



## **Equality, Consultation & Engagement Plan**

**2020 – 2022**

## 1. Introduction

Derbyshire Dales District Council has statutory duties under the [Equality Act 2010](#) which should be considered across all the Council's public functions. The Act defines a range of 'protected characteristics':

- Age
- Religion or belief (including non-belief)
- Disability
- Pregnancy and maternity
- Gender reassignment
- Sex / gender
- Marriage and civil partnership (with regard to discrimination)
- Sexual orientation
- Race

The [Equality Act 2010 S.149](#) sets out three broad aims in the form of a statutory general equality duty which requires the Council to have due regard to the need to:

- Eliminate discrimination, victimisation and harassment
- Advance equality of opportunity
- Foster good relations between different groups

The [Equality Act 2010 \(Specific duties\) Regulations 2011](#) set out further specific duties for public bodies which support delivery of the three aims of the general equality duty. These require the Council to:

- Publish annually equality information about its workforce and service users
- Set equality objectives and specify the steps it will take to achieve them, at least every four years

The Council publishes [equality information](#) and [gender pay gap](#) data annually on its website.

The Equality Plan 2020 – 2021 supports delivery of the Council's statutory equality duties and sets out:

- How the Council takes account of equalities issues in the decisions it makes (section 3)
- An overview of the Derbyshire Dales community (section 4)
- The Council's equality objectives and the steps it is taking to achieve them (section 5)
- Equality performance indicators used by the Council to monitor its progress
- Equality improvement actions for the year ahead.

The Council also has a duty to consult which is integral to mainstreaming equalities, particularly in the setting and delivery of equality objectives. The Action Plan at the end of this document sets out the key pieces of externally facing consultation and

engagement that are identified at the time that the service plans are being written. As being aware of the impact of changing services/policies on different groups of individuals is often crucial in shaping the scope and shape of public consultation, the potential need to produce an Equality Impact Assessment (EIA) is also identified in this plan. Progress with achieving this plan is reported annually.

## **2. Equality and Diversity Policy**

The Council's commitment and approach to promoting equality as a public service provider and employer is set out in its [Equality & Diversity Policy](#).

The [Dignity and Respect for All](#) policy aims to encourage people living, working and visiting the Derbyshire Dales to show consideration to one another and to treat each other fairly.

## **3. Equality Impact Assessment, Monitoring and Engagement**

To inform its decision making and ensure that its policies and practices are fair, the Council undertakes [Equality Impact Assessments](#) where relevant and proportionate.

It also carries out equalities monitoring of its policies and practices, where appropriate, to ensure that everyone is treated fairly. Monitoring data is published annually as part of its [Equality Information](#).

The Council actively seeks feedback from its customers and staff to ensure effective consultation about its services and plans. An annual Online Panel survey gauges residents' satisfaction with the local area, with the way the Council functions in key areas, and with the public services it provides. Staff are consulted via an Employee Survey with results feeding into organisational and personal development plans.

## **4. The Derbyshire Dales Community**

The 2011 Census and other data provide the following picture of the Dales ([ward profiles and other equality information](#) published annually on the Council's website are also available):

