

CONSULTATION & ENGAGEMENT ACTION PLAN 2022 – 2024

Regulatory Services

| Issue/ Consultation Task | Date planned | Methods | Target Groups | EIA req'd | Lead Officer | Progress |
|---|---------------|---|--|-----------------------|--|--|
| 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 | 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. |
| 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 |

Housing

| Issue/ Consultation Task | Date planned | Methods | Target Groups | EIA req'd | Lead Officer | Progress at July 2023 |
|---|-------------------------|--|--|-------------------|--------------------------------------|--|
| Customer satisfaction with housing needs services | 2022/23 | Face to face/online survey | Customers | No | Housing Strategy Officer Homeless | This was not taken forward given other pressures |
| Customer satisfaction with housing needs services | 2023/24 | Face to Face/online survey | Customers | No | Housing Strategy Officer Homeless | This was not taken forward given other pressures |
| 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. Final report received April |

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| | | | | | | 2023. To be tabled at a future C&E Committee |
| 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 | No | Rural Housing Enabler [Housing] | Parish housing needs surveys are continuing along with other research linked to 2 nd and empty homes |

Resources

| Issue/ Consultation Task | Date planned | Methods | Target Groups | EIA req'd | Lead Officer | Progress at July 2023 |
|--|------------------|---|------------------------------------|-----------|---|--|
| Budget 2023-24 consultation • More in depth | August/Sept 2022 | TBC – likely to include; • Presentations at meetings | Residents and business rate payers | Yes | Director of Resources / Director of Regeneration and Policy | Budget consultation was conducted in Feb/March 2023 as part of the |

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| <ul style="list-style-type: none"> • Covering the medium term (not just one year) • To inform the MTFP & MTFS as well as the annual budget <p>Review the effectiveness of this stakeholder engagement & consider other methods such as focus groups.</p> | | <ul style="list-style-type: none"> • or electronic/ paper survey. • Business Forums and Community Forums <p>Feedback to the public at the community Forums in February</p> | | | | <p>Residents Survey conducted for the Council. The results were reported to G&R Committee on 14 September 2023, and will inform budgeting and prioritisation for 2024/25</p> |
| Budget 2024-25 consultation | August/Sept 2023 | <p>Presentation at meetings or electronic/ paper survey.</p> <p>Business Forums and Community Forums</p> <p>Feedback to the public at the community</p> | Residents and businesses | Yes | Director of Resources / Director of Regeneration and Policy | See above |

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| | | Forums in February | | | | |
| Budget 2023-24 consultation | August 2022 | TBC - Presentation at meetings or electronic/ paper survey. Business Forums and Community Forums | Residents and businesses | Yes | Director of Resources / Director of Regeneration and Policy | Presentation given to Community Forums in November 2022 and feedback invited. Information sent to businesses in February 2023. |

Community and Environmental Services

| Issue/ Consultation Task | Date planned | Methods | Target Groups | EIA req'd | Lead Officer | Progress at July 2023 |
|--|--------------|-----------------------------------|---------------|-----------|--|---|
| Customer satisfaction survey with the refuse and recycling service | 2022 | TBC – probably a telephone survey | Residents | No | 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. |

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| Customer satisfaction survey with the refuse and recycling service | 2023 | TBC | TBC | No | 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. |
| Customer satisfaction survey with the waste and recycling service | 2024 | TBC | TBC | No | Director of Community and Environmental Services | This survey should be completed by SERCO. This will be planned in for 2024. |
| Host 2 trader forums for Bakewell Market. | 2022/23 | TBC - Zoom or Face to face forum with market traders | Bakewell Market Traders | No | 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 | No | Freedom Leisure / Community Development Manager | Not carried out |
| Market research into customer satisfaction with Leisure Facilities | June 2023 | Various - to be determined | Residents, existing and potential users | No | 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 |

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| | | | | | | carrying out a survey through a scheme called moving communities in partnership with Freedom, the survey has gone to Leisure users and awaiting results. |
| 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 | No | Community Development Officer | Worked with Wirksworth during 2021 and in 2022 we are working with groups in Ashbourne, Bakewell and Matlock Bath |
| 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 | No | 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 | 2023 | Survey Monkey, face to | Bolehill Recreation Ground, | No | Community Development Manager | Relevant officer on maternity leave |

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| users of 3 parks per year at 60% | | face interviews | Derwent Gardens, Northwood Recreation ground | | | |
| 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 | Y [?] | Community Development Manager | Note: Customer survey work will continue next year with 3 surveys. One will be Tansley village Green/Recreation, others tbc |
| Consult park users and other groups of Improvement options for Ashbourne Park which will go towards supporting evidence for Heritage Lottery | Summer /Autumn 2023 | Survey park user groups (inc visitors), online, social media and website – possibly in Dales Matters (Oct 23) | Park users Visitors Residents | Y? | Community Development Manager | Relevant officer on maternity leave |

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| Funding Bid in 2024 | | | | | | |
| Consult users of the Matlock Skate Park to provide supporting evidence to support and help facilitate funding applications | Summer 23 | Survey park user groups (inc visitors), online, social media and website | Park users Visitors Residents | Yes | Community Development Manager | Relevant officer on maternity leave |
| Area Community Forum | January 2023 | Public meeting | Residents, businesses, Service users, Partners | No | 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 |

