

**Be Heard**

**PUBLIC ANNUAL STATEMENT OF CONSULTATION**

**You make the difference**

From Listening to Learning...to Action

## **Annual Statement of Consultation**

**01/04/2010 - 31/03/2011**

what you have told us  
and what we have done

<b>GRAND TOTAL OF CONSULTATIONS:</b>	<b>146</b>
<b>Date:</b>	<b>01/04/2010 - 31/03/2011</b>
<b>Report Produced By:</b>	<b>System Administrator - 000000</b>

# The Birmingham Be Heard Consultation Database

This Annual Statement of consultation has been produced from the information held on the Be Heard consultation database.

Be Heard holds information on hundreds of consultations - past, present and future – helping local people to identify which consultations are happening, when and where they are happening, and how to take part.

This report outlines what local people have told us and what we have done or will do as a result of what we were told.

You can also sign up to consultation alerts at <https://www.birminghambeheard.org.uk/alerts>. These tell you:

- when new consultations have been posted and who to contact for more information on getting involved
- results of past consultations
- what we've done in response to what you told us.

If you don't have Internet access at home or work, please visit your local library, which offer free Internet access.

Visit the **Birmingham Be Heard Consultation Database** today at <https://www.birminghambeheard.org.uk>

The screenshot shows the Birmingham Be Heard website. At the top, there is a blue banner with the text "Be Heard" in a white arrow and "You make the difference" on the right. Below the banner, there are four navigation buttons: "Home" (blue), "Help" (orange), "Search" (green), and "Have your say" (purple). The main content area features a "Welcome to Be Heard" message with a photo of a city street and text explaining the site's purpose. To the right, there is a sidebar with the Birmingham City Council logo and two sections: "Enjoy a high quality of life:" with text about cultural events, and "Our aids and adaptations service last year helped 9,000 people live independently in their homes for longer". Below the navigation buttons, there is a "Keyword Search" box with a "Find" button. To the right of the search box are four icons: "Search" (magnifying glass), "Calendar" (calendar), "Consultation alert sign-up" (envelope), and "Have your say" (speech bubble). Below these icons is an "RSS Feed" section with a link to "What is a RSS feed?". At the bottom, there is an "Other Languages" section with links for "ਪੰਜਾਬੀ", "عربي", "বাংলা", "اردو", and "Somali".

## From Listening to Learning...to Action

We regularly ask Birmingham people for their views and opinions. This report is a summary of those views and opinions and how this has influenced what we do.

In this report you can see:

- How we sought local people's views on a wide range of topics and how we responded to them
- How we identified issues that needed further thought or action
- How your views helped shape bigger plans, like the framework for Equality, Diversity and Community Cohesion in Birmingham, as well as service plans.

All of the consultations mentioned in this statement can be found on [Be Heard](#).

## Why we ask people about their views

Birmingham 2026 is the city's [Sustainable Community Strategy](#) – a shared vision for the future of our city. The overarching aim of this strategy is for all Birmingham's people to **enjoy a high quality of life**. All of our consultation activity is geared towards achieving this.

This overarching aim is supported by:

- **succeed economically** – benefiting from education, training, jobs and investment
- **stay safe in a clean, green city** – living in safe and clean neighbourhoods
- **be healthy** – enjoying long and healthy lives
- **make a contribution** – valuing one another and playing an active part in the community.

The Annual Statement of Consultation is a partnership document that reports the consultation activities of the public sector and the voluntary and community sector in Birmingham. By talking and listening to people's views and opinions we strive to make Birmingham a better place for everyone and to deliver the city's Sustainable Community Strategy.

## **Finding out more**

For more information you can visit Be Heard at [www.birminghambeheard.org.uk](http://www.birminghambeheard.org.uk)

The reference numbers throughout this report refer to the reference numbers on Be Heard. These link directly to the database helping you find specific consultations more easily.

## **Getting Involved**

There are lots of opportunities where you can get involved and make a difference. Visit the Be Involved website at [www.birminghambeinvolved.org.uk](http://www.birminghambeinvolved.org.uk)

## **For further information, or to tell us what you think of this document**

Telephone (0121) 675 4476 or email [BeHeard@birmingham.gov.uk](mailto:BeHeard@birmingham.gov.uk)

Lead Organisation: Birmingham City Council - Adults and Communities

Total No. of Consultations: 1

<b>Con ID</b>	<a href="#">1.120</a>		
<b>Title</b>	A Vision for Adult Social Care in Birmingham		
<b>Overview</b>	<p>Consultation with people and organisations about our proposals to</p> <ol style="list-style-type: none"> <li>1. decide how to allocate the funding to individuals to meet their adult social care needs (known as the Resource Allocation System);</li> <li>2. meet the Council's savings challenge, to deliver adult social care services in the future with a reduced budget;</li> <li>3. use less public money to fund services for those adults who have the highest social care needs;</li> <li>4. develop ways to improve voluntary, community and other support to help meet the needs of other vulnerable people.</li> </ol>		
<b>Contact name</b>	Social Care Vision Consultation - 0121 303 4044	<b>Date</b>	02/12/2010 - 02/03/2011
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Children Young People and Families

<b>Total No. of Consultations:</b>	<b>10</b>
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<b>Con ID</b>	<a href="#"><u>827</u></a>		
<b>Title</b>	Voice is Power - Educational Pressures 2010		
<b>Overview</b>	Voice is Power - Educational Pressures 2010 survey aims to identify key educational pressures faced by young people 13-18 (up to 25 if they have a disability across the city). Through using social mediums and e-technology young people can participate in a on-line survey giving them the opportunity to voice what they deem to be the educational pressures they face on throughout their learning journey. The results of this survey will inform and identify the need for further exploration of what educational pressures young people face and how the City can address these.		
<b>Contact name</b>	Kathleen Shaw - 0121 675 7552	<b>Date</b>	07/05/2010 - 31/07/2010
<b>Key findings 1</b>	The research identified three main areas where young people felt the most pressure. These were teacher pressure, exam pressure and course work.		
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>	Voice is Power, Educational Pressures Campaign Group shared their findings at September 2010 Children & Education Scrutiny Committee Meeting. A copy of the report and DVD was presented to Tim Loughton (Parliamentary Under Secretary for Children and Family) when UKYP Executive members attended the House of Commons in October 2010.		
<b>Next Steps</b>	It was agreed to share this report and DVD with both Secondary and Primary Head Teachers Forum.		

Lead Organisation: Birmingham City Council - Children Young People and Families

<b>Con ID</b>	<a href="#">944</a>		
<b>Title</b>	Refurbishment of the Youth Wing at Falcon Lodge Community Centre		
<b>Overview</b>	The aim was to involve young people in the redesign of the Youth Wing at Falcon Lodge Community Centre. The key objective was for them to submit an application for funding from the Youth Capital Fund to pay for the construction works. The consultation was carried out through a series of meetings/focus groups held at the centre involving young people and City Council Officers. A core group of 6 young people were involved throughout, but numbers involved in the consultation varied at different times through the project at a maximum of 30.		
<b>Contact name</b>	Linda Kelly and Theresa Tammam - 0121 675 5791	<b>Date</b>	15/12/2008 - 20/08/2010
<b>Key findings 1</b>	The children and young people wanted a larger Youth Wing at the Community Centre		
<b>Key findings 2</b>	The children and young people wanted a larger games room and the Youth Workers needed a more secure office		
<b>Key findings 3</b>	Children and Young People chose the decoration scheme for the interior of the new wing and got the opportunity to witness and observe the refurbishment/rebuilding works being carried out to their specifications.		
<b>What we did</b>	The children and young people now have a much improved environment to meet and enjoy their activities. They feel a sense of ownership as a result of their involvement in the design and their contribution to the cosmetic decoration. The improved configuration and layout of the building as enabled the Youth Workers to develop their programme of activities.		
<b>Next Steps</b>	Continue to develop the activity programmes and making sure that the building works harder.		

Lead Organisation: Birmingham City Council - Children Young People and Families

<b>Con ID</b>	<a href="#">1.011</a>		
<b>Title</b>	Children's Rights and Engagement Service G2K10 :Consulting with children in care		
<b>Overview</b>	Children's Rights and Engagement Service ran a one day fun and consultation event called G2K10 for children in care in Birmingham and careleavers. This was at their base in Handsworth. They consulted about services with an emphasis on health. The newly created Children In Care Council (CICC) oversaw the day. Children's views will be analysed and fed back to professionals and carers as well as young people themselves.		
<b>Contact name</b>	Maureen Oakley - 0121 303 7217	<b>Date</b>	27/07/2010 - 24/11/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Children Young People and Families

<b>Con ID</b>	<a href="#">1.017</a>	
<b>Title</b>	Participation & Engagement Unit - My World at Calthorpe Special School	
<b>Overview</b>	The Participation Team together with Calthorpe Special School co-ordinated a series of art based workshops with pupils. The purpose of the workshops were to consult with children on issues concerning bullying using art as the creative consultation method.	
<b>Contact name</b>	Gayle Plant - 0121 675 7552	<b>Date</b>   14/09/2010 - 19/11/2010
<b>Key findings 1</b>	Young disabled people had the opportunity to express through art work their personal accounts of bullying behaviour.	
<b>Key findings 2</b>	Young people were able to share how they dealt with bullying and how they were able to overcome these experiences.	
<b>Key findings 3</b>	Young people were able to raise awareness of bullying through this piece of work.	
<b>What we did</b>	Young disabled people's art exhibition was displayed at Calthorpe Special School raising awareness of issues of bullying.	
<b>Next Steps</b>	To follow similar examples of work for such projects in the future.	

Lead Organisation: Birmingham City Council - Children Young People and Families

<b>Con ID</b>	<a href="#">1.027</a>		
<b>Title</b>	Children's Rights, Participation & Engagement Unit - Judging Young Poet Laureate		
<b>Overview</b>	Young people in care attended a live performance from young poet laureate candidates and judged them on their delivery and written work in order to choose one winner from the 11 short listed. The winner became Birmingham's Young Poet Laureate 2010.		
<b>Contact name</b>	Richard E Taylor - 0121 3037217	<b>Date</b>	31/08/2010 - 22/10/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Children Young People and Families

<b>Con ID</b>	<a href="#">1.139</a>
<b>Title</b>	Brighter Futures Wellbeing Survey (0-18yrs), 2009-10
<b>Overview</b>	<p>Birmingham City Council is working to improve outcomes for children in Birmingham in line with the Children Act 2004 and the related government policy 'Every Child Matters'. In order to design the appropriate supports and services for children the council needs good quality information about the children in the city.</p> <p>Each child aged 7-11yrs in primary school and 12-18yrs in secondary school is asked to fill in a web-based survey. In addition a community based survey is completed on paper by a sample of approximately 500 parents of 0-6yr olds in Birmingham.</p>
<b>Contact name</b>	Amna Choudhary - 0121 464 3491
<b>Date</b>	01/09/2009 - 31/08/2010
<b>Key findings 1</b>	Parents of 1-5yr olds in Birmingham report that their children have significantly poor stomach and skin health (e.g. colic and eczema). However, 73% of 7-11s report they feel fit and well and 84% of 12-18s say they are physically active.
<b>Key findings 2</b>	Fewer 5-6yr olds have conduct disorders, emotional disorders and significant attention & hyperactivity problems compared to the UK averages. However, for 7-11s and 12-18s a larger proportion have conduct, emotion and attention & hyperactivity problems compared to the UK averages.
<b>Key findings 3</b>	95% of parents say they are happy with their role as as a parent, although a quarter of parents surveyed said they feel overwhelmed with the responsibility of being a parent.
<b>What we did</b>	The results of the survey have been shared with the relevent people within children's services. They are being used to direct resources where the need is greatest. Because the survey is done each year, we can check what progress is being made on improving outcomes for children.
<b>Next Steps</b>	<p>The 7-18yr survey will be rolled out again to all schools in the city in September 2010. Schools will be able to participate up until the end of the school year and the results will be available in Aug/Sept 2011.</p> <p>The 0-6yr survey will also be carried out again with another sample of 500 parents from accross the city with data collection starting in April 2011. Results will be available in Aug 2011.</p> <p>The continual use of the well being surveys should enable the monitoring of children's health and development outcomes year by year.</p>

Lead Organisation: Birmingham City Council - Children Young People and Families

<b>Con ID</b>	<a href="#">1.151</a>		
<b>Title</b>	Birmingham Young Inspectors - Connexions Observation Inspection		
<b>Overview</b>	<p>Young Inspectors undertook an Observation inspection of Broad Street Connexions. Inspections were carried out at various times of the day as well as on a Saturday morning using 'Mystery Shopper' technique. The focus of this observation inspection was specific on two key areas; 'Is it clear what the service does?' and 'Is the service accessible?'</p> <p>Young Inspectors is a national initiative funded through NCB Youth 4U. Young Inspectors undertake a comprehensive training course to equip them with the skills, knowledge and understanding to inspect services children and young people access.</p>		
<b>Contact name</b>	Kathleen Shaw - 0121 675 7552	<b>Date</b>	05/05/2010 - 31/08/2010
<b>Key findings 1</b>	The service is accessible; a short walk from Bham City Centre, New Street and Five Ways Station. Young people with disabilities can access the centre independently, the signage is clear and visible from various directions.		
<b>Key findings 2</b>	The office has a range of resources and support for young people seeking support in identifying employment, education and training as well as local opportunities. Staff are friendly and approachable.		
<b>Key findings 3</b>	It is clear from the outside and inside of the building what the service offers.		
<b>What we did</b>	As a result of this consultation recommendations and suggested actions where possible have been addressed. This has included addressing signage enabling alternative languages to be displayed more prominent, refurbishing public service space; new carpets, steam cleaning of furniture etc. Public notices have also been addressed apologising for actions which are not within the constraints of the organisation i.e. no public toilet facilities.		
<b>Next Steps</b>	A six month review meeting will take place with Young Inspectors, members of management and members of youth involvement team to review reports, recommendations and actions.		

Lead Organisation: Birmingham City Council - Children Young People and Families

<b>Con ID</b>	<a href="#">1.153</a>
<b>Title</b>	Junior VIP
<b>Overview</b>	The Participation and Engagement Unit engaged with primary schools across the city with the aim of encouraging children up to the age of 10 to stand for elections as Junior VIP. Children wrote a 2 minute speech detailing; why they should be elected as a Junior VIP, -Why they should represent other children and how as a member of the Junior Youth Parliament they would address the issues that are important to children up to the age of 11 across Birmingham.
<b>Contact name</b>	Kathleen Shaw - 0121 675 7552 <b>Date</b> 01/05/2010 - 07/07/2010
<b>Key findings 1</b>	50 children from across the city under the age of 11 delivered speeches within the Council Chambers.
<b>Key findings 2</b>	48 Primary Schools supported by up to 8 children from schools across the city took part in the event.
<b>Key findings 3</b>	10 children were elected to the Junior Voice is Power (Birmingham's Junior Youth Parliament)
<b>What we did</b>	10 children between the ages of 9-11 have been successfully elected to stand as Junior Voice Is Power elected members.
<b>Next Steps</b>	Junior VIP's will hold a series of meetings to plan ground rules and discuss hopes and fears. They will also outline a program of activities to participate in throughout their term, that will enable children up to the age of 11 to have a clear voice as well as address issues that are relevant to them.

Lead Organisation: Birmingham City Council - Children Young People and Families

<b>Con ID</b>	<a href="#">1.154</a>
<b>Title</b>	Inspection of the Connexions Website and Out of Hours Telephone Service
<b>Overview</b>	The Young Inspectors Programme is a national initiative funded through NCB Youth 4U. Young Inspectors undertake a comprehensive training course to equip them with the skills knowledge and understanding to inspect services that children and young people access. Young Inspectors make recommendations to the service including action points which will ensure participation of children and young people. They have their own voice in the design, delivery and evaluation of the services aimed at them. A review of the service takes place 6 months after initial inspection.
<b>Contact name</b>	Kathleen Shaw - 0121 675 7552 <b>Date</b> 01/08/2010 - 30/09/2010
<b>Key findings 1</b>	The service provides a lot of information that will guide young people when it comes to making decisions regarding their own personal views on their life choices as well as education, training and employment options.
<b>Key findings 2</b>	The website is easy to navigate, colourful and relevant to young people from 13-19 up to 25 with a disability.
<b>Key findings 3</b>	The Out of Office telephone message was clear and repeated the telephone number in a different ways.
<b>What we did</b>	The report and findings have been circulated to members of the Youth Involvement Group, Area Teams and Service Managers.
<b>Next Steps</b>	Young Inspector will be meeting with members of the Connexions YIG, Central Area Operations Manager and web designer to discuss their findings and feedback changes in light of their report. With regard to the website Young Inspectors will meet to discuss how to make it more young people friendly.

Lead Organisation: Birmingham City Council - Children Young People and Families

<b>Con ID</b>	<a href="#">1.228</a>
<b>Title</b>	Voice Is Power Consultation of Children, Young People and Families Future Operating Model
<b>Overview</b>	<p>Young people from Voice Is Power (Birmingham Children and Young People's Parliament), Children In Care Council, Young Inspectors and Young Disabled Champions, met with Eleanor Brazil and Councillor Lawrence to discuss the Directorate Future Operating Model.</p> <p>The aim of the consultation was to find out young people's opinions about the Future Operating Model.</p> <p>A presentation was given by Eleanor Brazil and Councillor Lawrence followed by a question and answer session with the young people about the model.</p>
<b>Contact name</b>	Dario Silvestro - 0121 675 7556
	<b>Date</b> 22/03/2011 - 22/03/2011
<b>Key findings 1</b>	Young people had the opportunity to raise questions and enquire about the Future Operating Model.
<b>Key findings 2</b>	Young people were informed that their feedback would be feed into the wider Future Operating Model.
<b>Key findings 3</b>	Young people were given the opportunity to participate and contribute to a new Birmingham City Council Model which will affect many children and young people's lives.
<b>What we did</b>	Questions raised by young people and the answers given by Eleanor Brazil and Cllr Lawrence where published on the Voice Is Power Website .
<b>Next Steps</b>	Further dialogue between Voice Is Power, Eleanor Brazil and Cllr Lawrence is planned for the future.

Lead Organisation: Birmingham City Council - Constituencies (Central Team)

Total No. of Consultations: 1

<b>Con ID</b>	<a href="#">1.158</a>
<b>Title</b>	Legal Entitlement Advice Service Commissioning
<b>Overview</b>	Birmingham City Council invited participants to shape its approach to commissioning Advice Services to ensure that it commissions value for money and excellent advice services for citizens of Birmingham. The consultation focused on Phase one of a series of commissions. This phase covers Welfare Benefits and Debt Advice, Tribunal Services and Immigration Advice. Participants were asked to return completed questionnaires by Monday 28th March 2011.
<b>Contact name</b>	Ian Rossiter - 0121 303 0035 <b>Date</b> 14/02/2011 - 28/03/2011
<b>Key findings 1</b>	The packaging of advice types needed improving. Several respondents felt having only one contract for immigration advice was tokenistic. Many cited evidence for delivering Tribunal representation services where welfare benefit advice is delivered, rather than at a different location.
<b>Key findings 2</b>	Individual contract values were insufficient to fund an employee structure of suitably skilled/qualified staff appropriate to deliver the breadth of advice work being commissioned.
<b>Key findings 3</b>	The unit rates (£) for the various advice elements were too low compared to the Legal Services Commission rates for equivalent transactions.
<b>What we did</b>	A tendering exercise was undertaken using the revised Service Specification and improved assessment and contract award process.
<b>Next Steps</b>	Recommendations for award of contracts are to be considered by Cabinet Committee Procurement on 8th September 2011

Lead Organisation: Birmingham City Council - Constituencies (Edgbaston)

Total No. of Consultations: 4

<b>Con ID</b>	<a href="#">924</a>	
<b>Title</b>	Edgbaston Constituency Neighbourhood Offices user Consultation	
<b>Overview</b>	A new information leaflet has been drafted to provide information to residents who use the services of Neighbourhood Offices, the aim of the consultation is to get views about the design and content of the leaflet.	
<b>Contact name</b>	Geoff Hendy - 0121 216 3026	<b>Date</b> 01/07/2010 - 01/07/2010
<b>Key findings 1</b>	Respondents were generally happy with the contents of the leaflet, four minor amendments to the wording were suggested	
<b>Key findings 2</b>	With some clarification respondents agreed that it explained sufficiently well how customers should contact the service	
<b>Key findings 3</b>	Respondents agreed that the content was easy to understand though suggested that on a leaflet the font size should be larger. In fact this information is now to be used to inform a "FAQ" section about Neighbourhood Offices on the Birmingham City Council website	
<b>What we did</b>	Production of a leaflet has not yet been decided on but the consultation will inform a FAQ's section about Neighbourhood Offices on the Birmingham City Council website	
<b>Next Steps</b>	Customer Service Delivery team will act on findings of this and a similar exercise in other constituencies	

Lead Organisation: Birmingham City Council - Constituencies (Edgbaston)

<b>Con ID</b>	<a href="#">927</a>		
<b>Title</b>	Edgbaston Youth Parliament Consultation Event		
<b>Overview</b>	The Youth Parliament has been set up to let young people have a voice and the opportunity to discuss and make their views known to all internal and external partners in an open forum. This information will help the Edgbaston Constituency to develop a responsive action plan.		
<b>Contact name</b>	Keith Dugmore - 0121 464 4190	<b>Date</b>	03/04/2010 - 03/04/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

#### Lead Organisation: Birmingham City Council - Constituencies (Edgbaston)

<b>Con ID</b>	<a href="#">1.125</a>		
<b>Title</b>	Harborne Clock Tower - We Want Your Views		
<b>Overview</b>	<p>The City Council wants to gain the views of as many local residents, community groups, businesses with an interest in Harborne. We are consulting on the following Key questions, but please bear in mind that some of the building is likely to be used by a new owner for other purposes.</p> <ol style="list-style-type: none"> <li>1. What type of community use would you like to see as part of any future development of the site?</li> <li>2. How much of the overall building space would you wish to see retained for community use?</li> <li>3. What ideas do you have, if any, as to how the site should be developed ?</li> </ol>		
<b>Contact name</b>	Kath Reed - 464 9197	<b>Date</b>	22/12/2010 - 28/02/2011
<b>Key findings 1</b>	Over 50% of those who responded wanted the clock tower to remain as an Education establishment. 29% wanted it as a community Centre and 28% as some kind of leisure facility.		
<b>Key findings 2</b>	28 respondents wanted the whole building retained for community use, 18 respondents wanted at least half the building retained for community use and 12 respondents wanted as much of it done as possible.		
<b>Key findings 3</b>	25 wanted the site retained as a community centre, 18 as a school / education centre, and 12 wanted it as offices.		
<b>What we did</b>			
<b>Next Steps</b>			

