



Can you afford to consult
not to consult ?

Citizen engagement in the digital age
in the S114 age

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Consultation

“The dynamic process of dialogue between individuals or groups, based upon a genuine exchange of views and with the objective of influencing decisions, policies or programmes of action”

Engagement

“Community engagement seeks to engage community to achieve sustainable outcomes, equitable decision-making processes, and deepen relationships and trust between government organisations and communities”

Why

Because we have to

Trust

Participatory decision making

Bring people on the journey with you

Government is something that is done with people

On your couch consultation
Netflix and contribute.

Glossophobia
or fear of public speaking
is believed to affect
75% of the population.



Transport for London

haveyoursay.tfl.gov.uk

The screenshot shows a web browser window with the URL <https://haveyoursay.tfl.gov.uk/188-proposals>. The page header includes the Transport for London logo and navigation links: Home, All Projects, Search, Sign In, and Register. The main banner features the text "Your 188 bus route. Your say." and a stylized illustration of a red double-decker bus. Below the banner, the breadcrumb trail reads: Home / London's buses, taxis and private hire vehicles / Route 188 in North Greenwich – proposed route change. The main heading is "Route 188 in North Greenwich – proposed route change". Social media sharing icons for Facebook, Twitter, LinkedIn, and Email are present. The update date is "Update 7 March 2024". The text states: "This consultation has now closed. Thank you to everyone who responded. We are analysing your feedback and will report back shortly." followed by "-update ends-". It then says: "We would like to hear your views about a proposed change to the 188 bus route in North Greenwich. On this page you can find out more about the proposals, how they may impact you, and how you can have your say." and "You have until **Wednesday 6 March** to give us your feedback." A photograph of a red bus with the number 188 is shown. On the right side, there is a section titled "Type of conversation:" with a "Consultation" icon and a link to "Learn more about Transport for London's types of conversations". Below this is a "Key Dates" section with two entries: "Consultation opens 24 January 2024" and "Consultation closes 06 March 2024".

TRANSPORT FOR LONDON

Home All Projects Search Sign In Register

MAJOR OF LONDON

Your 188 bus route.
Your say.

Home / London's buses, taxis and private hire vehicles / Route 188 in North Greenwich – proposed route change

Route 188 in North Greenwich – proposed route change

Facebook Twitter LinkedIn Email

Update 7 March 2024

This consultation has now closed. Thank you to everyone who responded. We are analysing your feedback and will report back shortly.

-update ends-

We would like to hear your views about a proposed change to the 188 bus route in North Greenwich. On this page you can find out more about the proposals, how they may impact you, and how you can have your say.

You have until **Wednesday 6 March** to give us your feedback.

Type of conversation:
Consultation

Learn more about [Transport for London's types of conversations](#)

