Ref	Feedback / Request for Change	Action taken
C001	In the section 'When there is an express duty to consult' whilst point b. is accurate the strategy seems to more around engagement within the District. A more local example would 'Local planning authorities in England are also required to undertake public consultation when formulating planning policy such as a Local Plan or Supplementary Planning Documents'.	Strategy updated ahead of public consultation.
C002	Step 7 under 'How the Council Consults and Engages' seems to imply we will feedback to those who have responded to the consultation. It usually isn't possible to feedback directly to respondents but we would report their feedback and give it appropriate consideration in decision making	Strategy updated ahead of public consultation.
C003	The only comment I would like to add is that it might be argued that engagement is a much wider concept, and consultation is only one type of engagement. If this idea is followed, although there are some elements of engagement, this document can be interpreted as a consultation strategy only. An engagement strategy would then need to encompass other strategies such as communication, community development work etc.	Strategy updated ahead of public consultation.
C004	Inclusion of a new paragraph as follows: **Engagement as an ongoing process** The council practices a series of engagement exercises daily. This can be through using social media, community development activities, replying to and analysing the content of residents' letters, complaints, compliments and suggestions. As a part of overall engagement, the council will periodically conduct a consultation to gather residents' view on a particular issue.	To be included in Toolkit guidance rather than the Strategy.
C005	Inclusion of wording in bold/red: The express duty to consult arises where there is a statutory requirement to consult that is specifically required in law. Statutory consultations may include **strict rules, guidelines and prescribed** methods of consultation	Strategy updated ahead of public consultation.
C006	Inclusion of wording in red / bold. The duty requires decision-makers to understand and take account of the consequences of their choices, having due regard to the aim of eliminating conduct prohibited by the Equality Act, advancing equality of opportunity and fostering good relations. **The Equality Act requires 'due regard' to be demonstrated and not only considered. It does not, however, prescribe the way organisations should demonstrate 'due regard'. To ensure fairness and demonstrate due regard the council publishes equality analysis of its major policies or any proposals for change. Through systematic equality analysis it can be confirmed if any decisions, policies, services and procedures have an *adverse impact* on a particular group of people. During the process of conducting a thorough equality analysis, a true need to consult is determined.**	Strategy updated with simpler wording.
C007	Addition of words in red / bold: Is meaningful engagement achievable within the available resources and timescale? The Council's budget position means that there are no dedicated resources for engagement outside of what is required to maintain its legal obligations. We need to ensure that where engagement activity takes place, it is meaningful, which in turn means it needs to be appropriately resourced and achievable. In this way we will make sure that the resources needed for a consultation truly assist a decision making processes. We also need to explore a possibility of joining up consultations to reduce costs and avoid 'consultation fatigue' whenever possible.	Strategy updated with simpler wording.
C008	Addition of words in red / bold: Once we have decided to consult or engage, we will seek to ensure fairness and transparency by: 1.Ensuring we comply with all relevant legislation, including data protection requirements. 2.Actively targeting our consultation and engagement activity to people that evidence tells us are likely to be impacted by the proposed change. 3.Carrying out consultation or engagement when proposals or designs are still at a formative stage. 4.Providing enough information for consultees or those being engaged to enable intelligent consideration. 5.Ensuring information is understandable by those being consulted or engaged. 6.Ensuring an inclusive process, accessible to all of those in scope for consultation or engagement. 7.Using the most appropriate engagement mechanisms to meet people's needs. 8.Giving enough time for consultation/engagement and response. 9.Timing consultation and engagement carefully to avoid periods where it may be difficult to reach people, or during pre-election periods for example. 10.Carefully considering all views, taking these into account when the final decision or decisions are made. **11.Considering all views against financial, social and environmental impact.** 12.Continually learning from our activities to make **continual (regular?)** improvements to how we **effectively** consult and engage based on ongoing feedback.	Strategy updated ahead of public consultation.

C009	Shared Gedling's commitment to supporting the VCS compact.	Noted. Will be referenced in the Toolkit.
