



*your council working for you*



# consultation framework and toolkit 2013-2016



# Introduction



We want to make sure that the people who live, work and invest in our area are included and involved in the decisions that we make.

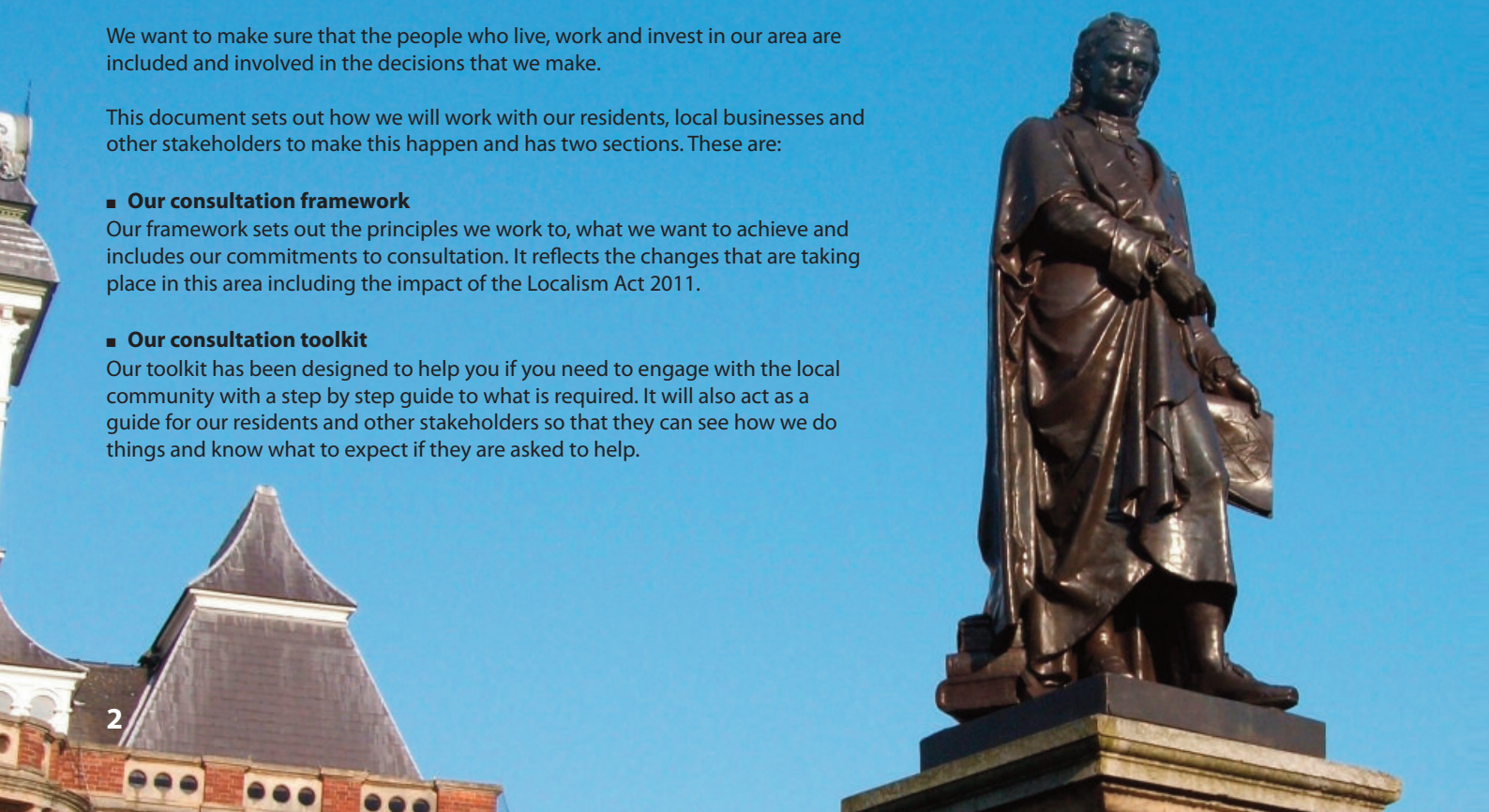
This document sets out how we will work with our residents, local businesses and other stakeholders to make this happen and has two sections. These are:

## ■ Our consultation framework

Our framework sets out the principles we work to, what we want to achieve and includes our commitments to consultation. It reflects the changes that are taking place in this area including the impact of the Localism Act 2011.

## ■ Our consultation toolkit

Our toolkit has been designed to help you if you need to engage with the local community with a step by step guide to what is required. It will also act as a guide for our residents and other stakeholders so that they can see how we do things and know what to expect if they are asked to help.



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# Our consultation framework

This provides a framework of guidance and principles for engaging with our communities. It includes the aims and objectives we have set ourselves, the principles that govern what we do and also our consultation commitments. It reflects the legislative requirements of the Localism Act (2011), some contextual information on the environment we find ourselves in and the mechanisms we have in place to help us consult.

