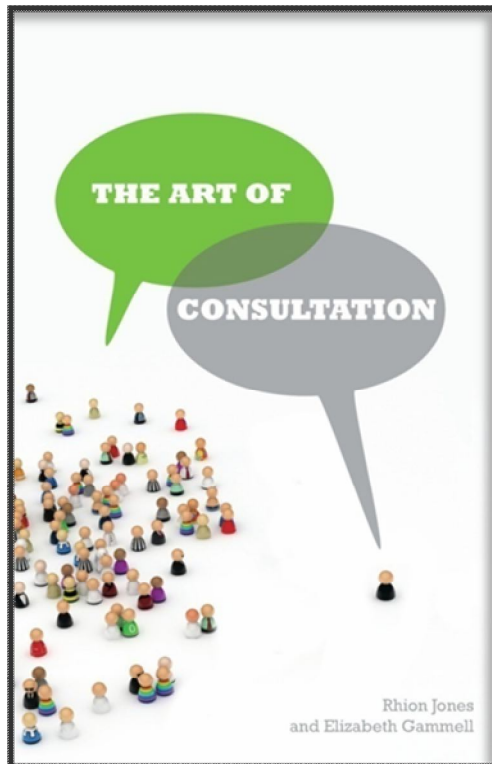


The Art of Consultation in a cold climate



Rhion Jones

**Programme Director,
The Consultation Institute**

**Wednesday
31 March 2010**

biteback 

www.artofconsultation.org

About The Consultation Institute

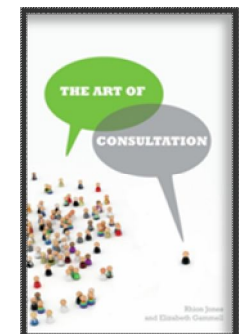
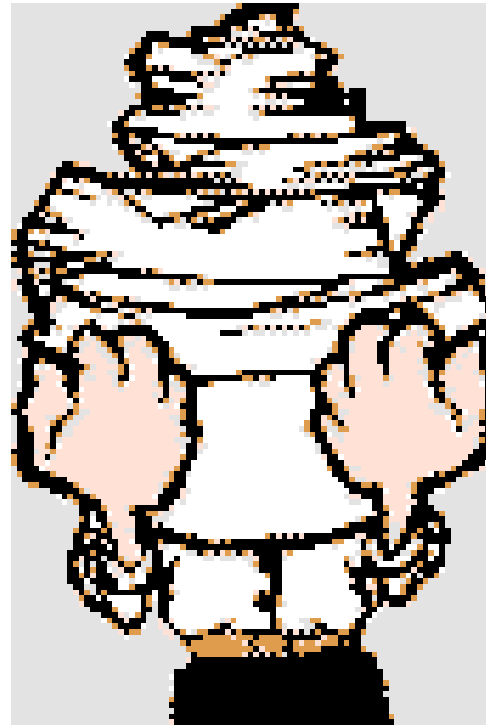
NEW! Centre of Excellence



38 minutes by
train from
Kings Cross

The Art of Consultation in a cold climate

**Book written
against a
backcloth of
ever-increasing
consultation**



The consultation culture

- Growth
- Legislation
- Public expectations
- Evidence-based policy-making



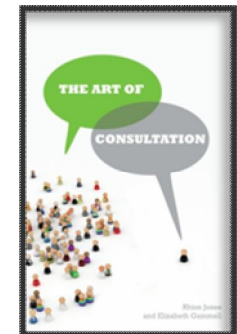
The consultation culture

So will it all
grind to a halt?

Or does it
depend on how
'cold' it gets?



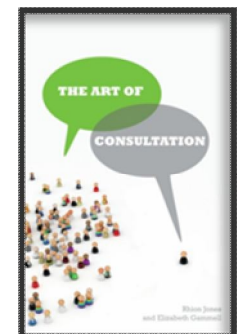
There's 'cold'
and 'cold'!



The consultation culture

Will a tight public sector squeeze put an end to most of our consultations & participation?

Or will our investment in dialogues be the most useful preparation we could ever have made for the times ahead?



