



Annual Statement of Consultation - April 2009 – March 2010

ID	Title	Start Date	End Date	Overview	Contact Name	Contact number	Lead Organisation	Key Finding 1	Key Finding 2	Key Finding 3	What Happened	Next Step
562	Meals on Wheels Service Review	15/06/2009	04/09/2009	<p>Birmingham City Council cooks and delivers over 300,000 meals a year. On 6 April 2009, the Council agreed a number of proposals to re-provide the service.</p> <p>From 15 June 2009 until 4 September 2009 we would like to know what our staff and the people who use our services, their families and carers think about these proposals and what you think a new provider could do differently from the current service.</p>	Elizabeth Ross	0121 675 8058	Adults and Communities					
622	Mental Health Accommodation, Care and Support	03/08/2009	31/10/2009	<p>Birmingham City Council is consulting on all mental health accommodation with care and support services that we pay for. We think change is needed because people do not have enough choice or control over their care. We are proposing a new way of offering services and would like the views of service users, carers and other people with an interest in mental health accommodation services.</p>	Elizabeth Hibbert	0121 675 6309	Adults and Communities					
739	Review of advice and support for Carers	02/11/2009	15/02/2010	<p>Consultation with carers and services users on a review of the Fair Access to Short Breaks scheme (FASBC) and find an alternative that gives more choice and flexibility and responds to individual needs.</p>	Paola Rice	675 6715	Adults and Communities	<p>From the consultation 73% of the 159 attendees agreed that the new proposals would meet carers' needs.</p>	<p>Many carers welcomed the principle that assessments and support planning would initially consider both service users and carers needs together rather than looking at carers in isolation.</p>	<p>Greater choice and control together with the opportunity for separate assessments for carers at greatest risk were cited as particular benefits.</p>	<p>The full review of advice and support to carers report and extracts from the report were delivered and agreed by Cabinet on 29 March 2010.</p>	<p>In July 2010 A letter and copy of the new 'Support for Carers' leaflet will be sent to all carers known to Birmingham City Council describing the new policy The new policy will be implemented through Adults and Communities Assessment and Support Planning Teams</p>
678	Birchfield Neighbourhood Management Community Conference	12/09/2009	12/09/2009	<p>The Conference was a launch of Neighbourhood Management in Birchfield to promote 'joining up' local services more effectively in a way in which local people can see the difference.</p>	Yvonne Wager	(0121) 675 1731	Be Birmingham	<p>Improved communication with residents</p>	<p>Young people - raising aspirations and more targeted activities</p>	<p>Worklessness - local employment opportunities for local people</p>	<p>The fundings from the conference are being incorporated into the Birchfield Neighbourhood Plan.</p>	<p>The Neighbourhood Plan will be ready by December 2009.</p>

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736	How can communities adapt to the impact of climate change	12/10/2009	12/10/2009	<p>Birmingham is committed to ensure that it is prepared for the impacts of climate change. This consultation was undertaken to ensure Birmingham's diverse communities are able to shape the direction of future policy and practical measures.</p> <p>The consultation involved about 30 community representatives and consisted of 3 main elements: -</p> <ul style="list-style-type: none"> Understanding peoples fears of extreme weather Priority measures to build resilience to climate change Suggest potential pilot projects to adapt our neighbourhoods 	Richard Rees	0121 675 5784	Be Birmingham	Build well-informed and cohesive communities to respond to extreme weather.	Coherent approach with leadership form the top and collaborative working.	Don't forget long term view, take risks more seriously		
779	Birmingham Opinion Survey 2009	01/09/2009	30/11/2009	The Birmingham Opinion Survey (2009) took place from September to November 2009. Through face-to-face interviews with approximately 2,500 adults who live in the city, the survey asked questions on a range of issues including: the use of and satisfaction with public sector services; what residents thought about their local neighbourhood; the quality of their life; their views on getting involved; what they see as the challenges facing the city as a whole; and the use of digital methods (e.g. emails, text) to access Birmingham City Council services.	Tony Bunker	0121 303 3727	Be Birmingham					
620	Hurst Street - taxi rank marshal scheme evaluation	01/05/2009	09/05/2009	To evaluate the taxi marshalling scheme in place in Hurst Street, face to face interviews will be carried out with customers of the service, people waiting at the taxi ranks, and with taxi drivers. Interviews will establish whether the presence of the taxi rank marshals has an impact on the perceived safety and general conduct of those using the rank (customers and drivers). Additionally, the research will establish the usage of the ranks during the time the marshals are present. The results will be used to review the need for the marshals and the numbers required to meet the demand.	Adrian Parkes	675 4116	Chief Executives	The majority of taxi drivers in Hurst Street are aware that the rank is marshalled and feel safe as a result. Two thirds feel motivated to work the rank because of the marshals	The marshals are perceived as effective in helping passengers get taxis and supervising the rank	The number of Marshals exceeds the number required on Thursday nights when there are no student promotions	The Marshals have been withdrawn on a Thursday night when the students are away on holiday. The findings of the report were presented to Licensing Committee on 18th November 2009 where its contents were noted.	The recommendations of the report are to be worked through in partnership with the Security Company providing the service and West Midlands Police to improve the method of operation

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631	Customer Satisfaction with the Pest Control Service provided by Regulatory Services	01/04/2009	30/04/2009	To establish the views of customers of the Pest Control service questionnaires were sent to a sample of customers who contacted the service in the previous month seeking assistance with extermination of pests. The results will be used to assess the satisfaction with the service provided and to seek views on how the service may be improved.	Adrian Parkes	675 4116	Chief Executives	92% of respondents were satisfied with the overall quality of the service that they received from Pest Control	96% stated that they were treated fairly, 98% stated that the staff were polite and 93% were satisfied with the speed of the service	98% of respondents stated that they would use the service again if a similar problem arose	Staff were congratulated for achieving such excellent results.	To maintain the exceptional levels of customer satisfaction with the move to a more proactive approach to dealing with rats across the city
770	Regulatory Services - Enforcement Policy 2010 - 2011	19/01/2010	28/02/2010	An enforcement policy that will dictate how Regulatory Services deal with infringements of legislation in relation to Trading Standards, Environmental Health and Licensing law has been produced in draft form. It details the escalating levels of action that can be taken against businesses and individuals who break the law. The consultation is on the draft policy document and views on its content are sought from any interested party.	Chris Neville	0121 303 2847	Chief Executives	Continued support for the Enforcement Policy	Overall agreement with the Enforcement Policy and minor amendments		The Regulatory Services Enforcement Policy has been reviewed in consultation with interested parties and the 2010-2011 Policy is published and in force until March 31st 2011	Monitoring compliance with the Policy and repeating the consultation exercise for 2011-2012 Policy
795	Newly Arrived Migrants and their Health Needs	18/11/2009	26/02/2010	This study identifies which migrant communities have come to Birmingham since 2001 and where they are settling. Data analysis informed a programme of face-to-face meetings with migrant support groups and with public and voluntary sector workers that work with migrant groups. This programme of consultation identified health needs of newly arrived migrants based on things like age, gender and the countries they came from.	Graham Moore	0121 303 8268	Chief Executives	Birmingham has undoubtedly become more ethnically diverse since the start of the millennium, with growing Middle Eastern, Eastern European and African communities living and working in Birmingham.	Access to health information services and health promotion activities continue to be paramount for newly arrived communities. Access issues are particular problems for young, undocumented and unaccompanied minors.	One of the key findings from the qualitative research is that destitution is one of the largest contributors to poor health, particularly for issues of mental health.	The study, its findings and recommendations were accepted by the Health Overview and Scrutiny committee on 17 March 2010.	As a result of the Health Overview and Scrutiny committee meeting on 17 March 2010, Birmingham's primary care trusts are being encouraged to analyse their Flag 4 GP Registration data and share the findings so that a more detailed picture of which newly arrived groups are arriving in Birmingham and where they are settling can be built up. The study and its findings are also being incorporated into Birmingham's Joint Strategic Needs Assessment process.
859	2010 Ward and Constituency Survey Results	#####	#####	The survey of Ward and Constituency covers a wide ranch of venues.	Ray Warr	303 2055	Chief Executives					

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610	Bringing Everyone Together. Be part of it. Tell us what you think - Short Breaks Overnight Stays	20/07/2009	28/07/2009	The Champion for disabled children and young people in Birmingham is seeking initial views from disabled children and young people who occasionally stay overnight in 3 children's homes in the city. Through activities and discussions in July, up to 10 children and young people will be able to give their views on a range of issues including: going to the home for a few hours in the evening, or to do an activity at the weekend or in the school holidays, staff support to individuals do things at home or in the community and the support needed to be able to stay in their own home.	Tony Phillips-Jones	0121 507 1480	Children Young People and Families	From this initial consultation, it appears that the individual likes coming to the home to play.	The initial consultation is demonstrating that children would like to stay near or with their families at times of crisis.	It appears that individuals like the option of doing things they like in the community the most.	The outcomes for engagement and participation have been achieved that disabled children and young people will be listened to and included, have choice and control over matters that affect them, able to express themselves confidently, develop pro-social skills, positive self esteem and identity. In turn these support the ECM outcomes which is Every Child Matters which is the Council's plan for services for children in the city.	To present the options paper to the Short Breaks Implementation Group and following agreement of the options chosen consider what further consultations need to occur with disabled children and young people who use the Short Breaks Overnight Stay provision in the residential homes.
619	Bullying Reduction Action Group - consultation on guidelines for children and young people	01/07/2009	27/11/2009	Consultation will take place with children and young people on the production of a set of guidelines around bullying and where children and young people can go for help in Birmingham. The guidelines will be produced by children and young people for children and young people to use	Sarah Hudson	0121 675 7561	Children Young People and Families					
681	Participation & Engagement Birmingham Children & Young People's Parliament Road Safety	15/07/2009	16/07/2009	Royal Society for the Prevention of Accidents (ROSPA) consulted with members of Birmingham Children and Young People's Parliament on road safety. The young people shared their views and understanding of road safety and how it could be improved	Dario Silvestro	0121 675 7552	Children Young People and Families	Road safety was a key issue for children and young people	Issues from consultation was reported back to RoSPA via their Youth Liaison Officer		The Young Peoples Parliament were asked to give their views on road safety.	
682	Participation & Engagement Unit Birmingham Children & Young People's Parliament Underage Sale of Alcohol & Tobacco	23/09/2009	24/09/2009	Young people attended a Inclusion Network Managers event and raised the issue of young people having easy access to buying alcohol and cigarettes. Jacqui Hughes, Director of Regulatory Services made a commitment to the young people to follow this up, resulting in some consultation with young people and recommendations to be taken in a report to the Directorate	Dario Silvestro	0121 675 7552	Children Young People and Families	Recommendations from the consultation were reported back to the Directorate via a committee report to three Public Protection Committee	Young people showed limited awareness of legislation for Underage sales.	Recommendations made about how Trading standards could inform young people about legislation	Findings from the consultation were compiled into a Report of The Director of Regulator Services to the Public Protection Committee	

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765	Bringing Everyone Together. Be part of it. Tell us what you think - Safe Transport Campaign	01/09/2009	05/03/2010	The Champion for disabled children and young people in Birmingham is working with the Young Champions to develop a safe transport campaign. Through Young Champion meetings, recommendations and guidance will be developed to be included in a briefing paper, leaflet and stickers to promote safe transport of disabled children and young people in Birmingham.	Tony Phillips-Jones	0121 303 2413	Children Young People and Families	From completion of this work there is a need to remind service areas about their duty of care for safe transport of disabled children and young people.	From this work disabled children and young people can remind adults about safe transport by wearing the sticker on the back of their wheelchair.	The need to remind adults and services via the use of proactive leaflets, web pages and access to stickers to promote safe transport for disabled children and young people.	<p>The launch of the safe transport campaign happened on 24th February 2010 at 10am outside the Council House in Victoria Square. Media team, Birmingham Mail and Birmingham Express and Star attended to gather information and run news articles. The young champions launched the campaign with representation from the Council and The Children's Society.</p> <p>The head of licensing for black cabs in Birmingham is sending out campaign information to the 1500 registered drivers to promote the campaign and request their use of the sticker.</p> <p>Launch of the safe transport campaign web page.</p>	<p>To cascade information to SEN schools, libraries, youth clubs, specialist services and projects within The Children's Society to promote the campaign.</p> <p>To review the progress of the campaign in 3-6 months.</p>
766	'Bringing everyone together' On-line Survey Part 2	01/10/2009	31/03/2010	Using an symbol based on-line survey which was devised by the Young Champions the views from other disabled children and young people will be gathered about being safe, transport and being healthy. The on-line survey will also be able to be downloaded and posted back to the Champion. Support to help individuals use the on-line survey was provided and symbols were used to make the information accessible. The findings will be passed onto senior managers who provide services across the city.	Tony Phillips-Jones	0121 303 2413	Children Young People and Families	Support around safety, transport and health comes from parents, family, carers and friends. Going out with family support and going to groups makes individuals feel safe. If individuals do not feel safe they will approach family, parents or a teacher.	Transport to support individuals is important. Having access to a car or bus with someone to accompany individuals is a key message and to be supported by people who are positive and friendly or accept individuals behaviour when using transport.	Parent / Carer and family members support individuals in understanding their disability. Where as discussing relationships is done with parent / carer or friends.	<p>Findings have been summarised and presented in graphs.</p> <p>The results are included in the closing report for the Champion role.</p>	<p>To post the closing report on the Champion web page.</p> <p>To email link to disabled children and young people's partnership group.</p>
806	Children's Workforce Development Council Consultation	22/05/2009	08/09/2009	The consultation was facilitated by the Participation and Engagement Unit of Birmingham City Council. 18 children and young people aged 4-15 from Benmore Play Centre in Edgbaston had the opportunity to express their views on the service they participate in and the staff who work with them. Their views and opinions will inform the children's workforce development council.	Gayle Plant	0121 675 7552	Children Young People and Families	17 out of the 18 children and young people said that the Benmore Play Centre was really great.	All children and young people said that Benmore Play Centre helped them.	17 out of 18 children and young people felt safe at Benmore Play Centre.	The views of the children and young people were passed on to the Children's Workforce Development Council.	

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808	UK Youth Parliament elections 2010	01/01/2010	28/02/2010	<p>The UKYP election this year, not only saw the election of candidate to represent Birmingham, locally and nationally. 19 issues that were seen to be important to young people were placed in a ballot. Young people could vote at school (if there school was taking part) or online. 10 schools took part and over 5000 votes were cast.</p> <p>The top 5 chosen issues will form the campaign for both UKYP representative in Birmingham and Voice is Power (Birmingham Children and Young People's Parliament).</p>	Dario Silvestro	0121 6757556	Children Young People and Families	Over 5000 Young People voted in the election.	The top 5 Priorities were: 1.Violence in the community 2.Bullying 3.Racism 4.Activities for young people 5.Education pressure		We have identified the top 5 issues for young people in Birmingham.	We are working with young people to form campaign group's for each of the priorities.
836	Birmingham Youth Service Satisfaction Survey	01/11/2009	01/03/2010	<p>In November 2009 Birmingham Youth Service carried out a satisfaction survey among the members of its various youth projects and centres. Members of youth clubs and projects took part in the survey by completing paper based questionnaires split into three sections, asking questions about demographics, satisfaction with various aspects of youth service delivery as well as questions about different aspect's of their involvement in the service. Over 1000 young people took part in the survey which has taken place regularly since 2004.</p>	Paul Murphy	464-1709	Children Young People and Families	Young people rate the service positively in all areas.	Young people think very highly of the youth workers they come into contact with. They also highly rate the activities on offer.	An interest and varied curriculum of activities that provides a range of new and fun opportunities for members, coupled with the safe and welcoming environment that youth workers create are the key reasons why young people attend youth service provision.	The voluntary participation of young people is central to youth work practice and any provision needs to involve young people in identifying needs and in the decision-making process of the centre or project so that a sense of ownership by young people is inculcated throughout the service. Part of this process of ensuring these practices are met is to constantly evaluate and review the provision in each centre and project with its members. The satisfaction survey is one part of this process.	The service continues to provide opportunities not just to participate at a centre level, but to be involved in processes that take place beyond the centre, in the community and also at a city or even national level through Youth Opportunity Fund groups, Constituency Forums, the city's Youth Parliament and UK Youth Parliament.
905	Children's Commissioning - Provision of Contract Carers	11/11/2009	11/11/2009	<p>As part of the commissioning process for contract services a request via the Children's Rights Service to hold a young people's panel to evaluate potential providers for the provision of contract carers to provide short breaks was arranged. This was to ensure the views of children and young people in care are embedded within the commissioning process for awarding services to external providers and within the evaluation process via the allocation of quality scores to be awarded during the process.</p>	Tony Phillips-Jones	0121 303 2413	Children Young People and Families	Young people enjoyed the process and interviewing providers. They made recommendations for how future panels could be held.	The results from the panel were added to the Adults Panel results to identify the most suitable service provider for the services.		The results from the young people's group were added to the overall evaluation process and the Service Provider awarded the contract was Core Disability Services. The contract started in March 2010 with the first placement to occur in August 2010.	To look at the evaluation information from young people about the process used and reflect on how further panels are implemented.