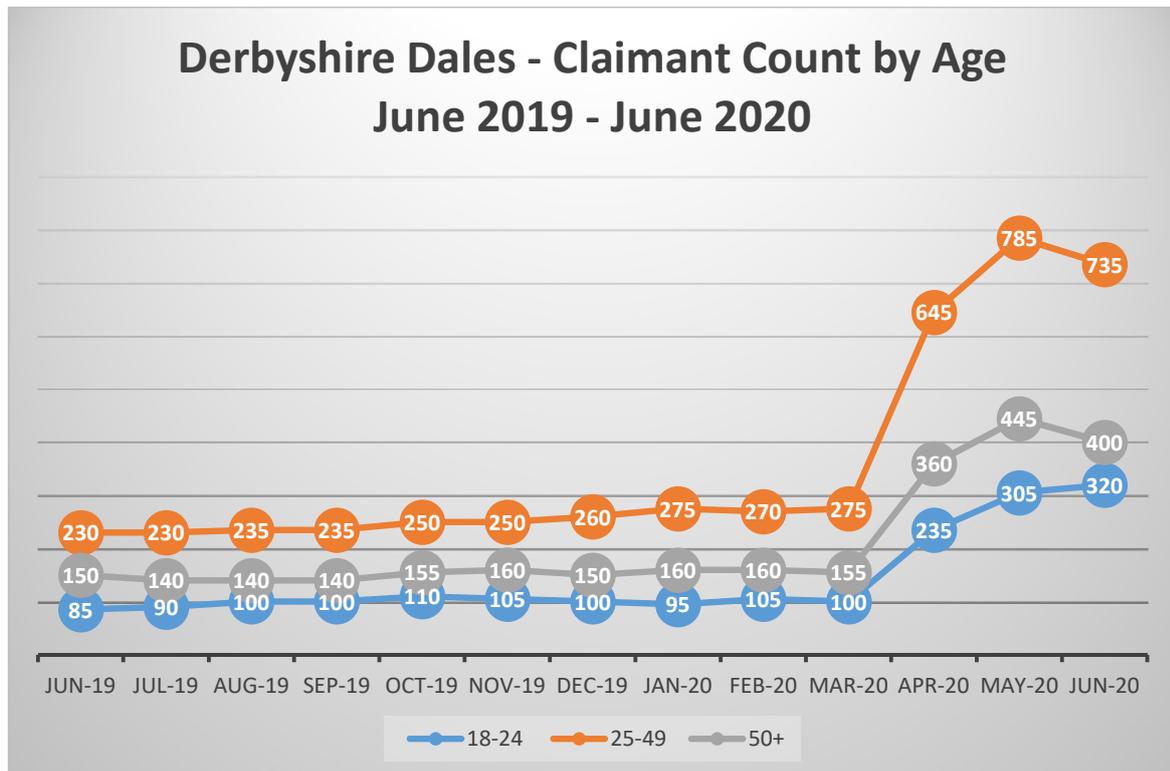
- **Sex (gender)** – Of the estimated population of 72,325 in 2019, 49% of residents were male and 51% female. 54% of those aged 65 and over were female (ONS, Mid-year population estimates, 2019).

- **Age** – the district has an ageing population. People aged 65 and over make up 26.1% of the population compared to 17.9% in England. 59% of people are of working age (16-64 years). The under 25s make up 23.9% of the district's population compared to 30.1% in England. (ONS, Mid-year population estimates, 2018).
- **Disability and long term ill health** – people whose day to day activities are limited make up 18.5% of the population compared to 17.6% in England. In addition, 12.7% of local people provide unpaid care compared with 10.2% in England. Levels of daily activity limitation are significantly higher among those over 60 years of age.
- **Race** – 96.8% of residents are White British compared to 79.8% in England. A further 1.8% are from other white backgrounds.
- **Marriage and civil partnerships** – 54.8% are married compared with 46.6% in England and 0.3% live within same sex civil partnerships (similar to national position)
- **Pregnancy & Maternity** – since 2001 there has been a 2.4% increase in births (half the Derbyshire average) compared to 7.9% in England
- **Religion or Belief** – 68.7% of residents describe themselves as Christian compared with 59.4% in England. 23.2% declared no religious belief compared with 24.7% in England
- **Sexual Orientation** – The exact number of lesbian, gay or bisexual people living in the Derbyshire Dales is not known. The Government estimate is 5-7% of the population which equates to between 3,500 - 5,000 people in the Derbyshire Dales. Census 2011 data shows that 187 persons in the Dales were in a same sex civil partnership (0.3% of all persons over 16 years of age)
- **Gender Reassignment** – Derbyshire LGBT+ (the main local organisation supporting the LGBT community) has previously estimated that between 150 - 200 people in Derbyshire identify themselves as Transgender.

