

| Date | Action | Content | Status | Owner |
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| 1. Building the foundations | | | | |
| A new digital consultation and engagement platform | | | | |
| By January 2022 | Embed best practice template in the Let's Talk platform to reinforce good practice | Create a standard project template in Let's Talk for all users to build upon that incorporates minimum standards | In progress | Engagement and consultation team |
| By March 2022 | Develop protocols and best practice standards for Let's talk Oxfordshire | Develop and roll-out new protocols and best practice standards for Let's talk Oxfordshire including, use of plain English, proper use of images, alternative formats, privacy statement, data governance information, demographics, you said, we did etc. | In progress | Engagement and consultation team |
| By March 2022 | Introduce a You said, we did section to Let's Talk Oxfordshire | Introduce a new 'You said, we did' section to Let's talk Oxfordshire where findings and outcomes are published ensuring all service areas populate this routinely - embedded into common practice by the end of year one. | To be started | Engagement and consultation team |
| July 2021 - end of 2022/23 | Deliver a minimum of 400 engagement and consultation opportunities on the Let's Talk Oxfordshire platform | Support delivery of the forward plan to deliver target of 400 engagement and consultation opportunities on Let's Talk Oxfordshire | In progress | Engagement and consultation team |
| July 2021 - end of 2022/23 | New registrations on Let's Talk Oxfordshire | Register 15,000 new users to Let's Talk Oxfordshire | In progress | Engagement and consultation team |
| July 2021 - end of 2022/23 | Engagement with Let's Talk Oxfordshire | Ensure all projects supported by corporate team achieve 10% engagement (conversation rate calculated using project page views on Let's Talk Oxfordshire to actual participation in the consultation/engagement opportunity) | In progress | Engagement and consultation team |
| End of 2022/23 | Expanding the use of digital engagement tools | Ensure at least 10 per cent of projects on Let's Talk Oxfordshire use at least one of the new engagement tools the platform offers in year one (maps, ideas board, forum, stories, guest book, questions, news feed, quick polls) | In progress | Engagement and consultation team |
| A refresh of the council's best practice consultation and engagement guidance | | | | |
| By spring 2022 | Develop council-wide annual engagement and consultation forward plan | <ol style="list-style-type: none"> 1. As part of the council's annual planning process, identify key priorities that require consultation and engagement 2. Work with established Let's Talk Oxfordshire users and other past clients to develop a forward plan of activity, that will be predominantly service area led 3. Include six monthly item on DLTs and targeted content in Managers Briefing , to identify new activities that are not already on the forward plan 4. Use daily comms grid to capture key milestones for consultation and engagement activity 5. Use marketing and engagement service quarterly report to update progress on forward plan and progress against targets. | In progress | Head of communications, marketing and engagement Engagement and consultation team |
| By March 2022 | Create a refreshed consultation and engagement guidance document and update any internal and external web content | Deliver a refreshed online consultation and engagement guidance document and update any webpages by end of March 2022, including best practice advice on effectively including young people, the seldom heard and digitally excluded people. | In progress | Engagement and consultation team |

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| By March 2022 | New online consultation and engagement toolkit | 1. Overhaul existing online engagement and consultation toolkit to include up to date best practice advice and guidance and information. Include new protocols and flowchart, support on using the Let's Talk, how to consult and engage young people, the seldom heard and digital excluded people 2. Widely promote toolkit, use it as the basis for training and Insite news headlines. | In progress | Engagement and consultation team |
| By March 2022 | Maximise the value of council professionals to support effective consultation and engagement | 1. Create a network of staff across service areas with key responsibilities for engagement and consultation. 2. Work collaboratively across communications, strategy and insight to support key service area led strategic consultations and engagement activities by providing specialist advice, data and behavioural insights, quality co-ordination and oversight, timely and effective campaign or publicity activity and effective data analysis and reporting, supporting a minimum of six exercises during 2022/23. | In progress | Engagement and consultation team |
| Early 2022 | Establish project mandate and new workflow protocol for all consultation and engagement | 1. Consistently roll-out project request form and complete corresponding project mandate for all consultation and engagement activities before any work is started 2. Develop and roll-out a new workflow protocol for all consultation and engagement activities as part of planning process 3. Ensure all consultation and engagement activities supported by corporate team have an accompanying communications and engagement plan, developed in partnership with other areas of the service. | In progress | Engagement and consultation team |
| March 2022 | Lightening talks and 10 minute takeovers | Pilot using Lightening Talks or 10 minute takeovers (eg in team meetings) to share best practice information about engagement, consultation and Let's Talk Oxfordshire. | Not yet started | Engagement and consultation |
| Training and support | | | | |
| By March 2022 | Build and roll-out in-engagement and consultation training offer | Develop an in-house training offer, based on best practice advice as set out in our toolkit. Target staff network initially, and to rollout to service areas that engage and consult regularly at a later point. | Not yet started | Engagement and consultation Team |
| By March 2022 | Let's Talk Oxfordshire - in-house training offer | Develop and deliver 4 x training sessions per year, with the first set of training delivered in March to coincide with rollout of new protocols and best practice standards for Let's Talk Oxfordshire. | Not yet started | Engagement and consultation Team |
| 2. Two-way conversations, expanding our reach and being inclusive | | | | |
| Oxfordshire Conversations | | | | |
| From spring 2022 | Deliver three themed Oxfordshire Conversations that will offer opportunities for residents to hear from and ask questions of members of the Cabinet. | Set of three themed Oxfordshire conversation events (blend of multiple in-person and online engagement activities), including outreach activities to ensure the inclusion of seldom heard groups and those who are digitally excluded. | Not yet started | Engagement and consultation team |
| New methodologies and tools | | | | |

