

communications mechanism
SD:SPUR
(reviewed and updated Sept 05)

Introduction

The intention of this process is to ensure that the communication methods between different people involved in the project are effective, constructive and timely.

Consultation will be managed and directed by the Project Steering Group (PSG) and will include:

- Electronic mail outs of draft documents, progress reports etc
- Web based discussion forum
- Web based access to documents
- Facilitated discussions with a multi-stakeholder Project Steering Group
- Stakeholder workshops as necessary to develop the development of the SD:SPUR work

Interactive elements of the project (Project Team meetings, Project Steering Group meetings, workshops and the electronic consultation) are designed and run by an independent facilitation team and CIRIA, with input from the PSG.

The project will include an audit of the effectiveness of the communications between stakeholders. This will include an assessment of the effectiveness of dissemination routes e.g. between PSG members and their constituents, representation of different groups at all levels and accountability. The detail of this audit will be put to a future PSG for consultation before it is enacted.

Communication with the Project Steering Group

- **CIRIA** manages all communications and liaison with **Project Steering Group** members and wider constituents. This includes distribution of agendas, answering queries about the progress of research and day to day administration of the project.
- A **Project Team** will be established to deal with project management and process issues. This is likely to comprise of CIRIA, funders, the facilitator and one or two others (for example a NGO/academic or other). This team will meet between PSG meetings. It will update PSG members on project management and process issues and may also communicate with PSG members and the wider constituents on other issues as and when necessary.
- **CIRIA** will aim to send all relevant paperwork to each PSG member at least two weeks before each PSG meeting; this is to enable PSG members to get some input from people they represent, reflect or network with.

- **CIRIA** will communicate information to PSG members between PSG meetings that is relevant to the work of the group. For example NDA announcements.
- **CIRIA** will not distribute other information to PSG members, unless requested to by the PSG.

PSG members

- **PSG** members will provide CIRIA with a list of contacts for their network/constituency and a brief explanation of how they communicate with these contacts.
- These contacts will form the foundations of a wider consultative group, when the need arises. During the course of the project, some of these people will be contacted to evaluate the effectiveness of the consultation mechanism.

Communication of draft products to a wider group and others

- **CIRIA** will compile a long list of contacts who will be invited to comment on draft products from this project. This will include the PSG Contact List and other interested parties from other projects, committees etc (eg SAFEGROUNDS, the NDA and CoRWM) that the PSG members identify.
- The **PSG** will agree a process for distributing draft work and identifying the consultative questions that need to be asked.
- The **PSG** will agree a process for dealing with responses; and re-drafting the product(s) in light of these consultative responses.
- The **PSG** will agree a process for informing the wider consultees of how their input was used/not used in the redrafting process.
- The **PSG** will aid the facilitator and CIRIA in the design and implementation of any workshops that are developed.
- **CIRIA** will establish a website to post information for wider access. This will include summary reports of meetings, consultative documents, comments from consultees and other documents deemed necessary by the PSG.

Other communication issues

- The **Project Team** will deal with any comments on the communication processes used by the project.
- Comments received between meetings on the content of the project will be logged by **CIRIA** and distributed to the PSG members.
- **CIRIA** will update people with other relevant other information. For example developments around NDA, press releases, new publications.

- **CIRIA**, the **facilitator** and the **PSG** will develop ideas and mechanisms to enhance the opportunity for input to developing and existing documents. This may include interactive websites and/or workshops.

Working mechanism for communications

1. Every Project Steering Group meeting will generate:
 - A summary report for the information of the wider consultative group and for the public domain via the SD:SPUR website.
 - Detailed minutes for the information of the Project Steering Group.
2. The summary report is also put on the SD:SPUR website.
3. Consultative questions on draft documents/products for consideration by the wider consultative group are sent with a summary report, if appropriate (including deadline). The draft documents and questions may also be posted on an interactive website to generate additional feedback.
4. Specific dialogue sessions may be set up with a wider number of stakeholders in order to seek comment around specific developing ideas.
5. Comments received as a result of consultative questions/dialogues are compiled by CIRIA and then reviewed at the next PSG meeting, having been sent in advance to PSG members.
6. Comments from the wider consultative group *and others* (non-attributed) are posted on CIRIA's website for the public domain. As are records of any workshops.
7. Responses to comments from the wider consultative group/workshops are posted on CIRIA's website for the public domain.
8. Finalised documents are also posted on the SD:SPUR website and this is communicated to a wider audience.
9. A review of communications will be carried out by the facilitator with guidance/assistance from the PSG and CIRIA. This review will also be published and used as a tool to enhance the communications process.