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906	Children's Commissioning - Provision of Short Breaks Providers Phase 1	29/04/2009	10/07/2009	As part of the commissioning process for short breaks services disabled children and young people were asked to be part of a panel group to interview and evaluate potential service providers for the provision of short break services. This was to ensure the views of children and young people in care are embedded within the commissioning process for awarding services to providers and within the evaluation process via the allocation of the scores to be awarded during the process.	Tony Phillips-Jones	0121 303 2413	Children Young People and Families	The process used enabled disabled children and young people to take an active part in the commissioning of short break services.	Disabled children and young people were able to give views on suitability of providers for providing short breaks.	The scores contributed to the overall deliberations on selection of suitable service providers.	Services were commissioned to provide short breaks to disabled children and young people across the city.	To ensure that monitoring of the services includes feedback from service users.
	Participation & Engagement Unit - Young Disabled Champions	01/04/2010	31/03/2012	This group has been re-established and expanded from the original 2 members to 11. The group meet on a monthly basis and are currently working on delivering anti-bullying training to peers and professionals. They are also involved with delivering a series of workshops to Inclusion Services around pupil participation, based on the United Nations Rights of the Child and Hear by Right principles	Gayle Plant	0121 675 7552	Children Young People and Families	The young disabled champions are keen to express their views and take part in peer education on issues that are not directly related to disability. They feel it gives them more value as individuals who can voice their opinions on issues other than disability			This work is in progress but the disabled young champions will be hosting and facilitating the opening of anti-bullying week 15th November to senior BCC officers and elected members	
	Participation & Engagement Unit - Junior VIP	19/05/2010	31/03/2012	Junior VIP elections were held on 19th May 2010 in the Council House. This led to the establishment of a new executive group of junior VIP's aged 8 - 10 years	Sarah Hudson	0121 675 7552	Children Young People and Families	Over 90 children from 30 primary schools came together at the Council House to stand for election onto the executive group. All children and schools were extremely committed to ensuring younger children have their say in key decisions and the Unit supports them in doing so.	There were limited opportunities for younger children to be engaged in service design, delivery & evaluation. The Participation Unit now facilitates this formal mechanism between the Junior VIP's and the CYP Trust Board		This work is ongoing and the group meets monthly, with current focus on anti-bullying week and Takeover day	A website has been designed and produced by VIP and will go live 21st October 2010. This will be another mechanism for communicating with children and young people interactively via the web and social networking sites such as Twitter & Facebook. www.vip.bham.org.uk
	Participation & Engagement Unit - Takeover Day	01/09/2010	12/11/2010	Takeover Day is a national event that will take place 12/11/10. The Participation Unit are co-ordinating and supporting all activity across Birmingham on that day with the intention on involving at least 1000 young people on the day. SO far organisation signed up include BCC CYPF, primary, secondary & SEN schools, Women's Aid, Birmingham racial Attacks Monitoring Unit, Bright Space, BCC Legal Services & Kerrang Radio	Lisa Carter	0121 675 7552	Children Young People and Families	Children and young people feel valued and their voices contribute to public and private services				

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	Participation & Engagement Councillor Shadowing Programme	01/11/2009	01/03/2010	<p>Managed through the Participation and Engagement Unit of Birmingham City Council, the Local Councillor Shadowing Programme is an initiative being run by The Youth of Today a consortium of leading youth organisations working together to increase the quality, quantity and diversity of opportunities for young people as leaders of change in their communities.</p> <p>This groundbreaking initiative, which gives people aged 13 -19 the chance to shadow their local representatives, aims to involve young people in their local democracy and provide them with the opportunity to experience leadership within their local communities.</p> <p>By creating this programme, it is hoped that participants will gain knowledge and skills which will facilitate their involvement in the democratic process and help them influence decision making. It also provides a unique opportunity for young people to engage with councillors face to face and challenge some of the negative media stereotypes which they constantly face.</p> <p>13 young people from across the City</p>	Nick Anderson	0121 675 7559	Children Young People and Families	Young People's perceptions of the roles and responsibilities were challenged, they appreciated that the Councillors have a difficult and important job.	Councillors found many benefits of being shadowed by young people who would assist them to carry out roles and responsibilities also making suggestions and recommendations for change.	Majority of young people involved now have aspirations of either becoming a councillor or becoming involved in political processes such as standing for election to UKYP and Birmingham VIP	The outcomes were achieved during this programme, Log books were completed and ASDAN accreditations were achieved including £150 bursary each. Birmingham was highlighted by British Youth Council as the most impressive delivery across the country. A celebration event was held at the Council House Banqueting Suite for all involved including the families and friends of young people involved	Contact Councillors to engage in other opportunities with more young people such as Take Over Day
	Participation & Engagement Campaign Against Racism	01/04/2010	01/03/2012	<p>Voice Is Power and UKYP have joined forces to work on the 5 campaign issues voted by young people in Birmingham. Both groups cater for 11-19 year olds and are run through the Participation and Engagement Unit at Birmingham City Council. Both Voice Is Power and UKYP have 11 elected members who represent the Voice of Young People in Birmingham, regionally and nationally. During our recent elections over 5000 young people from across the city voted for UKYP and VIP representatives. For the first time as well as voting for candidates, we asked young people to vote for their top issues from a list of 19.</p>	Nick Anderson	0121 675 7559	Children Young People and Families	Young People clearly feel that racism is an issue across Birmingham and that something should be done to challenge and make positive change.	Organisations that focus on such issues have been Identified such as BRAMU, Brap, Runnymede Trust, Love Music Hate Racism	<p>During research, young people found the yearly racist incidents recorded across Birmingham's schools.</p> <p>1. Number of racist incidents recorded against pupils i.e. where a pupil was the victim = 1480</p> <p>2. Number of these incidents where action was taken = 1480</p> <p>3. Number of racist incidents recorded against staff i.e. where a member of staff was the victim = 137</p> <p>4. Number of these incidents where action was taken = 137</p>	Young people have participated in consultations, debates, conferences, meetings, exhibitions and visits to various organisations to learn more about this issue.	Organisations and young people will participate in a Question Time debate at the Council House Chamber 26th Oct to raise awareness and stimulate action for positive change. Young people leading the campaign have received training from Brap to deliver workshops & sessions to other young people about the issue of racism.

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	Young Inspectors	18/02/2010	19/02/2010	Birmingham Young Inspectors Consultation with young people, staff members within E.R. Mason Youth Centre to identify: How accessible is the centre to Young People.	Kathleen Shaw	0121 675 7552	Participation Unit	From this consultation it was clear that the centre is well used by a range of young people 13-19 (up to 25 with a disability)	There are a wide variety of open groups as well as specialist/target support including work with LGBT, Unaccommodated Minor; Boys and Young Men, Girls & Young Women only sessions. Click Sargent as well as daytime provision for harder to reach young people. VIP and UKYP	The Centre is young person friendly environment with access to current information on a range of young people's issues. The second floor was accessible via stairs and a lift at the point of consultation the lift was broken.	The outcome of the consultation was to identify key recommendations that would enable the centre to ensure a wide range of accessibility to young people. The Inspectors recommendation was to address the lift situation, a follow up inspection will be completed in 6 months.	Young Inspectors to produce a report on their findings including recommendation. A follow up inspection to be completed in 6 months time (August 2010)
	Young Inspectors	01/03/2010	31/03/2010	Birmingham Young Inspectors Consultation with young people 13 plus who attend the Youth Information Shop. How accessible is the Shop for Young People	Kathleen Shaw	0121 675 7552	Children Young People and Families	From this consultation it was identified that the Information Shop was well used by a range of young people 13-19 (up to 25 with a disability)	The Information Shop offered a comprehensive range of information on issues relevant to young people this was clear by both the environment and through the feedback from users.	The Information Centre is based in Birmingham Central Library, young people indicated that through attending many have been encouraged to join the library and are now accessing a range of resources that they did not know exist	The outcome of the consultation was to identify key recommendations that would ensure that all young people 13 plus have access to the centre. The Inspectors recommendation: The Information Shop to Open at least one late evening. Posters and information leaflets are available in a wider variety of languages.	Young Inspectors to produce a report on their findings including recommendation. A follow up inspection to be completed in 6 months time (Sept 2010)
	Participation & Engagement Unit - Young Inspectors	01/03/2010	31/03/2010	Birmingham Young Inspectors Consultation with children and young people, adult users and staff members within the Centre of the Child; The focus of the survey explored one specific question to support the audio-based interviews. 'Is it clear what the service does'	Kathleen Shaw	0121 675 7552	Children Young People and Families	From the consultation it was identified that children up to 13 had a clear idea of what the service was and the range of activities that were available.	Young people 13 plus felt that it was unclear what was on offer for them, unless they had previously visited the Centre of the Child. This was mainly due to the name giving the impression that it was aimed at Children rather than teenagers	The main reason's for accessing the centre was to use the books for educational support and also the computers. Older young people used the computers to access social media sites compared to those under 13 who used it for games	None of the children and young people interviewed accessed the homework clubs or the Teenage Readers Club however they did say they were useful sessions to have.	Young Inspectors to produce a report on their findings including recommendation. The space for teenagers be increased, Consultation groups or questionnaires for feedback from young people, the name of the centre be changed to be more inclusive. A follow up inspection to be completed in 6 months time (Sept 2010).
	Participation & Engagement Unit - Creative Consultation at Calthorpe School	03/09/2010	12/10/2010	The Participation and Engagement Unit are working in Partnership with Calthorpe School. Ten young people with profound learning difficulties aged fifteen to seventeen have participated in a creative art-based consultation focusing on their views and opinions of bullying and ways to prevent it. The young people's artwork will be showcased at National Anti-Bullying Week in November 2010.	Gayle Plant	0121 675 7552	Children Young People and Families	ongoing	ongoing	ongoing	ongoing	Ongoing

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	Participation & Engagement Unit Birmingham Children & Young Peoples UKYP Annual Sitting	23/07/2010	26/07/2010	The Annual Sitting took place in Belfast this year at the University of Ulster. The young people met to write a manifesto that will be presented to the Prime Minister. The information in the manifesto entails each region and the issues they face as young people. The speaker of the House attend the event and address the Parliament and thank them for there hard work. The Education Minister spoke to the Parliament through a video link and states his interest in the UK Youth Parliament	Mark Green	0121 675 7552	Children Young People and Families	From this initial consultation, it give the young people the chance to work closer with the local councillor, regionally and nationally.	The initial Residential is to offer support to all young people in the Parliament	It appears that individuals like the option of doing things they like in the community the and develop new ideas.	The outcomes for engagement and participation have been achieved - that the young people in the parliament have been representing other young people in Birmingham and ensuring that their voices are heard	To present the Manifesto to the Prime Minister and to chase it at local level in the near future.
	Participation & Engagement Unit Birmingham Children & Young Peoples UKYP Regional Residential West Midlands	26/03/2010	28/03/2010	In addition to the UK Youth Parliament election 2010, the elected members of the parliament were invited to a regional induction that support the group to focus on the year ahead. The idea was to identify the top two issues for the region by looking at each Local Authority consultation to see what there top priority issues identified by young people. The process on the residential was to provide training and support to the region that would ensure a smooth running of the work undertake by young people. The venue that was used for the residential is called PGL Boreatton Park, the venue was hired for three days over a weekend to allow the Induction to take place in a mutual settings that gave the group the opportunity to meet with the whole West Midlands group. The aim of these activities was to provide support and new skills to the group that will enable them to deliver their campaigns and to better representing their peers. This is a yearly event that is planned by UK Youth Parliament for each region to give new members of parliament the opportunity to get a	Mark Green	0121 675 7552	Children Young People and Families	From this initial consultation, it give the young people the chance to work closer with the local councillors.	The initial Residential is to offer support to all young people in the Parliament	It appears that individuals like the option of doing things they like in the community the and develop new ideas.	The outcomes for engagement and participation have been achieved - that the young people in the parliament have been representing other young people in Birmingham and ensuring that their voices are heard	To present the Manifesto to the Prime Minister and to chase it at local level in the near future.

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	Participation & Engagement Unit -VIP Campaign Group- Educational Pressures	07/05/2010	31/08/2010	Voice Is Power Campaign Group Educational Pressure consulted a range of young people 11 plus to identify what if any education pressures they faced during their education journey. A range of research techniques where used including questionnaires, web based surveys and workshops	Kathleen Shaw	0121 675 7552	Participation Unit	From the consultation it was identified that young people felt that they Educational Pressures was a key issues throughout their education but was more apparent from year 6 then increased throughout their secondary education.	Young people identified Pressures from Teachers; they where aware that teachers where also under pressure but teachers put too much pressure on student giving them work at the last minute, a lack of understanding of learning styles. Young people also identified league tables and results being more important to teachers than them actually learning their subject therefore they are taught only how to pass exams or test.	Exam Pressure was extremely apparent with young people identifying exams being held at the same time all at once put greater pressure on them. The media coverage of exams being easier also put greater pressure on them as their seemed little recognition of them working hard.	Course Work; young people felt that course work was increasing and often felt that it was given at the last minute.	Members of the EPG will collate the findings from the various research and produce a report for consideration at Educational Scrutiny Meeting in Sept.
	Participation & Engagement Unit - VIP Campaign Group- Educational Pressures	07/07/2010	31/08/2010	Voice Is Power Campaign Group Educational Pressure consulted a range of young people 11 plus to identify what if any education pressures they faced during their education journey. An open meeting was held to gather information from young people across the city.	Kathleen Shaw	0121 675 7552	Participation Unit	From the consultation event a range of workshops where held to enable young people to identify any educational pressures as well as possible solutions/recommendations	Young people 16-18 identified Teacher Pressures as being a key issues however identified that this could be addressed through using a variety of teaching methods ;Informative and Interactive lesson plans; Do not give all the work at, once break it down. However students should; Concentrate on your work; Do what you are asked to do	Participants in keystone 4 (14-19) felt that course work was increasing however this could be addressed through; End of topic test if students are repeatedly underachieving they should be supported to achieve. For teacher to regularly tell you the deadlines for coursework and actually know what you have to do for coursework	All young people identified Exams as a major pressures but felt that they where important. And this pressure was at times positive especially as it produced competition amongst their peers. But league tables put more pressure on schools so schools put more pressure on students to achieve A*	Members of the EPG will collate the findings from the various research and produce a report for consideration at Educational Scrutiny Meeting in Sept.
	Children's Rights and Engagement Service	27/07/2010	ongoing	At the request of Head of Safeguarding Elaine Webster, seek views of looked after young people regarding the discussion of their personal details at their statutory reviews. Young people are informed and empowered. As a result a protocol is to be developed on how young people are informed of their rights and involvements in statutory reviews including the right to advocacy . Also follow up work with Gaynor Miller at Silvermere re young people chairing their reviews.	Maureen Oakley	0121 303 7217	Children Young People and Families	Personal health issues were identified and they felt that they were now taken seriously at reviews	Young people feel valued and that their views contributed to change in system			A new protocol is being developed

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	Children's Rights and Engagement Service	18/01/2010	16/02/2010	Consultation with young people at ROC about young people chairing reviews/pathway plans. Young people discuss/explore pros and cons, need training, be empowered. Staff and others learn to respect the skills of young people and their views.	Karen Jones	0121 303 7217	Children Young People and Families	Young people developed new skills in communication as well as increased self-confidence, which was reflected in increased participation			This work is still in progress and young people will receive training in order to participate and chair future review meetings	Young people will begin Chairing reviews in 2011
734	Birmingham Advisory Council of Older People (BACOP): 9th Annual Conference	19/11/2009	19/11/2009	BACOP is a representative body of older people, which champions causes for diverse groups of older people within the city. These groups include African, Caribbean and Asian older people, groups comprising users of health and social care services, as well as other locally based groups. The 2009 conference was held on the 19th November and it focused on 'Independence for Older People with Mental Health Needs'. After the presentations, all 150+ delegates engaged in group workshops where detailed discussions to establish mental health issues affecting older people and carer's took place.	Paulette Bailey	0121 303 3260	Community Sector	Overall, the completion rate was fairly poor with only 21 of the 140 delegates completing the questionnaire.	The quality of the registration process attracted the most number of 'very good' scores (76%).	On average, 63% of the responses received, recorded a 'very good' satisfaction rate which is incidentally the highest indicator.		
831	Keep Britain Tidy Market Research and Delivery - understanding resident perception of Lozells	15/12/2009	30/03/2010	The major findings of this consultation were that residents felt positively about local facilities - schools, mosques, culturally relevant food and clothes shops, parks- and that they valued the friendliness of the area. Negative aspects were the antisocial and criminal behaviour in the area but this was more of a problem for women who took part in the consultation than for men.	Gillian Lloyd	0121 675 1730	Community Sector	There is a good community spirit in the area.	Litter is seen as a problem in the area.	Drug use and abuse.	Neighbourhood Charter in preparation. A5 fridge magnet leaflet with information on environmental services to go to every house.	Comments invited via Lozells Neighbourhood Forum and website.
603	Play Builders	11/07/2009	29/07/2009	To encourage development of natural play areas	Christine Poole	0121 303 9299	Constituencies (Central Team)	Play spaces should involve as much natural materials as possible with room for imagination and creativity	Positive views of the redevelopment of Conker Island	Need a safe play area closed off from traffic	Opinions have now been considered and implementation of the Scheme is now underway. Funding has been secured for the project, work will start on the play area in January and be completed by March 2010	Opening of play area in March 2010
847	Advice Services Review	05/03/2010	29/03/2010	The survey explored how residents got their problems solved when seeking advice. The survey also sought views on how residents would like to get advice in the future.	Aftab Inayat	0121 303 2049	Constituencies (Central Team), Housing	71% of those surveyed had no preference who they got advice from. 19% preferred to get advice from Birmingham City Council's neighbourhood offices and 10% preferred to go to an independent organisation.	Given multiple choices of how they would like to access advice services in the future: 63% of those surveyed prefer to view information on a website and contact by email; 52% want phone access to an expert; 48% would like face-to-face contact with an advisor; and 33% want to 'drop in' for advice.	46% of those surveyed are prepared to travel up to five miles to get free advice. 25% would travel no more than two miles, but 21% would travel up to ten miles. Only 8% would travel beyond ten miles to get free advice.		

