

<b>DEPARTMENT</b>	<b>Corporate Services</b>
<b>TITLE</b>	<b>Corporate Consultation Procedure</b>
<b>OBJECTIVE</b>	<b>To provide consistency in the consultation process</b>
<b>Date Issued:</b>	<b>December 2009</b>
<b>Reviewed:</b>	<b>January 2021</b>
<b>Next Review:</b>	<b>March 2024</b>
<b>Responsible:</b>	<b>Customer Information Officer</b>

## **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 director of department.

- 1.6 Save the approved drafts to the SDMLetters folder
- 1.7 Recreate the survey in the My Home survey module
- 1.8 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.
- 1.9 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.
- 1.10 Decide how you will analyse and report on the data gathered.
- 1.11 Make a note of which edition of Talkback and eTalk 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 any issues that arise during the consultation period.
- 2.2 Paper responses should be input into the My Home survey module by Admin staff
- 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. For large reports, a download available on elha.com may be more suitable, but tenants without internet access must be informed that they can request a printed copy.
- 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.