

Consultation and Engagement Strategy – early engagement pulse survey

We are committed to improving how we engage with our community, partners, and stakeholders.

As we develop our new Consultation and Engagement Strategy, we want to hear from you.

Your feedback will help us understand the current challenges, identify where we can improve, and shape a strategy that truly reflects the needs of the district.

This short survey is designed to gather your insights and experiences in relation to our consultation and engagement efforts. Your response will be invaluable in ensuring that our approach is both effective and inclusive.

There is also the opportunity to enter our competition to win a £50 Amazon voucher. We have three vouchers available, make sure you tick the box at the end of the survey to be in with a chance of winning!

Thank you for taking the time to share your thoughts and contribute to the development of our council strategy.

Questions that must be answered are marked with an asterisk (*)

1. **Are you responding as...?** * Please tick one box only

- A resident of the Canterbury district
- A voluntary or community sector group, please provide the name and state how many people you represent: _____
- A local business, please provide the name and state how many people you represent: _____
- A city, county, parish or town councillor, please specify:
 - Canterbury City Council councillor, please provide your name and state how many people you represent: _____
 - Kent County Council councillor, please provide your name and state how many people you represent: _____
 - Parish or town council councillor, please provide your name and the name of the parish or town council and state how many people you represent: _____
- An MP
- Other, please specify: _____

2. What do you believe the council does well in terms of engaging and consulting with residents on plans, projects and proposals which are being developed? * Please select all that apply

- Providing clear and timely information
- Offering various channels to feedback
- Actively seeks input from diverse community groups
- Being transparent about decisions
- Responding to feedback effectively
- Other, please specify: _____

3. What challenges or barriers do you face that prevent you from participating in the council's consultation and engagement activities? * Please select all that apply

- Lack of awareness about engagement opportunities
- Difficulty accessing information or meetings
- Perceived lack of impact of my feedback
- Limited time or conflicting schedules
- Insufficient communication channels
- Other, please specify: _____

4. What specific improvements would you like to see the council make in its engagement and consultation activities? * Please select all that apply

- More frequent and varied communication methods
- Better promotion of engagement opportunities
- Improved accessibility for people with disabilities
- More transparent feedback loops
- Greater efforts to include underrepresented groups
- Other, please specify: _____

Corporate consultations

We have several corporate consultations coming up soon and we would like to hear from you.

Which of the following corporate consultations would you like to be informed about? * Please tick those that apply

- | | |
|---|---|
| <input type="checkbox"/> Environmental projects | <input type="checkbox"/> Climate Change Action Plan |
| <input type="checkbox"/> Cultural/leisure projects | <input type="checkbox"/> Annual budget proposals |
| <input type="checkbox"/> Parking proposals | <input type="checkbox"/> None |
| <input type="checkbox"/> Levelling Up Fund projects | <input type="checkbox"/> Other, please state: |
-

If you'd like to be informed, and are happy for the council to contact you about corporate consultations, please tick the box to indicate your consent to us contacting you:

- I consent to being contacted by the council

How would you like to be contacted? *

- By email By post

Please provide your email address: *

Please provide your details:

Title *

First name

Surname *

Address *

Address

Town *

Postcode *

How did you find out about this consultation? * Please tick those that apply

- | | |
|---|---|
| <input type="checkbox"/> Email from the council | <input type="checkbox"/> Council website |
| <input type="checkbox"/> Council Facebook post | <input type="checkbox"/> Word of mouth |
| <input type="checkbox"/> Council Twitter post | <input type="checkbox"/> Other, please state: |
| <input type="checkbox"/> Council LinkedIn post | |
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Processing your information

Canterbury City Council is the data controller.

Your personal information is processed under UK General Data Protection Regulation Article 6.1 (c) and Article 9.2 (g) for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller. Your personal data will be stored for one year.

All information you give us will be stored securely by Canterbury City Council.

Equalities Duty

The council has a legal duty to consider the needs of its diverse range of customers. As well as questions about our services we ask you questions relating to our equalities duties. Although you do not have to answer these questions, without this information the council will be limited in understanding whether views differ among different groups of people.

Your Rights

You have the rights to:

- Access your personal data
- Rectify or correct any inaccuracies in your personal data
- Restrict the processing of your data
- Object to our processing of your personal data
- Complain to the Information Commissioner's Office if you are unhappy about how we have processed your data

The appointed Data Protection Officer is Canterbury City Council's Head of Corporate Governance, who can be contacted by email at dataprotection@canterbury.gov.uk, by phone on **01227 910 662** or at the address below.

Canterbury City Council, 14 Rose Lane, Canterbury, CT1 2UR.
Phone: **01227 862 000**. Web: canterbury.gov.uk

Contact information

Your first name: *

Your surname: *

Your email address: *

House name/number: *

Street: *

City, town or village: *

Your postcode: *

Equality information

What age are you? Please tick one box only

- Under 18
- 18 to 25
- 26 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 to 84
- 85 and above
- Prefer not to say

What gender are you? Please tick one box only

- Male
- Female
- Prefer to self-describe (for example, non-binary, gender fluid etc)
- Prefer not to say

Do you consider yourself to be disabled? Please tick one box only

- Yes
- No
- Prefer not to say

Would you like to be entered into our competition to win a £50 Amazon voucher?

- Yes
- No

If you would, please tick the box to indicate your consent to us contacting you:

- I consent to being contacted by the council

Please provide your email address (or your telephone number, if you don't have an email address):

We will only contact you for this competition and will not use your contact details for any other purposes

Thank you for taking the time to respond to this consultation.