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585	Public Realm Improvements	12/10/2009	16/10/2009	The consultation methodology will be to have an open day where 20 local residents per-day will be expected to attend the open day meetings. This will happen every day during the week commencing the 12th October 2009.	Robert flack	675 3994	Constituencies (Edgbaston)					
587	Business Plan Harborne Village Centre Partnership	#####	#####	The consultation overview will be a meeting with business partners, traders, Edgbaston constituency and other relevant services users.	Robert Flack	675 3994	Constituencies (Edgbaston)					
588	Democracy Week consultation	12/10/2009	16/10/2009	The Consultation will take the form of a face to face questionnaire with members of the public at various sites in the four Wards of Edgbaston Constituency. The exact methodology and finer points have not yet been finalised.	Ken Brown	0121 303 2501	Constituencies (Edgbaston)					
602	Community and Play event in Harborne	27/08/2009	27/08/2009	There will be 3 afternoons of play activities in Grove park for local families to come along and take part and bring forward play issues in their community. On the third afternoon the 'arts on the move' minibus will be on site using creative artistic consultation to find out from parents and children about the play issues for their local area and promoting sustainability of the Big Lottery play project.	Jessica Allan	0121 675 7916	Constituencies (Edgbaston)	Organised, but not too structured play activities in the park, were very welcomed. It encouraged children to use the park.	Many children do not go outside to play after they get back from school.	Need to look creatively at physical play opportunities for children both indoors and outdoors.	Those who took part in the consultation were invited to further discussions about how to continue to promote outside play for 5 - 10 year olds in the Grove park area. Pilot funding was found and local parents/childminders, with support from community workers, have planned some local outside play sessions.	The pilot play sessions start in January 2010 and while this is taking place support will be given to local parents to evaluate these sessions and look into the possibility of longer term needs.
674	Community Health Event.	19/09/2009	19/09/2009	This is a multi - agency event which is providing a Community health fun day. During the day we will be consulting with local people to find out what are their barriers to healthy eating and what are their barriers to taking physical exercise.	Jessica Allan	0121 675 7916	Constituencies (Edgbaston)	Busy lives is a factor for adults finding time to exercise	Time and money can be an issue for both exercise and eating healthily	Many parents encourage their children to eat healthy but forget about themselves.	The results were shared with the local Neighbourhood working group including local doctors, community and youth workers, children's workers, the Church, local school and other service providers.	The Neighbourhood working group have agreed to raise the issue of mental and emotional health as a key issue over the next year.
870	Neighbourhood Management Plan 2009-11 - Edgbaston Cluster	01/10/2009	31/03/2010	to find out the views of as many local residents as possible in the Priority Neighbourhoods of the Constituency (namely North Woodgate and Welsh House Farm in Quinton) to gain their views on what they liked and disliked about their area, what they felt were the local priorities to be addressed, and whether they felt that they had a say in what happens locally. This was through short face to face questionnaires conducted in the street, at public meetings and community events, from the period Oct 2009 - March 2010.	Sophie Keene	0121 303 4989	Constituencies (Edgbaston)	That the overwhelming concern for residents was a lack of youth provision and kids 'hanging about on the streets'	That most people felt that they had a chance to have a say in what happens locally (and knew how to) but didn't really want to	There was tension and anger amongst residents who felt they cared for and looked after their properties, neighbours and the area and those whom they felt did not.	As a result of the consultation with residents and partners, a comprehensive action plan was drawn up for 2009-11 for the Priority Neighbourhoods with achievable tasks for that period of time to tackle the emerging priorities of the area. The plan was then submitted to the Be Birmingham Neighbourhoods Board.	To work with partners to achieve the tasks within the plan, review the plan in November 2010, and ensure that the plan is flexible and able to adapt to any new or emerging priorities identified by residents.

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920	The New Harborne Pool & fitness	30/06/2009	31/07/2009	A range of consultation has been undertaken in relation to the replacing of Harborne Pool & Fitness Centre with a new Leisure Centre. We needed to consult with the local population on a number of issues; this was to ensure we had the backing for the project from the local community, residents and our current customers. It is important we can evidence our actions in the planning and building of Harborne Leisure Centre at any time and demonstrate our actions.	Pete Wallage	0121 464 0872	Constituencies (Edgbaston)					
926	Playbuilders consultation - Senneleys Park	07/09/2009	14/09/2009	Playbuilders funding gave a chance to refurbish a play area in Senneleys Park. It was agreed to organise a consultation with local children to understand how they like to play. With a local play worker and officer from Landscape Practice, visits were made to Woodcock Primary school, Long Nuke Tenants Hall, and St Francis community Centre in Bartley Green. Pictures of play equipment were shown to the children to help them choose and set questions were asked. Children could also draw their ideal equipment. Children were consulted again once plans were drawn up to show them their views had counted.	Theresa Kennedy	0141 464 6199	Constituencies (Edgbaston)	Learnt what the children liked about Senneley's Park and how they liked to play	What they didn't like about the park which included graffiti and dogs roaming about with no owners	The kinds of equipment they liked to play on and how they liked to play	The children's input directly influenced the design of the new play area. They were consulted on the plans that were drawn up after the initial consultation and were asked for more feedback. The new equipment was then put in place.	Plans are underway to organise a play day for the children during the summer holidays, supported by the Edgbaston Play Forum
939	Consultation with young people in Bartley Green around new youth group	01/09/2009	25/09/2009	Age group 8-11 was identified as having a lack of statutory activity provision. Parents and young people were consulted over a 3 week period at a number of sites as to what were the areas of greatest interest for a new 'club' and what activities would be most popular or unpopular, whilst bearing in mind budgetary restrictions. Young people didn't want to attend the existing youth club as they felt it was too far away and did not suit them.	Sue Hickin	0121 675 3969	Constituencies (Edgbaston)	Young people felt a new club should not be free but charge a minimal amount, to encourage ownership	Young people wanted an opportunity to just 'hang out' and not feel obliged to take part in activities	Young people wanted to work with older members of the community to dispel the myth that they were all involved in anti-social behaviour	Preferences were gathered to inform the shape and format of a new youth group for 8-11 year olds in the area (not provided for by statutory provision which starts from age 12). Young people drew up their own operating rules and it was identified that where young people were involved in anti-social behaviour or criminal activity, they would not be able to attend on a regular basis.	Work was undertaken to secure funding for the group.
606	Consultation on books and resources for under 5's	01/06/2009	08/06/2009	To ask parents and carers at the weekly under 5's library session to tell Erdington Library what resources they would like to see purchased. To involve customers in service delivery.	Jill Turner	0121 464 0798	Constituencies (Erdington)					

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731	Hodge Hill Library Service Consultation	01/09/2009	01/03/2010	Shard End Library asked local children and young people what type of activities they would like to take part in over the summer holiday period. They came up with a variety of suggestions including trips to West Midlands Safari Park, Drayton Manor and the Dinosaurs Live event at the NIA.	Kevin Duffy	0121 303 9846	Constituencies (Hodge Hill)	Library users liked the idea of film making and digital photography activities.	Library users liked the idea of music and art activities.	Library users liked the idea of drama themed activities.	A successful bid was submitted to the Youth Opportunities Fund to cover the cost of the trips, and local families had the opportunity to participate in something new and different as part of the library experience. Ward End Library worked with the Eye to Eye Group, pensioners groups, children, young people and families as part of the Big Lottery Funded 'Community Connection' project. The consultation helped influence the design of the new community room and a programme of activities that will include film making, digital photography, music, art exhibitions and drama	
738	Street Pride Initiative	13/10/2009	15/10/2009	Street Pride Initiative - Council Officers, Partner Organisations and Elected Members have been spending a day in various identified hotspot areas of the Constituency to raise awareness of residents with regards to street cleansing, refuse collection and environmental issues. This will be operating in Northleigh Road, Hodge Hill Ward on 13th October (Christy Acton - Neighbourhood Manager) and Botha Road, Bordseley Green on 15th October (Joy Anibaba - Neighbourhood Manager)	Joy Anibaba	0121 766 6021	Constituencies (Hodge Hill)					
776	Northfield Pool and Fitness Centre Activity Survey - Yoga	01/08/2009	14/08/2009	To seek the views of those service users who participate in yoga. The consultation took place during August 2009 at the Pool through a questionnaire.	Pete Smith	464 9185	Constituencies (Northfield)					
777	Northfield Pool and Fitness Centre Cardio gym	01/07/2009	31/07/2009	To seek the views of service users regarding the proposal to refurbish an area at the Pool and Fitness Centre into a Cardio gym, thus expanding the fitness gym 'offer'. The consultation took place during July 2009 at the Pool through a questionnaire.	Ann Barr	464 9185	Constituencies (Northfield)					
834	Get Active in Northfield Constituency	03/08/2009	07/08/2009	To evaluate the summer fun programme (activities for children aged 11 during the school summer holidays) taking place at Frankley School and Community Leisure Centre and Kings Norton Community Leisure Centre	Judith Hinton	0121 464 9903	Constituencies (Northfield)					

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835	Site questionnaire - Staff & Facilities	11/05/2009	17/05/2009	To seek users views on staff & facilities To keep in touch with users on how they view their experience having visited/used the facility, i.e. Frankley and Kings Norton CLC	Judith Hinton	0121 464 9903	Constituencies (Northfield)					
983	Dealing with flooding in the Northfield Constituency	01/06/2009	31/03/2010	To consult residents living within the River Rea flood plain (parts of West Heath, Frankley and Longbridge) on the development of flood prevention and emergency response measures.	Gary Withington	0121 675 0420	Constituencies (Northfield)					
575	Handsworth Search for a Star	13/05/2009	26/06/2009	Handsworth's Search for a Star is a talent competition for solo singers and rappers aged 16 or above. It is organised by Handsworth Library. The competition was judged by Apache Indian, Jennifer Wallace from Black Voices and Stephen Morrison from Reggae Revolution. 62 people applied to take part and 3 heats were held at the library to select the finalists. The purpose was to bring together people from different backgrounds/ethnicities to celebrate the wealth of positive energy in the area and give them the opportunity to compete to be the best performer in Handsworth.	Kevin Duffy	0121 303 9846	Constituencies (Perry Barr)	There is a need to provide a platform for local talent.	Contestants wanted more opportunities like this	Contestants were willing to listen and learn from the judges comments.		
592	BMX/SKATE Park Consultation	04/04/2009	04/04/2009	In - formal open planning consultation event with local residents, elected members, potential user groups and city council officers. Comments were collated and compiled into a report. Designs of the BMX/Skateboard park were on display the landscape architect was also on hand for any planning and development related queries.	Panikos Panayiotou	0121 464 1864	Constituencies (Perry Barr)	General agreement with proposed project	Concerns on noise pollution	Concerns on anti-social behaviour by local youths		
784	Lozells Road and Villa Road Traders	30/11/2009	08/12/2009	A meeting for traders following a door to door walkabout and introduction	Ian Jennings	0121 675 6439	Constituencies (Perry Barr)	Low interest in involvement	Difficult trading conditions	Unrealistic expectations of help wanted	Assisted in the development of the Action Plan within the TCM Delivery Plan	Look at other methods for engagement and growing the Traders Association.
908	Neighbourhood Management Action Planning	01/04/2009	31/03/2010	The aim of the consultation is to develop a neighbourhood action plan which takes into consideration the priorities of local residents, elected members, and those with an interest in the area.	Saima Ali	0121 303 9987	Constituencies (Selly Oak)					
935	Transportation issues (Various)	01/04/2009	31/03/2010	Consultation aimed at understanding views of residents on a number of transport related issues. Of the various questionnaires being undertaken, some related to parking, some to speed restrictions and some to direction/flow of traffic.	Saima Ali	0121 303 9987	Constituencies (Selly Oak)					

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936	Selly Oak constituency Neighbourhood Surveys	01/04/2009	31/03/2010	Selly Oak constituency is divided into 39 Neighbourhood Management areas. Each Neighbourhood Manager is required to distribute at least 50 questionnaires to each neighbourhood. The questions vary and are largely based around the LAA indicators for neighbourhood working.	Saima Ali	0121 303 9987	Constituencies (Selly Oak)					
940	Library Champions	01/04/2009	31/03/2010	Service users were asked to become Library Champions. Through this process Library Champions are able to influence book selection as well as other services delivered through the library.	Saima Ali	0121 303 9987	Constituencies (Selly Oak)					
635	The Playbuilders Berryfields Playspace Development Consultation	25/07/2009	25/07/2009	This consultation took place in response to the government's Playbuilders initiative. The target age was children aged 8 - 13 who live locally to the Berryfields Estate. Our aim is to help the children to design a playspace using natural materials and equipment. Based on the votes and suggestions received so far, the architects will produce three designs which will be presented back to the children and discussed. They will then be able to make choices and further decisions. This will constitute a second phase of consultation.	Linda Kelly	0121 675 5063	Constituencies (Sutton Coldfield)	The consultation has shown that there should be at least two pieces of natural play developments (e.g. maze and trim trail).	Three new pieces of traditional play furniture will be installed. One piece is designed for children with physical disabilities.	Existing playground will be repainted		
943	Picnic in the Park 2009	06/08/2009	06/08/2009	The aims of the consultation were to find out from children aged 5 - 11 what their opinions were about the activities on offer at this annual event and to tell us what they would like to see in future. Children used a digital diary kiosk where they could use touch screen technology to give their responses, while parents used a card with five questions on enabling them to share their opinions. An estimated 1000 children attended with their families and approx 300 children responded. The event took place in Sutton Park - Town Gate on 3rd June 2009.	Linda Kelly and Theresa Tammam	0121 675 5791	Constituencies (Sutton Coldfield)					

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948	Sutton Coldfield Community Centres, Halls and Town Hall Users Marketing Event	26/09/2009	26/09/2009	The objectives were for user groups to market their activities and services and to seek public opinion on them. BCC's objective was to aid the user groups in doing this and therefore indirectly sustain their usage of our facilities. The aim was to increase the membership of the user groups and ensure that they would not only continue to book into our venues, but feel supported in the delivery of their activities and services. BCC consulted the user groups and they in turn consulted with the general public. 29 groups held a stall and countless numbers of the public responded.	Linda Kelly	0121 675 5791	Constituencies (Sutton Coldfield)					
982	Northfield Town Centre Consultation	01/09/2009	31/03/2010	To gather ideas and information to improve further Northfield Town Centre.	Liz Newton	0121 411 2157	Partnership: Neighbourhoods Board					
533	Birmingham Museum and Art Gallery Plans for history galleries redevelopment: Historians initial briefing and consultation event	07/05/2009	07/05/2009	This consultation focus group was held on 7th May 09 and involved about 35 historians and academics. Its aim was to raise the profile of the history galleries redevelopment project at Birmingham Museum and Art Gallery within the local and national academic community, as well as to get feedback on various aspects of our approach to the subject matter. The event also marked the beginning of an ongoing process of dialogue with academics and local historians. Delegates were asked to put themselves forward for membership of an ongoing Historians Advisory Group for the project.	Henrietta Lockhart	464 1284	Culture and Environment	Participants wanted the following included in the new history galleries: Birmingham's industrial history, Migration, Birmingham identity, Wider Birmingham including suburbs, 'Hidden' histories, Conflictual histories, Faith histories.	Attention was drawn to many local research sources and projects including excavation reports, research being carried out at Birmingham Archives and Heritage Services, 'Gay Birmingham Remembered', the Sikh Heritage Trail, 'City on Screen', Digital Handsworth and the Jewish history trail.	Participants felt that the Museum should be engaging with the following main groups in developing the galleries: Communities (including Irish and Jewish, faith communities, new migrant communities), Students, Children and the Education Sector, Older people and Visitors from outside the city.	The results of the consultation are being fed into our project development plan for the Birmingham History Galleries.	The Museum will continue to consult with this group through the development of an ongoing Historians Advisory Group which will meet every 3 months over the course of the galleries redevelopment project.
583	International Food Fair Survey 2009	20/06/2009	28/06/2009	From 20th June - 28th June 2009, we will be seeking feedback from 200 visitors to the International Food Fair in Victoria Square and New Street. As this is the first time the International Food Fair has been held it will help us determine if visitors have enjoyed the experience, if they would like it to return next year and if so what changes could be made to enhance their visit. The consultation will be conducted as face to face interviews with no specific target market in mind to ensure a representative sample of visitors to the fair.	Nick Baker	0121 464 2124	Culture and Environment	90% of people questioned thought the range of foods at the International Food Fair either good or very good. 1.5% thought it was poor.	75% of people thought that the quality of the food was good or very good with no one saying it was either poor or very poor.	250,000 people attended the food fair. The Economic Benefit to Birmingham was £6m	Evidence from the consultation confirmed that the event was a great success and has supported the decision to retain the event next year.	Further consultation will be carried out at next years event and the findings will be benchmarked against the previous year.

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656	Birmingham Museum and Art Gallery plans for history galleries redevelopment: Engaging under 5s focus group (2)	24/04/2009	24/04/2009	Birmingham Museum and Art Gallery are developing some new Birmingham History Galleries that are due to open in Autumn 2012. This consultation focus group - with parents and workers at a Birmingham Children's Centre - led on from previous consultation with this stakeholder group in February 2009. The consultation was aimed at gaining more specific feedback and opinion on general suggestions put forward at the previous consultation about engaging under 5's in these new galleries.	Liz Taylor	0121 303 0321	Culture and Environment	There must be a good variety of easily identifiable interactives dispersed evenly throughout the new history galleries. These must be maintained so that they are constantly in working order. Activities such as drawing, 'sticking', dressing-up and storytelling are popular.	Children's activities, as well as other facilities, must be well signposted and follow a uniform design to ensure that they are recognised easily by under 5s. It is important to have an obvious route throughout the galleries which parents/under 5s can follow with random aspects incorporated.	It is good to have the option of a buggy park, which, if possible, should be situated as close to the history galleries as possible. Parents however, were split over whether they would want this facility to have security or not.	The consultation findings have been discussed with the Museum Project Team and Gallery Designers. Integrated interactives have been built into the draft gallery designs. We have also allocated space for a buggy park.	These consultation findings will also influence interpretation, gallery orientation and signposting, and the design of children's interactives later on in the project. Subsequent consultations will be carried out with this target audience to gain more detailed knowledge and feedback on ideas as the gallery plans develop.
661	Birmingham Museum and Art Gallery: Community Action Panel (Birmingham History Galleries Redevelopment) - April 09	06/04/2009	06/04/2009	The Community Action Panel is an ongoing consultative forum of 15-20 local people which meets once a month at Birmingham Museum and Art Gallery. They are consulted on different areas of the museum service. This consultation meeting was held on 6th April 09. It was aimed at gaining ideas for the content and design of the introductory gallery for the new Birmingham history galleries which will open in Autumn 2012.	Liz Taylor	0121 303 0321	Culture and Environment	The Panel wanted the introductory gallery to excite them, be something that they could relate to, and to focus on people and communities	They felt that this gallery should be a cacophony of sounds, music, people speaking, images, maps, film, art to give people a taster of the coming galleries. They liked the idea of textures, wall paper etc to add interest but felt that real objects would make people want to stop too long.	They liked the idea of there being a person/people (e.g. on AV) that you 'meet' and who leads you through	The results of the consultation have shaped our draft designs for the introductory gallery for the Birmingham History Galleries Redevelopment. Incorporated aspects include people 'speaking to visitors' on AV screens, textures such as wallpaper, maps and audio. At present, no cased objects are planned for this gallery.	To now test the draft designs for this gallery more widely and gain feedback from target audiences.
775	The Library of Birmingham: Report on Community Engagement April-May 2009	03/04/2009	16/05/2009	In April and May 2009 the Birmingham Library & Archive Service, in collaboration with The Birmingham REP, consulted public views on the ambience, facilities and services desired for the new Library of Birmingham (LoB). Results from general and specific focus groups, web site comments, events and activities taking place in Central Library and some Community Libraries were fed back to the Mecanoo Design Team to inform planning. A total of 1145 children and adults took part.	Sara Rowell	0121 464 6333	Culture and Environment	The results validated the outcome of previous research that fed into the original design specification of the Library of Birmingham.	The results demonstrated that the design work done to date was on track.	The results generated a good understanding of how the public wished to engage with the new library and its services.	Findings from the consultation were fed into the design work of the architects and to the client group, to further inform service developments.	Consultation and community engagement is on-going. A programme of activity is currently being finalised to take place in spring 2010.
810	Sport & Leisure Service - Customer Service Improvement Survey	01/09/2009	30/09/2009	The Sports and Leisure Service within Birmingham City Council undertook a Customer Service Improvement Survey in September 2009. Self-completion questionnaires were distributed to all stand alone leisure facilities and all community leisure facilities in Birmingham.	Nick Baker	0121 464 2124	Culture and Environment	96.4% of people surveyed were satisfied with the overall service provided	94.5% of people surveyed felt that the service experienced was 'value for money'	97.8% of people surveyed felt safe when using the sport and leisure facilities		Birmingham City Council will use the results of the survey and the suggestions given to inform future provision of sport and leisure services.

