

## PROGRESS UPDATE: Review of Public Consultation

<b>SCRUTINY MONITORING – PROGRESS UPDATE</b>	
<b>Review:</b>	<b>Scrutiny Review of Public Consultation</b>
<b>Link Officer/s:</b>	<b>Margie Stewart-Piercy &amp; James Burrell</b>
<b>Action Plan Agreed:</b>	<b>April 2021</b>

Updates on the progress of actions in relation to agreed recommendations from previous scrutiny reviews are required approximately 12 months after the relevant Select Committee has agreed the Action Plan. Progress updates must be detailed, evidencing what has taken place regarding each recommendation – a grade assessing progress should then be given (see end of document for grading explanation). Any evidence on the impact of the actions undertaken should also be recorded for each recommendation.

<b>Recommendation 1:</b>	<b>That, building on the success of the Town Centre Consultation, paper consultation forms and public meetings be retained in future for large-scale consultations, where appropriate, to allow residents who cannot access online consultation to contribute their views.</b>
Responsibility:	Consultation Team with support from service leads.
Date:	Ongoing
Agreed Action:	<p>Ensure inclusivity for all consultation activity during planning, with careful consideration on the best channels for engagement.</p> <p>For example, the recent COVID Employee Survey included a print version for all employees without regular access to a work computer. This was posted to employees due to coronavirus restrictions to ensure they had the opportunity to contribute their views.</p>
Agreed Success Measure:	Incorporated into future consultation planning and guidance as appropriate.
Evidence of Progress (March 2022):	<p>Work has continued to ensure all consultations are fully inclusive, including offering paper consultation forms and public meetings for our large-scale consultations.</p> <p>Recent examples of this inclusive approach include our Stockton Market relocation consultation, Norton &amp; Ingleby Barwick Town Centre schemes and Council Tax Reduction Scheme consultation where a multi-channel approach has been identified to reach all residents, including online and offline options.</p> <p>Whilst in person sessions and events have been difficult over the last 24 months due to the pandemic, we have continued to engage with residents through established networks and contacts to gather views.</p> <p>Some events and meeting have taken place where restrictions have allowed, for example the Town Centres Development team have continued to hold local sessions to consult on all proposed schemes.</p>

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	Where restrictions have limited our ability to hold in person events, we have worked closely with services to consider alternative solutions. For example, our recent Council Tax Reduction Scheme consultation included a telephone and paper alternative to the online consultation to maximise engagement.
Assessment of Progress (March 2022): (include explanation if required)	1 - Fully achieved
Evidence of Impact (March 2022):	This has had a positive impact on our responses and in ensuring that all demographics / residents / areas continue to have their say.

<b>Recommendation 2:</b>	<b>That the Council improve the quality of the information on the consultation pages of the website and in Stockton News, including both activity and feedback. This will help to raise awareness of consultations to all residents and foster trust.</b>
Responsibility:	Consultation Team with support from Marketing Team.
Date:	April 2021
Agreed Action:	<p>Review all information on consultation pages to ensure this is relevant and kept up to date, including results/feedback. Include all planned consultation activity on website and in Stockton News and continue to prioritise high profile consultations for full coverage.</p> <p>See example of full-page article from the March 2021 edition of Stockton on Tees News showing coverage of all consultation activity.</p>
Agreed Success Measure:	Raise awareness and responses for all consultations.
Evidence of Progress (March 2022):	<p>We have continued to promote the Council consultations in our communications and social media campaigns.</p> <p>The consultation pages on the website are refreshed on a regular basis and the new Council website will also improve the visibility and accessibility of this information. This includes feedback on our consultations with results and outcomes to show transparency and ensure effective consultation.</p> <p>The coverage in Stockton News, under the 'Your Views Matter' heading, remains a key a focus to ensure high-quality engagement.</p> <p>The following are examples:</p>

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Our Council

For the very latest COVID-19 information visit [www.stockton.gov.uk/coronavirus](http://www.stockton.gov.uk/coronavirus)



Here we bring you our regular update on the consultations being carried out by the Council. To find out more visit [www.stockton.gov.uk/consultations](http://www.stockton.gov.uk/consultations)

### Services for children and young people with special educational needs and disabilities, and their families

The Council and Tees Valley Clinical Commissioning Group are committed to working with families to transform how we design and deliver services for children and young people with special educational needs and disabilities (SEND).

