

CANNOCK CHASE COUNCIL

SOCIAL INCLUSION AND HOUSING SELECT COMMITTEE

REPORT OF SOCIAL INCLUSION AND HOUSING SELECT COMMITTEE

COMMUNITY ENGAGEMENT

PORTFOLIO LEADER: SOCIAL INCLUSION AND HOUSING



# Community Engagement

## Report of the Social Inclusion & Housing Select Committee March 2007

## Foreword

Local government is undergoing a fundamental transformation, and good communication with local people has never been more important. The Select Committee's review therefore concentrated on the framework the Council needs to have in place to ensure that all consultation is properly co-ordinated, information is shared and the results of the consultation and engagement activities are clear to both the policy makers on the Council and the people who gave their views. The Select Committee believes that mechanisms should be established enabling the residents and users greater opportunity to inform future service delivery and Council policies.

I would like to thank the Select Committee members for their commitment and enthusiasm in contributing to this review. Thank you also to all those people who have contributed to the review including the Community Engagement Officer who early on in the review gave members a useful background on the need for good quality research and consultation.

I believe that by drawing on the experiences and views of Councillors and listening to the officers who are practitioners in the field of research and consultation, the Select Committee has identified a number of areas that will improve the co-ordination and sharing of information as well as improve the way that we as a Council engages with local people.

Cllr Bob Meaden  
Chairman 2006-07

**1. Purpose of Report**

- 1.1 To outline the findings and recommendations of the Select Committee's review of how the Council engages with its communities.

**1. Terms of Reference**

- 1.1 The Social Inclusion and Housing Select Committee agreed to undertake a review into community engagement in the area. It was agreed that the scope of the review should give consideration to the following issues:

- a What community engagement is currently undertaken by Cannock Chase Council?
- b What other engagement mechanisms are available within the District?
- c How do we ensure that services are developed and delivered to meet the needs of vulnerable groups

- 1.2 The aims of the review were to:

- a Improve the Council's approach to ensuring a two-way dialogue with its communities
- b Develop recommendations to ensure that engagement activities are used to shape future service provision

- 1.3 It was hoped that with this selection of topics the Select Committee would be best placed to produce a timely and in-depth review, which would give rise to realistic and achievable recommendations that would improve community engagement within Cannock Chase District.

**2. Methodology**

- 2.1 To undertake this review, the Select Committee identified other partners who undertook engagement activities. The Select Committee also considered documents on good practice and other publications relevant to the scope of the review. The Select Committee also instructed officers to undertake consultation exercises with local people to determine their preferred methods of engagement.

- 2.2 The partners and service providers invited to meetings of the Select Committee included:

- a Inspector Mat Derrick
- b Martin Drayton, Community Engagement Officer
- c Donna Colgrave, Policy and Performance Manager

- 2.3 The Select Committee received these attendees and questioned them to illuminate the key issues and topics being examined. The evidence received was very informative and of great assistance to the creation of recommendations.

- 2.4 Upon consideration of the evidence received from the above attendees and from publications and documents received, the Select Committee identified several key issues that need to be

addressed, and made recommendations so as to tackle these issues, endeavouring to improve the current situation of how the Council can improve its engagement with local people.

### **3. Background**

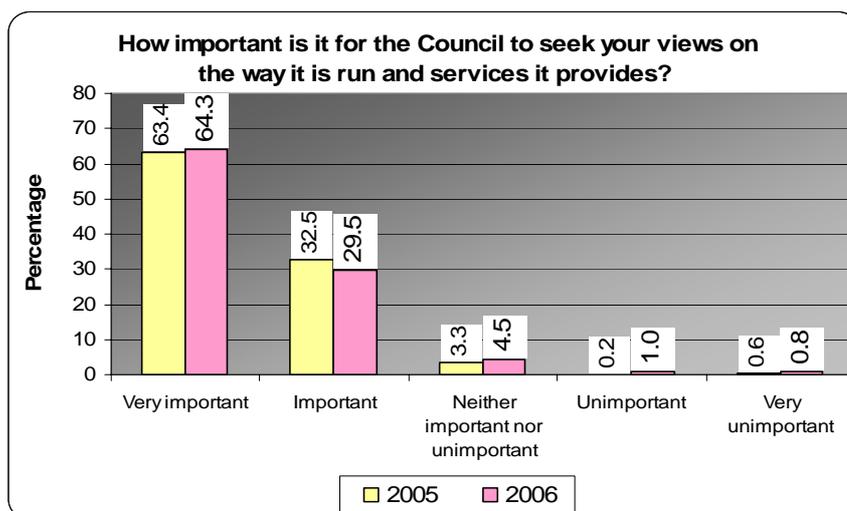
- 3.1 Community engagement provides people with opportunities to have a greater say in what happens in their District and to be more active in decision making. Communities can be of place (people in a geographical area), or of interest, (people who share a particular experience, interest or characteristic), such as young people or disabled people. It's important to remember, that people often belong to more than one community and communities are always diverse.
- 3.2 By talking about problems and solutions with communities, service providers can make sure that resources are targeted at areas with the most need. Feedback from local people is a way of making sure services meet people's need and that improvements are effective. This could be about anything from roads, to recycling, to the provision of community centres.
- 3.3 Agencies and organisations, like councils, become more open and accessible when people understand how they work, are allowed to have a say in decisions and share the efforts to improve quality of life. Community engagement can help to break down barriers and negative views of organisations.
- 3.4 Councils have always been required, through legislation, to consult the public on a number of issues. These requirements have generally related to specific decisions, plans or arrangements, relating to proposals that affect local people either living in a specific area or participating in particular services.
- 3.5 In the late 1990s, following a drive to engage with the public more effectively, the White Paper 'Modern Local Government: In Touch with the People' set out, amongst other things, to improve local democracy and promote the well being of communities. The government saw public consultation and engagement as central to the delivery of this modernisation and improvement programme.
- 3.6 The Local Government Act 2000 resulted in the introduction of a variety of consultation methods to implement its measures, such as consultation on new executive arrangements. The Act also required Councils to prepare Community Strategies for which a range of consultation techniques have been adopted by local government to develop and deliver this.
- 3.7 Sustainable Communities: People, Places and Prosperity – A Five Year Plan published in January 2005 set out the Government's plan to enable local people and communities to drive through improvements to their neighbourhood in partnership with local government. The strategy addresses 4 key issues:
  - a Local Leadership
  - b Citizen Engagement
  - c Better Services

