

Consultation and Policy Appraisal – Proposed Responses

Left hand column – feedback received
Right hand column – proposed response

Undertaking	
1.1 Be clear as to reason for consultation, making clear what can and can't be changed as a result of the consultation: clarify this in structured and consistent manner	
Unbalanced relationship i.e. statutory needs more work from vol/3 rd sector so not symmetrical relationship	Covered by 1.2 below
Why' can't things be changed? People wont want to waste time, and need to know they can make a difference	Not possible to change some things e.g. statute
Why consult if you can't change?	Not possible to change some things e.g. statute
EXCELLENT – making clear what can't be changed to avoid misunderstandings, ensure this happens	Agreed
And why any particular group are being consulted.	Covered by 1.2 below
1.2 Ensure that the method chosen is appropriate to the audience and proportionate, and consult with appropriate 3 rd Sector organisations over methodology and consultees	
Not only appropriate methods but variety – don't just use 1 method of consultation	Agreed – guidance needs to be produced
“propionate” is a plus – different approaches as per the situation / issue	Agreed
Who decides on appropriateness of audience and proportionality?	Agreed: guidance needed
Who says who is appropriate? Open and transparent about who using. Provide appropriate time for those in day jobs to attend consultations etc just as parent governors / trade unions → needs commitment of private sector, Have some evening consultation events as many 3 rd sector use volunteers who work!	Agreed
Include, make accessible venue, timing medium	Agreed
Need to identify “audiences” first? How diverse. Ensure not just the same groups	Agreed
Change to “at what intervals during and after consultation”	See 1.3 below
MISSING - define appropriate suggest develop a set of criteria to <u>test</u> appropriate	Agreed: guidance needed
1.3 Report back on the views received and what you have done as a result. Agree what needs to be covered in reporting back, where report needs to go and at what intervals during consultation	
Need to overcome people's hesitance to share their results. Save duplication if sharing and consultation, increase in partnership	Agreed: guidance needed

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working but feel many reluctant to share as put money, time to do this. Who's going to agree what needs to be covered, done ahead of time. Consultation should be flexible in terms of length etc.	
Agree who is reported back to; including participants	Agreed
	Agreed
1.4 Build consultation processes into planning and financial cycles at the earliest opportunity	
Good planning and communication is essential	Agreed
Good business sense – make sure it's done properly!	Agreed
Needs funding for small 3 rd sector orgs/groups to achieve this as focussed on financial sustainability. Could there be support form outside individuals / bodies to do this i.e. Evaluation Trust, PCP, UOP Staff volunteering?	See 1.5 below
ADD Ensuring in good time to influence final outcome	Agreed
1.5 Prepare consultation methods and materials that will be easily understood by the intended audience. Be prepared to let partners carry out their own consultation, and allow for appropriate support	
Fine as long as quality of information can be controlled – could be difficult in terms of capacity	Agreed
Be good for people to share these resources and methods with one another and utilise different terms of engagement. i.e. visual, verbal, pictorial etc+	Agreed
1.6 Ensure that 'seldom heard' groups are considered and included when planning consultations, and make use of appropriate good practice proofing tools. Develop a list of these groups and appropriate methods of engagement	
Define "seldom heard"	Will do
How do you make a list of groups when there is no first point of call?	Is fine for infrastructure groups
This list needs to be developed. I don't believe that the LSP know what BME groups there are in the city.	As above
Needs to be e central point where these can be held and accessed by all. Cross sector training to up skill in consultation methods / engagement, i.e. join current training from PCP, LA or others to provide access for all sectors to do together. Could save money and increase relationships, get seldom heard groups involved in developing consultation methods etc and trail	Agreed
What other ways than written, how do you communicate to people	Guidance needed

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despite newsletters, notice boards etc, what other ways are effective?	
Great, Who will facilitate this and how? Identify Seldom Heard Groups	As above
Build consultation into commissioning and evidence	Agreed
What does this mean?, Language?, Context?	As above
What are 'good practice proofing tools'?	Will define
Might be better to agree methods / expectations / standards city-wide for how we will consult such groups e.g. Gypsies and Travellers	Agreed: guidance needed
1.7 Recognise that 12 weeks is good practice when carrying out consultations, but that this should be proportionate to the scope of the consultation. If a period of less than 12 weeks has been chosen, clear reasons should be given as to why	
Needs to be clear that 12 weeks related to e.g. complex written document not move informal gatherings etc without firm agendas	Agreed: guidance needed
If not 12weeks "reasons" need to be communicated widely and openly and a process is need on how to challenge reason	Agreed
Unrealistic for many 3rd Sector orgs without funding, have extra worker to do this. 12 weeks of their time could impinge in service provision	It doesn't mean a solid 12 weeks
Evidence in Public Domain for appropriate time	Agreed
Often not enough time to respond to PCC / Health departments e.g. request to "consult" with our communities	Agreed
1.8 Make it clear what the implications of the appropriate prevailing legislation are when preparing and running consultations	
What does this mean?	Will define in guidance
1.9 Publicise any major consultation exercises and encourage wide but appropriate participation by working with all partners	
Not just publicise but ensure meaningful e.g. not just advert in Herald but thought about relevant people may want to hear about consultation exercise.	Agreed
Co-ordinate consultation exercises to reduce duplication	Agreed
Publicise – where? Widely and appropriately.	Guidance needed
1.10 Give feedback on the outcome of the consultation to those who have been consulted, and provide updates during the consultation exercise	
Providing update during consultation is unrealistic / undesirable (unless a very long period with different stages) DELETE?	Will be appropriate driving force exercises
And after where appropriate.	Agreed
Time frame is very important	Agreed
Updates hard to achieve don't raise expectations – not realistic!	Agreed

