



Setting the standard of consultation and engagement

Transforming how you
manage your activities
through our expertise
and experience;
supported by a growing
list of clients and
members.

"The Consultation Institute imagines a future where different insights are considered through meaningful dialogue"



The
Consultation
Institute



About us



A focal point for sharing good practice, knowledge and action



A wealth of experience across a range of sectors and fields



Dedicated Account Managers to support your requirements



Experts in consultation case law, administrative law and government standards



Our members include public bodies, utility companies and the private sector

The Consultation Institute (tCI) is a not-for-profit membership body, and global leader in consultation best practice and training.

Incorporating the processes of good public consultation and engagement is complex. The Consultation Institute has been setting the standards of best practice public and stakeholder consultation and engagement since 2003 through in-house thought leadership, policy analysis, and research.

This is complimented by our commercial and technology subsidiaries, which offer professional services and bespoke training solutions to an international client base.

Since our establishment, we have been dedicated to raising the standard of consultation and engagement practice to be meaningful for all involved.





Our vision

We imagine a future where different insights are considered through meaningful dialogue



Our standards

Always to act professionally, within the law and be guided by the UK Corporate Governance Code



Our purpose and mindset

Best practice decision-making



Our values

- Integrity
- Safe space to flourish
- Kindness
- Human Rights & Citizenship
- Sense of urgency



Through our specialist services, we keep you safe, and help to build confidence in your consultation and engagement work.

Over the years, we have developed robust methodologies of formal, informal, deliberative, and less dialogic tools. These tools help Consultors ensure their stakeholders can make an informed view, that conflict and consensus are in equal measures, that dialogue is constructive, and that arguments are accurately recorded and synthesised.

Our consultancy services offer support from pre-consultation activities throughout the involvement timeline, ranging from handholding via Advice and Guidance, scrutinising and requesting evidence and documents, to ensuring your programmes meet the Institute's best practice standard as required by our Quality Assurance framework.

The Institute's knowledge and experience of individual aspects of the involvement timeline, from pre-consultation through to formal consultation and decision making provide organisations with end-to-end support.



Quality Assurance



Certificate of Consultation Readiness



Advice & Guidance



Gap Analysis



Retrospective review of a consultation



Resource Support



Executive Briefings



Risk Assessment



Facilitation



Charter Workshop



"tCI's assistance has been invaluable. It has complemented our expertise and means means we can address any high-profile, controversial, consultations with confidence."

Bruce Hill | Tonbridge and Malling Borough Council



Case Study

“The confidence of having the backing of tCI and the Certificate has been so helpful for us to give feedback to scrutiny from councillors and our own committees about the process we’ve been through, and the value it has brought.”

NHS South Yorkshire Integrated Care Board (ICB) – formerly NHS Sheffield Clinical Commissioning Group (CCG) – was provided with “... a once-in-a-generation opportunity to improve healthcare for people in Sheffield ...” with the potential for £37m in government funding to transform general practice across the city.

This included a consultation on the proposals to replace twelve GP buildings with four new health centres in the north and centre of the area.

It was imperative that the ICB complied with the conditions associated with the government funding, such as adhering to the legal duties around involvement, and complying with timescales and strategic outline cases. In advance of launching their consultation, the ICB commissioned The Consultation Institute to deliver a *Certificate of Consultation Readiness*.

For Richard Kennedy, Engagement Manager at NHS South Yorkshire ICB, the consultation readiness review allowed the ICB to avoid

challenges they had experienced with previous consultations, such as continuous requests for further information. The decision to approach The Consultation Institute (tCI) for support on the project was due to tCI being the “go-to trusted organisation for advice support.”

To award the Certificate of Consultation Readiness, the Institute had to be assured that NHS South Yorkshire ICB met the required standards of the Consultation Readiness Framework. Of course, this required some changes that the ICB were not expecting: “It was a challenging process.” Richard said. “There were even things that took me by surprise; I’ve learnt a lot about the detail that is required in consultations of this scale and complexity.”

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The Institute deployed Senior Associate, Andy Wright, to act as the ICB’s primary advisor

throughout the project; a ‘critical friend’ to discuss areas requiring further work, and to support the development of suitable responses. Richard confirmed that, despite the unanticipated changes, the ICB were left feeling “reassured” and “well prepared for the consultation period”.

Andy worked with two independent peer reviewers from tCI to provide the ICB with assurance that the proposed consultation met the required standards to be awarded with the Institute’s certificate of consultation readiness.

The review involved Andy considering extensive documentation and attending review meetings, highlighting areas for further work and discussing approaches. The outcome of the review was a certificate being issued to NHS South Yorkshire ICB with clear recommendations for further action in advance of the consultation.

Richard commented that the ICB’s team found their experience to be a “very supportive and collaborative process.”



Your say Belfast



A dedicated in-house service for the creation of compelling media, designed to support your activities.

Our creative services provide support to our clients through digital means, such as video and document design. Our aim is to support your activities in an effective and engaging manner, helping you better inform your stakeholders through video production, or upskilling your team through our bespoke best-practice guides and tailored e-Learning programmes.