C010	Shared current engagement groups used for consultation.	Noted, list used for consultation planning.
C011	I share XXX's concerns about step 7 of the vision ''Feed back to those involved to 'close the loop' making it clear what has been done as a result of people's input.'' For planning consultations (applications and plan making), we're not resourced to provide specific feedback on the thousands of individual representation received each year. We do however publish reports online which includes a summary of responses and consideration thereof in the main body of these reports.	Strategy updated ahead of public consultation.
C012	The language used is professional and may benefit from being simplified.	Strategy updated ahead of public consultation. A separate summary also co-produced.
C013	I have had a read and think it's a good document. I don't have any amendments. I would like to review the Consultation and Engagement toolkit once drafted as I feel I could feed into this as there is lots of caselaw on LA consultation, which provides a good basis for what "good" consultation should look like in terms on length and method.	No changes made. Engagement will be undertaken on the Toolkit.
C014	We are sometimes a bit cynical about consultation, often it isn't done in a meaningful way or when the outcome is already decided. If you are consulting it needs to be meaningful.	Noted, the intent for meaningful consultation is referenced in the Strategy.
C015	Co-production is a term that is often used and not well understood. There is a need for co-production to be genuine, for it to begin at the start of a process, not an afterthought - and for staff who are doing it to be trained appropriately.	Noted. Guidance on co-production will be included in the Toolkit.
C016	Offer from the Chair to share a co-production pack created with / for the ICB.	Noted, with thanks.
C017	Offer from a volunteer from the Senior's Council to co-produce a strategy summary that is easy to read for people who don't want to, or can't read the more detailed document.	Noted, with thanks. Co-production has taken place and a summary created included at Appendix C.
C018	Inclusion is important - all voices need to be heard, including those who are quieter / more reflective. Include a reference to this.	Inclusion references strengthened within the Strategy with additional guidance to be created as part of the Toolkit.
C019	Youth and inter-generational engagement is important, different perspectives matter.	Noted, guidance to be included within the Toolkit.
C020	It is important that in considering future proposed changes lessons are learned from similar activities / endeavours in the past.	Noted, section added within the Strategy about Lessons Learned, guidance to be incorporated into the Toolkit.
C021	The 'why' needs to be clear. It is not clear why some changes (e.g. Local Government re-organisation) is taking place and what benefit it might bring.	Noted, guidance on structuring communication and the 'why' will be included within the Toolkit.
C022	Consultation materials need to have a reading age of 9 - 11 so that people can understand and engage effectively	Noted. A summary document has been produced to meet reading age 9 - 11, some minor changes have also been made to the Strategy itself. Further guidance will be included in the Toolkit.
C023	When considering wider consultations (such as local government re-organisation), local knowledge is critical. The impacts cannot be fully understood at a theoretical, or academic level.	Noted. Guidance on community engagement will be provided in the Toolkit.
C024	Needs to be in simple language. There is some cynism about consultation so need to be transparent.	Noted. A summary document has been produced to meet reading age 9 - 11, some minor changes have also been made to the Strategy itself. Further guidance will be included in the Toolkit.
C025	Consultation period is not long enough - especially with Easter in the way.	Comments have been noted. The consultation period ran for 12 weeks, it is however accepted that some group meetings fell at the end of the consultation period. Offers were made to extend the period should this be necessary, on reflection no group requested this.
C026	Rather than do a written strategy, could people be called and asked for their views, this was something done during covid and people found it easier. Or as focus groups.	Noted for inclusion in the associated Toolkit. Strengthening of the wording around inclusion in the Strategy.
C027	Too wordy - will be hard for people in the community to engage in this - can this be reduced to a one page as easier for people.	A summary version of the Strategy has been co-produced and is set out at Appendix C.
C028	Co-production is not consultation, should not be this is what we think, what do you think. Should ask first - what do you think we should do? Need to do this by getting into the community.	Noted, guidance on co-production will be included in the Toolkit, along with guidance on community engagement.
