

Divisions Affected - All

PERFORMANCE AND CORPORATE SERVICES OVERVIEW AND SCRUTINY COMMITTEE

17 JANUARY 2022

CONSULTATION AND ENGAGEMENT STRATEGY 2022 - 2025

Report by Corporate Director Customers, Organisational Development and Resources

RECOMMENDATION

The Committee is RECOMMENDED to

- a) consider the contents of the draft strategy and provide feedback to the Cabinet lead member for corporate services, the corporate director for customers organisational development and resources and supporting officers; and
- b) endorse the content of the strategy.

Executive summary

1. The purpose of this report is to provide an overview of the draft consultation and engagement strategy 2022 - 2025, which will be considered at Cabinet on 15 February 2022.

Aims and approach of the strategy

2. The strategy sets out a new approach to consultation and engagement at Oxfordshire County Council, putting residents at the heart of decision-making to support strong active and inclusive communities.
3. It has two key aims:
 - a) To engage with and listen to residents and other partners in a more active and inclusive way. This includes listening to what residents value most, involving them in conversations about the things that affect them, and then using that feedback to help shape or improve services.
 - b) To widen the council's reach so that we listen to diverse communities and audiences. This includes those whose voices are seldom heard, such as young people and the digitally excluded.

4. To achieve these twin aims, a range of ways will be provided for residents to have their say, across multiple channels, both on and offline. This will include using new methodologies and being more proactive – so going to the places where we can reach residents and stakeholders, rather than expecting them to come to us.
5. The strategy also outlines the guiding principles for participation in all consultation or engagement activities and seeks to build on good practice both within the council and outside.

Implementation and monitoring progress

6. A detailed action plan, with clear targets and measures, has been developed to ensure that progress is on track and there is a continued commitment to two-way engagement with residents. The action plan covers the period to the end of 2022/23 and will be updated on an annual basis.
7. A summary of the key actions for 2022/23 is set out at the end of the strategy document. This focuses on building the right foundations, enabling two-way conversations, expanding the council's reach and being inclusive.

Financial Implications

There are no immediate financial implications arising from this strategy.

Prem Salhan
Interim Finance Business Partner – CODR & CDAI

Legal Implications

The strategy does not raise any legal implications.

CLAIRE TAYLOR, Corporate Director, Customers, Organisational Development and Resources

Annexes: Consultation and engagement strategy 2022 – 2025
 Consultation and engagement strategy action plan 2022/23

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