**Lead Organisation:**Birmingham City Council - Constituencies (Edgbaston)

<b>Con ID</b>	<a href="#">1.149</a>
<b>Title</b>	Edgbaston Constituency Consultation for Room Hire in Harborne
<b>Overview</b>	Harborne Ward Committee commissioned a short Consultation exercise in the form of a Questionnaire. This involve sending out questionnaires to forty eight organisations to establish if they had rooms for hire, how much it would cost to hire , and if those organisations were interested in hiring rooms anywhere else apart from their own facility.
<b>Contact name</b>	Ken Brown - 0121 303 2501 <b>Date</b> 13/12/2010 - 10/01/2011
<b>Key findings 1</b>	63% of organisations we spoke to said they did not hire out rooms, against 37% who do hire out rooms.
<b>Key findings 2</b>	100% of those organisations who do hire out rooms chargesfor that privilege.
<b>Key findings 3</b>	Those organisations confirmed that their rooms were hired out for various reasons, such as fitness classes, before and after school clubs, Ward Committee meetings, Weddings and funerals etc.
<b>What we did</b>	
<b>Next Steps</b>	

Lead Organisation: Birmingham City Council - Constituencies (Erdington)

Total No. of Consultations: 1

<b>Con ID</b>	<a href="#">1,046</a>		
<b>Title</b>	Access to Playcentres in Erdington Constituency		
<b>Overview</b>	To find out preferred method of access for parents/carers using play services in Erdington Constituency in order to improve service delivery by meeting expressed needs of clientele. A questionnaire was used and targeted 60 parents/carers drawn from across the Constituency.		
<b>Contact name</b>	Kathy Jarrard - 464 4499	<b>Date</b>	01/04/2010 - 30/06/2010
<b>Key findings 1</b>	most parents/carers preferred restricted or monitored access due to concerns regarding the security of their children and the risk posed by other adults		
<b>Key findings 2</b>	Parents/carers have a tendency to exaggerate the dangers which their children face from adults and the environment		
<b>Key findings 3</b>	playworkers need to support parents in ensuring that children can develop their confidence and independence while ensuring they remain safe		
<b>What we did</b>	Service adjusted in response to results of survey		
<b>Next Steps</b>	To ensure that, as far as possible, monitored play continues to be offered in the Constituency		

Lead Organisation: Birmingham City Council - Constituencies (Hall Green)

Total No. of Consultations: 1

<b>Con ID</b>	<a href="#">1,064</a>		
<b>Title</b>	Calthorpe Park Natural Play Zone and Multi Use Games Area (MUGA) (Part 1)		
<b>Overview</b>	To involve children, young people and members of the local community in the development of a natural play zone and MUGA in Calthorpe Park. The consultation was carried out through questionnaires, events and residents meetings between April and September 2010. Funding had been allocated from the Big Lottery for this development to occur with 200 to 300 people being involved in the consultation. A DVD has also been produced with peoples comments and ideas.		
<b>Contact name</b>	Becky Jones - 0121 675 7926	<b>Date</b>	05/04/2010 - 30/09/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Constituencies (Hodge Hill)

Total No. of Consultations: 2

<b>Con ID</b>	<a href="#">733</a>		
<b>Title</b>	Saltley Leisure Centre Customer Satisfaction Survey		
<b>Overview</b>	A Customer Satisfaction Survey is completed every month at Saltley Leisure Centre. Customer satisfaction rates are questioned in six different areas of service delivery, for example staff performance or conduct or cleanliness of the facility.		
<b>Contact name</b>	Kevin Duffy - 0121 303 9846	<b>Date</b>	01/08/2008 - 01/08/2010
<b>Key findings 1</b>	Improve service standards		
<b>Key findings 2</b>	address customer issues		
<b>Key findings 3</b>	increase customer satisfaction		
<b>What we did</b>	The results of the survey are displayed in the main reception with the actions taken by the Centre Management to address customer issues. The impact of this regular survey is to drive up service standards at the leisure centre and increase customer satisfaction. Typically Customer overall satisfaction rates constantly fall between 95 – 100%, with 100% satisfaction being recorded on 7 occasions out of 11 months 2008 – 2009.		
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Constituencies (Hodge Hill)

<b>Con ID</b>	<a href="#">1.122</a>		
<b>Title</b>	Glebe Farm & Lea Village Neighbourhood Event Fun Day		
<b>Overview</b>	Fun Day held at Glebe Farm Recreation Ground on 10 July 2010. Based on South American cultural style. Attracted 3,500 local residents. Provided opportunity for the community to come together and have fun finding out about local services and help to get back to work, businesses and community opportunities.		
<b>Contact name</b>	Susan Moore - 0121 303 9282	<b>Date</b>	10/07/2010 - 11/07/2010
<b>Key findings 1</b>	The community events are very popular with 3,500 residents attending.		
<b>Key findings 2</b>	Residents are willing to take part in community cohesion events.		
<b>Key findings 3</b>	Huge amount of potential for community participation.		
<b>What we did</b>	The plan vision, principles and outcomes will be delivered in future events.		
<b>Next Steps</b>	Neighbourhood Management lead the initiative but since March 2011 Neighbourhood Management has been closed.		

Lead Organisation: Birmingham City Council - Constituencies (Ladywood)

Total No. of Consultations: 1

<b>Con ID</b>	<a href="#">755</a>		
<b>Title</b>	Harold Road Traffic Calming Measures		
<b>Overview</b>	The aim of the consultation is to seek the views of the residents living in Harold Road and the surrounding roads on how to address the issues of speeding traffic. Ladywood Constituency Engineer put forward three traffic calming proposal which were discussed at a meeting of 100 local residents. This consultation is ongoing		
<b>Contact name</b>	Sandra Lawrence - 0121 464 4551	<b>Date</b>	03/06/2009 - 31/03/2011
<b>Key findings 1</b>	Residents were not happy with the three proposed traffic calming measures		
<b>Key findings 2</b>	Residents wanted to have a joint meeting with the engineer from the neighbouring constituency to discuss a way forward.		
<b>Key findings 3</b>	A number of alternatives were proposed but no one emerged as the preferred choice		
<b>What we did</b>	Local residents have requested that the Constituency Engineer identify other options		
<b>Next Steps</b>	To arrange a further meeting to discuss the new proposed options, awaiting feedback from the revised plans.		

Lead Organisation: Birmingham City Council - Constituencies (Northfield)

Total No. of Consultations: 9

<b>Con ID</b>	<a href="#">832</a>		
<b>Title</b>	Northfield Cluster Priority neighbourhood management plan consultation		
<b>Overview</b>	<p>To find out the views of residents and partners about what needs to be done to improve the quality of life and services for residents living in the Northfield Cluster priority neighbourhood. The themes of the Local Aea Agreement are the focus for the plan.</p> <p>Cluster area targeted, i.e. Wychall Farm, Cock Hill and "The Royals", Frankley.</p>		
<b>Contact name</b>	Sue E Allen - 0121 411 2157	<b>Date</b>	01/09/2009 - 30/04/2010
<b>Key findings 1</b>	Low level of take up of employment services, contributing to youth unemployment and long term unemployment		
<b>Key findings 2</b>	Residents' concerns regarding youth-related anti social behaviour		
<b>Key findings 3</b>	A range of health issues, e.g. relatively high rates of teenage pregnancy, obesity and smoking		
<b>What we did</b>	A detailed action plan has been developed to address the identified issues and is now being worked on to address the needs of the neighbourhoods within the Northfield Neighbourhood Management cluster. Three multi agency steering groups, one for each part of the cluster, have been set up to oversee implementation of the action plan		
<b>Next Steps</b>	Undertake the tasks within the action plan and update the plan regularly to show progress against the milestones.; Continue to work in partnership with other parts of the Council and external organisations to ensure that residents have every opportunity to get involved; Keep residents in each part of the cluster informed about what has been achieved basis.		

Lead Organisation: Birmingham City Council - Constituencies (Northfield)

<b>Con ID</b>	<a href="#">984</a>
<b>Title</b>	Intergenerational Projects
<b>Overview</b>	To engage and involve older and young residents in the Longbridge, Kings Norton, Northfield and Weoley Ward and help breakdown the barriers between different generations through a range of activities (e.g. arts, drama, educational) and through support for community events (e.g. Northfield Carnival and Weoley Festival)
<b>Contact name</b>	Janice Boyett - 0121 464 9183 <b>Date</b> 01/06/2010 - 31/03/2011
<b>Key findings 1</b>	Social isolation can lead to misunderstanding and conflict between young people and older people
<b>Key findings 2</b>	Confidence of both young and older people can be improved through involvement in intergenerational activities
<b>Key findings 3</b>	
<b>What we did</b>	Better understanding between young and older people leading to reduced tension and conflict
<b>Next Steps</b>	Implement exit strategy - following sharing of good practice with partner organisations, this work has now been completed

Lead Organisation: Birmingham City Council - Constituencies (Northfield)

<b>Con ID</b>	<a href="#">1.035</a>		
<b>Title</b>	Northfield Stroke Club		
<b>Overview</b>	To engage with Northfield Stroke Club Committee members and empower the Club to develop its organisational structure and increase the range and type of activities available to members. Stroke Club open day was held on 19/05/2010.		
<b>Contact name</b>	R Davies - 0121 464 9812	<b>Date</b>	01/04/2010 - 31/03/2011
<b>Key findings 1</b>	Open day event has provided added impetus to development of club structure through increased interest in volunteering		
<b>Key findings 2</b>	Club volunteers have the ability to sustain the club in the long term		
<b>Key findings 3</b>	No further findings		
<b>What we did</b>	Sustainability of the club has improved		
<b>Next Steps</b>	Review and evaluate project via meetings with Stroke Club Chairperson		

Lead Organisation: Birmingham City Council - Constituencies (Northfield)

<b>Con ID</b>	<a href="#">1.036</a>		
<b>Title</b>	All Out Days		
<b>Overview</b>	<p>Areas will vary across the constituency but will be focused in hotspot areas for anti-social behaviour, arson rubbish fires and other environmental crime to have a visible impact.</p> <p>Visible activities including local residents assisting with clean up activities/ door knocking to find out local issues and priorities.</p> <p>Police and Council organise All Out activities in areas based on reports of anti-social behaviour/ environmental crime. A range of activities will be delivered in these areas at the same time to have maximum impact for local residents. The type of activities may vary according</p>		
<b>Contact name</b>	Amelia Murray - 0121 303 6604	<b>Date</b>	01/03/2010 - 31/03/2011
<b>Key findings 1</b>	residents welcomed evidence of organisations working together to resolve issues		
<b>Key findings 2</b>	contact with residents helps with identification of future priorities		
<b>Key findings 3</b>	the All Out Days supported the delivery of other community safety activities		
<b>What we did</b>	More residents with confidence in public and third sector organisations' ability to address local concerns		
<b>Next Steps</b>	consider incorporation of All Out Days in revised Safer Birmingham Partnership structure		

Lead Organisation: Birmingham City Council - Constituencies (Northfield)

<b>Con ID</b>	<a href="#">1.037</a>		
<b>Title</b>	Neighbourhood Tasking		
<b>Overview</b>	Residents attend and raise issues of concern in their community related to community safety. A maximum of three priorities are identified from the meeting, although all issues raised will have a response.		
<b>Contact name</b>	Amelia Murray - 0121 303 6604	<b>Date</b>	01/03/2010 - 31/03/2011
<b>Key findings 1</b>	Residents welcomed the opportunity to engage face-to-face		
<b>Key findings 2</b>	Need to review how information on results of the meetings is disseminated		
<b>Key findings 3</b>			
<b>What we did</b>	improved satisfaction of residents regarding local neighbourhood		
<b>Next Steps</b>	Update neighbourhood tasking structure in light of review of Safer Birmingham Partnership		

**Lead Organisation:**Birmingham City Council - Constituencies (Northfield)

<b>Con ID</b>	<a href="#">1.074</a>		
<b>Title</b>	Verge Protection Scheme, Northfield Constituency		
<b>Overview</b>	To consult with members of the public during October 2010, on proposals at 14 different locations to protect highway verges from vehicle damage by double kerbing.		
<b>Contact name</b>	Glenn Smith - 0121 303 8229	<b>Date</b>	21/10/2010 - 05/11/2010
<b>Key findings 1</b>	13 of the 14 projects have been approved via consultation		
<b>Key findings 2</b>	1 project received objections and was deleted from the programme		
<b>Key findings 3</b>			
<b>What we did</b>	13 projects have been implemented		
<b>Next Steps</b>	Evaluate success of project via feedback from residents (e.g. ward committees)		

Lead Organisation: Birmingham City Council - Constituencies (Northfield)

<b>Con ID</b>	<a href="#">1.075</a>		
<b>Title</b>	Relocation of a street nameplate (Kingshurst Road, Northfield)		
<b>Overview</b>	Provide residents with an opportunity to comment on the proposal to re-site a street nameplate		
<b>Contact name</b>	Glenn Smith - 0121 303 8229	<b>Date</b>	12/10/2010 - 29/10/2010
<b>Key findings 1</b>	Scheme was suggested by local residents who live in Kingshurst Road		
<b>Key findings 2</b>	The resident who was consulted via a letter did not want the street nameplate re-located outside his property as his address is Great Stone Road and the nameplate is for Kingshurst Road		
<b>Key findings 3</b>			
<b>What we did</b>	Proposal dropped.		
<b>Next Steps</b>	There are no next steps as the proposal has been dropped.		

**Lead Organisation:**Birmingham City Council - Constituencies (Northfield)

<b>Con ID</b>	<a href="#">1.076</a>		
<b>Title</b>	Traffic Regulation Order at School Close, Longbridge		
<b>Overview</b>	Through consultation with residents and elected Members (September 2009 and May 2010), to review the proposal to ban parking on one side of the School Close road		
<b>Contact name</b>	Glenn Smith - 0121 303 8229	<b>Date</b>	24/05/2010 - 11/06/2010
<b>Key findings 1</b>	The scheme proposals (100 yards of double yellow lines on School Close) met with no objections and the scheme is now being implemented.		
<b>Key findings 2</b>	Residents were pleased to have been consulted via letter and were supportive of the scheme in all aspects		
<b>Key findings 3</b>			
<b>What we did</b>	Scheme proposals met with no objection and the scheme was implemented.		
<b>Next Steps</b>	Monitoring of compliance with parking restrictions		

Lead Organisation: Birmingham City Council - Constituencies (Northfield)

<b>Con ID</b>	<a href="#">1.077</a>		
<b>Title</b>	Traffic Regulation Order, keep clear school markings - 4 schools in the Northfield Constituency		
<b>Overview</b>	To consult elected Members and school representatives during October 2010 to find out their views on implementing a Traffic Regulation Order at 4 schools (St James Primary, St Bridgette's Primary, Primrose Hill Primary and Reaside Middle) in the Northfield Constituency		
<b>Contact name</b>	Glenn Smith - 0121 303 8229	<b>Date</b>	12/10/2010 - 29/11/2010
<b>Key findings 1</b>	Main issues for the 4 schools were car users parking on zig zag lines outside school gates		
<b>Key findings 2</b>	Potential danger for pupils arriving at and leaving the 4 schools		
<b>Key findings 3</b>			
<b>What we did</b>	Traffic Regulation Order implemented.		
<b>Next Steps</b>	Monitor and review enforcement of the new order.		

Lead Organisation: Birmingham City Council - Constituencies (Selly Oak)

Total No. of Consultations: 7

<b>Con ID</b>	<a href="#">991</a>		
<b>Title</b>	Druids Heath Neighbourhood Action Plan		
<b>Overview</b>	To invite Local residents and interested agencies to contribute to a Neighbourhood Action Plan that will form the basis for improvements to the Neighbourhood. The Neighbourhood Manager will work together with local agencies to achieve this.		
<b>Contact name</b>	Saima Ali - 0121 303 9987	<b>Date</b>	31/03/2009 - 10/10/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Constituencies (Selly Oak)

<b>Con ID</b>	<a href="#">1.049</a>		
<b>Title</b>	Verge Protection Programme, Allens Croft Road, Brandwood		
<b>Overview</b>	To find out the views on the proposed verge protection measures along Allens Croft Road, Brandwood. These proposals include: - installation of double kerbing - reinstatement of grass verges		
<b>Contact name</b>	Sajid Khan - 0121 464 9072	<b>Date</b>	13/10/2010 - 25/10/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Constituencies (Selly Oak)

<b>Con ID</b>	<a href="#">1.050</a>		
<b>Title</b>	Verge Protection Programme, Sherston Covert, Brandwood		
<b>Overview</b>	To find out views on the proposed verge protection measures along Sherston Grove, Brandwood. These proposals include: - installation of double kerbing - reinstatement of grass verges		
<b>Contact name</b>	Sajid Khan - 0121 464 9072	<b>Date</b>	13/10/2010 - 25/10/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Constituencies (Selly Oak)

<b>Con ID</b>	<a href="#">1.052</a>		
<b>Title</b>	Verge Protection Programme, Brandwood Park Road, Brandwood		
<b>Overview</b>	To find out the views on the proposed verge protection measures along Brandwood Park Road, Brandwood. These proposals include: - installation of double kerbing - reinstatement of grass verges		
<b>Contact name</b>	Sajid Khan - 0121 464 9072	<b>Date</b>	13/10/2010 - 25/10/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Constituencies (Selly Oak)

<b>Con ID</b>	<a href="#">1.053</a>		
<b>Title</b>	Verge Protection Programme, Poston Croft, Brandwood		
<b>Overview</b>	To find out the views on the proposed verge protection measures along Poston Croft, Brandwood. These proposals include: - installation of double kerbing - reinstatement of grass verges		
<b>Contact name</b>	Sajid Khan - 0121 464 9072	<b>Date</b>	13/10/2010 - 25/10/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Constituencies (Selly Oak)

<b>Con ID</b>	<a href="#">1.056</a>		
<b>Title</b>	Verge Protection Programme, Broad Lane, Brandwood		
<b>Overview</b>	To find out the views on the proposed verge protection measures along Broad Lane, Brandwood. These proposals include: - installation of double kerbing - reinstatement of grass verges		
<b>Contact name</b>	Sajid Khan - 0121 464 9072	<b>Date</b>	13/10/2010 - 25/10/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Constituencies (Selly Oak)

<b>Con ID</b>	<a href="#">1.162</a>		
<b>Title</b>	Masefield Square Playbuilder / Big Lottery 72236		
<b>Overview</b>	<p>The current proposals at Masefield Square are to refurbish the existing play area, replacing the old and ageing equipment with new exciting ones along with an improved safety surface.</p> <p>These improvements will allow the play area to cater for a wider age range and abilities and ensure local children have excellent play facilities in their local area now and for the future. Help us to choose what equipment will go in.</p> <p>Choose your favourites and we will try to get as many included within the final design.</p>		
<b>Contact name</b>	Johnathan Stephen - 0121 675 1842	<b>Date</b>	21/02/2011 - 27/02/2011
<b>Key findings 1</b>	Local residents are generally happy and positive about the revised proposals.		
<b>Key findings 2</b>	The equipment was ranked in terms of popularity and was incorporated into the design, where possible.		
<b>Key findings 3</b>	The attached plan shows the current proposals which have now been submitted for planning.		
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Constituencies (Sutton Coldfield)

Total No. of Consultations: 3

<b>Con ID</b>	<a href="#">944</a>		
<b>Title</b>	Refurbishment of the Youth Wing at Falcon Lodge Community Centre		
<b>Overview</b>	The aim was to involve young people in the redesign of the Youth Wing at Falcon Lodge Community Centre. The key objective was for them to submit an application for funding from the Youth Capital Fund to pay for the construction works. The consultation was carried out through a series of meetings/focus groups held at the centre involving young people and City Council Officers. A core group of 6 young people were involved throughout, but numbers involved in the consultation varied at different times through the project at a maximum of 30.		
<b>Contact name</b>	Linda Kelly and Theresa Tammam - 0121 675 5791	<b>Date</b>	15/12/2008 - 20/08/2010
<b>Key findings 1</b>	The children and young people wanted a larger Youth Wing at the Community Centre		
<b>Key findings 2</b>	The children and young people wanted a larger games room and the Youth Workers needed a more secure office		
<b>Key findings 3</b>	Children and Young People chose the decoration scheme for the interior of the new wing and got the opportunity to witness and observe the refurbishment/rebuilding works being carried out to their specifications.		
<b>What we did</b>	The children and young people now have a much improved environment to meet and enjoy their activities. They feel a sense of ownership as a result of their involvement in the design and their contribution to the cosmetic decoration. The improved configuration and layout of the building as enabled the Youth Workers to develop their programme of activities.		
<b>Next Steps</b>	Continue to develop the activity programmes and making sure that the building works harder.		

Lead Organisation: Birmingham City Council - Constituencies (Sutton Coldfield)

<b>Con ID</b>	<a href="#">962</a>		
<b>Title</b>	Formulating the Priorities for the Sutton Coldfield Local Strategic Partnership		
<b>Overview</b>	Starting in October 2009 the Local Strategic Partnership Theme Groups conducted consultation at every opportunity and at many locations throughout the constituency. The importance for this exercise was so that local people's views were considered in the development of individual Delivery Plans which provides the basis for the Sutton Coldfield Community Plan 2010+		
<b>Contact name</b>	Roy Roberts - 0121 464 1197	<b>Date</b>	12/10/2009 - 30/06/2010
<b>Key findings 1</b>	Priority area of concern for Sutton Coldfield residents is the regeneration of the retail centres in the Constituency, coupled with a desire to see better quality shops and more/free car parking		
<b>Key findings 2</b>	Sutton Coldfield residents are also concerned about community safety issues, an overall reduction in litter and graffiti and would like to see more facilities provided for young people		
<b>Key findings 3</b>	Pavement and road repairs are also high priority for Sutton Coldfield people and there is general concern about the transportation infrastructure, particularly in relation to buses		
<b>What we did</b>	The findings were pulled together into a single, reader-friendly Constituency Community Plan 2010+ document. Under the five themes of the Sutton Coldfield Local Strategic Partnership, the findings from the consultation have been categorised into short, medium and long term priorities for action.		
<b>Next Steps</b>	Each of the five Local Strategic Partnership Theme Groups will now set their targets. These targets will 'sit' beneath the short, medium and long term priorities set out in the Community Plan 2010+ and activities to meet these targets will be undertaken by the theme groups.		

