



Hampshire
County Council

Policy and Resources Select Committee

Consultation Policy Update

21 April 2016

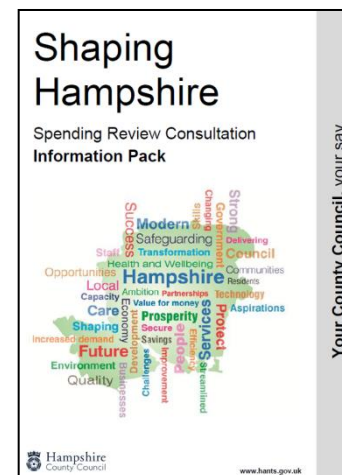
Developing the policy

- **Winter 2013/14:** Select Committee task and finish group
- **July 2014:** Policy considered by Select Committee
- **February 2015:** Cabinet approves policy
- Enters onto Council's Policy Framework

Five principles of consultation

- To consult on key issues and proposals
- To consult in good time
- To be inclusive but within clear and appropriate limits
- To consult using clear, simple information
- To ensure responses are taken into account when decisions are made

Application of the policy



- Large scale consultations
 - Spending review (July 2015)
 - Library Transformation (November 2015)
 - Highways maintenance (November 2015)
 - Family Support Service (February 2016)
 - HWRCs (March 2016)
- Member briefings (email, meetings)

Governance

- Responsibility for support and advice on consultations shifted from ETE to Corporate Services
- A new Insight and Engagement Team, including consultation service
- Holistic support offer through Customer Engagement Service

Government principles

‘Consultations are only part of the process of engagement. Consider whether informal, iterative consultation is appropriate, using new digital tools and open, collaborative approaches’.

Staff communications and support

- Internal communications
- Senior officers supported
- Hantsnet staff guidance and online toolkit
- 70 staff trained to use Snap Survey

yammer™

The screenshot shows the Hantsnet website interface. At the top, there is a navigation bar with the 'Hantsnet' logo and links for 'Staff', 'Departments', 'Learning', 'News', 'Help', and 'Contacts'. A search bar is located on the right. Below the navigation bar, there are links for 'HR', 'Finance', 'Procurement', 'Democratic process', and 'Hantsweb'. A secondary navigation bar contains 'Corporate Services', 'Policy and Governance', 'Communications Team', 'Communicating with the public', and 'Consultations'. The main content area is titled 'Consultations' and includes a paragraph: 'The purpose of this guidance is to enable the County Council to make informed decisions by better understanding the impact of the proposals. It is intended to help officers who need to undertake or are planning a consultation with the public.' Below this text are five tiles: 'Getting Started' (with a list icon), 'Practical information (toolkit)' (with a gear icon), 'Legal information: getting it right' (with an exclamation mark icon), 'Support and learning opportunities' (with a graduation cap icon), and 'Case Studies' (with a book icon). At the bottom, there is a footer with the text 'Updated by the Hantsnet Editor on 25 June 2015', a 'Top' button, a 'Feedback' button, and a 'Print' button. The Hampshire County Council logo is also present in the footer.

Looking ahead

- Strengthen offer
- New webpages to be developed
- Further training & awareness
 - The law
 - Qualitative analysis
 - Snap Survey

The screenshot shows the 'Hantsweb' website with a navigation bar at the top containing 'Accessibility', 'Services', and 'Contact' links, along with a search box. The main heading is 'Consultations'. Below this is a sub-heading and a paragraph: 'By listening to your views and involving you in the decisions we make, we are able to spend public money wisely, delivering the services you expect from us.' A search box for consultations is also present.

The page displays several consultation cards, each with a title, a photo, a countdown timer, and dates:

- Closure of Siskin Infant School and Extension of Age Range of Siskin Junior School**: 3 days to go. Open from 23 January 2014 to 13 February 2014.
- Farnborough Queens Roundabout improvements**: 4 days to go. Open from 17 January 2014 to 14 February 2014.
- Pre-planning Consultation Wellstead Primary School - Expansion Project**: 10 days to go. Open from 23 January 2014 to 21 February 2014.
- Farnborough Alexandra Road cycle facilities and bus stop relocation**: 12 days to go. Open from 27 January 2014 to 23 February 2014.
- Enlargement of Great Binfields Primary School - Consultation**: 30 days to go. Open from 23 January 2014 to 13 March 2014.

At the bottom, there is a link for 'All consultations >' and a footer with navigation links for 'Education and learning', 'Social care and health', 'Arts, libraries and heritage', and 'Leisure and tourism', along with the Hampshire County Council logo.

Questions & discussion