

# Review of Public Consultation

Evidence Session

Monday 27 July 2020

# Evidence Session 16 March - Recap

- Introduction and overview including our approach to public consultation
- Our consultation platforms
- Presentation from Nicola Moss, Ipsos MORI,
  - What are the principles of good consultation?
  - What best practice and industry developments exist?
  - How will the results of the four yearly Residents' Survey be shared and used?
  - New approaches to consultation (in particular the use of social media in consultation)

# Evidence Session 27 July - Overview

- The impact of Covid-19 on public consultation
- A look at how we're working with Bright Minds Big Futures (BMBF) to consult with young people (with George Reed from BMBF)
- A look at how we use The Viewpoint Panel, our voluntary residents' consultation panel (George Reed, Viewpoint Member)
- Case Study – Let's talk about our towns
  - A look at how the views of residents and stakeholders are being used in our Town Centres development (with Beverley Bearne, Strategic Development Manager)

# The impact of Covid-19

## Public Consultation

- Public Consultation initially scaled back to focus resources on those services that protect the most vulnerable
- As we step service back up, we're supporting:
  - Online consultations
  - Remote support for all services and virtual meetings
  - Exploring alternative engagement opportunities for face-to-face consultation, including:
    - Digital
    - Virtual
    - Online engagement

# Bright Minds Big Futures (BMBF)

## Public Consultation

### **Making the Borough of Stockton-on-Tees a Great Place to Grow Up!**

- Bright Minds Big Futures is a program dedicated to giving young people within the Borough of Stockton-on-Tees a voice within the Local Authority:
  - Annual Big Plan
  - Six monthly report to Cabinet
  - Youth Question Time
  - Councillors attending each second Big Committee meeting
  - Planned Youth Viewpoint
  - Survey to produce first Big Plan
  - Publicising SBC surveys
  - Department heads communicating with non-Committee members

# Bright Minds Big Futures (BMBF)

## Public Consultation

- Examples of recent consultation activity with BMBF:
  - Let's talk about our towns, Stockton Town Centre – encouraging youth participation in the survey
  - Safer Stockton Partnership – publicising on BMBF social media
  - Sexual Health Services – working with Public Health on the creation and publicity of a youth survey

# The Viewpoint Panel

## Public Consultation

Viewpoint is the Council's voluntary, residents' consultation panel which seeks the views of residents using regular surveys that cover a range of council services

- Current membership, 193 residents from the Borough,
- Members can have their say on key council services,
- Members are sent 10 short surveys and 2 standard surveys per year;
- Short surveys are online and take 5 mins to complete,
- Standard surveys can be completed either online or by paper questionnaire and take no longer than 15 mins,
- Surveys are convenient and can be completed anytime, anywhere via tablet, mobile or PC,

# The Viewpoint Panel

## Public Consultation

2019/20	Viewpoint	Subject	Response %
June	Viewpoint 45	Family Hubs	51.81%
July	Short Survey / Poll	Compliments, Commendations, Comments & Complaints	21.76%
August	Short Survey / Poll	SIRF19	40.41%
September	Short Survey / Poll	Care Home Development	32.64%
October	Short Survey / Poll	Adult Strategy	22.28%
November	Viewpoint 46	Festivals, Events & Specialist Markets	49.22%
December	Short Survey / Poll	SIRF20 poll	23.32%
January	Short Survey / Poll	Safer Stockton Partnership	73.58%
February	Short Survey / Poll	Visual Identity	33.16%
			38.69%



# Let's talk about our towns

## Public consultation case study

Let's talk about our towns  
Ingleby Barwick



Billingham Ingleby Barwick Norton Stockton Thornaby Yarm

January 2020



Let's talk about our towns  
Billingham Town Centre

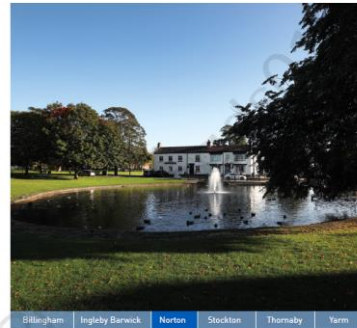


Billingham Ingleby Barwick Norton Stockton Thornaby Yarm

January 2020



Let's talk about our towns  
Norton High Street



Billingham Ingleby Barwick Norton Stockton Thornaby Yarm

January 2020



Let's talk about our towns  
Thornaby Town Centre



Billingham Ingleby Barwick Norton Stockton Thornaby Yarm

January 2020



Let's talk about our towns  
Yarm



Billingham Ingleby Barwick Norton Stockton Thornaby Yarm

January 2020



# Let's talk about our towns

## Consultation overview

- Five different 'Let's talk about our towns' documents
- Consultation started in early January and lasted for 6 weeks
- Sought views on the future of the five centres and what is important to residents
- Online surveys, face-to-face sessions and printed questionnaires
- Summary documents have been drafted for each town centre
- Stockton News article to publish results to the public