Lead Organisation: Birmingham City Council - Constituencies (Sutton Coldfield)

<b>Con ID</b>	<a href="#">1.161</a>		
<b>Title</b>	Berryfields community and play development project		
<b>Overview</b>	The Sutton Coldfield Community Development Team has secured funds to improve and enhance the Langley Heath Drive play area on the Berryfields Estate. In partnership with Sanctuary Housing Association, posters, leaflets, letters and activity events were used to survey residents about their ideas and views. Led by a parent, children under 12 years old were particularly targeted through a local school. The main consultation events ran between January and February 2011.		
<b>Contact name</b>	Helen Millington - 0121 464 9085	<b>Date</b>	06/12/2010 - 31/03/2011
<b>Key findings 1</b>	Objections were raised about sculpting the tree in situ.		
<b>Key findings 2</b>	187 children were involved in choosing three new pieces of play equipment.		
<b>Key findings 3</b>	There will be further consultations to devise and deliver an alternative project to the tree sculpting idea.		
<b>What we did</b>	The children's top choice of play equipment has now been installed along with two popular choices which fell within the budget. Children have commented that they have enjoyed using the new equipment in the park and are excited about what might happen next.		
<b>Next Steps</b>	Further consultation about the woodcalving aspect of this project to be carried out with the school and residents.		

**Lead Organisation:**Birmingham City Council - Corporate Resources

**Total No. of Consultations:** 16

<b>Con ID</b>	<a href="#">800</a>		
<b>Title</b>	Birmingham City Council's Framework for Equality, Diversity and Community Cohesion		
<b>Overview</b>	In 2007, the Council produced five separate three-year plans to tackle inequality related to race, gender, disability, religion and belief, and lesbian, gay and bisexual people and in response to the Council's legal duties relating to disability, gender and race. These plans need to be updated after March 2010. The Council is planning to merge its existing equality plans to consult on and produce a Single Equality Framework. This will focus on achieving positive outcomes for our service users, staff and the Council's partners, and will aim to influence key strategies in the city.		
<b>Contact name</b>	Shakil Dixon - 0121 303 3965	<b>Date</b>	21/12/2009 - 30/07/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>	The contributions received to date are helping to inform some of the Council's thinking around the fairness agenda and approach to the 'Big Society' concept.		
<b>Next Steps</b>	The resulting framework document covering fairness, equality, diversity and community cohesion is presently being drafted and will contain a section around the consultation that took place. The publication will be posted onto the database once completed.		

**Lead Organisation: Birmingham City Council - Corporate Resources**

<b>Con ID</b>	<a href="#">817</a>		
<b>Title</b>	Customer satisfaction with Trading Standards - Requests for Assistance		
<b>Overview</b>	Trading Standards deal with Requests for Assistance from Consumers who have 'problems' with businesses both in relation to civil disputes and criminal complaints. This consultation is aimed at those consumers who have used the service and seeks, through completion of a questionnaire, to establish their satisfaction with the service received and to invite comments on how the service can be improved. A random selection of 40 users each month will receive a questionnaire by post but any service user is encouraged to complete the questionnaire and return it to the contact below.		
<b>Contact name</b>	Adrian Parkes - 675 4116	<b>Date</b>	01/04/2010 - 31/03/2011
<b>Key findings 1</b>	85% of customers who responded reported being very or fairly satisfied with the overall quality of service received		
<b>Key findings 2</b>	97% reported that the officers who dealt with them were courteous and polite and 95% stated that they were treated fairly at all times		
<b>Key findings 3</b>	90% of respondents felt that the service represents value for money and 90% would use the service again		
<b>What we did</b>	The results have been used in preparation of future service plans and used as targets within the plans		
<b>Next Steps</b>	The survey will continue on a monthly basis with results being posted on the website and reviewed at management teams to ensure the continued drive for excellence		

**Lead Organisation: Birmingham City Council - Corporate Resources**

<b>Con ID</b>	<a href="#">818</a>
<b>Title</b>	Customer Satisfaction with Environmental Health - Requests for Assistance
<b>Overview</b>	Environmental Health deal with Requests for Assistance from Citizens who have 'problems' with Environmental Health issues. This consultation is aimed at those citizens who have used the service and seeks, through completion of a questionnaire, to establish their satisfaction with the service received and to invite comments on how the service can be improved. A random selection of 40 users each month will receive a questionnaire by post but any service user is encouraged to complete the questionnaire and return it to the contact below.
<b>Contact name</b>	Adrian Parkes - 675 4116 <b>Date</b> 01/04/2010 - 31/03/2011
<b>Key findings 1</b>	Of the customers who responded to the surveys 81% of those who expressed an opinion were very or fairly satisfied with the overall quality of service that they had received
<b>Key findings 2</b>	94% of respondents reported that the officers who dealt with them were polite and 94% would use the service again
<b>Key findings 3</b>	88% of respondents reported that they felt the service represents value for money
<b>What we did</b>	The results have been used in the service planning process for future years and a baseline to assess the effect that the move of initial contact from Regulatory Services to Customer Services has on customer satisfaction with service delivery
<b>Next Steps</b>	The monthly survey will continue with close attention being paid to any effects produced by the move of initial contact to Customer Services

**Lead Organisation: Birmingham City Council - Corporate Resources**

<b>Con ID</b>	<a href="#">819</a>
<b>Title</b>	Customer Satisfaction with Pest Control Services
<b>Overview</b>	Pest Control respond to Requests for Assistance from Citizens who have 'problems' with pests - rats, insects etc. This consultation is aimed at those citizens who have used the service and seeks, through completion of a questionnaire, to establish their satisfaction with the service received and to invite comments on how the service can be improved. A random selection of 40 users each month will receive a questionnaire by post but any service user is encouraged to complete the questionnaire and return it to the contact below.
<b>Contact name</b>	Adrian Parkes - 675 4116
<b>Date</b>	01/04/2010 - 31/03/2011
<b>Key findings 1</b>	Of the customers who responded to the questionnaire and expressed an opinion 95% were very or fairly satisfied with the overall quality of service that they received
<b>Key findings 2</b>	98% of customers reported that the staff were polite
<b>Key findings 3</b>	94% were very or fairly satisfied with the speed of service and 98% stated that they would use the service again
<b>What we did</b>	The results have been used as a baseline to examine any changes in customer satisfaction that arise as a result of the move of the initial contact for the Pest Control Service from Regulatory Services to Customer Services
<b>Next Steps</b>	The survey will be issued on a monthly basis and the results reviewed to identify any effect of the change in process for initial contact.

**Lead Organisation: Birmingham City Council - Corporate Resources**

<b>Con ID</b>	<a href="#">820</a>		
<b>Title</b>	Business Satisfaction with Trading Standards		
<b>Overview</b>	Trading Standards undertake risk based inspections of business premises to ensure compliance with Consumer Protection legislation. Questionnaires will be sent to a random selection of 30 businesses receiving such inspections each month and seek to establish satisfaction with the service received and suggestions for service improvements. Additionally any business that has received an inspection is invited to complete the questionnaire and return to the contact below		
<b>Contact name</b>	Adrian Parkes - 675 4116	<b>Date</b>	01/04/2010 - 31/03/2011
<b>Key findings 1</b>	Of the businesses that returned the questionnaires and expressed an opinion 100% stated that their business had been treated fairly		
<b>Key findings 2</b>	100% reported that they felt that the visit was useful to their business		
<b>Key findings 3</b>	98% of businesses reported that the officers were polite		
<b>What we did</b>	The results have been used as baselines in future service plans		
<b>Next Steps</b>	The monthly questionnaires will continue and the results reviewed regularly to ensure continued high levels of customer satisfaction		

#### Lead Organisation: Birmingham City Council - Corporate Resources

<b>Con ID</b>	<a href="#">822</a>
<b>Title</b>	Broadband Needs for Digbeth Businesses Survey 2010
<b>Overview</b>	<p>Digital Birmingham are currently working on a project whereby Digbeth and the surrounding areas have been identified as a possible pilot for superfast broadband. We are asking small businesses (SME's) if they think they need it by completing a short five minute survey.</p> <p>The results of the survey will be used to pull in funding and help design the solution that meets your businesses needs; faster broadband speeds, better access and better deals, business advice/conferences and networks, support to gain competitive advantage and new and improved easy of working.</p>
<b>Contact name</b>	Surita Solanki - 0121 303 8779
	<b>Date</b> 28/04/2010 - 30/05/2010
<b>Key findings 1</b>	
<b>Key findings 2</b>	
<b>Key findings 3</b>	
<b>What we did</b>	
<b>Next Steps</b>	

**Lead Organisation: Birmingham City Council - Corporate Resources**

<b>Con ID</b>	<a href="#">826</a>
<b>Title</b>	Business Satisfaction with Environmental Health
<b>Overview</b>	Environmental Health undertake risk based inspections of business premises to ensure compliance with food and Health & Safety legislation. Questionnaires will be sent to a random selection of 40 businesses receiving such inspections each month, these seek to establish satisfaction with the service received and suggestions for service improvements. Additionally any business that has received an inspection is invited to complete the questionnaire attached and return it to the contact below.
<b>Contact name</b>	Adrian Parkes - 675 4116
<b>Date</b>	01/04/2010 - 31/03/2011
<b>Key findings 1</b>	Of the businesses that completed the questionnaire and expressed an opinion 97% stated that their business had been treated fairly during inspections and 98% found the contact useful for their business
<b>Key findings 2</b>	97% reported that the inspection was carried out in a professional manner
<b>Key findings 3</b>	95% of businesses felt that the service provides value for money
<b>What we did</b>	The results have formed the baselines for future service plans
<b>Next Steps</b>	The monthly questionnaires will continue with the results reviewed regularly to provide indications of any changes in customer satisfaction that may need to be considered in relation to the inspection processes

**Lead Organisation: Birmingham City Council - Corporate Resources**

<b>Con ID</b>	<a href="#">863</a>		
<b>Title</b>	Evaluation of the Birmingham Be Heard Consultation Database		
<b>Overview</b>	Be Heard - Birmingham's consultation database - underwent evaluation with community groups and service users. The evaluation looked at: the awareness of Be Heard in the community; how easy it is to find and open; how easy it is to use; and, overall satisfaction with the database. The results of the consultation informed the next phase of Be Heard's development.		
<b>Contact name</b>	Graham Moore - 0121 303 8268	<b>Date</b>	23/06/2010 - 30/07/2010
<b>Key findings 1</b>	Satisfaction: overall strong support was expressed for the database and it is seen as potentially valuable. Poor satisfaction was associated with performance specifics, rather than with the database in principle. The search toolbar was unsatisfactory and the site was said to be design unfriendly		
<b>Key findings 2</b>	Usability: despite being easy to find and relatively easy to use, most participants thought that the database comes across as too "public sector" in feel, look and language		
<b>Key findings 3</b>	Awareness: Be Heard is generally invisible to the wider community and the general public it sets out to serve. Only the most active and connected citizens are aware of its existence		
<b>What we did</b>	A specification to improve the Be Heard database in line with the consultation findings was drawn up. The Be Heard database has now been redesigned and has had new functions added to it. This new look Be Heard had a full public launch in March 2011.		
<b>Next Steps</b>	A full and final evaluation of the whole project has now been carried out. The evaluation report goes to the Be Heard and Be Involved Steering Group for consideration on 11 May 2011. This report will be published on Be Heard shortly after this date.		

**Lead Organisation: Birmingham City Council - Corporate Resources**

<b>Con ID</b>	<a href="#">865</a>		
<b>Title</b>	Statement of Licensing Policy Review 2010		
<b>Overview</b>	<p>The Licensing Act 2003 requires the Council to publish, every 3 years, a statement of its licensing policy. The next date of publication is January 2011. This consultation presents the Licensing Policy and invites comments on the document from any interested party for consideration in the current review. The core of the policy is the licensing objectives namely:</p> <ul style="list-style-type: none"> <li>- the prevention of crime and disorder</li> <li>- public safety</li> <li>- prevention of public nuisance</li> <li>- protection of children from harm</li> </ul>		
<b>Contact name</b>	Mr Peter Barrow - 0121 303 6103	<b>Date</b>	06/07/2010 - 21/09/2010
<b>Key findings 1</b>	Policy Agreed at City Council		
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>	City Council agreed Policy		
<b>Next Steps</b>	The Licensing service will operate under the agreed Licensing Policy		

**Lead Organisation: Birmingham City Council - Corporate Resources**

<b>Con ID</b>	<a href="#">893</a>
<b>Title</b>	Designing the Be Involved Website -Telephone Survey
<b>Overview</b>	The Be Involved website was designed to help local people find opportunities get more involved in influencing what happens in the city. We have consulted with the People's Panel which consists of 1,500 local residents selected at random to help the Council design services by giving their views. A hundred members of the Panel took part in a telephone survey in August 2010 to find out what information the Be Involved website should contain and what websites they currently like to use.
<b>Contact name</b>	Gurdeap Kaur - 0121 675 5845
<b>Date</b>	02/08/2010 - 31/08/2010
<b>Key findings 1</b>	Many participants have an idea of the issues they want to get involved in, but feel they need guidance about the ways they can get involved. Be Involved should provide help and advice for people who want to get involved
<b>Key findings 2</b>	Time was one of the major barriers cited by participants in both the in-depth telephone interview and e-mail/postal response. As a result, it is important that people feel able to give what time they can rather than be committed to a certain number of hours per week, month, or year.
<b>Key findings 3</b>	Participants would like to know what other peoples' views and experiences have been with regards to getting involved. They like the idea of having some short DVD clips, stories and pictures of involvement experiences.
<b>What we did</b>	Following feedback from the consultation with the People's Panel specifications were put together for both the design and technical aspects of the website in line with the findings of the consultation. Be Involved is now live and a full public launch took place in March 2011.
<b>Next Steps</b>	A detailed evaluation of Be Involved has now been carried out. The evaluation report went to the Be Heard and Be Involved Steering Group for consideration on 11 May 2011. The report is available on the Be Heard consultation database.

**Lead Organisation: Birmingham City Council - Corporate Resources**

<b>Con ID</b>	<a href="#">978</a>		
<b>Title</b>	The Paradox of Poverty in Birmingham		
<b>Overview</b>	This research was carried out by Aston University which was commissioned by the Equalities and Diversity Division. The research covered 6 wards (Kingstanding, Shard End, Quinton, Ladywood, Soho and Washwood Heath) in the City with IMD scores indicating high levels of multiple deprivation. The objective was to gauge the representativeness of these IMD scores in people's perceptions of the areas and in their lives. Main method was face to face interviews. The timing of the fieldwork is between April - September 2010.		
<b>Contact name</b>	Anthony Tang - 303 4260	<b>Date</b>	01/03/2010 - 31/12/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

**Lead Organisation: Birmingham City Council - Corporate Resources**

<b>Con ID</b>	<a href="#">1.098</a>		
<b>Title</b>	Birmingham City Council Proposed Sexual Entertainment Venue Policy		
<b>Overview</b>	The Policing and Crime Act 2009 enables Local Authorities to regulate those premises that provide lap dancing; pole dancing; table dancing; strip shows; peep shows; live sex shows and other similar entertainment. On 12/10/10 the Council resolved to introduce a policy to regulate these legal activities in the city. This consultation seeks views on the proposed policy which is due to become effective in January 2011.		
<b>Contact name</b>	Pete Barrow - 0121 675 2495	<b>Date</b>	19/11/2010 - 03/12/2010
<b>Key findings 1</b>	The main finding in the responses received was that specific areas in the City wanted a cap on the number of SEV's in the City and some expressed a desire that there would not be any in their locality		
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>	Policy approved with comments from consultees		
<b>Next Steps</b>	The Policy will be adhered to when Licensing process any applications and present them to the Licensing Committee		

**Lead Organisation: Birmingham City Council - Corporate Resources**

<b>Con ID</b>	<a href="#">1.110</a>		
<b>Title</b>	Budget Views 2011+: Birmingham City Council overview		
<b>Overview</b>	<p>The Government's Spending Review 2010 sets an unparalleled challenge for local councils. In Birmingham, we anticipate that we will need to make savings of over £300m over the next four years.</p> <p>In order to meet this challenge Birmingham City Council is developing proposals which look at the future design of the Council and its services. We are welcoming views and comments from service users, Birmingham residents and businesses on these proposals.</p> <p>You can respond to these proposals by post, email or text message. Full details are available on our website; click on the link below.</p>		
<b>Contact name</b>	Rachel Hinton - 01213039789	<b>Date</b>	30/11/2010 - 28/02/2011
<b>Key findings 1</b>	Protection of funding for children's services was a priority for many respondents.		
<b>Key findings 2</b>	A number of concerns were raised about library closures with respondents commenting on the key role that libraries play in local communities.		
<b>Key findings 3</b>	The consultation itself was felt by some respondents to lack sufficient detail. Others would have liked more opportunity for face-to-face discussion of the issues and proposals.		
<b>What we did</b>	<p>The findings helped shape the final version of the Council Business Plan 2011+ that was agreed at the full Council meeting in March 2011.</p> <p>In summary: Birmingham City Council protected funding for children's services which faced smaller budget reductions than other areas; where possible, the council committed to minimising any reduction in library services; and, the council held a workshop with the People's Panel to discuss the budget proposals in more detail.</p>		
<b>Next Steps</b>	Although the Council Business Plan 2011+ has been agreed, Birmingham City Council will continue to discuss its plans with local people, keep all stakeholders informed and listen to everyone's thoughts and ideas.		

**Lead Organisation: Birmingham City Council - Corporate Resources**

<b>Con ID</b>	<a href="#">1.130</a>
<b>Title</b>	Be Involved Website Design Research
<b>Overview</b>	The Be Involved website is was designed to help local people find opportunities get more involved in influencing what happens in the city. We consulted with the Black Afro Caribbean community that have an interest in getting involved and have experience of using the internet to find out about what the Be Involved website should include. Seven people attended the session which was held on the 14th December 2010 at the Prison Link, Trinity Road, Aston, Birmingham.
<b>Contact name</b>	Gurdeap Kaur - 0121 675 5845
<b>Date</b>	14/12/2010 - 14/12/2010
<b>Key findings 1</b>	Participants felt that time was one of the biggest factors and they all agreed that the number of hours of involvement and how often participation was required should be included in the initial request of the opportunity.
<b>Key findings 2</b>	The group felt that the Be Involved website should be informative with use of text, pictures, links to other information, simple to use, include the use of different colours and to include examples of other people's experience of getting involved.
<b>Key findings 3</b>	The group in general felt that there should be a designated person to help those that want to get involved. Someone like a mentor who advises around the whole process.
<b>What we did</b>	Following feedback from the consultation with this group and the people's panel, specifications were put together for both the design and technical aspects of the website in line with the findings of the consultation. Be Involved is now live and a full public launch took place in March 2011.
<b>Next Steps</b>	A detailed evaluation of Be Involved has now been carried out. The evaluation report went to the Be Heard and Be Involved Steering Group for consideration on 11 May 2011. The report is available through the Be Heard Consultation database.

#### Lead Organisation: Birmingham City Council - Corporate Resources

<b>Con ID</b>	<a href="#">1.172</a>		
<b>Title</b>	FinditinBirmingham Business Breakfast Event Consultation		
<b>Overview</b>	finditinbirmingham is a website where businesses can be alerted to local business opportunities and find suppliers of goods. Businesses signed up to the website are regularly invited to breakfast network sessions to discuss topics which may interest them. At this breakfast event, a finditinbirmingham panel will use a Question Time-style roving mic to hear audience suggestions about themes for future events and how to improve finditinbirmingham.		
<b>Contact name</b>	finditinbirmingham. - 000000	<b>Date</b>	03/03/2011 - 03/03/2011
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

**Lead Organisation: Birmingham City Council - Corporate Resources**

<b>Con ID</b>	<a href="#">1.220</a>
<b>Title</b>	Citizen Information Account Survey
<b>Overview</b>	Public sector service providers in Birmingham recognise the need to work closer together to provide better value for money services to the people of Birmingham. Ideally, this would involve freer sharing of citizen information between public agencies. Because of the interpretation of data protection laws, this is often complex. If the public consent for agencies to share their information then we are in a better position to do so. But there is a lack of evidence about how the public view this, so consultation was undertaken to test public opinion.
<b>Contact name</b>	Steven Rose - 0121 675 9566
<b>Date</b>	16/08/2010 - 21/09/2010
<b>Key findings 1</b>	Trust: The majority of the public did not trust the local authority to handle or share their personal data. This related to issues of capability to do so and also the integrity of local government officers.
<b>Key findings 2</b>	Context: The willingness of people to allow their personal data to be shared comes down more to personal benefit rather than for "the greater good." For example, people are more willing for their personal data to be shared if they benefit in terms of health treatment than saving public money.
<b>Key findings 3</b>	Consent: Whilst this issue was very polarised between those in favour and against their information being shared, what was clear for the majority was that if citizen information accounts were in place, then they would want to give positive consent.
<b>What we did</b>	As there was no overall consensus regarding the sharing of citizen data due to significant issues of trust, it was agreed that this is not the right time to implement a citizen information account project across the public sector providers.
<b>Next Steps</b>	The consultation showed that some members of the public would potentially be interested in loyalty/reward card schemes. Some small tests are being undertaken to see if this could work.

Lead Organisation: Birmingham City Council - Development

<b>Total No. of Consultations:</b>	<b>30</b>
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<b>Con ID</b>	<a href="#">590</a>		
<b>Title</b>	Review of local Employment & Skills plans (Neighbourhood ESPs & Constituency ESPs)		
<b>Overview</b>	Consultation to gather local knowledge and views on the continued appropriateness (or otherwise) of the actions in the Neighbourhood and Constituency Employment and Skills Plans originally drafted and agreed in 2008-09. Part of Performance framework and refresh process for plans. 1st Phase moving toward complete results to be published by end of financial year (March 2011)		
<b>Contact name</b>	Andrew Barnes - 0121 303 3740	<b>Date</b>	30/03/2010 - 31/03/2011
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">653</a>		
<b>Title</b>	Core Strategy for Birmingham - Emerging Strategy		
<b>Overview</b>	The Core Strategy will become the key strategic overarching planning policy document for development in the city of Birmingham. The Strategy will set out wide ranging policies that include economic growth, new housing construction, retail growth, employment provision, the environment, transportation, sport, education and health. The adopted strategy and its policies will be considered material in the determination of development requiring planning consent. It will form the strategic basis for other existing and future local planning policies in Birmingham.		
<b>Contact name</b>	Carol Grove - 0121 303 4813	<b>Date</b>	16/12/2010 - 18/03/2011
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>	The results of the consultation have been put into a summary report the web link is available below.		
<b>Next Steps</b>	The consultation response will feed into the preferred option document the next stage in the consultation process which we expect to take place early 2010.		

