

Consultation *Charter*

We will always consult when necessary 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
- Actively seek to involve communities affected by proposal(s)
- Make every effort to ensure consultation is representative of Harrow's diverse communities
- Respect confidentiality and only publish data that cannot be traced back to an individual
- Avoid people being contacted too often
- Make sure that information that we already know is used instead of asking again
- Ensure that at the end of consultation we will tell you what everyone has said and how we will use the information
- Use the information that we gather to improve services as far as resources allow.

