

Epsom & Ewell Borough Council's Consultation Activity, 2007

External Consultation 2007

Type	Consultation Project Name	Month	Objective / Area Covered	Consultation Method(s) Used	Response Rate	Commi-ssioned By	Level of SIU Involvement	Cost
	Benefits Window 2	15 Jan – 2 March 2007	<ul style="list-style-type: none"> To gauge satisfaction with the Benefits Service and provide performance information to compare with other authorities 	Questionnaire	N/A		Overseeing the consultation	Officer time
STATUTORY	Licensing Act 2003	9 March to May 2007	<ul style="list-style-type: none"> Required under the licensing act 2003 to seek comments on the review of the Council's licensing policy. 	Letter based only, to seek views on need to amend existing policy	N/A	Rachel Jackson	None	TBC
OTHER	<ul style="list-style-type: none"> Longmead Alley Gates Longmead Community Safety Action Zone – Partnership Working Questionnaire 	24/08/07-04/09/07 24-31 July 2007	<ul style="list-style-type: none"> To obtain views about the MUGA and how we can improve it for the future. Set baseline for current partnership working and indicators as to where collaboration on community safety work can improve 	Questionnaire Questionnaire	N/A	Katrina Best Policy & Partnerships Andrew Eperson	Overseeing the Consultation	Office Time
OTHER	<ul style="list-style-type: none"> March Feedback Survey 	8 March to 30 March	<ul style="list-style-type: none"> To establish resident perception / experience of anti-social behaviour and crime within the last 12 months. To establish awareness amongst residents of Social Centres within the Borough and the programme of activities that is on offer in each centre 	Postal and electronic questionnaire	N/A	Katrina Best/Bruce Winton/	Overseeing the Consultation	TBC

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OTHER	Corporate Equalities Plan	2006 to 2009	<ul style="list-style-type: none"> • 2 surveys will be administered: • To all staff to find out their experiences of equality and diversity within the organisation with regard to employment and service delivery and to raise awareness of the CEP throughout the organisation. This will allow EEBC to benchmark the success of the CEP in raising equality and diversity awareness amongst staff when this is re-assessed further down the line. • To external contacts e.g. faith group leaders to establish whether or not the CEP meets their expectations in terms of service delivery / access to services for all and to make improvements to the CEP if any gaps are identified. 	<p>Electronic survey and hardcopies to all staff</p> <p>Postal questionnaires and copy of CEP to all external contacts</p>	TBC	Andrew Eperson	Developing the questions and analysing the results	Officer Time

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STATUTORY	Housing Grants Customer Care Survey	Ongoing (from March 2004)	<ul style="list-style-type: none"> To measure customer satisfaction with the housing grants service. To identify potential improvements. Compliance with BV166 #10. 	Questionnaire to service users	TBC	Rachel Kay – Environmental Health	Developed survey and analysing responses (twice yearly)	Postage and Officer time
STATUTORY	Stamford Green Conservation Area: Character Appraisal & management Plan	Dec 2006 to Jan 07	<ul style="list-style-type: none"> To explain and describe the “Key Characteristics “ of the CA To identify the main issues in the CA To make a number of Recommendations about the future management of the CA To gain the opinions of residents & stakeholders in the area 	Questionnaire	TBC	Anthony Evans	None	TBC
STATUTORY	Business – Food and Health & Safety Satisfaction Survey	Ongoing (from April 2004)	<ul style="list-style-type: none"> To ensure compliance with requirements of BV166 #10. To measure customer satisfaction. To identify potential improvements. 	Questionnaire to proprietors of Food and H&S businesses, who’ve been subject to an inspection	TBC	David Rowley – Environmental Health	Developing survey and analysing results (twice yearly)	Postage and Officer time

OTHER	Depot Road and Upper High Street site appraisals project	2006 – March 07	<ul style="list-style-type: none"> To establish public views on how development in the area could contribute to the vitality of the town centre; to obtain public views on the planning of the DR/UHS area; to guide the next stage of the Council's site appraisal project 	Public meeting, run by and facilitated by an independent consultant; also interviews of selected owners, groups, organisations and individuals	N/A	Tony Foxwell	None	N/A
OTHER	Partnership Action Day	3 April 2007	<ul style="list-style-type: none"> To consult with young people in the Town Centre about their interests after school and in the evening, what they would like to see improved in the town centre and their views about the Council. 	Interviews with young people on an inflatable sofa, using post it notes to write down their thoughts.	N/A	Jo Cole	Working alongside Leisure Development Division	Officer Time
STATUTORY	Air quality detailed assessment	March to May 2007	<ul style="list-style-type: none"> To exchange data with other agencies and neighbouring local authorities regarding air quality 	Mail out to each consultant / email with attached document	N/A	Oliver Nelson	None	N/A

Internal Consultation (2006)

Type	Consultation Project Name	Month	Objective / Area Covered	Consultation Method(s) Used	Response Rate	Comm- issioned By	Level of SIU Involvement	Cost
OTHER	Staff Consultative Group	26 Feb to 16 March 2007	<ul style="list-style-type: none"> To gauge employee perception of the effectiveness of the Staff Consultative Group since its reformation in 2006; to identify any improvements that could be made to the structure of the group before April 2007 so that it represents all members of staff as fully as possible 	Electronic survey and hard copy questionnaires	TBC	Rachel Jackson (Chair SCG) / Sarah Hogg (Vice-Chair)	Developing the survey and analysing results	Officer Time

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OTHER	Employee Satisfaction Survey	Oct 2006	<ul style="list-style-type: none"> ▪ Identify where EEBC needs to improve. ▪ Identify action that can be taken in order to make these improvements. ▪ Establish the positives associated with working at EEBC; to evaluate what staff like about working for the Council, and what keeps them working at the Council. • Impart to all staff the sentiment that they are valued, and that their opinions matter. The 'People & Performance' agenda is at the heart of the Council's Corporate Plan, and everything that the Council does. A key part of this agenda focuses upon the Council's staff, <i>'We value our staff and aim to be a caring and fair employer with a high performing workforce – we will develop and support our staff to focus on the achievement of the Council's – and therefore the residents' – priorities</i> 	Electronic survey and Hardcopy Survey	42.2%	Irene Clarke Director of HR	Developing the survey and analysing results	TBC