## **Socio-economic Issues:**

- **Wages** – at £375.90 per week in 2018, average earnings by workplace from jobs in the Dales are 7.2% lower than in 2017. The Great Britain average earnings by workplace rose by 2.5% to £461.30 in 2018 (Annual Survey of Hours and Earnings, 2018).
- **Unemployment** – 540 working age adults in the Dales were unemployed at February 2020, an increase of 31% on the previous year (Derbyshire Observatory, Unemployment statistics, February 2020).
- **Poverty** - about 9.4% (965) of the District's children live in low income families (Derbyshire Dales Health Profile, 2019)
- **Debt** - Derbyshire Dales CAB helped with 1208 debt issues on behalf of clients in 2018-19. Debt issues within the Dales are likely to remain a real concern due to the economic effects of the Covid-19 pandemic.

- **Fuel poverty** – 3464 households experienced fuel poverty in 2016, constituting 10.09% of all Dales’ households, compared to 11.6% in Derbyshire and 11.1% in England (Dept. Energy & Climate Change, June 2016).
- **In work and out of work benefit claims** - as the chart below illustrates, there has been a significant increase in those claiming both in work and out of work benefits during the Covid-19 pandemic.



Source: NOMIS - ONS Claimant count by sex and age, June 2020

### Covid-19 Pandemic:

As an organisation Derbyshire Dales District Council has faced many challenges and has had to deal with issues that none of us could possibly have imagined when the Prime Minister announced the Covid-19 pandemic lockdown measures on 23rd March 2020.

The Council recognised that in these unprecedented times many of our residents and businesses needed financial support. We endeavoured to make sure that any government support was passed through to those in need as soon as practically possible. We engaged people through regular updates to our website and social media to communicate information about available support as soon as possible.

Measures to try to ease some of the pressures included:

- Encouraging residents and businesses to apply for review of their council tax instalments, helping them to manage their finances

- Suspending recovery action for debt
- Encouraging eligible households with low incomes to apply for Council Tax Support and assisting eligible households through the government's Hardship Fund
- Implementing new measures to support residents in receipt of Housing Benefit
- Publicising a package of temporary and targeted measures to support businesses and allocating grants and other support where eligible

During the first 100 days of lockdown:

- 241 new benefit claims and 128 new Council Tax Support claims were received and 167 Discretionary Housing payments were made by the Council
- 103 households facing homelessness were supported by our Housing Options team and 10 people were prevented from rough sleeping
- Over £30m was paid out to support 2,600 local businesses and 160 Coronavirus interventions were made

## 5. Equality Objectives

In 2012, the District Council consulted on three draft equality objectives via an on-line survey sent to equalities organisations and groups operating in the Derbyshire Dales, local voluntary organisations and LSP partners. These equality objectives were agreed at Community & Environment Committee on 19 April 2012 (Minute No. 387/12). Progress was reported annually and whilst they were reviewed periodically, new priorities were emerging in our consultation with local communities and businesses in the Dales, in particular from consultation for the Council's Corporate Plan in 2019.

The Corporate Plan 2020 – 2024 is the key strategy from which the District Council's other strategies, plans and policies cascade. The priorities within the plan are determined through consultation with local people. There are 3 broad priority areas:

- ❖ People - **Providing you with a high quality customer experience**
- ❖ Place - **Keeping the Derbyshire Dales clean, green and safe**
- ❖ Prosperity - **Supporting better homes and jobs for you**

<https://www.derbyshiredales.gov.uk/your-council/policies-plans-a-strategies/corporate-plan>

In addition, our corporate objective is:

- ❖ **One team, One Council, One purpose**

More information on the key issues affecting the Dales is contained within our [Derbyshire Dales Economic Plan 2019 - 2033](#) and the [Derbyshire Dales Health Profile 2019](#).

Informed by the priorities within our Corporate Plan, our Equality Objectives for 2020 - 2022 are:

- Objective 1: Maintain high customer satisfaction about the quality of services we deliver
- Objective 2: Implement the Derbyshire Dales Climate Change Strategy and make improvements to the operational aspects of the Clean & Green services
- Objective 3: Promote housing development that meets the needs of the present and future population of the District
- Objective 4: Seek to attract investment that supports the local economy including the provision of jobs for younger people
- Objective 5: One team, working together as one Council with one purpose

Targets are set each year and integrated within service plans to help measure progress towards these objectives. Our equality objectives and targets for 2020 - 2022 are set out in the action plan together with our planned consultation and engagement work (Appendix 2).