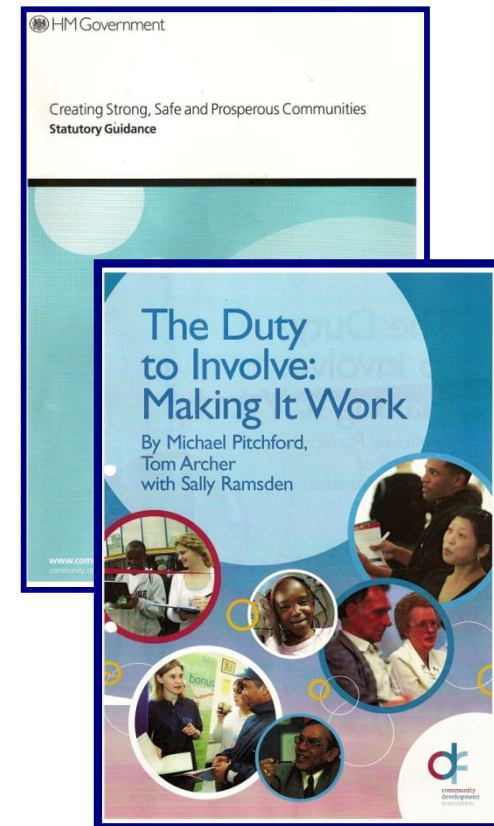
The 'duty' to involve

A help or a hindrance?

Machinery in place that
reduces the effort in
consultation /involvement

OR

A burden requiring much
additional process
development



STOP PRESS ***Duty to Respond to
Petitions – 15 June 2010***

More for Less!

The coming squeeze

About output
as well as
inputs



So where do we start?

What's the 'Baseline?'

- How many?
- When?
- Consulting whom exactly?
- Organised by whom?
- Costing how much?
- Achieving what?



What Baseline studies reveal



It costs us £4m a year
(Mid-size County Council)

We found 92 exercises
(Urban Unitary in NW)

140+ consultations
(Three Welsh Local Authorities)

What else emerges?

- Mandatory exercises
- Orphan consultations
- Duplications
- Overlaps
- Consultations without outcomes
- Multiple stakeholder lists
- Disgruntled stakeholders
- Hidden costs
- Consultation fatigue



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Let's all work together!



The lure of Joined-up engagement

Joined-up does not
necessarily mean doing
everything jointly

It means taking account of
other agencies' public
engagement activities and
**co-operating whenever
possible**

Shared Machinery &
facilities

Jointly-developed
Programme

Shared stakeholder
database

Shared Skills & Learning

Joint consideration of
consultation output

So can we improve the quality?



The public's crisis of confidence

So can we improve the quality?

Do we need an independent referee?

"... Not everyone can afford to mount a judicial review!"

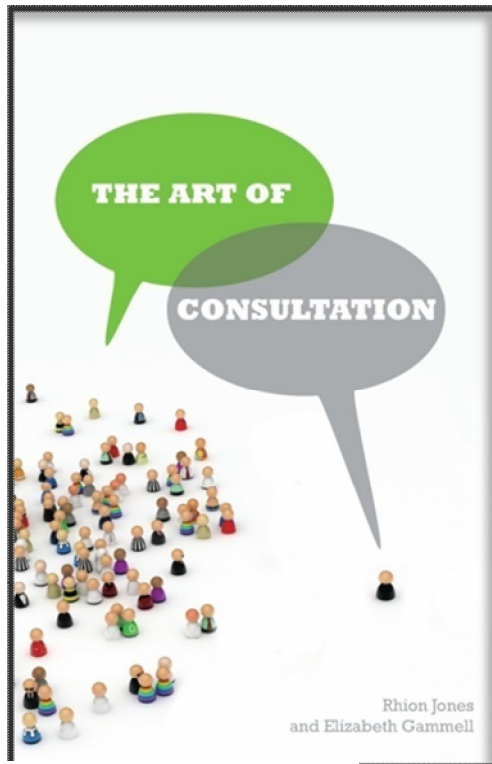


WANTED: a lead from the top!

Governments set the tone
for public engagement



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