To support our ongoing work to improve services, we have created a survey to ensure local families have the opportunity to share their experiences of accessing and using education and health and care services, and to let us know how they can be improved.

If you are a parent or carer of a child or young person aged 0-25 with SEND, please visit [www.stockton.gov.uk/consultation](http://www.stockton.gov.uk/consultation) to complete the survey.

### Stockton-on-Tees Adult Carers' Service

The impact of the COVID-19 pandemic has been felt by everyone in some way. Carers across the Borough have been committed to supporting the person they care for but this has been challenging for many people.

Our Adult Carers' Service offers support for all informal carers aged 18+ across Stockton-on-Tees and we want to understand what we can do to support you as we recover from the COVID-19 pandemic. We are really keen to hear from you and learn what would help you so we can develop our service to meet your needs.

To find out more and take part, visit [www.stockton.gov.uk/consultation](http://www.stockton.gov.uk/consultation).

## Viewpoint is expanding

### Did you know that you can help shape the future of Council services?

Viewpoint is the Council's voluntary consultation panel for residents aged over 18 living in Stockton-on-Tees.

Members of Viewpoint are invited to complete surveys throughout the year that cover a range of local issues and Council services. The surveys can be completed anytime, anywhere via tablet, mobile or PC.

For more information about Viewpoint or to register, visit [www.stockton.gov.uk/viewpoint](http://www.stockton.gov.uk/viewpoint)

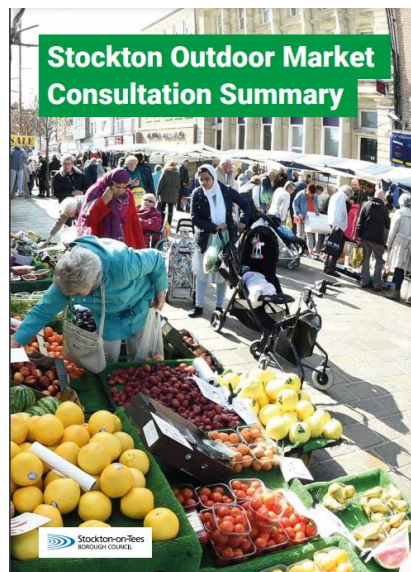
### Introducing Youth Viewpoint

We don't just want to hear from adults, we know our children and young people have important views and opinions to share too, so we've created Youth Viewpoint, a consultation panel for under 18s.

Young people aged 16-18 can sign up for the online Youth Viewpoint Panel for a simple and convenient way to have their say. Once signed up, they'll receive regular surveys about anything from our town centres and events to health and community safety.

Under 16s can get involved too. The Council is working with schools, youth groups and other organisations to share surveys and provide other feedback opportunities.

To find out more or to sign up, visit [www.stockton.gov.uk/youth-viewpoint](http://www.stockton.gov.uk/youth-viewpoint) or email [viewpoint@stockton.gov.uk](mailto:viewpoint@stockton.gov.uk)



This document was classified as: OFFICIAL

### Tinkers Yard – Proposed Play Area Consultation Feedback

Stockton-on-Tees Borough Council recently undertook a resident's survey regarding the proposal to introduce a new children's play area at Tinkers Yard, below are details of the responses.

The Council received 123 responses:

- 66% of responses were in favour of the proposal
- 26% of responses were opposed to the proposal
- 8% of responses didn't express a view either way

Several common themes were as follows:

- The footprint of the play area would be on close mown amenity grass, which has low biodiversity value. The Council will continue to support measures which improve the conservation value of Tinkers Yard.
- The CCTV camera will have software that prevents it from being able to see into residents' properties and houses. The camera will send a continuous live signal to the security and surveillance centre. Residents are encouraged to report anti-social behaviour and vandalism to the police, regardless of when and where it takes place.
- There will still be room within Tinkers Yard for residents to walk their dogs and enjoy other recreational activities such as informal kickabouts and picnicking.
- One of the litter bins currently in Tinkers Yard would be relocated to the play area entrance.
- The play area would be classified as a 'doorstep' play area, which means it would have a small footprint. It is not feasible to accommodate a wider range of age groups within the play area.
- Accessibility and inclusivity is a key element of the design. It is not feasible to make the play area accessible to all without reducing the play value of the space. The Council will tweak the design to ensure that the play area is as accessible to as many children of different abilities as possible.

Over the next few weeks Stockton-on-Tees Borough Council will submit a planning application regarding the play area, residents will again be able to express their views via this process.

