

CONTRACT OF RESPONSIBILITIES (full consultation service)

This document sets out the responsibilities of the Consultation Unit and Policy Teams, before, during and after running a consultation.

POLICY TEAM (PT)		CONSULTATION UNIT (CU)	
Before the consultation is launched			
Meet to discuss requirements and agree responsibilities			
Provide draft consultation document and questions, in good time, to allow CU to review		Review document and questions and advise PT of necessary amendments	
Build consultation document and questions into e-consultation, allowing time for CU to check and set to launch before go live date		<ul style="list-style-type: none">• Provide training on e-consultation• Provide e-consultation user guidance• Complete a final check and set the consultation to launch	
Arrange with IS Helpdesk to set up a discrete consultation mailbox, allowing access to the Consultation Unit			
Provide a briefing/Q and A for use by PCU in replying to phone calls, emails and letters about the consultation			
During the consultation period			
Respond to policy enquiries to the consultation mailbox, where necessary		Monitor consultation mailbox, dealing with responses and consultation enquiries and forwarding policy enquiries to PT	
Review acknowledgement email/letter		Draft an acknowledgement and forward to PT for review	
		Log responses onto e-consultation, acknowledging where necessary	
		Provide a keysheet to the PT outlining key issues arising from responses	
Hold KIT meetings as required			
		Read and analyse responses	
Provide a list of key respondents		Notify the PT if key responses have not been received	
Notify CU in good time when briefings or updates are required		Provide written/telephone updates, interim reports as agreed	

When the consultation has closed	
Agree whether/how long late responses will be accepted after the closing date and how this impacts on the completion date for the analysis report	
Complete Customer Satisfaction Survey and return to the CU	<ul style="list-style-type: none"> • Provide analysis report for the PT, usually within ten days* of accepting the last response • Issue Customer Satisfaction Survey
Arrange for responses to be stored on site or in deep storage for at least 18 months after the results have been published	<ul style="list-style-type: none"> • Send paper responses only to the PT; online responses can be accessed from e-consultation • Send any late responses received after this time to the PT
Provide the CU with a draft document on the results of the consultation and next steps	<ul style="list-style-type: none"> • Review results document and advise the PT of any amendments needed • Publish the results on the e-consultation website • Share results with PCU for use in replying to phone calls, emails and letters about the outcome of the consultation
Complete consultation evaluation stencil and return to Consultation Unite	Issue a consultation evaluation stencil
Notify the IS Helpdesk to close the consultation mailbox and make an archive copy if necessary	

** the report may take longer than 10 days depending on the volume of responses received, number of questions etc.*

☐ Please tick and return to Consultation, Unit when you have read and understood the Contract of Responsibilities and agree to undertake those responsibilities listed for your team.