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Appropriately and imaginatively using methods that match consultee needs and <u>not</u> lengthy documents	Agreed
Perhaps ask consulted on how they want to be fed back to	Agreed
1.11 Build consultation into plans for new policy, strategy and service development, consult as early as possible, involving partners at the developmental stage. (delete and include in guidelines)	
1.12 Be sensitive on a case by case basis to any additional resource implications for all partners in responding to consultations, and ensure appropriate support arrangements are in place	
Who will make this decision – someone will decide, is this consistent?	Guidance needed
Why sensitive, what do you mean?	Change to: “take account of”
What is intended in this statement?	Review wording to ensure meaning is clear
If consultation on web, tell how long it will take	Agreed
What support is available? Financial or admin?	Either
Needs to be clear, this cuts both ways – i.e. resources people / groups need to respond and organisations need to implement what is wanted.	Agreed
Consultations need at least funding for printing – negotiate a minimum.	Agreed
BIG POSITIVE - To involve partners from all sectors in consultation and development stage. This should be <u>FIRST</u> consideration i.e. shaping service so should be 2.1. Then should also have same involvement with delivery stage as review.	Agreed
1.13 Make it clear to all partners during a consultation, whether the views of partners are being sought based on their own knowledge and experience, or whether there is an expectation that they will canvass their members/staff	
Clarify on consultation paper is your being consulted as a group you represent or an individual person	Agreed
Explain the benefits of consultation to consultee and community	Agreed
Don't over consult, creates apathy. Joint consulting on issues please.	Agreed
Simplicity and clarity – when wearing 2 hats specify which view is required at the beginning	Agreed
Consultation rep fatigue use 2.8 from BME code re wider pool and inclusion	Agreed
1.14 Be aware of any potential conflict of interest arising from the subject of the consultation and those being consulted, be open about risks arising and be prepared to declare an interest if necessary	
Can you prove you are 'being aware'? Where is the onus?	Guidance needed

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All orgs involved should have policies and procedures to avoid conflict on interest and duplicate work	As above
Whoever doing consultation needs to be trained in managing conflict	Agreed
Should be “develop protocols and procedures for managing conflicts of interest”	Agreed
1.15 Strive to play a full and active part in responding to consultation exercises with all partners	
Relies on methods used being ‘appropriate’	Agreed
Updated contact database, who could resource this?	Needs consideration
Respondents should be relevant consultees	Agreed
We need to share best and most effective practice amongst partners	Agreed
Ensure a shared understanding of what constitutes as ‘good practice’	Guidance needed
Who decided what constitutes effective, good methods / practice?	Guidance needed with best practice examples
1.16 Use agreed and best practice methods to ensure good participation when consulting with users, volunteers, members and supporters	
Also need to share best practice with different partners	Agreed
1.17 Ensure that consultation responses are reported accurately and that any research has been conducted in an objective and unbiased manner	
1.18 Define and agree methods of acting professionally, transparently and responsibly when responding to any consultation from which an organisation could potentially benefit, financially or otherwise	
Change the words Giles, Call a spade for a spade talking conflict of interest	Will review wording
Isn't this better placed on the Funding and Procurement code?	Maybe in both, but needs to stay here
REWORD Ground rates, professional standards i.e. declare conflicts of interest upfront	Agreed
Is this method about acting? <u>Needs to be linked with 2.14</u>	Not clear what this means
TOR for Compact?	Yes – is the same as guidance
Concerned re conflicts of interest and possibility of lobbying will not be counted by this code	They will be
1.19 Develop and use an agreed set of standards and indicators to measure the impact of this code	
Evaluate, monitor against standards	Agree
Who is going to do it? Who chooses the measures?	Will need to be consulted on
Should be general point across ALL CODES	Agreed
Should be in Compact principals	Agreed
1.20 Where a formal consultation is not required, but where there could be an impact on partners, policy changes and decisions are discussed	