C029	All Youth Council members agreed that consultations should take place in schools, student PHSE sessions being the best setting, to maximise responses from young people and help them to understand the importance of the subject, and the need for their input, however all agreed that it is not easy for agencies to get into schools.	Noted. As the Toolkit is developed, we will engage with schools to find out how best to ensure young people's views can be sourced outside of those who are actively engaged within the Youth Council.
C030	Suggestion that workshops in schools and youth work settings are engaging, and more people can contribute/ creative, inclusive engagement.	Noted the importance of an inclusive approach. We will engage with schools to find out how best to ensure engagement can be achieved.
C031	Young people need clear background information to respond properly, and that information is best be shared using tools and techniques that young people respond to – there are lots of ways that information could be shared.	Noted. Examples of the types of mechanisms that could be used (focusing on 'going to where people already are - be that in person, or online), will be included in the Toolkit.

C032	Young people respond to wider context, i.e. current Local Govt reorganisation and changes in power structures are things that young people would want to engage on, so use examples as to why consultation on the consultation strategy itself is important.	Noted. No changes suggested to the 'test' used to define when to consult.
C033	Maximise use of social media – need a consistent framework and toolkit for inclusive consultation. Tik Tok, Snapchat, Instagram and Facebook were all mentioned.	The opportunities to strengthen how the Council engages online are noted and will be explored as part of the next stages of this work.
C034	Engage via citizens assemblies, face to face engagement works best.	Noted. Opportunities to strengthen face to face engagement will be considered and explored as part of the next stages of this work, including direct engagement via schools and other convening places in the community where people already are.
C035	School newsletters were proposed as vehicles for promoting consultations	Noted. This will be considered in dialogue with schools at the next stages of this work and included within the Toolkit.
C036	Important to say why you want to consult and pitch it to young people's future concerns, i.e. you may wish to raise a family in the Borough in the future, and this will help to shape their environment – get young people to think of the consultation in terms of their long- term future.	Noted. Very similar comments are made about the necessity to focus on the 'why' and 'what it means for me'. This will be a key consideration that is reinforced through the Toolkit and related training.
C037	Young People can be negative / switch off from Council 'things', so it's important to show that any consultation will have an impact, use hooks that young people are likely to respond to.	Noted. Having young people engaged in considering the design of important consultations is something the Council will consider as part of its Toolkit creation.
C038	Feedback loops are important – reinforce what people are saying in the outcome/report back, so that young people/others can see they've contributed to visible change.	Noted. There is a general need noted to strengthen 'you said, we did' type communication that we will improve on as part of proposed integration of community and communications activities.
C039	Target reading age for an easier read version needs to be 9 - 11 years old.	A summary version of the Strategy has been co-produced and is set out at Appendix C. Some minor changes have also been made to the Strategy itself.
C040	When developing the accompanying guidance ensure it says that you should reach out to more than the usual suspects, targeted based on what is being consulted on.	Noted. References to inclusive consultation have been strengthened in the Strategy and the mechanisms by which this is achieved will be included in the Toolkit.
C041	Hard to reach may not be who you think - for example people who work full time can be hard to reach if you do the consultations primarily face to face in the day.	Noted. The timing and construct of consultation and engagement mechanisms will require thought depending on who the target audience is. Guidance will be included in the Toolkit.
C042	In the accompanying advice for staff about how to consult that will come after the strategy, consider having some checklist questions such as: What does my consultee already know? What do they need to know to be meaningfully consulted? And then answer the basics: Why, how, when and where. Be clear what you are asking people to do (tell us what you think of X).	This advice will be included as a checklist within the Toolkit.
C043	Consider encouraging both structured and unstructured feedback as structured feedback can be a bit restrictive.	Noted. This will be included in the accompanying Toolkit and training.
C044	In the toolkit advise on avoiding jargon, using examples. Even the word 'toolkit' is jargonistic - maybe find a different word. Examples include 'seek' - use 'find out', 'input' - use 'contributions', 'strategy' - use 'plan'.	Minor updates made to the Strategy with a Summary version now co-produced. Plain language will be covered, with examples, in the Toolkit.