## **Who is this framework for?**

This framework is for everyone who has a role to play and wants to get involved in making our area a more informed and empowered place to live. It has been designed to help

- Our staff - so they know how to carry out effective and worthwhile consultations
- Our councillors and stakeholders – so they are aware of the principles that govern what we do
- Our residents - so they know the standards we are working to and what to expect

**This framework is for everyone who has a role to play and wants to get involved in making our area a more informed and empowered place to live**







# Background

No document can be viewed in isolation and the consultation framework is no exception. As a council we will continue to focus on what is important to local people, build on our successful track record and move forward whilst addressing some of our key challenges. The consultation framework has been designed to complement other corporate publications, including the 2011-2015 Corporate Plan and the 2013 – 2016 Communications Strategy. It has also been written to reflect the requirements of recent legislation, most notably the Localism Act 2011, and in the context of challenging financial settlements from central government.

To help make the most of what we have and achieve our ambitious plans we have:

- Agreed a vision for our district  
Creating vibrant communities where people want to live work and invest

- Re-focused our priorities based on the needs of our district  
Our priorities for the next three years are to grow the economy, keep our district clean, green and healthy, promote leisure, arts and culture and support good housing for all.

These are underpinned by our fifth priority - to be a well run council

- Signed up to five values and behaviours that govern what we do

These are that we will deliver on the council's goals and priorities, we take action and are accountable, we challenge to improve, we listen and respond to customers and we communicate to build the team.

These values and behaviours, along with our vision and key priorities, provide the foundations upon which the consultation framework has been prepared.



# The people, the place, our purpose

The consultation framework and toolkit has a crucial part to play in determining the way forward for the district of South Kesteven. It underpins and contributes towards the delivery of our priorities and the achievement of our overall vision. It also contains the necessary tools to measure our performance.

To ensure that our plan for the future is built on strong foundations, we considered the characteristics of our area (the people and the place) in great detail. The resulting document "The state of the district" identified a number of issues. These were:

- The profile of the district (Putting the district on the map)
- The lack of high quality business parks
- An ageing population
- Not much to attract younger people (jobs and lifestyles on offer)
- The night-time economy in our town centres
- The quality of the retail offer in some of our towns
- Traffic congestion
- Health inequalities
- Fuel poverty levels higher than both national and regional levels
- Poor high speed broadband coverage
- Lack of community involvement

Identifying what is unique about the people and place of South Kesteven and what needs to be improved gave us a purpose.

These have been translated into a number of statements about where we want to be by 2021.

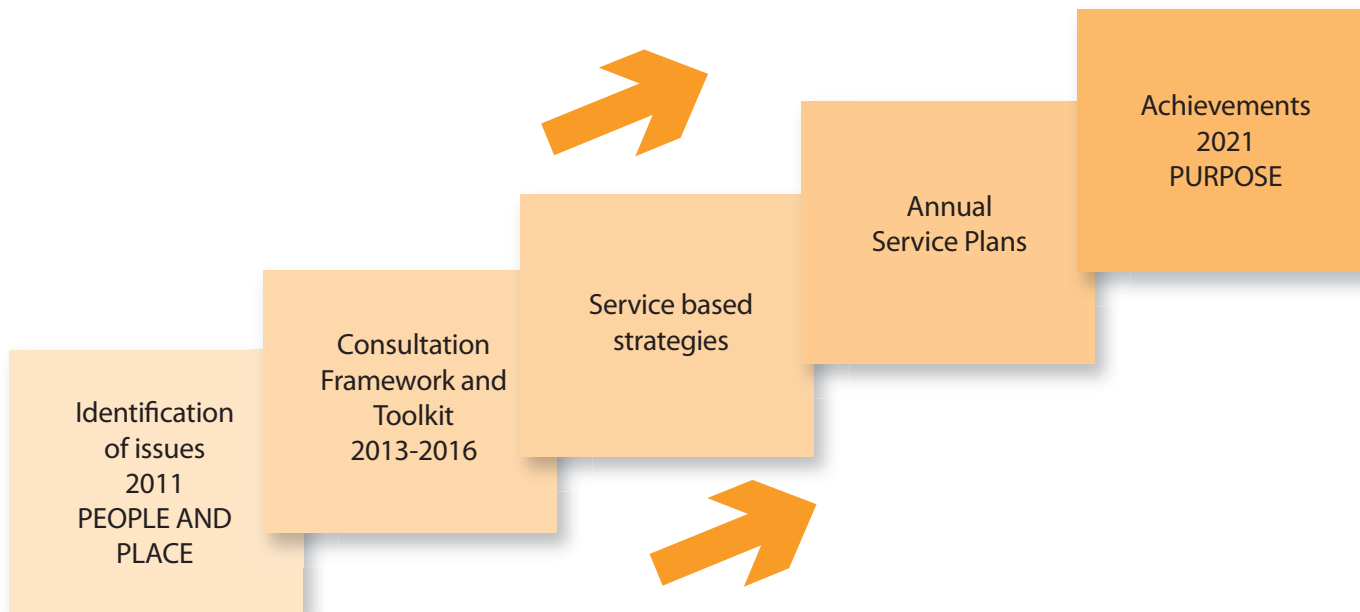
In 2021 we want to

- Have market towns that are thriving and sustainable
- Be recognised as a place people want to visit and do business
- Have a diverse and growing local economy
- Have an improved transport infrastructure
- Have people living healthier lifestyles
- Have town centres that offer something for everyone
- Have a thriving entrepreneurial culture
- Capture, encourage and retain local talent
- Have sustainable quality housing for all
- Have communities that are connected to high speed broadband

We are on our way to achieving this as the desirability of our area as a place to live has been recognised by the national media. In 2013 Stamford was chosen as the best place to live in Britain by The Sunday Times. Grantham was also identified by The Times as being one of the top twenty towns to live.

