

Perth & Kinross Council

Housing & Environment

Policy for Successful Engagement

Introduction

The services we provide in Housing & Environment interact with our communities and residents on a daily basis. We aim to serve our communities and residents effectively by informing, consulting and engaging with them over what we can do, and how we can work together to meet their needs and priorities.

By engaging effectively;

- we manage public expectation by being transparent about when public involvement can meaningfully help shape decision making, while being clear about circumstances where there are limitations, such as where we are bound by statutory requirement.
- we make better decisions, which better meets the needs of our communities, when we work together in the design and delivery of our services.
- it enhances what we do, as it builds on the local knowledge, local community networks, and other expertise of individuals, stakeholders and communities.
- it makes the best use of our resources – by engaging with our communities, we are more likely to get things right first time.

Housing and Environment can point to many excellent examples of community engagement in our work, and in some cases we have statutory requirements for engagement that we must comply with. The purpose of the policy is to ensure that we achieve a consistent standard of engagement in everything that we do, so our own staff, residents, communities and elected members know what standards to expect, and can ensure we are developing and delivering our services to these standards.

Although this policy applies to services directly delivered by Housing and Environment staff, we will use our influence, wherever possible, to ensure that others, who carry out activities relevant to our functions, follow the same principles as detailed in this Policy and its associated Framework. This policy includes:

- our own activities where we are intending to make changes (e.g. roadworks, new play parks, changes to bin collection days).
- organisations we commission to carry out work on our behalf (e.g. contractors and specialists)

- organisations we can influence in other ways (e.g. working with partners to deliver entertainment events; organisations delivering services for communities which we have regulatory influence over; utility companies; community groups which carry out services in their local areas).

Our Objective

To serve our communities and residents effectively by informing, consulting and engaging with them, over what we can do, and how we can work together, to meet their needs and priorities – with this approach fully integrated into our service design and delivery across all our activities.

Our Engagement Culture

We know that for this approach to be effective, we need to adopt behaviours, where an open approach to engagement is embedded in what we do, because we understand the benefits in engaging successfully; we know how to carry out engagement effectively; and we communicate the outcomes well.

Making it Happen

This policy is supported by:

- a Framework for delivering consultation and engagement.
- an Action Plan for embedding our Policy, the Framework, and positive behaviours towards effective consultation and engagement across Housing and Environment.

Barbara Renton
Executive Director
Housing & Environment

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