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| Jan - Dec 2022 | Introduce a wider set of tools that will facilitate a shift away from a 'transmit' approach to consultation to having a two-way dialogue | Trial at least one of the new methodologies listed in the strategy in year one, according to business need Peer research Appreciative inquiry Specially recruited deliberate panel Co-production (outside of HESC) | Not yet started | Engagement and consultation team |
| By the end of 2022/23 | Introduce a wider set of tools that will facilitate a shift away from a 'transmit' approach to consultation to having a two-way dialogue | Ensure at least 10 per cent of projects on Let's Talk Oxfordshire use at least one of the new engagement tools the platform offers by the end of 2022/23. | Not yet started | Engagement and consultation team |
| Building our online audiences | | | | |
| From October 2021 | Review and map our existing networks and community groups and establish a single GDPR-compliant stakeholder database | Use the registration function of Let's Talk Oxfordshire platform where appropriate, to support audience growth, integrating with our newsletter platform. | In progress | Marketing and campaigns team |
| From January 2022 | Establish a digital newsletter highlighting consultation and engagement opportunities | Working with the marketing and campaigns team to produce a regular e-newsletter to go out to registered users of Let's Talk and those who expressed an interest in consultation opportunities via other GDPR compliant channels. | In progress | Marketing and campaigns manager and engagement and consultation team |
| Partnership working and inclusivity | | | | |
| From January 2022 | To use partnership networks, including the voluntary sector, even more effectively to make engagement more accessible for target audiences, including seldom heard groups and digitally excluded. | For each consultation and engagement activity supported by the corporate team, we will build on existing partnerships and networks to expand our channel offer and our audience reach and develop effective collaborations | In progress | Engagement and consultation team |
| From January 2022 | Work closely with town and parish councils, as well as our councillor networks, to enhance hyper-local engagement, particularly with those harder to reach. | For consultation and engagement activities affecting areas at a town or parish level, we will ensure they are notified and information shared in advance as appropriate, so that they are able to engage with local communities and share insight. This will make engagement more accessible for local people. | In progress | Engagement and consultation team |
| From January 2022 | Supporting equal access and inclusion in our consultation and engagement practice through effective planning. | Starting with key service area led strategic consultations, have clear communications and engagement plans for exercises, which take account of insight and understanding about audience groups, including how communities self-define, those with protected characteristics and those who may be digitally excluded. | In progress | Engagement and consultation team |
| From January 2022 | Work with customer services to support customer requests for the provision of materials in alternative formats | Braille, Easy Read, interpretation or translation services . | In progress | Engagement and consultation team |
| From January 2022 | Work with libraries to provide and promote engagement and consultation opportunities to digitally excluded | Provide posters, hard copy materials and instructions for library staff to help promote key consultations supported by corporate team and strategic programmes team. | In progress | Engagement and consultation team |
| December 2022 | Review Oxfordshire Compact consultation and policy code. | Review and agree the code as part of coproducing a new voluntary and community sector strategy. | In progress | Head of strategy and engagement and consultation team |
| Listening to the voices of young people | | | | |
| From spring 2022 | Deliver three sounding board events to provide deep dive opportunities for children and young people on themed issues identified by the council. | Full or half-day sounding board events (in-person or online depending on COVID restrictions), including outreach activities to ensure the inclusion of seldom heard groups and those who are digitally excluded | Not yet started | Engagement and consultation team |

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| From January 2022 | Widen the reach of young people engaged and increase the overall diversity of children and young people involved in Voice of Oxfordshire's Youth (VOXY). | <ol style="list-style-type: none"> 1. Work across CSI to develop a bitesize profile of children and young people in Oxfordshire to better understand our audience and engagement preferences. 2. Build even stronger relationships with CiCC, youth offer, service areas, school councils, partners and the voluntary sector to reach more children and young people. | Not yet started | Data insight team Engagement and consultation team |
| From Spring 2021 | Creating a virtual youth opportunities network on Let's Talk Oxfordshire | <ol style="list-style-type: none"> 1. Create a VOXY hub on Let's Talk Oxfordshire, including links across to Oxme.info and activitiesoxfordshire.info 2. Pilot use of VOXY hub to tailor high profile consultations with specific content aimed at young people - start with SEND consultation 3. Utilising Let's Talk Oxfordshire digital engagement tools to capture feedback to support Sounding Boards | Not yet started | Engagement and consultation team |