Community Engagement Charter

FALKIRK COUNCIL

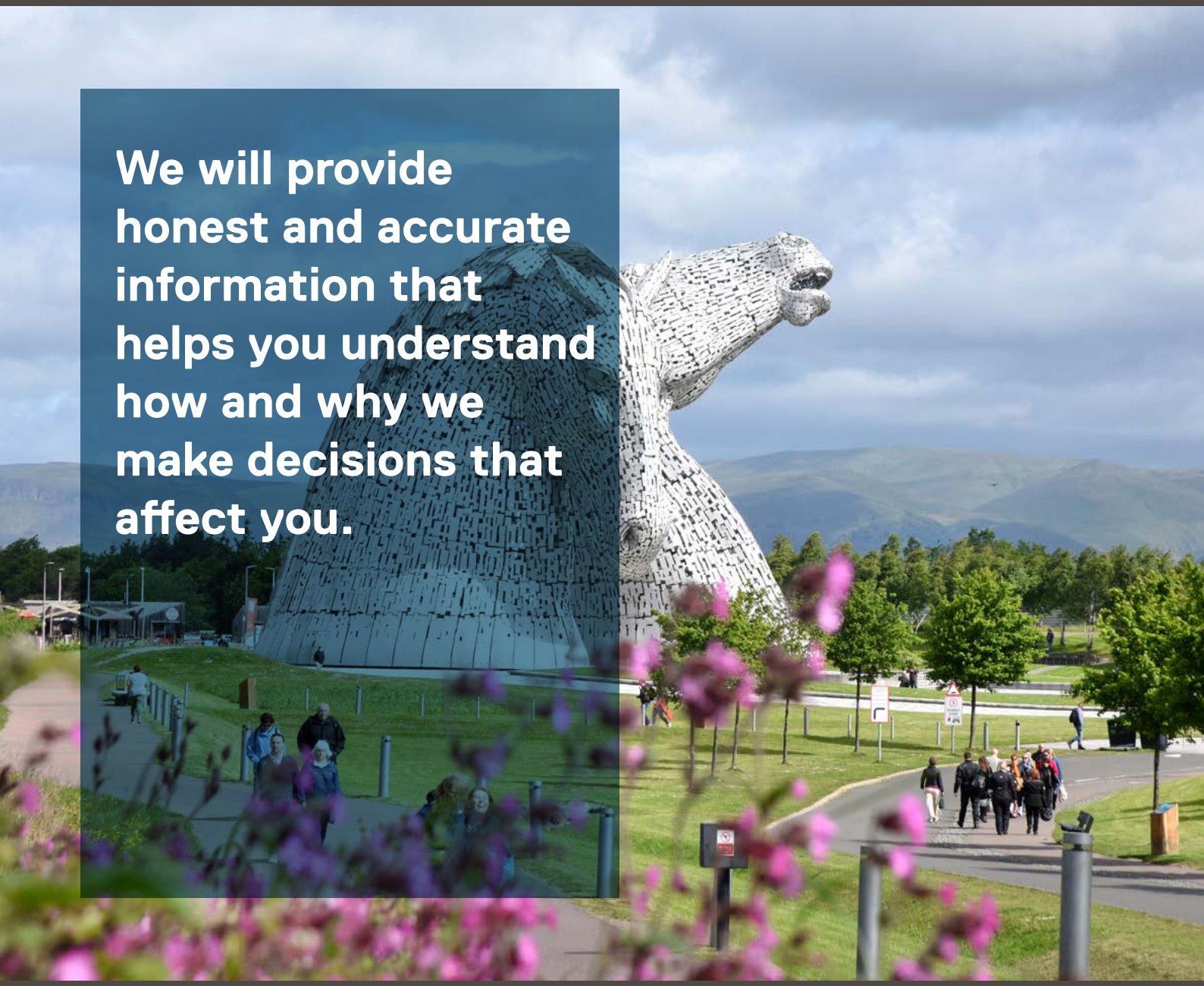
This Community Engagement Charter is our commitment to:

‘Support the continued development of strong communities where inequalities are reduced and lives are improved’

We believe that effective community engagement is vital to creating trust, honesty and constructive dialogue between our citizens, communities and Falkirk Council.

The principles of this Charter are embedded in the Council’s Community Engagement Strategy and reflect the requirements of the National Standards for Community Engagement.

Inform



We will provide honest and accurate information that helps you understand how and why we make decisions that affect you.