## d Coherent and Stable Relationship – between national, regional and local government

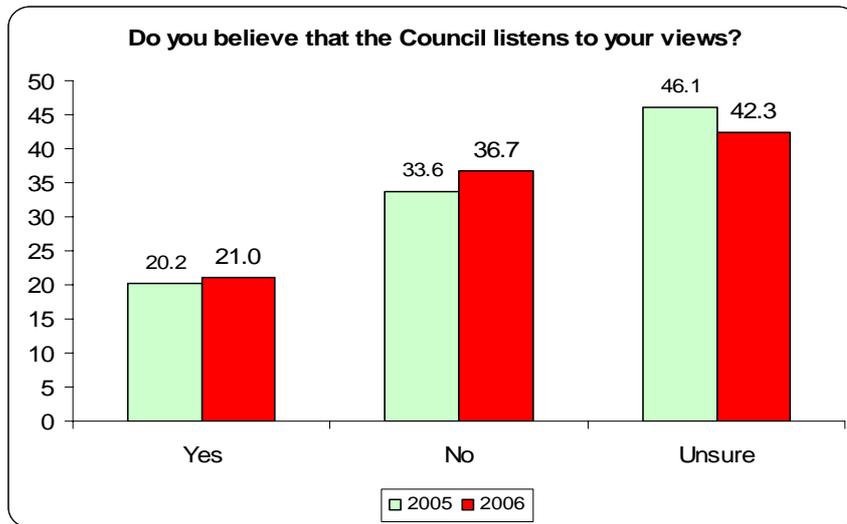
- 3.8 Alongside the strategy are two discussion documents 'Citizen Engagement and Public Services: Why Neighbourhoods Matter' and 'Vibrant Local Leadership'. In terms of community engagement the Government are advocating the need for stronger links between public services and the communities they serve. Effective community engagement depends on opportunities for, and capacity within, local communities to become involved in the decisions that affect them.
- 3.9 Community engagement can bring benefits to individuals and communities, community groups and individuals can often progress from sorting out a specific neighbourhood problem to engagement in a broader set of issues covering a wider area.
- 3.10 The Government believes that LSPs provide experience and evidence of what is needed for effective community engagement. LSPs will start to influence major local decisions and spending through their new role in Local Area Agreements, where they will work with the local authority on behalf of the local area to get the balance of spending and services they want.
- 3.11 In October 2006, the Government published the Strong and Prosperous Communities White Paper, which aims to give local people and local communities more influence and power to improve their lives. One of its key themes is the idea of reshaping public services around the citizens and communities who use them – consulting, involving and encouraging them to have a say. Focus should be on improving whole areas rather than just individual services, with greater emphasis on working together across service boundaries.

#### 4. Current Views on Community Engagement and Participation

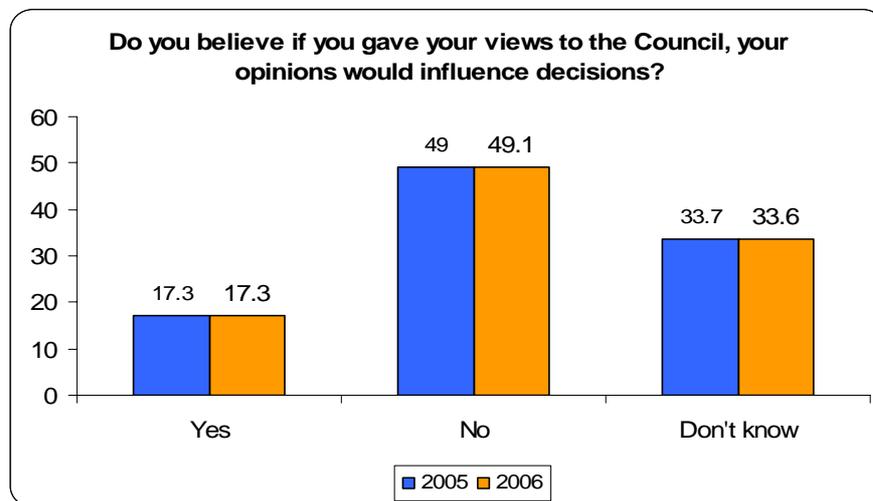
- 4.1 The results of the Citizen Panel survey carried out in 2005 and 2006 were presented to the Select Committee. The results show that approximately 95% of respondents believe that it is important for the Council to seek their views on how the Council is run and the way in which services are provided.