Stockton-on-Tees Borough Council

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Assessment of Progress (March 2022): (include explanation if required)	1 - Fully achieved
Evidence of Impact (March 2022):	N/A

<b>Recommendation 3:</b>	<b>That engagement with young people be increased, through the use of engagement activities with Bright Minds Big Futures.</b>
Responsibility:	Consultation Team with support from BMBF.
Date:	Summer 2021
Agreed Action:	We will develop a Youth Viewpoint style approach to enable young people in the Borough greater participation in our consultation activity and improved engagement on local and national issues – a draft proposal will be discussed at the BMBF Big Committee meeting in May and this is on track to be set-up by summer 2021.
Agreed Success Measure:	Improve inclusivity and engagement with young people in our Borough (aged 9-19).
Evidence of Progress (March 2022):	<p>We have built on our close relationship with BMBF, working with members to gather the views of young people on a number of subjects including Community Safety, Sexual Health, Pharmacy Needs Assessment and Healthy Weight consultations.</p> <p>In addition, we have worked closely with BMBF and the Big Committee to develop Youth Viewpoint – a voluntary consultation panel for residents aged under 18, giving them a voice in the Borough.</p> <p>Through BMBF we have already recruited 44 members onto a Youth Viewpoint Panel, allowing us to regularly engage with individuals and youth groups to ensure we are meeting the needs of our younger residents.</p>
	

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Assessment of Progress (March 2022): (include explanation if required)	1 - Fully achieved
Evidence of Impact (March 2022):	There has been an increase in the number of responses from younger age groups to our consultations. In addition, we now have a dedicated group of young people/youth groups who can share their views on a wide range of consultation topics throughout the year.

<b>Recommendation 4:</b>	<b>That promotion of ‘Your Views Matter’, The Residents’ Panel and regular feedback via social media platforms, including Facebook and Twitter, be increased.</b>
Responsibility:	Consultation Team with support from Marketing Team.
Date:	April 2021
Agreed Action:	Regular posts to be included into consultation planning activity.  See example of a social media post to promote ‘Your Views Matter’ and the Safer Stockton Partnership Consultation from March 2021.
Agreed Success Measure:	Posts to raise general awareness, responses and help foster trust in all activity.
Evidence of Progress (March 2022):	Consultations have continued to be shared on Council social media channels to help raise the profile of the activity, as well as to encourage participation, show transparency and ensure effective consultation.  The following are examples:

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**Stockton-on-Tees Borough Council**  
16 November 2021 · 🌐


👉 Are you a parent or carer of a child or young person aged 0-25 with Special Educational Needs and Disabilities?  
👉 The Council and NHS Tees Valley CCG want your views!  
✔ Visit <http://ow.ly/y1450GNwb6> to have your say.



6 9 comments 45 shares

**Stockton-on-Tees Borough Council**  
12 July 2021 · 🌐

We are consulting on proposed changes to our Council Tax Reduction Scheme and are keen to hear as many views as possible.  
Up to 8,000 low income households could pay no Council Tax at all next year under the proposed changes.  
Those with higher levels of income, or over £6,000 in savings, would receive a lower Council Tax reduction than they do now... [See more](#)



**Stockton-on-Tees Borough Council**  
7 July 2021 · 🌐


👉 Stockton Market is set move to the north end of the High Street after a consultation with traders, businesses and visitors found there was a clear majority for it to be positioned in this location.  
👉 The Council has worked with traders to find a suitable location for the 'Queen of the North' market that works for all, with it set to be in the area which is close to the High Street's future retail offering.  
👉 45 per cent of respondents in the consultation chose the most ... [See more](#)



STOCKTON.GOV.UK  
**Clear majority in response to consultation shapes future location for Stockton Market**

**Stockton-on-Tees Borough Council**  
15 February at 11:53 · 🌐

👉 We want your thoughts and ideas on proposed improvements to Romano Park in Ingleby Barwick.  
👉 You're invited to offer thoughts on improvements to the existing play area and to provide ideas on potential uses for the large open area south of All Saint's Academy.  
📍 Consultation sessions will be held at IB Leisure on:  
Monday 21 February between 4pm and 7pm  
Wednesday 23 February between 10am and 1pm  
📍 Find out more:



STOCKTON.GOV.UK  
**Your views wanted on proposals and improvement ideas for Romano Park in Ingleby Barwick**

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Assessment of Progress (March 2022): (include explanation if required)	1 - Fully achieved
Evidence of Impact (March 2022):	Our social media posts regularly reach in excess of 10k (number of people who see our posts enter their feed), helping to maximise promotion of our consultations.