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815	Brookmeadow Road Public Open Space Play Area	15/02/2010	23/03/2010	Funding is available for a new toddlers' play area at Brookmeadow Road Public Open Space. Design options have been drawn up by the project Landscape Architect. The purpose of the consultation (15th Feb to March 23rd 2010) is to invite comments and choices from children in the vicinity of the park. Consultation will also be carried out at Heathlands School and through Sparkbrook Councillors. The final design will be influenced by this feedback.	Cigdem Jain	0121 303 4240	Culture and Environment	Play equipment chosen	The play equipment which has been selected by local children has been used to inform the final design of the play area		The Design of the new play area will be adapted to satisfy the requirements and wishes of the local children and residents.	Brookmeadow Road Play Area will be designed and built during financial year 2010-2011. Cabinet member approval stage June 2010 followed by Planning Application.
846	Public Libraries User Survey (PLUS)	21/09/2009	26/09/2009	PLUS captures the views of adult visitors to public libraries over one week in September, on a range of services. It explores rates of user satisfaction, and captures demographic data, informing the continuous improvement of library services. The results are used for the national benchmarking of library authorities. Areas covered include quality of service, opening hours, bookstock, and library buildings. PLUS is administered by CIPFA Social Research (Chartered Institute of Public Finance and Accountancy).	Gerry Box	0121 464 1611	Culture and Environment	The percentage of library users rating the computer facilities in libraries as good, or very good, has increased by 9.6% from 61.4% in 2006, to 71% in 2009, a significant rise in satisfaction.	The percentage of library users visiting to borrow book(s) has remained virtually unchanged since 2006, but the percentage of such users that actually left with book(s) has fallen by 2.5%, from 84.5% in 2006, down to 82% in 2009.	The percentage of library users visiting to find something out has fallen by 11.3%, from 52.3% in 2006, down to 41% in 2009, a significant change in the pattern of user activity.	A further small survey of users of the enquiry service in Central Library is being undertaken, in response to a drop in user satisfaction with the information service. This will help to determine if enquiry services or access to current and comprehensive non-fiction resources lies behind the dip in satisfaction for those visiting to find something out. This will in turn help to inform appropriate service changes. Results of the PLUS 2009 survey are also being used inform the development of a Mystery Shopping programme to run in autumn 2010 and spring 2011.	The Children's PLUS will run in September 2011, which will provide data on users up to 16 years of age. Results of the two surveys will be fed into the Library & Archive Services review, planned for Feb 2011.
938	Funeral Directors Survey 2010	01/02/2010	28/02/2010	The Survey aims to gather Funeral Director's views and comments concerning the burial and cremation service in Birmingham with the intention of using the collected information to help us provide better facilities and to improve and develop future service delivery. Results of user satisfaction rates from the consultation exercise contribute to the Service's Performance Indicators. The consultation is carried out by a postal questionnaire to all Funeral Directors that attend Birmingham City Council's Cemeteries or Crematoria which is anticipated in excess of 100 Funeral Directors each year.	Alison Harwood	0121 303 0201	Culture and Environment	The overall Funeral Directors satisfaction level for the Birmingham City Council's Cemeteries and Crematoria Service in 2010 is 100%	Funeral Directors consider employees to be helpful and courteous	The service/sites require investment	Funeral Directors have been asked to identify their priorities for investment and the repairs and maintenance programme for 2010/11.	A 10 year capital programme for Bereavement Services has been compiled showing the Service's priorities. Subject to funding being identified, works will be completed in order of priority.

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942	Community Swine Flu Communications Workshop	08/06/2009	08/06/2009	Birmingham Resilience Team organised a Community Swine Flu workshop on behalf of the Health Authority on the 8th June 2009. Birmingham was experiencing one of the biggest outbreaks of confirmed Swine Flu outside of Mexico with more cases predicted. The main objective of the workshop was to consult with Community/Disability/Faith Group representatives on the effectiveness of Health Authority communication tools and agree a plan of action to ensure that information is received and understood by all Birmingham citizens including non English speaking communities.	Jan Quigley	0121 303 4825	Culture and Environment	Leaflets are not a very effective mechanism for disseminating information for residents who are non English speaking, have reading impairments etc.	Health Authority need to work closely with faith leaders and/or key community representatives who have language skills to disseminate information	Use of information DVDs would be more effective	A Swine Flu Communications Cell was established and a meeting was arranged for Faith Leaders and key Faith Group Representatives to attend. The meeting focussed on general information relating to Swine Flu including a section of Frequently Asked Questions. This meeting provided key information to allow those present at the meeting to disseminate the information to their respective community members.	This work was undertaken directly by the Health Authority. The Birmingham City Council Resilience Team were responsible for organising the workshop only.
945	Community Flooding Workshop re Flooding Event September 2008	08/10/2009	30/10/2009	The Birmingham Resilience Team organised a Flooding Workshop for communities who were affected by the September 2008 Flooding event. The main purpose of the workshop was to: Provide an opportunity for communities to discuss their flooding incidents Learn from communities that already have flood defence arrangements in place Work together to determine measures to minimise the impacts and identify practical measures to respond to future flooding events. The workshop was held on 8th October, 2009.	Jan Quigley	0121 303 4825	Culture and Environment	Discussions from the workshop centred on specific key areas: Mitigation, Communication Response Phase, and Recovery Phase. The issues raised and possible solutions identified are recorded in the workshop report which is attached.	The range of options identified fell into two categories: those that could be implemented immediately and further aspirations that would need to be subject to further consideration and review processes.	Clear understanding that Climate Change is likely to increase the level of flooding and the need to work together to mitigate against these events is very important.	A Flooding Emergencies Neighbourhood Options Framework checklist was produced from the various workshops and tabled at the Communities and Neighbourhoods Resilience Group Meeting on the 30th October 2008. Communities and City Council Departments are working together to improve key checklist areas. Officers from the Birmingham Resilience Team and a Constituency Officer were appointed to work with residents in the Hall Green, Northfield, Selly Oak and Perry Barr constituencies. Four Flood Action Groups have been established within these areas	Birmingham Resilience Team were successful in applying for a grant provided by DEFRA (Department for Environment Food and Rural Affairs). The purpose of the grant was to encourage and support communities to purchase flood defence equipment
947	Information Services Enquiry Survey	22/02/2010	27/02/2010	The survey engaged with users of the enquiry service in the Central Library over a one week period. It was an investigation of the use of the enquiry service in response to the PLUS (Public Library User Survey) of 2009, that revealed an increase of over 20% since 2006, of users of the Central Library failing to find the information they were seeking. The survey sought to confirm or eliminate the enquiry service as a factor in the result, as opposed to quality of information book stock and other resources the library was providing.	Gerry Box	0121 464 1611	Culture and Environment	100% of respondents were satisfied with the answer to their enquiry and 87.5% found the book they were looking for.	100% of customers were satisfied with the level of skills and knowledge of library staff.	It is unlikely that the drop in satisfaction identified in the Public Library User Survey of 2009 relates to use of the enquiry service, and more probable that falling satisfaction with information provision relates to deteriorating information resources (confirms analysis of customer comments).	Outcomes of the survey are informing the development of the enquiry service as part of the preparation for the new Library of Birmingham. Findings requiring action have been designated a library officer to lead on implementation - signage at the Enquiry Desk has been improved, a Training Plan is in preparation, staff recruitment is underway, retrospective conversion of card catalogues has begun, and signage across floors is under review.	Monitoring on progress of activity against actions. Continued staff engagement in service improvement.

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952	Birmingham Museum and Art Gallery: Community Action Panel (Joseph Chamberlain)	08/02/2010	08/02/2010	The Community Action Panel is an ongoing consultative forum of 15-20 diverse local people which meets once a month at Birmingham Museum and Art Gallery. The group are consulted on different areas of the museum service. This consultation meeting was held on 7th February 2010. Its aim was to introduce the Panel to the life of C18 politician Joseph Chamberlain by exploring objects related to the man and gaining feedback from the panel about what they would like to see, and find out, in a new display about his life.	Liz Taylor	0121 303 0321	Culture and Environment	Participants were drawn to objects - that had a familiarity, that had a 'wow' factor, that inspired curiosity, that were actually used by the man himself, that were unique to Birmingham/made in Birmingham	Participants wanted the following to be illustrated in the new display - the personal as well as public life of Chamberlain, contrasts within his life, the context of his beliefs etc, the fact that he was unpopular with some people, connections between history and present, a variety of objects		The consultation findings have been fed into the galleries redevelopment plan and have influenced our planning of this new display - including the objects which will be displayed and the interpretation that will accompany them	We will continue to consult with the Community Action Panel on different themes/areas of the new history galleries throughout the redevelopment process
953	Birmingham Museum and Art Gallery: Community Action Panel (Staffordshire Hoard)	08/03/2010	08/03/2010	The Community Action Panel is an ongoing consultative forum of 15-20 diverse local people which meets once a month at Birmingham Museum and Art Gallery. The group are consulted on different areas of the museum service. This consultation meeting was held on 8 March 2010. Its aim was to gain feedback from local people about the Anglo Saxon 'Staffordshire Hoard' which was found this year - what appealed to them about it, how they think it should be displayed and interpreted by the Museum in the future etc.	Liz Taylor	0121 303 0321	Culture and Environment	Most of the participants had heard of the Staffordshire Hoard. Key words they associated with it were - Gold, Treasure, Anglo Saxon, Mercia, Metal Detector, Field, Discovery.	Things that interested people (and should be communicated in the displays) were: that an ordinary person found it, that it is valuable, that it has only just been discovered, that people are learning new things about history because of it, that it was found in the Midlands.	Participants liked the idea of a trail between different sites displaying the hoard in the future. They suggested a special ticket, changing displays, a standard introduction at each site, a supporting website and occasions when the whole Hoard was brought together and exhibited at the same venue.	The consultation findings have been fed back to a newly set up Staffordshire Hoard working group who are planning the future display of the Staffordshire Hoard.	We will feed back to the Community Action Panel once more decisions have been made about the new Staffordshire Hoard displays. We may consult them again as plans for the displays progress.
958	Birmingham Museum and Art Gallery: Early Years provision in new history galleries (1)	14/02/2010	14/03/2010	Birmingham Museum and Art Gallery has employed a Early Years Specialist to consult with about Early Years provision in the current proposed plans and designs for the new Birmingham History Galleries. These galleries are due to open in 2012. The specialist worked on the first phase of this consultation between February and March 2010 and focused on the proposed layout of each new gallery and the provision and spacing of activities suitable for under 5s.	Liz Taylor	0121 303 0321	Culture and Environment	That displays need to include child relevant images and objects that they will recognise, and that they need to be at child height. Sound posts need to have handsets that children can reach.	That there needs to be good signage for parents e.g. where the nearest toilets are, where lockers and the buggy park are, how far to the end of the galleries. Signage needs to be bright with pictures as well as words.	That horse shoe shaped seating makes conversation with under fives easier and gives a clear family/group area. This should be considered throughout the galleries instead of straight seating.	The Early Years report has been presented to, and discussed, by the project working group and is being used to inform the designs for the new galleries.	The Museum will continue to work with the Early Years specialist as the gallery plans continue to develop

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961	Birmingham Museum and Art Gallery: Consultation on new 'Your Birmingham' gallery themes (1)	20/03/2010	20/03/2010	This focus group was held at Birmingham Museum and Art Gallery on 20 March 2010 in order to find out the views of local older people about the things that they would like to see in the Museum's proposed 'Your Birmingham' gallery. The gallery will be split into three broad themes - people, places and events - and will cover the period between 1945 and today. It will very much focus on people's personal stories and experiences and is due to open in 2012. Participants were recruited to the focus group through 'on the street' recruitment by an external agency.	Liz Taylor	0121 303 0321	Culture and Environment	Participants came up with lots of ideas about people, places and events that they would like to see included in the 'Your Birmingham' Gallery. These included Sutton Park, Broad Street, canal (places), Black Sabbath, Carl Chinn (people) and FA Cup semi-finals, closure of car factories (events).	Participants thought the gallery could include good things about Birmingham (e.g. shops, places to eat, NEC, free bus passes) along with bad things about Birmingham (holes in the road, one way system, gun crime, drugs, litter, graffiti)	Ideas for iconic/Birmingham focused objects included Dunlop tyre, Cadbury's chocolate bar, Bullring bull model, tickets from Perry Bar dog track, miniskirts, tram conductor's machine, Odeon cinema tickets.	This is one of a number of consultations with different target audiences to find out what local people feel should be included in the new 'Your Birmingham' gallery. A range of the people, places and events identified during the consultations are now being used to plan content for the new gallery.	The 'Your Birmingham' gallery is being planned and developed and is due to open in 2010. Our next step is to conduct oral history interviews, and collect objects, related to the themes raised in the consultations.
963	Birmingham Museum and Art Gallery: Consultation on new 'Your Birmingham' gallery themes (2)	20/03/2010	20/03/2010	This focus group was held at Birmingham Museum and Art Gallery on 20 March 2010 in order to find out the views of local young people about the things they would like to see in the Museum's proposed 'Your Birmingham' gallery. The gallery will be split into three broad themes - people, places and events - and will cover the period between 1945 and today. It will very much focus on people's personal stories and experiences and is due to open in 2012. Participants were recruited to the focus group through 'on the street' recruitment by an external agency.	Liz Taylor	0121 303 0321	Culture and Environment	Participants came up with lots of ideas about people, places and events that they would like to see included in the Your Birmingham Gallery. These included Oasis Market, Pigeon Park (places), Ozzy Osbourne, Cat Dealey (people) and Children in Need, Xmas pantomimes (events)	Participants thought the gallery could include good things about Birmingham (e.g. Pigeon Park, Big Issue sellers) along with bad things about Birmingham (bad reputation, racism, terrorism)	Ideas for iconic/Birmingham focused objects included disc from Selfridges, Villa shirt, skinny jeans, I love Brum merchandise, gig tickets.	This is one of a number of consultations with different target audiences to find out what local people feel should be included in the new 'Your Birmingham' gallery. A range of the people, places and events identified during the consultations will be used to create content for the new gallery.	The 'Your Birmingham' gallery is being planned and developed and is due to open in 2010. Our next step is to conduct oral history interviews, and collect objects, related to the themes raised in the consultations.
965	Birmingham Museum and Art Gallery: Community Action Panel (Audience Development Strategy)	05/10/2009	05/10/2009	The Community Action Panel is an ongoing consultative forum of 15-20 diverse local people which meets once a month at Birmingham Museum and Art Gallery. The group are consulted on different areas of the museum service. This consultation meeting was held on 5th October 2009. The aim of this meeting was to present our Audience Development Strategy and Plan to the Community Action Panel for feedback and discussion to help inform the development of the plan over the next 2 years.	Liz Taylor	0121 303 0321	Culture and Environment	Participants felt that an Audience Development strategy should contain statistics on who is/isn't visiting the Museum, ways of reaching under-represented and excluded audiences, barriers to access and how these can be broken down and different ways in which people can participate.	They commented on what work they felt should be done relating to the five themes. These included consulting with communities (community engagement), cultural collections (access), diverse staff (representation), community cohesion projects (social impact) and staff training (organisational dev)	Areas considered to be priorities included better wheelchair access, better marketing, more varied collections, themed workshops, staff diversity and embedding audience development in the organisation.	The session showed us that many of the Community Action Panel's ideas and priorities for audience development match our existing audience development strategy and action plan. Some areas have already been addressed and others will be coming up soon as part of the plan. As a result, not many changes to the plan are needed at present.	However, we will continue to review the action plan and strategy in the future, both internally and with the Community Action Panel.

