

CONSULTATION ON THE BUDGET - APPENDIX A

Service	Consultation Activity	Avenue for Budget Consultation?
Customer Services		
Copeland Direct - including front desk, call centre and customer relations	<p>High level of daily contact with customers, face to face, by phone and email. Customer satisfaction surveys.</p> <p>Customer Relations Officers have just started representing the Council on a consistent basis at Neighbourhood Forums across the borough (facilitated by the County Council)</p>	

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<p>Revenues and Benefits</p>	<p>Revenues & Benefits Customer Survey (annual)</p> <p>Registered Social Landlord Forum (members include Age Concern, CAB and other registered social landlords in the borough)</p>	
<p>Environmental Services</p>		
<p>Waste (including domestic waste, trade waste and recycling etc)</p>	<p>Public meetings/Parish Councils/Community Groups</p> <p>Tessa McKee is expecting to attend local community groups etc to launch the extension of the plastic and cardboard recycling in the next few weeks</p>	
<p>Open Spaces</p>		
<p>Environmental Health</p>	<p>Michael Hale is continuing with his health and safety training events throughout the calendar year. Big one in October for Care Homes</p>	

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Community Development		
Regeneration		
Planning	<p>Forthcoming Town Centre Appraisal – Consultation starting 14 August for a fortnight. Launch in market place and then sited at the Copeland Centre for two weeks.</p> <p>Statement of Community Involvement?</p>	
Building Control	None	
Housing Services and Housing Advice		
Beacon and Tourism		
Community Safety		

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Economic and Tourism		
Regeneration Strategy		
Nuclear Sustainability		
Legal and Democratic Services		
Licensing (Taxi, Premises and Temporary Events)	<p>Copeland Taxi Association</p> <p>Taxi and General Licensing Committee as and when needed (attended by License Holders)</p> <p>Licensing Policy and Gambling Policy Public consultation is carried out on this but only every three years – last done in 2007</p> <p>Monthly questionnaire sent to licensees who have been granted in recent months. Statutory (S1182). This is a customer satisfaction survey (around 27</p>	

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	per month receive them)	
Democratic Services	Scrutiny – Task and Finish Groups will be carrying out consultation over the next few months on Youth Provision and Mental Health Provision for example. Further detail will be provided	
Elections and Emergency Planning		
Finance and Business Development		

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Finance and Accounts		
Business Development		
Audit and Fraud		
Other public events where CBC could have a presence		
Millom Scarecrow Festival	held 5/6 July this year	

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Gosforth Show	Fair/fun day - 20 August 2008	
Eskdale Fete	August	
Egremont Crab Fair	20 September 2008	
Egremont Farmers Market & Craft Fair	15 Aug, 6/19 Sept, 4/17 Oct, 1/21 Nov	
Millom & Broughton Agricultural Show	30 August 2008	
Parton Fun Day	Annual but missed out this year - held early in June	
Greenbank Fun Day	Awaiting details	
Distington Vintage Rally	Early July	

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Neighbourhood Forums – attended by borough councillors, county councillors, Parish Councils	At least quarterly	
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