

ENGAGEMENT STRATEGY 2015

PEOPLE DIRECTORATE



2015 – 2018
A three year strategy

“Angus is a place where a first class quality of life can be enjoyed by all”

Angus Council Vision

Introduction

This strategy is about improving engagement across the people directorate by listening and involving everyone. Staff will be trained to work to the national standards for community engagement.

What is an Engagement Strategy?

This engagement strategy is a clear guide on how you will have your say and how you can influence decisions.

Why we need an Engagement Strategy

You have the right to be informed and involved in decisions that will affect you. This means that information needs to be available in the right format, at the right time and in the right place.

Engagement is important to make sure you are involved in the planning, developing, delivery and improvement of services.

We want you to tell us about your needs and preferences. Good quality services need to be designed with you and the communities of Angus. Everyone will have the same opportunity to be involved in making decisions in a way that you prefer and understand.

By working more closely with you, we aim to provide a range of services which you and your community require.

What do we want to achieve?

We want:

- to make sure that our services continue to improve
- everyone to be included and respected
- you to feel valued and be able to have “your say”
- you and your community to be at the heart of the service

Our commitment to you

We will make sure that you have:

- clear and easy-to-understand information
- the opportunity for open, honest discussions in a way that you prefer
- the opportunity to be listened to and have your views and opinions heard
- the chance to tell us how well our engagement with you is working
- feedback from our engagement with you and your community

What we will do

We will engage with you in ways that suit you best and we have a range of skills and experience to enable us to do this. By working together to make decisions we will develop good communication and mutual trust.

Who we will engage with

Sometimes our engagement will be open to everyone and sometimes it will be open to smaller groups or individuals depending on the nature of the engagement.

Diagram 1: Who we will engage with



How we will do this

We will do this in different ways such as conversations, surveys, open meetings, newsletters and discussion forums online.

Types of engagement

Diagram 2: Types of engagement



Following any engagement we will share any results with you.

For further information on this engagement strategy please contact the Council's ACCESSLine on 08452 777 778 or email accessline@angus.gov.uk

The content of this publication, or sections of it, can be made available in alternative formats or translated into other community languages. Please contact the Council's ACCESSLine on 08452 777 778 or email accessline@angus.gov.uk.