

Service Area	Description of Consultation	Consultation Method	Date	Reason for Consultation / Notes	Lead Contact
Business Transformation	Staff innovation scheme	Staff suggestions received via online intranet form, by email or by post (using postcard templates)	Quarterly: April - June; July - Sept; Oct - Dec; Jan - March	To facilitate wider engagement with the Council's Transformation Programme, so that staff feel part of the transformation and able to shape it themselves To encourage creativity and identify innovative ideas that will make a real difference to staff and to services To develop and implement those initiatives that meet the criteria set, as agreed by the staff innovation scheme panel.	Rachel Greenham
Corporate Assets and Customer Services (joint)	Consultation on satisfaction levels from staff and service users on our offices and public space to form a baseline and help shape the offices for the future programme	For staff - questionnaire (electronic and hard copy for operational staff). For service users - assisted questionnaire	Jan-10	The Offices for the Future and Customers First programmes have targets to increase staff and customer satisfaction levels. This consultation will identify a baseline for satisfaction with our current office space and identify how this can be improved.	Rachel Greenham (on behalf of Steve Sprason and Helen Bishop)
Communities and Neighbourhoods	Grants Prospectus Consultation	Online/Postal	Jun-10	Revising the Grants Prospectus and consulting with all community/voluntary organisations and members	Julia Tomkins / Kaylee McEntaggart
Communities and Neighbourhoods	Ongoing regeneration consultation	Online/Postal/Meetings	across 2010	Ongoing consultation linked to Regeneration Framework plan	Angela Cristofoli / Kaylee McEntaggart
Customer Services	Corporate service standards review	TBC	Quarter 1 2010/11	To ensure the service we deliver meets community needs	Helen Bishop
Customer Services	Language Line	TBC	Quarter 1 2010/11	To ensure the corporate provision of language line meets the needs of service users and represents value for money	Helen Bishop
Finace	Budget Consultation	Online/Postal/Focus Group	summer 2010	To find out the key priorities of residents to input into the budget planning process	Hamera Plume/ Finance
People & Equalities	Achieving IIP status	To be agreed but may involve small workshops / focus groups / will depend on the projects arising during the year	No specific dates but will take place as schemes are developed during the year	To achieve Council-wide IIP status by March 2011 - as per Corporate Plan	Stephen Clark

People & Equalities	Improvement to Employee Induction	To be agreed but anticipate use of Focus groups and questionnaires	By end of March 2009	To improve, develop, implement and embed a consistent approach to employee induction,	Stephen Clark
People & Equalities	Staff Survey 2010	Focus groups/all employees. Mixture online and hard copy. Surgeries	Summer/Autumn 2010	Build on Corporate Plan - increase staff satisfaction by 75% by March 2011. To become an annual event.	Simon Howick / Hamera Plume
People & Equalities	Employee involvement in decision making	To be agreed but may involve small workshops / focus groups / will depend on the projects arising during the year	Feb-10	To consider degrees of how involved employees are in decision making and how to improve input	Stephen Clark
People & Equalities	Employee travel survey	Survey	To be agreed	To inform the workplace travel plan and to assist in promoting green travel to, from and during work	To be agreed between P&E and Carbon Management Board
Oxford City Homes	Tenant and Leaseholder Compact	Working Groups and Surveys	Feb-10	Update and review statutory compact document.	Involvement Team
Oxford City Homes	Publications Survey	Via Tenants Issue and Tenant/Leaseholders Editorial Team	Apr-10	To get feedback on our publications and improve them. This year the focus is on Tenants' Issue (the newsletter)t.	Jo Bullock
Oxford City Homes	Tenants and Residents Associations Network Event	Focus Group	May-10	To bring together views and ideas from TRAs across the City, which will produce an action plan to be implemented	Involvement Manager
Oxford City Homes	Housing Stock Tour	Coach Tour	Jul-10	To give tenants and leaseholders and Councillors an insight into our housing stock and the challenges to be faced in the coming year	Claire Price
Oxford City Homes	Status Survey	Survey	Summer 2010	To assess satisfaction levels across different service areas	Jo Bullock/Involvement Manager (TBC)
Oxford City Homes	Housing Revenue Account Budget Consultation	Open Meetings	Sep-10	To give tenants and leaseholders an opportunity to shape and influence budget provision.	Roy Summers (TBC)
Oxford City Homes	Service Standards	Topic Panel	Apr-11	To review and improve OCH service standards and ensure tenants are in agreement with them. Linked to TSA Service Standards.	Jo Bullock
Oxford City Homes	Tenant's Choice for kitchen and bathroom refurbishments	Survey	TBC	To assess the satisfaction of the tenants who received the service and to gather feedback tha could make further improvements.	Jo Bullock (TBC)
Oxford City Homes	Tenancy Agreement	Working Groups and Postal	May-10	To update and review tenancy agreement, statutory letter sent to all tenants to invite comments.	Allison Dalton