The consultation framework and toolkit is one of the building blocks we will use to achieve what we want to by 2021. Underpinning the strategies produced by each service area and service plans produced annually it will help us to deliver against our identified priorities. The role the consultation framework and toolkit play in this process is illustrated in the diagram on page 7.



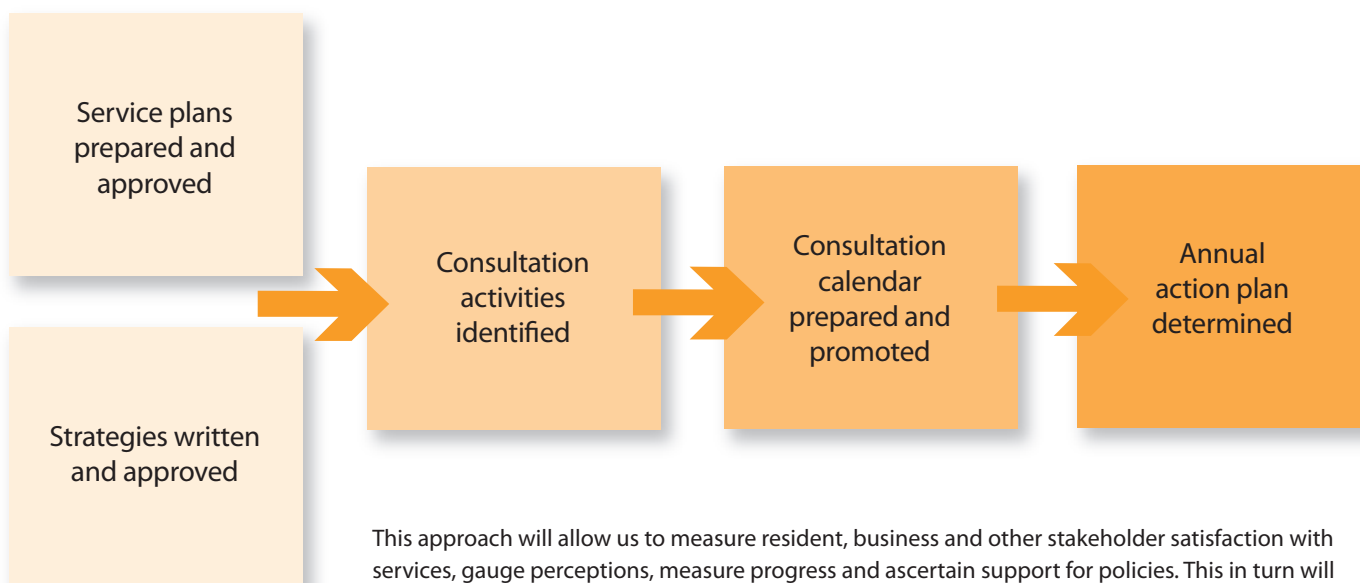


### How will the consultation framework and toolkit contribute?

The citizens' panel, the drop in sessions and the grouping of parishes into geographical clusters – some of the options outlined in this document – gives us a means of engaging directly with local people, businesses and other stakeholders. The framework and toolkit gives us the tools to measure our performance and provides us with the means of judging our successes and progress towards our goals. We are also able to collect information on the demographic characteristics of our area and using information available from the Office of National

Statistics or Local Futures on the make-up of the district's population, compare the two sources so that we are able to see if the answers we have are representative of our area as a whole.

It is important to recognise that there will always be ad-hoc consultation activities undertaken, in response to an unforeseen need or requirement. However, when the service plans and the strategies have been approved, the majority of the consultations planned by each of the service areas are known. This means a corporate consultation calendar of known activities for the following year can be prepared, followed by an action plan. This process is illustrated below:



This approach will allow us to measure resident, business and other stakeholder satisfaction with services, gauge perceptions, measure progress and ascertain support for policies. This in turn will inform our strategies and service plans and ultimately thereby helps us to deliver.

# The environment we operate in

This framework has been prepared in the context of very challenging financial settlements from Central Government. We also have to take the requirements of the Localism Act into consideration. To help us meet these challenges we have made some changes to how we approach engaging with our communities. These include:

- the formation of a citizens' panel
- "drop in" sessions throughout the district
- the re-organisation of our town and parish councils into five clusters.

## Our spending plans

We have already experienced a significant reduction in the amount of government funding we get and expect that this will continue through to at least 2016/17. This means it becomes even more important to ensure that value for money is being achieved and that the consultations we undertake add value to what we do.

## The Localism Act (2011)\*

There are seven main elements in the Localism Act that may have an impact on when, why and how we are required to consult. These are:

### ■ Community right to challenge

The community right to challenge gives groups in the local community the right to express an interest in taking over the running of a council's service. Under the requirements of the act, we have to respond to this challenge, and if we accept it, run a procurement exercise for the service for which the challenging organisation can bid.

### ■ Community right to bid (on assets of community value)

The Localism Act asks us to maintain a list of assets of community value which have been nominated by the local community. These could include buildings where people meet like community centres, libraries and village shops. When they come up for sale or a change of ownership, the act gives community groups the time to develop a bid and raise the money needed to buy an asset of community value when it comes on the open market.

