



CODE OF BEST PRACTICE ON CONSULTATION AND COMMUNITY ENGAGEMENT

1. Purpose

1.1 Understanding the needs of our communities and residents is essential to sound decision-making and the provision of efficient and effective public services. Consultation and community engagement can increase our understanding of community needs.

1.2 This code of practice aims to establish clear principles to guide Council Departments in ensuring a more structured, proportionate and appropriate approach to consultation.

2. What is Community Engagement?

2.1 Community engagement is the active participation of our local residents and community groups in the decisions that affect their lives. These decisions may include issues related to the improvement, delivery and evaluation of services. They can also be about giving our residents a voice both as individuals within their communities and by building sustainable and empowered community groups.

2.2 Community engagement is about listening and learning, engaging in meaningful dialogue with our residents and community groups, including those people who are already using our services and those who are not.

2.3 It is an opportunity to find out what is important to them and to explore more fully why they feel the way they do about their lives, their neighbourhood, their local area, their city.

3. What is Consultation?

3.1 Consultation is the process by which the Council will seek advice, information and opinions about strategies, policies and services to inform our decision-making and help design good services.

3.2 Consultation may include, for example, surveys, questionnaires, focus groups, public meetings, user and resident forums - different techniques will be appropriate in different circumstances. Consultation is a key process in community engagement.

4. Why does Community Engagement matter?

4.1 Establishing effective working relationships between the Council and its residents and local community groups will ensure that the aspirations and needs of local people are understood and, where possible, acted upon.

4.2 Strengthened relationships with the Council and its partners may also lead to an increase in local citizen activity and active democracy, building a sense of civic responsibility in those who get involved.

4.3 Effective community engagement and consultation can help ensure the Council is providing the services that residents really need, in the way that residents want to access them. It can help inform investment and spending decisions to help make sure services and scarce resources are targeted most effectively where need and demand exist.

5. The Duty to Involve

5.1 Section 138 of the Local Government and Public Involvement in Health Act came into effect on 1 April 2009. It imposes a duty on all councils to involve 'local representatives' when carrying out any of its functions by providing information, consulting or 'involving in another way'.

6. Statement of Community Involvement

6.1 The Planning and Compulsory Purchase Act 2004 made it a requirement for local authorities to prepare a Statement of Community Involvement. The Council introduced its statement called '[A Consultation Strategy for Planning in Cambridge](#)' in 2007.

6.2 This Code of Practice is intended to complement and not override this statement of community involvement or the legal requirements to consult on planning policies and applications, or any other statutorily determined consultation processes and requirements, for instance those relating to the Council's tenants and its housing and planning functions.

7. The Cambridgeshire Compact

7.1 In February 2007 the City Council signed up to the Cambridgeshire Compact. This is a partnership agreement between statutory bodies and the voluntary and community sector designed to improve relationships and set a framework for effective consultation, representation and partnership working. This Code of Practice is intended to complement and not override the Compact.

8. The Council's Vision

8.1 The Council introduced a new vision for the future of the City in 2010, which we share with Cambridge citizens and with partner organisations. In particular, two elements of this vision relate to the Council's approach to consultation and community engagement:

- *A city whose citizens feel they can influence public decision-making and are equally keen to pursue individual and community initiatives.*
- *A city which is diverse and tolerant, values activities which bring people together and where everyone has a stake in the community.*

8.2 More effective consultation and community engagement is one important strand of the Council's ambitions to be transparent and accountable to Cambridge's residents.