C045	Gedling has vibrant community groups, engage them where its appropriate and they can help to manage consultations with you - engaging their members.	Noted. Reference to 'going to where people already are' will be included in the Toolkit, along with existing community groups. The need for inclusion has also been strengthened within the Strategy.
C046	When thinking about the toolkit, consider simplifying where consultations are put on the website. There are planning consultations in one place and other consultations listed separately - if you are looking for 'all consultations' you can't easily find them in a single online location. It looks like the site has been constructed based on what services want rather than in an easy way for the public to understand and access. There is an opportunity to change this for the better.	Noted. This feedback has been given to the Web Content Lead for consideration.
C047	I believe that the Strategy has been thought through very well. It is right to involve the residents of the borough when consultation is required for certain topics, however understand that whilst some matters may involve them, their input is not necessary or required due to the nature. On matters to do with work, leisure, shopping etc I feel it would be good to include the residents, they give you the best feedback on matters that are close to their hearts.	Noted. The 'test' for consultation is designed to support consultation that is meaningful for this reason.
C048	We set out detailed comments in the section below. It is very concise and well written covering all of the key principles and the right length. In particular the principle to complement rather than replicate statutory consultation requirements within individual service areas is strongly supported and has the right emphasis up front in the document as the key principle. Covering legitimate expectation of where people would expect to be consulted either explicitly or implicitly is also well covered and experience from other authorities suggests this can be a fruitful area for judicial review. The balance struck between carrying out meaningful consultation and availability of resources is well made and helpful. .	Noted.

C049	Strengths Clear Vision and Framework: It outlines a clear vision for consultation and engagement, ensuring that the Council operates lawfully and creates meaningful opportunities for stakeholder involvement. Inclusivity and Accessibility: It talks about an inclusive process, accessible to all those in scope for consultation or engagement, claims diverse voices will be heard. Transparency and Fairness: The strategy commits to transparency and fairness, providing enough information for intelligent consideration and actively targeting those likely to be impacted. Evidence-Based Decision Making: By consulting and engaging with communities, the Council can make evidence-based decisions, improving trust and service delivery. Commitment to Continuous Improvement: The strategy includes a commitment to continually learn from activities and make ongoing improvements based on feedback. Weaknesses Resource Constraints: The strategy acknowledges that there are no dedicated resources for consultation outside of legal obligations, which may limit the scope and effectiveness of engagement activities. Economic Limitations: The current economic climate means that the Council cannot promise that communities will get everything they want, potentially leading to dissatisfaction. Complexity in Implementation: Ensuring compliance with all relevant legislation and actively targeting consultation activities can be complex and time-consuming. Potential for Limited Influence: While the strategy aims for meaningful consultation, there may be instances where stakeholders have limited influence on final decisions, which could affect trust and engagement. Balancing Multiple Priorities: The need to consider wider strategic impacts, including financial, social, environmental, and equalities impacts, may complicate decision-making processes.	Noted.
C050	Clear step by step process outlined in the document.	Noted.
C051	It is important to listen to the residents.	Noted.
C052	With the current climate along with the emended cut backs, community engagement will be one of the first to suffer. This is understandable as streets bins and general maintenance should take priority.	Noted. The Council's aim is to embed engagement as part of all managerial roles within the Council. While it may not be affordable to have a dedicated team, as a public service organisation the Council feels it is important to ensure communities are engaged effectively where it is meaningful to do so.
C053	Honest, well-intentioned, aims to be inclusive.	Noted.
C054	Given the information was only advertised on Facebook 3 days before consultation closed, doesn't make residents feel that the policy or sentiment to meaningfully consult is genuine.	Feedback on the consultation process is noted and has been reviewed. There has been a 12 week consultation process with a large amount of feedback gathered. An error was made in the posting of social media to advertise the consultation period, however due to the diverse nature of feedback received, and the depth of some of the specific consultation sessions, consultation has been considered adequate given the subject matter. The Council team will however note the lessons learned and ensure a more integrated approach to communications and community engagement in the future.
C055	Waste of money as per usual	Noted.