### ■ Right to approve or veto excessive council tax rises

The Localism Act gives local communities the power to decide whether they approve or veto excessive council tax rises. If we propose to raise taxes above the limit determined by the Secretary of State, we will have to hold a referendum to get approval for the rise.

### ■ Neighbourhood planning

This allows local communities to come together – perhaps through a forum or parish council – and say where they think new homes, businesses and shops should go. Provided their plan is in line with national guidelines, people in that area will be able to vote on it in a referendum. If it is approved by the majority of those that vote, it will be approved.

### ■ Community right to build

This allows local community organisations to bring forward development proposals which if they meet minimum criteria, and can demonstrate local support through a referendum, will be allowed to go ahead without a separate traditional planning application.

### ■ Consulting communities

The act introduces a new requirement for developers to consult local communities before submitting planning applications for certain developments. Information on what these are likely to be is not yet available.

### ■ Reforming the community infrastructure levy

The community infrastructure levy is an amount of money payable by a developer as a part of a development. Changes have been made to this to make it more flexible. Some of the money raised from the levy will go directly to the neighbourhoods where development takes place.

\*For more information please go to [www.gov.uk/government/publications/localism-act](http://www.gov.uk/government/publications/localism-act)



# Changes we have made

To ensure we are able to meet the challenges we have introduced some extra means of consulting. These are:

## **The Citizens' Panel**

The Citizens' Panel will run from April 2013 for three years. One thousand members (selected to be representative of the district as a whole) will be contacted in a variety of different ways about a variety of different topics. To refresh the membership of the panel, a third of the members will be replaced each year.

## **The annual residents' survey**

This may or may not be carried out using the citizens' panel. It is likely to contain questions on resident satisfaction as proposed by the Local Government Association so that we can compare ourselves to other councils.

## **The "drop in" sessions and parish clusters**

These have been introduced as a replacement for the local forums. They can either take place independently or alongside other events and can be used to promote, inform and consult with local communities. The way in which they are advertised will vary according to the type of event but is likely to include the parish newsletter (a quarterly communication to our town and parish councils) SKtoday (our residents publication) and also local media. To limit mileage and travelling times, town and parish councils have been grouped into five clusters and these can be used as a mechanism for engaging with the whole district. Further information on the parish clusters is available from our communications and consultation team, [d.wyles@southkesteven.gov.uk](mailto:d.wyles@southkesteven.gov.uk) or [s.reilly@southkesteven.gov.uk](mailto:s.reilly@southkesteven.gov.uk) 01476 406502 or 01476 406490.



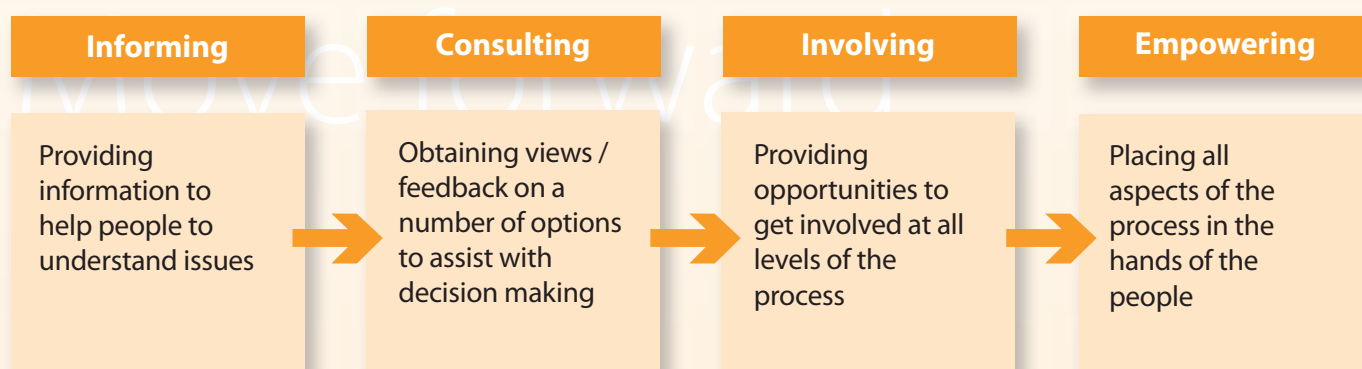
# The theory

Engaging with our local communities is a fundamental part of the democratic process. It helps us to understand what our residents, businesses and other stakeholders want and need from their local services, which becomes even more important when resources are tight.