Key Dates

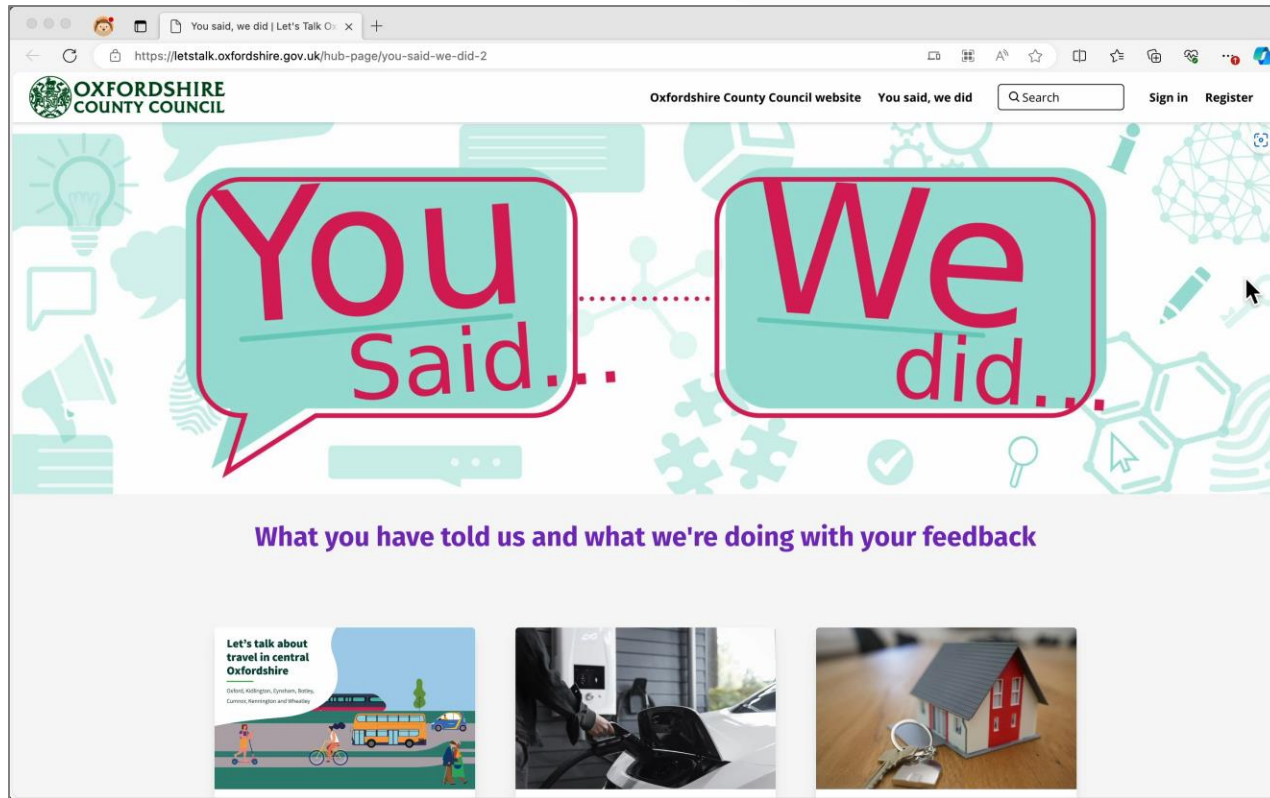
Consultation opens
24 January 2024

Consultation closes
06 March 2024



Oxfordshire County Council

letstalk.oxfordshire.gov.uk



Digital tools

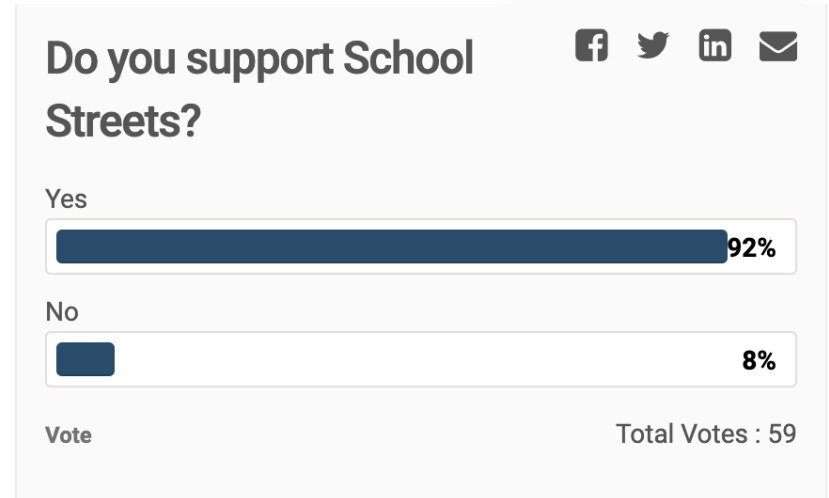
Do you support School Streets?    