C056	Plain English easy to follow what council is trying to achieve	Noted.
C057	I like its commitment to engaging and consulting with local people about local services.	Noted.
C058	Success depends how it is implemented. A strategy can easily be proposed and theoretically sounds plausible, however if the implementation is poor and public awareness is low then it won't make a difference if the policy is in place or not as people won't engage.	Noted. The resulting Toolkit and Training will be rolled out to Council manages with the aim of embedding consistent mechanisms for engagement.
C059	Good to consult - e.g. - legal requirements - also new local decisions. But who decides when/what to consult about? Can the - who and why - decision be outlined at the beginning of the consultation document. Would be bad if consultation was instigated to merely enhance the interests of the majority Labour led council.	Noted. The 'test' of when to consult is set out in the Strategy, noting that there are times when consultation would not be meaningful (for example where the Council has to implement Government policy and where there is no local decision to make). There are wider rules in place that Council employees are required to follow including not communicating in a way that is 'designed to affect support for a political party' to ensure political neutrality at an officer level.
C060	You opt to serve everyone but only serve the Gedling Borough party that gave the majority who are voted in ?	Noted.
C061	Nothing in particular.	Noted.
C062	Consultation should be to consider what the residents want and don't want.	Noted.

C063	Comments on Consultation and Engagement Strategy Thank you for consulting us on the draft Strategy, we have set out our views under the heading comment which follow the relevant headings and text as set out in the draft Consultation and Engagement Strategy. Scope The strategy seeks to complement rather than replicate or replace statutory consultation requirements within individual service areas. Comment Strongly support When there is an express duty to consult The legislation setting out these requirements may not always reflect the modern methods of communication and engagement that are now available to the Council. Where this is the case, while meeting the statutory requirement, the Council may seek to use additional consultation mechanisms. Comment Strongly agree. When there is a legitimate expectation Comment Implicit expectation – this is very helpful advice and would benefit from more examples. For example, where there is a significant change to service provision or policy this is likely to give rise to the expectation of consultation. Legitimate expectation can also arise from the contents of extant published strategies and policies explicitly or implicitly even if they are quite dated and their contents should be examined as part of the consideration of the need for and planning for a consultation exercise.	Noted. More detailed advice will be provided to employees within the Toolkit.
C064a	Vision for consultation Comment Strongly agree to this very succinct statement. How the Council consults and engages Comment Agree the seven basic steps. Would suggest step 7 also seeks feedback from consultees on the quality of the consultation although it is acknowledged this is covered in the principles set out elsewhere in the Strategy. Consultation and engagement principles Comment These principles are very helpful. Point 4 – add at the end of the sentence:- including on the scope and purpose of the consultation. Point 5 – amend to:- information and any questions posed are understandable by those being consulted or engaged. Point 9 – timing could be clarified. Generally, it is best to avoid busy holiday periods. However, this is not always possible especially when account needs to be taken of lead in times for decision making by for example, the Executive, Portfolio Holders or Cabinet. For nonstatutory consultations it is possible to mitigate the impact of holiday periods by allowing extra time. The document refers to pre-election periods and reference should be made here to the existing guidance on pre-election activities. On a related point, we do have concerns about this existing guidance in relation to consultation as it is rather general, open to interpretation and in our experience applied inconsistently between different Councils across Greater Nottingham and elsewhere. A clear policy on the types of consultation that may or may not take place or finish within the pre-election period is needed. Reference is made to avoiding multiple consultations at the same time which is sound. However, it is inevitable that for organisations like Gedling Borough a number of consultations will on occasion be running at the same time and probably can't always be avoided. In this context, it is suggested that coordination is carried out corporately .	Noted. Minor changes to wording made as a result of suggestions within this feedback. Further guidance will be included within the Toolkit.
C064b	I can't think of any improvements at the moment.	Noted.
