

Consultation Programme 2008/09					
Consultation	Category/ Corporate Objective, Key Priority	Method	Start Date	Feedback Mechanism	Outcomes
Homelessness Prevention Strategy	Consultation Required by Legislation. Objective 3	Stakeholder days and customer survey	Apr-08	Customer responses were fed into the Homelessness Prevention Strategy Action Plan. The Strategy was published on the web site.	Customer responses were fed into the Homelessness Prevention Strategy Action Plan.
Waste Collection and Recycling Proposals and Options for Surrey Heath	Objective - 1 Priority - 3	E-mail and SNAP(questionnaire software) postal questionnaire	Jul-08	Executive report	Responses used to finalise the specification for the Waste Contract.
Web Review Survey to inform Equality Impact Assessment	Required by legislation. Objective 3 and 4	SNAP postal and web survey	Jul-08	Equality Impact Assessment document, Equality Action Group, Business Plans. Summary on web	The results concluded that the web site needed to include more information for older people, ethnic minority and religious groups i.e. celebrations and festivals. This was added plus information for young people and people with disabilities. It also highlighted that we have made good progress with reaching disabled and visually impaired users by the addition of larger text and audio online facilities.

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Action Holiday Scheme - Satisfaction Survey	Objective 3 and 4, Priority 4	Postal Survey to users of the Scheme.	Aug-08	Equality Action group	Information will be used to inform the following year's programme content. The figures indicated that the number of children with a disability and from ethnic minorities participating in the Action Holiday scheme is low, therefore more will be done to publicise the scheme. This will include contacting local schools for children with disabilities and ethnic minority groups.
Staff Survey - Annual	Organisational Development	SNAP questionnaire sent to all staff via e-mail.	Sep-08	Heads of Service team (HoST), Management Board (MB)	The main issues coming out of the staff survey were included within the review of the People Strategy.
Housing Market Assessment undertaken with Blackwater Valley Partnership	Objective - 1 Priority 6	Postal questionnaire	Sep-08	High response rate - 1,908 questionnaires returned. Summary on the web.	Draft from consultant received, to be launched end of March 2009. To be fed into the Housing Strategy.
Place Survey – Customer Satisfaction Survey (working with all Surrey Districts and County Council)	Consultation required by Legislation. Objective 4 Priority 6	Postal survey to residents	Sep-08	MB, HoST, Executive, press release. Summary on web.	% of people who believe people from different backgrounds get on well together in their local area - 86% (2nd highest result in the County), overall satisfaction with local area- 87% (2nd highest result in the County) however, civic participation % take part in atleast one activities in last 12 months - 13% (2nd lowest out of the County).

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What facilities are acceptable for young people in Heatherside	Objective 3	Displays, public meetings and questionnaires	Oct/Nov 2008	report to Crime Disorder Reduction Partnership (CDRP) and Executive. Summary on web.	
Community Strategy and Corporate Plan	Consultation in support of Corporate and Community Objectives and Priorities	Work shops and surveys with residents, Members, partners and equality groups.	Dec-08	Feedback to MB, Executive, Local Strategic Partnership (LSP) and stakeholders. Summary on web.	Gap analysis of results undertaken (to see what work is already being done to achieve objectives that came out of consultation). Results will form basis of actions plans for the new Community Strategy.
Housing Allocation Policy & Home Choice – joint consultation with Peerless Housing Association	Objective - 3 Priority 6	Review Allocation Policy and Home Choice service survey, to be sent to people on Housing Register.	Housing team Consultation with Peerless Housing - Dec 2008 Housing Register consultation - March 2009	Summary on the web site. Suggested changes to priorities identified will be reported to the Executive.	Results to be published Summer 2009.

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Contact Centre Customer Satisfaction Survey by telephone	Regular Consultation. Objective - 4 Priority 4	Customers are chosen randomly from those who had called on a particular day and are asked a variety of questions on how well their enquiry or transaction was handled.	Quarterly	MB plus in the Information Bulletin as from October 08	Results are also published in TEN (performance management software).
Customer Satisfaction face to face surveys – service specific	Regular Consultation. Objective - 4 Priority 4	Face to face surveys are handled in the same way only face to face, questions for service specific surveys are chosen by the service area complemented by regular customer care questions.	Quarterly	MB plus in the Information Bulletin as from October 08	Once all telephone and face to face surveys are completed, they are analysed to review and define areas for improvement for customer care, processes and to improve the end to end service for all Customers.