<b>Recommendation 5:</b>	<b>That, as per normal practice, the current consultation platform continued be reviewed regularly to determine if alternative consultation platforms are available to SBC.</b>
Responsibility:	Consultation Team with support from Procurement Team.
Date:	Dec/Jan 2022
Agreed Action:	We will undertake a full options appraisal of all available platforms when current rolling contract with Objective (our consultation platform providers) ends in March 2022.
Agreed Success Measure:	Options appraisal of all available platforms.
Evidence of Progress (March 2022):	<p>For effective and coordinated consultation we require a dedicated consultation system. Our current contract with Objective Keystone has been in place since 2015 and is due for re-consideration in March 2022.</p> <p>We have identified 5 comparable providers and requested information and a detailed preview of each system.</p> <p>A detailed options appraisal will now be produced prior to contract end.</p>
Assessment of Progress (March 2022): (include explanation if required)	<p>1 – Fully Achieved</p> <p>The current consultation provider’s contract ends on 31<sup>st</sup> April 2022 and a full options appraisal will allow us to review all providers to identify the best solution / preferred option</p>
Evidence of Impact (March 2022):	N/A

<b>Recommendation 6:</b>	<b>That links to current consultations be embedded into the start-up screens of public computers in libraries across the Borough.</b>
Responsibility:	Consultation Team with support from ICT.
Date:	May/June 2021
Agreed Action:	Links to be included into consultation planning activity for all high profile consultations – this is on track and will be included from May/June 2021 as public building re-open following restrictions.

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Agreed Success Measure:	Incorporated into future consultation planning.
Evidence of Progress (March 2022):	<p>Due to the pandemic the use of public computers for consultations has understandably slowed down, with various restrictions in place over the last 24 months.</p> <p>Details of any large-scale resident consultations will be shared via the public computers in libraries across the Borough. This includes the ability to tailor and target our activity at a particular library within the Borough. We will work closely with library staff to ensure they understand which consultations are available to ensure the best support for residents.</p> <p>Revised target to implement this has been agreed from 2022</p>
Assessment of Progress (March 2022): (include explanation if required)	1 – Fully Achieved
Evidence of Impact (March 2022):	Use of the public computers has been limited due to restrictions caused by the pandemic.

<b>Recommendation 7:</b>	<b>That the Residents' Panel be used more effectively as a means of engagement outside of formal consultations and we provide regular feedback to the panel.</b>
Responsibility:	Consultation Team.
Date:	Ongoing
Agreed Action:	<p>We will utilise the Viewpoint Panel for continued, high-quality engagement – this is in addition to the regular Viewpoint Panel activity.</p> <p>For example, in March 2021 members provided feedback on proposed changes to the COVID-19 Data Dashboard. A 'rapid-response' digital survey was sent to members to contribute views on a specific issue rather than a full consultation approach. This allowed a quick turnaround and results helped to inform what information is communicated to residents.</p> <p>A quarterly newsletter will be shared from June 2021 to inform future activity and provide feedback to the panel – this activity is on track.</p>
Agreed Success Measure:	Improved responses and engagement with the Residents' Panel.
Evidence of Progress (March 2022):	<p>We continue to use the Viewpoint Panel for high-quality engagement.</p> <p>Members are sent regular consultation updates, including 10 short surveys and 2 standard surveys per year, providing invaluable views and feedback about local services and key issues.</p> <p>The panel remains voluntary, and we also acknowledge that time is precious so we aim to strike the right balance making sure that we don't send too much activity via the panel.</p>



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	<p>We're also ensuring we provide regular feedback and updates on our consultations with results and outcomes to show transparency and ensure effective consultation with the panel.</p> <p>Whilst in person panel events have not been possible over the last 24 months due to the pandemic, we will continue to consider all opportunities as they arise to ensure the panel is used most effectively for consultation.</p>
Assessment of Progress (March 2022): (include explanation if required)	1 – Fully Achieved
Evidence of Impact (March 2022):	N/A

<b>Assessment of Progress Gradings:</b>	<b>1</b> Fully Achieved	<b>2</b> On-Track	<b>3</b> Slipped	<b>4</b> Not Achieved
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