Progress against our objectives for 2019 – 2020 is set out in Appendix 1.

## **6. Monitoring and Review**

Progress on the Equality, Consultation and Engagement Plan is monitored by the Corporate Leadership Team (Heads of Service and the Chief Executive) and reported annually to Members. The Plan will be available to the public via the Council's website.

Corporate performance indicators will be monitored by the identified service manager and reported via the service planning and review process.

## **7. Further Information**

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Website: <http://www.derbyshiredales.gov.uk/your-council/equalities>

## APPENDIX 1

### EQUALITY, CONSULTATION AND ENGAGEMENT PLAN 2019 – 2020 EQUALITY ACTION PLAN Updated July 2020

Equality Objectives	Actions	Performance Measures / Targets	Outcome	Lead	By when
<b>Objective 1: Affordable Housing</b>	Improve housing for vulnerable people	Provide adaptations to the homes of 57 disabled people	Adaptations provided to 74 homes in 2019	Director of Regulatory Services	March 2020
		Provide debt and welfare advice to 300 vulnerable households	381 clients were supported. Total financial gains for 2019/20 was £261,326. Total debt affected for 2019/20 was £754,565,	Director of Housing	March 2020
<b>Objective 2: A Clean and Safe District</b>	Provide services which reflect the communities of the Derbyshire Dales and are accessible to all users	% of residents that are satisfied with the refuse and recycling collection service	85% of residents satisfied with the refuse and recycling collection service (Online Panel, 2019)	Provider / Director of Community and Environmental Services	March 2020
	Agree and progress the corporate programme of priority Equality Impact Assessments for 2019-20	Programme for 2019-20 completed	Completed	Directors of Services	March 2020

Equality Objectives	Actions	Performance Measures / Targets	Outcome	Lead	By when
	Service Reviews – any potential equality impacts to be identified through EIAs	<ul style="list-style-type: none"> <li>• Service Reviews</li> </ul>	Transfer of Leisure Service EIA completed.	Directors of Service	Ongoing

## CONSULTATION & ENGAGEMENT ACTION PLAN 2019 – 2020

Updated July 2020

Issue/ Consultation Task	Date planned	Methods	Target Groups	EIA req'd	Lead Officer	Progress
<b>Regulatory Services</b>						
Sex Entertainment Venues Policy	June - September 2019	Online consultation via Council's website	Members of the public	Y	Tim Braund	EIA completed; 12 week public consultation via Council website. <a href="#">No objections received during consultation. Policy adopted by Council</a> on 16 January 2020 (Minute no: 283/19 – Referred item 177/19 from Licensing Committee, 17 October 2019 <a href="https://www.derbyshiredales.gov.uk/images/FINAL_Council_Minutes_16_January_2020.pdf">https://www.derbyshiredales.gov.uk/images/FINAL_Council_Minutes_16_January_2020.pdf</a>
<b>Housing</b>						
Complete 1 parish housing needs survey (HSS11)	Jan to May 2020	Postcard to each household in Parish asking them to complete online survey / phone Publicity by Parish newsletter,	Residents in the Parish	N	Rob Cogings/ Isabel Cogings	3 Parish Housing Needs surveys were completed in 2019/20, Eyam, Over Haddon and Youlgreave. The results are helping to formulate proposals for affordable housing schemes in those villages.

<b>Issue/ Consultation Task</b>	<b>Date planned</b>	<b>Methods</b>	<b>Target Groups</b>	<b>EIA req'd</b>	<b>Lead Officer</b>	<b>Progress</b>
		Parish meetings / community events				
Consultation on regeneration projects, Hurst Farm, Matlock	2019/20	External consultants appointed by Waterloo HA undertaking a range of survey & engagement	Hurst Farm residents	N	Marie-Christine Schmidt	Consultants funded through MHCLG grants have helped deliver the consultation events for the Regeneration Strategy.
Customer satisfaction with housing needs services	2019/20	Face to face survey	Customers	N	Simon Beynon	The Housing Team's apprentice undertook a customer satisfaction survey for Home-Options customers. 600 people were contacted and 59 completed responses were received
<b>Resources</b>						
Budget 2020-21 consultation	January-February 2020	Presentation at meetings or electronic/ paper survey. Business Forums and Community Forums	Residents and businesses	N	Karen Henriksen / Steve Capes	Included in budget report to Council 5 March 2020
Local Council Tax Support	Summer 2019	TBC	TBC	N	Karen Henriksen	No significant technical changes were proposed to the scheme for 2020/21