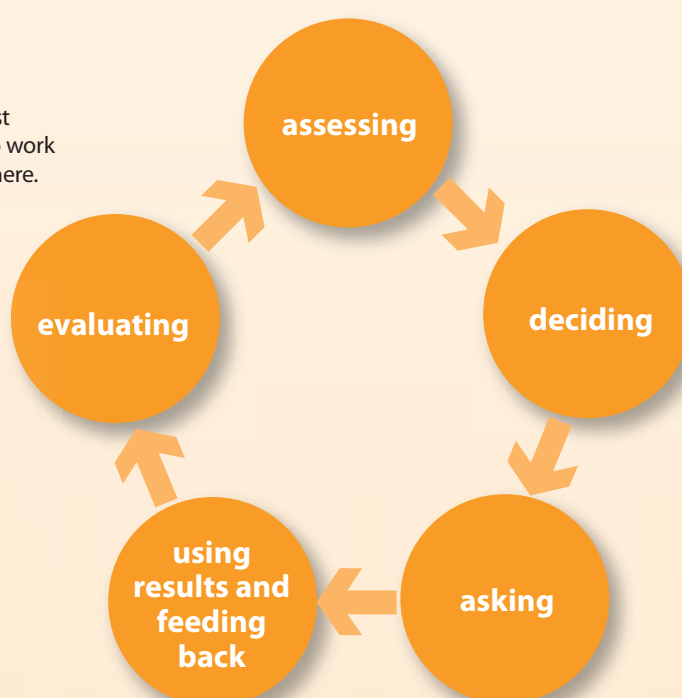
Talking to people can help us to identify their priorities and crucially enables us to direct our resources where they are most needed.

The term consultation is used to describe a range of activities on a continuous spectrum. Engagement with our local communities, businesses and stakeholders can vary from informing people about a change in a service, asking them what they think of different options, through to empowering them to make decisions.

Whilst the majority of our consultation activity takes place at the lower end of this spectrum, there might be situations where a greater degree of involvement is required. The range of activities included under the umbrella of consultation is illustrated below.



The consultation toolkit will help you to determine which most accurately reflects what you want to do. It will also help you to work your way through the engagement process and is illustrated here.



**Talking to people can help us to identify their priorities and crucially enables us to direct our resources where they are most needed**



# Our objectives and commitments

## Our objectives

Our objectives are wide ranging. We want to:

- Encourage a consistent and co-ordinated approach to consultation (underpinned by appropriate training)
- Embed the principles of the framework in all the consultations we do
- Ensure that the consultation we undertake is carried out to a high level and follows the appropriate ethical and professional standards
- Make sure that our processes are as inclusive as they possibly can be and that they involve as many people as is both practical and possible
- Make sure that our processes are transparent and accessible to all

## Our consultation commitments

To achieve these we have made some commitments. These are:

1. We will make sure that everyone we contact is clear about what they are being consulted on
2. We will ensure that the methods we choose are the most appropriate for the subjects we are asking people about
3. We will make sure that any communication or consultation we undertake will be easy to understand
4. We will endeavour to consult with as many different communities as we can and will do our utmost to make sure that we don't leave anyone out
5. We will make sure that we feed back to people that take part in our consultations and that they know how their views have been used to inform decision making. The feedback given will be appropriate and relevant and in line with the type of consultation undertaken
6. We will keep our consultation calendar up to date so that residents know what's happening
7. We will be open and honest about what we can change and open and honest about what we can't
8. We will abide by the requirements of the Data Protection Act 1998 and protect the privacy of those who participate in our consultation exercises

Please now read our toolkit. It contains a step by step guide to help you consult.



Our consultation toolkit

# Welcome to our consultation toolkit

This has been designed to help you if you want to consult with our local communities. It contains a step by step guide to the processes you need to undertake, and will give you practical information to help you carry out effective consultation.

If you are a resident or other stakeholder it will act as a guide to help you understand how we do things and what you should expect from us.

Also included in this toolkit is information on how you can access any extra help you may need. This includes:

- Help and assistance from consultation and communication officers
- Information on our citizens' panel and residents' survey
- Contact details for various groups\* that represent people in our community


Our toolkit has been split into three sections and a number of steps. The sections reflect the different phases of the consultation process. They are assessing, undertaking and evaluating.

The eight steps are written as questions and have been designed to act as a checklist for you. They, along with the three phases, are shown in the diagram here:



\* please contact our community engagement officer on 01476 406161 or via email [c.drury@southkesteven.gov.uk](mailto:c.drury@southkesteven.gov.uk) for further information.





**Agreeing a clear purpose is the most important stage of any engagement process**

# STEP ONE: Why are you doing this?

The first step you need to take is to determine the purpose of the exercise.

Agreeing a clear purpose is the most important stage of any engagement process. It must be easy to understand and if defined well, will help you to identify the outcomes of your consultation.

It will also help the people you contact make an informed choice about whether they want to participate or not.

You can identify the purpose of this process by asking yourself the following. Which of these do you want to do?

- Shape the way your service is delivered in the future
- Gauge reaction to new ideas or initiatives
- Identify new opportunities
- Prioritise future spending

- Measure satisfaction and set targets
- Develop policies and strategies
- Check opinions, views and attitudes
- Compare yourself to other providers
- Raise awareness

You also need to identify what you want to achieve as a consequence of your consultation. These might include:

- Improved services for local people
- Agreement on the purpose and direction of a new idea, an initiative or policy
- Cost and efficiency savings
- Identification of issues, benefits and drawbacks
- Improving local peoples' quality of life
- Making sure we achieve value for money

# STEP TWO: What kind of process will it be?

The second step you need to take is to decide what kind of process your consultation might be. This will help you to plan your project and determine whether you are informing, consulting, involving or empowering.

To a large extent, this will depend on the purpose of your contact.

## Informing

- Are you letting people know what we do?
- Are you providing information to help people understand a certain issue?
- Are you telling people what will happen in the future?

If you answer yes to any of these questions, you are informing.

