

## Draft Improvement Plan for Corporate Approaches to Consultation

23 March 2017		Outline Plan			
No	Deliverables		Milestones	Lead	Completed
	Project	Action			
1.	<b>Setting corporate standards</b>	<p>Develop consultation tool kit – supplement new LGA guidance supporting councils to implement best practice in consultation and engagement. LGA resource launched 27 Feb 2017, London</p> <p>Develop consultation compliance checklist - outlining the processes required, provide links to key information and relevant contacts and ensure meets all legal requirements. To include details of what info needs to go back to the Executive.</p>	Draft of checklist and wrap around support info specific to Bradford	OCX	Early April 2017
			Circulated for input, internally	OCX	April 2017
			Final Bradford Consultation toolkit rolled out to staff involved in consultation at launch event	OCX and Departments	May/June 2017
			LGA northern launch of New Conversations Guide to be held in Bradford	LGA	19 <sup>th</sup> July 2017
2.	<b>Communication and transparency</b>	<p>Promote use of the consultation calendar platform to all staff with consultation responsibilities.</p> <p>Develop guidance for appropriate approaches to providing and sharing feedback</p>	Guidance drafted with input internally on feedback formats	OCX	April 2017
			Discussion with elected members to ensure clarity of approach and value	OCX/Departments	April 2017
			Final ICT input to ensure functionality	ICT	March/April 2017
			Promotion on Bradnet	OCX	May/June 2017
			Roll out new guidance as part of tool kit to staff at launch event	OCX / Departments	May/June 2017

3.	<b>Capacity and skills development</b>	Developing network of officers with skills and experience.	Departmental leads established – to drive change in departments	Departments	Jan 2017
			Identify areas where additional training and support is required including for EIAs.	OCX / Departments	March onwards
		Training and skills development	Consultation components incorporated into report writing and project management training	HR / OCX	April 2017
			E learning package developed for implementation after launch event	HR	June 2017
			Develop training programme to address identified needs and scope potential for external support, including refining based on skills needs identified	OCX / HR	May/June
		Drawing in external support (dependent on needs identified)	Deliver ongoing training	Tbc	ongoing
4.	<b>Quality Assurance</b>	External input into toolkit / checklist	Via Consultation Institute / LGA as above	OCX	April 2017
		Implement internal random sampled assessments by Departmental Consultation Leads group	Agree format with departmental leads and Legal and add as regular agenda item and feed back key learning points to CMT	OCX/ Departments	June 2017
		Explore areas for joint work with neighbouring West Yorkshire authorities	Meeting to discuss different approaches and opportunities with a view to agreeing WY peer review on regular basis Explore opportunities for joint training	OCX	March 2017 onwards
		Explore opportunities for joint working with other public sector partners	Investigate opportunities to align consultations to ensure a people centred approach that minimises the risk of consultation fatigue	OCX	April 2017

5.	<b>Tools development</b>	Citizens panel development - Strengthen links with area based and COI partnerships to keep the citizens' panel representative of Bradford demographics and to recruit to panel on an ongoing basis.	Meeting with consultation and engagement leads to agree ways to promote membership of citizens' panel and supplement any perceived gaps.	OCX	April 2017
		Ongoing activity to identify new methods and innovative ways of consulting	Feed into review and update of toolkit on annual basis.	OCX	ongoing