

**APPENDIX 2 - CONSULTATION TEMPLATE / PROJECT MANDATE**

[enter the name of the consultation]

Led by [enter the name of the person responsible for the consultation and their department]

[enter the start date]

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## 1. Introduction

This document should be completed as part of your planning, pre-consultation, consultation, and post-consultation stages. It will then form a comprehensive record of the consultation process. The Officer with responsibility for parental involvement and engagement within the Council will guide you through this process. You can use the tick list to monitor progress.

## 2. Planning stage

### 2.1 Context

<<Detail the context of the consultation.>>

### 2.2 Planning team

<<Provide details of those involved in the planning team such as:

- Their name, job title/role and the organisation/community they represent
- The reason for their involvement
- The knowledge, skills and/or experience they brought.>>

### 2.3 Purpose and considerations

<<Explain the clear purpose for the engagement.>>

### 2.4 Timescales

The timescales identified for each stage in the consultation process are detailed below.

Consultation stages

Planning [insert dates]

Pre-consultation [insert dates]

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Consultation [insert dates]

Post-consultation [insert dates]

## 2.5 Resources

<<Detail the work done to identify the cost of the consultation and ensure best value. Include any changes made to original projections and the reasons for this.>>

## 2.6 Stakeholders

Stakeholders are an individual, group or party that either affects or is affected by an organisation, policy, programme, or decision.

<<List the people who were identified as stakeholders and the reasons for this.>>

## 2.7 Methodology

<<Detail the consultation methods to be used with stakeholders. Outline plans to ensure that the methods of communication used during the engagement process would meet the needs of all participants. Explain how:

- information would be made available in appropriate formats
- without breaking confidentiality, participants would have access to all information that was relevant to the engagement
- information which is important to the engagement process would be accessible and shared in time for all participants to properly read and understand it.>>

## 2.8 Evaluation plan

<<Detail plans to evaluate the consultation.>>

## 3. Pre-consultation stage

### 3.1 Test the questions

<<Explain how questions to be used with stakeholders during the consultation were tested and, where necessary, changed to ensure that they were easy to understand.>>

### 3.2 Agree the plans with stakeholders

<<Describe how the people and groups who would be affected by the focus of the engagement were involved at the earliest opportunity and that a clear engagement plan was agreed with stakeholders.>>

### 3.3 Brief helpers

<<Insert details of staff, volunteers and/or partners who will help to run events during the consultation stage and the briefing provided to them.>>

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#### 4. Consultation stage

##### 4.1 Advance information

<<Explain how and when information about the topic and process was communicated to stakeholders in advance of the first consultation event.>>

##### 4.2 Implement the plan & respond to stakeholders

<<Provide details of the consultation events and activities along with the stakeholders who attended. Provide details of the data collected, including numbers. Attach any documents used in an appendix e.g., surveys and forms. Finally, describe the evaluation with stakeholders to determine their levels of satisfaction with the consultation.>>

#### 5. Post-consultation stage

##### 5.1 Analysis

<<Describe how information obtained during the consultation was analysed. Provide evidence that the process was transparent, and the analysis was rigorous, accurate and non-interpretive. Summarise the findings. Include detailed information in an appendix.>>

##### 5.2 Follow up work

<<Provide details of any work required in response to the consultation and analysis of information. This could include meetings with stakeholders or updates.>>

##### 5.3 Feedback

<<Describe the feedback, which was provided to communities, partners and, decisionmakers, evidencing that it was a true representation of the range of views expressed during the engagement process and included information on:

- the engagement process
- the options which have been considered and
- the decisions and actions that have been agreed, and the reasons why.

Evidence that information on the community engagement process, and what has happened as a result, was clear and easy to access and understand. Explain how decisions which were taken reflected the views of participants in the community engagement process and demonstrate that feedback was provided to the wider community on how the engagement process has influenced decisions and what has changed as a result.>>

##### 5.4 Process Evaluation

<<Provide details of your evaluation, describing how partners were involved in monitoring and reviewing the quality of the engagement process and what happened as a result. Explain how

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the outcomes the engagement process intended to achieve were met. Moreover, demonstrate how local outcomes, or services, were improved as a result of the engagement process and participants have improved skills, confidence and ability to take part in community engagement in the future. State what was done with your findings, so this learning and evaluation helps to shape future community engagement processes.>>

## 6. Checklist

Complete each section of this checklist before progressing to the next stage in the consultation process.

### Planning stage

- The consultation is required
- A planning team has been formed
- Work is being recorded
- There is a clear purpose for the consultation
- Timescales are realistic
- There are sufficient resources
- Stakeholders have been identified
- Methods have been agreed
- An evaluation plan has been created

### Pre-consultation stage

- Consultation questions have been tested and only supply information which is necessary to achieve the consultation's purpose
- Plans have been agreed with stakeholders

### Consultation stage

- Information about the topic and process has been communicated to stakeholders at least two weeks in advance of the first consultation event
- The methods used were accessible and acceptable to participants
- Participants were supported and their needs have been met
- Without breaking confidentiality, participants had access to all information that is relevant to the consultation
- Information was made available in appropriate formats

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- Stakeholder's contributions were acknowledged
- Stakeholder's complaints and issues were logged and addressed
- Stakeholders were informed of developments on a regular basis
- Stakeholders have been thanked for participating
- Stakeholders were reminded how they would receive feedback
- An evaluation with stakeholders has been completed
- Information from stakeholders was recorded as accurately as possible
- Data was stored responsibly and in accordance with the Data Protection Act

Post-consultation stage

- Data analysis was transparent, rigorous, accurate and non-interpretive
- Feedback was provided to stakeholders and the wider community on:
  - the engagement process
  - the options which have been considered and
  - the decisions and actions that have been agreed, and the reasons why.
- Feedback was a true representation of the range of views expressed during the consultation
- Information on the process, and what has happened as a result, was clear and easy to access and understand
- The consultation process has been evaluated and findings shared with colleagues, including the Community Engagement Manager