Issue/ Consultation Task	Date planned	Methods	Target Groups	EIA req'd	Lead Officer	Progress
Scheme 2020-21						therefore no new consultation with the public nor with precepting authorities necessary (Council, 16 January 2020, Minute no: 273/19) <a href="https://www.derbyshiredales.gov.uk/images/FINAL_Council_Minutes_16_January_2020.pdf">https://www.derbyshiredales.gov.uk/images/FINAL_Council_Minutes_16_January_2020.pdf</a>
<b>Community and Environmental Services</b>						
Customer satisfaction survey with the waste and recycling service	May and November 2019	TBC	Sample of 400 local residents	N	Ash Watts	
Community Engagement Hub project	Ongoing		Modernise current facilities to be able to use for club activities, bookings and events	EIA may be needed for specific projects	Becky Bryan	Delete – Community Engagement Hub no longer meeting

<b>Issue/ Consultation Task</b>	<b>Date planned</b>	<b>Methods</b>	<b>Target Groups</b>	<b>EIA req'd</b>	<b>Lead Officer</b>	<b>Progress</b>
Market research into customer satisfaction with Leisure Facilities	June 2019	Various - to be determined	Residents, existing and potential users	N	Freedom Leisure / Becky Bryan	Freedom completed survey. Add to Council's Online Panel survey next year
Area Community Forums	TBC 2019 Purpose and format of the Area Community Forums to be reviewed in 2019-20	Public meeting	Residents, businesses, Service users, Partners	N	All / Ros Hession	Review looked to move from 3 forums held across the District twice a year to one meeting per year, the one meeting to move areas but cover all areas discussions in one meeting.  A meeting was held in Bakewell 29 January 2020 for all areas.
CRI8 & CRI9 % people feeling safe outside during the day and night	November 2019	Online Panel Survey	Local residents	N		96% of respondents to the Council's Online Panel survey 2019 felt safe outside during the day and 85% felt safe outside at night
<b>Regeneration &amp; Policy</b>						
Business Engagement Programme-business forums/worksh ops	2019	Six-monthly themed events, plus workshops & networking	Local businesses with growth plans, including larger firms	N/A	Giles Dann	Dales Business CEO Forum held July 2019.

<b>Issue/ Consultation Task</b>	<b>Date planned</b>	<b>Methods</b>	<b>Target Groups</b>	<b>EIA req'd</b>	<b>Lead Officer</b>	<b>Progress</b>
Kirk Ireton Neighbourhood Plan Statutory Consultation	Autumn 2019	TBC	Kirk Ireton residents	EIA by Parish/Town Council	Mike Hase	Examination in Public held and Examiners report published in February 2020. Referendum now due in May 2021
Performance indicators - % agreeing the Council provides value for money (POL8), satisfaction with how the Council runs things (POL9), % satisfied with the area (NI5)	September – October 2019	On-line Panel survey	Local residents	N	Steve Capes	Overall the results of the survey indicate that the District Council is performing well. POL8 - 66% of respondents agreed DDDC provided value for money. POL9 - 72% were satisfied with the way the Council runs things; and NI5 - 91% were satisfied with their local area.
<b>Corporate Services</b>						
% of customers satisfied with internal Business Support services	Ongoing-after service delivery (2019-20)	Online survey	Local residents & stakeholders	N	James McLaughlin	

