

## **CHRE procedure for consultations**

2011

## **Our procedure for public consultations**

### **1. Introduction**

We have many opportunities each year where you can work with us. We publish our consultations on our website and ask for your views. For current consultations, please check the news section of our homepage.

We follow a procedure for public consultations which is in accordance with the 'Government Code of Practice.'

We decide:

#### **When to consult:**

We will conduct public consultations when there is the scope for respondents to influence the outcome of the policy we are proposing

#### **The length of these consultations:**

Public consultations last for at least 12 weeks. We may decide to run a consultation for a longer period of time where we feel this may be necessary.

#### **Being clear about the scope and impact of the consultation:**

We aim to be clear about our consultation process, what is being proposed, the opportunity for respondents to influence the policy and the expected costs and benefits of our proposals

#### **Making our consultation exercises accessible**

We will design our consultations to be accessible and friendly. We will also target people who are likely to provide us with different points of view.

#### **Making sure that our consultations reach different audiences**

Targeting the same audience for all our consultations can result in 'consultation fatigue'. It also means that we do not get a wide spread of views from different members of the public. We will therefore aim to target different people and groups so as to minimise the 'burden of consultations'.

#### **Providing feedback after a consultation**

After a consultation closes, we will analyse responses carefully and publish feedback on our website

## **Developing an organisation culture of managing effective consultations**

We will encourage our staff to organise effective consultation exercises. They will follow the **Government 'Code of Practice' on consultations** <http://www.bis.gov.uk/files/file47158.pdf>

### **2. Our consultation process**

- We will quote the Government 'Code of Practice' in all our consultation documents;
- We will publish our consultations on the website: [www.chre.org.uk](http://www.chre.org.uk). Additionally, we may choose to advertise some of our consultations more widely in appropriate media to attract more responses. The length of our consultations will comply with the Government's 'Code of Practice' on consultations;
- In accordance with our Communications Plan, our consultations will be in plain English and can be made available in Welsh (to be supplied on requests via the 'contact us' section of our website or by calling us on 020 7389 8050);
- We will publish feedback on our website once a consultation has closed and we have had the time to analyse the responses.

### **3. Giving us feedback on our consultation process**

If you have any concerns or comments to make regarding our consultation process, please contact:

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Council for Healthcare Regulatory Excellence  
157 – 197 Buckingham Palace Road  
London SW1W 9SP  
Tel: 020 7389 8031  
Fax: 020 7389 8040  
Email: [Rachael.desouza@chre.org.uk](mailto:Rachael.desouza@chre.org.uk)

### **4. Feedback on specific consultations**

Each consultation will have questions that you can respond to and the contact details of a member of staff who is responsible for the consultation. If you are responding to the questions on the consultation and not the process for consulting with you, please send your responses to the identified lead for individual consultations.