

DEPARTMENT	Corporate Services
TITLE	Corporate Consultation Procedure
OBJECTIVE	To provide consistency in the consultation process
Date Issued:	December 2009
Review date:	March 2021
Responsible:	Customer Information Officer

Introduction

This procedure should be read in conjunction with our Tenant Participation Strategy and sets out the procedure for staff to follow when carrying out a consultation exercise. Appendix 1 to this procedure is a consultation table and provides details of the most common consultations exercises carried out in ELHA.

1.0 Planning a Consultation

- 1.1 Planning should be undertaken **at least one month before the consultation is due to start**. This is to ensure that resources and critical staff will be available during the consultation period.
- 1.2 Check the SDM extended database for tenants with any problems which may prevent them from taking part (eg: language barriers, disabilities), and assess the best way to consult with them.
- 1.3 Record the questions you want to ask, and how you want people to answer those questions, (eg: yes/no, limited options or free text).
- 1.4 Decide which methods you will use to consult (eg: letters, My Home survey module, phone calls, interviews, etc) and ensure that you are able to carry them out.
- 1.5 Create draft letters/My Home or elha.com pages/PDA surveys, etc to be approved by the department manager or head of department.
- 1.6 Pass the approved drafts to the relevant member of staff to put in place in the SDMLetters folder

- 1.7 Set a realistic timeframe for the consultation period, eg: 10-14 days from mailing to consultation close for paper/electronic surveys, 14-30 days for face-to-face surveys.
- 1.8 Check available resources:
 - is there enough stationery?
 - inform Admin of the mailing in advance, including details of the SDM settings required and the deadline for postage
 - if a Royal Mail pick-up is required, let Admin know at least a week in advance the exact day it will be needed.
 - if additional staff are needed to stuff envelopes/make home visits/etc, check that they will be available when needed.
 - if information is required from a third-party source, ensure that you have the information before proceeding.
- 1.9 Decide how you will analyse and report on the data gathered.
- 1.10 Make a note of which edition of Talkback the feedback will be included in, and put a placeholder file, (eg: a Word document named 'xxx consultation article') in the relevant folder in Corporate Publications

2.0 Consulting

- 2.1 Carry out the consultation as planned above at 1.0 and record responses and any issues that arise during the consultation period.
- 2.2 Paper responses should be input into the My Home survey module
- 2.3 Any consultation forms which have been returned with comments or complaints which require a response should be responded to within customer care timescales

3.0 Review

- 3.1 Analyse the data received as planned above at 1.0.
- 3.2 Write a report summarising the results received:
 - record the reason for consulting, (eg: legal requirement, checking customer satisfaction, seeking opinions on possible future projects).
 - record who you consulted with, and how many people responded.
 - if the consultation was undertaken to gauge customer preference for a possible future project, include the findings and recommend a course of action.
 - include appendices with statistical data, graphs, comments, etc.

4.0 Feedback & Reporting

- 4.1 The prepared report may go to the next appropriate TIG, Sub-Committee meeting and/or Committee meeting. If so, the report should be saved to the relevant folder in Meetings, and appropriate headers and footers applied.
- 4.2 Feedback to tenants is normally via Talkback, the tenant newsletter. An article based on a plain English version of the consultation report should be prepared and saved to the next issue folder in Corporate Publications. This should include any charts, but not individual tenant feedback.
- 4.3 Letters may also be sent out to interested parties. This should have already been scheduled in the planning stages, and any resources or staff time allocated.
- 4.4 If the consultation is for internal use only, the report (if required) should be passed to the relevant member of staff.