

APPENDIX TWO

CONSULTATION & ENGAGEMENT ACTION PLAN 2020 – 2022 OUTTURN

Issue/ Consultation Task	Date planned	Methods	Target Groups	EIA req'd	Lead Officer	Progress
Regulatory Services						
Charging for Food Hygiene Rating Scheme re-inspections	TBC	TBC	Users of the food Hygiene Rating Scheme	TBC	Director of Regulatory Services	Introducing a charged for service during lockdown would not be helpful. To be reviewed December 2020. Postponed altogether during Covid restrictions – wouldn't have been right to impose an additional burden on business at that time
Facilitate a review of the Council's assets to identify any equality issues	June to December 2020	Produce a definitive list of assets and engage with appropriate groups to enable a review of that list			Director of Regulatory Services + Estates and Facilities Manager	Definitive list being drawn together from asset register and insurance lists – July 2020. Action ongoing– report due to G&R Committee meeting 08/06/22
Housing						
Customer satisfaction with housing needs services	2020/21	Face to face survey	Customers	N	Housing Strategy Officer Homeless	Consultation did not take place due to Covid

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Consultation on the proposed changes to the Housing Allocation Policy	2020/21	Online survey	Customers, housing providers and the wider public	Y	Director of Housing/ representative of the Home-Options partnership	25 responses were received from across the Home-Options partnership, (64% from the Derbyshire Dales). The consultation process is to be extended and repeated to try and gain further responses. 5,500 emails were sent to applicants across the Home-Options partnership concerning the proposed changes. A total of 101 responses were received and these are being reviewed by the Home-Options working group.
Customer satisfaction with housing needs services	2021/22	Online survey	Customers	N	Housing Strategy Officer Homeless	Consultation did not take place due to the extra work for the team required by Covid
Empty homes CT charges	2021/22	Online survey, contacted empty home owners and directed them to the survey	Owners of empty properties, residents	Y [complete d]	Director of Housing	The survey was promoted in Jan 22, both online and by a letter to empty home owners containing a link to the survey. Outcomes were reported to Council on 27 th Jan 2022 and the recommendations to increase CT on empty homes from April 2023 were approved. [Please follow link for details]

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						<p>Consultation results: In summary 154 responses were received including 24 from owners of empty homes. Results were typically polarised between the majority of respondents who did not own empty homes and the minority that did. The majority supported the proposed increases from April 1st 2023</p> <p>Premium to be adopted from April 1st 2023</p>
External wall insulation Scheme	2021/22	54 households were contacted by phone and asked if they wished to participate	Residents whose homes have been adapted	N	Director of Housing	14 responded to the phone call and completed the survey. Responses were generally positive. 100% of home owners were happy with the end result, and 93% would recommend getting the external wall insulation
Research into conditions and outcomes for private landlords and tenants. Results to inform development of policy proposals to	March to September 2022	<p>Focus groups with landlords and tenants</p> <p>DDDC Officers and data held by/accessible to DDDC</p>	<p>Focus groups – landlords and tenants</p> <p>DDDC Officers</p> <p>Data already held by DDDC</p>	Yes on new policy	Director of Housing	<p>Altair commissioned to,</p> <ul style="list-style-type: none"> • Review and analyse information about the PRS that DDDC Officers have • Undertake qualitative research and engagement • Develop policy options. <p>Timescales and Progress Project initiation and scoping March 2022 – achieved</p>

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improve conditions and outcomes for tenants and landlords						<p>Data collection and review April-May – ongoing</p> <p>Stakeholder engagement May June</p> <p>Options development and reporting July-September</p>
Resources						
Biennial ICT internal satisfaction survey	January 2021	Biennial online survey	Staff at DDDC	N	Service Delivery Manager [Joint ICT Services]	<p>The Joint ICT service have developed an ICT action plan from the comments and feedback provided in the user survey. We have made much progress already towards completing some of the actions and continue to progress areas which need improvement, some of the actions will be dependent on post-pandemic business decisions. More details can be found by contacting Mike Rush, Joint ICT Service Desk Manager. Results were reported to the joint ICT committee in July 2021 and published on SIDD August 2021.</p> <p>97% were satisfied with the service.</p>