## Appendix 2

### EQUALITY ACTION PLAN 2020-2022

Equality Objectives	Actions	Performance Measures / Targets	Outcome [to be added in 2021/22]	Lead	By when
<b>PEOPLE - PROVIDING YOU WITH A HIGH QUALITY CUSTOMER EXPERIENCE</b>					
<b>Objective 1:</b> Maintain high customer satisfaction about the quality of services we deliver	CP20/PE7 Undertaking an annual online survey of residents to establish customer satisfaction and priorities	Undertake Annual Survey using the Online Residents Panel to assess resident satisfaction with DDDC Services		Director of Regeneration & Policy	November 2020
	CP20/PE9 Maintain other customer access channels: during opening hours, you will still be able to phone us or drop by at the Town Hall in Matlock	Continue to maintain and publicise a variety of offline customer contact channels for the District Council's services through Dales Matters and other media.		Director of Corporate & Customer Services	
<b>PLACE - KEEPING THE DERBYSHIRE DALES CLEAN, GREEN AND SAFE</b>					
<b>Objective 2:</b> Implement the Derbyshire Dales Climate Change Strategy and make	Deliver a high quality waste/recycling service to residents	Waste & recycling collection -- % satisfied with service		Director of Community & Environmental Services	March 2021

Equality Objectives	Actions	Performance Measures / Targets	Outcome [to be added in 2021/22]	Lead	By when
improvements to the operational aspects of the Clean & Green Service					
	Work with partners and communities to maintain high levels of community safety	Raise awareness of domestic abuse and promote support services			March 2022
	Implement the Council's Climate Change Strategy and ensure that the benefits derive to vulnerable households across the District	Insulation / greener homes NB: 11 Non Traditional homes insulated on Hurst Farm (Phase 1), 26 further properties in Phase 2 (Hurst Farm, Oker estate Darley Dale and Tansley)		Director of Housing	June 2021
<b>PROSPERITY - SUPPORTING BETTER HOMES AND JOBS FOR YOU</b>					
<b>Objective 3:</b> Promote housing Development that meets the needs of the present and future population of the District	CP20/PR10 Helping disabled people adapt their homes so they can continue to live there	Provide adaptations to the homes of 50 disabled people by March 2021		Director of Regulatory Services	March 2021

Equality Objectives	Actions	Performance Measures / Targets	Outcome [to be added in 2021/22]	Lead	By when
	CP20/PR18 Continue to provide debt and welfare advice to vulnerable households	Provide debt and welfare advice to 350 vulnerable households by March 2021		Director of Housing	March 2021
	CP20/PR8 Building new Council homes to rent and continuing to build social rented homes in partnership with Housing Associations	Complete 51 new affordable homes by March 2021 NB: Likely only 12 new affordable homes (note delays to 2020/21 target due to Covid19)		Director of Housing	March 2021
	CP20/PR13 Delivering a permanent site to meet identified traveller needs	Identify opportunities for the provision of permanent Traveller site		Director of Regulatory Services	September 2020
<b>Objective 4:</b> Seek to attract investment that supports the local economy including the provision of jobs for younger people	Support the Derbyshire Careers Enterprise Co, to strengthen links between education and employers	Deliver 2 partnership events to support employers with recruitment issues and develop better links between employers and schools		Director of Regeneration & Policy	March 2021

Equality Objectives	Actions	Performance Measures / Targets	Outcome [to be added in 2021/22]	Lead	By when
<b>ONE TEAM, ONE COUNCIL, ONE PURPOSE</b>					
<b>Objective 5:</b> One team, working together as one Council with one purpose	Ensure a One Team approach to the Council's statutory equality duties	Review and update the Equality & Diversity Policy		Equalities & Consultation Officer	November 2020
	Ensure a One Team approach to the Council's statutory equality duties	Deliver a tailored Equality & Diversity mandatory training programme for Members including via the Council's Learning OnLine Anywhere (LOLA) resource		Director of Corporate & Customer Services & Equalities & Consultation Officer	May 2021
	Ensure a One Team approach to the Council's statutory equality duties	Deliver a tailored Equality & Diversity mandatory training programme for Senior Management Team including via the Council's Learning OnLine Anywhere (LOLA) resource		Equalities & Consultation Officer & Human Resources Manager	November 2021
	Retain the Disability Confident standard	Undertake self-assessment to retain the Disability Confident standard		Human Resources Manager	March 2022