Billingham Town Centre	311 responses
Ingleby Barwick Town Centre	462 responses
Norton Town Centre	285 responses
Thornaby Town Centre	349 responses
Yarm Town Centre	208 responses
<b>TOTAL</b>	<b>1,615 responses</b>

# Let's talk about our towns

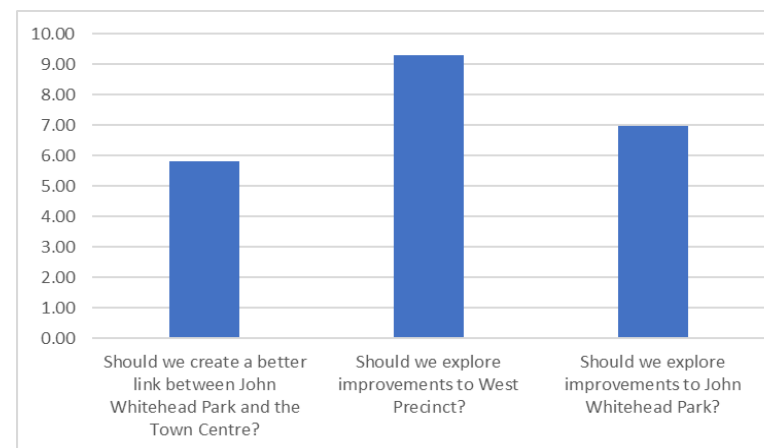
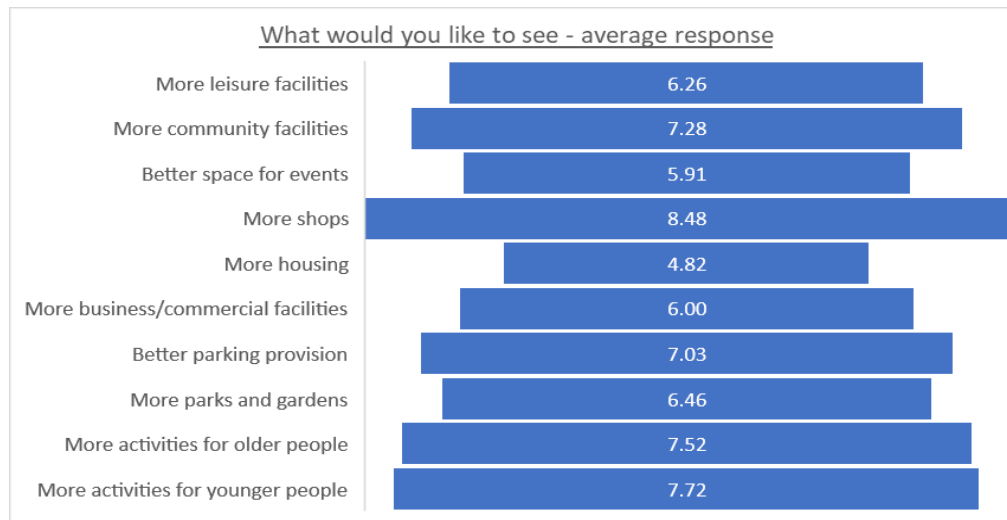
## Billingham



# Let's talk about our towns

## Billingham

- Support for a 'mixed use' development and improvements to West Precinct More shops, community facilities and activities for older and younger people
- Improvements to leisure and green spaces
- There was little desire for more housing as part of the development for the town centre