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">762</a>		
<b>Title</b>	'Your Views' Complainants' Survey		
<b>Overview</b>	Planning Management is keen to ensure we also offer the best service possible when it comes to the way we handle our complaints. In order to capture your views of the complaint service we offer, we sent a survey to customers that raised formal complaints about our service between April 2008 and April 2009. That survey was analysed. We are now sending questionnaires to more recent customers and will publish a report comparing these results by January 2011. This will help set a benchmark for our performance and highlight areas for improvement.		
<b>Contact name</b>	Dawn Terry - 0121 303 1115	<b>Date</b>	01/10/2010 - 30/11/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">851</a>		
<b>Title</b>	Hagley Road Improvements		
<b>Overview</b>	<p>Hagley Road is a key route into and out of the city centre and as such was identified for route improvements to improve vehicle journey times, including buses, reduce congestion and upgrade bus stop infrastructure.</p> <p>Views and concerns from members of the public on issues associated with Hagley Road were required in order to help inform the Scheme development.</p> <p>The deadline for receiving comments, views and advice was 02/06/10.</p>		
<b>Contact name</b>	Philip Santos - 0121 675 4414	<b>Date</b>	16/06/2010 - 09/07/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">862</a>		
<b>Title</b>	Church Street Environmental Improvement		
<b>Overview</b>	The aim of the Church Street Environmental Improvement scheme is to support pedestrian access and enhance the existing street environment by introducing uncontrolled pedestrian crossings and upgrading existing pavement and street furniture on Church Street between Cornwall Street and Edmund Street, in the Colmore Row area of Birmingham.		
<b>Contact name</b>	Phil Williams - 0121 303 7364	<b>Date</b>	30/06/2010 - 14/07/2010
<b>Key findings 1</b>	Those consulted are in favour of the proposals, with no objections being received.		
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>	Following comments received as a result of the consultation a number of individuals were contacted to discuss further their comments in relation to the scheme.		
<b>Next Steps</b>	Detailed design for the scheme is ongoing.		

#### Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">866</a>
<b>Title</b>	Interim Evaluation of The Birmingham Skills for Enterprise and Employability Network (BSEEN) project
<b>Overview</b>	<p>An Interim evaluation was conducted on The Birmingham Skills for Enterprise and Employability Network (BSEEN) Project, funded by the Working Neighbourhoods Fund.</p> <p>The BSEEN project offers graduates and students a package of support to encourage them to set up businesses.</p> <p>The evaluation looked at the design of the project, the delivery of the project, the project activity, and what happens next.</p>
<b>Contact name</b>	Carol Alderson - 0121 303 4366
	<b>Date</b> 01/05/2010 - 30/06/2010
<b>Key findings 1</b>	The Birmingham Skills for Enterprise and Employability Network (BSEEN) project has been based on a number of rationales addressing market failures - namely the skills and output gap, graduate retention, a lack of support for graduate entrepreneurs, and the economic recession.
<b>Key findings 2</b>	The project activity is delivered in a way that reflects the strengths of the three Universities. The focus of the activity is on graduates who live in the City of Birmingham and who graduated within the last four years.
<b>Key findings 3</b>	The project activity is working well, and there has been many successes to the project, regardless of some of the barriers and challenges that have occurred.
<b>What we did</b>	The findings from the interim evaluation have been acknowledged, and the future activity of the project will address the recommendations
<b>Next Steps</b>	The Birmingham Skills for Enterprise and Employability Network (BSEEN) project is well linked to existing activity as well as regional and national providers. Such links are useful now as they potentially allow greater networking opportunities for those accessing BSEEN support. As a consortium, there may be a need to market the BSEEN project nationwide. This will allow more effective targeting of graduates who are returning to Birmingham. Succession planning needs to be developed further given the short-term nature of the project.

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">867</a>		
<b>Title</b>	Innovation and Enterprise C21		
<b>Overview</b>	Innovation and Enterprise Conference/Showcase		
<b>Contact name</b>	Suresh Patel - 0121 303 3091	<b>Date</b>	03/05/2010 - 03/05/2010
<b>Key findings 1</b>	The knowledge economy and entrepreneurs provide a great opportunity to enable Birmingham to emerge more strongly out of recession.		
<b>Key findings 2</b>	Birmingham can look to the example of Cambridge, which has 1,400 hi-tech firms with 80% having less than 10 employees, and an unemployment level of 2.5%. Birmingham should see this as a tremendous opportunity to drive innovation and job creation for the City by supporting those businesses.		
<b>Key findings 3</b>	There is currently a lack of support in Birmingham to help companies innovate. This is a major issue for small, high growth potential businesses in the innovation, technology and knowledge sectors, who need supporting the most.		
<b>What we did</b>	Links were established with key organisations, e.g. Technology Strategy Board (TSB), and other partners to develop joint initiatives.		
<b>Next Steps</b>	An evaluation is being compiled which will feed into the Innovation Action Plan prepared by the Business Development and Innovation Team.		

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">868</a>		
<b>Title</b>	Access to Finance		
<b>Overview</b>	<p>The consultation event was organised by Birmingham Science Park Aston in association with Fair Finance Consortium. The event attracted a large number of delegates involved in the provision of finance to raise their awareness of each other offered to small and medium sized enterprises.</p> <p>Further events are planned which will increase the take-up of a range of financial assistance available to help businesses to start, develop and grow in the City.</p>		
<b>Contact name</b>	Suresh Patel - 0121 303 3091	<b>Date</b>	01/04/2010 - 01/04/2010
<b>Key findings 1</b>	Banks were not lending to small and start up businesses		
<b>Key findings 2</b>	Available grant finance was too slow for start up businesses		
<b>Key findings 3</b>	Seed funding for research & development was non existent		
<b>What we did</b>	<p>The need for further events was identified.</p> <p>The event resulted in an increase in a number of enquiries for InvestBX. Creative Advantage Fund, Aston Reinvestment Trust, and Arrow Fund.</p>		
<b>Next Steps</b>	To hold further events supported by the Fair Finance Consortium.		

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">876</a>
<b>Title</b>	Big City Plan - Stage 2
<b>Overview</b>	<p>The Big City Plan</p> <p>A single master plan is scheduled to be launched at the end of September, building upon stage one of the plan that captured the feedback of the 'Work in Progress' consultation exercise and the success of delivering major projects. The launch will be followed by a 12 week period for interested parties to comment on the content of the Masterplan.</p> <p>The consultation material including the Big City Plan PDF can be viewed and printed at <a href="http://www.bigcityplan.org.uk">www.bigcityplan.org.uk</a></p>
<b>Contact name</b>	Richard Healy - 0121 303 3075
<b>Date</b>	29/09/2010 - 22/12/2010
<b>Key findings 1</b>	
<b>Key findings 2</b>	
<b>Key findings 3</b>	
<b>What we did</b>	
<b>Next Steps</b>	

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">877</a>		
<b>Title</b>	Car Parking Standards Supplementary Planning Document (SPD)		
<b>Overview</b>	<p>This consultation sought views on draft standards for the provision of car parking in new developments (for example supermarkets, offices, new housing). It included provision for parking for people with disabilities and cycle parking. The consultation took place from the 23rd August 2010 until the 4th October 2010. Comments were made online at <a href="http://consult.birmingham.gov.uk/portal">consult.birmingham.gov.uk/portal</a>. Further information is available on the City Council's website <a href="http://www.birmingham.gov.uk/carparkingguidelines">www.birmingham.gov.uk/carparkingguidelines</a>.</p>		
<b>Contact name</b>	Martin Eade - 0121 303 3430	<b>Date</b>	23/08/2010 - 04/10/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

#### Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">883</a>		
<b>Title</b>	Evaluation Of Working Neighbourhoods Fund Projects		
<b>Overview</b>	<p>To undertake a comprehensive and independent evaluation of 3 projects delivered by Birmingham City Council, which are funded through the Working Neighbourhoods Fund. These are:</p> <ol style="list-style-type: none"> <li>1) Retail Development Programme - a programme which provides grants to independent retail businesses wishing to set up or expand in Birmingham.</li> <li>2) Stimulating Demand for Mainstream Business Support - a programme which provides grant support and business advice to SME's.</li> <li>3) Find It In Birmingham - a web-based procurement portal, designed to generate awareness, improve access and increase opportunities.</li> </ol>		
<b>Contact name</b>	Barbara Kelly - 0121 303 2634	<b>Date</b>	31/07/2010 - 31/03/2011
<b>Key findings 1</b>	The Business Development Programme performed well and achieved its targets of engaging and supporting a wide range of businesses. As a result of this 230 jobs were safeguarded and 235 jobs were created.		
<b>Key findings 2</b>	The Retail Development Programme was a timely and much appreciated source of support, particularly for micro retail businesses. Over 310 jobs were safeguarded and almost 230 jobs were created.		
<b>Key findings 3</b>	Find It In Birmingham was a welcome opportunity to change the way in which the Council procures its work. It was a well received and well managed project that delivered a number of impacts on businesses in Birmingham, most prominently increased sales and business leads.		
<b>What we did</b>	Further funding opportunities have been identified, and bids are being developed to repeat the projects. This evaluation document is being used to support this process. Funding has been sourced to continue Find It In Birmingham.		
<b>Next Steps</b>	Our next steps are to submit the applications for further funding,		

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">889</a>
<b>Title</b>	Civic Catering - Banqueting Suite
<b>Overview</b>	Civic Catering carried out a survey to find out the views from customers that held an event in the Banqueting Suite, Council House, Birmingham. Customers were asked a variety of questions about the service they received.
<b>Contact name</b>	Andrew Comfort - 0121 303 2050
<b>Date</b>	01/04/2010 - 31/03/2011
<b>Key findings 1</b>	Civic Catering recorded 71 customer compliments throughout the year. The compliments were related to the high standard of service and quality of food.
<b>Key findings 2</b>	There were a variety of comments received from event organisers regarding the facilities, service and quality of particular food items. Individual comments have been addressed and action taken to improve, where possible.
<b>Key findings 3</b>	Complaints were received regarding the quality of the PA system in the Banqueting Suite.
<b>What we did</b>	Action taken to make improvements to service delivery, quality of the products on offer and the overall customer experience.
<b>Next Steps</b>	During the next consultation year, improvements are to be made to the consultation process. Customers will be able to complete an online questionnaire or have a questionnaire posted to them. The means used to report on outcomes of customer response forms and how they are reported will be reviewed as part of Civic Catering's consultation strategy.

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">890</a>
<b>Title</b>	Civic Catering - Highbury
<b>Overview</b>	Civic Catering carried out a survey to find out the views from customers that held an event at Highbury, Moseley, Birmingham. Customers were asked a variety of questions about the service they received.
<b>Contact name</b>	Andrew Comfort - 0121 303 2050
<b>Date</b>	01/04/2010 - 31/03/2011
<b>Key findings 1</b>	Civic Catering recorded 100 customer compliments throughout the year. The compliments were related to the high standard of service and quality of food.
<b>Key findings 2</b>	There were a variety of comments received from event organisers regarding the facilities, service and quality of particular food items. Individual comments have been addressed and action taken to improve, where possible.
<b>Key findings 3</b>	A number of issues concerning the delivery times of outside catering orders, staff attitude and quality of food have been raised by customers.
<b>What we did</b>	Action taken to make improvements to service delivery, quality of the products on offer and the overall customer experience.
<b>Next Steps</b>	During the next consultation year, improvements are to be made to the consultation process. Customers will be able to complete an online questionnaire or have a questionnaire posted to them. The means used to report on outcomes of customer response forms and how they are reported will be reviewed as part of Civic Catering's consultation strategy.

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">892</a>
<b>Title</b>	Civic Catering - Edwardian Tea Room
<b>Overview</b>	Civic Catering carried out a survey to find out the views from users and non service users of the Edwardian Tea Room at Birmingham Museum and Art Gallery. They were asked a variety of questions about the service they received or reason for not using the Tea Room.
<b>Contact name</b>	Andrew Comfort - 0121 303 2050
<b>Date</b>	01/04/2010 - 31/03/2011
<b>Key findings 1</b>	Civic Catering recorded 54 customer compliments throughout the year. The compliments were related to the high standard of service and quality of food.
<b>Key findings 2</b>	There were a variety of comments received from event organisers regarding the facilities, service and quality of particular food items. Individual comments have been addressed and action taken to improve, where possible.
<b>Key findings 3</b>	A number of issues concerning the queuing times, staff attitude and quality of food have been raised by customers. Individual complaints have been responded to and also detailed on our You Said We Did report, attached.
<b>What we did</b>	We did not carry out a user and non-user survey, as detailed in this consultation. However based on individual feedback from comment forms and emails, action has been taken to make improvements to service delivery, quality of the products on offer and the overall customer experience.
<b>Next Steps</b>	During the next consultation year, improvements are to be made to the consultation process. Customers will be able to complete an online questionnaire or be able to fill out a questionnaire within the Birmingham Museum & Art Gallery. The means used to report on outcomes of customer response forms and how they are reported will be reviewed as part of Civic Catering's consultation strategy.

#### Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">912</a>
<b>Title</b>	Interim Evaluation of Enterprise City High Growth Business programme
<b>Overview</b>	<p>This consultation continued to evaluate the project and to provide a comprehensive overview of the progress made in the development of this initiative, following the earlier phases and contents and recommendations from the previous evaluation work.</p> <p>The programme assisted businesses to improve their competitiveness and performance, and increase sustainability by providing in-depth tailored support that brings about business growth development, and job creation.</p> <p>The evaluation looked at the impact this project has had on businesses within Birmingham.</p>
<b>Contact name</b>	Karen Jenkins - 0121 303 3779
<b>Date</b>	01/10/2010 - 31/03/2011
<b>Key findings 1</b>	The Enterprise City high Growth Programme (2010-2013) is a well founded concept within the business support landscape and fits with the newly confirmed solutions for business product portfolio.
<b>Key findings 2</b>	The programme is tried and tested product in Birmingham which is highly valued by the large majority of its participant's businesses.
<b>Key findings 3</b>	Initial recruitment, however, reflects a longer running policy tension between the desire to create a culture of entrepreneurship and providing support to those companies with the greatest potential to achieve high growth.
<b>What we did</b>	The evaluation recommendations are being considered and implemented as applicable during the continued delivery of the programme activity, and recruitment of the next cohort of participating businesses.
<b>Next Steps</b>	A second interim evaluation will shortly be carried out with the first years participants to assess in greater detail the impact that the programme has had on their business growth.

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">928</a>		
<b>Title</b>	Heath Street Section 106		
<b>Overview</b>	Residents of houses within the Dudley Road Local Centre, and owners, where relevant, were contacted to find out whether they would wish to have their front walls/curtilages improved at no cost to them. Forms were asked to be signed indicating that permission was given for the Council to undertake the work, but that they would bear the costs of future maintenance.		
<b>Contact name</b>	JOHN WESTOBY - 0121 675 1834	<b>Date</b>	16/11/2010 - 31/03/2011
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">931</a>
<b>Title</b>	Draft Supplementary Planning Document (SPD) for Places of Worship, and Faith-Related Community Uses
<b>Overview</b>	Birmingham City Council wishes to ensure that the needs of faith communities in Birmingham are adequately met, and that planning policies reflect the changing needs and demands of the City's growing population. This Supplementary Planning Document (SPD) aims to give clear guidance for submitting applications for planning permission. The SPD aims to ensure consistency in the approach to determining planning applications for not only places of worship but also faith-related community and educational uses. To submit comments please go to the website address provided.
<b>Contact name</b>	Zahid Mahmood - 0121 464 9855
	<b>Date</b>   09/11/2010 - 24/11/2010
<b>Key findings 1</b>	
<b>Key findings 2</b>	
<b>Key findings 3</b>	
<b>What we did</b>	
<b>Next Steps</b>	

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">934</a>		
<b>Title</b>	A41 Strategic Regeneration (Corridor) Framework (SRF)		
<b>Overview</b>	To find out the views of individuals living, working and using the A41 Corridor area about the proposed options for the transformational change proposed to promote investment in the sustainable development and maintenance of a thriving, attractive and distinctive local centre at Soho Road. The results and feedback through the consultation will assist in developing a document that is signed up by everyone to further improve the area.		
<b>Contact name</b>	Zahid Mahmood - 0121 464 9855	<b>Date</b>	25/10/2010 - 06/12/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">985</a>		
<b>Title</b>	Warwick Road Route Enhancements Phase One (Percy Road to Stockfield Road)		
<b>Overview</b>	This consultation followed on from previous work to identify problems on Warwick Road and produce an overall route strategy. This consultation covered specific proposals for one section of the route (Percy Road to Stockfield Road) including changes to road markings, signing and parking / loading arrangements. The measures were approved in November 2010 and will be implemented by March 2011, alongside resurfacing work by the City Council's PFI maintenance contractor.		
<b>Contact name</b>	Andy Chidgey - 0121 675 6519	<b>Date</b>	13/09/2010 - 29/10/2010
<b>Key findings 1</b>	No significant objections to the proposals. Minor modifications to be incorporated into the scheme where requested.		
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>	Proposals were finalised prior to TRO advertisement and implementation.		
<b>Next Steps</b>	Completion of all works and sealing of the Traffic Regulation Orders.		

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">1.028</a>		
<b>Title</b>	Local Validation Criteria for Planning Applications		
<b>Overview</b>	There is a requirement to review our Local Validation Criteria by December 2010. We have taken this opportunity to simplify the validation requirements generally and where possible have, updated policy and legislative references, Amended in accordance with legislation published since the adoption of the original validation criteria, Omitted elements of duplication, added national policy drivers, Added links to information and further guidance available online. This has been sent to key stakeholders for comment		
<b>Contact name</b>	Julie Smith - 464 4681	<b>Date</b>	21/09/2010 - 19/11/2010
<b>Key findings 1</b>	General acceptance of revised content		
<b>Key findings 2</b>	Minor changes to be implemented as a result of comments		
<b>Key findings 3</b>			
<b>What we did</b>	Revised Local Validation Criteria guidelines		
<b>Next Steps</b>	Local Validation Criteria to be reviewed every 3 years		

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">1.038</a>		
<b>Title</b>	Marlborough House Recreation Ground LPG 72304		
<b>Overview</b>	The project revolves around providing improvements to a local Public Open Space which currently suffers from issues of anti-social behavior and nuisance. The project was led by local councillors and BCC officers in conjunction with local residents' groups whose initial ideas were put forward at two consultation events held at a local community centre. All residents immediately bordering the recreation ground were invited via hand delivered letters which included the questionnaires. In total over 200 letters with questionnaires were delivered in the weeks before the consultation.		
<b>Contact name</b>	Anthony Down - 0121 303 4562	<b>Date</b>	09/08/2010 - 20/08/2010
<b>Key findings 1</b>	Secure boundary planting is a preferred improvement		
<b>Key findings 2</b>	Improved entrance features also high priority		
<b>Key findings 3</b>	Provision of litter bins important to local residents		
<b>What we did</b>	A final scheme was drawn up and submitted for planning consent. Improvements will include an outdoor gym, secure park entrances and improved access routes within the park as well as tree planting and bench installation.		
<b>Next Steps</b>	Following planning approval the work will be carried out in early 2011.		

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">1.041</a>		
<b>Title</b>	Retail Development Programme		
<b>Overview</b>	The purpose of the consultation is to evaluate the performance of the Retail Development Programme. This will be achieved by assessing those businesses which have been assisted through the programme. This evaluation will then inform all future development of future projects in Birmingham local centres and elsewhere in Birmingham.		
<b>Contact name</b>	Mohammed Zahir - 0121 303 2956	<b>Date</b>	01/09/2009 - 31/03/2011
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">1.061</a>		
<b>Title</b>	Hawthorn Road (Kingstanding) Traders' Consultation		
<b>Overview</b>	<p>Birmingham City Council, through the North West Planning &amp; Regeneration Team, consulted with the Hawthorn Road &amp; Kingstanding Circle Centre traders to consider issues facing the traders particularly in these difficult times. Any improvement options suggested were carefully considered.</p> <p>Views enabled officers from the above Team to consider options for a future strategy which can be discussed with local Councillors with a view to developing recommendations for future implementation, subject to funding being available.</p>		
<b>Contact name</b>	Vijay Kundalia - 0121 464 7734	<b>Date</b>	01/09/2010 - 01/12/2010
<b>Key findings 1</b>	The traders require better parking facilities for shoppers and better enforcement.		
<b>Key findings 2</b>	The traders would like security grant or initiatives such as main road CCTV & signage to deter crime.		
<b>Key findings 3</b>	Traders would also like public toilet facilities.		
<b>What we did</b>	The officer(s) from the North West Regeneration Team will be attending a meeting of the Hawthorn Road Trader's Association to discuss the findings and any options for intervention to help the traders. The outcomes are likely to be economic benefits, but they are dependent on a selection of options and funding to implement them.		
<b>Next Steps</b>	<p>The officer(s) from the North West Regeneration Team attended a meeting of the Hawthorn Road Trader's Association in January 2011, to discuss the findings and any options for intervention to help the traders.</p> <p>A report will be prepared showing the boundary, addresses of the businesses, issues reported and recommendations, this report will be presented to councillors with a view to agree upon prioritised costed options.</p>		

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">1.078</a>		
<b>Title</b>	Local Safety Schemes : Linden Road Phase 2		
<b>Overview</b>	<p>This consultation will ensure that all current stakeholders have an opportunity to comment on the scheme. The consultation is to seek views/comments on specific proposals by:</p> <ul style="list-style-type: none"> <li>•Gaining feedback on the design and proposals presented.</li> <li>•Ensuring that the consultees feel that their views can be adequately expressed.</li> <li>•Involving relevant parties in achieving and meeting the key scheme objectives.</li> </ul>		
<b>Contact name</b>	Anna Wilson - 0	<b>Date</b>	01/11/2010 - 19/11/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">1.079</a>		
<b>Title</b>	Harvey Road Traffic Management Options		
<b>Overview</b>	Consultation to seek the views on options to change traffic flows in Harvey Road. Options include making the road one-way or leaving it as two way traffic.		
<b>Contact name</b>	Will Martin - 0121 303 7722	<b>Date</b>	10/11/2010 - 03/12/2010
<b>Key findings 1</b>	The majority of local residents favoured a one-way arrangement in Harvey Road.		
<b>Key findings 2</b>	Residents favoured a westbound one-way system (rather than eastbound) by a majority of nearly 2 to 1.		
<b>Key findings 3</b>			
<b>What we did</b>	Agreement obtained to make Harvey Road one-way westbound.		
<b>Next Steps</b>	As part of the Tesco development, Traffic regulation Order will be advertised, including one to make Harvey Road one-way westbound.		