Equality Objectives	Actions	Performance Measures / Targets	Outcome [to be added in 2021/22]	Lead	By when
	Agree and progress the corporate programme of priority Equality Impact Assessments for 2019-20	Programme for 2020-22 completed including <ul style="list-style-type: none"> <li>- Housing Allocation Policy</li> <li>- Local Council Tax Support Scheme (if changes proposed)</li> <li>- Review of the Council's Car Parking Order</li> <li>- Local Plan</li> </ul>		Directors of Services	March 2022
	Service Reviews – any potential equality impacts to be identified through EIAs	Service Reviews		Directors of Services	March 2022

## CONSULTATION & ENGAGEMENT ACTION PLAN 2020 – 2022

Updated July 2020

Issue/ Consultation Task	Date planned	Methods	Target Groups	EIA req'd	Lead Officer	Progress
<b>Regulatory Services</b>						
Charging for Food Hygiene Rating Scheme re-inspections	TBC	TBC		TBC	Tim Braund	Introducing a charged for service during lockdown would not be helpful. To be reviewed December 2020.
Facilitate a review of the Council's assets to identify any equality issues	June to December 2020	Produce a definitive list of assets and engage with appropriate groups to enable a review of that list			Tim Braund, Mike Galsworthy	Definitive list being drawn together from asset register and insurance lists – July 2020
<b>Housing</b>						
Customer satisfaction with housing needs services	2020/21	Face to face survey	Customers	N	Simon Beynon	

<b>Issue/ Consultation Task</b>	<b>Date planned</b>	<b>Methods</b>	<b>Target Groups</b>	<b>EIA req'd</b>	<b>Lead Officer</b>	<b>Progress</b>
Consultation on the proposed changes to the Housing Allocation Policy	2020/21	Online survey	Customers, housing providers and the wider public	Y	Phil Campbell on behalf of the Home-Options partnership	25 responses were received from across the Home-Options partnership, (64% from the Derbyshire Dales). The consultation process is to be extended and repeated to try and gain further responses. 5,500 emails were sent to applicants across the Home-Options partnership concerning the proposed changes. A total of 101 responses were received and these are being reviewed by the Home-Options working group.
Customer satisfaction with housing needs services	2021/22	Online survey	Customers	N	Simon Beynon	Survey planned for Q2 2021/22
<b>Resources</b>						
Biennial ICT internal satisfaction survey	January 2021	Biennial online survey	Staff at DDDC	N	Nicola Astle	Scheduled for January 2021
Biennial ICT internal satisfaction survey	January 2023	Biennial online survey	Staff at DDDC	N	Nicola Astle	
Budget 2021-22 consultation	January-February 2021	Presentation at meetings or electronic/	Residents and businesses	TBC	Karen Henriksen / Steve Capes	

Issue/ Consultation Task	Date planned	Methods	Target Groups	EIA req'd	Lead Officer	Progress
		paper survey. Business Forums and Community Forums				
Budget 2022- 23 consultation	January- February 2022	Presentatio n at meetings or electronic/ paper survey. Business Forums and Community Forums	Residents and businesses	TBC	Karen Henriksen / Steve Capes	
Local Council Tax Support Scheme 2021-22	Summer 2020	TBC	TBC	If changes proposed	Karen Henriksen	
Local Council Tax Support Scheme 2022- 23	Summer 2021	TBC	TBC	If changes proposed	Karen Henriksen	
<b>Community and Environmental Services</b>						

Issue/ Consultation Task	Date planned	Methods	Target Groups	EIA req'd	Lead Officer	Progress
Customer satisfaction survey with the waste and recycling service	TBC 2020	TBC	TBC	N	Ash Watts	
Customer satisfaction survey with the waste and recycling service	TBC 2021	TBC	TBC	N	Ash Watts	
Community Engagement Hub project: Pavilion	Ongoing		Modernise current facilities to be able to use for club activities, bookings and events	EIA may be needed for specific projects	Becky Bryan	