ID	Title	Start Date	End Date	Overview	Contact Name	Contact number	Lead Organisation	Key Finding 1	Key Finding 2	Key Finding 3	What Happened	Next Step
966	Birmingham Museum and Art Gallery: Community Action Panel (Birmingham Seen exhibition)	09/11/2009	09/11/2009	The Community Action Panel is an ongoing consultative forum of 15-20 diverse local people which meets once a month at Birmingham Museum and Art Gallery. The group are consulted on different areas of the museum service. This consultation meeting was held on 9th November 2009. The aim of the meeting was to explore and evaluate the Birmingham Seen exhibition (about depictions of Birmingham in art), in particular looking at what people liked most and least, commenting on the use of large photos and suggesting the type of information they want to read about artworks and objects.	Liz Taylor	0121 303 0321	Culture and Environment	The things people liked most about the exhibition were: that it is about Birmingham, that there is a wide range of exhibits, that it covers different media, that there is room to properly view the exhibits, that it's free.	The things people least liked about the exhibition were: that the lighting could be improved, that the direction for circulation wasn't clear, that it would benefit from modern photos being shown next to older depictions of Birmingham to contextualise them, that intro boards needed more prominence.	Participants liked the large scale, blown-up photos in the exhibition as they had a strong visual impact, element of nostalgia, meant you could see small details and made you feel like you were stepping back in time into an old Birmingham street!	The consultation results are now being used to inform the planning of future exhibitions at Birmingham Museum and, in particular, the planning of the new Birmingham history galleries which will open in 2012.	We will continue to consult the Community Action Panel on different areas/themes within the Museum Service.
967	Birmingham Museum and Art Gallery: Community Action Panel (Annual Report)	14/12/2009	14/12/2009	The Community Action Panel is an ongoing consultative forum of 15-20 diverse local people which meets once a month at Birmingham Museum and Art Gallery. The group are consulted on different areas of the museum service. This consultation meeting was held on 14th December 2009. It's aim was to explore ways of improving the format, content and design of the Museum's annual report.	Liz Taylor	0121 303 0321	Culture and Environment	Participants were supportive of a shorter, more upbeat advocacy style document.	In content terms, they wanted an emphasis on achievements and successes, and meeting challenges - including new developments, exhibitions, key acquisition and major events	In design terms, they preferred a less formal/less conventional graphic design which is clear and consistent; an emphasis on people, using images and quotes to reflect the diversity of Birmingham; only key statistics should be presented, perhaps as graphics; use of witty/catchy headlines	We are currently developing a new style of annual report following the feedback from the Community Action Panel and other stakeholder groups.	We will continue to consult the Community Action Panel on different themes/areas within the Museum Service.
968	Birmingham Museum and Art Gallery: Community Action Panel (exhibitions policy)	14/09/2009	14/09/2009	The Community Action Panel is an ongoing consultative forum of 15-20 diverse local people which meets once a month at Birmingham Museum and Art Gallery. The group are consulted on different areas of the museum service. This consultation meeting was held on 14th September 2009. The aim of the meeting was to consult with the Community Action Panel as part of the revision of BMAG's Exhibitions Policy, to discuss ways in which the exhibitions programme should reflect and engage with the diverse communities of Birmingham and the region.	Liz Taylor	0121 303 0321	Culture and Environment	Ideas included more frequent 'Artist Opens', more exhibitions by high profile artists, exhibitions on 'green' issues, more partnerships with arts/business, more world art exhibitions, more confidence in being 'contentious', greater use of universal themes (e.g. food, celebrations), online marketing			The Exhibitions Manager has used these ideas to inform discussions around future exhibition programming. We are developing more exhibitions with high profile artists and building partnerships with business organisations who have arts interests.	We will continue to consult with Community Action Panel on themes/areas within the Museums Service

ID	Title	Start Date	End Date	Overview	Contact Name	Contact number	Lead Organisation	Key Finding 1	Key Finding 2	Key Finding 3	What Happened	Next Step
969	Birmingham Museum and Art Gallery: Community Action Panel (Object loan box)	13/07/2009	13/07/2009	The Community Action Panel is an ongoing consultative forum of 15-20 diverse local people which meets once a month at Birmingham Museum and Art Gallery. The group are consulted on different areas of the museum service. This consultation meeting was held on 13th July 2009. The aim was to work with the Panel to develop ideas for a Birmingham Loans box of objects for schools and communities to use. The box should celebrate Birmingham - its achievements, heritage, and culture. The artefacts should ideally be unique to Birmingham, or originate from Birmingham.	Liz Taylor	0121 303 0321	Culture and Environment	Participants mind mapped a range of themes, including: music, health, faith, law and order, industry, education, architecture, fashion, sport, art and design.	Participants mind mapped a range of topics relating to these themes, including: UB40 (music), West Midlands Police (law and order) and Matthew Boulton (industry)	Participants mind mapped a range of objects relating to the themes and topics, including: Cadbury's chocolate bar, model mini, police badge, Muslim prayer mat, disc from the Selfridges building.	If funding allows, the Loans Officer hopes to produce the loan box next year. She will focus on some of the themes and objects suggested by the Community Action Panel and bring in the finished loan box to show them.	We will continue to consult with the Community Action Panel about themes/areas within the Museum Service
970	Birmingham Museum and Art Gallery: Community Action Panel (evaluation of the Panel)	08/06/2009	08/06/2009	The Community Action Panel is an ongoing consultative forum of 15-20 diverse local people which meets once a month at Birmingham Museum and Art Gallery. The group are consulted on different areas of the museum service. This consultation meeting was held on 8th June 2009. The aim of this session was to evaluate the Community Action Panel with its members. Members were asked to discuss and comment on a range of areas including: organisation of meetings, membership, purpose, session variety/focus/content, Panel's impact and highs/lows.	Liz Taylor	0121 303 0321	Culture and Environment	There was a very positive response to organisation of meetings (e.g. convenient time and location), membership (good number of people, diversity of people) and purpose and session content (good variety, pacing, range of activities).	There were a few things that participants wanted to see more of: trips if relevant, mini celebrations, increased membership.	Some suggested improvements were: making sure sessions are relevant to all (e.g. Aston Hall one had Aston focus), CAP being able to suggest areas they would like to address, more project work, contributing own stories, attendance by other museum staff and finding out what they do at the Museum.	The feedback shows that participants largely feel very positive about how the Community Action Panel is being run. Some suggestions for small improvements have already been addressed - for example the CAP now has a staff volunteer rota that enables the Panel to meet a new member of staff at each meeting and find out about their role. There is now a standing agenda item that enables participants to suggest topics that they would like to cover at future meetings.	We will continue to evaluate/review the Community Action Panel regularly.
972	Birmingham Museum and Art Gallery: Community Action Panel (new gallery design visuals)	10/08/2009	10/08/2009	The Community Action Panel is an ongoing consultative forum of 15-20 local people which meets once a month at Birmingham Museum and Art Gallery. They are consulted on different areas of the museum service. This consultation meeting was held on 10th August 2009. The objective of the meeting was to gain feedback on the DRAFT initial visual designs by the gallery designers showing the potential look, atmosphere, layout and graphic design of the proposed new history galleries.	Liz Taylor	0121 303 0321	Culture and Environment	Participants liked the openness of the floor plan, how you could choose your route and the different shapes of the displays. Suggested changes included: having a wider entrance into the introductory gallery and removing a domineering long case in one gallery.	Participants gave feedback on the proposed graphic design, interpretation methods and atmosphere for each new gallery. For example, participants liked the busy, noisy, 'street scene' atmosphere of the 1800s gallery but felt it lacked an eye-catching entrance piece to excite people as they came in.		The consultation findings have been fed into the galleries redevelopment plan and have influenced our designs for the new history galleries. For example, the dominating case has now been removed and the introductory area entrance has been opened up.	We will continue to consult with the Community Action Panel on different themes/areas of the new history galleries throughout the redevelopment project.

ID	Title	Start Date	End Date	Overview	Contact Name	Contact number	Lead Organisation	Key Finding 1	Key Finding 2	Key Finding 3	What Happened	Next Step
973	Birmingham Museum and Art Gallery: Community Action Panel (history galleries community engagement)	11/05/2009	11/05/2009	The Community Action Panel is an ongoing consultative forum of 15-20 diverse local people which meets once a month at Birmingham Museum and Art Gallery. The group are consulted on different areas of the museum service. This consultation meeting was held on 11th May 2009. The aim of the meeting was to introduce the CAP to the community engagement approach that BMAG are taking for the history galleries project and to get specific feedback on ideas for a number of specific engagement projects including what the CAP think of them, advice about approach etc.	Liz Taylor	0121 303 0321	Culture and Environment	The projects were generally considered interesting and appropriate.	Participants came up with some really creative ideas about what the community sessions could consist of e.g. that a drama project about migration could provide opportunities for independent research, acting sessions, team building activities, script writing sessions.	They thought it was especially important that a project is not 'forced' (e.g. older people and rap) but ties in with what they are interested in and explores common threads as a way into historical material etc.	The project plans for these community engagement projects have been adapted to take into account the feedback from the group. One of these projects has already taken place; a couple of the others are starting shortly.	We will continue to consult with the Community Action Panel on different themes/areas of the new history galleries throughout the redevelopment project.
974	Birmingham Museum and Art Gallery: Schools Advisory Group (history gallery designs)	06/07/2009	06/07/2009	Birmingham Museum and Art Gallery are developing some new History Galleries which are due to open in Autumn 2012. School groups are a major target audience for these new galleries so the Museum has developed a 'Schools Advisory Group' which consists of local teachers and schools advisers and meets once every 3 months at the Museum. Their role is to help develop the new history galleries so they are appropriate and exciting for schools. The purpose of this meeting was to gain feedback from the group about the DRAFT initial visual designs for the proposed new history galleries.	Liz Taylor	0121 303 0321	Culture and Environment	The group liked the proposed non linear floor layout (as it is more exciting for children). However, they felt that there should be a seating area in the introductory section and that, though the different galleries are distinct, they should have some themes that are explored in all of them	Participants gave feedback on the proposed graphic design, interpretation methods and atmosphere for each new gallery. For example they liked the idea of the interactive model in the Medieval Birmingham gallery but thought that the brown coloured graphics were stereotypical and should be changed.		The consultation findings have been fed into the galleries redevelopment plan and have influenced our designs for the new history galleries. For example, we are now considering brighter coloured graphics - rather than the previously proposed earthy tones - for the Medieval Birmingham gallery.	We will continue to consult with the Schools Advisory Group on different themes/areas of the new history galleries throughout the redevelopment process.
941	Climate Change Severe Weather Community Workshop	21/09/2009	27/11/2009	Working in partnership with the Environmental Partnership, the Birmingham Resilience Team organised a Community Workshop on the 12th October, 2009 which was attended by 25 key representatives from community/faith/disability and city centre resident groups, and voluntary organisations. The main objectives were to focus on the City's core priorities in responding to extreme severe weather events (flooding and heatwave) as a result of climate change and to identify community-led projects to be approved by the Adaptation Climate Change Board. Climate Change Impact Report sent prior to event	Richard Rees	0121 675 0285	Culture and Environment, Partnership: Environmental Partnership	Community workshop identified fears re extreme weather. These included flooding costs (health, finance and emotional costs), heat wave costs (drought, vulnerable people/heat strokes. Please refer to 'How can communities adapt to the impacts of climate change?' Facilitators Report	Workshop identified the need to build well-informed and cohesive communities to respond to extreme weather. Examples of how this can be achieved are noted in the 'How can communities adapt to the impacts of climate change?' Facilitators Report	Workshop recognised the need to categorise ideas/solutions to address severe weather events for their homes, neighbourhoods and city wide. Refer to 'How can communities adapt to the impacts of climate change' Facilitators Report	Projects identified by the Community Representatives were presented to the Adaptation Climate Change Partnership Board Meeting. Approval was given to fund specific projects that will help to mitigate against the impacts of severe weather events in Birmingham as a result of climate change. Please refer to the report 'Community Resilience Projects Meeting - 29/10/09' for project information.	Projects are being organised and monitored by Adaption Climate Change Officer Richard Rees.

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570	Black Cat Development Options	01/04/2009	31/07/2009	The purpose of the consultation is to share ideas, seek direction and consensus from the local community about the future use of the 'Black Cat' site (junction of Hamstead Road and Villa Road) . The attached consultation document explains the proposed options in more detail.	Beata Thomas	0121 303 4687	Development	Over 250 people commented on the proposed options as part of the Handsworth and Lozells Community Dialogue Programme events and the street survey. There was a general consensus that the area needs improving and that the site detracts from the appearance of the area and needs to be redeveloped to	Option 2, which included mixed-use commercial and residential uses and demolition of buildings gained most support overall, however a lot of people supported this option subject to the existing slaughterhouse remaining on site.	There was also a strong view amongst the local traders and community that the provision of car parking needs to remain adequate to the needs of the local centre and the proposed mixed-use development.	The ideas and views of the local community have provided a useful starting point. The consultation findings have been factored into the next step of developing a more detailed development option.	Using the consultation findings as a starting point, a Business Model and a detailed design of a preferred development option are currently being prepared. This will be subject of further local community consultation aimed to be completed by the end of this calendar year. A planning consent will then be secured for the preferred development scheme by the end of March 2011.
595	The Radleys Local Centre	01/07/2009	01/09/2009	Consultation with local businesses at The Radleys Shopping Centre over comprehensive refurbishment of City Council public footpaths and their private forecourts.	Wayne Pell	0121 464 9852	Development	Businesses welcomed the proposed improvements to the centre overall but felt that parking was of paramount importance.	Businesses felt that the proposed layout reduced parking capacity.	Businesses wanted to see the proposed layout revised to maximise all parking opportunities.	Following the consultation findings new layouts were prepared to discuss with the businesses individually. Agreement was reached for phase 1 on a layout changing 14 parallel parking spaces to 19 echelon parking spaces. For phase 3 new layout agreed for 25 spaces either side of the new slip-road rather than 13 spaces on one side only. On phase 2 the businesses decided to retain informal parking on their private forecourts and only council land was upgraded. In addition some rear private areas were upgraded to provide capacity for the businesses themselves.	Following final completion of the works an internal evaluation will be carried out.
611	Bordesley Green Local Centre, Business Security Survey	01/06/2009	10/07/2009	The consultation sought the views, opinions of businesses and interested parties, including Hodge Hill Constituency representatives and locally elected members on tackling business crime in the area. The results of the consultation were to be used to determine the type of crime reduction initiative to be delivered. The results of the consultation highlighted a need for a crime reduction scheme that would tackle crime but also act as a crime deterrent. Consultation was delivered in partnership with West Midlands Police.	Noreen Khadim	0121 464 9840	Development	The consultation highlighted a need to address the issue of business crime in the area. Businesses identified a need for a CCTV system which would address the issue of crime and also act as a crime deterrent.	Businesses in the area(s) consulted were keen on implementing some form of CCTV, both to operate as a deterrent for crime and thus creating a safer environment that will in turn change the perception of the area to users and encourage the public to use the local centre	Three sites were identified within the Ward that would benefit from a 'Dome-hawk' CCTV (Closed Circuit Television) a moveable (re-deployable) CCTV system.	In response to the requests of local traders/businesses a dome hawk (moveable)CCTV system was delivered in three areas within the Bordesley Green Ward through a partnership comprising of Birmingham City Council, West Midlands Police and the Birmingham Safer Partnership. The moveable cameras are located where business crime has been identified both by traders/businesses and West Midlands Police. It is hoped that the scheme will over time increase the number of visitors to the local centre(s) covered by the cameras, helping local businesses to succeed economically and continue to a vital resource for the local community.	The next initial step will be to carry out an evaluation in the coming twelve months from the date of when the camera's were installed and activated (March 2010). The results will allow for an analysis of the impact the scheme has had in the local area. The consultation raised a number of other crime preventative options, which have been recorded accordingly and can be used in the future should additional funding become available.

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685	Planning Management's Planning Direct Telephone Survey April 2009	21/04/2009	27/04/2009	Planning Direct (Planning Management's Enquiry Centre) has been operating now since 2002 but has never undergone any type of satisfaction survey. Since 2002 Planning Direct has handled approximately 910,000 telephone calls. It was highlighted during a recent audit inspection in preparation for our Customer Service Excellence award that a review of our Planning Direct service would be timely. The survey was carried out over a 7 day period in April 2009 at the end of every telephone call. This will be repeated at regular intervals to see if our improvements are having an effect.	Julie Smith	0121 303 1115	Development	85% of customers said that they were happy with the service as it was and gave praise for the service quoting: 'Very satisfied with this mornings service' 'The service has been very helpful' 'Keep up the good work' 'Excellent service'	31% of respondents said that they had to queue to get through on Planning Direct's telephone number.	12% of respondents were dissatisfied with our web site. They felt that our website needed to be more user friendly, in particular the searching facility within Planning Online. They also said we should provide more information about planning on the web so that they did not have to telephone.	We have increased the number of resources on the Planning Direct service to help reduce the number of calls abandoned and to avoid long delays. A new Planning Online service was introduced in August 2009. There are still some teething problems and a review is currently underway to simplify the search facilities further. A full review of the website will be undertaken in early 2010.	We will continue to carry out these satisfaction surveys on a regular basis to assess the effect of our changes on the quality of our service.
740	Disability Employment Solutions - Workstep Quality Questionnaire	25/05/2009	01/06/2009	The Disability Employment Service delivers the Workstep Supported Employment Programme on Behalf of BCC. A DWP grant funded programme it provides pre and post employment support for disabled people. Working with individuals supporting them through training, voluntary work, and work experience to find appropriate jobs that match their skills and abilities. An annual questionnaire sent to clients, employers, DEA and other partners (220). Results feed into our improvement plan.	Judy Thomas	464 7737	Development	We had a 48% response rate to the questionnaires. 75% of respondents felt that we provided good training and development opportunities and support to achieve goals. What respondents wanted more of was more opportunities to learn more skills.	89% of respondents felt that we offered a good service that provided appropriate and timely support to both clients and employer	78% of respondents felt that we had good channels of communication that meet the needs of the disabled person and or their employer.	The feedback that we have received has been fed into the service improvement plan. Specific actions have been included to address the concerns raised to improve certain aspects of the service for both the client and the employer. These include: *More tailored on the job support for clients *Revision to the monitoring visit paperwork to make it more streamlined and fit for purpose. *More opportunities for clients to learn more skills that improves their employability.	All outcomes of the questionnaire of feedback to stakeholders via our Shelforce Newsletter and regular updates in respect of the areas for improvement are reported. All areas for improvement will be actioned within the Self Assessment Report Action Plan
761	Extension to St Agnes Conservation Area (Moseley)	01/06/2009	20/07/2009	Birmingham City Council has previously designated the St Agnes Conservation Area, in 1987. The purpose of this consultation was to gain the approval of local residents, public sector organisations, business and private sectors and people of all ages within that area to extend the boundary of the Conservation Area.	Mary Worsfold	0121 303 1115	Development	No adverse comments were received.			The extension to the St Agnes Conservation Area was formally designated by the Council in April 2009.	A Character Appraisal and Supplementary Planning policies for this area will be developed in due course. This policy document will then be used to inform decisions made on planning applications and applications made in relation to listed buildings in the area. Policies will then be subsequently monitored for adherence and to ensure they achieve the aims of the policy document to protect and improve this conservation area.