C065	Potential Improvements Allocate Dedicated Resources: Establish a dedicated team or allocate specific resources for consultation and engagement activities to ensure they are well-supported and effective and deliver the ambitions such as hearing the voice of our most vulnerable. Co producing with people with lived experience on the issue of homelessness is crucial. How will you do that? Enhanced Communication: Improve communication strategies to manage expectations, clearly explaining the constraints and potential outcomes of consultations to avoid dissatisfaction. Simplify Processes: Streamline the consultation process to reduce complexity and make it easier for people to participate and provide feedback. Increase people's Influence: Develop mechanisms to ensure that people's input has a more significant impact on final decisions, thereby increasing trust and engagement. Technology: Utilise digital tools and platforms to facilitate broader and more efficient engagement, making it easier for diverse groups to participate. Regular Feedback Loops: Implement regular feedback loops to keep stakeholders informed about how their input is being used and the progress of related initiatives.	Noted. The Council is not in a financial position to be able to increase resources to fund a dedicated consultation team, however within the Council changes to ways of working are proposed that includes the ownership of the Consultation and Engagement Toolkit sitting within a centralised existing team to ensure effective co-ordination of training to all managers. The other feedback provided in this section will be used to inform the detailed guidance within the Toolkit.
C066	Under the four types of consultation, you might want to offer scenario examples so that people can understand how the council has used these types of consultation in the past, e.g., what co-production examples have there been?	Noted. Examples will be included within the Toolkit, both of past examples and potential future examples.
C067	Redacted - not relevant to consultation feedback.	This feedback did not relate to the consultation but to other Council services. The feedback has been passed to the relevant Council Director.
C068	Community engagement helps to build major partnerships not only with communities and businesses, it also ensures the community have faith in the local councils and feel they are supported with the day to day upkeep of areas they reside in. Mental health is a major trigger to poor areas and lack of support.	The importance of community engagement is accepted and will form part of the guidance within the Toolkit.
C069	Accessible language. Make it clear why it is worthwhile completing the survey ie "What's in it for me?" Make it shorter. Consultation-fatigue - make it possible for residents to answer questions by phone.	Noted. Some changes have been made to the draft Strategy to make it easier to read, and a summary document has been co-produced. Guidance on plain language will be included within the Toolkit.
C070	Better and more timely way of connecting with residents when consulting. It's all very well having a well meaning policy to consult when the actions undermine genuine and meaningful consultation.	Noted. Guidance on the detail of consultation and effective targeting, including timescales and methods will be included within the subsequent Toolkit.
C071	Use the money wasted on this to lower people's ridiculously high council tax bills.	Feedback is noted and reference to the need for Value for Money is included in the body of the Cabinet report before a decision is made.

C072	Perhaps consider highlighting certain point that are considered priority. Put paper copies in places where people go library etc Also maybe useful to visit some places to highlight importance of taking part	Noted. Paper copies of the Summary will be available at Council offices and we will encourage partner organisations to stock paper copies where there is likely to be usage of them (e.g. libraries). Note that partner organisations are not directly within the control of the district council.
C073	Trust and belief in councils generally across the UK is low, therefore I believe that third party organisations, who demonstrate high engagement and trustworthiness amongst the community should be embraced by the council to disseminate their new strategies and updates.	Noted. The concept of 'going where people already are' and engaging via trusted groups will be included as part of the Toolkit guidance while balancing this with ensuring wider inclusivity is achieved for people who don't engage via group mechanisms.
C074	How would you demonstrate fairness/expectation in the consultation? How would you reach a variety of constituents - not just the ones that would ordinarily would respond - his would you find ways to approach different people?	These questions will be key considerations for managers to reflect on as part of the design of future consultations and will be included as consideration points within the Toolkit.
C075	Redacted - not relevant to consultation feedback.	This response was not relevant to the consultation and instead provided feedback on wider Council service delivery. Feedback has been passed on to the relevant Council Director.
C076	There should be wide consultation on any decision / project that is political in any way, in case large groups of the population disagree.	This feedback has been noted.
C077	Redacted - not relevant to consultation feedback.	This response was not relevant to the consultation and instead provided feedback on wider Council service delivery. Feedback has been passed on to the relevant Council Director.
