



Isle of Man
Government

CONSULTATIONS SURVEY RESULTS 2017

We asked. You said.

A short survey was placed on the consultations homepage at www.gov.im/consultation for 4 months, from October 2016 to February 2017. This aimed to find out what people felt were the main areas that we could improve Government consultations and asked for suggestions to make consultations better.

We asked: 'Please tell us about your experience of taking part in Isle of Man Government consultations and anything you would like to see happen differently in future.'

We received **31 Responses** from people who had previously responded to consultations and gave us feedback about how to improve consultations in future.

Here's what they said.



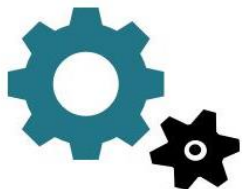
Members
of the
public
responded



People
responded as
Individuals

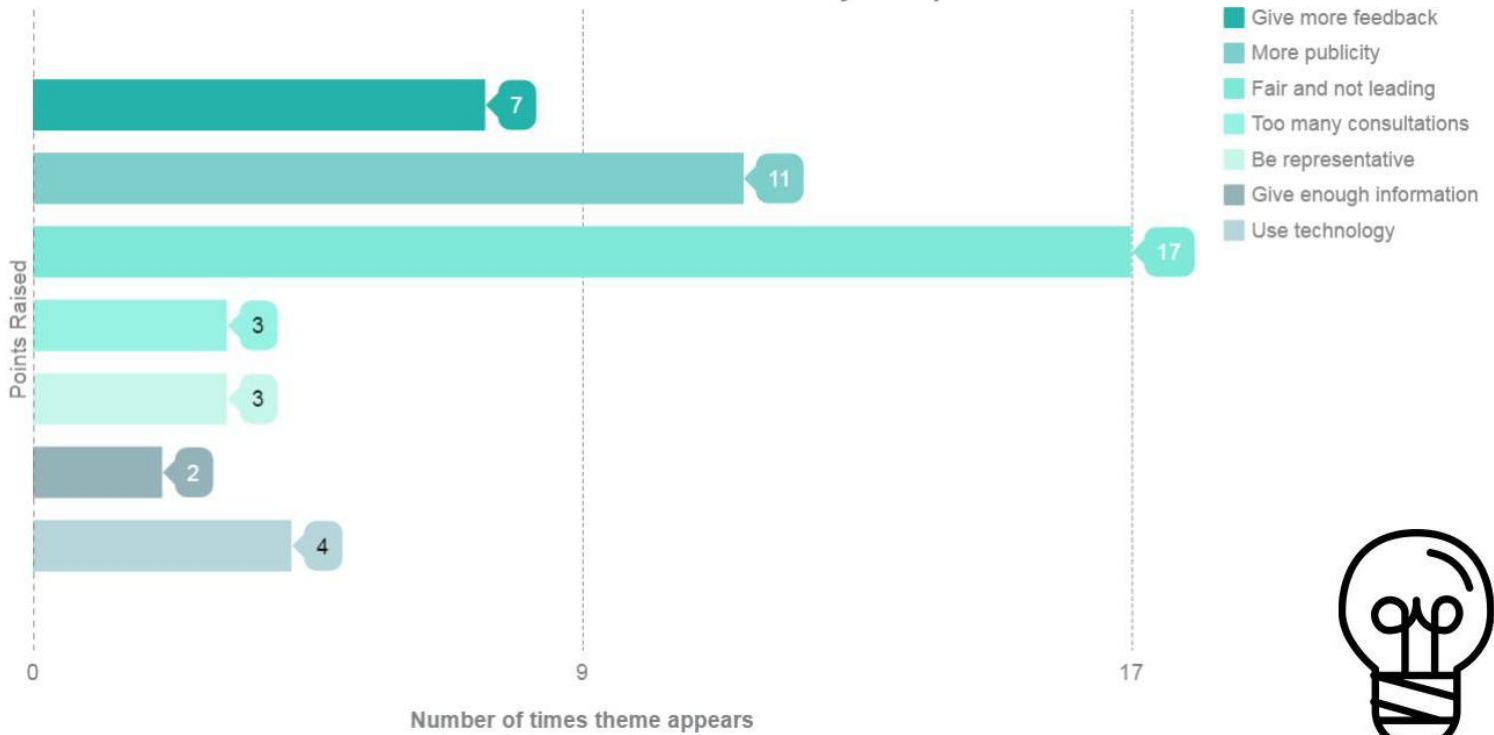


People responded on
behalf of a business,
or as an individual
and a business

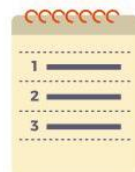


Survey Results

Issue themes raised by the public



Feedback



Give enough information to make informed decisions

- Tend to miss the balance between readability and detail.