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788	A5127 Route Enhancement Scheme	05/03/2010	19/03/2010	<p>Whole route improvements are proposed for the A5127 between Salford Circus in Erdington and Jockey Road in Sutton Coldfield. These improvements are aimed at improving vehicle journey times for all road users and improving current safety records at known accident areas. The upgrading of all bus stop infrastructure along the route is also proposed. In order to gain public feedback of the initial design proposals, consultation letters and plans have been sent to local Ward Councillors, emergency services, key stakeholders, local residents and shop frontages.</p> <p>Two public meetings have been staged on the following dates: 15th March 2010 at Erdington Library, Orphanage Road, Birmingham B24 9HP 18th March 2010 at Sutton Coldfield Town Hall, Upper Clifton Road, Sutton Coldfield B73 6AB</p> <p>Plans were also made available for viewing at each venue.</p>	Philip Santos	0121 675 4414	Development	Overall support for the proposals was received from the Ward Councillors, Emergency Services and Neighbourhood Forums and the majority of local residents / land owners.	The removal of any trees from the Beeches Walk area in Sutton Coldfield would not be welcomed.	Objections received have been analysed. Responses to the objections have been given. Where it has not been possible to remove objections, further dialogue will take place with those individuals in order to ease their concerns.	Outcomes were analysed and the design proposals amended where feasible based on comments received. The amended designs include the retention of the trees at Beeches Walk in Sutton Coldfield.	Due to recent Government announcements the scheme is currently on hold until further notice. All Ward Councillors and objectors to the scheme have been notified of the current scheme status and that we will be looking to engage with them once approval to progress the scheme has been received.
796	Transport Summit 2010: Birmingham 2020	03/03/2010	03/03/2010	Building on the success of last year's summit, Transport 2020 looked at the measures which are being taken to achieve the transformation in transport needed to support Birmingham's ambitions as a sustainable global city.	David I Harris	0121 464 5313	Development	67% of attendees agreed the event was useful for networking	91% felt that the event provided useful information	94% felt that the event was relevant to their organisation	The event is likely to be retain the same format i.e. half day.	It is likely that there will be a transport summit in Spring 2011.

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852	Aston Newtown & Lozells Area Action Plan Preferred Options	21/09/2009	06/11/2009	The Aston, Newtown and Lozells Area Action Plan (AAP) is being prepared by Birmingham City Council and will provide a plan for shaping employment, housing, shopping areas, open space and transport improvements in the area over the next 15 years. The AAP was approved by the Council for public consultation from 21 September - 6 November 2009. The aim of this stage of consultation (Preferred Options) is to seek public views on the key proposals in the plan including a major employment park in Aston and housing improvement in Newtown and new shopping at Perry Barr.	Uyen Phan Han	0121 303 2765	Development	Approximately 1,125 individuals and organisations made comments (including the 890 completed survey forms). Of those who expressed an opinion on the comments form, 86% agreed or strongly agreed with the general approach of the Preferred Options Document. 50% of respondents supported all of the preferred options proposals, 44% partly supported the preferred options proposals and 3% objected to the omission of a proposal/ policy.	Overall, there was support for the main proposals in the plan, including housing investment in Newtown and Lozells, expansion of Perry Barr/ Birchfield Centre and a Regional Investment Site at East Aston. There was significant local opposition to any clearance of homes in South Aston and loss of Park Lane Open Space to a relocated Aston Manor School.	A significant number of comments were made regarding the lack of green open space in the area; a need for more outdoor children's and young people's play areas and better quality open space.	All comments have been analysed, considered and summarised in a Consultation Statement, which will be published with the Proposed Submission Plan. Comments, where appropriate, have been taken on board in the Proposed Submission Plan. Specifically, there will be no major housing demolition in South Aston as a response to the comments made by local residents. The proposal to relocate Aston Manor School to Park Lane Open Space has also been dropped from the plan. The plan will include an Open Space Strategy which identifies a green network and green links to open spaces, improvements to existing open spaces, and opportunities for new open spaces.	The next step will be the publication of the Proposed Submission Document, accompanying Sustainability Appraisal, Consultation Statement and other supporting information in January/ February 2011. There will be a 6 week statutory period for any comments to be made on the Plan. Following this 6 week period, all comments will be summarised and submitted to the Secretary of State along with the Submission Plan. A Public Examination into any formal objections and to test the soundness of the Plan is anticipated in Summer 2011.
885	Civic Catering - Banqueting Suite	01/04/2009	31/03/2010	Civic Catering issues a standard questionnaire to customers that held an event in the Banqueting Suite, Council House, Birmingham. Customers were asked a variety of questions about the service they received.	Andrew Comfort	0121 303 2050	Development	100% of respondents were overall satisfied	100% of respondents would use our services again		Customer comments taken from customer response forms have been recorded onto the Birmingham City Council corporate '3Cs' - compliments, comments and complaints database. Complaints have been responded to and comments and compliments have been taken on board.	During the next consultation year, a full review of existing customer response forms are to take place and improvements will be made to the forms, including the means used to report on outcomes of customer response forms and how they are reported.
886	Civic Catering - Highbury	01/04/2009	31/03/2010	Civic Catering issues a standard questionnaire to customers that held an event at Highbury, Moseley, Birmingham. Customers were asked a variety of questions about the service they received.	Andrew Comfort	0121 303 2050	Development	100% of respondents were overall satisfied.	100% of respondents would use our services again.		Customer comments taken from customer response forms have been recorded onto the Birmingham City Council corporate '3Cs' - compliments, comments and complaints database. Complaints have been responded to and comments and compliments have been taken on board.	During the next consultation year, a full review of existing customer response forms are to take place and improvements will be made to the forms, including the means used to report on outcomes of customer response forms and how they are reported.
887	Civic Catering - Cafe Library	01/04/2009	31/03/2010	Civic Catering issues a standard questionnaire to service users and non service users of the Central Library Cafe, Birmingham. Customers were asked a variety of questions about the service they received.	Andrew Comfort	0121 303 2050	Development	All customers were served within the service commitment target during the 2010 survey.	92% of users of the cafe library interviewed had visited the cafe before. 100% of these users were satisfied with the service they received and would visit again.	23% of non service users indicated that the reason they did not visit that day was that they had no time. A further 20% said they had already eaten.	Outcomes were analysed and taken into consideration for the service plan.	During the next consultation year, a full review of existing questionnaires are to take place and improvements will be made to the forms, including the means used to report on outcomes of the questionnaire and how they are reported.

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888	Civic Catering - Edwardian Tea Room	01/04/2009	31/03/2010	Civic Catering issues a standard questionnaire to service users and non service users of the Edwardian Tea Room, Birmingham Museum and Art Gallery. Customers were asked a variety of questions about the service they received or reasons for not using the service.	Andrew Comfort	0121 303 2050	Development	98 service users were asked if they had used the Edwardian Tea Room before. 85.6% indicated that they had. 100% of these users were overall satisfied and would use the Edwardian Tea Room again.	35 non service users were asked if they had used the Edwardian Tea Room before. 68.6% indicated that they had. When asked why they did not visit today, 27.6% said it was too expensive and 27.6% said they had no time.		Outcomes were analysed and taken into consideration for the service plan.	During the next consultation year, a full review of existing customer response forms are to take place and improvements will be made to the forms, including the means used to report on outcomes of customer response forms and how they are reported.
722	Equitable Access to Primary Care Facilities	17/08/2009	17/08/2009	BEN PCT was planning to set up three new GP practices, which will offer new services and extended opening hours. These will be based in Hodge Hill, Kingstanding and Washwood Heath. There is also going to be a new GP-led health centre, based in Erdington or Tyburn, 9 Public meetings across the trust area on where these GPs practices will be located were held, there were also in-depth interviews with GPs. The aim of the consultations was to understand people's views on the three new GP practices and the one new GP led health centre.	Patient and Public Involvement (PPI) team	0121 3809175	Health Trusts: NHS Birmingham East & North				3 new GP practices. The views and experiences of patients, careers and local people have influenced the services and opening hours of these new primary care facilities.	
723	Redesign of dermatology services	17/08/2009	17/08/2009	152 completed questionnaires were received (800 were invited to be completed - 10% of the dermatology patients). 4 Public meetings were arranged (Highly publicised but poorly attended with 2 members of the public at each meeting). The aim of this project was to get the views of people not currently using the service and consulting relevant community groups to get a wide range of feedback. The views, needs and preferences of patients and local people were used to develop the service specification for a community based dermatology service.	Patient and Public Involvement (PPI) team	0121 3809175	Health Trusts: NHS Birmingham East & North				The findings from the consultation influenced the service specification for the community which included the redesign of dermatology services from acute to primary care. Findings showed that dermatology patients support the idea of moving dermatology services from hospitals to GP practices as long as the professionals have adequate training. The findings also showed dermatology patients would like more female practitioners.	

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725	The Big Conversation	17/08/2009	17/08/2009	The PCT commissioned a Big Conversation with our local community about our future priorities for health spending. 16 Focus Groups were held across East and North Birmingham to get the views of our community on how the PCT should prioritise its funding. The Focus Groups reflected the diversity of the community including hard to reach groups, young people, older people, gay, lesbian and bi-sexual, Afro-Caribbean and Muslim groups and a number of individuals have asked to continue to be involved in PCT activities.	Patient and Public Involvement (PPI) team	0121 3809175	Health Trusts: NHS Birmingham East & North				A report on the outcome of the Big Conversation has been produced and the feedback from the focus groups is being used to prioritise funding on services that local people told us were important. For example, male circumcision, for religious reasons, was not considered a priority	
728	Creative concept testing	18/05/2009	18/05/2009	3 focus groups with white males living in BEN PCT area were held (targeting Shard End, Tyburn and Kingstanding); participants aged 35-54; all smokers; smoking at least 5 cigarettes a day; all who are interested in quitting and some who have attempted to quit within the last 3 months; none who have used NHS stop smoking service; the objectives are: To explore reactions to 4 creative campaigns, to assess the relative strengths of each campaign; to identify the most effective campaign: To identify any potential issues arising and the requirements for future concept development	Patient and Public Involvement (PPI) team	0121 3809175	Health Trusts: NHS Birmingham East & North				Based on feedback received a smoking campaign will be launched in Autumn 2009.	
729	BEN Engagement Workshops	06/06/2009	17/08/2009	We are holding 30 workshops (each with 10 participants) to explore experiences of and expectations from local NHS services, as well as the way in which people want to engage with their local NHS. Twelve groups are with minority ethnic communities, four are with young people and two are with Lesbian, Gay, Bisexual and Transvestite participants.	Patient and Public Involvement (PPI) team	0121 3809175	Health Trusts: NHS Birmingham East & North	toolkit to be used by staff			A toolkit has been developed as a result of the feedback received from the workshops. This toolkit will be used in staff training and also to enable the trust to deliver targeted social marketing campaigns and engagement activities.	
730	Monitoring patient satisfaction for multi-disciplinary service	17/08/2009	17/08/2009	All patients who use the Multidisciplinary Pain service are asked to complete a satisfaction survey (with approximately 30% response rate), some take part in the patient forum, key worker is employed to follow up on patients annually. information gathered from this survey is feedback into the service to constantly improve the service with local needs.	Patient and Public Involvement (PPI) team	0121 3809175	Health Trusts: NHS Birmingham East & North	feedback into the service to constantly improve the service in-line with local needs.	self-management DVD's		All feedback is put on board in main base and says: these are the questions we asked and this is what you told us and this is what we've done. As a result of patient feedback from BME groups we have produced several DVDs for GP surgeries about self-management	

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804	Have Your Say on Sexual Health in Birmingham	02/11/2009	22/12/2009	City residents of all ages, lifestyles and backgrounds are being given the opportunity to consider how the three city Primary Care Trusts (PCTs) should deliver services promoting and supporting sexual health. Birmingham East and North (BEN), Heart of Birmingham teaching (HoBt) and South Birmingham PCTs are working together on the consultation which begins today and finishes on 22nd Dec 2010. Birmingham residents can share their views in a variety of ways. There is a consultation document available to download online and people can send in their views via text message.	Patient and Public Involvement Team	0121 380 9154	Health Trusts: NHS Birmingham East & North	Increased awareness of sexual health services in Birmingham	increased partnership working between trust's in the Birmingham areas	new sexual health clinic in Erdington wards established.	outcomes feed back to the trust board and the sexual health lead for Birmingham	opening of a new sexual health clinic in Erdington ward covering needs of the BEN residents.
837	Patient experience tracking for Community physiotherapy	17/08/2009	17/08/2009	445 completed questionnaires on patient satisfaction/feedback about services provided to users through the physiotherapy were received, information gathered from these questionnaires are fed back in to the service redesign.	Patient and Public Involvement (PPI) team	0121 3809175	Health Trusts: NHS Birmingham East & North	findings from feedback are fed back in to the service redesign.	service website		Looking to extend extended hours on the basis of feedback. Looking to see how we can deliver this. We also looked into setting up a website for the general public which will be linked to www.benpct.nhs.uk and include DVDs and advice.	establishing a website and reviewing feedback received
838	Update from recent Diabetes Event	24/06/2009	24/06/2009	A Diabetes Health Promotion event took place in June 09 at PAK Health Centre, Washwood Heath. The event was extremely well supported Health checks were given to a total of 845 people during the event. Next years event will take place in May 2010. This was an ideal opportunity to connect with the local community on their health and communicate the problems that this illness can cause in a relaxed environment.	Patient and Public Involvement (PPI) team	0121 3809175	Health Trusts: NHS Birmingham East & North	results fed into service redesign and delivery	services promoted locally resulting increased awareness of them.		A further event arranged for 2010, an evaluation of the event is available from the team on 0121 311 7311.	
841	Somali Women's Workshop	10/08/2009	10/08/2009	This workshop was organised with the support from local Somali organisation called 'Pride Start'. The purpose for this workshop was to engage with the Somali women and understand the needs of the community. We did a basic health questionnaire with the ladies in the 'Somali Business Park'. Most of the shops inside the business park were owned and run by Somali women.	Patient and Public Involvement (PPI) team	0121 3809175	Health Trusts: NHS Birmingham East & North	increased awareness of local need	information given which will help users access services		Workshop conducted with Somali community; they are perceived to be reluctant to access the health services due to the language difficulties. They were not satisfied with the quality of interpreting services the health service provide. Also the ladies had very little knowledge of the services available through NHS. In addition the ladies felt there is no information available in Somali Language. The group was informed that all printed material can be translated on request. As a result of this work shop the women were invited to join the trusts BME and Horn of Africa women's group.	

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842	Equality and Diversity Community Group	27/10/2009	27/10/2009	Equality and Diversity Community Group was set up in July 08 to improve representation from Black & Ethnic minority communities and share their experiences to improve the health services and the patient and carer experience. The group meets every six weeks at Khidmat Centre in Small Heath. The participants of this group are representatives from local Community Voluntary organisations and members of public. The group has been able to address different issues including Interpreting service, Mental Health Services, maternity services.	Patient and Public Involvement (PPI) team	0121 3809175	Health Trusts: NHS Birmingham East & North	change of service contract	improved communication with local people on their experiences using services		In this meeting the Deputy Director of Equality and Diversity at NHS BEN,told the group that the contract with the provider of Interpreting Services (BILCS) has been changed. This change is the result of the feedback received from this group.	new contract established to improve interpreting services offered
843	BME and Horn of Africa Women's Group	18/06/2009	18/06/2009	This group was started in partnership with local organisation called 'Family Action'. The aim of this group is to engage with women from Somali and Horn of Africa communities. We hold different activities and invite professionals in the group to raise awareness and take feed back to services. In this meeting we hold several workshops for example on Drugs in Somali Communities to inform local residents on serious health concerns.	Patient and Public Involvement (PPI) team	0121 3809175	Health Trusts: NHS Birmingham East & North	increased awareness of local concerns	raised awareness of the drug		Through this workshop, we were able to raise awareness in the group about 'KHAT', which is not recognised as a Drug in the UK and how it can affect the health. The participants were able to identify the issue and accepted that in most of the Somali families this is a big problem. During the session, the participants asked the questions on how to make their children aware of the Drug. The group had an opportunity to see the drugs physically and identify the different drugs.	
844	New Horizon: Towards a shared vision for mental health	23/07/2009	15/03/2010	New Horizon is a national consultation that started in July 09 and ended in Oct 09. New Horizons sets out ideas for supporting the local development of higher quality and more personalised mental health services. It also sets out the Government's plans for achieving better mental well-being for the whole population. It explores the prevention of mental illness and early intervention before things go wrong. It also looks at how services can become more innovative and work more effectively together.	Patient and Public Involvement (PPI) team	0121 3809175	Health Trusts: NHS Birmingham East & North	results will impact the services provided locally to users	increase awareness of local need	information passed to mental health lead to action	The responses were collated and forwarded to the mental health lead for the trust. The responses will help to shape the final new horizon document. For more information on the responses please see the attached document or contact the mental health lead.	

