

## Rules of engagement for all stages of the on line consultation on the North West Plan

This consultation is based on the principle that no one person has all the answers and that's why we want to hear from you, other people and other organisations.

Online consultation uses new technologies to facilitate open and deliberative dialogue. Rather than merely providing information, on line consultation provides the opportunity for individuals and organisations to input into the shaping of plans and policy.

People participating the consultation will have different views and sometimes these views are opposed to each other. By participating in the consultation we can guarantee that your views will be collated with others, will be submitted to the North West Assembly and will be given consideration.

To ensure that the process works well and is equitable we will provide clear information and a framework for the discussion, as well as other ways to access information and comment on plans and policies.

### Rules for users

- **Submit and allow us to use your details within this consultation process.** It is important that we know who is contacting us so that we can ensure the process is representative and so that we can moderate the process well.
- **Each user must only submit one completed consultation questionnaire.** If the moderators (see below) find information to suggest that an individual or organisation has submitted more than one form they will contact the person via email. If contact cannot be made we will use the first submitted form.

It is important that you think about your responses and you may have to discuss them with other people in your organisation as well before submitting your form. You can download a pdf version of the form to help you think through your answers or discuss them off line.

- **Allow us to share your comments.** All questionnaire responses will be displayed on the web site exactly as you write them (unless they are subject to moderation). Unless you tell us not to this list of comments will also include your name and the name of your organisation (if appropriate) If you want to keep your comments anonymous then make sure you click the box on the last page of the questionnaire.
- **Keep it clean and respectful.** We know that some of the issues in this consultation are ones that people have strong opinions about, but any questionnaire responses containing language or opinions that the moderators deem to be offensive will be sent back via email to the person who has submitted the form. We will request that you modify your response.

- **Respond in a timely way.** We will ensure that you know when each stage begins and ends, it will not be possible to take comments after the end date of each stage.

### What we will do

The process will be moderated by CAG Consultants, to ensure that the process runs smoothly we will:

1. Provide feedback and keep registered participants and some other stakeholders up to date with the consultation process through electronic or paper newsletters;
2. We will treat every response equally;
3. Read through submitted responses to ensure they do not contain offensive language or opinions. We will return any that do and request a modification;
4. We will up load verbatim responses, after the review described at point 3. These responses can be viewed by any registered user;
5. We will ensure that all comments are collated and analysed and submitted to the 4NW;
6. We will respect your contact details and not use them for any purpose other than those you have agreed to; and
7. Listen to your views about the process, accept mistakes we make and evaluate the process to make improvements next time.