

Action Plan: Resident Engagement Strategy: September 2022 – April 2023

Activity	Action Detail	Lead	Target Date
Adopt the new Strategy	Seek approval for the draft Consultation & Engagement Strategy through the Tenant Engagement Board and Cabinet. Ensure strategy makes clear this is wider than feedback, e.g. STAR, TSMs and monthly insight, but may generate follow on activities following analysis of the feedback obtained through these routes.	Director - Customer Services & Organisational Development	20 Sept 22
Align the Tenant Engagement Strategy	Review the Tenant Engagement Strategy and align it with the new Consultation and Engagement Strategy.	Director - Housing, Health & Wellbeing	Oct 22
Engagement Calendar	Create a calendar for all engagement, including statutory consultations and repeat engagement, due throughout the year. Conduct an annual review of the engagement calendar and a review of the last year (numbers of previous consultations, outcomes and total consulted) to be reviewed by SLT and where relevant included in the Tenant Annual Report.	Communications	Annually - April/May
Consultation Page	Create a consultation page on the staff intranet sharing the strategy and guidance, as well as a list of consultation undertaken in the last 2 years and planned consultation. For completed consultations include a summary of who was asked, how many responses were received and what it was used for (aka how it informed change within the Council). To enable officers undertaking consultation in the future to share best practice and work together on similar engagement topics/styles.	Communications	Sept-Dec 22 (then updated continuously)
Youth Panel	Scope the development of a Youth Panel and bring a proposal to members	Transformation	Nov 22
Guidance and Principles of Engagement including templates	Develop operational guidance for engagement to include; the approval process prior to implementation to ensure consultation is added onto the engagement calendar and approval on go live date is ascertained, a template engagement plan (covering ownership, statistical validity, target audiences, engagement internally and externally, branding, sign off etc.), advice on question styles, the approval process, the feedback look and data protection standards.	Transformation	Oct 22
Training	Design and deliver training on engaging with residents based on the operational guidance.	Transformation	Deliver from Jan 23+
Planning consultation	Work with planning development to review how planning engagement is advertised and look to reach more residents/commenters as standard.	Transformation & Planning	Jan 23