



Dundee Community Planning Partnership

Engagement and Participation Framework

Working together...making a difference
Building stronger communities

Foreword

The past year has been a challenging and difficult time for everyone. We have faced the biggest threat to our health and wellbeing and everyone has had to deal with a different and restricted way of living. Public services have adapted to working in a different way with restrictions on service delivery and having to balance on line delivery whilst ensuring we still have contact with communities; which we maintained through Community hubs and our Community Centres.

Whilst we have faced many difficulties over the past year one of the overwhelming messages of hope has been the response from communities to help each other. We have seen record numbers of volunteers come forward, city wide food provision being rolled out, delivery of medicines, telephone and on-line support and helping with the vaccine roll out.

People in communities have continued to be involved in the life and decisions of the city, mainly through participating in online forums. The City Council and partners have continued to look at ways to involve people in communities and have sought to identify issues and gain feedback on the impact of lockdown and Covid.

As a result of this engagement we have good information from all sections of the community on what the negative and positive impacts on them have been and we are looking to use this as a starting point to plan our recovery and involve the citizens of Dundee in decisions about shaping the future.

We have a strong record of community engagement and involvement and we wish to build on that to ensure that we look to involve as many people as possible in future decision making. We wish to capture the new sense of community that has emerged and work with the new networks and people, to help us going forward. We want our recovery to be meaningful and developed in partnership with the people of Dundee.

This Framework for Engagement and Participation sets out the principles and guidelines which our engagement work with follow. It represents the commitment given by the Dundee Partnership to involve communities and to ensure high quality standards are followed which are fair, inclusive and appropriate to the situation.

Let's build our recovery together

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Introduction

Dundee is a city built on the resilience and creativity of those who live and work in it. It is people working together to make positive change which creates a strong sense of community. This is achieved through the collective efforts of Dundee's people, private, public and third sector partners working to regenerate and renew Scotland's sunniest city, coming together as Dundee's Community Planning Partnership.

This collective effort has never been more relevant than now. The City and its people need to work together to identify and address priorities and plan recovery to build back from a world wide pandemic.

The Partnership is committed to developing closer relationships with its services and communities by working better together with people of all ages, engaging with them as genuine partners in the city's rediscovery and renewal.

This Engagement and Participation Framework builds on the many examples of positive collaboration with services and the people of the city and is set within the legislative powers given to communities, through The Community Empowerment (Scotland) Act, 2015.

This Framework creates the conditions for the Partnership to work more closely together and with local people to make a real difference by improving life chances and building stronger, more inclusive communities. The Framework reaffirms the Partnership's commitment to engagement and participation to help achieve the vision set out in **The City Plan**:

“Dundee will have a strong and sustainable city economy that will provide jobs for the people of Dundee, retain more graduates and make the city a magnet for new talent, offer real choice and opportunity in a city that has tackled the root causes of social and economic exclusion, creating a community which is healthy, safe, confident, educated and empowered, be a vibrant and attractive city with an excellent quality of life where people choose to live, learn, work and visit”

(Dundee Partnership - City Plan for Dundee 2017 to 2026)



About the Engagement and Participation Framework

Engagement and participation underpins the work of the partnership, not as a set model. Rather, it is a framework of guiding principles, strategies, and approaches matched to the situation and communities as required.

This Framework sets out how the Dundee Partnership will adopt a common underlying approach to engagement and participation and will be the guiding principles for this work. Although positive engagement and participation is happening, the Framework will raise the profile and improve the quality and co-ordination of activity across the city.

The Framework will:

- Establish a common understanding of and commitment to high-quality engagement and participation across all organisations, partnerships and sectors within the Partnership
- Set clear and specific standards for engagement and participation for all members of the Partnership to adopt
- Identify actions the Partnership will take to make sure the Framework makes a difference to people, communities and public services

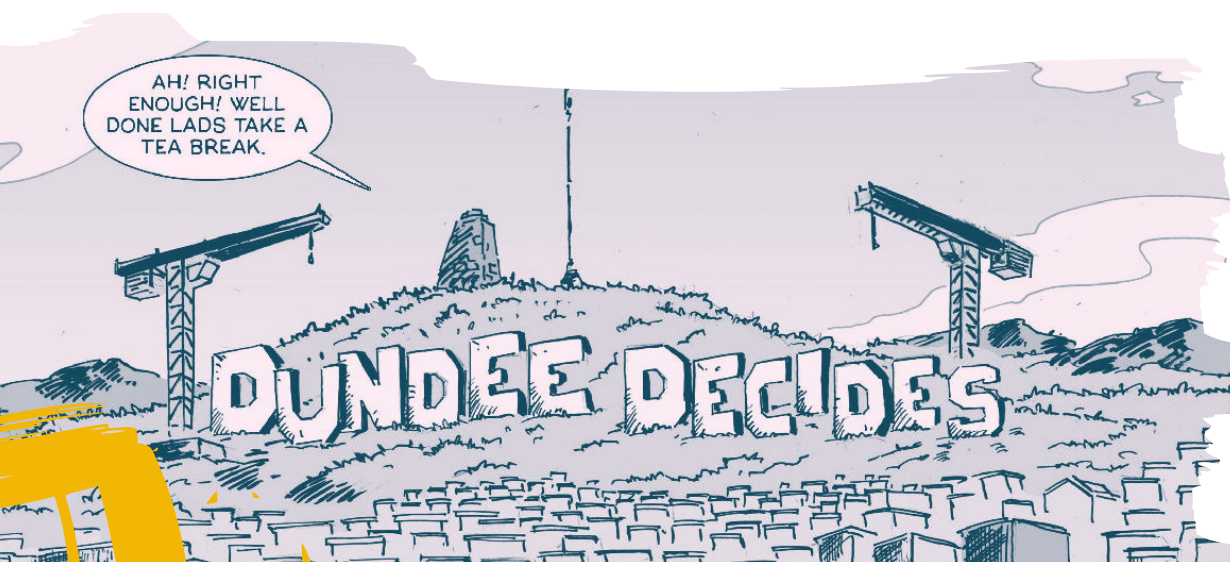
The Framework is for everyone involved in engagement and participation, including:



