



**Epping Forest
District Council**

www.eppingforestdc.gov.uk

Consultation Influencing Decisions



1 . Background

- } Public Engagement and Consultation Policy and Strategy
- } Manage Public Engagement and Consultation
- } Manage Costs



3. Why we consult

- } Its good to talk - Helping people to be heard
- } Open, Accountable, Transparent
- } As part of a new service/initiative
- } A change in the way we do things for the public
- } A change in the law which affects our delivery of services to residents and tenants
- } Our plans for the future
- } Equality Duty
- } Transparency Code of Practice. 5 April 2011
- } Legal duty to consult



4. Who do we consult?

- } Residents of our Towns and Parishes.
- } Businesses.
- } Local authorities – Emergency Services, Hospitals, Schools, Churches, Transport etc.
- } Equality and Diversity Groups – eg LGBT, Disability awareness, Youth Council, Elderly care homes/Tenant and Leaseholder representatives, BME groups, vulnerable children and adults groups
- } VAEF, campaigning groups, special interest groups.



5. The ways we consult

- } Digital – online – cloud based
- } QRS codes embedded in posters, leaflets
- } Survey – face to face – paper based
- } Forum – focus groups – qualitative
- } Research – best practice – benchmarking
- } Exit surveys – Customer feedback – Compliments and Complaints
- } Meetings – communication – information qualitative based



6. Taking care how we consult

- } Equality duty – Impact assessments
- } Duty to consult
- } Data Protection – protect identity and opinion
- } Freedom of Information – Feedback



7. WebHub

- } Consultation is all in one place
- } News and information links,
- } RSS feeds
- } Joining instructions
- } Policy and Strategy

<http://www.eppingforestdc.gov.uk/index.php/contact-us/consultation>



8. The cost of public engagement in the last two years

- } 43 Registered surveys
- } £208K overall consultation cost
- } Local plan cost/budget £180K
- } 18 statutory including Local Plan
- } 22 online/interactive/digital - paperless surveys



9. Keeping costs down

- } Snap Webhost – cloud based questionnaire creator
- } Provides a unique reference – url which can be attached to any digital or paper based communication
- } Target groups where relevant rather than blanket coverage
- } Local press and newsletters, Social Media.



10. Your help – Communication Channels available to Town and Parish Councils

Public Engagement

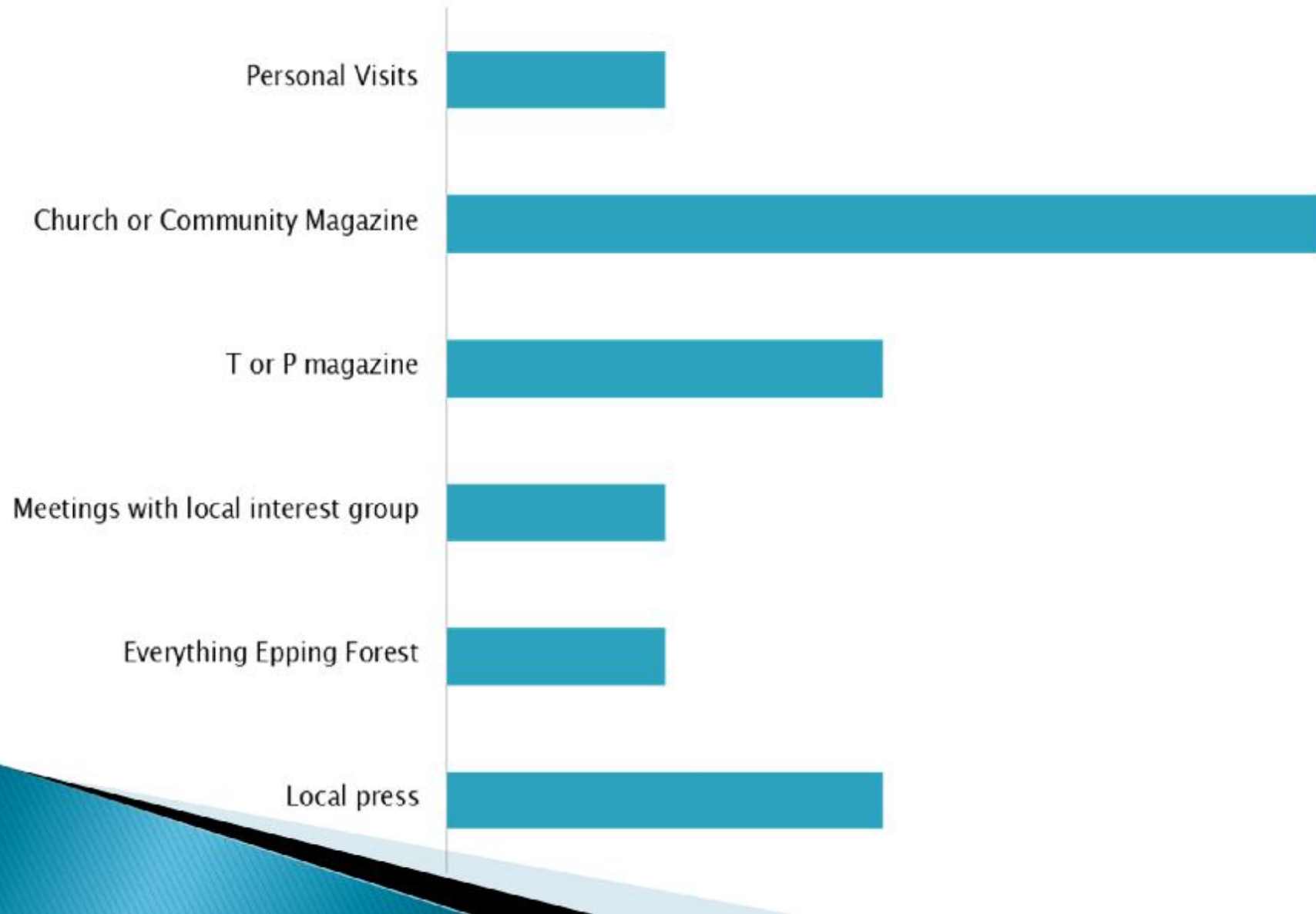


1 1 . Platforms

- } Council Agenda
- } Notice Boards
- } Newsletters
- } Website
- } Social Media



12. Other channels



What do you think your residents would be interested in?

Local Neighbourhood Area Plan
Conservation The Local Plan
Other
Crime and Disorder Prevention
Waste and Recycling



14. You told us other topics of interest might be

- } Housing projects, development sites.
- } Green Belt, open spaces, trees.
- } Transport, local highways panels and road management, parking, lighting.
- } Leisure activities and facilities for young people and senior citizens.
- } Community events.
- } New issues.



Thank you for your help

Questions

