

# EFFECTIVE PUBLIC CONSULTATION:

## Tips, tricks and our process

with Steph James

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# **PUBLIC CONSULTATION**

# CHALLENGES

What can potentially go wrong that you need to plan for?





# STEPS IN THE CONSULTATION PROCESS

PLANNING

WRITING

COLLECTING

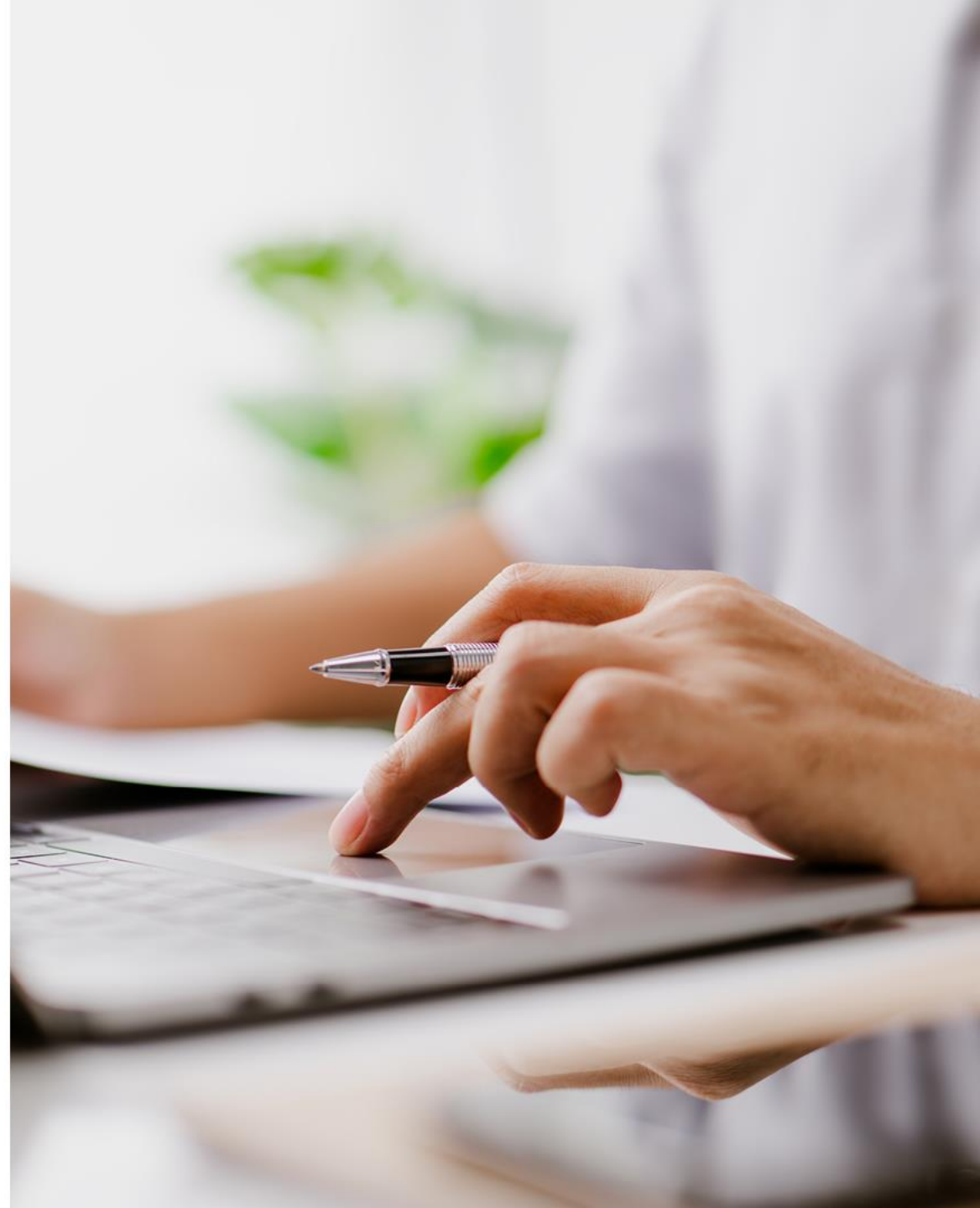
ANALYSING

# PLANNING YOUR CONSULTATION

# **WRITING YOUR CONSULTATION DOCUMENT**

# KEY TIPS FOR CONSULTATION DOCUMENTS

- Keep the consultation document as short as possible
- Provide a shorter, 2-page summary document
- Provide two sets of questions – one longer set, and one shorter set which focuses on the key points (5–10 questions max)
- Ask short, to the point questions, in plain English
- Ask questions that will give you quantitative data (e.g. yes/no or options), and back those up with qualitative questions
- List your questions in order of importance
- Think outside the box – could you run a series of surveys, rather than one big one?
- Try to get your questions reviewed by someone external to your team who doesn't have knowledge of the subject area.





# COLLECTING YOUR SUBMISSIONS

# ANALYSING YOUR SUBMISSIONS

Q + A



# WRAP UP

Thank you very much for joining me for this webinar.

We're running a series of webinars on consultation, so keep your eyes out for the next one.

If you have any further questions, or you'd like to talk more about best practice consultation, please feel free to reach out to us.

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