## Consulting

- Are you obtaining peoples' views on a number of options?
- Are you giving people a choice?
- Are you inviting people to have a say before you make a decision? If the answer is no and the decision has already been made, you are informing

If you answer yes to any of these questions, you are consulting.

## Involving

- Are you providing opportunities for people to get involved at each stage of the process?
- Will those involved be able to have genuine influence over the decision making process?
- Are you acting together?

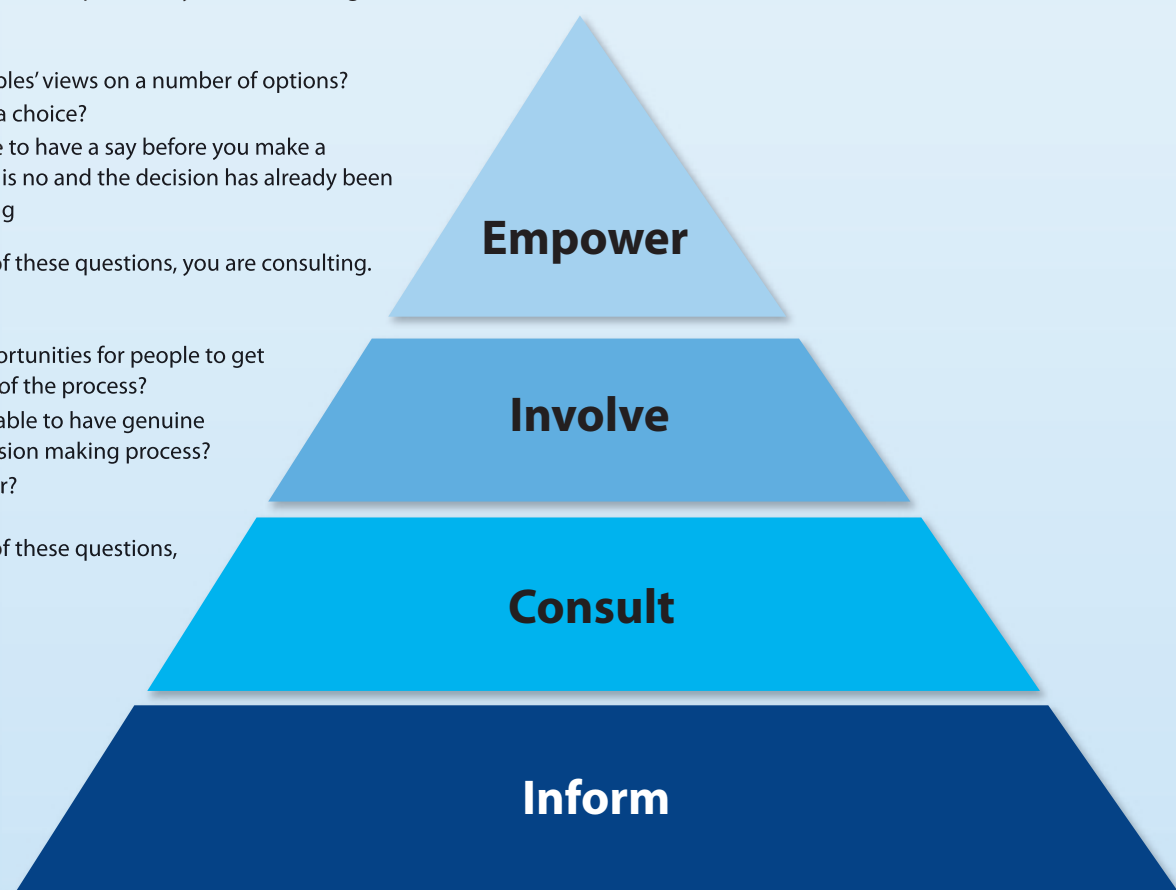
If you answer yes to any of these questions, you are involving.

## Empowering

- Are you placing all elements of the process in the hands of the community you are engaging with?
- Do they have the final say in any decisions that are made?

If you answer yes to either of these questions, you are empowering.

The relationship between these processes is shown in the diagram below.





# STEP THREE: Has this been done before?

Before you embark on the process you need to find out if something similar has already been done, either here or in another organisation, or if the information you want can be included in another process. You might also want to consider if it is a suitable topic for the citizens' panel to look at or if it is something that might be suitable for an annual residents' survey.

The reasons for this are simple. It avoids consultation overload (the same people being contacted more than once) and makes the best use of scarce resources.

You can check that a similar exercise has not been carried out, and look to see if there are any possibilities for combining your activities with those of another section/organisation by going to the consultation page on our website and also looking at our consultation calendar on [www.southkesteven.gov.uk/consultationcalendar](http://www.southkesteven.gov.uk/consultationcalendar)



**You might also want to consider if it is a suitable topic for the citizens' panel to look at or if it is something that might be suitable for an annual residents survey**

# STEP FOUR: Who do you want to ask?

This is a crucial step in the consultation process.

You need to work out who your stakeholders are and how you are going to consult with them. Start with the main users/customers of your service and think about the service, issue or change you want to consult on. You also need to consider how you will include those groups of people who are sometimes harder to reach.