We've worked closely with public sector organisations and the voluntary sector, and significant projects such as devolution deals and digital divide.

Our creative services are an effective way to reach your target audience, and we're on hand to help you achieve it.



**Video
Production**



**Best practice
guide**



“tCI did a great job in converting our Consultation and Engagement Handbook for staff into clear, easy to follow videos taking us on the consultation journey using local and relatable examples.”

Tower Hamlets Council



tCI Training

The Institute has designed and delivered training to organisations since 2004.

We specialise in delivering public and in-house training in a fun, interactive, and impactful way. Our courses are designed to raise the standards in public consultation and engagement across all sectors, ensuring your team conducts consultation programmes legally and meaningfully, and supporting your professional development along the way.

Training with Institute experts provides you with a comprehensive learning pathway, using tCI's experience and essential knowledge of best practice to upskill your team throughout the involvement timeline.

Participants can be easily enrolled onto our training via our online training calendar. We have a catalogue of established courses to choose from, or we can work directly with you to tailor or build bespoke courses to meet your organisation's needs and requirements.

Our training offers you recognition across the industry, earning you points towards achieving your Certificate of Professional Development (CPD) and Advanced Practitioner Certificate (APC).

“

“The courses are always informative and well organised and are useful whether you are new to consultation or experienced.”

Georgina Chapman | Grasshopper Communications

“Brilliant and informative. It's great to have the Institute to turn to, keeping me informed abreast of all the latest developments”

Jane Thomas | Worcestershire Health and Care Trust



Our e-Learning courses allow you to learn in your own time, at your own pace, and in the comfort of your own surroundings.

With remote work now commonplace, e-Learning is the perfect means of independent, at-home training for consultation and engagement professionals.

Creating an Institute account grants you free access to our essential foundation course, the Consultation Charter, ideal for anyone involved in the process of public engagement and consultation. Institute members also receive credits to use on e-Learning of their choice, with an additional 20% across the suite of courses.

Get an instant digital certificate following completion of any course to share with your network, supporting industry recognition and your professional development.



**Instant
certification**



**Learn at your
own pace**



**Earn CPD
credits**



**Bulk-buy
discounts**



“If you want to deliver best practice and use the opportunity of consultation to engage, these e-Learning courses are a must and highly recommended.”

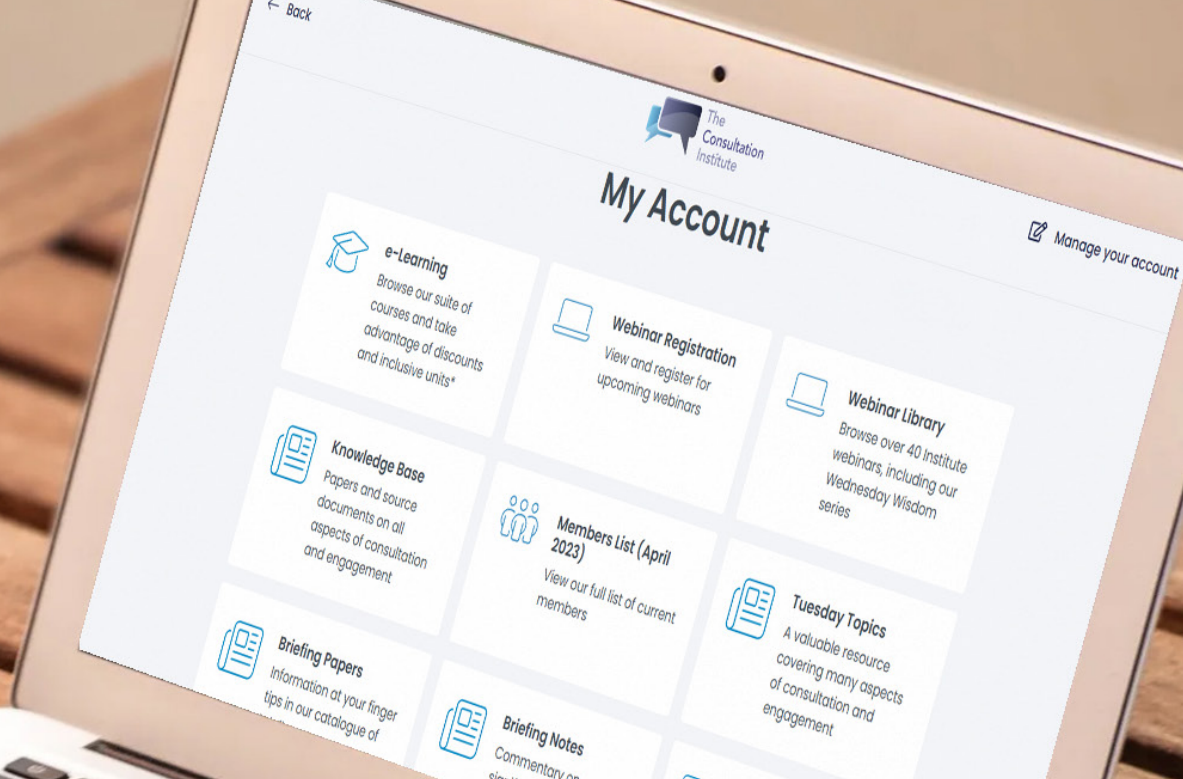
Lisa Thomson | Epsom and St Helier University Hospitals NHS Trust

Substantial discounts

Whether you need several courses for your personal development or multiple registrations for your team or organisation, we are pleased to offer bulk-buy discounted packages.