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">1.092</a>
<b>Title</b>	Taste of Africa and the Caribbean Evening 21.09.10
<b>Overview</b>	Feedback forms were given to visitors of the Taste of Africa and Caribbean Evening at the Banqueting Suite, Council House on 21 September 2010. The feedback form was an opportunity for visitors to rate the Afro-Caribbean catering companies, exhibiting in the Banqueting Suite, based on the food that they sampled.
<b>Contact name</b>	Andrew Comfort - 0121 303 2050 <b>Date</b> 21/09/2010 - 21/09/2010
<b>Key findings 1</b>	The majority of visitors were female and they found out about the event from a friend/family member.
<b>Key findings 2</b>	Deep Caribbean Experience and EKY Caterers received the most 'good' and 'excellent' ratings by visitors.
<b>Key findings 3</b>	Civic Catering did not provide water for visitors and the queues were too long, which will be taken into consideration at the next event.
<b>What we did</b>	<p>Civic Catering will be evaluating catering companies, to be included on our 'approved external Afro-Caribbean caterers list'. The feedback from visitors will be included as part of evaluation process and taken into consideration.</p> <p>Furthermore, it was identified that Civic Catering needed to reach out more to the Afro-Caribbean community and as a result will be hosting a Caribbean Catering lunch with one of caterers from this event.</p>
<b>Next Steps</b>	<p>To put together a tendering process to offer Afro-Caribbean catering companies the opportunity of being evaluated, with the view to being included on Civic Catering's list of approved caterers.</p> <p>In addition, Civic Catering will be looking at opportunities to offer more events specifically for the Afro-Caribbean community. The first event will be a Caribbean Christmas lunch on 12 December 2010.</p>

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">1.102</a>		
<b>Title</b>	West Midlands Local Transport Plan 2011 - 2026		
<b>Overview</b>	The new Local Transport Plan (LTP) came into effect from April 1st 2011, and will cover the period 2011 – 2026. The aim of the new LTP is to set out a transport strategy for the West Midlands which will support sustainable economic growth and development and the move to a low carbon economy. Centro, the West Midlands Integrated Transport Authority, carried out the consultation between 29/11/10 to 31/1/11.		
<b>Contact name</b>	Peter Bethell - 0121 303 7439	<b>Date</b>	29/11/2010 - 31/01/2011
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">1.123</a>		
<b>Title</b>	Chamberlain Gardens Controlled Parking Zone review		
<b>Overview</b>	In December 2010 and January 2011 a review of the Controlled Parking Zone on the Chamberlain Gardens Estate was conducted, following its first year of operation. We will be counting the number and type of vehicles parked at different times of the day both within the zone and in the surrounding area. In addition residents and businesses in and around Chamberlain Gardens received a leaflet, delivered to their property, asking for their views.		
<b>Contact name</b>	David Harris - 0121 464 5313	<b>Date</b>	16/12/2010 - 21/01/2011
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">1.135</a>		
<b>Title</b>	Sustainability Forum: Developing Resilient and Sustainable Communities; Lessons from Transition		
<b>Overview</b>	This Forum aimed, through workshops and discussions with local people keen to promote and encourage the growth and Development of Low Carbon Communities, to explore ideas, suggestions and potential barriers. It also examined the 'Transition Towns' model for moving towards strong and sustainable communities. A 'Transition' initiative is a community-led response to the pressures of climate change, fossil fuel depletion and increasingly, economic challenges.		
<b>Contact name</b>	Lorraine Cookson - 0121 303 5449	<b>Date</b>	25/01/2011 - 25/01/2011
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham City Council - Development

<b>Con ID</b>	<a href="#">1.147</a>
<b>Title</b>	Planning Application Consultations - Libraries and Neighbourhood Offices
<b>Overview</b>	When a planning application is received we currently send this to in excess of 56 locations across the city. It is proposed to no longer provide planning application details at libraries and neighbourhood offices, a service which currently costs over £30k a year.
<b>Contact name</b>	Julie Smith - 464 4681 <b>Date</b> 31/01/2011 - 08/03/2011
<b>Key findings 1</b>	During February we sent out 13,766 Public Participation letters which shows that less than 1% of people physically went to either a library or neighbourhood office to view the hard copy plans.
<b>Key findings 2</b>	The current service does not provide value for money, in that it costs between £30k and £45k a year
<b>Key findings 3</b>	
<b>What we did</b>	Stopped sending hard copy plans to the libraries and neighbourhood offices
<b>Next Steps</b>	In order to mitigate the issues that arose from the consultation survey results, we propose to stop advising customers to go to their local neighbourhood office to view plans as there is limited access to the internet for general use, provide additional help with the use of Planning Online to library internet users (including the recently introduced scaling and measuring tool), provide a poster for the libraries to advertise the removal of the hard copies and the help available for using Planning Online, contact ward members in those areas where the service is used most, to help explain the re

**Lead Organisation:**Birmingham City Council - Environment and Culture

<b>Total No. of Consultations:</b>	25
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<b>Con ID</b>	<a href="#">543</a>		
<b>Title</b>	Partners Survey – Constituencies, Veolia, Kappa, Contact Centre, Street Champions, BEP and Others		
<b>Overview</b>	<p>Fleet and Waste Management refuse collection, street cleansing and recycling services now work in partnership with a wide range of organisations including commercial businesses, the third and voluntay sector and other public bodies.</p> <p>When the division wanted to achieve Charter Mark for its customer services, as part of its external assessment the independent assessor consulted a large number of Fleet &amp; Waste Management's partners to see how the partnership was working.</p>		
<b>Contact name</b>	Jeremy Shields - 303 6191	<b>Date</b>	01/09/2008 - 30/12/2010
<b>Key findings 1</b>	Fleet and Waste Management works well with a range of co-providers and partners. There are arrangements in place that support effective communication and ongoing contract review resulting in cost savings and other benefits for the customer.		
<b>Key findings 2</b>	Partnerships are an important aspect of service delivery in the public Sector.		
<b>Key findings 3</b>	Partnerships need to work effectively and largely do so in Birmingham..		
<b>What we did</b>			
<b>Next Steps</b>			

#### Lead Organisation: Birmingham City Council - Environment and Culture

<b>Con ID</b>	<a href="#">946</a>		
<b>Title</b>	Children's and Young People's Library Survey (for under 16s)		
<b>Overview</b>	The Public Library User Survey (PLUS) captures the views of children visiting public libraries across the city during the course of 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.		
<b>Contact name</b>	Gerry Box - 0121464 1611	<b>Date</b>	20/09/2010 - 25/09/2010
<b>Key findings 1</b>	One of the most significant changes in the results of the 2010 survey is the increase in children borrowing 'books or other items'. This has risen steadily from 56% in 2005, to 61% in 2007 and then up another 9% to 70% in 2010.		
<b>Key findings 2</b>	There is a significant change in computer use according to the 2010 results. Three years ago 66% of respondents said that they used a computer at home and 50% in the library. In 2010 this was 78% at home (up 12%) and 42% in the library (down 8%). This indicates more ownership of computers in home		
<b>Key findings 3</b>	Little change in overall opinion of libraries since 2007, with 99% saying the library is 'friendly', 94% saying it is 'easy to get to', 92% 'bright and cheerful inside' and 96% 'a place I want to come to' – It is worth noting that many libraries had 100% positive response to these questions.		
<b>What we did</b>	An analysis was undertaken comparing results with the previous survey (2007) to identify trends and inform service improvements. Each library was tasked with examining 3 possible service improvement aims based on local results.		
<b>Next Steps</b>	A poster has been prepared and circulated to all libraries so that the 3 service improvement aims for each individual library can be displayed to service users at that library.		

#### Lead Organisation: Birmingham City Council - Environment and Culture

<b>Con ID</b>	<a href="#">951</a>		
<b>Title</b>	Inclusive Libraries (inc Our Way survey)		
<b>Overview</b>	In partnership with the University of Birmingham and the British Institute of Learning Disabilities (BILD), Birmingham Library & Archive Services ran two events for adults with learning disabilities and carers, from Moseley Day Centre. The events explored the experience of libraries, acquisition of relevant resources and assistive technologies. Following this a Mystery Shopping survey by young adults with learning disabilities (Our Way) was conducted in Birmingham Central Library and Quinton Library, in March and June 2010.		
<b>Contact name</b>	Gerry Box - 0121 464 1611	<b>Date</b>	01/04/2010 - 30/06/2010
<b>Key findings 1</b>	Library staff were rated as friendly and the Children's and Music Library areas in particular rated well for user-friendliness and resources.		
<b>Key findings 2</b>	More use of pictures, symbols and audio is needed throughout the libraries.		
<b>Key findings 3</b>	Touch-screen technology could make the libraries more inclusive (Easy use, touch screen pcs already installed in Central Library and Quinton Library were rated 'very good' but with 'too many icons'.		
<b>What we did</b>	Actions: following the library events and the first Mystery Shopping visit in March 2010 areas for improvement were identified and work commenced on putting these into practice. A second Mystery Shopping visit in June was planned to give feedback on progress made. Report on the Second Mystery Shopping visit is attached.		
<b>Next Steps</b>	Produce 2 x leaflets promoting accessible services/resources (Central and Quinton Libraries); an accessible website folder (to go onto the website later in 2010 and shared with potential service users); increase use of symbols on library signs and promotional material (symbol software purchased, due for installation in Sept 2010); investigation in to use of volunteers to support pc use commenced; project to be disseminated nationally; articles in professional library press; library development day planned for early 2011; submitted as exemplar of good practice to MLA Museum.		

**Lead Organisation: Birmingham City Council - Environment and Culture**

<b>Con ID</b>	<a href="#">954</a>		
<b>Title</b>	Birmingham Museum and Art Gallery: Community Action Panel (new gallery section titles)		
<b>Overview</b>	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 on 12 April 2010. It focused on the trailing of a range of proposed section titles for a new history gallery at the Museum called 'A Stranger's Guide to Birmingham, 1700-1830'. This will open in 2012.		
<b>Contact name</b>	Jackie Swancutt - 0121 303 3964	<b>Date</b>	12/04/2010 - 12/04/2010
<b>Key findings 1</b>	Most of the titles were considered appropriate.		
<b>Key findings 2</b>	A few of the titles were thought to be misleading (and in need of a rethink) as participants felt they did not reflect the proposed display content of the sections.		
<b>Key findings 3</b>			
<b>What we did</b>	The consultation findings have been fed back into the galleries redevelopment plan and a number of the proposed section titles for the new gallery have been changed as a result.		
<b>Next Steps</b>	We will continue to consult with the Community Action Panel on different themes/areas of the new history galleries throughout the redevelopment project		

**Lead Organisation: Birmingham City Council - Environment and Culture**

<b>Con ID</b>	<a href="#">955</a>
<b>Title</b>	Birmingham Museum and Art Gallery: Community Action Panel (Greening the Museum)
<b>Overview</b>	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 10th May 2010. The aim of the meeting was to generate and explore ideas related to making the museum 'greener' in terms of a) Museum operations b) Museum displays, exhibitions and programmes.
<b>Contact name</b>	Jackie Swancutt - 0121 303 3964
<b>Date</b>	10/05/2010 - 10/05/2010
<b>Key findings 1</b>	Participants listed a range of ideas for making the museum a 'greener' business. These related to buildings (e.g. not using electric heaters), people (e.g. reducing paper wastage), recycling (e.g. using recycled bags in shop) and transport (e.g. cycle to work scheme).
<b>Key findings 2</b>	Participants felt that the Museum should also be communicating green issues through its exhibitions, displays, events and programmes. Ideas included arts workshops that use recycled materials, photography/art exhibitions that focus on environmental changes and 'Stomp' type musical performances.
<b>Key findings 3</b>	
<b>What we did</b>	The Museum is currently creating an internal working group to address 'green' issues and implement change. Museum staff have also been consulted about their own ideas, and their feedback, plus the Community Action Panel's, will be considered and discussed by this group.
<b>Next Steps</b>	As many practical ideas as possible will be taken forward.

#### Lead Organisation: Birmingham City Council - Environment and Culture

<b>Con ID</b>	<a href="#">956</a>
<b>Title</b>	Birmingham Museum and Art Gallery: Community Action Panel (new gallery interactives)
<b>Overview</b>	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 June 2010. The aim of the meeting was to gain feedback on a couple of key planned interactives for the new history galleries and to consult the group on their preferred colours, contrasts and sizes for text panels and labels.
<b>Contact name</b>	Jackie Swancutt - 0121 303 3964
	<b>Date</b> 14/06/2010 - 14/06/2010
<b>Key findings 1</b>	The participants liked the 'Game of Life' as it was easy to use and communicated the message of 'chance' in everyone's lives. They suggested some improvements including incorporating the captions into the spinner and ensuring the captions relate more strongly to Birmingham.
<b>Key findings 2</b>	Participants were a little divided on the 'Ballads' interactive but felt it could work if there was a clear differentiation between the old ballads and contemporary ballads using different images and text in the interpretation and perhaps different types of audio player
<b>Key findings 3</b>	A larger proportion of the participants found black text easier to read than white. Text was also easier to read when there was a larger contrast between the text and its background. Some people were put off by backgrounds consisting of bright, garish colours.
<b>What we did</b>	The consultation findings have been fed into the history galleries redevelopment plan. The 'Game of Life' interactive design has already been worked up further, using a number of suggestions from the Panel - including incorporating the consequences captions into the spinner itself rather than displaying these next to it. The design team have decided to use black text on a high contrast background for the majority of text in the new galleries.
<b>Next Steps</b>	We will continue to consult with the Community Action Panel on different themes/areas of the new history galleries throughout the redevelopment project.

**Lead Organisation: Birmingham City Council - Environment and Culture**

<b>Con ID</b>	<a href="#">957</a>		
<b>Title</b>	Birmingham Museum and Art Gallery: Slavery display consultation		
<b>Overview</b>	This one-off consultation focus group was held to find out the views of African Caribbean elders about a proposed display on slavery for the new history galleries at Birmingham Museum and Art Gallery. The focus group was held at Handsworth Fire Station on Friday 7th May 2010. The focus group was used to inform approaches to this display including types of objects, interpretation and terminology.		
<b>Contact name</b>	Jackie Swancutt - 0121 303 3964	<b>Date</b>	07/05/2010 - 07/05/2010
<b>Key findings 1</b>	That the display needs to be emotive and get across the brutality and cruelty of slavery, for example there should be an opportunity to feel the weight of the shackles that slaves wore.		
<b>Key findings 2</b>	That the display should include white abolitionists, such as Joseph Sturge, and explore their motivations for fighting for the abolitionist cause		
<b>Key findings 3</b>	That some types of slavery are still going on including sex trafficking, cheap labour. However the term 'Slave Trade' specifically suggests buying and selling which doesn't relate to all types of modern 'slavery'.		
<b>What we did</b>	The results of the consultation have been fed back to the project working group and are being used to help plan the new slavery display.		
<b>Next Steps</b>	We will continue to consult with different community groups in the City to help inform different parts of the new history galleries redevelopment at the Museum		

**Lead Organisation: Birmingham City Council - Environment and Culture**

<b>Con ID</b>	<a href="#">959</a>		
<b>Title</b>	Take a Break Survey		
<b>Overview</b>	280 users of the Central Library were surveyed in June/July 2010 to assess user demand or needs for a separate relaxation, picnic or rest area/s, where they could take a break from studying or other activity, and if desired, have refreshments such as cold food and drink (not currently permissible in the library other than in the Cafe.) Part of the customer research being undertaken to raise customer service standards, inform current service development and inform service planning towards the new Library of Birmingham.		
<b>Contact name</b>	Gerry Box - 0121 464 1611	<b>Date</b>	07/06/2010 - 03/07/2010
<b>Key findings 1</b>	There is strong customer support for 'Take a Break' areas in the Central Library		
<b>Key findings 2</b>	There is a divergence of opinion as to the feel of such areas, revealing demand for both relaxing and peaceful areas, and more active spaces offering diversion from study or research.		
<b>Key findings 3</b>	Most users participating have multiple purposes for their stay, visit weekly, and stay in excess of two hours.		
<b>What we did</b>	'Take a Break' areas were to be trialled in Autumn 2010, but service re-configuration within the Central Library in response to budget pressures will delay implementation.		
<b>Next Steps</b>	If implemented, feedback to service users via posters and website will be provided. 27 customers who left contact details will be provided with feedback individually and asked if they would like to continue involvement e.g. in evaluating any trial 'Take a Break' areas. Methodology for obtaining customer evaluation is under consideration.		

**Lead Organisation: Birmingham City Council - Environment and Culture**

<b>Con ID</b>	<a href="#">976</a>		
<b>Title</b>	National Playday at Cannon Hill Park		
<b>Overview</b>	<p>This event was organised by Birmingham Play portfolio. It is geared towards groups of children aged 5-13. Playday is the annual celebration of children's right to play, a national day highlighting the importance of play in children's lives.</p> <p>The purpose of the consultation was to inform the changes that took place due to the feedback acquired last year and to invite comments and choices from children, parents/carers and staff. The consultation took place at Cannon Hill Park.</p>		
<b>Contact name</b>	Robina Nadeem - 0121-675-8566	<b>Date</b>	04/08/2010 - 04/08/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>	Yet to be confirmed.		
<b>Next Steps</b>	Yet to be confirmed		

**Lead Organisation: Birmingham City Council - Environment and Culture**

<b>Con ID</b>	<a href="#">996</a>		
<b>Title</b>	Woodland Burial Consultation		
<b>Overview</b>	Questionnaires were sent to faith groups within Birmingham to establish what the likely demand and uptake would be if Woodland Burial areas are developed within one or more of the Birmingham City Council cemeteries.		
<b>Contact name</b>	Andrea Haines - 0121 303 0200	<b>Date</b>	06/07/2010 - 30/07/2010
<b>Key findings 1</b>	50% of the faith groups surveyed thought that a woodland burial area within Birmingham is a good idea.		
<b>Key findings 2</b>	83% of the Humanist groups surveyed stated that they thought that woodland burial was a good idea.		
<b>Key findings 3</b>	Of those faith groups surveyed, the results suggest that woodland burial is likely to be a less popular preference for burial within the Catholic faith group.		
<b>What we did</b>	It has been determined that there is likely to be a demand for this type of burial within Birmingham. It is anticipated that the demand will initially be relatively small, but is likely to grow in popularity.		
<b>Next Steps</b>	A working group is completing a feasibility study for this type of burial within a number of the city cemeteries.		

**Lead Organisation: Birmingham City Council - Environment and Culture**

<b>Con ID</b>	<a href="#">1.004</a>		
<b>Title</b>	Trafalgar Road Local Park Community Consultation LPG 71895		
<b>Overview</b>	Funding has been identified to upgrade this existing open space. Sketch ideas and outline proposals have been drawn up to refurbish the existing play equipment thus improving the play value and also to enhance the environment and wildlife potential.		
<b>Contact name</b>	James O'Sullivan - 0121 675 1841	<b>Date</b>	06/10/2010 - 15/10/2010
<b>Key findings 1</b>	Replacement of Play surfacing requested		
<b>Key findings 2</b>	Update of equipment requested		
<b>Key findings 3</b>	Keep fit equipment for older people requested		
<b>What we did</b>	The proposed design was revised to take on board the views and concerns of the consultees. There was general support for the Landscape Architect to proceed to construction stage and local Councillors approved the final layout plan.		
<b>Next Steps</b>	Construction started on site during Feb 2011 and completed during April 2011. The final layout plan can be found on the Be Heard consultation database.		

**Lead Organisation:**Birmingham City Council - Environment and Culture

<b>Con ID</b>	<a href="#">1.054</a>		
<b>Title</b>	Bereavement Services Grounds Maintenance Satisfaction Survey		
<b>Overview</b>	Seeking customers views on the performance and delivery of the grounds maintenance service over a 12 month period. Survey forms hand delivered to each the service provider and a response given to the co-ordinating officer, Simon Cooper.		
<b>Contact name</b>	Simon Cooper - 0121 464 0406	<b>Date</b>	01/10/2010 - 31/10/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

**Lead Organisation: Birmingham City Council - Environment and Culture**

<b>Con ID</b>	<a href="#">1.081</a>		
<b>Title</b>	Wholesale Market Tenants Survey 2010		
<b>Overview</b>	Wholesale Markets Tenants consultation 2010. Monitoring Wholesale Markets satisfaction levels with tenants during October/November 2010 through self completion questionnaires.		
<b>Contact name</b>	Mick Taylor - 0121 303 0258	<b>Date</b>	01/10/2010 - 30/11/2010
<b>Key findings 1</b>	There is a need for better parking facilities within the wholesale markets area (insufficient at present)		
<b>Key findings 2</b>	Need for better road surfaces within the wholesale markets area		
<b>Key findings 3</b>	Need for cleaner toilet facilities within the wholesale markets area		
<b>What we did</b>	Additional parking has been arranged in the Wholesale Market. Increased cleaning regime has been implemented in the toilet areas.		
<b>Next Steps</b>	Repairs and maintenance programme for the roadways within the Wholesale Market is ongoing.		