- 4.2 The results also show that only 21% of respondents believe that the Council listens to their views, with little improvement on response in 2005 where 20.2% of respondents said they believed the Council listened to their views.



4.3 Respondents were also asked whether they believed that their views would influence decisions made by the Council and only 17% believed that they would.



4.4 The recent General Household Satisfaction Survey carried out towards the end of 2006 also asked residents questions about involving residents in decision making and keeping residents informed. The results show that only 34% of residents think that the Council keeps them well informed, whilst 58% think that they only get limited information. Only 27.8% of respondents said they were satisfied with the opportunities for participation in local decision-making provided by the Council, whilst 27.8% were dissatisfied. Almost half of the all respondents did not offer an opinion.

4.5 When asked if they felt they could influence decisions affecting their local area only 27.4% agreed they could, whilst 72.6% disagreed.

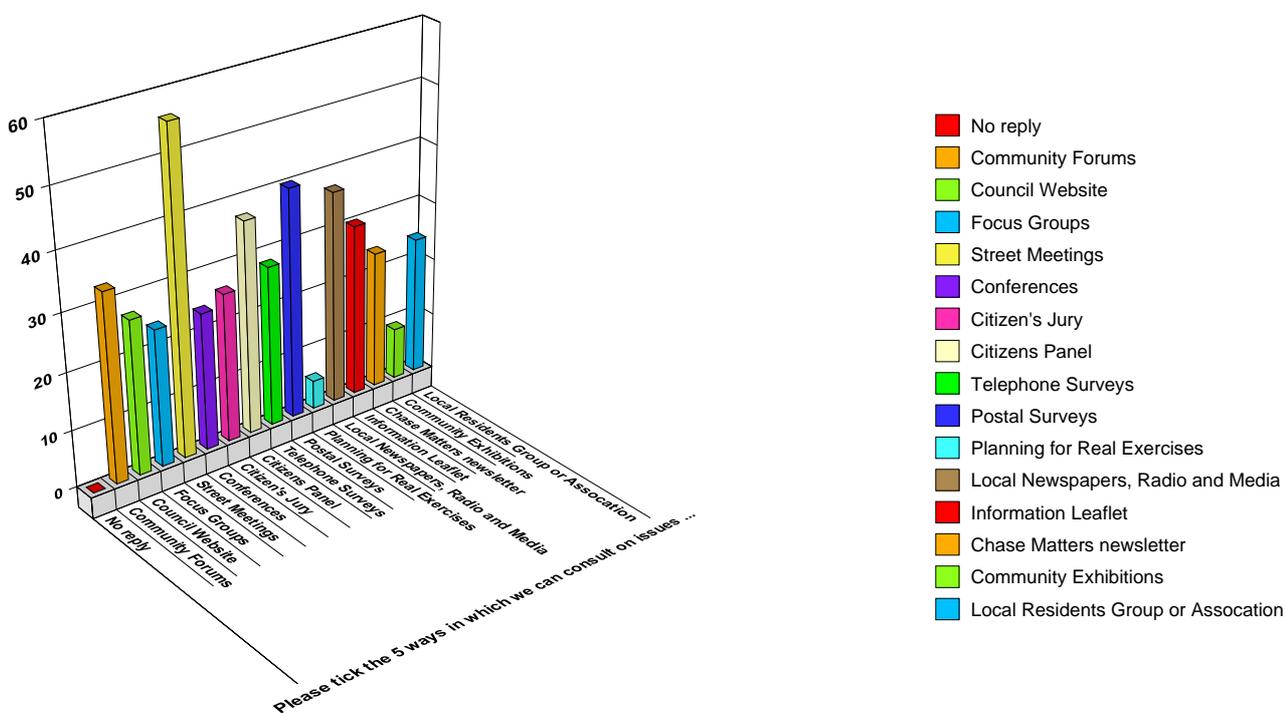
4.6 Respondents were asked, the extent to which, a number of different performance statements could be applied to the Council. The results are summarised in the following table:

My Council....	A great Deal %	To some Extent %	Not very much %	Not at All %	Don't Know %
Is remote and impersonal	13.5	46.8	25.0	14.6	24.8
Involves residents when making decisions	4.7	32.7	40.8	21.8	21.4
Promotes the interests of local residents	4.9	34.3	40.5	20.3	20.3
Listens to the concerns of local residents	5.8	35.5	37.4	21.3	18.8
Acts on the concerns of local residents	5.3	33.7	40.2	20.8	21.0

4.7 During the review a number of face to face consultation exercises were undertaken with local residents to determine their views on how they would like the Council to consult with residents. These consultation exercises were linked to the Own Your Streets events and took place in Norton Canes and Brereton.

4.8 The results of the Norton Canes exercise highlighted that the most popular method of engagement would be Street Meetings. The use of postal surveys was second and the Citizens Panel was joint third with local newspapers, radio and media.

