services	Feb 2025	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, exceeding the target of 1,500 responses. Overall satisfaction with Derbyshire Dales District Council services was	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 dropped and the	Complete bi-annual Residents Survey  Consider improvements to Online Residents Panel

Issue/ Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn	Performance Measures / Targets
					60%, a slight but not quite significant increase from the 2021 survey.	Residents Survey will now be done biannually, scheduled for February 2025.	
Engage consultants to provide the full biennial Residents Survey, including letter, online and face-to-face surveys, to assess resident satisfaction with Derbyshire Dales District Council services	Feb 2025	Letter, online and face-to-face surveys	DDDC Residents	Corporate 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, 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.	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 dropped and the Residents Survey will now be done biannually, scheduled for February 2025.	Complete bi-annual Residents Survey  Consider improvements to Online Residents Panel

Issue/ Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn	Performance Measures / Targets
Performance indicators% agreeing the Council provides value for money (POL8), satisfaction with how the Council runs things (POL9), % satisfied with the area (N15)	Feb 2025	On-line Panel survey	Local residents	Policy Officer	The Online Panel Survey was not undertaken as the Residents Survey for the Corporate Plan was carried out in March 2023 instead.	<p>The 2023 Residents Survey showed:</p> <p>47% agreed that DDDC provides value for 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</p>	2025 Residents Survey continues to show an improvement in customer satisfaction

Issue/ Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn	Performance Measures / Targets
						area as a place to live was 86%, a slight increase from the 2021 survey.	
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.	Survey shows improvements in customer satisfaction
Biennial ICT internal satisfaction survey	January 2025	Biennial online survey	Staff at DDDC	Service Delivery Manager [Joint ICT Services	N/A	N/A	Survey shows improvements in customer satisfaction
Communications and Marketing: Matlock Bath	Dec 2024	Online questionnaire	Visitors to the illuminations	Comms & Marketing Manager / Digital	Positive feedback received which correlates with increased reach	706 survey responses, overall very positive.	Survey shows improvements in customer satisfaction

<b>Issue/ Consultation Task</b>	<b>Date planned</b>	<b>Methods</b>	<b>Target Groups</b>	<b>Lead Officer</b>	<b>2022/23 Outturn</b>	<b>2023/24 Outturn</b>	<b>Performance Measures / Targets</b>
Illuminations satisfaction				Communication s Officer	with visitors to the Illuminations.	65%+ said it was fabulous entertainme nt or a good night out. 2024 event innovations resulting from the survey include a new brochure and improved timings.	
Communications and Marketing: Matlock Bath Illuminations satisfaction	Dec 2025	Online questionnaire	Visitors to the illuminations	Comms & Marketing Manager / Digital Communication s Officer	N/A	N/A	Survey shows improvements in customer satisfaction
Review of Polling Districts and Polling Places	October 2023	TBC	Stakeholders – Members, residents; County, Town and Parish councils; other bodies with a	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	A report was submitted to Council in Jan 2024 regarding the polling	Review includes results of consultation

Issue/ Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn	Performance Measures / Targets
			concern / interest		conclusion of the review.	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	

Issue/ Consultation Task	Date planned	Methods	Target Groups	Lead Officer	2022/23 Outturn	2023/24 Outturn	Performance Measures / Targets
						delegated to Governance and Resources Committee, where it is has been scheduled for 5th December 2024.	