**Lead Organisation: Birmingham City Council - Environment and Culture**

<b>Con ID</b>	<a href="#">1.082</a>		
<b>Title</b>	Wholesale Market Users Consultation 2010		
<b>Overview</b>	Wholesale Markets Service User Consultation 2010 - monitoring Wholesale Market satisfaction levels with service users during October/November 2010 through questionnaires.		
<b>Contact name</b>	Mick Taylor - 0121 303 0258	<b>Date</b>	01/10/2010 - 30/11/2010
<b>Key findings 1</b>	Better toilet facilities are required		
<b>Key findings 2</b>	More information to be placed on noticeboards within the wholesale market area		
<b>Key findings 3</b>	An ATM (Cash Machine) would be a useful asset for the wholesale market users		
<b>What we did</b>	Feedback shared with Management team and all staff with a view to accomodating findings of survey.  Improved cleaning regime within toilet areas.		
<b>Next Steps</b>	To improve communications within the Markets Precinct through the use of additional notice boards. Consideration to be given to fitting an ATM (Cash Machine)		

**Lead Organisation: Birmingham City Council - Environment and Culture**

<b>Con ID</b>	<a href="#">1.085</a>		
<b>Title</b>	Retail Markets Non Users Consultation 2010		
<b>Overview</b>	Retail Market Non User Consultation 2010 - Monitor views/opinions of non users of Retail Markets during December 2010 through face to face surveys		
<b>Contact name</b>	Mick Taylor - 0121 303 0258	<b>Date</b>	14/02/2011 - 14/03/2011
<b>Key findings 1</b>	<p>Shoppers do not use the Markets as they:</p> <ol style="list-style-type: none"> <li>1. do not feel safe (60%)</li> <li>2. due to quality of products (40%)</li> <li>3. as they do not feel they are clean enough (33.3%)</li> <li>4. It is too far to walk (20%)</li> </ol>		
<b>Key findings 2</b>	Shoppers may be encouraged if Markets were made safer (56%) and cleaner (43%)		
<b>Key findings 3</b>	Shoppers felt Markets not promoted enough (93%) and 27% suggested would use markets if opening hours were more shopper friendly.		
<b>What we did</b>	A new cleaning operational has been implemented and additional Security deployed.		
<b>Next Steps</b>	Bring in further cleaning projects such as re-cycling to encourage clean habits and better general house keeping from the Traders.		

#### Lead Organisation: Birmingham City Council - Environment and Culture

<b>Con ID</b>	<a href="#">1.086</a>		
<b>Title</b>	Birmingham Museum & Art Gallery Generic Social Outcomes of Family Friendly Activities		
<b>Overview</b>	The report focuses on Generic Social Outcomes(GSOs) and how a visit to an event or participating in a workshop at Birmingham Museum & Art Gallery may help social well-being.		
<b>Contact name</b>	Rachael Saice - 0121 303 1603	<b>Date</b>	01/07/2010 - 30/09/2010
<b>Key findings 1</b>	100% of respondents considered the Museum to be an interesting place to visit.		
<b>Key findings 2</b>	99% of respondents felt that their child felt 'involved' in the activity.		
<b>Key findings 3</b>	54% felt it was ok to charge for the activities. 14% considered it to be acceptable but hoped the fee would not increase. 21% felt it was unacceptable to charge. 11% were either vague or did not comment.		
<b>What we did</b>	Taking into account comments that arose from the introduction of charges in June, and the numbers of those participating, it was decided to reduce the £2.00 charge (for summer-themed activities) down to £1.50; to keep the exhibition-related activities to £1.50, but to now charge under 5s too (unless they were not participating). Accompanying adults remained free.		
<b>Next Steps</b>	These evaluations are carried out quarterly.		

**Lead Organisation: Birmingham City Council - Environment and Culture**

<b>Con ID</b>	<a href="#">1.087</a>		
<b>Title</b>	Birmingham Museum & Art Gallery Generic Social Outcomes of Family Friendly Activities		
<b>Overview</b>	The report focuses on Generic Social Outcomes (GSOs) and how a visit to an event or participating in a workshop at Birmingham Museum & Art Gallery may help social well-being.		
<b>Contact name</b>	Rachael Saice - 0121 303 1609	<b>Date</b>	01/04/2010 - 30/06/2010
<b>Key findings 1</b>	87% of respondents felt that they or their child were encouraged to contribute or made a contribution to group activity.		
<b>Key findings 2</b>	A number of families felt it was reasonable/understandable to charge, but a number of participants felt that it might put larger families/or those on lower incomes off from participating		
<b>Key findings 3</b>	94% of respondents felt that they or their child interacted well with other visitors/staff during the activity/session.		
<b>What we did</b>	The responses received from visitors participating in our family friendly activities reveal that they had a very positive and enjoyable experience at Birmingham Museum & Art Gallery and seeing as so many were either regular visitors or had made repeat visits it is very heartening. It would be useful if they could perhaps elaborate on their 'yes' responses, or indicate why they had left a particular question blank so as to give us more of an insight but it's really encouraging nonetheless. There are some concerns about the introduction of charging.		
<b>Next Steps</b>	These evaluations are carried out quarterly and inform future programming of activities		

#### Lead Organisation: Birmingham City Council - Environment and Culture

<b>Con ID</b>	<a href="#">1.088</a>		
<b>Title</b>	Birmingham Museum & Art Gallery Generic Social Outcomes Lifelong Learning events		
<b>Overview</b>	The Generic Social Outcomes (GSO) Lifelong Learning evaluation took place from April to June 2010, through evaluation forms collected from a mixed media adult workshop and a jewellery making workshop. Evaluation forms are completed at adult workshops to evaluate the success of the workshops in terms of Generic Social Outcomes, a requirement of external funders. The report supports the benefit of adult workshops in terms of increasing social and communication skills.		
<b>Contact name</b>	Louise A Taylor - 0121 675 2579	<b>Date</b>	01/04/2010 - 30/06/2010
<b>Key findings 1</b>	100% of respondents felt that they had learnt specific skills from the workshops.		
<b>Key findings 2</b>	89.5% of respondents had visited the museum before and many had visited 3 or more times in the last year. Indicates that the adult workshops appeal to the core visitor		
<b>Key findings 3</b>	84.2% of respondents said they enjoyed interacting with others on the course.		
<b>What we did</b>	The outcome of this consultation highlighted that these workshops give valued support in increasing social and communication skills and providing a stimulating and inspiring environment for learning new skills and producing excellent art work.		
<b>Next Steps</b>	These evaluations are carried out quarterly and inform future public programme activities at Birmingham Museum & Art Gallery		

**Lead Organisation: Birmingham City Council - Environment and Culture**

<b>Con ID</b>	<a href="#">1.089</a>
<b>Title</b>	Bham Museum & Art Gallery Generic Social Outcomes Evaluation - Public Programmes (Interpretation)
<b>Overview</b>	The consultation focused on Generic Social Outcomes (GSOs) and how a visit to a workshop or a particular event at Birmingham Museum & Art Gallery may contribute to their social well being which enhances their social and learning experience.
<b>Contact name</b>	Lin Osborne - 0121 464 4912 <b>Date</b> 01/04/2010 - 30/06/2010
<b>Key findings 1</b>	The majority of people were supportive of a small charge being introduced for family activities
<b>Key findings 2</b>	93% of respondents felt that they and their child interacted well with other visitors or staff during the activity or session.
<b>Key findings 3</b>	99% of respondents felt that they and their child showed a positive attitude to the activity/session.
<b>What we did</b>	The responses suggest that most people believe BMAG family activities to be welcoming, inclusive and good value for money. The majority of people answered positively to most of the questions, even the question re: charging for activities. The family activities themselves are a major attraction for a lot of parents. The proportion of negative comments was very small.
<b>Next Steps</b>	These evaluations are carried out quarterly and inform future events/public programmes. Charges have recently been introduced and the majority of comments were supportive of a small charge. However, one or two families at each event decided not to participate when they learned of the charge.

**Lead Organisation: Birmingham City Council - Environment and Culture**

<b>Con ID</b>	<a href="#">1.090</a>		
<b>Title</b>	Birmingham Museum & Art Gallery Generic Social Outcomes Evaluation of family friendly events		
<b>Overview</b>	The consultation focused on Generic Social Outcomes (GSOs) and how a visit to a workshop or a particular event at Birmingham Museum & Art Gallery may contribute to visitors social well being.		
<b>Contact name</b>	Lin Osborne - 0121 464 4912	<b>Date</b>	01/07/2010 - 30/09/2010
<b>Key findings 1</b>	98% of respondents felt that we helped them and their child to feel confident about joining the activity.		
<b>Key findings 2</b>	100% of respondents felt that the museum is an interesting place to visit.		
<b>Key findings 3</b>	84% of respondents felt that the introduction of a small charge was either good value, fair, acceptable or OK		
<b>What we did</b>	The responses received from visitors participating in these activities reveal that they had a positive experience and that these family activities themselves are a major attraction for a lot of parents as are the interactive elements of the various galleries. The activities also enhance their whole museum experience and serve to reinforce learning and creativity. The biggest concerns related to charging for activities rather than the activities themselves.		
<b>Next Steps</b>	These evaluations are carried out quarterly and inform future service delivery. Most concerns raised were about charging for activities on top of an exhibition entrance fee, something which could be reviewed for future exhibitions.		

**Lead Organisation: Birmingham City Council - Environment and Culture**

<b>Con ID</b>	<a href="#">1.140</a>		
<b>Title</b>	Half Term Free Playdays-October		
<b>Overview</b>	Half term Playday events, funded by the Big Lottery, are geared towards groups of children aged 5-14 who do not have access to mainstream play provision. These groups would include Black and Ethnicity Minority(BME), refugees and asylum seekers, looked after children and children with special needs. The purpose of the consultation was to inform about the changes that took place due to the feedback acquired in the June half term event and to invite comments and choices from children, parents/carers, and Play project staff.		
<b>Contact name</b>	Robina Nadeem - 0121-675-8566	<b>Date</b>	26/10/2010 - 27/10/2010
<b>Key findings 1</b>	The feedback from children and parents indicated the acknowledgement of inclusivity in how the event was organised and the resources utilised.		
<b>Key findings 2</b>	It was recorded that, although the event was promoted across the city, the children attending the event were only coming from surrounding areas.		
<b>Key findings 3</b>	The need to deliver such events at different sites across the city to reach communities from all 10 constituencies.		
<b>What we did</b>	The project has reflected upon the feedback received from staff, parents/carers and children and to maximise participation of children, it is has been decided to deliver events in various parks in different constituencies.		
<b>Next Steps</b>	The project is planning to deliver the above events in different parts of the city during Easter and May/June 2011 half term.		

**Lead Organisation: Birmingham City Council - Environment and Culture**

<b>Con ID</b>	<a href="#">1.142</a>		
<b>Title</b>	Community Engagement - Library of Birmingham Interior Design Principles		
<b>Overview</b>	To explore with citizens the new Library LoB, how they want to experience the interiors, look and feel inside, how different ambiances can be created through lighting, floor finishes, ceilings and furniture, expected services and delivery methods. Drop-in and outreach sessions were organised by the Library and Archive Service in collaboration with The REP. Promoted via the local media and the Council's newspaper, leaflets in community libraries, neighbourhood offices and leisure centres and the Council's website.		
<b>Contact name</b>	Sara Rowell - 01214646333	<b>Date</b>	08/03/2010 - 17/04/2010
<b>Key findings 1</b>	There was concern around the types of flooring materials being used.		
<b>Key findings 2</b>	Concerns were raised around the levels of lighting and the need to get the balance right		
<b>Key findings 3</b>	Detailed findings of this consultation can be found on the Be Heard Consultation Database.		
<b>What we did</b>	All results were fed into the Design Team to inform planning.		
<b>Next Steps</b>	Results of the consultation will be publicised via poster and web site and via social networking venues.		

**Lead Organisation: Birmingham City Council - Environment and Culture**

<b>Con ID</b>	<a href="#">1.162</a>		
<b>Title</b>	Masefield Square Playbuilder / Big Lottery 72236		
<b>Overview</b>	<p>The current proposals at Masefield Square are to refurbish the existing play area, replacing the old and ageing equipment with new exciting ones along with an improved safety surface.</p> <p>These improvements will allow the play area to cater for a wider age range and abilities and ensure local children have excellent play facilities in their local area now and for the future. Help us to choose what equipment will go in.</p> <p>Choose your favourites and we will try to get as many included within the final design.</p>		
<b>Contact name</b>	Johnathan Stephen - 0121 675 1842	<b>Date</b>	21/02/2011 - 27/02/2011
<b>Key findings 1</b>	Local residents are generally happy and positive about the revised proposals.		
<b>Key findings 2</b>	The equipment was ranked in terms of popularity and was incorporated into the design, where possible.		
<b>Key findings 3</b>	The attached plan shows the current proposals which have now been submitted for planning.		
<b>What we did</b>			
<b>Next Steps</b>			

**Lead Organisation: Birmingham City Council - Environment and Culture**

<b>Con ID</b>	<a href="#">1.204</a>		
<b>Title</b>	Sport & Leisure Service - Customer Service Improvement Survey 2010		
<b>Overview</b>	The Sports and Leisure Service within Birmingham City Council undertook a Customer Service Improvement Survey in November 2010. Self-completion questionnaires were distributed to all stand alone leisure facilities and all community leisure centres in Birmingham		
<b>Contact name</b>	Nick Baker - 0121 464 2124	<b>Date</b>	15/11/2010 - 21/03/2011
<b>Key findings 1</b>	95.3% of people surveyed were more than satisfied with the overall services provided		
<b>Key findings 2</b>	95.1% of people surveyed felt that the service experienced was 'value for money'		
<b>Key findings 3</b>	98.2% of people surveyed felt safe when using the sport and leisure facilities		
<b>What we did</b>	The outputs were evaluated in order to identify areas of best practice and any dips in performance. These will then be included in the Service Improvement plan which identifies actions required to improve performance.		
<b>Next Steps</b>	A Service Improvement plan is used as a working document throughout the year to progress actions for improvement. A further survey is carried out (completed on an annual basis) and outputs are benchmarked against previous years.		

**Lead Organisation: Birmingham City Council - Environment and Culture**

<b>Con ID</b>	<a href="#">1.243</a>		
<b>Title</b>	Birmingham Highways Investment Programme		
<b>Overview</b>	Amey (The Council's Highways partner) has consulted with Constituency Committees regarding its draft programmes. These include the works programmes for services related to roads, footways, street lighting, trees, weed control, highway structures (such as bridges), traffic signals and tunnel refurbishment. Consultation included sharing the draft programmes, attendance at Constituency Committee meetings and a full day drop-in session hosted at the Council House.		
<b>Contact name</b>	Sabrina Kelly - 0121 675 7602	<b>Date</b>	30/11/2010 - 31/01/2011
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

**Lead Organisation:**Birmingham City Council - Housing

<b>Total No. of Consultations:</b>	23
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<b>Con ID</b>	<a href="#">376</a>		
<b>Title</b>	Washwood Heath Neighbourhood Champions		
<b>Overview</b>	<p>Street Champions can help improve city by being proactive in reporting environmental problems in their area. They also have the opportunity to make their views count and to have more contact with the council on environmental matters. There is a network of Street Champion Co-ordinators, experienced Champions who can offer support to others in their neighbourhood, and co-ordinate the recruitment of new Street Champions.</p>		
<b>Contact name</b>	Lynne Park - 0121 464 1615	<b>Date</b>	14/04/2008 - 31/03/2011
<b>Key findings 1</b>	Residents are keen to take responsibility for their immediate environment		
<b>Key findings 2</b>	Residents need to be educated in collection and recycling of refuse.		
<b>Key findings 3</b>	ore resources are needed to support this scheme - ie extra street cleaners and funding are needed if we are to achieve our objective of having cleaner streets		
<b>What we did</b>	<p>The interim report of the street champions, made six recommendations to improve the street champions initiative across the city.</p> <p>The recommendations included improving the communications channels amongst the street champion network across the city; including increasing the use of social media and reducing the amount of paper communication. Launching a new recruitment campaign, including a 'tiered' scheme of membership allowing street champions to commit to giving more, or less of their time.</p>		
<b>Next Steps</b>			

#### Lead Organisation: Birmingham City Council - Housing

<b>Con ID</b>	<a href="#">848</a>		
<b>Title</b>	Get Involved Lozells		
<b>Overview</b>	The aim of this event was to engage with as many residents of all ages and backgrounds as possible and to showcase to them main stream and third sector services available to them.		
<b>Contact name</b>	Gillian Lloyd Neighbourhood Manager - 0121 675 1730	<b>Date</b>	05/06/2010 - 05/06/2010
<b>Key findings 1</b>	Residents want to access services for children and young people		
<b>Key findings 2</b>	The varied communities of Lozells get on well.		
<b>Key findings 3</b>	Residents are interested in services on offer but are not always aware of them.		
<b>What we did</b>	Partners said that between 20 and 200 residents engaged with them during the event. A further survey will be carried out in 4-6 weeks time to gauge longer term engagement.		
<b>Next Steps</b>	Follow up with partner organisations including neighbourhood forums		

#### Lead Organisation: Birmingham City Council - Housing

<b>Con ID</b>	<a href="#">849</a>		
<b>Title</b>	Tenant Participation Road Show		
<b>Overview</b>	<p>The consultation is aimed to encourage local people to become more involved in local issues and to have a positive influence in the services provided for local people.</p> <p>The roadshow took place on Tuesday 20th July at Tyber Drive, Handsworth Wood.</p> <p>Local people living in and around the perimeter of Tyber Drive were included in the consultation process.</p> <p>A brief questionnaire was completed in order to monitor attendees at the roadshow.</p>		
<b>Contact name</b>	Sharon Gayle - 0121 303 3074	<b>Date</b>	20/07/2010 - 20/07/2010
<b>Key findings 1</b>	local residents prefer on site events		
<b>Key findings 2</b>	local residents are generally happy with the service provided		
<b>Key findings 3</b>	Local people welcomed meeting agencies that work and provide a service in their area		
<b>What we did</b>	Following the roadshow, an issue around Anti Social Behaviour was raised. As a consequence of this information, a project has been put forward to erect security gates at the offending site.		
<b>Next Steps</b>	To send out letters to local people living on the Tyber Drive estate advising them of the proposed project.		

**Lead Organisation: Birmingham City Council - Housing**

<b>Con ID</b>	<a href="#">858</a>		
<b>Title</b>	Birmingham City Council Supporting People: Consultation and Review of Older People Services Citywide		
<b>Overview</b>	The Supporting People Programme currently fund a range of services to enable Older People to live as independently as possible in their own homes. These include warden services, Home Improvement Agencies, Community alarms and floating support services, delivering housing related support across a range of tenures. We are consulting with providers of these services, service users and Commissioning Managers to seek their views on existing services, where changes can be made to better meet the needs of Older People living in their own homes and how and where support is being delivered.		
<b>Contact name</b>	Anthony Powell - 0121 303 3037	<b>Date</b>	01/03/2010 - 01/03/2011
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

#### Lead Organisation: Birmingham City Council - Housing

<b>Con ID</b>	<a href="#">860</a>		
<b>Title</b>	Kingsdown Estate Community Roadshow		
<b>Overview</b>	<p>The consultation was aimed at encouraging local people to become more involved in local issues and to have a positive influence in services provided by the Housing service. The roadshow took place on Saturday 21st August at Kingsdown Avenue play area, Great Barr, between 11am and 4pm.</p> <p>Local people living in and around the perimeter at Kingsdown Avenue were included in the consultation process.</p>		
<b>Contact name</b>	Sharon Gayle - 0121 303 3074	<b>Date</b>	21/08/2010 - 21/08/2010
<b>Key findings 1</b>	Local people found that the roadshow style events was very productive		
<b>Key findings 2</b>	Local residents expressed the option to be part of focus groups rather than formal regular setting meetings		
<b>Key findings 3</b>	Local people welcomed meeting agencies that work and provide a service in their area		
<b>What we did</b>	Local people highlighted that they prefer "roadshow" style events to find out and become informed in the area.		
<b>Next Steps</b>	To follow up on the issues raised at the roadshow and report back to the residents. Residents raised concerns around environmental issues, and as a consequence the Environmental team will be liaising with local people.		

**Lead Organisation: Birmingham City Council - Housing**

<b>Con ID</b>	<a href="#">861</a>		
<b>Title</b>	Bandywood Estate Community Roadshow		
<b>Overview</b>	<p>The consultation was aimed at encouraging local people to become more involved in local issues and to have a positive influence in services being received. The roadshow took place on Tuesday 21st September 2010, and provided an opportunity for people to meet and influence the decisions of local service providers, such as the Police and Fire service</p> <p>Local people living in and around the perimeter of Bandywood Estate have been included in the consultation process.</p>		
<b>Contact name</b>	Sharon Gayle - 0121 303 3074	<b>Date</b>	21/09/2010 - 21/09/2010
<b>Key findings 1</b>	local people welcomed meeting agencies on a local level		
<b>Key findings 2</b>	local people preferred to be part of a focus group rather than formal group		
<b>Key findings 3</b>			
<b>What we did</b>	local people were able to meet local agencies face to face who work within their area		
<b>Next Steps</b>	To work with agencies already set up to encourage more tenants to get involved.		

#### Lead Organisation: Birmingham City Council - Housing

<b>Con ID</b>	<a href="#">960</a>		
<b>Title</b>	Revised Scoring Process For High and Low Rise Blocks		
<b>Overview</b>	BCC tenants were consulted with regard to the implementation of the revised block scoring procedure, which assesses the standard of cleanliness of high and low rise blocks from the perspective of the tenants who live there. This was part of a review we were carrying out into how we maintain the standards of cleanliness and quality of the local environment in and around our neighbourhoods. Block champions and non-involved tenants were consulted via joint block audits/inspections with Estate Services Team Auditors to confirm they were happy and agreed with the revised procedure.		
<b>Contact name</b>	Michelle Holmes - 303 2906	<b>Date</b>	01/05/2010 - 01/07/2010
<b>Key findings 1</b>	Some Block Champions had already been consulted with regard to the revised procedure (see consultation 917), in which scoring categories on the form were changed from excellent to good and more space was available to include comments on action plans and internal/external appearance.		
<b>Key findings 2</b>	The revised procedure was implemented across the city in June /July 2010. Residents were involved in this process by taking part in joint block inspections with Estate Services Team Auditors, where blocks were assessed and scored using the new procedure.		
<b>Key findings 3</b>	The new procedure has therefore been shaped by and approved for use by approximately 60 residents across the city.		
<b>What we did</b>	The revised block scoring process has been agreed and shaped and by tenants and Block Champion representatives. The implementation of the procedure included tenant involvement via joint block inspections with Estate Services team Auditors. Local housing staff have also been trained on how to use the revised procedure and the relevant Estate Services policies and procedures have been updated to include this revision.		
<b>Next Steps</b>	We will be writing all tenants involved to let them know the outcome of the consultation. The block scoring procedure will continue to be used to measure and assess the cleanliness of high and low rise blocks. The results of the block audits are measured against the department's Key Performance Indicators for high and low rise blocks. Tenants will continue to be involved in jointly scoring blocks and managers are carrying out reality checks to ensure cleaning standards are being adhered to.		

