

DRAFT Consultation Policy
Summary of Responses by Register of Consultees, May 2009

Introduction

Eleven members of the Council's Register of Consultees commented on the draft Consultation Policy during May. These included individual members of the public and representatives of local organisations. The comments are summarised and categorised below. Where appropriate, the draft policy has been updated to reflect the comments.

Comment	Added to final policy (see para. no:)	Will consider in review of staff guidelines	No Action Planned
The Aims <ul style="list-style-type: none"> • More emphasis on service improvement • Highlight the need for cross-border consultation with Forest Heath DC and Newmarket TC where appropriate 	<p style="text-align: center;">1.1 8.4</p>		
The Proposals <ul style="list-style-type: none"> • Draw attention to the Cambridgeshire Compact • Draw attention to Voluntary & Community Action, East Cambs as a consultee • Exercise caution when consulting with unelected 'partner' organisations • Improve publicity for public meetings • Ensure consultees receive feedback 	<p style="text-align: center;">7.5</p>	<p style="text-align: center;">√ √ √ √</p>	
Roles and Responsibilities <ul style="list-style-type: none"> • Beef up the role of Members • Include clearer individual accountabilities for Members • Emphasise need for monitoring to ensure compliance with the policy 	<p style="text-align: center;">6.1, 6.2 9.2</p>	<p style="text-align: center;">√</p>	
Equalities Impact <ul style="list-style-type: none"> • When spending money on equalities consultation, ensure that our approach is proportionate • Review methodologies to ensure they are accessible by those who are housebound • Don't rely solely on internet/email consultation methods • Train staff to communicate effectively with customers who are deaf, especially on the telephone • Create Community Champions to represent those who find it difficult to engage 		<p style="text-align: center;">√ √ √ √</p>	<p>Suitable alternatives are already in place: 1) Neighbourhood Panels 2) Parish Councils 3) Community and Advocacy Groups</p>
Other Comments <ul style="list-style-type: none"> • Brief partners on how to engage with the Council's consultation processes 		<p style="text-align: center;">√</p>	

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<ul style="list-style-type: none"> • Danger that this policy simply adds an additional layer of bureaucracy • The policy should be re-drafted in plain English • Public consultation should include all the important community issues e.g. residents parking • Be clear on the scope for consultation to influence outcomes • Involve the public in developing options appraisal • Include all those who may be affected by a proposal e.g. visitors as well as residents 	<p>Will review language before final publication</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	