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Concessionary Bus Fares - satisfaction survey to inform Equality Impact Assessment	Objective 3 and 4, Priority 4	Face to face survey in the Contact Centre.	Jul-08	Equality Action Group. Equality Impact Assessment document.	Results fed into the Equality Impact Assessment and demonstrated good performance. Publish on TEN.
Business Breakfast This event is an opportunity for businesses in SH to join members and staff in consulting, networking and discussing current issues in the borough.	Regular Consultation. Objective - 2 Priority 6	Meeting /Networking event	September, January 2008/09	press release, satisfaction survey	The September 2008 business breakfast was a great success with various enhancements made to the previous format. Responses to the satisfaction surveys carried out at the September 08 and January 09 events such as: more time should be given to networking will be actioned for the future.
Pest Control Satisfaction Survey	Objective 1	Postal survey to customers who have asked for treatment	quarterly (where resources available) started Jan 2009	Sent to Head of Service & Director of Customer Services	Responses showed that people feel that this is a good service, minor suggestions have been actioned.
People Strategy	Organisational Development	Work shops with staff	Jan 09, 3 workshops over 1 week	Chief Executive's Blog, MB, HoST, briefings for all staff, on the web and on Intranet	Responses used to develop the People Strategy and Action Plan.

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NI 182 satisfaction survey of businesses with local authority regulation services (Environmental Health and Licensing)	Objective 1, National Indicator	Postal Surveys sent out to businesses, ICT developing a system that will automatically generate letters once a month.	Jan-09	National Indicator - to be published on TEN and reported to MB, DMTs and Members.	Results due mid April.
Safer Surrey Heath Partnership - Community Safety Priorities	Objective 1, Priority 1 & 6	Attending, Neighbourhood Watch coordinators meeting. Sending survey by e-mail to staff, community groups, businesses and Equality groups and on the Web.	February - March 2009	Webpage, press article and Heathscene, CDRP in April 09	Results will be used to shape the Partnership Community Safety Strategy 2009/10
Sustainability Staff Questionnaire	Objective 1, One off consultation to inform strategic and operational direction of Council	SNAP/On-line questionnaire	13 Jan 09 to 30 Jan 09	Presentation at Staff Meeting, intention to feed back to staff.	101 employees completed the survey. A paper including the results, will be debated at MB in March 09.

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Atrium Liaison Forum survey	Priority 1	SNAP questionnaire distributed to Liaison forum members.	Feb-09	feedback to Forum Members, on the web, press release	Responses due end of April.
NI187 - Tackling Fuel Poverty - survey of the percentage of people receiving income based benefits living in homes with low energy efficiency	National indicator, Objective 3	Survey commissioned by Environmental Services	Feb-09	National Indicator - to be published on TEN and reported to MB, Executive, DMTs and Members.	Results due end of March. To measure progress in tackling fuel poverty through improved energy efficiency.
Consultation Programme - Local Development Framework Consultations 2008/09					
Validations of Planning Applications Supplementary Planning Document – Regulation 17 Stage	Required by Legislation	Letters sent to identified stakeholders	Feb - April 08	Executive. Summary on web.	Minor alterations to the Supplementary Planning document, which is now in force.
Camberley Town Centre Area Action Plan Preferred Options Stage	Required by Legislation Objective 1-3. Priority 1.	Press notices and adverts, exhibition in Main Square, stakeholder Forum, student questionnaire.	21 April – 2 June 2008	Responses on Web and reported to LDF Working Group.	Responses to inform preparation of Submission Document of AAP.

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Core Strategy and Development Management Policy (options Document)	Required by Legislation	Forums/meetin gs Letters, questionnaires sent to identified consultees Press notices and adverts	Sept - Nov 08	LDF Working Group, Executive, web page	Responses to be fed into the Core Strategy.

Key - Corporate Objectives and Key Priorities

Objective 1 - Keeping Surrey Heath a pleasant
place to live, work and do business

Objective 2 - Promoting a buoyant and
sustainable local economy

Objective 3 - Encouraging supporting and
caring communities

Objective 4 - Delivering services efficiently,
effectively and economically

Priority 1 - to develop and deliver with partners an improved Camberley Town Centre

Priority 2 - to develop and implement a replacement strategy for the Arena Leisure centre

Priority 3 - to develop and improve waste collection and recycling

Priority 4 - to develop the Contact Centre and evolve services to meet the changing needs of the community

Priority 5 - to develop the Council's Medium Term Financial Strategy

Priority 6 - to develop partnerships