

POLICY & FINANCE COMMITTEE

21 FEBRUARY 2019

CORPORATE OBJECTIVES CONSULTATION

1.0 Purpose of Report

1.1 To provide Members with the results of the corporate objectives consultation undertaken between October and December 2018 and set out how the results of this consultation have shaped the content of the corporate objectives included within the Community Plan for 2019-2023.

2.0 Background Information

2.1 Consultation with residents and stakeholders took place between October and December 2018 and the results of this consultation have been used to shape the Council's corporate objectives for 2019-2023. A copy of the Corporate Objectives Consultation Report is attached as Appendix 1 to this report. The consultation consisted of three strands; a Parish and Town Council questionnaire, stakeholder feedback and a resident survey completed by 11,224 residents, equating to an 11.3% response rate. The corporate objectives were initially drafted by senior officers and members. The corporate objectives were then shaped to reflect the points raised by residents and the key activities under each objective were prioritised to reflect feedback from residents on those areas identified as requiring the most improvement.

2.2 As the 11,224 responses were reviewed the Council took these into account and responded to the feedback by prioritising key activities. The survey confirmed how important it is for our residents to feel safe in their local area and as such the Council has worked with the Police to get a new Town Centre Police officer dedicated to crime prevention in Newark. The Council also purchased the Buttermarket to bring this unique building back into full use and secured the development of the Robin Hood Hotel to revitalise Newark Town Centre with the aim of improving the feel of the town and reducing anti-social behaviour.

2.3 The consultation also highlighted the importance of tackling anti-social behaviour and the blights of fly tipping, littering and dog fouling. This reinforced the importance of the Council's decision to employ two new community protection officers. These officers have the power to issue fixed penalty notices and they will be working with the community to encourage a responsible approach to looking after the environment. Two further officers will be recruited in 2019. The Council also carried out a successful day of action in Blidworth during November and will be undertaking another day of action in Hawtonville in March. The day of action will tackle a range of environmental, safety and welfare issues, building on the sense of pride in the community and the desire to maintain clean and safe neighbourhoods.

2.5 Residents also expressed their wish for improved care and support for vulnerable groups. The Council has responded by bidding for further funding to support rough sleepers. We have also secured government funding for: the provision of an extra care facility in Ollerton; and an additional £106k for disabled facilities grants (DFG) across the district. This takes the total DFG figure to £806k for 2018/19.

3.0 Proposal: Legacy of the Resident Survey

3.1 11.3% of residents completed a survey. This equates to one in ten residents over the age of 16. This excellent response demonstrates that residents of Newark & Sherwood want to be heard and are willing to engage with the Council. The survey has resulted in a three-fold legacy that will help to ensure that the Council keeps in touch with the views of its residents.

1. As part of the resident survey 2,482 residents signed up to the NSDC mailing list. This mailing list enables the Council to contact residents about the latest events and activities and give immediate service updates. This ensures there is a contact point for residents seeking to engage with the Council.
2. 820 residents expressed an interest in joining the newly created Resident Panel. The Resident Panel is a group of people from across the district who would like to share their views on the area that they live in and help shape the future of Newark & Sherwood. The Panel has been created to help the Council understand the views and experiences of residents and use this understanding to ensure that the Authority's services are the best that they can be. This voluntary panel is open to any resident of Newark & Sherwood over the age of 18 to have their say on the Council's services, plans, proposals and development of their local area. Panel members will be asked to complete approximately three surveys a year. Members may also be invited to attend group discussions/workshops, take part in online debates on topics such as community safety, waste and recycling or participate in mystery shopping exercises.
3. Consultation with residents will be embedded into the strategic planning process. A full consultation with residents will take place every 4 years to allow the Council to monitor progress against objectives and continue to give all residents the opportunity to be heard. Light-touch consultation will take place annually in association with the refresh of the community plan to ensure that the Council are delivering on the objectives outlined in the plan. As such, resident satisfaction will be embedded into strategic planning and used to inform the Council's performance.

4.0 Equalities Implications

4.1 Equalities implications were considered when designing the survey and also informed the method of delivery e.g. on-line/paper based. The Council will also have regard to equality implications in relation to future resident engagement to ensure that communities are fairly represented.

5.0 Financial Implications

5.1 The cost of the corporate objectives consultation is outlined below:

| | |
|---|-------------------------|
| Print and postage (postal resident survey to every household) | £31,788.81 |
| Business Return Envelopes charges (surveys returned via post) | £2,587.55 |
| Temporary Staff for inputting postal survey returns | £3,685.30 |
| | Total £38,061.66 |

5.2 Members will recall that the funding of this consultation, from the Change Management Budget, was approved as an urgent delegated decision and reported to the Committee at its meeting on 29 November 2018.

6.0 RECOMMENDATIONS that:

- (a) Members note the *Corporate Objectives Consultation Report* attached as Appendix 1 to the report;**
- (b) Members approve the proposed actions outlined in paragraph 3 of the report 'Legacy of the Resident Survey', and note that resident satisfaction will be used to inform the Council's performance;**
- (c) a copy of the Consultation Report be sent to Nottinghamshire County Council and Highways England highlighting the issues raised by residents surrounding road maintenance and congestion;**
- (d) a copy of the report be sent to Nottinghamshire Healthcare NHS Foundation Trust highlighting the issues raised by residents regarding access to healthcare facilities; and**
- (e) the outcome of the survey be communicated to Residents via appropriate media including a section in the corporate plan and article in the Voice Magazine.**

Reason for Recommendations

To enable Members to consider and take appropriate actions following the outcome of the consultation.

Background Papers

Nil

For further information please contact Ella Brady - Policy & Projects Officer on Ext: 5279

Karen White
Director - Governance & Organisational Development