Use technology more for promotion and responses

- Video, interactive or social media or live text submissions. Young people... only have email addresses for very formal purposes... and rarely use them for any other purpose. This generation will have different expectations of how they should both receive and submit data, and I know the issue is medium term but I think it should be placed on the planning horizon



People said they wanted Government to give more feedback on the consultations and results

- No feedback on it. None of my views considered. Feels like it was for public appeasement rather than basic copying of UK Govt
- Never seem to get any result feedback. A consultation is just that, government does not have to act on the results
- I take the opportunity to air my opinion where the issue affects me directly. If one feels there is a lack of awareness and the response is poor or the eventual outcome is unknown there's not much impetus.
- I'd like a follow up email with a link to the finalised document on consultation and receive any other updates
- Done them in the past not sure if we get the results clearly or if they happen where and when they are published
- One scheme went ahead but bore no resemblance to the prevalent ideas I witnessed at the event while the other was scrapped for financial reasons. In both cases people were left feeling that their time and energy had been abused.



People asked for more publicity on consultations - traditional and electronic

- I have often missed consultations as I have not been aware of their publication. An ability to be automatically notified of publication of consultations of interest (ideally by email) would be useful to help solve this issue.
- Be notified when changes or updates are made to consultation pages (e.g. changes of consultation period, publication of summary of responses).
- I have found that consultations are not widely publicised enough. I would have liked to have contributed to the minimum wage consultation but passed its closing date.
- We haven't taken a positive part in any consultations to date as, in most cases, we have missed the deadline. Many key persons who would, perhaps, have feedback are extremely busy and would benefit from prompts to respond.
- Government not using social media enough
- They are usually hard to find on the government website
- Not enough 'direct' involvement with the public - not everyone is online. More use of newspaper questionnaire type surveys to reach more households



People want consultations to be fair, open and honest, and to avoid leading questions

- Sometimes the questions asked or not asked appear to be attempting to steer the result of the consultation in a particular direction.
 - Hugely frustrating. Consultations are badly assembled, force one down a pre-agreed path with leading questions - and in most cases are completely ignored or misrepresented anyway.
 - The pointed literature regarding the subject is on many occasions, clearly (mis)leading
 - Make the consultation interactive, ask a question and give arguments then give space to vote or give opinions. I find it too time consuming to make notes then type a response to all questions
 - You may not like what you hear at a consultation but you have to be open to differing points of view.
 - Often there isn't space for free text, instead its leading you with targeted answers
 - Having responded to many consultations I have often noticed that the questions appear to lead you to one particular result.
 - When I have responded no-one takes any notice of the real facts, rather they seem to have made up their minds BEFORE the consultation has even gone out.
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People said they thought there were too many consultations

- Need to consider the impact of the consultation and sometimes liaise with industry/business ahead of issuing as potential bad news travels fast. A lot of time and effort goes into consultations - feel sometimes it's a tick box exercise for Gov.
- There are far too many of them.
- 'Waiting for a Bus' - none come along then four at once - some have been well thought out but others quite superficial. They should be encouraged, planned and with some level of uniformity having regards for the differing subject matter
- I would like to see an open ended space of each consultation to allow members of the public to submit their ideas and experiences so that IOM government can gain from these.
- What is the point in having consultations if you have no intention of listening to the public point of view....you may not like what you hear at a consultation but you have to be open to differing points of view.
- There is a feeling...that a Government department promoting the consultation has already decided what to do anyway
- There are far too many consultation papers from government departments and statutory bodies



Be representative - ensure all the right groups are contacted and informed

- People's expectations of engagement have already moved beyond one large posted document to emailed submissions and we should assume that these expectations will continue to evolve.
- It is worth commenting about different issues. It is a good link to think that your view may be considered.
- A more inclusive approach to circulation of consultations may be a positive step forward.
- To my knowledge no feedback was given detailing how the proposed scheme had been influenced by the consultation or any profiling done of participants to ensure it was reasonably representative.
- I believe listening to the Unions as a voice for the workers in some consultations would be of benefit especially if a written response was required.

What next?



We're using this feedback in our review of consultations, to help develop new principles for public engagement and guidance for consulting.