☐ Yes

☐ No

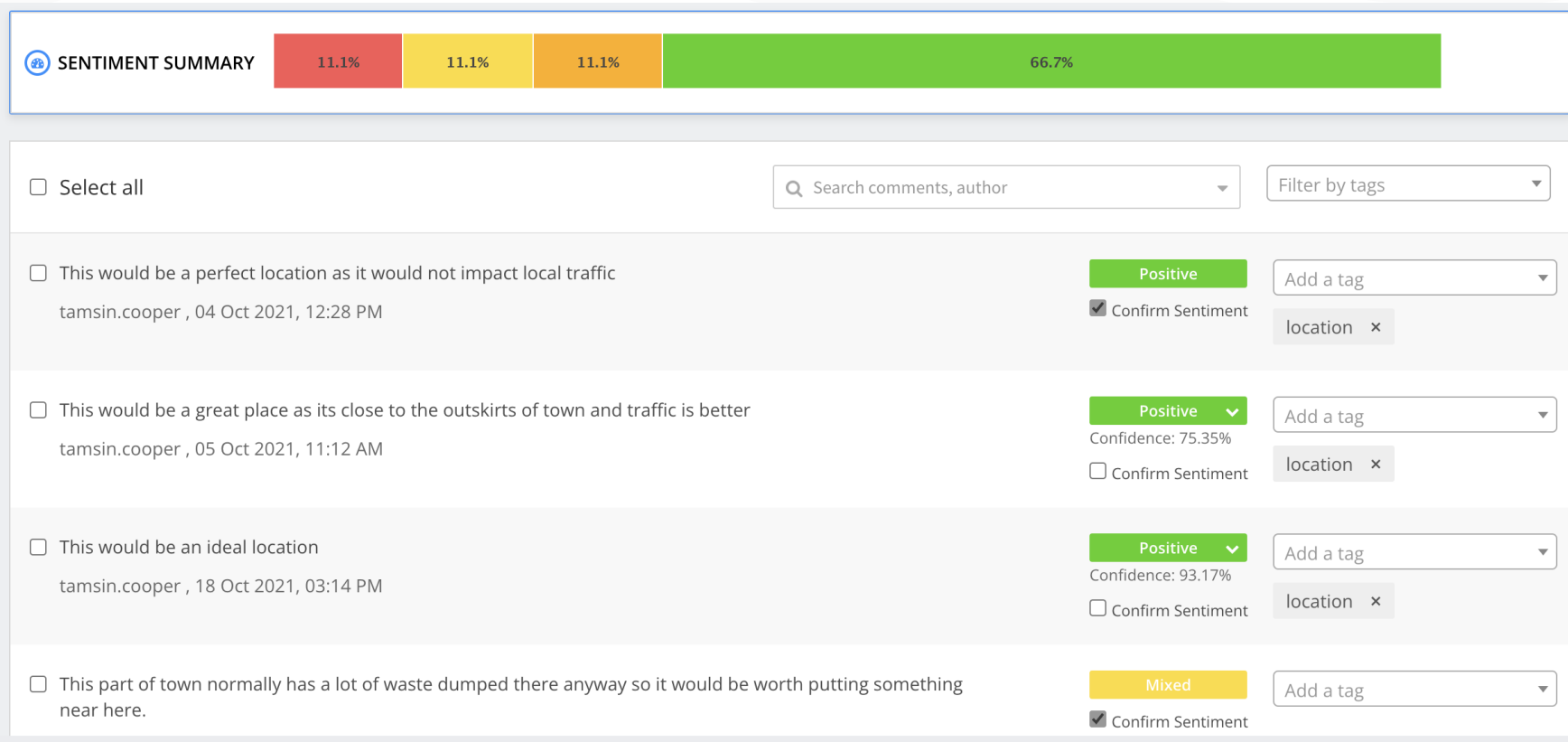
[View Results](#)

[Submit](#)





Digital tools



Discussion

Examples of good practice in your local authority

Examples of a surprising (yet helpful) result

Examples which have fed into service design

What is your local authority's attitude to [digital] consultation

What is the role of digital vs. face-to-face

Is online consultation the only option if you're skint

Is it worth it

Compulsion vs. collaboration

What do you want to get out of consultation?



Discussion



Discussion



Discussion





Thank you

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Legal Principles

Gunning 1, 2, 3 and 4

Principle	Short Statement	In Plain English
Gunning 1	Predetermination	Consult before you have made up your mind
Gunning 2	Allow for intelligent consideration and response	Give people the damn information so they can take part
Gunning 3	Allow adequate time	Don't sneak it in over Christmas
Gunning 4	Conscientious consideration	Did you consider what was said?