4.9 Results of Consultation undertaken in Norton Canes:



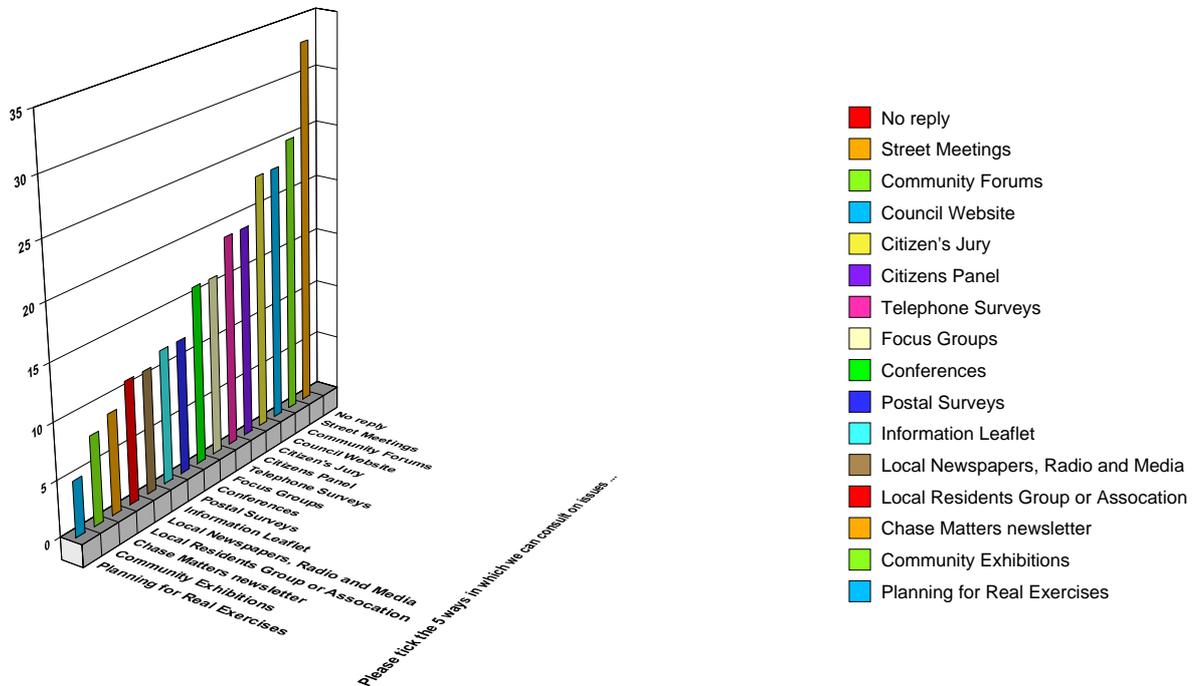
4.10 As the above graph demonstrates, the top 5 preferences identified are:-

- a Street Meetings
- b Postal Surveys
- c Citizens Panel (Joint 3<sup>rd</sup>)
- d Local Newspapers, Radio and Media
- e Community Forums
- f Information Leaflet

Absolute Respondents	Missing		What is your age range?						
	Base	No reply	17-24	25-34	35-44	45-54	55-64	65-74	75+
<b>Base</b>	<b>99</b>	<b>16</b>	<b>8</b>	<b>18</b>	<b>11</b>	<b>18</b>	<b>12</b>	<b>9</b>	<b>7</b>
<b>Missing</b>									
No reply	-	-	-	-	-	-	-	-	-
<b>Please tick the 5 ways in which we can consult on issues ...</b>									
Community Forums	33	5	3	7	4	6	5	3	-
Council Website	27	8	6	4	3	5	1	-	-
Focus Groups	24	5	2	5	-	4	4	2	2
Street Meetings	56	10	4	11	8	10	7	5	1
Conferences	24	8	3	3	3	2	3	2	-
Citizen's Jury	26	7	3	5	3	3	3	1	1
Citizens Panel	37	8	5	4	3	6	6	3	2
Telephone Surveys	28	6	3	6	2	7	2	1	1
Postal Surveys	40	2	5	8	5	7	3	6	4
Planning for Real Exercises	5	1	-	-	-	1	2	1	-
Local Newspapers, Radio and Media	37	1	3	7	4	7	7	3	5
Information Leaflet	30	2	3	8	4	4	6	1	2
Chase Matters newsletter	24	-	-	5	2	7	2	2	6
Community Exhibitions	9	1	-	2	1	2	1	-	2
Local Residents Group or Association	24	4	-	4	1	5	5	3	2

4.11 The results of the Brereton exercise also highlighted that the most popular method of engagement would be Street Meetings. The use of Community Forums was second and the Council's website was joint third with Citizens Jury.

4.12 Results of Consultation undertaken in Brereton:



4.13 As the above graph demonstrates, the Top 5 preferences seem to be:-

- a Street Meetings
- b Community Forums
- c Council Website (Joint 3<sup>rd</sup>)
- d Citizen's Jury
- e Citizen's Panel (Joint 4<sup>th</sup>)
- f Telephone Surveys
- g Focus Groups

Absolute Respondents	Missing		What is your age range?						
	Base	No reply	17-24	25-34	35-44	45-54	55-64	65-74	75+
<b>Base</b>	<b>54</b>	<b>14</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>5</b>	<b>5</b>
<b>Missing</b>									
No reply	-	-	-	-	-	-	-	-	-
<b>Please tick the 5 ways in which we can consult on issues ...</b>									
Community Forums	25	12	1	-	3	3	3	1	2
Council Website	23	6	3	1	4	2	3	1	3
Focus Groups	16	4	-	-	3	2	4	2	1
Street Meetings	33	11	1	-	5	5	5	3	3
Conferences	16	10	1	-	-	-	3	1	1
Citizen's Jury	23	5	3	1	2	4	4	1	3
Citizens Panel	19	5	1	-	1	4	4	1	3
Telephone Surveys	19	4	-	1	3	1	2	4	4
Postal Surveys	12	-	1	-	1	2	3	1	4
Planning for Real Exercises	5	-	1	-	1	1	1	-	1
Local Newspapers, Radio and Media	11	-	2	1	1	2	1	2	2
Information Leaflet	12	1	-	-	3	3	2	-	3
Chase Matters newsletter	9	-	1	-	1	3	2	1	1
Community Exhibitions	8	1	-	-	1	3	-	1	2
Local Residents Group or Association	11	-	-	-	2	3	3	2	1