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with partners.	
How is it decided when formal consultation is required?	Guidance needed
This contradicts the whole point of the codes it states 'formal' meaning 'have to' instead of should	Disagree
Who are the partners? How will information get to them and their points returned?	Guidance needed
Should be in the main Compact and beefed up!	Not clear what this comment means
<u>Inform</u> of the impact and discuss <u>how</u> its going to be implemented – NO CHOICE	Not clear what this comment means
Is 'not required' the right phrase or should it say or include 'not appropriate'	Agree
Anything Missing / general comments for this code	
Lots of good consultation plans worth thinking about and supporting key existing organizations, services and networks for use in consultation (in true partnership with PCC)	Agree
GAP - How, timescales, cost bearings need details and be specific	Could be in guidance
Encourage EIA on consultation?	Essential
What consultation is already in existence – do we need to ask the question again?	Cover in guidance
Any way of grouping / prioritising these undertakings	Will review
Should encourage partners to join up in terms of delivering consultation and using each others results	Agree
Should there be a commitment to receiving / dealing with unsolicited feedback on things, people want to say outside formal consultation?	Agree
Good joint approach not just one sector e.g. 3 rd sector	Thank you
Ensure neutral venues that don't discourage / exclude groups	Agree: guidance
1.6 – how will the list of groups be maintained given the changing demographics of Plymouth?	Needs consideration
Could an LSP Consultation check list be produced based on this?	Yes: guidance
Will the private sector sign up to this as an LSP partner? (they can be very difficult to encourage to deliver good practice even at a basic level)	They'll need to!
Some overlap between undertakings	Some overlap unavoidable to ensure all necessary points covered
Need for creative methods of consultation, not just questionnaires	Agreed

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with written responses!	
In terms of capacity and relevant consultation both <u>secondment and collocation across services and sectors can be very useful.</u>	Agreed
Who exactly are the partners to the Plymouth Compact?	Will be defined
Remove the word 'funding' from 2	Not clear what this refers to
Individual orgs input needs to be proportionate to capacity ability	Agreed
Whole consultation aimed and pitched at wrong level. Too strategic, too jargon. It's not easily read or understood PLAIN ENGLISH!	Will review wording
1.2 + 15 is today a consultation? Has this been clearly explained to BME community orgs?	I think so
What's meant be consultation, what does this include and not include?	Will be determined in guidance
Identifying process then principals repetition in 2.10 = 2.3	Wording will be reviewed
Inform before you consult – Preparation	Agreed
How many "appropriates" often used as a cop-out! Stop using this word.....	Guidance should contain definition
Have the consultees from the 26 th June event had feedback?	This is it
What stage are we at today in the 12 week consultation cycle?	About ½ way
Co-ordinate consultation – some areas overloaded	Agreed
Who will be the voice that speaks to the community?	Not clear what this comment means
Change of culture within attitude of LA – ongoing informal consultations, so know the feeling	Agree
Well written, clear as what need to be done and really nice and short - a true 'tool'	Thank you
Wording not plain English and could be simplified and combine some points	Will review
Be involved in future planning and policy making. Constant two way communications	Agree
Apply the KISS rule to all codes (Keep it Short & Simpler)	Agree
Needs to enable 3 rd sector to access the LA when planning future activities and work together? – in kind support	Agree
1.6 – Reinforce need to positively reach out put funding in place to seek out.....	Agree
Need commitment to having channels open for people/groups to raise	Agree

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issues even if they are not subject to consultation, issues being put forward by others.	
Reorder the point to reflect logical process of consultation!	Will review
Recognise that consultation can take place in informal ways	Agree
Service users are part of service design – Emphasis	Agree
Purpose of code should be to ‘speak in PLAIN ENGLISH to the community and hold two-way conversations’, THAT’S IT!	Okay
BIG POSITIVE Need to consult with all stakeholders including service users	Agree
Ethos of codes give impression that for LA, when needs to consult with 3 rd sector. Needs to be both ways	Agree
1.4 – add procurement	Discuss
Need a shared / common support / reward / recognition policy, people need support to attend	Agree
Whole document is far less ambiguous in its wording than the BME Code!	Thank you
Could a check list on what to consider be produced? See supporting people examples	Agree: guidance
Reorder 1.4 – 1.5 – 1.2 – 1.1 – 1.6 – 1.3	Discuss
Simple statement to recognise real desire to listen and record needs, wishes etc of all those interested and receiving services who need to	Within compact
Clear explanation of the Compact as not all people fully understand it	Agree
PCC Planning welcome the idea of this code of practice and think it has great value. The Service is currently reviewing the Statement of Community Involvement which sets out its commitments for consultation. We would like to suggest that perhaps the two could form one document with a wider remit	Agree