# Let's talk about our towns

## Ingleby Barwick

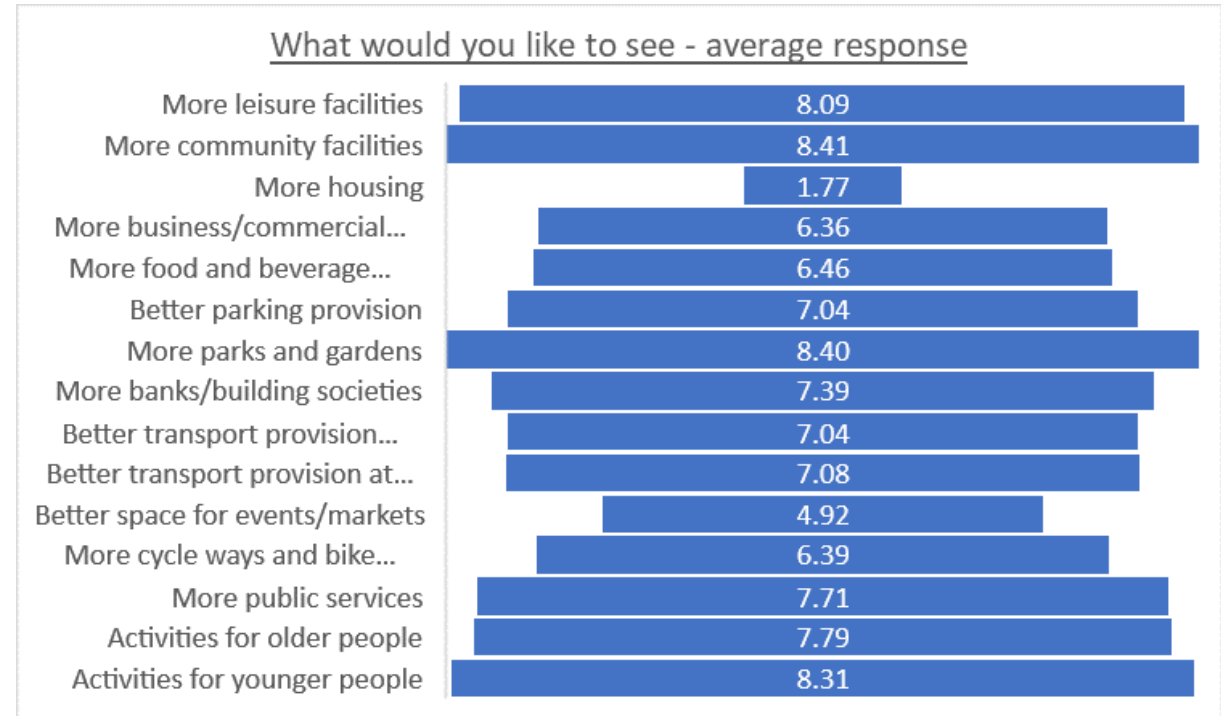




# Let's talk about our towns

## Ingleby Barwick

- More leisure and community facilities, and more parks and gardens scored particularly highly as did activities for younger people.
- Better space for events/markets attracted a fairly neutral response.
- Little desire for more housing