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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, | No | 12 [Community Development Team] | These are pending, awaiting review by Constitution Working Group |
| Review of the Council's Car Parking Order | 2022 | Various, including Resident Panel Survey, via the website | User groups, traders, Local Stakeholder groups, Town / Parish Councils, other local authorities in tourist areas and tourism bodies e.g. Visit Peak District | Yes | Neighbourhoods Manager | Awaiting guidance from members |
| Understanding which areas in the District would benefit from the | 2022 | Various – online survey | Residents, users of car parks | Yes | Neighbourhoods | Consultation has closed. Analysis of results to follow. |

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| installation of EV charging points | | | | | | |
| 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 | No | Community Development Manager, Physical Activity & Sport Development | Next survey to be completed – Summer 2022. Results will inform future meals and activities in Summer 2023 – dependent on funding |
| CRI8 & CRI9 % people feeling safe outside during the day and night | November 2022 | Online Panel Survey | Local residents | No | 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. |
| CRI8 & CRI9 % people feeling safe outside during the day and night | November 2023 | Online Panel Survey | Local residents | No | 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. |

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| 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 | Draft was prepared | 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 and reported to C&E 10th November ish</p> |
| 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 |

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| | | | | | | 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

| Issue/ Consultation Task | Date planned | Methods | Target Groups | EIA req'd | Lead Officer | Progress at July 2023 |
|---|--------------|--|--|--------------|------------------------------|---|
| Business Engagement Programme-business forums/workshops | 2022 | Six-monthly themed events, plus workshops & networking | Local businesses with growth plans, including larger firms | N/A | Economic Development Manager | 1 partner engagement event held in June 2022 to inform proposals for the Council's UK Shared Prosperity Fund Investment Plan. Regular programme of D2N2 Growth Hub business events promoted by the District Council, |

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| | | | | | | many attended by Dales businesses. |
| 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 | Provider recently procured to deliver business workshops and events for Derbyshire districts from Autumn 2023 |
| Derbyshire Dales Business Survey | June / July 2022 | Telephone survey of 200 businesses | Businesses occupying business premises – | N/A | Economic Development Manager | On-line survey undertaken in June 2022 to determine business priorities and support requirements for the next two years to inform UKSPF Investment Plan proposals. 101 responses received. |
| Derbyshire Dales CEOs Forum | July 2022 | Forum | Engagement with leading businesses within the Dales | N/A | Economic Development Manager | CEOs Business Forum held 22 July 2022 at Darley Dale. |
| Derbyshire Dales CEOs Forum | July 2023 | Forum | Engagement with leading businesses within the Dales | N/A | Economic Development Manager | 2023 Business Forum under consideration for late 2023 when new Business Advisor and Economic Development Manager in post |
| Biennial Business | Autumn 2022 | On-line + phone survey | Local businesses | N/A | Economic Development Manager | See above. Approach to formal business survey under review |

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| Survey – themed | | | | | | |
| 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 | 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. |
| Local Plan | 2022 | TBC | Residents outside the Peak District | Yes | 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 | Nov 2022 | On-line Panel survey | Local residents | No | Policy Officer | The Residents Survey for the Corporate Plan was carried out in March 2023. 47% agreed that |

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| <p>% agreeing the Council provides value for money (POL8), satisfaction with how the Council runs things (POL9), % satisfied with the area (N15)</p> | | | | | | <p>Derbyshire Dales District Council provides value for money (an increase from 43% in 2021)</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> | Nov 2023 | On-line Panel survey | Local residents | No | Policy Officer | <p>The Residents Survey for the Corporate Plan was carried out in March 2023. Satisfaction with the way Derbyshire Dales District Council runs things was 60%, an increase from the 2021 survey (58%)</p> |
| <p>Corporate Plan 2024 to 2028 – identifying potential Council priorities and actions</p> | to be complete by May 2023 | TBC – using consultant s but to include surveying our Online | Local Residents | Yes | Policy Officer | <p>The Residents Survey for the Corporate Plan was carried out in March 2023</p> |

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| | | Panel and other residents | | | | |

Corporate and Customer Services

| Issue/ Consultation Task | Date planned | Methods | Target Groups | EIA req'd | Lead Officer | Progress at July 2023 |
|---|-----------------|---------------------------|----------------------------------|--------------|--|---|
| Biennial ICT internal satisfaction survey | January 2023 | Biennial online survey | Staff at DDDC | No | Service Delivery Manager [Joint ICT Services | Survey undertaken and results to be shared with ICT User Group and Joint ICT Committee |
| Communications and Marketing: Matlock Bath Illuminations satisfaction | Dec 2022 | 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. |
| 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. |

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| 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 & Electoral Services Manager | Consultation undertaken and results fed back to Council in reports in 2022 which resulted in a recommendation to the Local Government Boundary Commission for England (LGBCE) which failed to act in time to make changes ahead of the local elections in May 2023. |
| Review of Polling Districts and Polling Places | October 2023 | Tbc | Stakeholders – Members, residents; County, Town and Parish councils; other bodies with a concern/interest | N | 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. |