

Appendix 1

Response to the recommendations arising from the Overview Committee review of Council Consultation and Resident Engagement

Overview Committee recommendation	Cabinet Decision (Accept or Reject)	Action to be taken (if any) and timescale for completion
1. That the public consultation on the Council's budget should commence earlier in the year to enable the responses to be considered at an earlier point in the budget development process.	Accept	The budget consultation for 2023 is planned to launch on 29 September, 2023 (subject to approval from Cabinet). This contrasts with the 2022 iteration, which launched on 17 November, 2022. As a result, the consultation process has been brought forward by 2 months, to enable the response to be considered at an earlier point in the budget development process. This will be reviewed following this year's budget consultation, for next year's cycle.
2. That members of the Overview Committee be given the opportunity to comment on the proposed questions for the 2023/24 budget consultation in advance of the launch of the public survey.	Accept	Members of Overview Committee have been given opportunity to comment on the proposed questions in advance of the survey launching. As agreed with the Chair and Vice Chair of the Committee, the questions were circulated to Members of Overview Committee via email, with their feedback considered when finalising the survey.
3. That consideration should be given to whether there are any further potential areas of development to build on the existing use and to maximise opportunities provided by social media, the "emailme" system, the Council's Citizen's Panel and the MyNotts app to promote the budget consultation survey to residents.	Accept	Consideration has been given to potential further opportunities to promote the budget consultation to residents; <ul style="list-style-type: none"> • Messages will be regularly posted on all the Council's social media channels, leading up to the survey, during, and with increased frequency as the survey deadline approaches. Through 'social listening' the council will listen to what are the feelings and priorities of community groups, to help focus on creating content that is relevant and engaging.

			<ul style="list-style-type: none"> • Email bulletins encouraging participation in the survey will be sent to the council's email subscribers, at the time of the survey opening and prior to closing. • All members of the Citizens Panel will be contacted and encouraged to complete the survey. • A prominent link to the survey will be placed on the MyNotts App, with a notification going out to all subscribers.
4.	That relevant communications related to the public budget consultation should clearly state the approximate time that it will take a resident to complete the survey.	Accept	In accordance with common practice across the Council's consultation apparatus, the budget survey will emphasise to residents that it will take only a 'few minutes' to complete. This is to not put pressure on residents and/or assume the time required for those who it may take longer to read – this does not account for the time it may take readers to digest the contextual information within the booklet, prior to answering the questions themselves.
5.	That paper copies of the budget consultation should continue to be provided, but that the number of copies printed should be reduced.	Accept	Paper copies of the survey will continue to be provided, but at a reduced scale. Posters and booklets will be sent to libraries to ensure the survey is accessible, electronic versions of the posters and booklets will be emailed to all elected members and children's centres. Paper copies will also be available on request via our Customer Service Centre.
6.	That work be carried out to investigate potential opportunities around how more young people could be encouraged to take part in relevant consultations.	Accept	Nottinghamshire County Council supports children and young people in influencing the design and delivery of services through our Youth Voice structure and The Young People's Voice expression of interest, which is a mechanism that enables services both internal and external to the Council to engage with young people and hear their views about the provision they receive, or are affected by, and provides an opportunity for young people to offer insight into how changes can be made to better meet their needs. To enhance this, further opportunities are being explored to identify ways that children and young people can be better involved.

7.	That opportunities should be put in place that enable departments across the Council to share feedback and best practice around consultation and resident engagement activity.	Accept	Opportunities are currently being explored to set up sharing of feedback and best practice. These include making more use of internal systems where best practice could be shared and discussed with colleagues working on consultations and other forms of customer interaction.
8.	That as and where appropriate, communication activity should take place with residents to show how their responses had been used to inform the development of the area of Council activity that had been consulted on.	Accept	Through the sharing of best practice, officers conducting consultation will be reminded that as and where appropriate, communication activity should take place with residents. In reference to the budget survey specifically, once the data has been analysed and considered, the outcomes will be made available on the public website. Other appropriate communication will be considered in relation to the budget survey which may include sharing key themes/messages on the council's social media channels.