## 4.14 Results of consultation undertaken in Hednesford:

The top 5 preferences appear to be:

- a Street Meetings
- b Community Forums
- c Information Leaflet
- d Local Residents Groups or Associations
- e Chase Matters Newsletter

4.15 The results of the consultation exercises highlight Street Meetings as the most popular consultation activity across the three areas, with other highly interactive consultation activities also favoured. The fact that residents have chosen a very interactive form of consultation shows that they seem to possess a high level of interest for their community and are willing to get involved with the Council to make improvements. In addition, it is encouraging that residents view the existing Citizens' Panel as a preferred method of consultation and in Hednesford, Chase Matters is starting to have an impact.

5. **What we are doing within Cannock Chase**

5.1 Within the Council, the Policy and Performance Division is responsible for co-ordinating consultation and engagement processes. The Consultation Officer is responsible for managing the Council's Corporate Consultation Strategy, which includes managing the Citizen's Panel and focus groups as well as undertaking the Best Value Performance Indicator Surveys on a three yearly basis. The Community Engagement Officer supports Chase Community Partnership, developing its framework for engaging with communities.

5.2 To determine what consultation and community engagement activities were being carried out within the District, the Community Engagement Officer has undertaken a survey. Initially interviews were conducted with officers within the Council and this was then followed by a survey sent out to key partners who were represented on the Chase Community Partnership. A list of engagement activities is attached at Annex 1.

5.3 The survey also highlighted that less than half of the participants were able to provide accurate or complete information about the costs of undertaking engagement activities.

5.4 There are a number of positive examples of how partners have worked together to engage with local communities. The partners on Bevan Lee Estate, including Beth Johnson, the Council, J&S Sneddon and Business Enterprise Support have supported residents to become more actively engaged in shaping the delivery of services within their community. A mother and daughter team with the help of Business Enterprise Support have set up their own on-site catering firm to feed hungry staff while the estate transforms. Catering Angels was created in response to a leaflet pushed through the door asking if residents would be interested in setting up a small business.

5.5 Beth Johnson approached the Council's Arts Development team to discuss ways to raise community participation on the Bevan Lee Estate. Elected Members, Council employees, Moorhill Primary School, Cannock Chase High School gathered together to walk the Bevan Lee Estate carrying a variety of lanterns created by local residents. The project had a quick development time and in a matter of days the estate was rich in Christmas spirit. Each household received a handmade Christmas card informing them of how to get involved in future public art projects that will take place in the coming years. The cards and lantern procession encouraged future community participation and partnership work. Sports and arts development activities in Bevan Lee appear in future business plans to sustain interest.

5.6 Cannock Chase Council is represented at the Staffordshire Equality Network by the Community Engagement Officer and in partnership with Staffordshire Police, Staffordshire Fire and Rescue, Staffordshire County Council, Stafford Borough Council, Keele University and other

District Councils has helped to create a Staffordshire Disability Equality Scheme. Together partners have consulted on a wide range of access topics including leisure, employment and transport.

- 5.7 The Council has now published its own Disability Equality Scheme and has continued to engage with representatives from disability groups to shape the delivery of the scheme. The Community Engagement Officer now co-ordinates and chairs Chase Disability Equality Forum which meets bi-monthly at the Civic Centre and is well attended by representatives from disability organisations. The forum has now established a terms of reference and their main purpose will be to ensure disability and equality influences the Council's service delivery and to celebrate positive improvements.

### **Citizens' Panel**

- 5.8 The Select Committee received evidence from the Policy and Performance Manager on a number of mechanisms the Council uses to ensure that citizens in the District can influence the development of policies and inform the way in which services are delivered. A Citizens Panel, which consists of approximately 1400 members of the public from within the District, was established over seven years ago. The Citizens' Panel is one approach used to seek the views of the public and the results are then used for decision-making processes within the Council and have a direct influence on the way services are provided.
- 5.9 Each year the Panel receives three main surveys (Spring, Summer and Winter), which all Panel members are asked to take part in. Each survey is split into sections and all of the Council's departments have the opportunity to suggest questions or topics to be included in the survey. The response rate to these Citizen Panel surveys is usually about 50%, which is extremely high for a postal survey. As a result the response rate achieved means that the data is statistically valid and can be used to help inform decisions or policy.
- 5.10 On the rare occasion that a question only achieves a small number of responses, a note will be made at that part of the analysis to ensure that the data is treated with caution.
- 5.11 In addition to the surveys, some Panel members participate in a number of discussion groups, which are run each year to gain their views on a variety of issues. Past focus groups include: Environmental Health, Recycling, Chase It! Activity Scheme, Crime and Disorder, Planning, Benefits, Community Safety, Markets and Tourism.
- 5.12 The individuals on the Panel are selected as being representative of all the residents of the District. The Panel is a cross-section of the population within selected criteria. This District is divided into wards and a sample from each ward is taken. This sample is split roughly equally between male and female and there are specific percentage targets for age and employment type that aim to be met through the Panel recruitment process.
- 5.13 Every couple of years around a third of the Panel is replaced. Panel members are chosen to retire rather than randomly selected. This means those who have poorer response rates and those who have already been involved in discussion groups can be removed. This is to ensure that the Council continues to receive representative answers to the questions asked and that similar questions are not being asked of the same people.