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Budget 2021-22 consultation	January-February 2020	Presentation at meetings or electronic/ paper survey. Business Forums and Community Forums	Residents and businesses	TBC	Director of Resources / Director of Regeneration and Policy	<p>Consultation for 2021/22 budget was completed in Feb/ March 2021. A presentation was placed on the Council's website and the views of residents and visitors were sought.</p> <p>32 residents responded. The key points from residents are:</p> <ul style="list-style-type: none"> ~ 9 residents were in favour of the proposed spending and council tax increase, 4 objected; ~ 8 residents supported proposed spending on climate change issues, 3 didn't support it; ~ 7 residents were dissatisfied with the waste service, 2 were pleased with it; ~ 4 residents were dissatisfied with arrangements for litter bins & collection, dog waste bins and fly tipping <p>7 businesses responded.</p> <p>Most responses from businesses reflect dissatisfaction with the business rates system itself and / or rate reliefs, which are set by central government and outside the control of this Council.</p>

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						Reported at Budget Council Meeting 04 March 21
Budget 2022-23 consultation	January-February 2022	Presentation at meetings or electronic/ paper survey. Business Forums and Community Forums	Residents and businesses	TBC	Director of Resources / Director of Regeneration and Policy	<p>Took place Feb/March 22 – online survey, promoted on social media, plus 3 online community forums in February 2022. Businesses were provided a link to proposals in the Council’s “Business News” and Businesses were sent an information leaflet relating to nondomestic rates.</p> <p>Six responses were received.</p> <p>Results to Council 03 March 22.</p> <p>https://www.derbyshiredales.gov.uk/images/2022-03-03 - Budget Council - Minutes.pdf</p>
Local Council Tax Support Scheme 2021-22	Summer 2020	TBC	TBC	If changes proposed	Director of Resources	No significant changes were considered necessary, so no consultation undertaken.

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Local Council Tax Support Scheme 2022- 23	Summer 2021	TBC	TBC	If change s propos ed	Director of Resources	No significant changes were considered necessary, so no consultation undertaken. Report to Council 27 th Jan 22
Community and Environmental Services						
Customer satisfaction survey with the waste and recycling service	TBC 2020	Residents' Survey	Residents	N	Director of Community and Environmental Services	Cancelled due to Covid in 2020. However responses to this question in the 2020 Residents' Survey, sent to Online panel Members, showed that 76% were either very or fairly satisfied with the service Contractor [Serco] required to carry out resident survey by March 21. However, Serco failed to do it.

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Customer satisfaction survey with the waste and recycling service	TBC 2021	Residents' Survey	Residents	N	Director of Community and Environmental Services Policy Officer	<p>Question asked in Residents Survey: sent to the Online Panel, a postal survey to approx. 1200 randomly selected addresses, 180 face to face street interviews, and an open online survey promoted largely via social media was carried out Sept/Oct 2021.</p> <p>The average % of people either very or fairly satisfied with waste and recycling services was 29%.</p>
Customer satisfaction survey with the waste and recycling service	TBC 2022	Residents' Survey	Residents	N	Director of Community and Environmental Services Policy Officer	<p>Not completed by Serco</p> <p>However, questions were asked in 2020 and 2021 Resident's Survey. See previous comment for detail.</p>

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Community Engagement Hub project: Ashbourne Pavilion	Ongoing		Modernise current facilities to be able to use for club activities, bookings and events	EIAs may be needed	Community Development Manager	Action deleted in 2021/22 as this project is complete and facilities are open.
Market research into customer satisfaction with Leisure Facilities	June 2020		Residents, existing and potential users	N	Community Development Manager Freedom Leisure	Leisure facilities were shut due to Covid so no research was carried out
Market research into customer satisfaction with Leisure Facilities	June 2021	Online survey	Residents, existing and potential users	N	Community Development Manager Freedom Leisure	Overall 70% customer satisfaction across the 4 centres
Survey satisfaction levels with the users of two parks per year	2021	Survey Monkey, face to face interviews	Users of Dimple Fields, Bakewell Recreation	N	Community Development Manager	Bakewell Recreation Ground – 71% satisfied Dimple playing fields – 75% satisfied

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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 2022	Meeting with park user groups	Park users Residents	Y [?]	Director of Community and Environmental Services	No external funding was available to DDDC. Ongoing work with Friends of Ashbourne Park Note: Customer survey work will continue next year with 3 surveys. One will be Tansley village Green/Recreation, others tbc
Area Community Forum	January 2021	Public meeting	Residents, businesses, Service users, Partners	N	All Neighbourhoods Liaison Officer	Cancelled due to covid
Area Community Forum	January 2022	Public meeting	Residents, businesses, Service users, Partners		All Neighbourhoods Manager / Neighbourhoods Liaison Officer [Community Development Team]	Three meetings took place using Zoom. <ul style="list-style-type: none"> • Thursday 10th February 22 (Northern) • Tuesday 15th February 22 (Central) • Tuesday 22nd February 22 (Southern) Topics include, Council Tax,