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688	Increasing Access to NHS Dentistry in South Birmingham	30/09/2009	23/12/2009	<p>The 2009/10 NHS Operating Framework identifies improving access to NHS dentistry as a national priority and NHS South Birmingham has been set a target of increasing capacity by an additional 26,800 new patients. Two schemes are planned to increase access.</p> <p>The first scheme proposes three new dental contracts which would see extra dental services delivered either through new dental practices or through extra capacity in existing dental practices. The second scheme includes a number of smaller contracts which are intended to provide smaller increases in capacity across South Birmingham.</p>	Jonathan Hill	00/01/1900	Health Trusts: NHS South Birmingham					
689	Wake Green Surgery - Consultation on proposals for relocation of GP practice	30/09/2009	23/12/2009	<p>Wake Green Surgery has for some years been striving to create better facilities for the practice and the wider population of Moseley. Wake Green Surgery and NHS South Birmingham have been working with developer Exmax Limited to explore the potential option to relocate to the Bristol Street Motors site as part of a wider development.</p> <p>The proposals will see self contained, three storey accommodation with clinical space entirely on the ground and first floor, a separate visual identity from the wider development and a dedicated patient drop off point.</p>	Jonathan Hill	00/01/1900	Health Trusts: NHS South Birmingham					

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572	Supporting People Citizens Panel	01/04/2009	31/03/2010	The Supporting People Citizens' Panel is a group of 10 to 15 volunteer service users, which represent vulnerable groups of people. The panel members help with decision making to support vulnerable people to live as independently as possible. Panel members help to: Test the delivery of housing, and selected partners services at locations such as Neighbourhood Offices (through the Citizens Panel Lay assessors programme). Monitor the performance of service providers against agreed targets. Influence the commissioning and recommissioning of services provided on behalf of Supporting People.	Gordan Strachan		Housing	Some of the tasks completed by Citizen's Panel members in 2009/10 include: Representing vulnerable people in influencing the access arrangements for Birmingham Home Choice, the council's new way of letting its properties.	Contributing to Supporting People service planning, including assessing the equality impacts of those plans	Contributing to Citizen's Panel newsletters and publications to advise other service users of news and developments that may affect them.	The Birmingham Home Choice access plans were reviewed on the advice and opinions expressed the panel members. We provide regular feedback on service and actions plans, to ensure that the group are aware of, and can scrutinise the progress made.	We will continue to work with Citizen's Panel members each year so that the work that they do remains an integral part of the Supporting People programme. We are currently working on broadening the use of technology to further support the involvement of disabled members of the Citizen's Panel
630	Review of Terms and Conditions of Tenancy	10/08/2009	31/01/2010	The housing service sought the views of council tenants, the public and elected members in statutory consultation on the proposed changes to the Conditions of Tenancy. As part of the consultation process we wrote to all of our tenants enclosing a draft of the new conditions of tenancy and invited them to complete a survey to seek their views on the proposed changes. We also met with representatives from Constituency Tenant Groups, Housing Liaison Boards, staff and elected members in focus groups to discuss the proposed changes to the Conditions of Tenancy and how they would affect tenants.	Mark Rodgers	0121 675 4124	Housing	99% of tenants were content with the revised Conditions of Tenancy overall and 92% of tenants were satisfied with all changes that were proposed	Tenants require officers to enforce the Conditions of Tenancy where other tenants breach them	Tenants thought that more support should be provided to tenants who are unable to maintain their gardens	The new conditions of tenancy were introduced in April 2010. In response to specific feedback from tenants about providing support to tenants who are unable to maintain their gardens, we have introduced a gardening scheme for vulnerable tenants. Additionally, we have reviewed policies and introduced new policies and procedures to support officers to enforcing the conditions of tenancy.	We are currently working with a focus group of tenants on an Equality Impact Needs Assessment (EINA) to identify the impact of the changes on different community groups and consider steps that we can take to minimise any negative impacts.

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690	Garage Reviews	16/10/2009	17/10/2009	Through a series of meetings and questionnaires carried out between October 2009 and December 2010, tenants and leaseholders from Housing Liaison Boards (HLBs) and Constituency Tenant Groups (CTGs) contributed to the housing service's review of garage sites to determine which garages would be retained and which would be sold. As part of the review, respondents were asked to consider: 1.How garages are currently managed 2.How the condition of retained garages can be improved 3.If other uses can be found for disused garage sites that are not suitable for sale.	Guy Chaundy	0121 675 0311	Housing	Respondents welcomed that the use of garage sites was being reviewed, and welcomed that garages would be managed more effectively	Respondents would support a rent increase if the quality of garages improved	Respondents were not in favour of selling the garages to be managed by a private landlord and would rather the council retain management of garage sites	33 Garage sites were demolished or part demolished as a result of the consultation	We are using the feedback collected during the consultation period to produce a business plan in order to gain approval for the strategy. The main proposals will include: Selling sites with development potential, and reduce the number of garage sites overall, inline with the decrease in demand Increase garage rents to generate more revenue income; and Implement a repair and maintenance programme to improve the condition of retained garages.
692	Aerial Budgets 2009/10	01/04/2009	31/03/2010	A number of the council's high-rise blocks are fitted with aerial masts that generate income. A proportion of the money generated in this way is allocated to residents to spend on community projects that directly impact the people living in the high-rise blocks and immediate area. Through local meetings and questionnaires, the housing service consulted with the tenants and leaseholders of each block to decide how the allocated money should be spent over the course of the year.	Lindsey Jones	0121 303 9468	Housing	Residents of the blocks came forward with a diverse range of suggestions as to how the money should be spent. Some of the suggestions included requests to improve parking around blocks, through the provision of parking spaces and to provide dropped kerbs to make access easier.	Other residents suggested that the money should be spent on improving the appearance of the blocks, such as exterior painting, improvement to pathways and garden maintenance.	Requests for internal improvements were also common, particularly upgrades to communal areas.	Several of the suggestions for improving parking were implemented across the city. These included initiatives such as the provision of bollards, dropped kerbs and additional car parking spaces. Improvements made to the external appearance of blocks included resurfacing of paths, planting of young trees and providing or improving fencing within estates. We implemented several suggestions for improvements to communal areas. We provided additional equipment such as chairs, bookcases and notice boards and additional plug sockets to allow communal cleaning.	We will continue to consult with residents each year on how the aerial budgets are used to ensure that the money is spent on items that matter most to residents.

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703	Customer Satisfaction - Tenants Survey (STATUS) 2009/10	08/10/2009	24/11/2009	<p>The status survey is a statutory survey that all social housing providers must carry out at least once every two years.</p> <p>A postal survey was sent to a representative sample of 7000 tenants and leaseholders between September and November 2009 asking them what they think of the service provide by Birmingham City Council as their landlord.</p> <p>The survey allows us to understand what we are doing well as a landlord, and where we need to improve so that we can focus our improvements in the right places.</p>	Spyros Yfantis		Housing	Satisfaction is significantly higher for older tenants than younger tenants. Younger tenants test to express lower levels of satisfaction due to the gap in expectations between younger and older groups	There has been an improvement in satisfaction with customer service and repairs and maintenance over the past year. 65% of people that have contacted us over the past year were satisfied with the final outcome, compared to 56% last year. Satisfaction with repairs and maintenance has increased by 5%	Tenants are generally satisfied with the service they receive, tenants are satisfied with the quality of their home (73%) the conditions of their property (68%) and most (66%) feel that their rent represents good value for money	We held an action planning workshop with staff to consider the results of the survey and feed the results into service plans.	<p>Implement service plans, based on what we learned from the survey results</p> <p>Review current methods of surveying, and continue to improve existing surveys used when customers receive a service from us, and analyse the results by the seven equality strands.</p>
708	Tenant Quality Promise	01/05/2009	30/09/2009	The Tenant Quality Promise (TQP) sets out the standard of service that tenants can expect to receive from the housing service through a series of performance indicators and targets that are reported to Tenants and Leaseholders regularly. Through a series of three meetings held with representatives from Housing Liaison Boards (HLBs) and Constituency Tenant Groups (CTGs), the housing service reviewed the existing Tenant Quality Promise (first published in 2005), to ensure that the performance indicators that we monitor are those that matter to tenants.	Spyros Yfantis	0121 675 3240	Housing	We have agreed which measures and indicators matter most, to ensure that tenants and leaseholders are engaged in monitoring the housing service	Tenants asked for performance monitoring to continue on a monthly and quarterly basis	Tenants and staff agreed a revised process for performance improvement notices	We have updated performance indicators to publish the 2009 Tenant Quality Promise with the new measures and indicators. We have reviewed the process for performance improvement notice. This has been agreed with staff and has now been implemented.	We will continue to monitor performance against the performance indicators and the targets that we have set on a monthly and quarterly basis. Results of this will be reported to tenants and leaseholders through CTG meetings on a regular basis.
797	Introduction of Birmingham Home Choice	08/12/2008	08/12/2008 - 27/11/2009	Birmingham Home Choice (BHC) is the new way that the council and other Registered Social Landlords let their homes. The scheme was launched for one-bedroom properties in February 2010. To ensure that the new scheme was aligned to the needs of local people, we consulted with a range of groups between December 2008 and November 2009. Those consulted were engaged in meetings, completed questionnaires by post or online or were invited to write or telephone us with their views on a number of different aspects of how the scheme would operate.	Jonathan Bryce	0121 675 5999	Housing	Customers asked for information about the launch of the scheme to be clear and available in community languages, with pictures or graphics used to explain how to use the scheme	People should be able to access the scheme in a variety of ways so that everyone can participate in the scheme. Symbols should be used in both paper and web based access to make the scheme easier to access and use	Most people consulted wanted a one week bidding cycle and to be able to bid on more than one property each week. Customers wanted to get feedback on why they were not shortlisted on previous bids.	Customers told us that they wanted clear information about the launch of the scheme, so we wrote to eligible customers three months before the scheme was launched with information about the scheme and invited them to a publicity event held at the council house. We tried to make the user guide as clear as possible by making it as pictorial as it could be. We provide this leaflet in a range of community languages and in Braille. We have made the scheme accessible by developing access points across the city, including neighbourhood offices, libraries and voluntary organisations across the city.	As the scheme is still in its early stages, we will continue to review access arrangements and continue to support voluntary sector organisations to help customers use the service. We will introduce trend monitoring lettings feedback to support customers to use their bids more effectively. We will ensure that as many staff as possible are moved into customer support roles to help people place their bids when the full scheme launches later in the year.

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856	Housing Service Standards	04/11/2008	30/04/2010	We developed service standards for our customer facing services so that customers know the level and quality of service they can expect to receive and when they should receive it. Individual services involved their customers in the setting of their service standards to ensure that standards set would meet the expectations of their customers. Customers were invited to consultation by attending a focus group, or completing or postal questionnaire between November 2008 and April 2010.	Lindsey Jones	0121 303 9568	Housing	Customers asked us to include details of how they could make a complaint, give a compliment or comment within the service standards	Repairs customers asked to be kept informed if their requested repair could not be completed on the first visit	Customers that were consulted generally approved the service standards and felt that they were challenging, and would represent a good standard of customer service if they were adhered to	A final draft of each set of service standards was produced based on the relevant comments received from the consultation. Service standards were designed into leaflets and, once approved, were published on the housing pages of www.birmingham.gov.uk. Paper copies of the service standard leaflets were printed and made available to customers through housing teams, neighbourhood offices and concierge schemes across the city.	We will monitor adherence to the service standards to ensure that we are meeting the targets that we have set We will publish our performance against service standards annually, via the website and Letterbox, our newsletter for tenants and leaseholders.
867	Review of Housing Customer Satisfaction Surveys	02/09/2009	30/04/2010	The housing service has reviewed its customer satisfaction surveys to ensure that all services collect their customer's views in a systematic way that will allow each to make use of the results. Individual services consulted with their customers on draft customer satisfaction surveys to ensure that the questions asked were effective in measuring satisfaction with aspects of the service that customers judged to be most important. Customers were invited to give their views on the proposed surveys either by focus group or postal survey between September 2009 and April 2010.	Lindsey Jones	0121 303 9568	Housing	Customers thought that the design of the surveys should be improved so that it is more attractive and easier to fill out	Customers consulted generally approved the customer satisfaction surveys and recommended them to publication		Each service produced a final draft of the survey based on relevant feedback received during the consultation process We reviewed the design of the survey, exploring best practice from other housing providers and market research consultancies to ensure the design of the survey would be attractive and the surveys easier to fill in Services began using the new customer satisfaction surveys in early 2010.	We will use the customer satisfaction surveys to monitor performance of the surveys. Results will be used to inform areas where customers want to see service improvements. We will report results from customer satisfaction surveys and what we have done as a result to customers on a regular basis.
879	Housing Frequently Asked Questions (FAQs)	01/10/2009	30/04/2010	The housing service produced Frequently Asked Questions (FAQs) for each of its customer facing services so that customers can find quickly the answers to some of the services most commonly asked questions. Services consulted with customers of their service to ensure that the draft questions posed were typical of questions that customers would ask and to ensure that the answers were clear, informative and met their expectations. Customers were invited to consultation by post, email or were invited to meetings between October 2009 and April 2010.	Lindsey Jones	0121 303 9568	Housing	Generally, those consulted agreed with the FAQs posed, few services needed to change their questions based on feedback provided with customers.	Repairs customers asked for the FAQs to clarify which repairs tenants are responsible for and more information about what to do if there is a suspected gas leak		Final approved FAQs were published on the website and on inline for staff so that staff could refer to them when responding to commonly asked queries from customers.	We will review FAQs regularly to ensure that they are up to date and continue to meet the needs of our customers.

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880	Review of tenants and repairs handbooks	01/09/2009	01/04/2010	Following revision of the Conditions of Tenancy and introduction of service standards, the tenants and repairs handbooks were reviewed to ensure that the information included was up to date. Tenants and Leaseholders were involved in the review of these documents to ensure the information included was relevant and would meet their needs. Between December 2009 and April 2010 we consulted with various groups, including new tenants, block champions constituency tenant group (CTG) and Housing Liaison Board (HLB) members through focus groups, telephone surveys and postal questionnaires.	Paulette L James	0121 675 5998	Housing	Tenants would prefer one booklet instead of two, and wanted the handbooks to be provided in ring binders	Tenants would like more information about succession of tenancies and the differences between introductory and secure tenancies	Tenants wanted more information about rechargeable repairs and gardening	In response to the feedback from the consultation with tenants we have produced the tenants and repairs handbook as one document. We have provided a specific section within the handbook entitled your rights and responsibilities. This clearly explains the rights of succession and the differences between introductory and secure tenancies. We reviewed the section about repairs in order to clarify which repairs are rechargeable. We also have a section relating to repairs, clearly stating which repairs are rechargeable. A comprehensive list of telephone numbers was also provided.	We are currently finalising the handbook in line with Crystal, the plain English group. The final handbook will be distributed to all tenants who contact us to request a revised copy.
884	Constituency Tenant Involvement Agreement	01/09/2009	27/11/2009	The Constituency Tenant Involvement Agreement (CTIA) explains the different ways that tenants can get involved in influencing the decisions made about their homes, neighbourhood and the housing service provided by the council. It also contains an action plan that sets out the tasks assigned to resident groups across the city. Between September and November 2009, approximately 600 tenant representatives from all 10 constituencies were involved in revising the CTIA through a series of meetings and questionnaires. Tenants were asked to comment on the contents of the agreement and action plan.	Firoza Loonat	0121 464 4204	Housing	Tenants agreed that the document should be used to try and improve tenant participation in general, and specifically to take into account the views of under-represented groups such as young people, black and minority ethnic groups, and those with a disability	Tenants agreed the action plan attached to the CTIA. They thought that it was easy to understand and should be monitored on a regular basis	Tenants want us to improve the way that we work in partnership with community groups and other organisations	We produced a menu of involvement, to inform tenants and leaseholders about the different ways that they can get involved, which has been distributed to tenants and publicised in Letterbox and local newsletters. We have also improved the ways in which we work with partner organisations and have hosted our own events to work more closely with young people. We have planned projects to allow us to work more effectively with under-represented groups.	We will undertake the tasks within the CTIA action plan and update the plan regularly to show progress against the milestones. We will continue to work in partnership with other parts of the Council and external organisations to ensure that residents have every opportunity to get involved. We will keep residents informed about what we are achieving in each constituency by producing newsletters on a regular basis.
909	Satisfaction with the repairs service 2009/10	01/04/2009	31/03/2010	The housing service asks customers to complete a satisfaction survey whenever a responsive repair or gas service is completed. We measure satisfaction with this service to inform decision-making and drive service improvements through our Service Delivery Meetings with our repairs partners, tenants and leaseholders. In 2009/10 we received over 35,000 completed satisfaction surveys.	Martin Tolley		Housing	Customer satisfaction with repairs partners ranged from 94 to 96 percent within the year. We received over 17,000 completed surveys for gas servicing, achieving 98% customer satisfaction	Customer satisfaction with responsive repairs has increased slightly this year; (90.7%, compared to 88% in 08/09)	90% of tenants were satisfied with the repairs services with regard to how their repair was handled; including the attitude of workers, dirt and mess being kept to a minimum and the overall quality of the repair	Overall customer satisfaction is high; we will continue to analyse satisfaction monthly with tenants and our repairs partners to ensure our service continues to improve. We have introduced reality checking in the repairs service. Members of our Senior Management Team contact a sample of customers who have had repairs completed recently and listen first hand to their experiences. This gives us an opportunity to resolve any outstanding issues that they may have and if any changes to systems or process changes are needed, these are implemented.	We will continue to measure customer satisfaction on the completion of each responsive repair and gas service, monitor and publish the results and use the results to inform service improvement. We will evaluate the impact of any action that we take from our new reality checking process. We will carry out further and more detailed analysis of the feedback we receive, from satisfaction surveys and other sources to understand how we can deliver a better service. We need to carry out more consultation with groups that are dissatisfied with the service to understand how we can improve.

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914	Community Improvement Budget 2009/10	04/01/2009	31/03/2010	Birmingham has more than 30 Housing Liaison Boards (HLBs), each formed of local tenants, leaseholders representing residents. Each HLB is allocated a local improvement budget at the start of each year to be spent on projects that benefit the local area and improve neighbourhoods. Tenants and leaseholders are invited to put forward their ideas for how the money should be spent by either attending a meeting, completing a questionnaire or by being part of an Estate Walkabout. The feasibility of each project is discussed at HLB meetings before the group votes on which projects to take forward.	Lindsey Jones	0121 303 9468	Housing	Many residents requested works to improve access to blocks, such as ramps to assist people with mobility problems or families with young children to enter their homes.	Residents also made a number of suggestions around parking problems on estates	Residents requested improvements to reduce antisocial behaviour in the local area, such as improving security lighting and initiatives to reduce graffiti	Each HLB voted on which projects to implement, based on the suggestions received. Some of the projects that were carried out are as follows: We installed bollards on several estates to prevent residents and visitors from parking inappropriately. We carried out a number of specific improvements aimed at reducing antisocial behaviour, such as the removal of fencing prone to graffiti and the installation of security lighting.	We will continue to consult with residents each year on how the Community Improvement Budget is used to ensure that the money is spent on items that matter most to residents.
916	Procurement of housing repairs and maintenance gas contracts	01/10/2009	31/03/2010	Housing consulted with tenants and leaseholders in the procurement of new repairs and gas contracts by involving them in each stage of the decision making process. As part of the consultation, they took part in site visits to contractors' reference sites, where they scored aspects of the work completed by each contractor and shadowed operatives in completing repairs and maintenance tasks. Tenants and leaseholders were also involved in deciding how the decision making process would be applied, and had their say in the price/ quality weightings that would be awarded when evaluating bids.	Martin Tolley		Housing	Tenants and Leaseholders involved in the procurement were pleased to play a meaningful role in the process through influencing the scoring and eventually the awarding of the contracts.	Tenants specifically asked for a penalty clause to be added into the contract for non - performance.		We have let four new contracts (three for gas servicing, one for repairs and maintenance) which has led to a combined cost saving of over a million. We have increased the performance and productivity targets within each contracts in order to deliver a better service and increased value for money.	We will monitor each contract to ensure that the contracts are performing to the required standards. As part of this will involve more tenants and leaseholder representatives in our business monitoring meetings to ensure that we keep customers involved in the decision-making processes.
917	Review of estate services cleaning standard scoring	01/10/2009	26/02/2010	The housing service recruits volunteer tenants and leaseholders from high and low rise blocks to act as 'block champions' to be involved in monitoring the local housing service and take part in block audits with housing staff. We consulted with 20 block champions from across the city as part of our review of how cleaning would be audits to ensure that residents were happy in the way that we scored the quality of cleaning standards in low and high rise blocks.	Jean Geer	0121 303 2692	Housing	Block champions requested that the top scoring category be changed from excellent to good as they felt that this would be a more realistic approach	Block champions requested that more emphasis should be placed on the overall look and condition of the blocks	Auditing forms should be enhanced so the forms could be used to demonstrate action plans to be used for service improvements.	We have reviewed the auditing forms and scoring categories to reflect the requested changes. We have piloted the new scoring system with block champions from across the city and evaluated the new system with a group of block champions in Ladywood.	The new scoring system and updated policies and procedures will be implemented city-wide in summer 2010. We will introduce more reality checking amongst staff in the local team to ensure that the cleaning standards are being adhered to.