### **Community Action Teams**

- 5.14 Community Action Teams (CATs) are geographically spread across the district and are a multi-agency practitioner approach to tackling local community safety issues. CATs have been instrumental in working with the Partnership Development Unit to deliver Own Your Streets events in Chadsmoor, Norton Canes, Brereton and Hednesford.
- 5.15 The community engagement aspects of the Own Your Streets approach was reviewed in early 2007 and as a result a mini "planning for real" exercise was piloted by the Community Engagement Officer to consult with communities on priorities for action within their area.

### **Community Forums**

- 5.16 The Council operates a total of four Community Forums throughout the district: Cannock Community Forum; Hednesford Community Forum; Rugeley and Brereton Community Forum; Heath Hayes, Norton Canes and Rawsley Community Forum. Each forum covers the Wards for that particular area. Elected members, the Council's partners and representatives from other bodies are invited to attend. Residents are invited to attend meetings and raise local issues of concern.
- 5.17 Chase Community Partnership have asked the Community Engagement Officer to review Community Forums and Community Action Teams, highlighting opportunities for synergy. It is anticipated this review will be taken to the forthcoming June 2007, Chase Community Partnership meeting.

## **6. Good Practice**

- 6.1 As part of the review, the Select Committee looked at areas of good practice to determine what lessons could be learnt for Cannock Chase Council.
- 6.2 Inspector Mat Derrick spoke to the Select Committee about Partners and Community Together (PACTs), which are a mechanism used by the Police to engage with neighbourhoods.
- 6.3 PACTs are targeted at high crime areas, where local residents viewed their neighborhood as particularly unsafe. The PACT was a chance for the public to express their concerns about local issues, which the Police would then respond to.
- 6.4 The PACT meetings are held on a monthly basis at a pre-arranged time and venue. Personal invites are sent to all households in the area. The letter would also provide an opportunity for the resident to raise concerns if they were unable to attend the meeting.
- 6.5 The first PACT meeting had taken place on the Jubilee Estate. 250 invitations were sent out to local households and approximately 55 people attended the- first meeting. Issues such as dog fouling, mini motos and closure of alleyways were identified as the main areas of concern. There has been a multi-agency response to the concerns raised and at the next PACT meeting the residents of the Jubilee Estate reported a reduction in incidents of dog fouling and use of mini motos as a result.
- 6.6 The intention is for 7 neighbourhood areas in Cannock to have PACT meetings, and the next area scheduled for a meeting is Benion Road and surrounding areas.

7. **Key Issues**

7.1 During the review, discussions around the topic of community engagement gave rise to a number of key issues, which the Select Committee was keen to pursue.

7.2 **Lack of co-ordination.**

7.3 **Lack of Timetabling.** There is no programme of consultation for the Council. Although the majority of consultation is undertaken through the Policy and Performance Division using the Citizens' Panel and supporting focus groups further consultation is carried out by individual departments and quite often individual service delivery units. The consequence of this is that there is a lack of co-ordination between departments about what consultation is planned, when it will be carried out and who will be consulted.

7.4 **Dissemination of findings.** The review also highlighted that where consultation had taken place there was no systematic approach to responding to the results of the exercise in particular the review highlighted that there is:

- a A lack of dissemination of findings within the Council.
- b a lack of dissemination of findings to the participants/public
- c A lack of monitoring and evaluation.

7.5 The Select Committee highlighted the need to ensure that the results of consultation are used widely in the Council in order to make policy decisions which are evidence based. If consultation reports are written up in such a way that means that their use is minimal it will encourage additional consultation to be carried out which could have been avoided.

7.6 It is vital that participants are made aware that what they stated was listened to, even if the decision made went against their views. If they are told that the Council did listen but they were in the minority, they will be more inclined to participate in consultation again.

7.7 **Lack of Direction.** The review also highlighted concerns amongst Members that Officers who participated in this report stated that they were 'unsure about the purpose of a substantial proportion of the consultation carried out by the Council'. It is believed that a lot of consultation is carried out in order to check decisions that have already been made.

7.8 The Select Committee recognised the need for there to be a mechanism by which to check that consultation is required, to check that there is an actual purpose for it. This would help to avoid unnecessary consultation and thereby reduce the number of consultation exercises carried out.

7.9 **Standards for consultation.** The Select Committee agrees that when a consultation project is embarked upon there should be a process in place which people follow to ensure that it is carried out to an agreed standard.

**8. Recommendations**

- 8.1 The Council's Corporate Consultation Strategy is now out of date and needs to be reviewed in light of the Select Committee's recommendations arising from this review:
- a Consultation Programme – effective planning of consultation activities is the key to joining up all the individual consultation activities to avoid duplication and consultation overload. A year long programme should be produced and should be published on the Council's website.
  - b Best Practice Toolkit – there is a need to develop a toolkit to provide guidance for the Council and other key partners in the application of consultation methods and techniques.
  - c Consultation Database and E-Library – there is a need to develop a consultation database and e-library which contains the consultation data, reports and information which is accessible to assist with research, avoid duplication and provide opportunities for joint consultation activities.
  - d Develop a database of Consultation Forums, which holds information of residents, community groups, public meetings etc.
  - e The Council's newsletter should be used to inform residents of the outcomes of public consultation.
  - f Further develop the consultation Section of the Council's Website – which will include e-surveys, feedback, contact information etc.
- 8.2 The Council's engagement mechanisms are reviewed to develop a multi-agency co-ordinated approach to engagement. Engagement mechanisms should be interactive and should encourage participation with members of the community
- 8.3 Elected members should be encouraged to become more actively involved in community engagement activities.