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						Climate Change: Achievements and Future Actions, the Levelling Up Fund, Waste and Recycling update and Q&A
Review of the Council's Car Parking Order	By March 2022	Various	User groups, traders	Y	Neighbourhoods Manager	Complete = 600 responses. This is a carry-over from the Parking Review which was carried out in 2017. The Order was amended in 2020 with the introduction of 25 EV charging points in 5 car parks. This is now completed.
Middleton by Wirksworth	2021	Posters of equipment to choose from, face to face, school promoted to residents who submitted their choices by e-mail	School, Parents, Children in Middleton by Wirksworth	N	Community Development Manager	Good responses. Most popular equipment was purchased and has been installed. A new junior piece of equipment was installed called 'The Nucleus'. This piece of equipment was installed in October 2021 and was funded through Tarmac community funding
Holiday Activity and Food programme – how can we improve it for next year	2022/23	Face to face with young people, online survey for parents	Youngsters who used the services, parents	N	Community Development Manager, Physical Activity & Sport Development	Hurst Farm programme providing meals to families in school holidays. Small sample size satisfaction survey on the meals and activities provided took place Easter 22 and will inform future meals and activities in Summer 2022 – dependent on funding

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						Next survey to be completed – Summer 2022
Wirksworth Market Place – benches, steps, the tree/s – next steps	2021	Face to face stall	Residents and traders in Wirksworth, Town Council	N	Estates and Facilities Manager, Community Development Officer	Options are being explored with Trees & Landscape Officer and Derwent Tree Scapes to meet the outcomes of the consultation. There were two feasible options. We went with the majority of public opinion to keep the tree by pruning of roots and branches to keep it check and repair the surrounding paving
CRI8 & CRI9 % people feeling safe outside during the day and night	November 2019	Online Panel Survey	Local residents	N	Policy Manager	96% of respondents to the Council's Online Panel survey 2019 felt very of fairly safe outside during the day and 85% felt very of fairly safe outside at night
CRI8 & CRI9 % people feeling safe outside during the day and night	November 2020	Online Panel Survey	Local residents	N	Policy Manager	94% of respondents to the Council's Online Panel survey 2019 felt very of fairly safe outside during the day and 84% felt very of fairly safe outside at night
CRI8 & CRI9 % people feeling safe outside during	November 2021	Online Panel Survey	Local residents	N	Policy Manager/Policy Officer	Residents Survey sent to the Online Panel, a postal survey to randomly selected approx. 1200 addresses, 180 face to face street interviews, and an

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the day and night						<p>open online survey promoted largely via social media, was carried out Sept/Oct 2021</p> <p>% of respondents who felt very of fairly safe outside during the day;</p> <ul style="list-style-type: none"> • Face to Face + Postal – 92% • Open online survey – 88% • Online Panel - 94.5% <p>% of respondents who felt very of fairly safe outside at night;</p> <ul style="list-style-type: none"> • Face to Face + Postal – 77% • Open online survey – 64.5% • Online Panel – 77%
Current and Future EV vehicle Ownership	March/April 2022	Online survey, possibly posters for the Parish/Town Councils, by phone	Residents	N	Neighbourhoods Manager	Consultation finished on 30th April 2022 analysis of 236 responses is ongoing.
Regeneration & Policy						
Business Engagement Programme-	2020	Six-monthly themed events,	Local businesses with growth	N/A	Economic Development Manager	Face to face events cancelled due to Covid. Businesses instead signposted to on-line workshops and events hosted

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business forums/worksh ops		plus workshops & networking	plans, including larger firms			by Business Peak District and East Midlands Chamber
Business Engagement Programme- business forums/worksh ops	2021	Six-monthly themed events, plus workshops & networking	Local businesses with growth plans, including larger firms	N/A	Economic Development Manager	Face to face events cancelled due to Covid. Businesses instead signposted to on-line workshops and events hosted by Business Peak District and East Midlands Chamber
Business Engagement Programme- business forums/worksh ops	2022	Six-monthly themed events, plus workshops & networking	Local businesses with growth plans, including larger firms	N/A	Economic Development Manager	2 events proposed during 2022/23
Derbyshire Dales Business Survey	March/Apri l 2022	Telephone survey of 200 businesses	Businesses occupying business premises –	N	Economic Development Manager	Survey drafted and scheduled for June/July 2022
Biennial Business Survey – themed	Autumn 2020	On-line + phone survey	Local businesses	N/A	Economic Development Manager	On target for July 2022
Ashbourne Neighbourhoo d Plan Statutory Consultation	Autumn 2019	TBC	Ashbourne residents	EIA by Paris h/To wn	Policy Manager	Consultation completed in August 2020 A Referendum on Ashbourne Neighbourhood Plan was held on Thursday 6th May 2021, where local

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				Coun cil		<p>people were invited to vote on the following question:</p> <p>"Do you want Derbyshire Dales District Council to use the Neighbourhood Plan for Ashbourne Town to help it decide planning applications in the Neighbourhood Area?"</p> <p>The result of the Referendum was as follows: Those voting in favour YES 2,397 Those voting against NO 250 (Turnout: 37.3%)</p> <p>Council adopted the plan on 1st July 2021</p>
Brailsford Neighbourhood Plan Statutory Consultation	Autumn 2020	TBC	Brailsford residents	EIA by Paris h/To wn Coun cil	Policy Manager	<p>Consultation ran from 9th Nov to 21st Dec 2020</p> <p>A Referendum on Brailsford Neighbourhood Plan was held on Thursday 6th May 2021, where local people were invited to vote on the following question:</p> <p>"Do you want Derbyshire Dales District Council to use the Neighbourhood Plan for Brailsford Parish to help it decide</p>

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						<p>planning applications in the Neighbourhood Area?"</p> <p>The result of the Referendum was as follows: Those voting in favour YES 454 Those voting against NO 34 (Turnout: 44.7%)</p> <p>Council adopted the plan on 1st July 2021</p>
Local Plan	2022	TBC	Residents outside the Peak District	Y	Policy Manager	<p>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 drawn up with Statutory Consultation likely to be undertaken around October 2023</p>
Climate Change SPD	January 2021	TBC	Residents outside the Peak District	N	Policy Manager	<p>Clear Lead Consulting Report to reduce Co2 emissions to net Zero by 2030 approved at Council 08/10/20. Consultation Undertaken Friday 12th</p>

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						<p>February 2021 to Friday 26th March 2021. Adopted 5th July 2021</p> <p>Climate Change Officer, responsible for undertaking assessment work in place.</p>
<p>Performance indicators % agreeing the Council provides value for money (POL8), satisfaction with how the Council runs things (POL9), % satisfied with the area (N15)</p>	<p>September – October 2020</p>	<p>On-line survey Panel</p>	<p>Local residents</p>	<p>N</p>	<p>Director of Regeneration and Policy</p>	<p>2020 results</p> <p>% either strongly or tending to agree that the Council provides value for money (POL8) = 60.5%</p> <p>% either very or fairly satisfied with how the Council runs things (POL9) = 62%</p> <p>% either fairly or very satisfied with the area (N15) = 62%</p>
<p>Performance indicators % agreeing the Council provides value for money (POL8),</p>	<p>September – October 2021</p>	<p>On-line survey Panel</p>	<p>Local residents</p>	<p>N</p>	<p>Director of Regeneration and Policy</p>	<p>Residents Survey sent to the Online Panel, a postal survey to randomly selected residents, 180 face to face street interviews, and an open online survey promoted largely via social media was carried out Sept/Oct 2021</p>

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satisfaction with how the Council runs things (POL9), % satisfied with the area (N15)						<p>Detailed results on all 3 of these questions is provided in a report to Governance and Resources Committee on 20th January 2022</p> <p>Average % of respondents from all surveys, who either strongly or tend to agree the council provides value for money [POL8] = 33%</p> <p>Average % of respondents from all surveys, either very or fairly satisfied with how the Council runs things (POL9) = 26%</p> <p>Average % of respondents from all surveys, either fairly or very satisfied with the area (N15) = 75%</p>
Corporate Services						
% of customers satisfied with internal Business Support services	Ongoing-after service delivery (2020-21)	Online survey	Local residents & stakeholders	N	Director of Corporate and Customer Services	Removed – survey respondents [17] were replying on issues with services in general, not Business Services specifically. Therefore not of use. Considering the introduction of a KPI on how quickly we answer phones for 2022/23.

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Communications and Marketing: Matlock Bath Illuminations satisfaction	Dec 2020	Online questionnaire	Visitors to the illuminations		Comms & Marketing Manager/Digital Communications Officer	Not completed due to Covid
Communications and Marketing: Matlock Bath Illuminations satisfaction	Dec 2021	Online questionnaire	Visitors to the illuminations		Comms & Marketing Manager/Digital Communications Officer	Completed – 551 responses; summary of the results used in Illuminations report to Community & Environment Committee, 23 February 2022.