

Consultation activities within Business Units

Area Co-coordinators

Past Consultation (last 6 months)

- Wood Farm Small Area Survey
- Collation of demographic & census info into area plans

Consultation in progress

- Area Action Plans community consultation (Dec/Jan 05)

Future consultation (next 6 months)

- Specific localised schemes within areas

Business Systems

Past Consultation (last 6 months)

- Review of kiosks
- Best value review
- Customer satisfaction survey

Consultation in progress

Future consultation (next 6 months)

- Implementation of best Value Review
- Corporate time recording
- Review of website / intranet
- Review of kiosks

Transport and Parking

Past Consultation (last 6 months)

Consultation in progress

- Customer Satisfaction Survey

Future consultation (next 6 months)

Planning

Past Consultation (last 6 months)

- Local Plan Modifications – on deposit
- Statement of Community Involvement (SCI) – preparatory questionnaire

Consultation in progress

- SCI – consultation on draft document
- West End Area Action Plan – preparatory questionnaire
- Affordable Housing Supplementary Planning Document – preparatory questionnaire
- Natural Resource Impact Analysis Supplementary Planning Document – preparatory questionnaire

Future consultation (next 6 months)

- Planning Control Customer Survey
 - SCI – consultation on submission document
 - Core Strategy – preparatory questionnaire and other techniques
 - Planning Obligations Supplementary Planning Document – preparatory questionnaire
 - Parking Standards etc. Supplementary Planning Document – preparatory questionnaire
 - West End Area Action Plan – preparatory questionnaire
- #### On-going Consultation
- Planning Control User Group – forum
 - Statutory consultation on planning applications

City Works

Past Consultation (last 6 months)

Consultation in progress

- Evaluating performance information
- Internal survey of operational issues

Future consultation (next 6 months)

- 2x focus groups
- Talkback survey
- Satisfaction with service
- Planned communications – improve recycling rates

Environmental Health

Past Consultation (last 6 months)

- Smoking ban consultation

Consultation in progress

Future consultation (next 6 months)

- HMO licensing with landlords

Finance

Past Consultation (last 6 months)

- Cash Office customer satisfaction survey

Consultation in progress

Future consultation (next 6 months)

- 2006/07 budget consultation

Human Resources

Past Consultation (last 6 months)

- Risk and Audit Outsourcing

Consultation in progress

- Staff Survey
- Current Policy e.g. discipline
- New Policy e.g. flexible working
- Leisure and Parks Restructure

Future consultation (next 6 months)

- Local Leisure Conditions
- Review of Annual Leave

Neighbourhood Renewal

Past Consultation (last 6 months)

Consultation in progress

- Grants review consultation

Future consultation (next 6 months)

- Social Inclusion consultation

OBS

Past Consultation (last 6 months)

- Staff Survey (June 2005)
- Repairs Satisfaction Survey
- Laundry Room survey

Consultation in progress

- Repairs sat survey – ongoing
- Staff survey
- Stores Survey

Future consultation (next 6 months)

- Repairs satisfaction survey
- Staff survey
- Complaints survey

Revenues and Benefits

Past Consultation (last 6 months)

Consultation in progress

Future consultation (next 6 months)

- Benefits satisfaction survey (Aug 2006)

Leisure & Cultural Services

Leisure

Past Consultation (last 6 months)

- Barton Pool
- Leisure survey (using Talkback)
- Exit surveys at sports facilities
- Opinionmeter

Consultation in progress

Future consultation (next 6 months)

- Leisure Strategy
- Fitness Class survey
- Benchmarking'
- 'Tell the Manager scheme

Parks

Past Consultation (last 6 months)

- Rose Hill play area
- Magdalen Woods Nature Reserve Conservation work
- Croft Road Recreation Ground
- Agwar Stone Road
- Botley Road Play Area
- Barton Bradley Recreation Ground
- Gillians Park improvements
- Cosin Close Play Area

Consultation in progress

- Leisure Strategy
- Waynfilet Road Play Area
- Margaret Road Play Area
- Northway Streetsport Site Floodlights

Future consultation (next 6 months)

- Cowley Marsh Play Area and Recreation Ground Improvements
- Holloway Recreation Ground Improvements
- Establishment of Friends of Groups for main Parks

Strategy and Review

Past Consultation (last 6 months)

- Talkback Leisure Survey
- Tourist Information Visitors Survey
- Area committees consultation
- Smoking ban consultation
- Grants consultation

Consultation in progress

- Customer Satisfaction Index
- Town Hall Feasibility Study
- Talkback Environmental Survey

Future consultation (next 6 months)

- Young People's consultation
- Your Oxford Survey
- Business Tourist Information Centre Survey
- Social Inclusion Consultation

Housing

Past Consultation (last 6 months)

- Stock Options Appraisal

Consultation in progress

- Trial of opinionmeter
- Customer satisfaction exit surveys
- Update of homeless survival guide
- Annual housing tour

Future consultation (next 6 months)

- Annual tenants newsletter survey
- Tenants satisfaction survey
- Oxford Tenant Panel consultations
- Barton Resident Research Project
- 2006 satisfaction survey

Built Environment

Past Consultation (last 6 months)

- Access Guide Questionnaire
- Witney shopmobility survey

Consultation in progress

Future consultation (next 6 months)

- Building control plan consultation
- Property Plan
- Disability Equality Scheme consultation workshop in March

National Consultation News

Latest Papers

Best Value User Satisfaction 2006-07: Consultation (Dec 2005)

This consultation document sets out the Government's proposals for the 2006-07 Best Value User Satisfaction Survey.

Best value Satisfaction Surveys are undertaken on a triennial basis and are intended to measure the satisfaction of residents and services users with the quality of services delivered by their local authority and satisfaction with a range of quality of life issues in their local area.

Views are invited from stakeholders on the proposals for 2006-07 survey.

The consultation document is only concerned with the General Survey and the research method. The Government does not propose to consult on any of the other Best value Survey questionnaires (planning, benefits and tenants') as no changes to the questionnaires are proposed.

These surveys are one of the largest conducted in the county. In 2003/04 over 500,000 people responded.

The government is proposing the following changes:

- Additional questions on quality of life issues, information provision, customer contact and care and local decision making
- Alterations to the layout and structure
- Whether county councils should run joint surveys with the district councils
- The merits of a prescribed research method
- Whether any of the existing questions should be removed

The consultation period will run from 14 December to the 6 February.

Final Thoughts

The Opinionmeter

The Opinionmeter is a simple, flexible method for on-site collection and analysis of customer feedback without having paper forms, comment cards or expensive surveys. Following the success of the trial the Consultation and Communication group purchased an opinionmeter for use across the organisation. Planning and Facilities Management are already using the device as part of their current consultation exercises.

For more information on any of the above contact Nat: nchild@oxford.gov.uk