

APPENDIX FOUR

CONSULTATION & ENGAGEMENT ACTION PLAN 2022 – 2024

Issue/ Consultation Task	Date planned	Methods	Target Groups	EIA req'd	Lead Officer	Progress
Regulatory Services						
Charging for Food Hygiene Rating Scheme re-inspections	2022/23	TBC	Businesses and organisations that sell food and drinks to the public	TBC	Environmental Health Manager	Delayed whilst hospitality sector was under Covid restrictions. Planned for 22/23
Undertake community engagement at four events and provide advice to rural communities through the use of the 'Fantastic Homes' exhibition	by March 2023	Face to face – information sharing and discussion	Residents	N – no decisions made	Director of Regulatory Services/Climate Change Officer	First year's work commenced Q4 of 21/22 – 4 visits completed. To be continued into 22/23
Increases to taxi fares	June 2022	Increases promoted via social media and	Residents Taxi drivers	Yes	Licensing Manager Regulatory Services	Rises to fares advertised

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		DDDC website				
Housing						
Customer satisfaction with housing needs services	2022/23	Face to face/online survey	Customers	N	Housing Strategy Officer Homeless	
Customer satisfaction with housing needs services	2023/24	Face to Face/online survey	Customers	N	Housing Strategy Officer Homeless	
Research into conditions and outcomes for private landlords and tenants. Results to inform development of policy proposals to improve conditions and outcomes for tenants and landlords	March to September 2022	Focus groups with landlords and tenants DDDC Officers and data held by/accessible to DDDC	Focus groups – landlords and tenants DDDC Officers Data already held by DDDC	Yes on new policy	Director of Housing	Altair commissioned to, <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. Timescales: Project initiation and scoping March 2022 - complete Data collection and review April-May 22 - ongoing Stakeholder engagement May June 22 Options development and reporting July-September 22

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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 from housing associations. Some primary research in Parishes	Residents and specifically people with housing needs	N	Rural Housing Enabler [Housing]	Currently advertising for Housing Needs and Research Officer
Resources						
Biennial ICT internal satisfaction survey	January 2023	Biennial online survey	Staff at DDDC	N	Service Delivery Manager [Joint ICT Services]	
Budget 2023-24 consultation	August/Sept 2022	TBC – likely to include;	Residents and business rate payers	TBC	Director of Resources / Director of	NOTE: Given limited response rate further consideration is being given to how to ensure active business engagement in the future. The

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<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 • Review the effectiveness of this stakeholder engagement & consider other methods such as focus groups. 		<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 Forums in February 			Regeneration and Policy	<p>Director of Regeneration and Policy has suggested that it is merged with the larger residents' satisfaction survey; it may be possible to follow up with some specific focus groups. We also need to consult with businesses.</p> <p>Director of Resources and Policy Officer meeting to discuss 08/06/22</p>

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Budget 2024-25 consultation	August/Sept 2023	Presentati on at meetings or electronic/ paper survey. Business Forums and Communit y Forums Feedback to the public at the community Forums in February	Residents and businesses	TBC	Director of Resources / Director of Regeneration and Policy	
Budget 2023-24 consultation	August 2022	TBC - Presentati on at meetings or electronic/ paper survey. Business	Residents and businesses	TBC	Director of Resources / Director of Regeneration and Policy	

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		Forums and Communit y Forums				
Community and Environmental Services						
Customer satisfaction survey with the refuse and recycling service	2022	TBC – probably a telephone survey	Residents	N	Director of Community and Environmental Services	This survey should be completed by SERCO. They have acknowledged that it is their responsibility and they haven't completed it yet. They have said they plan to but no date has been supplied for this to happen.
Customer satisfaction survey with the refuse and recycling service	2023	TBC	TBC	N	Director of Community and Environmental Services	
Customer satisfaction survey with the waste and recycling service	2024	TBC	TBC	N	Director of Community and Environmental Services	

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Host 2 trader forums for Bakewell Market.	2022/23	TBC - Zoom or Face to face forum with market traders	Bakewell Market Traders	N	Events [Community and Environmental Services]	Traders are currently being asked which method they would prefer: Zoom or face-to-face
Market research into customer satisfaction with Leisure Facilities	June 2022	Various - to be determined	Residents, existing and potential users	N	Freedom Leisure / Community Development Manager	
Market research into customer satisfaction with Leisure Facilities	June 2023	Various - to be determined	Residents, existing and potential users	N	Freedom Leisure / Community Development Manager	
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	N	Community Development Officer	Worked with Wirksworth during 2021 and in 2022 we are working with groups in Ashbourne, Bakewell and Matlock Bath

