

Consultation Charter

- ✚ We will always consult when required to and when our decisions will have a significant impact on the lives of residents

When we consult we will:

- ✚ Be courteous and use plain English
- ✚ Provide clear information about why we are consulting
- ✚ Make it easy for people to tell us what they think and make consultation accessible
- ✚ Respect confidentiality and only publish anonymised data
- ✚ Avoid people being contacted too often
- ✚ Make sure that information that we already know is used instead of asking again
- ✚ Use the information that we gather to improve services as far as resources allow
- ✚ Actively seek to involve communities affected by the proposal(s)
- ✚ Make every effort to ensure consultation is representative
- ✚ Ensure that at the end of consultation we will tell you what everyone has said.