

## Delivering excellence in consultation

We design our consultations to suit our **clients' needs** and our **unique web-based applications** are customised to the needs of each project. Whether the consultation is about a new policy or a specific development project, we take the same care in providing an **excellent service, working with our clients on every aspect of their consultation project**.

Our processes are stress-tested and our staff are experienced in handling **high-profile, sensitive topics** and **complex and controversial issues**.

## Our Experience

We have delivered high quality consultation analysis for a wide range of projects and schemes for over **twenty years** and have been involved in some of the largest and highest profile consultations.

Recent projects include **Lower Thames Crossing, BBC licence fee concession consultation, Airports National Policy Statement consultation, HS2a and HS2b consultations, Scottish Government Climate Change Bill, Care Quality Commission**.

## Analysis expertise

We have considerable experience of reporting on consultations for **nationally significant infrastructure projects (NSIPs)** and meeting the exacting standards set out by the **Planning Act 2008**. We understand the specific requirements for the **pre-application consultations and engagement**. Traverse (as Dialogue by Design) was involved in some of the earliest DCO applications.

Our team is highly experienced in **multiple types of analysis** – from basic synthesis through to grounded methodology. We can process and review all types of data, being **rigorous in our data handling and security** and are **ISO27001 certified**. Our systems remain **robust and secure** with the transition to fully remote working.

Our systems allow us to manage **high volumes of data**, and we have reported on consultations which have received more than 80,000 responses, maintaining our analytical rigour and meeting the delivery programme.

We maintain a strict **independent position** in all of our analysis work, ensuring that we provide objective and balanced reporting which represents the full range of views. This independence is valued by our clients in demonstrating an **unbiased consultation reporting** process.

## Outputs that meet your needs

Our consultation reporting focuses on **making the outcomes accessible** to a wide audience, using **clear presentation and language and a logical narrative style**. We are experienced in quickly understanding and summarising **complex and technical information** and can combine this with an **in-depth understanding of consultation** to advise on the presentation and materials for consultation,

We can provide reporting in a range of formats, including **narrative reporting, tabular reporting and presentations, tailored to the audiences that you need to reach**.



We start each project by understanding the deliverables that you need: from bespoke data reports to high-level or detailed summary reports, we always present the various issues raised in a **clear, accurate and independent** manner.

We draw on twenty years of experience in consultation analysis and reporting, giving us a **detailed understanding of reporting requirements**, including the requirements of legislative frameworks, perhaps most notably for **Development Consent Orders and hybrid Bills**.

## Magpie: our specialist analysis platform

Our digital consultation platform, **Magpie**, is the latest version of our bespoke consultation software which has been running successfully since 1999.

Magpie provides a **robust, fully auditable and transparent process** in which individual responses – whether these are posted, emailed or submitted online – can be tracked from receipt to report.

Magpie also offers clients **visibility of the process**, using a live 'review site' that gives our clients access to the responses and the ongoing analysis in real time. Using reports and dashboards you can track response rates, view responses and see the progress and ongoing outputs from analysis.



## Ways we can support you

Our systems allow us to **quickly mobilise**, and we can step in to provide support at short notice.

We are dedicated to ensuring consultation is delivered to the highest quality, ensuring that stakeholders have a voice. We're keen to share our experience and can offer **training and advice** on a consultancy basis to help you develop your in-house expertise.

We also offer **strategic support** (a call-off contract), working closely with your teams as an extension of your resource to be available online and on the phone whenever you need, ready to mobilise staff to complete tasks on an ad hoc basis.

The **techniques and approaches that we have developed for consultation are applicable in other areas** – anything that requires managing, analysing, structuring or responding to large volumes of data to provide outputs that are both appealing and easy to use.

## A comprehensive offer

In addition to our specialism in consultation, we can draw on the full range of skills from across Traverse, providing on-hand expertise in **engagement, research, evaluation, organisational design, quantitative and qualitative analysis, social research and social investment**.

As a multi-faceted organisation, we both understand the role of consultation within a wider programme of delivery and can provide support on activities alongside consultation.

## Contact us

**Helen Ashley, Head of Consultation and Head of Science and Technology** – [helen.ashley@traverse.ltd](mailto:helen.ashley@traverse.ltd)

**Dan Barrett, Head of Consultation and Head of Infrastructure** – [dan.barrett@traverse.ltd](mailto:dan.barrett@traverse.ltd), +44 (0)7702515709