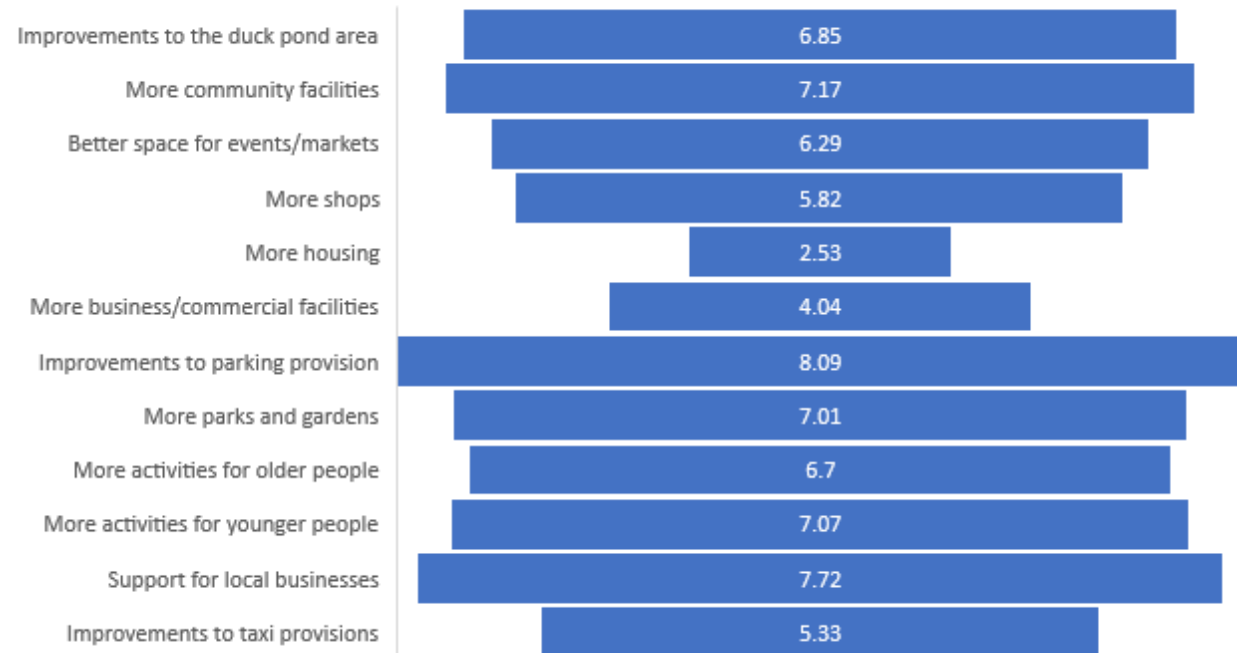


# Let's talk about our towns

## Norton

- Improvements to parking provision scored particularly highly along with support for local businesses
- There was little desire for more housing and more business and commercial facilities as part of any development.

What would you like to see - average response





# Let's talk about our towns

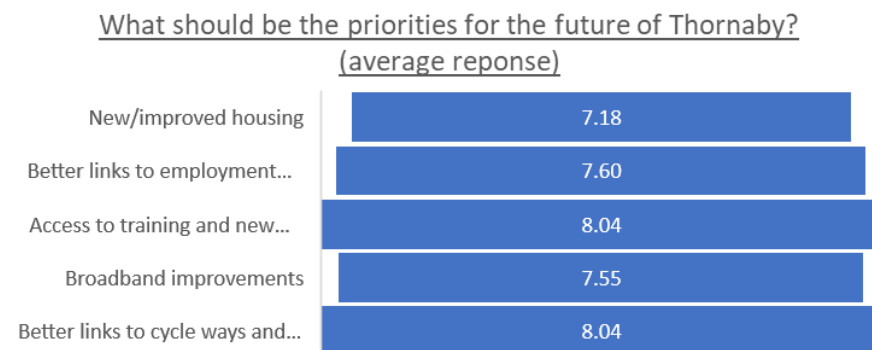
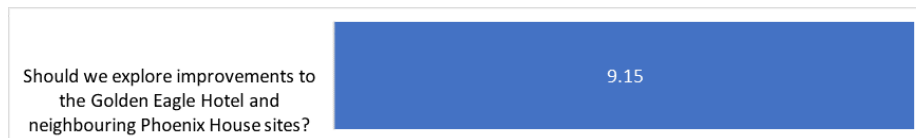
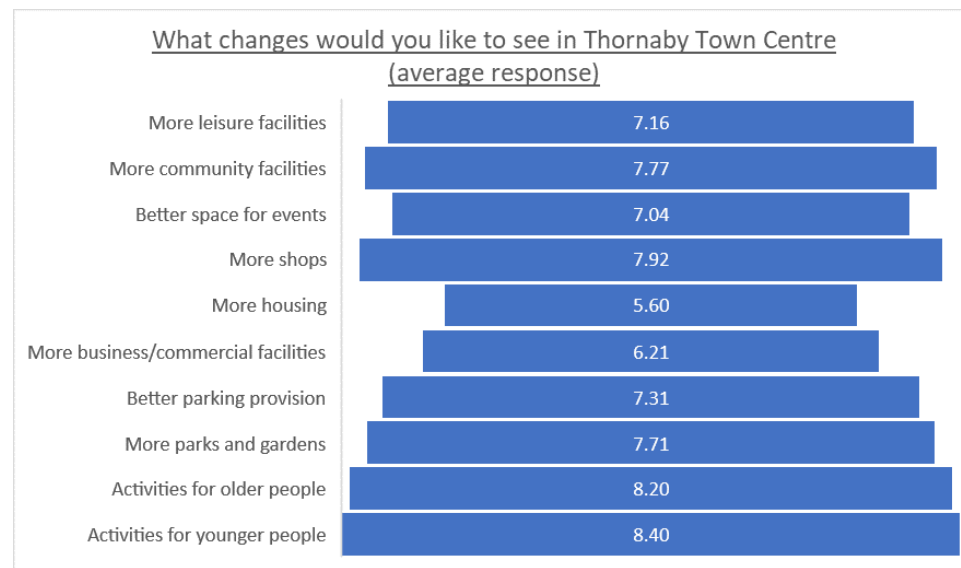
## Thornaby



# Let's talk about our towns

## Thornaby

- More activities for younger and older people scored particularly highly, along with more shops and community facilities, parks and gardens.
- More housing attracted a low response
- More business and commercial facilities attracted a neutral response.