Those developing engagement and participation approaches, to help them engage meaningfully with people and communities



Those taking part in engagement and participation processes, to help them know what they should expect and how to get involved



What do we mean by engagement and participation?

Engagement and participation is a process which puts people at the centre, providing people with opportunities to identify issues of importance to them and have a say in decisions and shape outcomes of services and plans which affect them.

It is not a single activity or one off activity; **it is a way of working**. It is about inclusion and involvement, input and influence. It encourages everyone involved to work better together to improve understanding and develop joint solutions which make the best of everyone's skills and resources.

The partnership's commitment to engagement and participation done well, through a willingness to work with others towards a common goal, aims to:



Improve the way public services are planned and delivered



Make sure people who find it difficult to get involved are supported to participate



Bring together the various strengths in communities and across public services to make a difference to people's lives



Develop positive relationships between public services, people and communities, building trust and collaboration

Framework










The **Framework** will help the Partnership to develop a common approach to high quality engagement across the city, guided by

- IAP2 Spectrum for Public Participation *to determine the level of engagement required*
- National Standards for Community Engagement *to achieve high quality engagement*
- The Community Empowerment (Scotland) Act, 2015 *to identify additional opportunities for meaningful engagement*
- Participatory Budgeting Charter for Scotland

Guiding Principles for Engagement and Participation

Engagement and participation is a planned process which, done well, follows a set of guiding principles to ensure that it is informed and transparent and developed in partnership with people and communities.

Partners will make sure the following principles are taken into account:

-  Partners will be clear about the purpose and limitations of the activity, especially in terms of what those involved can and cannot influence
-  Local people will be meaningfully involved from the early planning stage to allow them to shape and influence the process
-  Communication about planned engagement across the partnership will help to avoid duplication and identify opportunities for co-ordinating activity
-  A knowledge of community needs, issues and priorities is equally important both in helping to understand the local context and in finding out what is important to local people
-  People are more likely to engage through existing networks and community links and partners should make every effort to engage with them in the places and spaces they use
-  Thinking about methods of communication, the language used and approach taken is important to ensure that the engagement is inclusive, representative and meaningful
-  Effective engagement involves a process of building trust and relationships which takes time but is essential for creating genuine ownership of the process
-  Flexibility and responsiveness will ensure that the process is inclusive and productive
-  Those who take part in the process must receive feedback from partners on how their views have influenced both the process and the outcome of the engagement

The IAP2 Spectrum for Public Participation

In adopting the IAP2 Spectrum of Public Participation, partners will determine the level of engagement and participation which will achieve the best outcomes. It is important that this is determined at the outset so that everyone involved is clear about the level of engagement and the desired outcome. Each level includes a GOAL and a PROMISE which will help partners to make sure that any level taken involves good quality engagement and participation, leading to positive outcomes for everyone involved. All levels are equally important. For example, making sure high quality information is available for all (inform) is as important as supporting people to take greater control of local assets (empower) and by determining this at the outset of the exercise, partners will ensure that people's expectations are met.

Increasing level of involvement and impact					
	inform	consult	involve	collaborate	empower
Goal	To provide balanced and objective information in a timely manner	To obtain feedback on analysis, issues, alternatives and decisions	To work with people and communities to make sure that concerns and aspirations are considered and understood	To partner with people and communities in each aspect of the decision making	To place the final decision making in the hands of people and communities
Promise	We will keep you informed	We will listen to and acknowledge your concerns	We will work with you to ensure your concerns and aspirations are directly reflected in the decisions made	We will look to you for advice and ideas and include this in the decision making as much as possible	We will implement what you decide

The National Standards for Community Engagement

Once the level of engagement and participation is understood, partners will adopt the National Standards for Community Engagement to support and inform the process. Partners will use the 7 national standards to achieve the best outcomes.