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Survey satisfaction levels with the users of 3 parks per year at 60%	2022	Survey Monkey, face to face interviews	Users of Dimple Fields, Bakewell Recreation Ground and Fanny Shaws in Wirksworth	N	Community Development Manager	The surveys have been completed and two out of three were above 60%, the third was just below
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	N	Community Development Manager	
Develop and implement an improvement plan in the parks from the results of the customer satisfaction survey (dependent	March 2023	Meeting with park user groups	Park users Residents	Y [?]	Director of Community and Environmental Services	Note: Customer survey work will continue next year with 3 surveys. One will be Tansley village Green/Recreation, others tbc

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upon external funding)						
Area Community Forum	January 2023	Public meeting	Residents, businesses, Service users, Partners	N	All / Neighbourhoo ds Liaison Officer	
Area Community Forum	January 2024	Public meeting	Residents, businesses, Service users, Partners	N	12 [Community Development Team]	
Review of the Council's Car Parking Order	2022	Various	User groups, traders	Y	Neighbourhoo ds Manager	Awaiting guidance from members as of May 22
Understanding which areas in the District would benefit from the installation of EV charging points	2022	Various – online survey	Residents, users of car parks	Y	Neighbourhoo ds	Consultation has recently closed. Analysis of results to follow.
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	Next survey to be completed – Summer 2022. Results will inform future meals and activities in Summer 2022 – dependent on funding

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CRI8 & CRI9 % people feeling safe outside during the day and night	November 2022	Online Panel Survey	Local residents	N	Policy Manager	
CRI8 & CRI9 % people feeling safe outside during the day and night	November 2023	Online Panel Survey	Local residents	N	Policy Manager	
Review/Consult on a new PSPO to be introduced by Summer 2022	July 2022	Online survey advertised through social media, via site notices, newspaper s. Direct liaison with Town/Parish Councils, and Parish Meetings, user groups and	Users Interested parties Accessibility groups	Draft was prepa red	Neighbourhoo ds Liaison Officer	<p>Reported to C&E 6th April https://www.derbyshiredales.gov.uk/images/2022-04-06 - AGENDA - CE_N.pdf</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 and reported to C&E 10th November ish</p>

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		interested parties				
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	Y	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 see what difference, if any, there is The responses also help define projects/activities and events DDDC conducts in an effort to improve services.
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	Y	Neighbourhoods Manager	Awaiting guidance from members
Regeneration & Policy						
Business Engagement Programme-business	2022	Six-monthly themed events,	Local businesses with growth plans,	N/A	Economic Development Manager	2 events proposed during 2022/23 plus a partner engagement event to inform proposals for the Council's

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forums/workshops		plus workshops & networking	including larger firms			UK Shared Prosperity Fund Investment Plan
Business Engagement Programme-business forums/workshops	2023	Six-monthly themed events, plus workshops & networking	Local businesses with growth plans, including larger firms	N/A	Economic Development Manager	See above. Programme for 2023/24 to be confirmed
Derbyshire Dales Business Survey	June / July 2022	Telephone survey of 200 businesses	Businesses occupying business premises –		Economic Development Manager	Survey drafted and consultants appointed
Derbyshire Dales CEOs Forum	July 2022	Forum	Engagement with leading businesses within the Dales		Economic Development Manager	On target for July 2022. Venue options being considered
Derbyshire Dales CEOs Forum	July 2023	Forum	Engagement with leading businesses within the Dales		Economic Development Manager	See above
Biennial Business Survey themed –	Autumn 2022	On-line + phone survey	Local businesses	N/A	Economic Development Manager	

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Undertake Annual Survey using the Online Residents Panel to assess resident satisfaction with Derbyshire Dales District Council services	Complete survey and report to Council by Nov 22	Online survey to Online Panel Members	Residents on the Online Panel	No	Policy Manager/Policy Officer	
Local Plan	2022	TBC	Residents outside the Peak District	Y	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 drawn up with Statutory Consultation likely to be undertaken around October 2023
Performance indicators % agreeing the Council provides	Nov 2022	On-line Panel survey	Local residents	N	Policy Officer	

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value for money (POL8), satisfaction with how the Council runs things (POL9), % satisfied with the area (N15)						
Performance indicators % agreeing the Council provides value for money (POL8), satisfaction with how the Council runs things (POL9), % satisfied with the area (N15)	Nov 2023	On-line Panel survey	Local residents	N	Policy Officer	
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	Local Residents	Y	Policy Officer	Project in development phase – timeline and procurement specification in development NOTE – a budget for consultants will need approval

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		other residents				
Corporate Services						
Communication s and Marketing: Matlock Bath Illuminations satisfaction	Dec 2022	Online questionnaire	Visitors to the illuminations		Comms & Marketing Manager/Digital Communications Officer	
Communication s and Marketing: Matlock Bath Illuminations satisfaction	Dec 2023	Online questionnaire	Visitors to the illuminations		Comms & Marketing Manager/Digital Communications Officer	
Community Governance Review [Matlock/Darley Dale]	June to Sept 2022	tbc	Stakeholders - residents; County, Town and Parish councils; other bodies with a concern/interest	N	Director of Corporate and Customer Services, Democratic Services Manager	