### Annex 1

Organisation	Officer & Department	Timescale	Consultation & Engagement Methods	Scale	Outcomes
Cannock Chase Council	Sports Development Officers  CCDC	Feb 2004	Young People's Participation in Sport Survey	977 year 9 students	Reprioritise sports focus
		Feb 2006		508 Year 6 students	
		Ongoing	Satisfaction Evaluation Postcards	1000 5 – 13 years	Shapes future activity programmes
		April 2004	Disability Research Project	100 students	t.b.c.
Cannock Chase Council	Tenant Participation Officer  Housing	November 06 (every 3 years)	Tenant Survey	2600 council tenants	Statutory survey which identifies areas of concern and improvement
		Ongoing	New Tenant Satisfaction Survey	All new Council Tenants 460 allocations, 53 responses 11.5%	Ethnicity of new tenants established  Improvement of Services
		Ongoing	Repair Satisfaction Survey	All tenants requiring Repairs Apr – Sep 2005 6317 Responses 1824 28.8%	Satisfaction levels Improve services  Identified training needs where service provision had been unsatisfactory.

## Annex 1

### Table of Consultation & Engagement Methods

Organisation	Officer & Department	Timescale	Consultation & Engagement Methods	Scale	Outcomes
		Apr 06 Bi-monthly	Consultation on Housing issues at Chase Tenants' and Residents' Federation Consultation Group	Approx 20 Tenant and Resident representatives	Measurable quality of life improvements  Improvements to tenants & residents safety
		Quarterly	Housing liaison group meetings	Approx 20 Tenant and Resident representatives, Elected Members, Housing Managers	Tenants are a part of decision making process regarding housing issues  Collection of unwanted fridges ceased
		Quarterly	Sheltered Forum Meetings. Tenants set own standards and issues for discussion	Approx 24 Older Persons from Sheltered Scheme residents Team Leader for Allocations and Supporting People	Smoking ceased in Communal areas  Seating improved at some sheltered schemes.
		June & Dec 06	Leaseholders Forum	Approx 8 leaseholders & Property Services Manager	Increased number of leaseholders aware of legal issues re. purchase of freehold after requesting presentations from legal consultants

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		Apr 06	Leaseholders Survey	220 sent out 35 responses	Raised understanding Of leaseholders re. Dog Fouling & Nuisance Neighbours
		July 06	Home Talk, Tenant Magazine	5800 Tenants	Views are sought from a range of tenants
		Ongoing (Quarterly)	Repairs Focus Group	6 tenants attend	Tenants produced New Tenants Repairs Handbook  Tenants choice of repairs materials
			Bright Ideas Initiative	All tenants invited to put forward ideas	Housing Service Improvements  Repairs password scheme for tenants with visual impairment  Tenants suggestion box on website

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Organisation	Officer & Department	Timescale	Consultation & Engagement Methods	Scale	Outcomes
		Ongoing	Viewpoint group	6 young tenants	Guidance leaflets Created for young tenants about paying their rent Young people involved in selecting range of fitted kitchen choices
		Ongoing	Disability Group	2 disabled tenants	Agreement to be consulted about housing issues & this will enable
Cannock Chase Council	Environmental Protection Officer Environmental Services	Jan – Feb	Statutory consultation on fees and fares for Hackney carriages	General public & licence holders	Objectives are reported to Cabinet
		Ongoing	General consultations via Research Officer	Cross section of residents	Feeds into the decision making process
		June 2006	Bridgtown AQMA (Air Quality Management Area). A joint plan will be produced with South Staffs Council, Highways, MEL (Midlands Express Limited), Optima and JMP		Compliance with statutory health objectives
		Forthcoming	Bi-annual meeting with Taxi Association	Local taxi proprietors	Fulfil Best Value of consultation

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		Tuesday Weekly	JOG (Joint Operations Group)	Practitioners only	Tackle issues more effectively with multi agencies
			Pest contractor customer satisfaction Forms	Customers	Allows monitoring of the service
Cannock Chase Council	Economic Development Officer (Europe)  Economic Regeneration	2003 - 2007	Bevan Lee Training Project	200 local residents	Activities and training upon and delivered By local people
		2006 Ongoing	Bevan Lee Social Enterprise Project	2 Bevan Lee residents	Local residents developing a social enterprise
		2004	Weston Spirit project	Young People (13. 25) from Broomhill & Chadsmoor	Created links & referrals between Connexions & Children's Services helping Young People at risk of exclusion

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### Table of Consultation & Engagement Methods

Organisation	Officer & Department	Timescale	Consultation & Engagement Methods	Scale	Outcomes
Cannock Chase Council	Economic Development Officer (Tourism & Community)  Economic Regeneration	April 2005	Visitor Satisfaction Survey	5,000 sent with 1,000 average respondents Completed by people who made a request for literature at Information Point, Hednesford and via Short Breaks Campaign (National)	Information shared with other service providers who can upgrade facilities, services, marketing campaigns and guides vital economic investment
		Annually October	Benchmarking Club	t.b.c	Shapes future investment in services  Informs Cabinet of value of supporting visitor economy
		Sep 2005 (Bi-annual)	Talking Tourism Newsletter	? number distributed	Readers contribute to an effective medium to share good practice and develop initiatives to support visitor economy