C078a	We would like to make suggestions for consultation activities to be covered in the tool kit and training programme as set out below. Suggestions for forthcoming tool kit and training package A toolkit and training package are most welcome. The following set out under various headings are suggestions for inclusion in the tool kit and may have training implications. Communications The tool kit should advise that the GBC Communications Team should be alerted well in advance so they can manage their workload. Advice on notifying One Stop with reference to any large mail outs would also be welcome for example mail out to addresses over a certain threshold number of households requires notifying. Press releases – accurately communicating the scope and nature of the consultation at its commencement to the various media is important and being able to respond and take action to correct inaccurate press coverage equally so. Consideration should be given to more flexible arrangements for press releases as current arrangements are insufficiently flexible and requires more delegation in order to flexibly respond to meet the tight deadlines usually given. It is also suggested that training on writing press releases is made available for managers. Direct mail – whilst the use of on line communications is essential including use of social media in the modern era it is important to note that not all groups have access to IT or are confident in using IT and traditional methods such as a direct mail shot remains effective and should not be overlooked. Whilst generally the use of second class mail is acceptable and cost effective there may be occasions when sending first class mail may be justified although this should be exceptional. We would stress that a variety of methods is employed to publicise consultations for example social media which sites are allowed and how this can be achieved for example through GBC Communications Team. "Traditional" methods such as leaflets, posters, letters as well as placing any documentation including at venues within the communities affected is also effective.	This feedback is noted and will be considered in the development of the Toolkit.
C078b	Contacts lists Any central consultation base should be complementary and coordinated with existing consultation data bases held by Departments. It would be helpful for contact lists to be held corporately and updated regularly. The use of "keep me posted" e-mails is a good approach although we are unsure which Departments are still providing this service. Events Workshops or "drop in" types of events or meetings are felt preferable to traditional public meetings which may end up being adversarial in nature or not user friendly for some people. The toolkit could helpfully expand on the use of these types of meetings, their facilitation, use of materials and information provided and recording of comments made. Any training needs could also be usefully addressed in the forthcoming training and support package. Feedback Obtaining feedback on the actual method of consultation is good practice and helps future improvements but should not be too onerous. Guidance and standard templates for seeking feedback would be very helpful. Preparation A project plan and consultation programme is extremely useful for designing more complex consultations. A template document could possibly be provided. An example of a consultation programme is attached as an Appendix. Consideration may also be given to publishing the consultation programme to show people exactly how the Council intends to consult at the outset which aids transparency. Responding to the consultation In many cases it is probably unnecessary and too resource intensive to respond to every comment made and recommend that a summary of comments and response is recorded as part of decision making (for example set out in an appendix to the Cabinet report) and as feedback for consultees and this may also avoid potential conflict with statutory requirements.	This feedback is noted and will be considered in the development of the Toolkit.

C078c	There are likely to be comments/views expressed that are unrelated to the scope of the actual consultation pertaining to other service providers within the Council and often to services provided by the County Council or other external organisation. In such instances, it is good practice to pass on comments or have a contact for the customer to use. A list setting out "who to contact" for common issues such as parking problems for example could be provided. Venues Council premises may be fine and cost effective but, in many instances, using venues in the communities most affected is good practice. A list or source of user friendly venues would be helpful. "Pop up" venues could also be used in public places such as near outdoor markets and the relevant "kit" made available. We are happy to provide examples of projects plans should this be of assistance. Thank you.	This feedback is noted and will be considered in the development of the Toolkit. Note that any consultation feedback that has been received that is not relevant to the consultation itself is passed on to relevant departments as standard (examples are noted elsewhere in this document).
