



Rules: 'The TCI charter'

The Consultation Institute provides a charter, which outlines seven key aspects of good consultation.

- 1. Integrity:** Intentions must be honest, and with a genuine willingness to listen and be influenced
- 2. Visibility:** There should be a real effort to make all of those who have a right to participate aware of what's going on
- 3. Accessibility:** There needs to be reasonable access, using appropriate methods and channels and catering for hard-to-reach groups
- 4. Transparency:** Things submitted need to be made public and data disclosed, unless there's a specific reason to make them exempt
- 5. Disclosure:** All relevant material and context should be disclosed by the council, and in return residents should disclose the full range of local opinion
- 6. Fairness:** Assessments and interpretations of consultations need to be objective. Decisions need to be representative of the spread of opinion
- 7. Publication:** Participants have a right to receive feedback on the final output, and on the eventual outcome of the process

Before, during and after a consultation process, these seven components should be things you abide by, steering your decision processes and marking good practice. Subsequently these can act as a checklist for assessing the quality of your consultation. They can also act as a guide for other forms of engagement.

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