To achieve this, we will:

- Always share the results of engagements that you participate in and explain how these will be used to inform decisions
- Ensure that you have enough information and time to allow you to consider and respond effectively to consultations
- Use methods of communication during the engagement process which use plain language and meet the needs of all participants

Consult

We will ask for your feedback and opinion on issues that affect you

To achieve this, we will:

- Ensure that opportunities for consultation are available for, and communicated to, everyone
- Engage at the earliest opportunity with people and groups who are affected by the issue(s) under consideration
- Ensure that surveys are designed to allow participants to share additional information and ideas

Involve

We will work with you to ensure your concerns and aspirations are understood and considered

To achieve this, we will:

- Facilitate two-way conversations that allow for discussion and debate
- Ensure that your views and concerns are reflected in the decisions taken

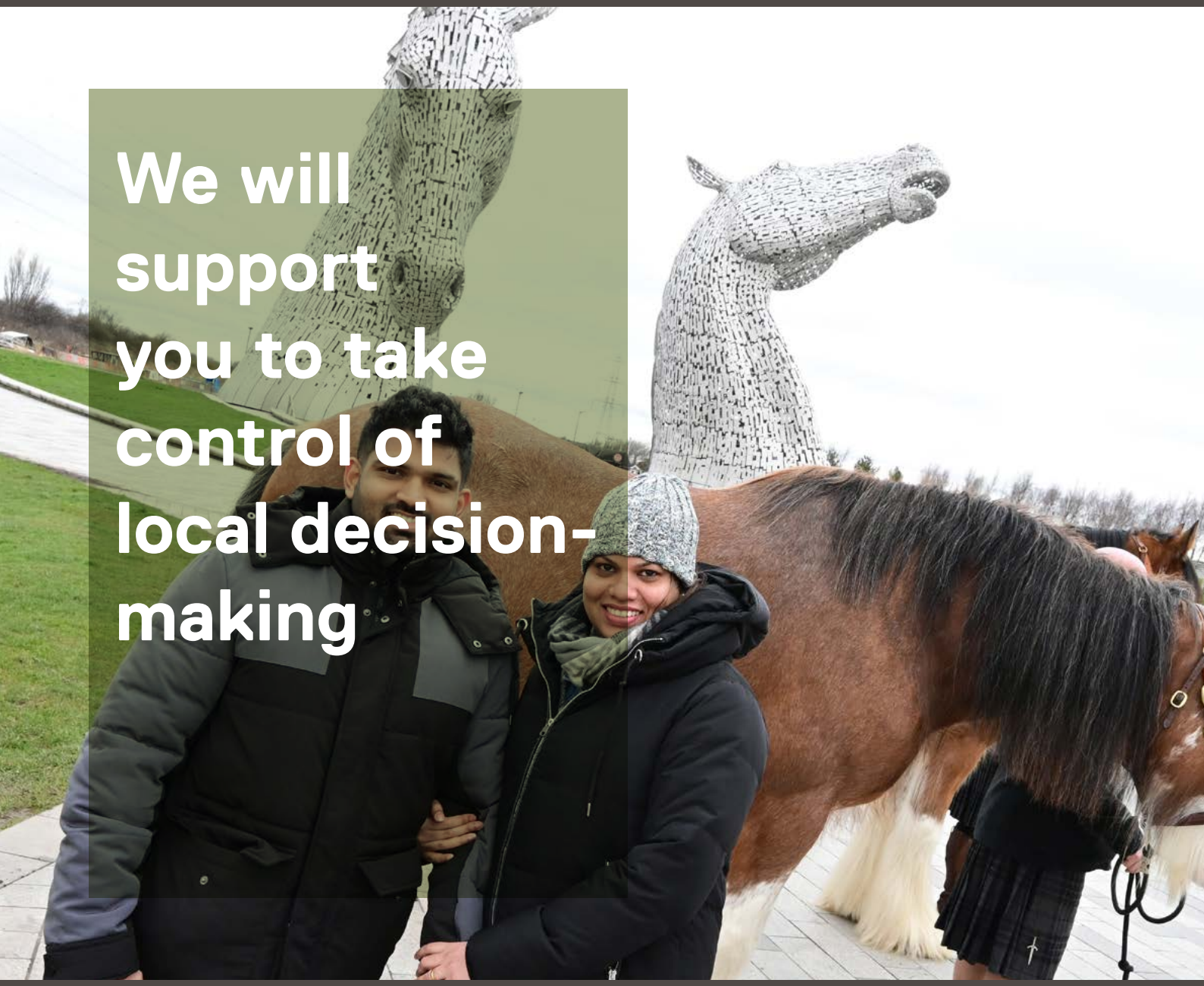
Collaborate

We will look to you for advice and ideas and make decisions together

To achieve this, we will:

- Work with you as equal partners in the engagement process
- Work with you to build consensus around decisions that can realistically be implemented by the Council, by the community, or both
- Work with you to co-design solutions to issues that affect you

Delegate



We will support you to take control of local decision-making

To achieve this, we will:

- Support you to take decisions and deliver community-led action in your community
- Support you to take decisions which improve Council service delivery
- Regard you as an equal partner in decision-making and allocation of resources