The checklist below will help you to decide who your stakeholders are. Key customers might be:

- Service users
- Internal customers
- People who pay directly
- People who pay indirectly

Non users may include:

- People who are unaware of the service
- Dissatisfied ex-customers
- People who might need the service at a later date

Others:

- Citizens/ local people
- Interested agencies/partners – voluntary, public and private sectors
- People affected by policies and development
- People we enforce against
- Neighbourhood partnerships
- Local councillors/ MPs
- Carers
- Businesses
- Special interest groups
- Other sections in the Council

You also need to consider how you will get the views of those people that are more difficult to engage with. These include:

- People who have problems reading, writing or speaking English
- Older people
- Children and young people
- People who are lesbian, gay, or bisexual

- People who are transgender or transsexual
- People who are deaf, hard of hearing, blind or partially sighted
- People with mobility issues
- People with learning difficulties
- People on low incomes
- People that are “too busy”
- Offenders and ex-offenders
- People who are victims of crime
- People with mental health issues

To make sure that we include the views of those who may be harder to reach, the council has set up a group –the community focus forum – which meets once a month. The forum provides a good sounding board for service managers to find out what representatives from some hard to reach groups think to changes to the way in which services are delivered or new strategies or policies.

For further information on the community focus forum or help and advice on how best to contact organisations that represent the different groups in our community please talk to our community engagement officer on 01476 406161 or email [c.drury@southkesteven.gov.uk](mailto:c.drury@southkesteven.gov.uk)

You need to decide if your consultation needs to be representative of the community it affects. If the answer is yes, you need to undertake equality monitoring. A template of suggested questions is available from our website [www.southkesteven.gov.uk/equalitiesanddiversity](http://www.southkesteven.gov.uk/equalitiesanddiversity) where you will also find a copy of our corporate equality scheme.

We know that 19.1% of our population are age 65 or over and that this is set to increase to approximately 28% by 2030. We know that around 3.8% of our population describe themselves as “white other”. This compares to a national figure of 5.7%. Demographic information like this that is relevant and appropriate can add value to your consultation and help to place it in context. For these reasons it shouldn’t be ignored.

More demographic information about the district is available from the local futures website [www.localfutures.com](http://www.localfutures.com) or from the census website [www.neighbourhood.statistics.gov.uk](http://www.neighbourhood.statistics.gov.uk) Further detailed statistical information is available from the council’s State of the District Document.



# STEP FIVE: How are you going to carry out the consultation?

To help you decide which method(s) will be most appropriate, we have listed the most popular in the table below, along with an idea of costs (low upto £5000, medium between £5000 and £10,000 and high over £10,000) and the type of engagement they are most suited to.

Method	Strengths	Weaknesses	Costs	When to use it
Comment and complaint schemes	A free source of detailed information on how services are working Potential source of new ideas	May not be representative	Free	Inform
Mystery shopper	Relates to direct experiences Useful for checking	May not be statistically representative Need a real case to truly test the service in question	Low to medium (depending on the number carried out)	Inform
Video box/video link	Can use their own words	Expensive to set up.	High	Inform
Use of front line staff	Uses an existing resource Empowers and involves staff	Staff may become disillusioned if nothing seen to be done	Free to low	Inform
Informal contacts	Cost effective Makes use of existing networks	Results may not be recorded systematically	Free	Inform

Method	Strengths	Weaknesses	Costs	When to use it
Observation	Provides an accurate record of how people behave (rather than how they think they behave)	Time consuming. If people know they are being observed this may influence their behaviour	Low	Inform
Desk research/other documentary sources of information	Cost effective. May be only option in specialist or difficult areas	Time consuming. Information may not be exactly what you were looking for	Free	Inform
Invitations for comment	Versatile - can be qualitative or quantitative Inclusive- anyone has chance to have their say Informed –information supplied to help participants make choice	May not be representative Very low response rates. Might be difficult to analyse open ended questions	Low (as use existing means of communication and distribution such as council publications)	Inform/consult
Public meetings	Opportunity to give information and explain Gives large numbers of people chance to participate	Need careful managing to be effective. May lead to bad publicity if confrontational  Unlikely to be representative	Low	Inform/consult
Service user groups	Handy for generating new ideas or providing an early warning of potential problems	Doesn't include non service users Probably not representative  Some services may not have "users"	Low	Inform/consult
Other interest forum	Can be set up to reflect very specific need/requirement	May be hard to recruit members – what's in it for them?	Low	Inform/consult
Existing interest or specialist groups e.g. parish councils	Have specialist knowledge and expertise Can be good for hard to reach groups Give an informed view	May not truly represent the views of their members  May easily become over-burdened	Low	Inform/consult
Exhibitions, road shows and open days	Information can be communicated in a variety of different ways Provides opportunities for two way dialogue Drop in facility makes it convenient for people to attend	Can't always be representative  Can only provide limited number of options to consult on	Low	Inform/consult
Electronic communications including Facebook and Twitter	Convenient to participate – can be done from home	Some will not have access to internet which will exclude them  May be hard to verify accuracy of respondents details	Free or very low	Inform/consult



