

External Consultations Activity Review

This review covers all aspects of external consultation across the organisation. It is important that we obtain the views of as many stakeholders as possible. We are keen to capture the wide range of external consultation activity that is carried out across the Council and from all levels.

Note: Consultation is different from engagement, it has a clear beginning, middle and end and is carried out formally through surveys etc.

The purpose of the review is to enable us to baseline all current forms of external consultation to understand the different approaches and identify best practice. To also develop a forward plan of planned external consultation exercises that are due to take place over the next 12 months. In doing this, Dudley will have:

- A consistent approach, through a toolkit and framework
- Intelligence sharing for targeted communications
- Inclusive consultations with accessibility for all

We also ask you to leave your employee contact details for us to contact you if necessary to help inform the new consultation platform/database and for intelligence sharing.

Thank you in advance for your contribution.

.. required

* This form will record your name, please fill your name.

General information

1. How many external consultations do you/your service carry out in an average year?

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17
- 18
- 19
- 20 or more

2. How often are external consultations undertaken? (By 'external' we mean individuals and groups outside the council) *

Please tick all that apply. If selecting 'other' please add detail.

- One off
- Weekly
- Fortnightly
- Monthly
- Quarterly
- Twice yearly
- Annually
- Every 2 years
- Every 3 years
- Other

3. What is the purpose of conducting the consultation activity? *

Select all that apply. If selecting 'other' please add detail.

- Policy related
- Responding to a complaint
- Responding to community need
- Statutory requirement
- Informing decision-making / service design / service priorities
- Other

Requirements

4. Are any of the consultations carried out a contractual requirement?

- Yes
- No
- Don't know

5. Is personal data collated and processed from those you are consulting with?

Personal data as defined by GDPR

- Yes
- No

6. Have you published a Privacy Notice that details the lawful basis for processing personal data and what you will do with it?

- Yes
- No
- Don't know

7. Is special category data such as disability, health, crime data relating to individuals processed as part of the consultation?

- Yes
- No

8. Are Data Protection Impact Assessments (DPIA) undertaken?

- Yes
- No
- Don't know

9. Are Equality Impact Assessments carried out to ensure there are no barriers to participation or disadvantage to any protected groups from participation?

- Yes
- No
- Don't know

Audience and communication methods

10. What communication methods are used? *

Please tick all that apply. If selecting 'other' please add detail.

Council-led forums (e.g. Your Home, Your Forum)

Focus / scrutiny groups

Service user groups

Participation in organised activity / event / roadshow

Site visits

Email

Face-to-face interviews

Information posters

Letter with response form

Digital platforms (online questionnaires / surveys)

Questionnaires / surveys (paper)

Referendum / public vote

Written reports / circulation of documents

Other

11. Who are the target audiences? *

Please tick all that apply. If selecting 'other' please add detail.

- Black & Minority Ethnic (BME) groups
- Businesses
- Children / young people / youth groups
- Community groups
- Elected members / Councillors
- Faith groups
- Families
- Gender groups
- General public
- Parents (of children under 18)
- Patients / service users
- People with learning disabilities
- People with mental health issues
- People with physical disabilities
- People with sensory impairments
- Schools
- Stakeholders / representatives
- Tourists / visitors to the borough
- Other

12. What at the target age ranges?

Please tick all that apply.

- All ages
- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 and over

Tools and resources

13. What support/resource do you currently use when conducting consultation activities? *

Please tick all that apply. If selecting 'other' please add detail.

- Own team (internal resource)
- CAPA (communications / marketing)
- Graphics team
- Print services
- Intelligence team
- Digital/ICT services
- External resource / organisation carry out consultation on our behalf
- Other

14. Do you use software to carry out paper/online surveys? *

- Yes
- No

15. What software do you use if conducting online/paper surveys? *

Please tick all that apply. If selecting 'other' please add detail.

- Snap
- Survey Monkey
- Mentimeter
- MS Forms
- Other

16. Do you or your team currently hold a software user license for any of the following? *

Please tick all that apply. If selecting 'other' please add detail.

- No license held
- Snap
- Survey Monkey
- Mentimeter
- Other

17. Are you aware of the Council's Community Engagement database? *

- Yes
- No

18. Do you use it to record current consultation activity? *

Yes

No

19. Are you aware of the Council's Community Information Directory? *

Yes

No

20. Do you use it to support stakeholder engagement? *

Yes

No

Upcoming consultations

21. Are you currently undertaking any consultation at this time or plan to do so in the next 6-12 months? *

- Yes
- No
- Maybe

22. Please tell us the consultation title

23. What is the purpose of this consultation?

24. When is the consultation due to be carried out?

Approximate dates are acceptable.

Please input date (dd/MM/yyyy)



25. When was the consultation last carried out? (if applicable)

Approximate dates are acceptable.

Please input date (dd/MM/yyyy)



About you/your team

26. Please tell us which directorate you are in. *

- Adult Social Care
- Chief Executive's (People & Inclusion; CAPA; Secretariat)
- Children's Services and Young People
- Deputy Chief Executive's
- Digital, Customer & Commercial Services
- Finance & Legal
- Housing & Community Services
- Public Health & Wellbeing
- Public Realm
- Regeneration & Enterprise

27. What is the name of your service area/team? *

28. Who is the contact officer regarding these consultation activities?

If different from the person completing the survey

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