



Consultation Policy

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1. Introduction

With an increasing emphasis on value for money, Poplar HARCA must demonstrate proportionality in the type and scale of its consultations.

This policy supersedes reference to consultation in all other HARCA policies. It does not supersede statutory or mandatory requirements.

2. Why Consult

Poplar HARCA has a responsibility to take decisions which further its aims and objectives.

There are a number of reasons to consult: to garner views and preferences, to understand possible unintended consequences or to get views on implementation.

There may be circumstances when consultation is not appropriate or is not value for money e.g. when a statutory consultation will be carried out by another agency.

3. Timing

The timing and length of a consultation should be decided on a case-by-case basis.

Timeframes should be proportionate to the proposal, and realistic such as to allow sufficient time for considered responses without compromising any urgency for a decision to be taken.

There are several stages to taking decisions, and it may be appropriate to consult in different ways at different stages.

4. Information

The purpose of a consultation should be clearly stated.

To avoid creating unrealistic expectations, it should be obvious what aspects of a decision being consulted on are open to change and what decisions have already been taken.

The form of consultation will depend on: the type of proposal, who needs to be consulted, and the available time and resources. Information should be:

- Easy to understand
- Clarify key issues
- Sufficient to enable informed comments
- Be disseminated so it is accessible

Preference should be given to informal and cost effective methods such as email or web-based forums, working groups, focus groups, and surveys – rather than public meetings, drop-ins or written.

5. Feedback

To encourage future participation, a summary of the consultation should be published setting out how many and what responses were received; and how these were used.

6. Policy review

Policies are reviewed every 5 years or sooner if they no longer reflect best practice.

7. Appendix 1: Impact Assessment

How does the policy/procedure/strategy contribute to Poplar HARCA's aims?	Consultation with affected groups are an important check and balance to meeting all Poplar HARCA's aims.
Which group(s) of people benefit from the policy/procedure/strategy? If any group could be disadvantaged, what is the mitigation or justification?	None (disadvantaged) identified as consideration is given to how best to engage with all affected groups.
How have residents been involved in developing the policy/procedure/strategy? If they have not been involved, why not?	There are residents members of Services and Poplar Board, and the approach has been informed by resident feedback over many years.
How will the policy/procedure/strategy be monitored and measured? (e.g. performance indicators?)	A feedback clause requires a report back of individual consultation results.
If any, what are the Value for Money implications?	Ensuring appropriate and effective consultations will improve decision-making, and avoid wasteful processes
Will personal data be collected, stored, used or shared? If yes, a privacy impact assessment must be carried out.	