1. Inclusion

Partners will identify and involve the people and organisations that are affected by the focus of the engagement and put in place measures to reach and engage those with protected characteristics, as well as those who may find it difficult to engage due to social or economic factors.

2. Support

Partners will identify and overcome any barriers to participation by undertaking an assessment of support needs and taking action to reduce or remove any barriers. This will help partners to better understand what actions can be taken to include those who might find it difficult to take part in engagement activities.

3. Planning

Partners will agree a clear aim for the engagement which is based on a shared understanding of community needs and ambitions. This will help partners to set out what the engagement activity is hoping to achieve whilst providing the opportunity to develop a detailed and agreed engagement plan.

4. Working Together

Partners will work effectively together to achieve the aims of the engagement, making sure that roles and responsibilities of all those involved are agreed and understood. This will also help to ensure that those involved are supported to develop their skills and confidence throughout the process.

5. Methods

Partners will choose methods of engagement that are fit for purpose. This will help partners to improve their awareness of the range of methods available, making sure the chosen methods are the most appropriate for the purpose of the engagement, adapted as required throughout the process.

6. Communication

Partners will communicate clearly and regularly with the people, organisations and communities affected by the engagement. This will help partners to ensure that systems are in place to make sure that those affected by the engagement are regularly informed throughout the process.






7. Impact

Partners will assess the impact of the engagement and use the learning to improve future engagement practice. This will help partners to ensure that engagement practice improves and that the wider community is informed about how the engagement has influenced decisions and what has changed as a result.



The Community Empowerment (Scotland) Act, 2015

The Community Empowerment (Scotland) Act, 2015 helps people to do more for themselves and have a greater say in decisions that affect them. Organisations that run public services must make sure they listen to what people and communities want and that everyone has the same chances in life. These organisations are known as public bodies and this includes all the members of Dundee's Community Planning Partnership who will deliver on the Act to ensure that:

-  Community planning is stronger and better and gives people and communities more of a say in how public services are planned and delivered
-  People and communities are involved in identifying needs and issues and taking action on these
-  Communities are supported to buy or otherwise have greater control over local assets
-  Participation requests are met
-  People are involved in budget decisions through Participatory budgeting (PB)

The Partnership will make best use of the opportunities set out within the Act, including:

Local Outcome Improvement Plan

Community Planning is how public bodies work together and with the community in each council area to make life better for people. Partners make plans for local areas which describe the local priorities, what improvements are planned and when these improvement will be made. The plan should meet the needs and ambitions of local people, so their voices are especially important. In Dundee this plan is called **The City Plan**.



Local Community Planning

Local Community Planning is about working together to plan and deliver services that make a real difference to people's lives. The plans are based on what matters most to local people who work together with public body representatives to improve lives and communities. In Dundee there is a **Local Community Plan** for each of the eight wards in the city.

Participatory Budgeting (PB)

Participatory Budgeting is a democratic way for people to have a direct say on how public money is spent. It gives people the opportunity to identify and discuss what matters to them in their communities and to vote on their priorities. The PB Charter for Scotland can help to make good PB happen. **Dundee Decides** was an innovative PB programme which allocated £1.2m of public money for local people to decide how the money could be used to improve communities across the city.

Community Asset Transfer

Communities can be stronger when land or buildings are owned or managed by local people. The Act gives local people new rights to request to take over public assets such as empty schools or local parks and woodlands. Local people can form community organisations to use public assets to develop local services and activities and make there are a better place to live.

Participation Requests

Public bodies should work with communities to make sure their services do what people need. If a community group has an idea about how to make services better, they can make a participation request to the public body that runs the service. The public body will listen to the community group's idea and talk to them about how it might work. Afterwards the public body will write a report to say what happened, if the service worked better and how the community group helped.

For more information on [the Act](#)



Resources to assist effective Engagement and Participation

Community Planning Partners will achieve effective engagement by following the steps above and accessing the tools and resources available:

- **IAP2 Spectrum of Public Participation**

International Association of Public Participation

The IAP2 Spectrum is a useful resource for planning a calendar of engagement and participation activity across all levels. The resource can also help partners to explore and agree upon the different types of engagement and participation activity they wish to undertake.

For more detail about [The Spectrum](#)

- **The National Standards for Community Engagement**

Scottish Community Development Centre

Partners will use the National Standards to plan, deliver and review engagement and participation activity. The Standards will help partners to undertake effective engagement and participation and develop high quality practice.

For more detail about [The Standards](#)

- **VOICE**

Voice has been developed and supported by the Scottish Government to implement the National Standards. Voice can support partners to design and deliver effective engagement and participation activity. The resource will help the Dundee Partnership develop a common approach for planning, evaluating and recording outcomes from engagement and participation activity.

For more detailed information about [VOICE and access to a range of resources](#)

- **The Community Empowerment Act, Scotland**

Scottish Government

The Act will encourage partners to give people and communities more of a say in how public services are planned and delivered. Partners will explore opportunities to implement aspects of the Act related to planned engagement and participation activity.

For more detail about [The Act](#)

For more detail about [Participatory Budgeting](#)

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