



Good Engagement Charter

- 1. We will be clear about why there is a need to engage with our community**
The reasons for involving people must be clear from the start
- 2. We will make sure that we work with partners when engaging with our community**
People do not like being asked about the same thing over and over again. A joined-up approach is efficient and increases the likelihood of people taking part.
- 3. We will make sure there is plenty of time for engagement**
We will give people plenty of time to give their opinions and will arrange events at different times so that more people can take part.
- 4. We will use a range of different ways for people to have their say**
Some people like to talk in groups; others prefer to complete an online survey or to tell one person their ideas. We will be inclusive and tailor our activities to the people we are hoping will take part.
- 5. We will be open, honest and transparent when engaging with our community** Agencies carrying out engagement activity should be open and honest about what can and cannot be influenced - including any constraints and boundaries - giving reasons for this.
- 6. We will make sure that information is accessible by all**
Information needs to be accessible, clear, understandable, and relevant. It also needs to be presented in the correct format for the audience.
- 7. We will provide people with regular feedback when engaging with them**
Results of engagement should be easily accessible to people who wish to view it - especially those people affected by the results of the consultation activity.
- 8. We will recognise best practice and make sure that it is used to inform future engagement with our community**
Engagement that has worked well should be celebrated, shared between partners and also be used to develop future engagement activities.
- 9. We will evaluate the engagement process and make sure that any lessons learned are used to make engagement better in the future**

Engagement will be reviewed to see how well it worked and if it has achieved what it set out to do. The process will also be assessed against the standards outlined here

