

| Service Area | Description of Consultation | Consultation Method | Date | Reason for Consultation / Notes | Lead Contact |
|--|---|--|--|---|---|
| | | | | 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. | |
| 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 | | 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 | | 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 | | 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 | | Ongoing consultation linked to Regeneration Framework plan | Angela Cristofoli / Kaylee McEntaggart |
| Customer Services | Corporate service standards review | TBC | across 2010 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 |
| Customer Services | Dog Control Orders consultation | Area Committees, Parish Councils, Thames Valley Police and Friends Of Groups connected to the parks. | Late summer 2010 (after July CEB meeting) | Statutory consultation that needs to identify whether people feel there are issues regarding fouling, dogs out of control, people controlling too many dogs etc in there area, whether there are any objections to the proposals etc. | Graham Eagle |
| Environmental Development | | | | | |

| | | | | | |
|---------------------------|---|---|--|---|---|
| Environmental Development | Houses In Multiple Occupation | Online survey, focus group, public meeting. | April to June 2010 | Statutory consultation targetting landlords, tenants and the general population about houses in multiple occupation. The aim is to find out if there is support for additional licensing on HMO properties. | Ian Wright |
| Environmental Development | Air Quality Management survey | Online survey and postal | 1st April to 30th April | The City Council has declared a citywide Air Quality Management Area (AQMA) following previous air quality assessments. They have highlighted areas that exceed the statutory air quality objectives. The main source of emissions are from road vehicle traffic. We are asking for your views on the citywide AQMA and measures you would like to see introduced in Oxford to improve air quality across the whole city. | Roger Pitman |
| Finace Leisure | Budget Consultation Temple Cowley Pool 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, Build on Corporate Plan - increase staff satisfaction by 75% by March 2011. To become an annual event. | Stephen Clark |
| People & Equalities | Staff Survey 2010 | Mixture online and hard copy. Surgeries | Summer/Autumn 2010 | | 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 To be agreed between P&E and Carbon Management Board |
| 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 | |
| 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). | 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 that 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, Performance and Communication | Consultation Strategy consultation | Talkback survey, online survey, interviews with staff and focus groups | Winter/Spring 2010 | | Hamera Plume |
| Policy, Performance and Communication | Corporate Plan consultation | Talkback Survey, online | | | Fiona Colcutt |
| Policy, Performance and Communication | Museum of Oxford consultation | Focus groups, online survey, on site survey, special interest group meetings. | 2010 | | |
| Policy, Performance and Communication | Talkback Survey | Questionnaire | Spring 2010 | The topics in this survey will include . | |
| Policy, Performance 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, Performance 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, Performance 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. |