Oxford City Homes	Mystery Shopping	Phone, e mail, visits, post	Ongoing	Tenant mystery shoppers testing parts of service and making recommendations on how they can be improved.	Involvement Manager / Jo Gardner
Oxford City Homes	Involvement Monitoring Panel	Monthly Meetings	Ongoing	Elected group of tenants and leaseholders who monitor involvement activities and make recommendations on how our services can be improved.	Involvement Manager
Oxford City Homes	Oxford Tenant and Leaseholder Panels	Working Groups, Open Meetings, Surveys	Ongoing	6 Topic Panels focussing on different areas. Repairs and Improvements, Community Safety and ASB, Environment, Equality and Diversity, Leaseholders, Customer Care and Information. Panels used to review and improve services across all areas	Involvement Manager / Involvement Team
Oxford City Homes	Sheltered Housing Project	Working Groups, Open Meetings, Venue tours, Newsletters	Ongoing	To improve provision of sheltered accomodation across the City.	Allison Dalton
Oxford City Homes	Environmental Improvements Budget	Local consultation	Ongoing	To give tenants and leaseholders an opportunity to spend a budget of £65000 on local improvements to their area.	Involvement Manager
Oxford City Homes	Major improvements to Council properties across the City	Local consultation (postal, meetings)	Ongoing	To bring Council properties up to the Decent Homes standard and maintain and improve them beyond this	Major Projects Team
Oxford City Homes	Estate Walkabouts	Feedback on the walkabout	Ongoing	To give local people an opportunity to highlight issues in their area and improve their community.	Martyn Mumford / Geoff Corps
Oxford City Homes	Housing Advisory Panel	Monthly Meetings	Ongoing	Panel that discusses high level housing issues (Cllrs, tenants and officers) which helps to make recommendations to City Executive Board.	Claire Price
Oxford City Homes	Housing Revenue Account Improvement Group	Monthly Meetings	Ongoing	To monitor activity across Oxford City Homes with a view to improving value for money and performance.	Jenny Thompson
Oxford City Homes	Repairs Satisfaction Surveys	Surveys	Ongoing	To assess satisfaction levels within day to day repairs service and identify ways to improve service.	Amy Owen
Policy, Culture and Communication	Talkback Survey	Questionnaire	Spring 2010	The topics in this survey will include .	
Policy, Culture and Communication	Talkback Survey	Questionnaire	Summer 2010	This survey will concentrate on finding out what our residents key priorities are so that we can input them into the budget setting exercise.	

Policy, Culture and Communication	Talkback Survey	Questionnaire	Autumn 2010	The topics in this survey will include perceptions of crime, anti social behaviour, neighbourhood policing and community safety. This survey is carried out on an annual basis and is used by us and the Police to track	
Policy, Culture and Communication	Talkback Survey	Questionnaire	Winter 2010	Topics to be decided.	
Policy, Culture & Communications	Staff Conference	Focus Groups and presentations	Autumn 2010	Theme to be decided.	
Policy, Culture & Communications	eConsult training	Training and ongoing feedback collection	2010		
Spatial and Economic Development	Draft Streamlined Contributions SPD	Emails, letters, questionnaires	Apr/May/June 2010	In line with Planning and Compulsory Purchase Act 2004 Regulations	Lyn Lawrence
Spatial and Economic Development	Barton AAP Options Document	Emails, letters, questionnaires, workshops	June/July 2010	In line with Planning and Compulsory Purchase Act 2004 Regulations	Rachel Williams
Spatial and Economic Development	Barton AAP Proposed Submission Document	Emails, letters	Jan/Feb 2011	In line with Planning and Compulsory Purchase Act 2004 Regulations	Rachel Williams
Spatial and Economic Development	Sites and Policies DPD Options Document	Emails, letters, questionnaires, workshops	Oct/Nov 2010	In line with Planning and Compulsory Purchase Act 2004 Regulations	Laura Goddard
Spatial and Economic Development	Disability Equality Scheme	Benefit Letter Consultation Meeting with the Access Forum.	Jan-10	To ask members of the public if the letter clarity could be improved.	Lynne Hooper
Spatial and Economic Development	Disability Equality Scheme	Workshops, emails, questionnaires.	Jan/Mar 2010	The DES needs to be up-dated. This consultation will feed into revising the scheme and action plan.	Lynne Hooper
Spatial and Economic Development	Disability Equality Scheme	Equality Scheme	Ongoing during the year on a quarterly basis.	The Equality Scheme will be reported and discussed with the Access Forum during meetings to monitor the action plan and progress made.	Lynne Hooper/Mel Faulkner-Barratt.