9. Guiding principles for undertaking Consultation and Community Engagement

9.1 In conducting consultation and engaging with the community the City Council will focus on openness; accessibility and inclusiveness; and transparency and accountability. The City Council will:

Openness

- i. be clear about which issues/decisions/actions are already decided and which are open to consultation and debate (and on which we are therefore seeking residents', community groups' and other stakeholders' views).
- ii. be clear at the outset about how and when residents and community groups can get involved and make their views known; how their views and involvement will be used; and (wherever possible) how the decision will be made, when and by whom
- iii. engage residents and community groups sufficiently early in the decision-making process to enable their views to genuinely inform the final decision, wherever possible

Accountability

- iv. provide a named contact person for further information
- v. ensure that all councillors are notified of all major consultations, and that ward councillors, as representatives of their communities, are advised of any consultation or community engagement activities that affect their wards
- vi. work jointly with our partner organisations to undertake consultation and community engagement activities when this is the most appropriate and efficient way of using collective resources

Accessibility and inclusiveness

- vii. ensure that all our residents and community groups have the opportunity to take part in our consultation and community engagement activities regardless of age, gender, gender reassignment, disability, ethnicity, race, religion or belief or sexual orientation

- viii. listen to, learn from, respect and value the views of all participants
- ix. make paper copies of consultation documents available at council buildings and not rely solely on electronic methods of consulting and reporting consultation results
- x. ensure that the venues used for consultation and community engagement activities are accessible to all who wish to participate
- xi. ensure that the times when consultation and community engagement activities take place and the time given to respond to consultation are reasonable and appropriate
- xii. use appropriate consultation and community engagement methods, including electronic methods where appropriate, according to the issues being addressed and the nature of the consultee group. We will pay particular attention to methods likely to engage vulnerable and socially excluded residents or groups where those groups are potentially affected by decisions.
- xiii. aim for our consultation and community engagement to be participant-driven whenever possible

Transparency

- xiv. be able to explain why consultation was undertaken in a certain way (or not undertaken), making this clear for instance in committee reports where appropriate.
- xv. support Council staff involved in planning and running consultation and community events to develop the appropriate skills to do so effectively
- xvi. ensure that information provided to support community engagement in decision-making is clear, accessible and sufficient to tell people what they need to know, promoting consultations through press notices, the Council's website and other media as appropriate.

- xvii. publish a summary of consultation responses received and explain how these responses have been used in informing the final decision (and if not, why not) as far as possible.
- xviii. ensure that feedback is available to participants on the results of their involvement and the decisions made and keep them informed of progress in implementing the decisions

9.2 In certain circumstances it may not be appropriate for the City Council to undertake consultation or community engagement activities. Such circumstances include:

- if the decision(s) has actually already been made
- if the decision(s) relate to things that the law requires that the Council does in a particular way (i.e. where the Council has no choice on whether / how something is done)
- if the Council needs to make decisions very quickly and does not have time for consultation and engagement
- if limited resources mean that the Council has little or no option about a decision or course of action
- if the size or nature of the decision is such that consultation or community engagement would not be cost effective, proportionate or reasonable
- if the Council's purpose is simply to convey information and it is not seeking a response.

9.3 The Council will make it clear why it is not consulting in any circumstances where it might decide it would not be proportionate or appropriate to consult widely on decisions with a significant impact on residents.

10. Reviewing the Implementation of the Code of Practice

10.1 The Council will review the impact and content of this Code of Practice after one year of operation, in consultation with Ward Councillors, council staff, partner organisations and residents and community groups.

11. For Further Information

Section 138 of the Local Government and Public Involvement in Health Act 2007

<http://www.legislation.gov.uk/ukpga/2007/28/section/138>

'A Consultation Strategy for Planning in Cambridge' - September 2007

<http://www.cambridge.gov.uk/ccm/content/planning-and-building-control/planning-policy/local-development-framework/statement-of-community-involvement.en>

The Cambridgeshire Compact – February 2007

<http://www.cambridgeshire.gov.uk/council/depts/community/engagement/compact/>

HM Government Code of Practice on Consultation – July 2008

<http://www.berr.gov.uk/files/file47158.pdf>

This Code of Practice has been prepared in consultation with a variety of consultees including Ward Councillors, council staff, partner organisations and residents and community groups.

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