#### Lead Organisation: Birmingham City Council - Housing

<b>Con ID</b>	<a href="#">1.127</a>		
<b>Title</b>	Housing Budget Proposals 2011/12: City Housing Liaison Board		
<b>Overview</b>	<p>The Government's Spending Review 2010 sets an unparalleled challenge for local councils. In Birmingham, we anticipate that we will need to make savings of over £300 million over the next four years. To meet this challenge, the Housing and Constituencies directorate are developing proposals which look at the future design of their services and are welcoming views from service users and residents on the proposals. The Housing service met with members of the City Housing Liaison Board (CHLB) on 15th December 2010 to understand their views on the proposals for Housing's budget for 2011/12.</p>		
<b>Contact name</b>	Lindsey Jones - 0121 303 9468	<b>Date</b>	15/12/2010 - 15/12/2010
<b>Key findings 1</b>	HLB chairs attending the meeting agreed to share the detail provided in the presentation and co-ordinate consultation with members of each of their HLBs		
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>	The Council Business Plan for 2011+ sets out the high level medium term corporate plan for the council, incorporating our key priorities and the budget, resources and workforce plans that support them.		
<b>Next Steps</b>	To implement the Council Business Plan 2011 and monitor priority actions		

#### Lead Organisation: Birmingham City Council - Housing

<b>Con ID</b>	<a href="#">1.128</a>
<b>Title</b>	Manor Close Improvement Work
<b>Overview</b>	The primary discussions were to consult with leaseholders and tenants of the 4 Blocks of flats that BCC were to undertake improvement work to the properties. This included the installation of PVCu windows, structural repairs to the concrete window surrounds, and the installation of a roof edge protection, minor roof repairs, and structural repairs to the lift motor rooms external decoration to the curtain walling, balconies, external doors and emulsion to the structurally repaired concrete surrounds. We also installed central heating systems to BCC properties only. Contract Value approx £750k
<b>Contact name</b>	Paul Yarnell - 0121 675 3636
<b>Date</b>	19/01/2010 - 30/06/2010
<b>Key findings 1</b>	Early consultation with Leaseholders and Customers is essential and all information that can be shared should be shared.
<b>Key findings 2</b>	Early discussion with representative groups, ie in this case the RMO is key. Their involvement was essential in supporting our aims and objectives.
<b>Key findings 3</b>	Building good working relationships and continued dialogue throughout the project is vital in ensuring the delivery of projects.
<b>What we did</b>	As a result the Leaseholders, RMO and BCC Customers were made aware of the the project detail. Leaseholders were also aware of the potential cost implications and we were able to agree a plan for the delivery of the work. We also agreed to After discussion with the Leaseholders and guidance from the Leasehold Team, it was agreed with the RMO that BCC would not enforce a replacement policy, for existing Leaseholders even if their windows had been installed for 5 years or more. Of the 26 BCC properties, all had new PVCu windows.
<b>Next Steps</b>	This project is now practically complete The last stage is to prepare the final account and submit invoices to the Leaseholders which is presently being undertaken by our Partners and the Leasehold Services Team. we also intend to carry out further Customer Satisfaction Surveys, which will be lead by the Leasehold team. In conclusion, the relationship we developed over the course of the project from conception to delivery with the RMO proved to be invaluable.

#### Lead Organisation: Birmingham City Council - Housing

<b>Con ID</b>	<a href="#">1.132</a>		
<b>Title</b>	Northfield Housing: Customer consultation on the Council's Business Plan 2011+		
<b>Overview</b>	The consultation was carried out at The Northfield Library on 6 January 2011. Four housing Liaison Boards (HLB), Sheltered HLB and one constituency Tenant Group (CTG) all met to hear a presentation about the Government Spending Review 2010 which represents an "unparalleled challenge for local councils". The group was able to ask questions and received feedback on Birmingham Housing Service's approach towards making their contribution towards the Council's plans to save £300million over 4 years.		
<b>Contact name</b>	Nadeen Justice - 0121 464 3492	<b>Date</b>	06/01/2011 - 17/01/2011
<b>Key findings 1</b>	Will tenant groups be supported?		
<b>Key findings 2</b>	Why don't we use the savings from Birmingham Rent in Birmingham and not involve London and other boroughs towards savings?		
<b>Key findings 3</b>	Which staff will be affected?		
<b>What we did</b>	Results from consultation with housing customers and stakeholders were taken into account when developing the Council Business plan for 2011. This sets out the high level medium term corporate plan for the council, incorporating our key priorities and the budget, resources and workforce plans that support them. The priorities and principles for the future design of the housing service are set out within the plan.		
<b>Next Steps</b>	To implement the Council Business Plan 2011 and monitor priority actions		

#### Lead Organisation: Birmingham City Council - Housing

<b>Con ID</b>	<a href="#">1.136</a>
<b>Title</b>	Area North Consultation on The Council's Business Plan 2011+
<b>Overview</b>	<p>The meeting gave Tenants and Leaseholders the opportunity to share their views on the Council's Budget Plan for 2011/12 onwards. Attendees were told that the majority of Birmingham City Council's income comes from central government and is therefore facing significant financial pressures due to reduced funding.</p> <p>This briefing session was to enable the attendees to understand the proposals that Birmingham City Council is currently looking at in order to address the budget deficit.</p> <p>Attendees were given a draft copy of The Council's Business Plan, and were encouraged give their feedback.</p>
<b>Contact name</b>	Sharon Gayle - 0121 303 3074
	<b>Date</b> 16/12/2010 - 17/01/2011
<b>Key findings 1</b>	Concerns on front line staffing closing neighbourhood offices, libraries
<b>Key findings 2</b>	Concerns for the elderly and vulnerable
<b>Key findings 3</b>	concerns of how change will impact on the service to residents
<b>What we did</b>	Results from consultation with housing customers and stakeholders were taken into account when developing the Council Business plan for 2011. This sets out the high level medium term corporate plan for the council, incorporating our key priorities and the budget, resources and workforce plans that support them. The priorities and principles for the future design of the housing service are set out within the plan.
<b>Next Steps</b>	To implement the Council Business Plan 2011 and monitor priority actions

#### Lead Organisation: Birmingham City Council - Housing

<b>Con ID</b>	<a href="#">1.144</a>		
<b>Title</b>	Local Housing Market Assessments		
<b>Overview</b>	<p>Through this consultation the Council aims to deepen its understanding from the city-wide strategic housing market assessment. The local assessments will seek to establish housing need and aspirations in terms of affordable and market housing at a more local level amongst local residents through questionnaires and telephone interviews.</p> <p>The objective of this consultation is to provide the council with a guide to future strategic investment decisions in certain areas as the city plans to meet the requirements of its growing and diverse population.</p>		
<b>Contact name</b>	Geeta Dhillon - 0121 303 4332	<b>Date</b>	01/07/2010 - 31/10/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

#### Lead Organisation: Birmingham City Council - Housing

<b>Con ID</b>	<a href="#">1.146</a>		
<b>Title</b>	Priors Way Community Garden Project		
<b>Overview</b>	<p>To develop a multi purpose community garden on a green space located at the rear of houses situated on The Hurstway (Priors Way) .</p> <p>The project aimed to harness resident involvement and to develop a number of planting and garden projects with local residents.</p> <p>A "Planning for Real" exercise was carried out on 5th March 2011 to gather the views of local people on how to develop the area.</p>		
<b>Contact name</b>	Sharon Gayle - 0121 303 3074	<b>Date</b>	14/02/2011 - 28/03/2011
<b>Key findings 1</b>	Residents welcomed the opportunity to develop a community gardening project		
<b>Key findings 2</b>	An informal residents association group would be a good idea to develop		
<b>Key findings 3</b>			
<b>What we did</b>	<p>Residents are happy with the development of community garden project.</p> <p>More local residents are getting involved on an "informal" level</p>		
<b>Next Steps</b>	To work with local residents to ensure that the project goes from strength to strength.		

#### Lead Organisation: Birmingham City Council - Housing

<b>Con ID</b>	<a href="#">1.148</a>		
<b>Title</b>	Tenants' Conference 2011		
<b>Overview</b>	<p>A special conference for all tenants and leaseholders was held at the Paragon Hotel, Digbeth on Saturday 19th February, hosted by the chair of City Housing Liaison Board, Joan Goodwin.</p> <p>The Tenants' Conference gave tenants the opportunity to meet the tenants and leaseholders representing them and to have their say on the services you get from the council by participating in workshops about all aspects of the landlord service including tenant involvement, repairs, and customer services.</p>		
<b>Contact name</b>	Resident Involvement Team - 0121 303 9468	<b>Date</b>	19/02/2011 - 19/02/2011
<b>Key findings 1</b>	Tenants voted in favour of the introduction of a tenants' panel to review the handling of complaints where the customer has not been happy with the response received from the housing service.		
<b>Key findings 2</b>	Tenants said that the housing service, and involved tenants should do more to involve younger tenants in resident involvement.		
<b>Key findings 3</b>	Tenants said that they wanted us to introduce good neighbourhood agreements and provide more recycling facilities in flats, to improve the estate environments.		
<b>What we did</b>	<p>We have produced an updated version of the Tenants Quality Promise based on what tenants told us was important to them at the conference.</p> <p>The Tenants Quality Promise for 2011/12 sets out the standards that tenants can expect from us. It sets out the standards that the housing service, and tenants have agreed that we are currently meeting and sets out priorities for 2011/12 and beyond for improving the service.</p>		
<b>Next Steps</b>	<p>The Tenants Quality Promise will be issued to all tenants with the spring edition of Letterbox, the magazine for tenants and leaseholders.</p> <p>We will monitor our performance against the promises made in the document and publish the results in our annual report.</p>		

#### Lead Organisation: Birmingham City Council - Housing

<b>Con ID</b>	<a href="#">1.168</a>		
<b>Title</b>	Changes to the Homeless Service - Move to Quadrant Model		
<b>Overview</b>	<p>We are consulting with our voluntary sector partners about the new way that Birmingham City Council intends to deliver homeless services across the city.</p> <p>A letter will be sent to these organisations, inviting them to give us their views on this change by 11 March 2011</p>		
<b>Contact name</b>	Dawn Goodenough - 0121 464 2683	<b>Date</b>	25/02/2011 - 11/03/2011
<b>Key findings 1</b>	Respondants broadly welcomed the move towards a more intergrated service and commented on how there were too many access points at present to ensure consistency		
<b>Key findings 2</b>	Respondants wanted to know that we had considered staffing levels to ensure the new service would be adequately resourced		
<b>Key findings 3</b>	Respondants were concerned about the accessibility of the new service and were interested to know about how we had chosen our reduced locations		
<b>What we did</b>	Voluntary Sector Partners have had feedback directly in relation to their queries, making the decision making process more transparant and helping them to understand how we reached the various conclusions that we did.		
<b>Next Steps</b>	The service has now been launched. We will be monitoring the outcomes and impacts of this and making adjustments to the service delivery as required.		

#### Lead Organisation: Birmingham City Council - Housing

<b>Con ID</b>	<a href="#">1.173</a>
<b>Title</b>	Proposed BCC Business Plan - Hall Green and Selly Oak Housing 2011/12 - 2014/15
<b>Overview</b>	The proposed Birmingham City Council Business Plan 2011/12 - 2014/15, in line with the governments public spending review and impact on the housing service was presented on 6th January 2011. A meeting was held for Constituency Tenant Group and Housing Liaison Board representatives asking for views on issues including: sharing back office services across full ranging front office activities; removing overlap, duplication and unnecessary transactional costs; statutory and key strategic service focus; reducing levels or ceasing non statutory and strategically important services.
<b>Contact name</b>	Alan Oakley - 0121 464 3626 <b>Date</b> 06/01/2011 - 06/01/2011
<b>Key findings 1</b>	Clarify which services are to be cut with expected staff reductions.
<b>Key findings 2</b>	Ensure elderly tenants are not neglected with retention of sheltered support officers.
<b>Key findings 3</b>	Birmingham council must minimise impact on residents particularly the elderly as all services will be affected.
<b>What we did</b>	Results from consultation with housing customers and stakeholders were taken into account when developing the Council Business plan for 2011. This sets out the high level medium term corporate plan for the council, incorporating our key priorities and the budget, resources and workforce plans that support them. The priorities and principles for the future design of the housing service are set out within the plan.
<b>Next Steps</b>	To implement the Council Business Plan 2011 and monitor priority actions.

#### Lead Organisation: Birmingham City Council - Housing

<b>Con ID</b>	<a href="#">1.175</a>		
<b>Title</b>	Housing Complaints Learning and Improvement Panel		
<b>Overview</b>	The aim of this consultation is to involve our customers in our complaints process. We have invited a section of customers who complained over the cold/christmas period (November and December) about heating problems to discuss their issues with our contractors. The session will be used as a lessons learnt exercise where customers, contractors and Birmingham City Council representatives can speak openly about their complaints and discuss how these problems can be avoided in the future.		
<b>Contact name</b>	Michelle Bache - 0121 303 3171	<b>Date</b>	17/03/2011 - 17/03/2011
<b>Key findings 1</b>	The communication between our contractors and our customers is sometimes inconsistent.		
<b>Key findings 2</b>	The communication between the call centre and our contractors appears to the customer to be ineffective.		
<b>Key findings 3</b>	Customers feel their repairs are not being completed first time and this may reflect a problem with the contractors' stock of parts.		
<b>What we did</b>	All customers have been kept up-to-date with the results of the session. Birmingham City council are now aware of what our customers want from us with regards to communicating with them throughout the repairs process.		
<b>Next Steps</b>	Our next steps are to continue working with customers who have made complaints to improve our service throughout the whole of our directorate and not just within our repairs section.		

#### Lead Organisation: Birmingham City Council - Housing

<b>Con ID</b>	<a href="#">1.214</a>		
<b>Title</b>	Tenants Conference Workshop Sessions for Repairs and Maintenance		
<b>Overview</b>	There was a City Wide tenants' conference at the Paragon Hotel, Digbeth on Saturday 19 February 2011. Tenants had the chance to have their say on the services they receive from the council. During the conference workshop sessions, interested tenants were invited to identify and discuss with staff the issues that they had with the repairs service.		
<b>Contact name</b>	Peter Cresswell - 0121 303 6162	<b>Date</b>	19/02/2011 - 19/02/2011
<b>Key findings 1</b>	Tenants were sometimes not aware of their appointment time for a repair to be completed		
<b>Key findings 2</b>	Tenants were frustrated when appointments were cancelled because the repairs operative that visited was the wrong trade or did not have the tools or parts to complete the job		
<b>Key findings 3</b>			
<b>What we did</b>	We have implemented the actions above.		
<b>Next Steps</b>	<p>We will need to ensure that we have;  the correct systems and technology to undertake texting customers confirming appointments made for repairs and  the correct process and structure to adhere to the agreed reasons when cancelling repairs</p> <p>We will then need to check the effectiveness of text messages preventing missed appointments as a result of no access  and undertake an audit on the effectiveness of repairs being done right first time.</p>		

**Lead Organisation:**Birmingham City Council - Housing

<b>Con ID</b>	<a href="#">1.216</a>		
<b>Title</b>	Newtown New Housing - Planning Application Consultation		
<b>Overview</b>	This is consultation relating to the planning application for mixed new build housing in Newtown. It follows previous consultation with residents on the type and layout of the proposed new houses.		
<b>Contact name</b>	Adrian P Jones - 0121 303 2850	<b>Date</b>	29/07/2010 - 29/07/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

#### Lead Organisation: Birmingham City Council - Housing

<b>Con ID</b>	<a href="#">1.238</a>		
<b>Title</b>	Aerial Budget 2010/11		
<b>Overview</b>	<p>The Aerial Budget is allocated to council residents from Mobile phone Companies who erect aerial masts on high rise tower blocks. Diverse group of residents are consulted through local meetings, by letter or questionnaires to generate project ideas on how the funding should be spent.</p> <p>The criteria for this budget states, that the projects should have a direct impact on those residing in the blocks or the immediate area. If the residents choose not to spend the funds directly on their blocks, the funds can be used within the constituency; the funds are not spent on individuals.</p>		
<b>Contact name</b>	Firoza Loonat - 0121 464 4204	<b>Date</b>	01/04/2010 - 31/03/2011
<b>Key findings 1</b>	Other residents suggested that the money should be spent on improving the appearances of the blocks, such as internal & exterior painting, internal tiling, improvements to paths and garden maintenance		
<b>Key findings 2</b>	Requests for internal improvements were also common, particularly upgrades to communal areas to make them more welcoming		
<b>Key findings 3</b>	They would like parking around blocks improved through the provision of parking spaces.		
<b>What we did</b>	<p>We implemented several suggestions for improvements to communal areas. We have provided additional equipment such as chairs, notice boards. We also carried</p> <p>Several suggestions for improving parking were implemented across the city. These included providing bollards, dropped kerbs and additional car parking spaces.</p> <p>Improvements made to external appearance of blocks included resurfacing of paths, planting of young trees and providing or improving fencing within estates.</p>		
<b>Next Steps</b>	We will continue to consult and support residents each year on how the aerial budgets are used and ensure that the money is spent on items that matter most to residents.		

#### Lead Organisation: Birmingham City Council - Housing

<b>Con ID</b>	<a href="#">1.239</a>		
<b>Title</b>	Community Improvement Budget 2010/11		
<b>Overview</b>	<p>Birmingham has over 30 Housing Liaison Boards (HLB) made up of tenants, leaseholders, owner occupiers and Councillors. Each HLB is allocated a Community improvement Budget for its area to spend on small capital projects and make physical improvements to their area.</p> <p>HLB members or officers can submit project ideas at the HLB meeting to carry out minor improvements. The proposals are discussed, consulted on and quotes are obtained. The projects are provisionally agreed at the HLB meeting however the District Housing Manager will have the last say.</p>		
<b>Contact name</b>	Firoza Loonat - 0121 464 4204	<b>Date</b>	01/04/2010 - 31/03/2011
<b>Key findings 1</b>	Residents requested security lighting and fencing at the rear of properties to combat burglaries and installation of bollards to deter people from driving on grass areas and causing damage to open area		
<b>Key findings 2</b>	Sheltered schemes requested recyclable trip rails to be installed for people with mobility problems		
<b>Key findings 3</b>	Residents requested that we form wheelie bin areas for large bins are recycling bins		
<b>What we did</b>	<ul style="list-style-type: none"> <li>• We installed security lighting and erected fencing to rear of properties</li> <li>• We placed visible signage on estates to address ASB</li> <li>• We have installed bollards and fencing to ensure the open areas are not damaged</li> <li>• We have installed recyclable rails for residents to be more accessible.</li> <li>• We have provided new lino flooring to low rise blocks to enhance the foyer area</li> <li>• We have renewed Slabbing and rebuilt steps on an estate for the safety of the residents</li> <li>• We have arranged for benches to be placed in the communal area of our sheltered housing scheme</li> </ul>		
<b>Next Steps</b>	As long as the funding is available we will continue to consult residents and work together to make physical improvements to the area.		

#### Lead Organisation: Birmingham City Council - Housing

<b>Con ID</b>	<a href="#">1.241</a>		
<b>Title</b>	Tenant Empowerment Budget 2010/2011		
<b>Overview</b>	<p>The Tenant Empowerment budget is administered by the Central Resident Involvement Team. Staff are encouraged to submit applications to empower residents on housing issues. Funding has been provided for open days in the community to increase involvement, projects to engage younger and older generation, support youth groups and to help BME women group to be set up to address their issues in their community. We have worked in partnership with schools, police, voluntary groups and organisations such as disability groups, churches and centres to reach hard to reach communities.</p>		
<b>Contact name</b>	Firoza Loonat - 0121 464 4204	<b>Date</b>	01/04/2010 - 31/03/2011
<b>Key findings 1</b>	Residents wanted more informal involvement to take place such as fun and sport days for the community.		
<b>Key findings 2</b>	Younger people wanted to get more involved through music/art drama activities		
<b>Key findings 3</b>	Residents needed support to establish groups/committee and work on projects together to make a difference in their area.		
<b>What we did</b>	<p>Provided fun days by giving local people the opportunity to come together and share their views about issues that affect them.</p> <p>Worked in partnership with Police, repair contractors and voluntary agencies such as Helped the aged, to assist vulnerable people with better quality of life.</p> <p>Worked in partnership with schools, developed a questionnaire of which 1000 was received and workshops for schools were run to address Equality and Diversity, ASB and gang and knife crime.</p>		
<b>Next Steps</b>	<p>Continue to fund the development of tenants through training so they have the opportunity to scrutinise service where necessary.</p> <p>Look at broader ways of increasing engagement throughout the community.</p>		

**Lead Organisation: Birmingham City Council - Housing**

<b>Con ID</b>	<a href="#">1.245</a>		
<b>Title</b>	Customer satisfaction with the Home Sales service 2010/11		
<b>Overview</b>	<p>The Home Sales service is a specialist team within the housing service that helps council tenants who want to buy their council home under the governments 'Right to Buy' scheme.</p> <p>Between January 2010 and March 2011 the team sent a customer satisfaction survey by post to all tenants they had helped to purchase their home. The survey aimed to find out how satisfied customers were with all aspects of the service received from the team whilst purchasing their home - from how easy it was to obtain an application form to the advice provided during the purchasing process.</p>		
<b>Contact name</b>	Jenny Watts - 0121 303 9468	<b>Date</b>	01/01/2010 - 31/03/2011
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

Lead Organisation: Birmingham Voluntary Service Council

Total No. of Consultations: 2

<b>Con ID</b>	<a href="#">823</a>
<b>Title</b>	Birmingham Compact Refresh 2010
<b>Overview</b>	<p>The Birmingham Compact 2010 was developed between May – July 2010 involving the public sector, voluntary and community sector and the private sector. It is a voluntary agreement which the Birmingham Compact signatories have a moral commitment to drive forward.</p> <p>The refreshed Compact document has kept important parts from the original Birmingham Compact of 2006, incorporated national guidance from the National Compact document and advice from local Birmingham practitioners.</p> <p>All comments received during the consultation period were incorporated into a single document, reviewed by Be Birmingham.</p>
<b>Contact name</b>	Chris Rogers - 0121 678 8869
<b>Date</b>	03/05/2010 - 30/07/2010
<b>Key findings 1</b>	The main addition to the new document is its Appendices which include
<b>Key findings 2</b>	1. Checklists to see if a piece of work is Compact compliant
<b>Key findings 3</b>	2. Lists of resources and other sources of information
<b>Key findings 3</b>	3. Case studies in Birmingham and the West Midlands of the Compact in action
<b>What we did</b>	<p>The results from the consultation meant some significant changes to the Compact document, which was then circulated to the Compact Champions. In total twenty organisations across the public, voluntary and community and private sector responded to the Birmingham Compact 2010 consultation.</p> <p>On Tuesday 2 November 2010, the Birmingham Compact 2010 was endorsed by the strategic partners of the Be Birmingham Executive Board.</p>
<b>Next Steps</b>	We are currently working with Be Birmingham to put together an online resource for the Compact Champions.