# Let's talk about our towns

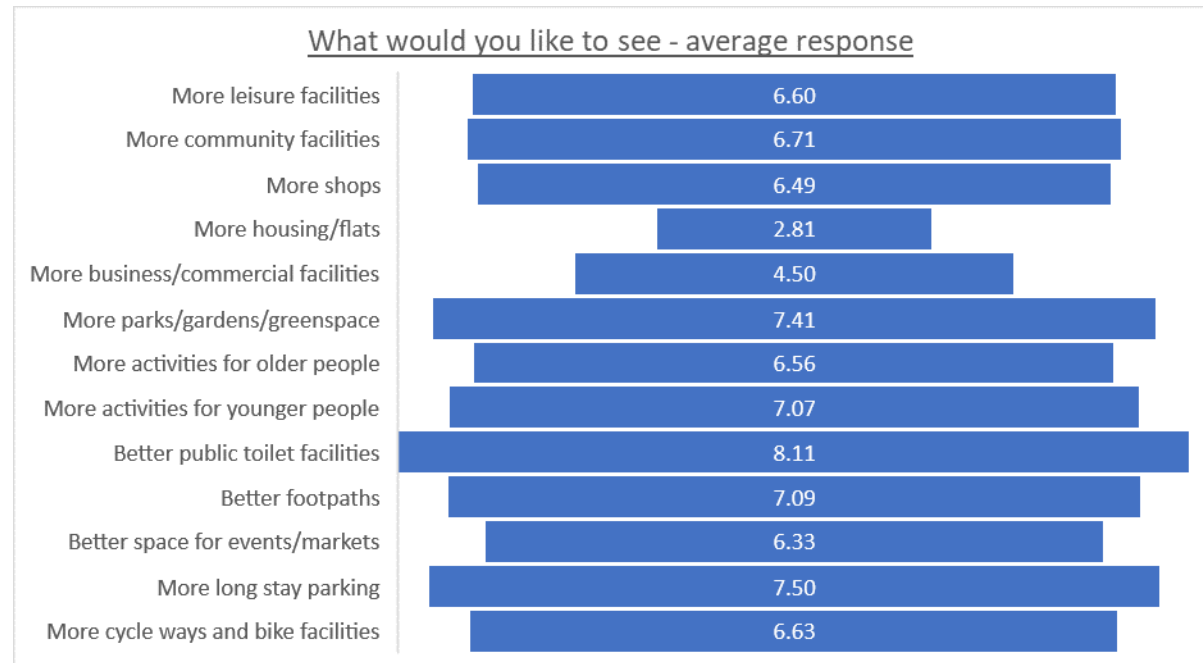
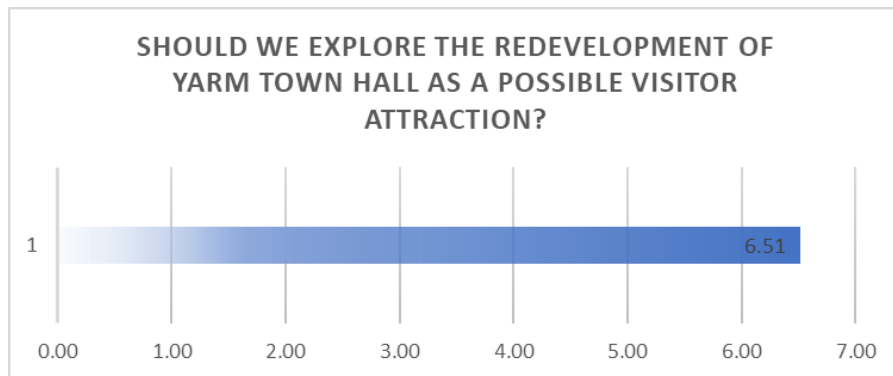
## Yarm



# Let's talk about our towns

## Yarm

- Support for better public toilet facilities, improvements to long stay parking and more greenspaces.
- There was little desire for more housing, with more business and commercial facilities also attracting a low response.



# Let's talk about our towns

## Next Steps

- Working up detailed designs and costings for schemes on the back of the consultation
- Aim to have plans to share by early September
- Further public consultation on proposals
- Cabinet approval to proceed with schemes and secure funding in autumn

# Evidence Session 28 Sept – Look Ahead

- SBC event feedback & research - overview from Bluegrass Research
- Communications Team update on use of social media for informal consultation
- Other council consultation – brief update from another council on their approach
- Planning Department – brief overview of planning process and consultation portal
- Wrap-up and close



# Review of Public Consultation

Any Questions?