Upon purchase, we can provide regular updates to team leaders on the progress of their team, ensuring your investment is being fully accessed and utilised.

tCI Membership



Membership is open to all those involved or interested in consultation and public engagement.

Membership with the Consultation Institute (tCI) enables you to join a community of like-minded people and offers recognition to those who have undertaken tCI training to improve their skills and knowledge. Through exclusive content, we keep you regularly updated on current best practice, and give you tips and advice for your consultation and engagement activities - sent directly to your inbox and stored in your members' area on the website.

Membership also gives you instant access to a variety of supportive tools, such as peer-to-peer support with an Institute expert, free e-Learning, exclusive access to webinars, and significant discount on training, events and publications. Depending on your level of membership, you'll receive further discounts on in-house training and our professional services.



**Over 180 unique
organisations**



**Awarded over
2000 CPDs**



**Awarded over
400 APCs**

“

“GoCollaborate is a company supporting community digital engagement and consultation on local issues that matter. We have valued becoming a member of The Consultation Institute, drawing upon their expertise, and benefitting from their resources, such as training and news updates, to support staff development”.

Mark Luxton | GoCollaborate



- 1 named member
- Foundation e-Learning course
- 20% off public training and e-Learning
- Eligible for CPD and APC qualification
- 20% off Institute events and publications
- Access to webinars and recordings
- Vacancy advertising
- 1 peer-to-peer support call
- Membership Certificate

- 5 named members
- Foundation e-Learning course
- 20% off public training and e-Learning
- Eligible for CPD and APC qualification
- 20% off Institute events and publications
- Access to webinars and recordings
- Vacancy advertising
- 3 peer-to-peer support calls
- Membership Certificate
- In-house training discount
- 5 e-Learning units
- Discount on professional services

- 15 named members
- Foundation e-Learning course
- 20% off public training and e-Learning
- Eligible for CPD and APC qualification
- 20% off Institute events and publications
- Access to webinars and recordings
- Vacancy advertising
- 5 peer-to-peer support calls
- Membership Certificate
- In-house training discount
- 10 e-Learning units
- Discount on professional services

- 25+ named members
- Foundation e-Learning course
- 20% off public training and e-Learning
- Eligible for CPD and APC qualification
- 20% off Institute events and publications
- Access to webinars and recordings
- Vacancy advertising
- 8 peer-to-peer support calls
- Membership Certificate
- In-house training discount
- 20 e-Learning units
- Discount on professional services

- Tailored to your needs
- Foundation e-Learning course
- 20% off public training and e-Learning
- Eligible for CPD and APC qualification
- 20% off Institute events and publications
- Access to webinars and recordings
- Vacancy advertising
- Unlimited peer-to-peer support calls
- Membership Certificate
- In-house training discount
- 50 e-Learning units
- Discount on professional services
- Virtual Executive Briefing or Workshop

Looking for a free introductory option? Become a Friend of the Institute.



- Foundation e-Learning course
- Work towards CPD & APC
- Option to purchase webinars
- Free membership demo



Discount on multi-year sign up



Tax relief



Voluntary sector rates



Add additional members*

* small fee applies

The Consultation Institute has a network of carefully selected Associates, chosen for their wide range of skills and experience in consultancy, training, and public engagement activities.

tCI network



Rebecca Addis



Mike Bartram



Sue Cavill



Dave Chetwyn



Anna Collins



Barry Creasy



Martin Evans



Ade Fashade



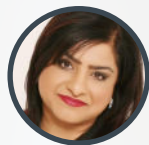
Kathy Graham



Damian Greenfield



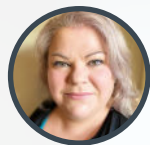
Steve Inett



Mina Jesa



Anna King



Caroline Latta



Lucy Lea



Tessa Lynn



Edward Mallam



Andy Mills



Peter McColl



Quintin Oliver



Brian Parry



Paul Parsons



Susan Ritchie



Ruth Shepherd



Paul Thislethwaite



Maimie Thompson



Kate Waller



Bruce Whitear



Bethan Williams Price



Andy Wright

Our experts bring us a wealth of experience across a range of sectors and fields of consultation and engagement, including:



Central and Local
Government



Transport



Health



Aviation



Planning



Housing



Infrastructure



Police, Fire and
Rescue



International



Education



Energy



Water

Setting the standard of consultation and engagement

Transforming how you
manage your activities
through our expertise
and experience;
supported by a growing
list of clients and
members.



Tel: +44 (0) 1767 318350
info@consultationinstitute.org



The
Consultation
Institute

