

# GLA Group Consultations Report

City Hall, Crystal Building skyline

## Key information

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The **GLA Oversight Committee** has investigated best practice and delivery of consultations due to their vital importance as a democratic tool for Londoners to have their say and shape their city.

The Committee's investigation heard extensive evidence from external experts in delivery that consultation matters because it improves project and policy outcomes by ensuring that they are informed by people's actual experiences, views and insights. It matters because giving people a voice on the issues that affect them helps to build trusting relationships, community cohesiveness and people's sense of belonging in their city.

This report calls for the GLA Group to develop a GLA Group-wide set of consultation principles. Londoners should know what they can expect from a GLA Group consultation and have a minimum standard against which they can hold GLA Group organisations to account. This report sets out **17 recommendations** on what these consultation principles should include, based on our research of good practice and the expert evidence we heard.

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