

Consultation and Community Engagement Strategy

One page summary



Forest Heath
District Council

The aim of the consultation and community engagement strategy is:

“To ensure that through the use of a wide range of approaches to public consultation and community engagement, Forest Heath District Council actively listens, considers and effectively uses the views of residents, service users, stakeholders and partners as an integral part of its decision-making process, and that its policies and service delivery reflect the aspirations and needs of our communities.”

An effective consultation and community engagement strategy and programme will help the Council to:

- Understand the issues and needs of the local community
- Understand the views of residents and other stakeholders about the services and activities of the Council
- Promote involvement and participation of residents
- Understand the impact of strategies, policies, programme and services on the well-being of communities and the locality

This will lead to better informed, or ‘evidence-based’, decision making and improve the Council’s relationship with the community, enhance its image and raise community awareness of the issues which face the authority.

The strategy sets out:

- The principles underpinning our consultation work
- The framework to support delivery of service area and corporate consultation as well as that completed in partnership with other organisations
- Our consultation quality assurance system
- Roles and responsibilities of those involved in consultation exercises
- Our consultation planning framework

The strategy will be supported by a consultation toolkit that will guide the planning and delivery of consultation and engagement exercises.

Four key areas for improvement have been identified including:

- Improved management and co-ordination of consultation
- Inclusive, targeted consultation utilising a variety of methods to encourage participation
- Improved communication of consultation and feedback of results and decisions
- Improved monitoring and evaluation of consultation exercises

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