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918	Independent Living service user involvement 2009/10	01/04/2009	31/03/2010	Housing's Independent Living service asks customers to complete a satisfaction survey whenever adaptations are completed. We measure satisfaction with the service to inform decision-making to deliver service improvements. We also ask customers to get involved in regular Service User panel meetings to monitor how the service is performing and gather their views on how we can improve the service that we provide.	Gary Nicholls	0121 303 6802	Housing	Customers told us that some jobs take too long to start after formal approval has been given, and that sometimes, jobs take too long to complete once work has started	Customers also said that we should fit extractor fans when we fit level access showers as standard, to reduce later problems with mould and damp	Step lifts beyond economic repair should be replaced faster to reduce inconvenience	Response rates for customer satisfaction surveys have historically been low. To improve this, we have started to introduce customer satisfaction surveys as soon as work has been completed. We have introduced the fitting of extractor fans as standard whenever level access showers are fitted. We have started a programme to replace old, obsolete step lifts.	We will continue to measure customer satisfaction, publish the results and use the feedback received to demonstrate improvements the service. We also need to engage our contractors more effectively when analysing customer feedback, to ensure continued service improvement
921	Constituency Tenant Groups 2009/10	01/04/2009	31/03/2010	There are 10 Constituency Tenant Groups (CTG) across the city. Each is formed of residents from the constituency who meet once a month to have their say in how to improve the housing service in their area. CTGs help to: Monitor the performance of housing services against agreed targets. Negotiate with the council about how homes are managed in the area, and the services that the council provide, such as managing rent accounts, repairs and other 'Landlord Services' Decide how tenants should be involved in the constituency by producing a Constituency Tenant Involvement Agreement each year.	Lindsey Jones	0121 303 9468	Housing	Groups made significant contributions to the two major housing consultations that took place during the year; the revision of the tenants and repairs handbooks and also the review of the Conditions of Tenancy.	Edgbaston CTG worked with the Voids focus group, contributing to the frequently asked questions for compensation claims.	Ladywood CTG worked with the housing's Independent Living service to explore how the services provided by the team can be promoted to elderly and disabled residents within the community.	Outcomes from these consultation exercises, such as the amendments to the Conditions of Tenancy and the frequently asked questions have been used to inform the development of these documents. We have published the revised conditions of Tenancy and will be publishing the Tenant's and Repairs handbooks later in the year.	Constituency Tenant Groups will continue to meet regularly during 2010/11 to review the housing services in their constituency, according to the actions within their Constituency Tenant Involvement Agreements. Some of the projects identified for the current year include: Increasing the engagement of young people - several CTGs have identified that young people are under represented in their constituencies. Ladywood CTG have identified a future project looking at Birmingham Home Choice and want to be involved in the future evaluation of the programme.
922	Housing Plan Review	16/11/2009	31/03/2010	The Housing Plan is the City Housing Partnership's joint statement of the priorities and actions for the housing sector that will contribute to achieving Be Birmingham's five strategic outcomes for the city. The plan was reviewed in consultation with around 400 people; including representatives from organisations and partners responsible for delivering the plan and local residents (including the Housing Forward Planning group) to ensure that the targets and milestones within the plan were clear and still relevant.	Lindsey Jones	0121 303 9468	Housing	Consultation identified a need to amend and add detail relating to projects to tackle worklessness through the Birmingham Midland Housing Trust (BMHT) apprenticeships and climate change issues	Those consulted recognised the achievements we have made over the past 18 months since the plan was originally written, and suggested that we maintain an audit trail to record achievements against each action	Some actions required new targets and milestones to ensure that they are delivered on time. Other actions were identified as no longer a priority.	We have updated the Housing Plan to ensure that relevant suggestions were included in the new document We updated the status of all actions within the plan, and added new targets to make actions easier to track We've produced an audit trail to ensure that we keep a record of how we have achieved each action	We will write a new Housing Plan in 2011 and will involve partners and local residents in the development process.

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923	Consultation with Tenants in the Private Rented Sector 2009/10	01/04/2009	31/03/2010	Housing's Private Rented Services section consulted with tenants via the Tenants Forum. The Forum meet several times during the year to gain a deeper insight into current issues affecting tenants that rent in the private sector in order to inform the service provided.	Steve Bentley		Housing	Some tenants reported difficulty in contacting the service by telephone, due to telephone lines being busy.	Tenants also reported frustrations with the service that they have received from us; some felt that we don't go far enough to help them deal with issues with their tenancy or landlord (due to our limited legal powers)	Tenants told us about problems that they had with their tenancies; such as landlords that would not do repairs and problems with their tenancy agreements	We recognised that there were problems with capacity on our telephone lines. Our telephone calls are now handled by 'Customer First', the council's contact centre. We have introduced service standards which explain the level of service and quality of service that tenants can expect to receive from us. We hope that this will explain that the actions we take are limited to powers granted by legislation.	We need to develop the ways in which we consult so that we can speak to more tenants. We will produce a newsletter or series of leaflets to promote our service and explain the services that we can provide. We want to encourage landlords to become accredited through a 'kite mark' scheme that is currently being developed. This will recognise landlords for the quality and management of their properties.
988	Capital Security and Environmental Spend 2009/10	01/04/2009	31/03/2010	The Capital Security and Environmental Budget is a proportion of money which has been taken from the housing department's capital spend for the year. The projects undertaken with money from this budget will include works that compliment any work carried out under the decent homes scheme. District teams from across the city work with tenants to identify suitable projects. Tenants and Leaseholders are invited to give their preference to different projects by completing questionnaires, attending meetings and face to face by home visits or individual conversations by phone.	Paulette L James	0121 675 5998	Housing	Create gardens and improve the existing layout of gardens and create communal seating areas.	Improve the appearance of the environment and communal areas with garden maintenance by cutting back and removing overgrown shrubs and hedges.	Upgrade communal areas to improve the appearance of tower blocks and improve security and reduce antisocial behaviour, by improving security lighting and sealing off immediate access to tower blocks.	Several of the suggestions for improving gardens and surrounding area across the city have been successfully completed. These included the provision of additional car parking spaces. Improvements made to the external appearance of blocks included resurfacing of paths, planting of young trees and providing or improving fencing within estates. We implemented several suggestions for improvements to communal areas to improve the aesthetics of the block and surrounding areas. We also carried out internal improvements, such as painting and fitting new carpets and flooring.	We will continue to consult with residents each year on how the capital and environmental budgets are used to ensure that the money is spent on items that compliment the work carried out under the decent homes scheme and on items that matter most to residents.
992	South Lozells Regeneration 2009/10	01/04/2009	31/03/2010	Following extensive consultation with residents in 2008/9, the housing service wanted to ensure that all residents and stakeholders in South Lozells were aware of, and able to contribute to plans for the ongoing regeneration in the area. In 2009/10 we consulted with residents in the area about new housing and the uses of vacant land in the area and the use of new eco-technologies to produce green energy.	Adrian Jones	0121 303 2840	Housing	90% of survey respondents wanted new housing and an improved environment for the area	There was a demand for larger family homes	Most respondents were in favour of the installation of eco-technologies in homes within the area.	We have completed environmental works to improve 133 homes and carried out eco-refurbishment works to blocks of properties in the area. We have brought empty four bedroom properties back into use.	We need to identify sites for new housing and community gardening schemes requested by residents and obtain any necessary planning permissions.
994	Malthouse Gardens Regeneration - Lozells	01/03/2009	30/04/2009	Through a residents survey and house visits completed in March and April 2009, we asked residents of Malthouse Gardens for their opinions on the security and environmental work that is proposed for the area.	Adrian Jones	0121 303 2840	Housing	Residents wanted to keep the existing housing in the area	Residents raised issues of security and antisocial behaviour that needed to be addressed	Residents wanted environmental improvements in the area	We have completed environmental and security works to improve the quality and appearance of 66 homes and the surrounding area.	We will monitor the success of the regeneration in 2010/11 by completing a customer satisfaction survey with residents affected by the completed works.

ID	Title	Start Date	End Date	Overview	Contact Name	Contact number	Lead Organisation	Key Finding 1	Key Finding 2	Key Finding 3	What Happened	Next Step
995	Newtown Regeneration	02/12/2009	31/03/2010	Through a newsletter, open event and a series of residents' surveys, the housing service wanted to ensure that local residents were aware of the proposed phased housing development in the area. Local residents were invited to comment on the proposals and raise any issues or questions that they had about the development.	Adrian Jones	0121 303 2840	Housing	Respondents welcomed the opportunity to become involved in shaping the development	Generally, residents were in support of the redevelopment and were in agreement with the proposals.		We have secured funding from Birmingham City Council and Urban Living to carry out improvement works.	Improvement and redevelopment works will commence in November 2010 and are due to be completed by December 2011.
997	Newtown Regeneration: Manton & Reynolds high rise blocks	01/01/2009	31/03/2010	The housing service asked residents of Newtown for their views on the planned refurbishment an installation of a combined heat and power system for two tower blocks in the area. Residents from the two tower blocks were invited to attend an open event to gain more information about the proposals and invited to give their feedback both during and after the event. The open event was followed up by a newsletter and survey.	Adrian Jones	0121 303 2840	Housing	Residents asked for: Environmental works to improve the appearance of the blocks and surrounding area	Completing improvement works to bring the blocks up to the Decent Homes Standard	Affordable energy and power supply for the blocks	We have secured funding from Birmingham City Council and Urban Living to carry out improvement works.	Refurbishment works are due to commence in October 2010.
998	Building new homes in Newtown	01/04/2009	14/10/2009	We consulted with residents in Newtown to understand their preferences for the design of new homes in the area and the layout of the new housing development. Residents were provided information about the proposals by newsletter and were asked to give their views either by attending an open event or completing a survey. We also invited residents to provide their comments by video and held meetings with a group of local residents who formed the Newtown Design and Quality Review Group. We also arranged a tour of local exemplar housing developments.	Adrian Jones	0121 303 2840	Housing	Feedback from the Design and Quality Review group recommended that: The plans should contain a diverse mix of house types and should include homes of mix of tenures.	Residential units should be sustainable (level 4) and have good space standards.	There should be a well designed layout for individual homes and the overall development.	We have drawn up plans for the development. These have been based on the ideas and suggestions made by local residents where it has been practicable to do so.	We need to build the dwellings as planned and provide a show home so that we can obtain resident feedback on the design that they have contributed to.
999	Birchfield Regeneration	01/09/2009	01/03/2010	Through a series of residents' and neighbourhood management meetings, the housing service sought the views of local residents on the proposed clearance and redevelopment of the Birchfield area of Perry Barr, between September 2009 and March 2010.	Adrian Jones	0121 303 2840	Housing	Residents identified that there was a need to: Redevelop or replace the run-down tower blocks	Ensure that the development meets the Decent Homes standard	Improve security for homes in the area	Feedback from residents was incorporated into a plan for the area, which included demolition of the tower blocks and increased security for dwellings. Demolition of the tower blocks commenced in early 2010 and we are currently carrying out improvement and security works to surrounding properties.	Our next step is to develop new housing on the site that was once occupied by the tower blocks. We will continue to consult and provide feedback to residents.

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1000	Black Cat site redevelopment, Lozells	01/04/2009	01/05/2009	In April 2009, the housing services consulted with local residents, businesses and community/ faith groups in order to understand local people's views on the proposed demolition of the Black Cat building on Villa Road in Lozells and the possible wider regeneration of the site and surrounding area.	Adrian Jones	0121 303 2840	Housing	Local people were generally in support of the demolition of the Black Cat site	However, here was no general agreement for further demolition to enable redevelopment of the wider site and surrounding area		In 2010, we cleared the Black Cat building and secured the cleared site for improvement works.	We need to continue to work with residents to identify and agree an alternative scheme for the development of the wider site surrounding the Black Cat site.
980	United Streets of Birmingham Public Consultation	02/11/2009	06/11/2009	The event was badged to the Home Office 'Not in My Neighbourhood Week' campaign and consisted of a one day City Centre event and several local events which were delivered throughout that week. The overall aims of the consultation were to present an open and transparent approach to our work, seek the views of the citizens, workers and visitors in Birmingham in relation to community safety issues, inform the 'We Asked, We Said, We Did' communications campaign.	Nicki Eames	0121 464 9334	Partnership: Safer Birmingham Partnership	77.3% of respondents visiting or working in Birmingham think the city is fairly/completely safe	The top three biggest issues for Birmingham in terms of community safety or crime were robbery/muggings, more police on the beat, knife crime	Overall in Birmingham 38.7% of respondents that were residents felt completely/very safe in their neighbourhood during the day, 37.2% felt fairly safe whereas 8.3% felt completely/very unsafe and 9.1% felt fairly unsafe	We increased awareness and usage of the Immobilise Website. Five community payback schemes were nominated across the City. Many of the survey issues raised have been incorporated into Local Area Community Safety Delivery Plans.	Lessons learnt will inform the delivery for 2010.
573	Customer Satisfaction Survey of a sample of Housing Benefit and Council Tax Benefit claimants	21/05/2009	20/07/2009	The Benefit Service completes a 3 yearly customer satisfaction survey in order to identify both areas of good service but also importantly, areas of service that customers would like us to improve. The 2009 survey commenced in May 2009 with 2000 randomly selected benefits' customers receiving a questionnaire through their letter box asking for their comments on all services. The questionnaire covers satisfaction with visits to offices, telephone service, helpfulness of staff, letters and forms and the speed of service.	Julie Shanahan	303 3583	Resources	There were significant improvements in satisfaction across all areas but in particular the telephone service.	Decrease in the numbers of customers expressing dissatisfaction with the service available	A sizeable minority of customers still experience difficulty with our communications and information	The findings have been analysed and fed back to the Senior Management team of the Benefit Service. Although the overall picture shows an increase in the levels of satisfaction and a decrease in dissatisfaction we need to look at the highlighted areas of the service for improvement.	An action plan has been drawn up to cover the highlighted areas of dissatisfaction.
580	Customer Satisfaction Questionnaire to suppliers tendering for BCC contracts	01/04/2009	19/06/2009	Questionnaires were sent out to suppliers tendering for BCC contracts following the procurement procedures. The aim was to gauge if the process was easy to follow, if the timescales laid down were appropriate and how easy or difficult the appropriate forms were to complete.	Maureen Griffiths	0121 303 0025	Resources	89% of completed questionnaires stated that they thought the ease of completing documents was either satisfactory or even better than previously used forms.	100% found that the instructions for returning the documentation was satisfactory	All felt the time allowed for completing and returning documentation was satisfactory or better and that we compared favourably with other authorities	The tendering documentation has been made as simple as possible and the copying and storing of documents has been kept to a minimum.	Ongoing evaluation - a questionnaire will be sent out to everyone involved in the tendering process.

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824	Benefit Service consultation with Supporting People Citizens Panel	06/07/2009	22/09/2009	Revenues and Benefits Service wished to consult with a wide variety of citizens throughout the city in order to determine what barriers that had found when accessing our service and any recommendations that could be made to improve services further. As a result we attended a meeting of the Supporting People Panel on 6th July 2009. The panel members were able to provide examples of difficulties they have faced when using the service and were able to provide suggestions on how to improve access for all citizens.	Julie Shanahan	303 3583	Resources	Our claim forms were considered not to be user friendly	The method of communication we use to inform our customers is not suitable for all users	The time given to provide further information was not flexible	Our claim form has been amended to include an area where the preferred method of contact can be selected. Officers are now encouraged to telephone customers for further information rather than sending out a letter. We have reviewed the way we contact our visually impaired customers.	We are undertaking a review of all our letters to ensure that they are fit for purpose. We have reviewed the explanations printed on our notification letters and have adapted it to a more user friendly format. We are hoping to deliver this in the near future. WE are currently reviewing the use of personal alerts on computer records to ensure that the appropriate method of communication is used for each individual customer.
825	Revenues and Benefits consultation with the Older Peoples Reference Group	22/09/2009	22/09/2009	Revenues and Benefits Service attended a public meeting of older people in order to advise them of the work that we do and to determine what barriers, if any, they had experienced when trying to access our services. A presentation was given to the group detailing what work the Revenues and Benefits Division perform and how we intend to involve, inform and consult with citizens in order to improve our services both now and in the future. Comments and questions were invited from the group following the presentation.	Julie Shanahan	303 3583	Resources	It was felt that the benefit claim form was too big and not user friendly	The claim form was considered not user friendly for dyslexia sufferers	Support groups have difficulty phoning Revenues and Benefits on behalf of their clients	We performed a review of the claim form by comparing this with other local authorities. With legislation restrictions placed on what information is needed it appeared that our claim form compared favourably. We have therefore promoted the alternative use of electronic claims completed by telephone operators or advisers at the Neighbourhood office in order to give customers an alternative option to the paper claim. Enquiries regarding customers with dyslexia indicated that there was no generic colour suitable for all. We have therefore not changed the current format.	We are currently investigating the option of allowing further access to customer information for support groups. This has to be in line with Data Protection Principles. Outcomes of consultation to be fed back to the group on 20 May 2010