

Consultation Principles

For Communities

Purpose

Your views and opinions are important to us and we will consult with you to help develop our key policies, plans and strategies, when making changes to the services we provide, or where there is a legal requirement to do so.

Planning

We will fully explain the reasons why we want to consult with you and we will tell you how any information or feedback you give us will be included in decision making.

Support

We will provide support and help to overcome barriers to participation to make it as easy as possible for you to get involved and will quickly try to address any issues which may prevent you from participating.

Inclusion

We will ensure that all individuals, groups, communities or stakeholders with an interest, or who are likely to be affected by an issue, have the chance to participate.

Equalities

In line with equalities legislation, we will make sure that consultations are available in different formats if required, for example in larger print or other languages.

Method

There are many ways to consult with you both formally and informally such as at public meetings, by survey, through focus groups or on social media. We will aim to use the most appropriate method to consult with you.

Timing

The length of time available to undertake consultations will vary depending on the nature of the consultation but we will aim to give as much time as possible to allow you to have your views heard.

Communication

We will make sure you have necessary information to make an informed view. The consultation process will be honest, open and fair. Your feedback will be kept confidential, if necessary and all information will be held and used in accordance to data protection laws.

Restrictions

We will explain from the start if there are any issues which may affect a decision. For example, if there are any financial, legal or technical issues which we must take into consideration along with your views and opinions.

Results and Feedback

We will give you feedback on the consultation outcome, highlighting what, if any, decisions and changes have been made as a result.

Impact

We will assess the impact of the consultation and use what has been learned to improve our future consultation.