C079	1. Active Listening Description: Fully focusing, understanding, responding, and remembering what is being communicated. Benefit: Ensures that the speaker feels heard and understood, fostering trust and clarity. 2. Clear and Concise Messaging Description: Distilling complex ideas into simple, easy-tounderstand messages. Benefit: Reduces the risk of misinterpretation and ensures the core message is well received. 3. Feedback Loops Description: Mechanisms for exchanging views or understandings, often involving regular check-ins and updates. Benefit: Helps identify misconceptions, improve strategies, and ensure all parties are aligned. 4. Visual Aids and Infographics Description: Using diagrams, charts, or infographics to support verbal communication. Benefit: Enhances understanding, especially for complex or abstract concepts. 5. Open-Ended Questioning Description: Asking questions that cannot be answered with a simple "yes" or "no." Benefit: Encourages fuller responses and stimulates more interactive communication. 6. Storytelling Description: Conveying ideas and messages through a narrative. Benefit: Evokes emotions, creates connections, and increases the retention of information. 7. Non-Verbal Cues Awareness Description: Recognizing and interpreting non-verbal signals like facial expressions, body language, or tone of voice. Benefit: Detects unspoken feelings or attitudes, adding depth to the communication. 8. Repetition for Emphasis Description: Restating crucial points or messages multiple times. Benefit: Reinforces understanding and ensures maximum impact. These strategies can be tailored to fit different communication needs and contexts, enhancing overall effectiveness.	This feedback is noted and will be considered in the development of the Toolkit.
C080	Redacted - not relevant to consultation feedback.	This feedback was not relevant to this consultation and instead relates to other Council service delivery. Feedback has been passed to the relevant Council Director.
C081	Redacted - not relevant to consultation feedback.	This feedback was not relevant to this consultation and instead relates to other Council service delivery. Feedback has been passed to the relevant Council Director.
C082	Disappointing that the consultation on the authority's consultation and engagement policy is so weak and feels like lip service. Undermines the policy from the start.	This feedback is noted. 88 pieces of feedback were received over a 12 week consultation period. While there was a gap in social media communication that has been acknowledged (and lessons learned), the consultation inputs have impacted the eventual output for decision by Cabinet and are considered suitably representative for a decision to be made.
C083	Good to consult residents but give longer notice IE inform people when this maybe available	Consideration will be given to the publication of a Consultation and Engagement pipeline as a result of this feedback. Note elsewhere the comment on separate consultations being advertised on different web pages - these two things will be considered in combination as we take next steps to make it easier for the public to meaningfully engage.
C084	A welcome bit of democratic thinking, but strangely formulated at a time when central Government is trying to dilute local democracy to the point of irrelevance. If Starmer and cohorts get their way there will not be a Gedling Borough Council for much longer. Local Government reorganisation for Nottinghamshire as it has been formulated, with limited options for reform, should be resisted at all costs. The proposals are anti-democratic (dreamt up behind closed doors with no reference to local views), mad in the extreme (what sane person would want to join forces with the appallingly run Nottingham City Council, or the almost as badly run Nottinghamshire County Council)? Local government should mean exactly that - services provided locally by an organisation that is easy to contact and is in tune with local priorities. But I fear that will be overridden by Starmer's centralised dictatorial approach to governing.	This feedback has been noted. Decisions about Government policy are not within the direct control of the district Council, however the Council is engaging with Government with the aim of ensuring that engagement about decisions that affect people's lives have sufficient local input.
C085	Redacted - not relevant to consultation feedback.	This feedback was not relevant to this consultation and instead relates to other Council service delivery. Feedback has been passed to the relevant Council Director.
C086	There are so many people willing to give their time and skills to make their neighbourhoods better. Let's make it easier for them to do just that. I hope you'll consider starting a conversation on how we can unlock the power of community action in a way that's safe, fair, and simple.	The Council is grateful for the extensive efforts that our community partners make in making a difference within each local area. This consultation covers co-production as a concept. Co-production with communities will be considered where it is meaningful and affordable to do so. Wider comments about Community Engagement that are service specific in nature have been passed to the relevant Director.

C087		This feedback was not relevant to this consultation and instead relates to other Council service delivery. Feedback has been passed to the relevant Council Director.
	Redacted - not relevant to consultation feedback.	
C088		This feedback was not relevant to this consultation and instead relates to other Council service delivery. Feedback has been passed to the relevant Council Director.
	Redacted - not relevant to consultation feedback.	