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		Annually updated	CAVES 2005	? number of Clubs associations & groups	Directory with contacts details and summary of voluntary/public services across district
		Ongoing	Norton Canes Community Partnership	17 residents on fully constituted partnership	Norton Canes has a thriving voluntary and community Sector providing local services
			Heritage Sub-group	6 residents	
			KONCAS (Kids of Norton Canes Activities for Summer)	125 young person membership residents on committee	t.b.c
			One Stop Shop	8 volunteers working with community	Residents involved in extension of information services
		Sep 06 (programme to be agreed with High Schools)	Young Enterprise: Tourism Master class	t.b.c.	Encourages young people to develop business skills
			AONB (Area of Outstanding Natural Beauty) Master class	400 young people	

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		Feb 06	Choices Careers Convention	350 young people	Raise awareness of skills and knowledge required to secure employment
Cannock Chase Council	Arts Development Officers  Leisure	Ongoing	Youth Health Issues Consultation Questionnaire 'Turbulence'	350 – 3000 young people from High Schools	Findings inform a number of partnership community arts projects
		Oct – Nov Each year	Route to Health Participants Questionnaire	12 – 20 local organisations who consult 500 service users	Improves services & influences plans, corporate & leisure objectives
Cannock Chase Council	PR & Marketing Manager  PR & Marketing	Ongoing 16 yearly	Community Forums	Approx 40 persons per forum	Local residents get a chance to have their say
		October	Local Democracy Week	800 children	Raise awareness of recycling & encourage citizenship and future increase in voters

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		February	Schools Open Days	350 children	Children engaged in consultation on council services. For example, play equipment
		t.b.c	Recycling Focus Group	10 – 12 residents randomly selected from Citizens Panel	t.b.c.
		Oct 06	Vision Into Reality – Leisure Strategy	Open invitation to all Residents	Resident consultation on leisure strategy
Cannock Chase Council	Community Engagement Officer  Partnership Development Unit	5 per year	Have Your Say – Community Strategy Priority Consultation	Own Your Street events in each CAT area in district	Residents consulted on priorities for 07/08 Community Strategy
		5 per year	Consultation on Consultation – Social Inclusion & Housing Select Committee Community Engagement Project	Own Your Street events in each CAT area in district	Residents consulted on consultation methods and influence future policy

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Cannock Chase Council	Policy & Performance Manager	Spring Summer Winter	Citizen's Panel	1400 residents	Service improvement and identification of most important issues
	Policy & Performance	June/July	Tracking Panel (part of Citizen's Panel)	200 residents	Track attitudes or emerging trends over a period of time
		September (General Survey)	Best Value User Satisfaction Surveys	5000 households picked up ODPM	Statutory requirement to undertaken every 3 years
Chase CVS	Chief Officer	Oct/Feb	Community Workers Networking Events	Average of 60 VCOs including statutory agencies	Better informed VCOs Agencies. Increased information exchange between organisations
		Quarterly	Domestic Violence Forum Dissemination of information And consultation regarding Domestic Violence issues	Average of 30 VCOs Statutory Agencies	Improved awareness of domestic violence amongst agencies and the general public
		February	Performance Feedback / Needs Assessment Focus Group Customer Feedback on Chase CVS services & assessment of emerging needs / trends.	Average of 15 VCOs that have accessed development support	Recommendations for future service delivery that are used in the planning process

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		January	Performance Feedback Questionnaire	Average of 50 VCOs that have accessed development support	Record of VCO progression. Customer feedback used to improve the service delivery
		March	Membership Survey / Needs Assessment	Average 80 VCOs (Members)	Record of VCO Progression. Customer feedback used to improve the service delivery
		November	Annual General Meeting	Average 30 VCOs (Members)	Transparency and accountability to the Membership of the organisation. Issuing Annual Report/ Accounts
Staffordshire Police	Neighbourhood Watch Community Engagement Officer	Quarterly	Cannock & District Neighbourhood Watch Association Meetings	60 registered members	Increase and improve information flow from members to police
		Quarterly	Neighbourhood Watch Newsletter	t.b.c.	t.b.c

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Staffordshire Police & Staffordshire Fire & Rescue	Cannock Neighbourhood Policing Unit  Mark Williams Staffordshire Fire & Rescue Service	2006 – 07 (Monthly) Chadsmoor Hednesford Heath Hayes Norton Canes Longford Bridgtown	Partners & Community Together (PACT). A regular public meeting focusing upon a small area.	Residents from approx 200 households	Listen to public & identify what matters to residents and whom services should be provided for.  20 priorities chosen by residents are distilled down to top 3. These priorities are taken to the Joint Operations Group (JOG)
Staffordshire Police	Anthony Small t.b.c.	t.b.c	t.b.c.	t.b.c.	t.b.c.
Cannock Chase Primary Care Trust	Communications Manger  Communications	June yearly	Patient Survey	850 patients	Patients involved in developing or changing services

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Cannock Chase Technical College	Sector Manager	January 06	Rugeley Learning Festival	10.000 leaflets sent to Rugeley Residents in local new	Increase in widening participation in learning
		October February May June Yearly	College Open Events	500 potential learners in total	Increase in widening participation in learning
		March 06	Business Lunch	30 local business people attended	Increase in employer engagement and opportunities
		February	Learning Festivals in Cannock and Rugeley	150 new learners	Identify interest in possible courses offered and engage new learners