

Appendix 2 – Consultation Plan

Consultation Plan

This project form is to help you plan any public or stakeholder consultation. The form will be completed by a member of the Consultation and Research, but we will need information from the officer commissioning the consultation. Please note

It is important that you contact the [Consultation and Research Team](#) before undertaking any external consultation. The team can offer free advice and guidance to help ensure that the Council's consultation activities are carried out to a consistently high standard. If you are commissioning an external research agency to carry out the consultation for you, please let us know so that we can avoid duplication with other research activities.

Each section identifies the information needed, key objectives and also recommended actions in order to meet those objectives.

Project Details

Project Name: Housing Management consultation

Key Contact: Lorraine Mealings, Director of Housing

Name of person(s) given permission to consult: Cabinet

What are you consulting about?

- What are the objectives for this consultation?

Find out Tenants, Leaseholders, Stakeholders, Staff, and the wider public views on

- The preferred model for housing management for BCP Council and any positive and negative impact
- Objectives of the new housing management service

Tenants and Leaseholders only

- Importance and satisfaction rating of the current service
- What works well and what could be improved with the current service
- Communication and involvement preferences and collection of email addresses for future service delivery and communication.

- What is the consultation needed for?
What decision are the results influencing?

To inform the decision on the new housing management model for BCP Council and to inform what the new housing service will look like.

Who do we need to consult?

- | | |
|---|---|
| <ul style="list-style-type: none">• Who will be affected by the proposals if a decision is made to implement them? (e.g. residents, service users, will any protected characteristic groups be disadvantaged by this proposal? Particular ward/geographical areas?) | <p>Current Tenants and Leaseholders
Future Tenants and Leaseholder
BCP Council and PHP housing staff
Contractors
PHP Board</p> |
| <ul style="list-style-type: none">• Who are your stakeholders? (e.g. community voluntary sector, community groups, MPs, businesses) | <p>Joint Tenant resident groups
PHP Board
Councillors
Businesses with contracts with Housing/PHP
Community and Voluntary Sector including DOTs disability and Dorset Race Equality Council.</p> |

Methods for Consultation

- What methods will be used to carry out this consultation, e.g.
 - online/ hard copy open questionnaire
 - control sample questionnaire (face to face, postal, telephone)
 - engagement hq tools
 - focus group
 - meetings with stakeholders
 - events/drop-in sessions/roadshows

All consultees

Engagement website

An Engagement HQ webpage will be set up to host all online information about the project including

- Key information about consultation
- Question and Answer function (residents can sign into engagement hq to ask a question and the council will post a response)
- Dates and sign in for residents' events (if virtual)
- Online questionnaire (for wider public)
- Consultation document
- Decision making timeline
- Telephone number for further information and requests for hard copy information
- Recording of the Tenant and Leasehold presentation
- Ideas and comments board
- Calendar of roadshows

All Council communications will share the link to Engagement HQ through a press release, email newsletter and social media channels.

A poster will be displayed in all Council libraries, sheltered/ independent living and communal housing notice boards promoting the consultation.

Current Tenant and Leaseholders

- A postal survey and information letter delivered to all current tenant and leaseholder households which will include an alternative format request form.
- Free prize draw included to help improve response rate (suggested by the Joint Resident Group)
- Large print version and alternative language version will be available on request
- Roadshows run by housing staff at key locations in Bournemouth and Poole where we have a lot of housing stock. –The purpose to promote the postal survey and answer any questions. Collect ideas for the future housing service.

- Resident meetings virtual and in person (COVID compliant) presentation by Lorraine Mealings with support from Seamus Doran and Su Spence. Opportunity for Question and Answer session.
- Throughout the consultation period housing staff will be asked to use opportunities as they go about their normal work duties to promote and encourage people to complete the survey. We are currently exploring the option of using text messages to remind tenants to complete the survey.

Joint Tenant residents' group

- Joint tenant group to run throughout the project involvement and updates at various milestones to be agreed.

BCP Council and PHP Housing staff

- All Housing staff to be provided with a briefing/ note on the consultation and should be able to promote the consultation and assist tenants and leaseholders throughout the consultation period. (This will also be shared with Customer Service Team, Libraries and Community Engagement Teams)
- Set up a staff intranet page so that staff are able to ask anonymous questions
- Staff meetings to provide information on proposal and consultation from a public and staff viewpoint, question, and answer session.
- Staff workshops to look at future delivery of service.

Stakeholders

- Community and voluntary organisations and businesses can be emailed the link to the engagement hq information and asked to complete the survey.
- The council has a disability consultation contract with DOTs disability who undertake discussion groups on our behalf with people with a disability. We will ask DOTs to run a discussion group with its members and provide a report on what a future housing management service should look like from the point of view of people with a disability.