<b>Issue/ Consultation Task</b>	<b>Date planned</b>	<b>Methods</b>	<b>Target Groups</b>	<b>EIA req'd</b>	<b>Lead Officer</b>	<b>Progress</b>
Market research into customer satisfaction with Leisure Facilities	June 2020	Various - to be determined	Residents, existing and potential users	N	Freedom Leisure / Becky Bryan	
Market research into customer satisfaction with Leisure Facilities	June 2021	Various - to be determined	Residents, existing and potential users	N	Freedom Leisure / Becky Bryan	
Area Community Forum	January 2021	Public meeting	Residents, businesses, Service users, Partners	N	All / Ros Hession	
Area Community Forum	January 2022	Public meeting	Residents, businesses, Service users, Partners			
Review of the Council's Car Parking Order	By March 2022	Various	User groups, traders	Y		
CRI8 & CRI9 % people feeling safe	November 2019	Online Panel Survey	Local residents	N		96% of respondents to the Council's Online Panel survey 2019 felt safe

<b>Issue/ Consultation Task</b>	<b>Date planned</b>	<b>Methods</b>	<b>Target Groups</b>	<b>EIA req'd</b>	<b>Lead Officer</b>	<b>Progress</b>
outside during the day and night						outside during the day and 85% felt safe outside at night
CRI8 & CRI9 % people feeling safe outside during the day and night	November 2020	Online Panel Survey	Local residents	N		
CRI8 & CRI9 % people feeling safe outside during the day and night	November 2021	Online Panel Survey	Local residents	N		
<b>Regeneration &amp; Policy</b>						
Business Engagement Programme-business forums/workshops	2020	Six-monthly themed events, plus workshops & networking	Local businesses with growth plans, including larger firms	N/A	Giles Dann	
Business Engagement Programme-business	2021	Six-monthly themed events, plus workshops	Local businesses with growth plans,	N/A	Giles Dann	

<b>Issue/ Consultation Task</b>	<b>Date planned</b>	<b>Methods</b>	<b>Target Groups</b>	<b>EIA req'd</b>	<b>Lead Officer</b>	<b>Progress</b>
forums/worksh ops		& networking	including larger firms			
Biennial Business Survey – themed	Autumn 2020	On-line + phone survey	Local businesses	N/A	Giles Dann	
Ashbourne Neighbourho d Plan Statutory Consultation	Autumn 2019	TBC	Ashbourne residents	EIA by Parish/ Town Counci l	Mike Hase	Consultation delayed by Covid-19 now likely to be September 2020
Brailsford Neighbourho d Plan Statutory Consultation	Autumn 2020	TBC	Brailsford residents	EIA by Parish/ Town Counci l	Mike Hase	Consultation delayed by Covid-19 now likely to be September 2020
Local Plan	2022	TBC	Residents outside the Peak District	Y	Mike Hase	
Climate Change SPD	January 2021	TBC	Residents outside the Peak District	N	Mike Hase	Consultants appointed Summer 2020
Performance indicators % agreeing the Council	September – October 2020	On-line Panel survey	Local residents	N	Steve Capes	Online Panel survey to be carried out Sept/Oct 2020

Issue/ Consultation Task	Date planned	Methods	Target Groups	EIA req'd	Lead Officer	Progress
provides value for money (POL8), satisfaction with how the Council runs things (POL9), % satisfied with the area (N15)						
Performance indicators % agreeing the Council provides value for money (POL8), satisfaction with how the Council runs things (POL9), % satisfied with the area (N15)	September – October 2021	On-line Panel survey	Local residents	N	Steve Capes	Online Panel survey to be carried out Sept/Oct 2020
<b>Corporate Services</b>						
% of customers satisfied with	Ongoing-after service delivery	Online survey	Local residents &	N	James McLaughlin	

Issue/ Consultation Task	Date planned	Methods	Target Groups	EIA req'd	Lead Officer	Progress
internal Business Support services	(2020-21)		stakeholder s			
% of customers satisfied with internal Business Support services	Ongoing- after service delivery (2021-22)	Online survey	Local residents & stakeholder s	N	James McLaughlin	