

APPENDIX “A”

City of London Community Engagement Policy

Policy Statement:

All Londoners have the right to participate in clear and transparent public engagement processes in a timely, meaningful and appropriate way. We believe in inclusive community engagement processes to ensure quality communication, citizen involvement and community participation across a variety of options - inform, consult, collaborate, empower. We also believe that community engagement is a mutual responsibility of both the City of London and community members.

London City Council and Civic Administration recognize that decisions are improved by engaging citizens. We are committed to meaningful engagement that is open, accessible, inclusive and responsive, and within the City's ability to finance and resource.

Vision:

All Londoners working together for a better future.

Mission:

Effectively inform, educate and engage citizens in a transparent and collaborative manner that promotes greater participation in municipal government.

Definitions of Community Engagement:

Community engagement is the process of meaningful two-way dialogue and participation in forming decisions that affect the community. The community engagement process is transparent, responsive, inclusive and empowering and is based on realistic expectations, mutual respect and trust.

Key Success Factors

Council and Civic Administration have a responsibility to foster and support an environment where the following conditions for success are made possible and incorporated into all engagement efforts.

Mutual Respect and Inclusion

All participants will listen and respect different opinions, be flexible in how we interact and be open to considering alternatives.

Accessibility

Information and communications are easy to find, access and understand.

Shared Responsibility

Both the City and the community have responsibilities to fulfill in honouring the implementation of the Community Engagement Policy and both will endeavour to meet these responsibilities.

Transparency

All processes will be open, understandable, transparent and inclusive. All participants will make the best effort to reach, involve and hear from all those who are directly and indirectly affected.

Realistic Expectations

At each level of engagement, all participants will understand their roles, responsibilities and authority and will understand that the interest of the community may be greater than the interest of individuals.

Responsiveness

All participants will listen and respond to concerns in a timely manner, ensuring that outcomes and next steps are communicated.

Community Engagement Framework:

This policy includes a variety of options for communicating with and involving citizens.

| | Inform | Consult | Collaborate | Empower |
|---|--|--|--|---|
| Purpose of this Type of Engagement | Provide detailed information and awareness to the public | Obtain public feedback on alternatives and/or decisions in order to inform decision making | Partner with stakeholders in all steps of the process, including the development of strategies and recommendations and the identification of preferred solutions | Citizens initiate and develop projects and/or make final decisions and/or implement the decisions |
| City's Responsibility: "Our Commitment to the Public" | We will keep you informed by providing you with timely, accurate and accessible information. | We will listen to you, acknowledge your concerns and seek to listen to diverse perspectives. | We will facilitate a two way conversation which is collaborative and work with you to address your concerns and incorporate your advice. | We will encourage and support citizens in identifying issues, developing priorities and implementing decisions. We will support and accept your decisions |
| Community's Responsibility: "Our Commitment to the City" | We are attentive to information that is available and will be informed by actively seek out timely, accurate information. | We will participate and share our knowledge and views. We recognize that not all input may be reflected in the final decision. | We will provide advice and share knowledge. We will cooperate with you to formulate solutions and recommendations. | We will actively participate and we will encourage others to do so, taking ownership and responsibility regardless of outcome. |
| Guideposts for Use of Each Level of Engagement | <ul style="list-style-type: none"> ▪ Decision has already been made ▪ Not looking for feedback ▪ City has control to make the decision and implement it | <ul style="list-style-type: none"> ▪ City has control to make the decision and implement but wants some feedback before making a final decision | <ul style="list-style-type: none"> ▪ City cannot make a decision and implement by itself ▪ Shared decision making with other partners | <ul style="list-style-type: none"> ▪ Citizens make the decision and may implement ▪ City may facilitate or support implementation |

Evaluation Outcomes:

The City of London is committed to ensuring that the Community Engagement Policy stays relevant and achieves its intended outcomes. We will know if we have been successful in the area of community engagement if the following outcomes are achieved:

