

# Durham County Council Consultation

## The views of local people really matter to us

Whenever it is appropriate to consult, Durham County Council wants to listen to the voices of local people, service users, partners and other interested parties.

By consulting and listening, valuable information comes to light which help us to find effective solutions and make better informed decisions.

When carrying out consultation, we will:

- Consult on proposals when they are at a formative stage
- Be clear about the purpose including what we are consulting on and why
- If appropriate, identify and target those who may be affected or have an interest
- Consider the needs of groups being consulted
- Provide sufficient clear information so the proposals can be understood
- Provide clear information on how to participate and respond
- Be clear about the start and finish of the consultation and allow enough time for responses
- Consider the need for an Equality Impact assessment of how proposals could impact on different groups of people.
- Consider the consultation results and equality analysis before making a decision
- Publish on our website the summary of the consultation results used in the decision making process in a timely fashion
- Maintain records of past consultation responses for 5 years as required by the Records Management Society of Great Britain.
- Learn from our experience of consulting and take steps to continuously improve our approach.
- We will manage your personal information in line with GDPR requirements.