

## **Transport for Greater Manchester Consultation and Engagement Principles**

**February 2012**

### **Introduction**

Transport for Greater Manchester recognises the value of engaging and consulting, as appropriate, with a range of stakeholders across all of its business operations. It is important that when Transport for Greater Manchester consults and engages it aims to do so to a consistent quality, which will help the organisation to understand the views of its stakeholders.

As a public body it is also important that the organisation works in a responsible manner, and meets statutory obligations regarding consultation and engagement, including those outlined in the Equality Act 2010.

### **Definitions**

Consultation: an exercise whereby Transport for Greater Manchester will formally seek the views of our stakeholders on key issues, for example on specific new proposals or proposals for change. This could be in the form of 'open questions' which are asking for opinions on an issue or theme, or we may suggest a range of options for our stakeholders to consider. These views will then be considered by Transport for Greater Manchester / Transport for Greater Manchester Committee when reaching a final decision.

Engagement: the on-going process of working and communicating with our stakeholders to inform them of the work of Transport for Greater Manchester and understand their views. An opportunity to receive feedback and comments on the work of Transport for Greater Manchester that can inform and influence our decision making and contribute to improvements in service delivery.

### **Aims**

The aim of Transport for Greater Manchester's consultation and engagement is to:

- Understand what stakeholders think about the work of Transport for Greater Manchester, and about specific proposals;
- Add value to the work of Transport for Greater Manchester by improving strategies and services, taking into consideration the views of stakeholders;
- Enable Transport for Greater Manchester to strengthen its reputation with stakeholders as they recognise that the organisation listens to and values their views.

## **Principles**

Transport for Greater Manchester will endeavour to follow the principles below in all of its consultation and engagement activity.

- We recognise the value of understanding the views of our stakeholders.
- We will seek to consider the views of stakeholders and communicate with them.
- We will communicate as frequently as appropriate.
- The intention is that all of our consultation and engagement will be timely, accurate, well-presented, appropriate and accessible.
- We will aim to make complex information simple and accessible to a wide range of stakeholders in our communications, consultation and engagement, as appropriate.
- We will use a range of communications methods to consult and engage with stakeholders.
- We will engage and consult, where with relevant stakeholders, recognising that this is an opportunity to promote the work of Transport for Greater Manchester to a broad audience.
- Our consultation and engagement activity will be proportionate for the nature of the programme, project, policy or activity.

- We will adhere to statutory guidelines with regards to periods of statutory consultation.
- We will endeavour to assess and incorporate the existing organisational and partner knowledge before we consult with stakeholders to avoid 'consultation fatigue'.
- We will aim to share the information from our consultation and engagement activity across the organisation and, where appropriate, with our partner organisations.
- Where appropriate, our consultation will be supported by on-going engagement with stakeholders to inform our business planning.