

Criteria for effective consultation

Criteria	Description	Examples of indicators
Transparency	Does the project team provide clear and accurate information about the consultation process and about the project as a whole, including project design and potential impacts and risks?	<ul style="list-style-type: none"> - Frequency of project updates provided to the community - All project materials have been tested for relevance and comprehension from a target group perspective before being disseminated
Responsiveness	How responsive is the project to the community's needs and concerns? Is how the project takes into account community input communicated? To what extent are grievances managed and resolved?	<ul style="list-style-type: none"> - Community feedback on the responsiveness of the project to their needs and concerns - Percentage of grievances resolved through the project's formal grievance mechanism within committed timeframes - Percentage of community members who believe channels for raising grievances or concerns are accessible, equitable and effective
Timeliness	How appropriate are the consultation timelines? This includes: <ul style="list-style-type: none"> • Prudent timing of initial contact with community groups ahead of project activities • Awareness of the community's needs and contexts, for example giving appropriate notice of activities • Flexibility of timeframes in response to local issues that arise • Timing to address community needs, questions and concerns, including resolving grievances • Timing to provide updates and report back to the community 	<ul style="list-style-type: none"> - Degree of community satisfaction with the consultation timeline, incl. perception of whether it allows sufficient time for community preparation - Average time taken by the project to respond to community queries or concerns raised during consultation - Average time to resolve grievances
Accessibility	How accessible are consultation activities to relevant community groups and individuals? This includes: <ul style="list-style-type: none"> • Adjustments to content and form of information to make it understandable (eg. jargon-free language, use of local languages, use of various media and formats) • Quality and relevance of support provided to community groups to adequately participate in events (eg. support workers for persons with disabilities, sign language interpreters, childcare during consultation events, provision of transport) • Accessibility of places and locations chosen for consultation 	<ul style="list-style-type: none"> - Media and formats used for communication (e.g., text, audio, video) have been selected based on community preferences - Degree of community satisfaction with the clarity and understandability of information provided - Consultation materials available in multiple languages spoken within the community - Community satisfaction with the accessibility of consultation events, and quality and relevance of support provided to enable participation in consultation events (eg. support workers for persons with disabilities, sign language interpreters, childcare, provision of transport)
Inclusivity	<ul style="list-style-type: none"> • How inclusive is the consultation to all members of the community, including those who might not traditionally have had a voice in decision-making processes? • How well does the project team engage with women and vulnerable groups, providing opportunities for their perspectives to be heard and incorporated into the project? 	<ul style="list-style-type: none"> - Diversity of participants in consultation activities relative to the demographics of the community - Existence of feedback mechanisms and/or communication channels specifically tailored to gather input from women (in contexts where women are excluded) and vulnerable groups
Participation	How far does the community participate in the planning, implementation, monitoring and evaluation of the consultation?	<ul style="list-style-type: none"> - All consultation planning, monitoring and evaluation activities have involved community input

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Efficiency	<p>Does the consultation have enough resources to achieve its intended outcomes? They include:</p> <ul style="list-style-type: none"> • Financial resources (eg. for engagement and outreach activities; compensation for costs of participation) • Human resources (eg. staff with stakeholder engagement experience, staff familiar with the local context including language and culture, trained local facilitators, translators or interpreters) • Logistical and technological resources (eg. transport for the team, meals or childcare to enable participation) 	<p>Budget and resourcing plans have been developed and approved to meet the criteria described in this table</p>
Impact	<p>What changes result from the consultation? These may include:</p> <ul style="list-style-type: none"> • Improvements in the quality of the project-community relationship, in levels of trust and mutual understanding • Empowerment of community members and groups • Decision-making influence • Improved outcomes for the community, especially in terms of impact management and benefits 	<p>Extent of community agreement on whether the project: listens to the communities' perspectives; treats the communities impartially and without bias; treats the communities with politeness and respect; will benefit the communities with this project; is being developed by a company that can be trusted; keeps the best interests of the communities in mind; and has the essential skills to deliver on its promises.</p>

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