Lead Organisation: Birmingham Voluntary Service Council

<b>Con ID</b>	<a href="#">1.043</a>
<b>Title</b>	Voluntary Action for Community Cohesion
<b>Overview</b>	<p>BVSC is conducting research (on behalf of the City Council, and funded by Be Birmingham) to identify examples of good practice in relation to local community activities undertaken by voluntary and community groups in Birmingham; particularly those that have a direct outcome in terms of building community cohesion.</p> <p>Our aim is to identify instances of good practice, and also where the gaps in provision currently are, so that intelligent and collective decisions can be made in terms of supporting this sort of activity in the future.</p>
<b>Contact name</b>	Julie Whiteman - 0121 678 8877
	<b>Date</b> 01/07/2010 - 01/12/2010
<b>Key findings 1</b>	The research findings clearly indicate that the voluntary and community sector (VCS) is making a significant contribution in helping deliver outcomes against Birmingham's Community Cohesion Strategy across all main areas of relevant and appropriate activity.
<b>Key findings 2</b>	The need to build stronger community relationships came out very strongly as a community cohesion issue and the the most frequent focus of community cohesion action.
<b>Key findings 3</b>	Cut backs in funding will have a fundamental impact on the capacity of local organisations to respond to critical community cohesion challenges. A high proportion of the examples were dependent on central government, local authority, other statutory sector, BIG lottery or other funding pots.
<b>What we did</b>	The results from the consultation have been fed back to the Community Cohesion Forum at Birmingham City Council. As a result of the consultation and subsequent report, BVSC are working with Birmingham City Council's Equalities team to produce a Community Cohesion delivery plan based on results from the research, event and survey.
<b>Next Steps</b>	<p>We are currently consulting the members of the Third Sector Assembly's Citizens, Community and Safety Network; to agree how issues of the third sector's contribution to community cohesion can best be featured in the Assembly's future work.</p> <p>Following the launch of the Community Cohesion report, we will be following up on community cohesion activities in the voluntary sector.</p>

Lead Organisation: Centro

Total No. of Consultations: 1

<b>Con ID</b>	<a href="#">985</a>		
<b>Title</b>	Warwick Road Route Enhancements Phase One (Percy Road to Stockfield Road)		
<b>Overview</b>	This consultation followed on from previous work to identify problems on Warwick Road and produce an overall route strategy. This consultation covered specific proposals for one section of the route (Percy Road to Stockfield Road) including changes to road markings, signing and parking / loading arrangements. The measures were approved in November 2010 and will be implemented by March 2011, alongside resurfacing work by the City Council's PFI maintenance contractor.		
<b>Contact name</b>	Andy Chidgey - 0121 675 6519	<b>Date</b>	13/09/2010 - 29/10/2010
<b>Key findings 1</b>	No significant objections to the proposals. Minor modifications to be incorporated into the scheme where requested.		
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>	Proposals were finalised prior to TRO advertisement and implementation.		
<b>Next Steps</b>	Completion of all works and sealing of the Traffic Regulation Orders.		

Lead Organisation: Chamber of Commerce

Total No. of Consultations: 1

<b>Con ID</b>	<a href="#">1.143</a>
<b>Title</b>	Evaluation of Stimulating Enterprise Through Coaching
<b>Overview</b>	<p>The document will evaluate the delivery process by assessing Project Management, and client feedback.</p> <p>The project aims to build an entrepreneurial culture where it is currently absent in the City. It will also engage with deprived and under represented communities to help people to become self-employed and start their own businesses.</p> <p>As part of the project, five coaches worked with people who had the potential to start their own business, and create new employment. Following this the clients were referred to Business Link West Midlands for further business support.</p>
<b>Contact name</b>	Shasta Rashid - 0121 303 2462
	<b>Date</b> 26/04/2010 - 15/02/2011
<b>Key findings 1</b>	The evaluation confirmed that the programme was highly successful in deploying enterprise coaches with an approach, and in contexts, that accessed the target communities.
<b>Key findings 2</b>	The outputs concerning engagement and referral were exceeded, the project engaged with 1,494 clients, and referred 610 clients onto mainstream Business Link support.
<b>Key findings 3</b>	There is evidence that the programme significantly changed a number of clients' lives and demonstrated the potential of the approach when all factors combine to best effect.
<b>What we did</b>	Due to the success of the programme and the high demand, it was decided that support for these communities needs to continue. Therefore, further funding is being explored.
<b>Next Steps</b>	Application for funding is being applied for to deliver the same model in a new programme. This evaluation will be used to support this process.

**Lead Organisation: Environmental Agency**

**Total No. of Consultations:** 1

<b>Con ID</b>	<a href="#">1.146</a>		
<b>Title</b>	Priors Way Community Garden Project		
<b>Overview</b>	<p>To develop a multi purpose community garden on a green space located at the rear of houses situated on The Hurstway (Priors Way) .</p> <p>The project aimed to harness resident involvement and to develop a number of planting and garden projects with local residents.</p> <p>A "Planning for Real" exercise was carried out on 5th March 2011 to gather the views of local people on how to develop the area.</p>		
<b>Contact name</b>	Sharon Gayle - 0121 303 3074	<b>Date</b>	14/02/2011 - 28/03/2011
<b>Key findings 1</b>	Residents welcomed the opportunity to develop a community gardening project		
<b>Key findings 2</b>	An informal residents association group would be a good idea to develop		
<b>Key findings 3</b>			
<b>What we did</b>	<p>Residents are happy with the development of community garden project.</p> <p>More local residents are getting involved on an "informal" level</p>		
<b>Next Steps</b>	To work with local residents to ensure that the project goes from strength to strength.		

Lead Organisation: Higher Education Sector

Total No. of Consultations: 3

<b>Con ID</b>	<a href="#">951</a>	
<b>Title</b>	Inclusive Libraries (inc Our Way survey)	
<b>Overview</b>	In partnership with the University of Birmingham and the British Institute of Learning Disabilities (BILD), Birmingham Library & Archive Services ran two events for adults with learning disabilities and carers, from Moseley Day Centre. The events explored the experience of libraries, acquisition of relevant resources and assistive technologies. Following this a Mystery Shopping survey by young adults with learning disabilities (Our Way) was conducted in Birmingham Central Library and Quinton Library, in March and June 2010.	
<b>Contact name</b>	Gerry Box - 0121 464 1611	<b>Date</b> 01/04/2010 - 30/06/2010
<b>Key findings 1</b>	Library staff were rated as friendly and the Children's and Music Library areas in particular rated well for user-friendliness and resources.	
<b>Key findings 2</b>	More use of pictures, symbols and audio is needed throughout the libraries.	
<b>Key findings 3</b>	Touch-screen technology could make the libraries more inclusive (Easy use, touch screen pcs already installed in Central Library and Quinton Library were rated 'very good' but with 'too many icons'.	
<b>What we did</b>	Actions: following the library events and the first Mystery Shopping visit in March 2010 areas for improvement were identified and work commenced on putting these into practice. A second Mystery Shopping visit in June was planned to give feedback on progress made. Report on the Second Mystery Shopping visit is attached.	
<b>Next Steps</b>	Produce 2 x leaflets promoting accessible services/resources (Central and Quinton Libraries); an accessible website folder (to go onto the website later in 2010 and shared with potential service users); increase use of symbols on library signs and promotional material (symbol software purchased, due for installation in Sept 2010); investigation in to use of volunteers to support pc use commenced; project to be disseminated nationally; articles in professional library press; library development day planned for early 2011; submitted as exemplar of good practice to MLA Museum.	

Lead Organisation: Higher Education Sector

<b>Con ID</b>	<a href="#">978</a>		
<b>Title</b>	The Paradox of Poverty in Birmingham		
<b>Overview</b>	This research was carried out by Aston University which was commissioned by the Equalities and Diversity Division. The research covered 6 wards (Kingstanding, Shard End, Quinton, Ladywood, Soho and Washwood Heath) in the City with IMD scores indicating high levels of multiple deprivation. The objective was to gauge the representativeness of these IMD scores in people's perceptions of the areas and in their lives. Main method was face to face interviews. The timing of the fieldwork is between April - September 2010.		
<b>Contact name</b>	Anthony Tang - 303 4260	<b>Date</b>	01/03/2010 - 31/12/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

#### Lead Organisation: Higher Education Sector

<b>Con ID</b>	<a href="#">1.248</a>
<b>Title</b>	Birmingham Skills for Enterprise and Employability Network Evaluation Report
<b>Overview</b>	<p>An evaluation was conducted on the Birmingham Skills for Enterprise and Employability Network (BSEEN) Project, funded by the Working Neighbourhood Fund.</p> <p>BSEEN has been a 17-month programme designed to promote entrepreneurship among recent graduates at three Birmingham universities.</p> <p>This evaluation reviews all the different elements of BSEEN, including its original design, how the project was delivered, its challenges and successes, and the overall impact.</p>
<b>Contact name</b>	Carol Alderson - 0121 303 4366
	<b>Date</b> 01/11/2010 - 21/02/2011
<b>Key findings 1</b>	The project has been an exciting, worthwhile and valued programme that benefits participants, partners and the regional economy.
<b>Key findings 2</b>	Partners have worked very successfully together on this programme and this has been one of the most rewarding aspects for many of those involved.
<b>Key findings 3</b>	The Project Manager and the links have been a huge help to participants in helping them access most effectively different elements at the right time for them.
<b>What we did</b>	The evaluation was presented to all partners and some participants at a presentation evening demonstrating the success of the project, and the need for developing another BSEEN project in the future
<b>Next Steps</b>	Aston University have funded a smaller BSEEN project for 6 months with an outline ERDF application submitted for future funding of the programme.

Lead Organisation: NHS Birmingham East & North

Total No. of Consultations: 1

<b>Con ID</b>	<a href="#">1,070</a>		
<b>Title</b>	Carers Consultation		
<b>Overview</b>	A proposal to: de-commission the carers support service and re-commission the services differently. Proposals are to use the resources in a different way to meet needs of the wider community and to reach out to as many carers as possible. The consultation enabled the trust to talk to carers, patients and the public, so that they have a say in how best we can develop services to support carers. The trust is committed to ensure that patients and carers are offered a variety of ways to give their feedback on the consultation including online surveys, support group meetings and public events.		
<b>Contact name</b>	Patient and Public Involvement (PPI) team - 0121 3809175	<b>Date</b>	24/05/2010 - 19/07/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>	A report will be published once finalised.		
<b>Next Steps</b>			

**Lead Organisation:**NHS Heart of Birmingham

**Total No. of Consultations:** 2

<b>Con ID</b>	<a href="#">919</a>		
<b>Title</b>	Birchfield Be Healthy Fun Day		
<b>Overview</b>	Residents completed a 'Voice Your Choice' questionnaire about their local neighbourhood. It was an opportunity for residents to comment on developments in the area over the last twelve months. Residents were asked to tick five issues in a grid where it was felt that things were improving and then to put a cross by five issues which were not improving.		
<b>Contact name</b>	Yvonne Wager - (0121) 675 7061	<b>Date</b>	26/06/2010 - 26/06/2010
<b>Key findings 1</b>	More for Children to Do		
<b>Key findings 2</b>	More Play Facilities		
<b>Key findings 3</b>	More Sports and Leisure Facilities		
<b>What we did</b>	Neighbourhood Manager exploring ways of increasing activities available to children, enhancing existing play facilities at Church Hill Road Play Area and promoting existing Sports and Leisure Facilities at the Alexander Stadium and Handsworth Leisure Centre		
<b>Next Steps</b>	Evaluate progress / development of residents' priorities in March 2011		

**Lead Organisation: NHS Heart of Birmingham**

<b>Con ID</b>	<a href="#">1.005</a>		
<b>Title</b>	Pharmaceutical Needs Assessment (PNA) - Heart of Birmingham		
<b>Overview</b>	<p>The PNA is a major review of pharmacy services in Birmingham is underway and all residents can take part and help shape the services in their area. This a key tool in the process of achieving high quality, accessible services, responsive to local needs when developing pharmaceutical services.</p> <p>The PNA is designed to answer three basic questions:</p> <ol style="list-style-type: none"> <li>1. Is there a need for new pharmacies within the PCT?</li> <li>2. Do existing pharmacies provide an adequate level of services as commissioned by PCT?</li> <li>3. Is there a need for the PCT to commission more services from community pharmacies?</li> </ol>		
<b>Contact name</b>	Sajjad Raja - 0121 255 0784	<b>Date</b>	13/09/2010 - 26/11/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>	Consultations begin in September 2010. Results will be updated once we receive feedback in February 2011.		

**Lead Organisation:**NHS South Birmingham

**Total No. of Consultations:** 1

<b>Con ID</b>	<a href="#">1,040</a>		
<b>Title</b>	Pharmacy Needs Assessment - South Birmingham		
<b>Overview</b>	The purpose of the Pharmacy Needs Assessment is to scope what is needed at a local level to support the commissioning objectives for pharmaceutical services that could be delivered by community pharmacists and other providers. The assessment will provide us with a rational basis to identify any service provision gaps, and plan where resources need to be invested to ensure that services provided are linked to local needs, or where possible, support them in meeting the health needs of the community they serve.		
<b>Contact name</b>	Christine De Souza - 0121 465 7673	<b>Date</b>	04/10/2010 - 03/12/2010
<b>Key findings 1</b>	78% agreed that the document effectively outlines current pharmacy service provision and is sufficient as a tool when considering new pharmacy applications.		
<b>Key findings 2</b>	Most respondents agree that it is important to assess the impact that any closure or significant reduction of hours of any one pharmacy in an area does not negatively affect the local community.		
<b>Key findings 3</b>	97% of respondents agreed that the assessment was thorough and provided a good overview of the need for pharmaceutical services within South Birmingham.		
<b>What we did</b>	Respondents views and opinions have been taken on board and included in the final report.		
<b>Next Steps</b>	This was a government directive, there are no further steps required.		

**Lead Organisation: Partnership: Be Birmingham**

**Total No. of Consultations:** 2

<b>Con ID</b>	<a href="#">882</a>		
<b>Title</b>	Birmingham Opinion Survey 2010		
<b>Overview</b>	The Birmingham Opinion Survey 2010 took place from October to December 2010. Face-to-face interviews were held with approximately 8,000 adults who live in the city. The survey asked questions on a range of issues including: use of and satisfaction with public services; what residents think about their local neighbourhood; how safe they feel; their quality of life; and their views on getting involved and influencing decisions.		
<b>Contact name</b>	Tony Bunker - 0121 303 3727	<b>Date</b>	01/10/2010 - 31/12/2010
<b>Key findings 1</b>	Overall satisfaction with the council is the highest of any point in the last seven years at 73%. The proportion of people who believe that the council provides good value for money has also increased to 52%.		
<b>Key findings 2</b>	55% of people agree that the police and other local public services are successfully dealing with crime and anti-social behaviour, compared to 43% in 2009.		
<b>Key findings 3</b>	For the first time, helping people back into work is regarded as the highest priority facing Birmingham. But the number of people who feel that the city council creates opportunities for jobs and investment has dropped by 8% to 47%.		
<b>What we did</b>	The findings from the Birmingham Opinion Survey 2010 helped inform the Council Business Plan 2011+ which was agreed at full Council in March 2011.		
<b>Next Steps</b>	Although the Council Business Plan 2011+ has been agreed, Birmingham City Council will continue to discuss its plans with local people, keep all stakeholders informed and listen to everyone's thoughts and ideas.		

**Lead Organisation: Partnership: Be Birmingham**

<b>Con ID</b>	<a href="#">919</a>
<b>Title</b>	Birchfield Be Healthy Fun Day
<b>Overview</b>	Residents completed a 'Voice Your Choice' questionnaire about their local neighbourhood. It was an opportunity for residents to comment on developments in the area over the last twelve months. Residents were asked to tick five issues in a grid where it was felt that things were improving and then to put a cross by five issues which were not improving.
<b>Contact name</b>	Yvonne Wager - (0121) 675 7061
<b>Date</b>	26/06/2010 - 26/06/2010
<b>Key findings 1</b>	More for Children to Do
<b>Key findings 2</b>	More Play Facilities
<b>Key findings 3</b>	More Sports and Leisure Facilities
<b>What we did</b>	Neighbourhood Manager exploring ways of increasing activities available to children, enhancing existing play facilities at Church Hill Road Play Area and promoting existing Sports and Leisure Facilities at the Alexander Stadium and Handsworth Leisure Centre
<b>Next Steps</b>	Evaluate progress / development of residents' priorities in March 2011

**Lead Organisation: Partnership: Children and Young People's Partnership**

**Total No. of Consultations:** 1

<b>Con ID</b>	<a href="#">805</a>		
<b>Title</b>	Participation and Engagement Unit - Transition Theatre Experience of Young People with Disabilities		
<b>Overview</b>	Disabled young people aged 13 to 19, from 6 schools participated in 6 week long theatre residencies in schools and local theatres, facilitated by Bamboozle theatre company, Coventry University and the Council participation team. The aim of the theatre experience was to explore the young peoples understanding of transition including their hopes, fears and concerns. The researchers were interested in assessing the impact of theatre experiences on the emotional well being of participants.		
<b>Contact name</b>	Gayle Plant - 0121 675 7552	<b>Date</b>	01/02/2009 - 31/12/2010
<b>Key findings 1</b>	Analysis of overarching themes shows many links between transition and the drama workshops		
<b>Key findings 2</b>	Pupils enjoy drama and develop new skills		
<b>Key findings 3</b>	The majority of pupils will need support to make concrete links between what they have gained from drama and their own transition journeys.		
<b>What we did</b>	There was a Celebration / showcase event which was held on Wednesday 2nd December 2009.		
<b>Next Steps</b>	Stage 2 of the consultation will consist of follow up workshops to be facilitated by Coventry University.		

**Lead Organisation: Police - West Midlands Police**

**Total No. of Consultations:** 2

<b>Con ID</b>	<a href="#">853</a>		
<b>Title</b>	West Midlands Police Feeling the Difference Public Perception Survey		
<b>Overview</b>	Feeling the Difference is a public perception survey conducted by a research company on behalf of West Midlands Police. The survey explores quality of life and community safety issues to identify improvements to local service delivery and make sure the police are dealing with the issues that matter.		
<b>Contact name</b>	Samantha Woods - 0121 626 5125	<b>Date</b>	11/01/2010 - 14/11/2010
<b>Key findings 1</b>	The feeling the Difference Survey shows improvements in how people perceive their local police and the quality of service they receive.		
<b>Key findings 2</b>	Fewer people are worried about being a victim of crime.		
<b>Key findings 3</b>	More people are satisfied and confident in the service they receive.		
<b>What we did</b>	The Feeling the Difference consultation has become the key instrument by which success is measured. The views of the public are at the heart of service delivery and the force has renewed its commitment to trust and confidence.		
<b>Next Steps</b>	The consultation will be part of our decision making, ensuring that community views are given representation and attention.		

#### Lead Organisation: Police - West Midlands Police

<b>Con ID</b>	<a href="#">1.002</a>		
<b>Title</b>	Bournbrook Neighbourhood Junior Tasking		
<b>Overview</b>	Bournbrook Neighbourhood Junior Tasking (March 10). 10 children from Tiverton School were asked what the issues in their area were and how the issues could be resolved in the short term (8 weeks). Feedback was given at their May assembly.		
<b>Contact name</b>	Saima Ali - 0121 303 9987	<b>Date</b>	01/03/2010 - 31/07/2010
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

**Lead Organisation: Voluntary and Community Sector (Including Faith Groups)**

**Total No. of Consultations:** 2

<b>Con ID</b>	<a href="#">1,072</a>		
<b>Title</b>	Mapping Birmingham's LGBT Community		
<b>Overview</b>	<p>Birmingham LGBT Community Trust has been commissioned by Birmingham City Council to design a survey to find out what are the real issues and needs for people who are lesbian, gay, bisexual and transgender and who live, work or socialise in Birmingham.</p> <p>The survey is confidential and takes about twenty minutes to complete. You cannot be identified by it and we only ask for the first three digits of your post-code to find out which part of the city you live in. The outcome of the survey will support Birmingham City Council when it is assesses services for the LGBT community.</p>		
<b>Contact name</b>	Steph Keeble - 0121 773 0633	<b>Date</b>	01/08/2010 - 01/01/2011
<b>Key findings 1</b>			
<b>Key findings 2</b>			
<b>Key findings 3</b>			
<b>What we did</b>			
<b>Next Steps</b>			

#### Lead Organisation: Voluntary and Community Sector (Including Faith Groups)

<b>Con ID</b>	<a href="#">1.126</a>		
<b>Title</b>	BACOP Annual Conference 2010 - Dignity in Later Life		
<b>Overview</b>	The BACOP Annual conference 2010 was held on the 18th November 2010, at the Centennial Centre in Edgbaston. The theme of the conference was "Dignity in Later Life". The main aim of the conference was to stimulate debate around dignity and inspire older people to take action by signing up to becoming Dignity Champions. A total of 179 delegates attended the event.		
<b>Contact name</b>	Paulette Bailey - 0121 303 3260	<b>Date</b>	18/11/2010 - 18/11/2010
<b>Key findings 1</b>	92% of respondents said that they planned to attend the next conference, with the other 8% saying they were uncertain		
<b>Key findings 2</b>	Satisfaction with the conference facilities recorded the highest positive score, with 79% of respondents saying they were 'very satisfied'.		
<b>Key findings 3</b>	The few negative comments that were recorded on the day revolved around 2 key issues: the noise levels during the group discussions, and the absence of younger people amongst delegates		
<b>What we did</b>			
<b>Next Steps</b>			