

# External Consultation Framework



Openness   Respect   Reflection   Responsibility   Excellence   Equality



**To fulfill our values of Openness, Respect, Reflection, Responsibility, Excellence and Equality, we achieve this by:**

- **Acknowledging increased public expectation to be involved** in the development and delivery of our services;
- Obtaining **valuable feedback from stakeholders** and taking into account a broad number of viewpoints;
- **Co designing our services** with those who know most about them;
- Enabling the general public to have a **greater awareness and understanding** of what we do;
- **Improving the quality** of policy development and decision-making; and
- Making more **effective and efficient use of resources**.

# Our Commitment

EA will observe the principles of the Consultation Charter (Consultation Institute) 2010 - These are:

- 1 Integrity** - Honest intention, willing to listen and be prepared to be influenced.
- 2 Visibility** - Stakeholders should be aware of the consultation exercise.
- 3 Accessibility** - Methods that meet the needs of the intended audience.
- 4 Confidentiality** - Ensure all stakeholders are aware as to the level of information that will be made public.
- 5 Disclosure** - Disclosure of information that can influence the exercise and disclosure on behalf of consultees, for example, if the consultee represents an organisation.
- 6 Fair Interpretation** - Objective collation and assessment of information and viewpoints.
- 7 Publication** - Publication of both the output and the outcomes of the exercise.

## Engagement

Engagement is different, this is a more interactive process whereby you engage in dialogue and you ask questions and seek answers together. The end result of engagement is that there is an understanding of what each party wants and needs and a way forward is decided together. This is often referred to as a co-design process.



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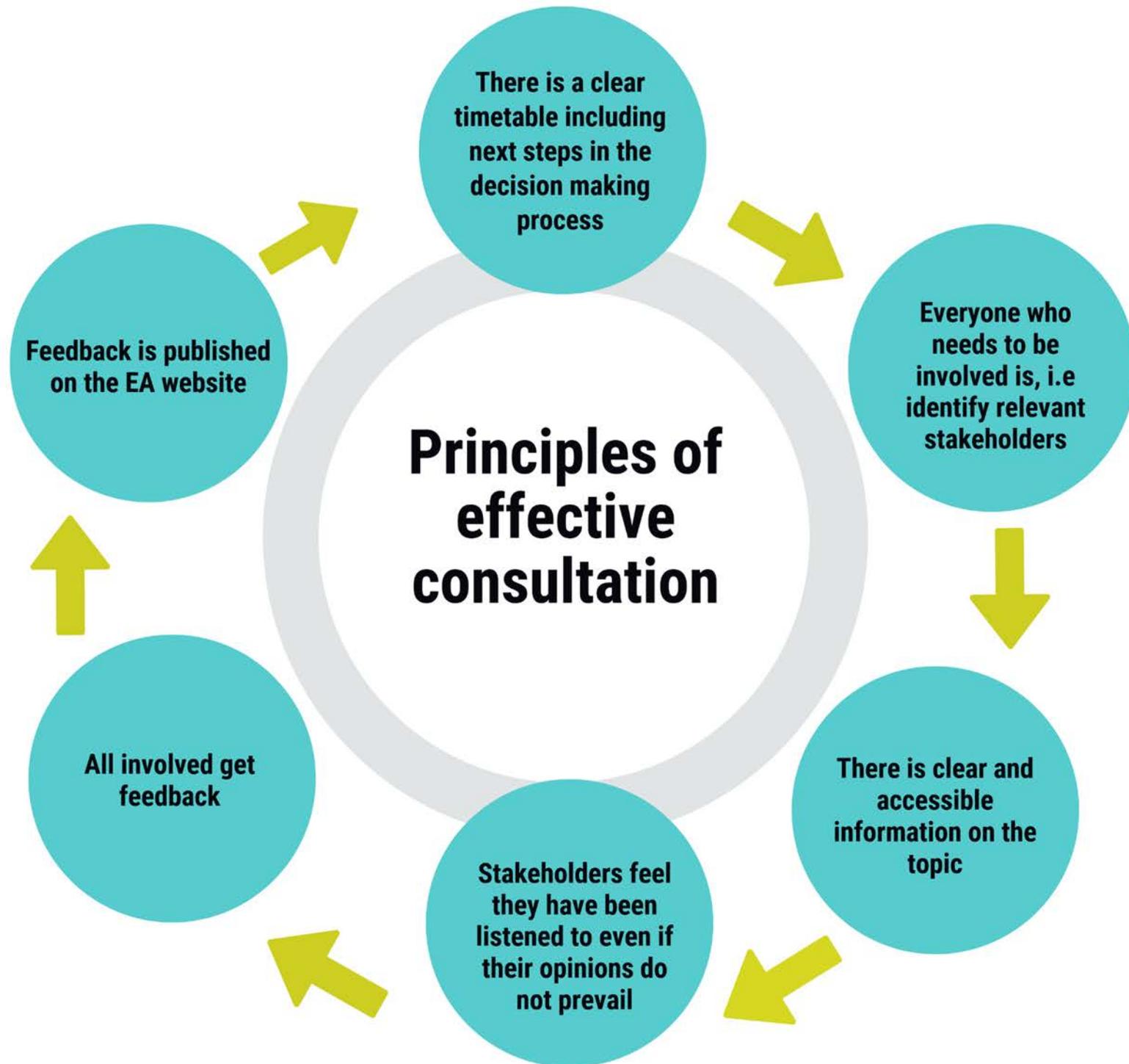
## Consultation

There is a difference between consultation and engagement. Through consultation we are carrying out our statutory duty. This is process driven, for example, you ask a question about a proposed policy, the stakeholder gives an answer and then you decide what to do with the information.

A smooth consultation is usually one that has had targeted pre-consultation with directly affected stakeholders from the outset.



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If you have any questions about Consultation  
please contact the  
Equality Unit on [equality.unit@eani.org.uk](mailto:equality.unit@eani.org.uk)

