***Example Wording to Launch Service Redesign Formal Consultation***

***For issue to employees, Trade Union colleagues and any other key stakeholders***

***For the Consultation Timeline, dates will be influenced by the duration of consultation period required which your P&OD Advisor can advise on and the key activities can be amended to reflect the specific situation taking account of the Formal Consultation Checklist document***

Dear **[Insert name/all]**

Many thanks for your recent input and feedback at our engagement meeting(s)/staff briefing(s) *(amend as appropriate*) on [*dates*] regarding our Service Redesign/restructure. Having also shared the proposals with Trade Union colleagues (cc), we are now in a position to move into formal consultation and share the draft Business Case in full as a proposal, alongside supporting documents (*list these as appropriate)*.

The timeline below highlights the key dates and activities during the consultation period. Within this timeline you will see that there will be regular check-ins with you all and with Trade Union colleagues. Individual meetings with those whose roles are directly affected by these proposals will also be held. There will be the opportunity for drop-in meetings, questions and discussions as well, as we move through the period.

In line with this timeline, please submit any questions, comments and queries you may have about the proposals by **[insert date]** so that we have plenty of opportunity to explore these to their full potential, make any resulting changes to the Business Case and come back to you with responses. Any written feedback should be submitted to [*insert email address*] and responses will be given to all ideas and points raised, as well as a Frequently Asked Questions (FAQs) list which we will compile and share with you on an ongoing basis for those relating to the specifics of our redesign. Please do not be concerned if you do not receive a direct acknowledgement straight away as this information will be collated for response. For anything which you consider sensitive and personal, for individual response only, please indicate this within your email and a member of SMT will be in touch.

The general information and feedback you provide will be reflected as part of the final Business case, where appropriate. All comments received will be appended with responses as appropriate and, where necessary, will be summarised to ensure anonymity.

**Consultation Timeline**

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| **Milestone Date** | **Key Activities** |
| **[date of this email i.e. consultation launch date]** | * Draft Business case is issued to cluster and Trade Union colleagues. * Colleagues whose posts are proposed to be reduced or removed will be invited to a 1:1 with their line manager within 7 days. |
| **Between now and [insert date in 14 days’ time]** | * A consultation meeting for the team/ cluster will be arranged, to talk through the draft business case, and Trade Union colleagues will be invited. * During this time FAQs will be being collated and responses shared with you as available * We will continue to give the time for staff to ask questions face to face with relevant managers, ensuring individual consultation needs are also being met. |
| **After the [insert date in 14 days’ time]** | * SMT will collate all the feedback received at this point, including electronic, through the cluster meeting, and 1:1s and assess this for any changes to be made to the business case. Responses to be given to staff on these. * We will hold a check-in meeting with Trade Union colleagues to further discuss any emerging questions. Any new information will continue to be shared throughout. * We will hold a drop-in session with SMT to be available to discuss any further feedback. |
| **On or around [insert date in 30 days’ time]** | * A Further Check-in meeting with Trade Union colleagues will take place. We will discuss any changes and assess progress. Any new information will continue to be shared with staff and Trade Unions throughout. * We will begin to assess if consultation is ready to close or whether more time and further information is required. * In between these milestones any follow-up meetings will be convened as required and a check will be put in place to ensure all affected individuals have been consulted and given the opportunity to feedback.   **[Consider allowing time for any further follow-up meetings/discussion time and/or drop ins you may wish to schedule in]** |
| **Date tbc** | * Conclusion of consultation and a close off meeting will be convened between Trade Union colleagues, Chief Officer of Cluster (and Service Managers where relevant). |

Kind regards,

**[Chief Officer Name]**