Method	Strengths	Weaknesses	Costs	When to use it
Mass media	May reach those that are not easy to reach in other ways	May not have control over the way in which the information is presented	Low	Inform/consult
Piloting service changes	Find out what people will do, rather than what they say they'll do	May not be cost effective Some changes may only work on a larger scale	Medium	Inform/consult
Surveys and questionnaires	Good for large numbers of people Can take steps to make it representative of the population as a whole	No opportunity for two way dialogue Not so good for areas where respondents need to be very well informed	Low	Consult
Referendums	Provides a clear mandate for action Useful for issues when everyone is felt to have a right to be asked	Not appropriate for some issues because of their complexity or knowledge that may be required	High	Consult
Area /neighbourhood panel or forum	Useful for addressing specific local concerns	Regular on-going commitment from all parties required	Low	Consult
Citizens' panels	Representative of the local community Good response rates as those signed up are more motivated to participate	Panel members become more informed over time and this may affect how they respond May be more "willing" than general population	Low	Consult/Involve
Deliberative opinion polls	Representative samples of people selected Participants are able to discuss issues and question experts	Very expensive and resource intensive	Very high	Consult/Involve
Focus Groups	Good for exploring issues and assessing reaction to proposed changes	Because of small numbers may not be representative May need external support	High	Consult/Involve
Citizens' workshop	Many of advantages of a citizens' jury without the costs Can allow knowledge to build up over a period of time	Resource intensive	Medium (depending on the length of time taken)	Consult/Involve

Method	Strengths	Weaknesses	Costs	When to use it
Citizens' Juries	Useful for involving citizens in significant decisions Obtains informed decisions	Expensive. Must accept results or will lose credibility	High	Consult/involve/empower
In depth interviews	Useful for discussing sensitive issues in depth	Resource intensive. Unlikely to be representative	Medium to high	Involve
Public involvement in council PDGs, cabinet and other meetings	Can influence the policy making process In theory they are open and available to all	Formality of the process may put some people off Involves a limited number of people	Low	Involve
Participant led sessions	Freedom to set the agenda without interference from other bodies	Training may be required to get process moving	Low to medium	Involve/empower
Direct user involvement	Removes possible distortion by council decision makers	May need to involve input of professionals	High	Involve/empower

**Remember ....**

- To use a range of methods for each consultation including e participation, Facebook, Twitter and text messaging etc
- To custom build a solution that ensures the consultation is as accessible as possible especially to those from hard to reach groups
- To use existing methods that may be available like the citizens' panel and annual residents survey



# STEP SIX: What questions are you going to ask?

When you have identified why, who and how you are asking people, you need to decide what you are going to ask them.

Which of these do you want to do?

- Measure satisfaction with the service
- Find out what people like/don't like about a service
- Change the way your service is delivered
- Check out a reaction to new ideas or initiatives
- Compare and challenge the existing service
- Find better ways of meeting your customers' needs
- Prioritise future spending
- Set targets for the service
- Look for quality improvements

It's probably a mix of these and some of your own.

Remember....

Don't just ask about things you think may be appropriate – think about it from the stakeholders and affected communities point of view as well.

Challenge your list. Do you really need to know it? Don't fall into the trap of asking something because it would be nice to know. Focus on the things that you are able to change or strongly influence.

Go back to the objectives you set for yourself. Do the questions you have set achieve these objectives? Make sure that they do.



**Don't just ask about things you think may be appropriate – think about it from the stakeholders' and affected communities point of view as well**

# STEP SEVEN: How are you going to use the results and feedback?



Reporting the results is a necessary part of the consultation process.

It provides a means of feeding back to both those who participated in the exercise and other key stakeholders. It informs managers and decision makers of the findings, along with any recommendations that might be appropriate. You need to allow yourself enough time to be able to do this and may want to consider presenting your findings using different formats – graphs, pictures, tables etc.

Try to identify the key messages from your consultation. Look at the demographic profile of your respondents. Does this influence how people answer? What about where they live?

Providing feedback is one of the most important stages of the consultation process and is one that can easily be missed. Telling people how the information and comments they have provided will be used shows them that their involvement is worthwhile and actually counts.

You need to think about how best to do this – it may be by writing to them, publishing the results in council publications or through existing mechanisms like parish councils.

And always ask the consultation and communication team to put your results onto the Consultation Calendar.



# STEP EIGHT: How will you evaluate the process?

The final stage of the process is to evaluate what has happened. You need to ask yourself....

- Has it achieved the objectives you set?
- Was the consultation easy to understand and in plain English?
- Did the chosen method(s) provide the information you needed?
- Was it successful in obtaining a range of views?
- Were these representative?
- Can you demonstrate this?
- Was sufficient time allowed?
- What have you learned that will help you to improve any consultations you may do in the future?
- How did the process shape the key decisions that were made?
- How much did it cost? Did this represent value for money?

If you need any advice or help planning your consultation, please contact our consultation officers on 01476 406502 or 01476 406490, email [d.wyles@southkesteven.gov.uk](mailto:d.wyles@southkesteven.gov.uk) or [s.reilly@southkesteven.gov.uk](mailto:s.reilly@southkesteven.gov.uk)

And remember....

- You need to be clear on what you are consulting on
- You cannot consult with everyone on everything
- You need to make sure that you ask the right people the right questions
- To use plain English at all times
- To notify the consultation team so the consultation can be logged onto the consultation calendar
- To make sure that you have included enough information on the issue/topic so that people are able to give an informed opinion
- If you give people options, that they are presented fairly and objectively

And finally

- Make it real. There's no point in asking for opinions if you have no intention of considering them

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