

Appendix 1



Communication, Engagement, and Consultation Policy

Angus Council Vision

Angus
is a great place
to live, work and visit

1 Introduction

This policy details our commitment to making it easier for everybody in Angus to have a voice in community engagement and consultation undertaken by the council and key partners.

Angus Council believes that all citizens should influence the way in which services are planned, developed, and delivered. This is because we know that by listening to those who work and live in Angus, we can improve the efficiency and effectiveness of our services. We want to build and maintain relationships with communities, and to make sure that when we carry out engagement, it is clear what we are trying to achieve.

It is important that we hear from as many and from a broad mix of Angus Citizens, particularly those who find it difficult to get involved because of language barriers, disability, illness, poverty, or discrimination so that they too can influence decisions made around future of service provision in their lives. Therefore, we want to encourage communication, engagement, and consultation from service users and non-service users, as well as representatives from community organisations; businesses; third sector organisations; private sector; and other partners who help us achieve our vision for Angus.

To be effective and ensure a consistent and joined up approach to all consultation and engagements, a Communication, Engagement and Consultation Framework will be developed which will include:

- A digital platform for all Angus Council services and key partners to use, to ensure that a joined-up approach to engagement and consultation is taken
- Support for reaching citizens that have no access to digital

- Digital methods which are cost-effective and widely accessible at any time, saving resources to support non-digital methods for those for whom digital is a barrier
- Delivering training for all staff that engage and consult with the public, available on Angus Council's Always Learning portal
- The introduction of engagement ambassadors throughout the council

2 Aims

This policy will unify engagement and consultation within Angus, and through the framework will provide the guidance on how we engage to allow as many citizens of Angus to have a voice and shape the way we deliver our services. It will allow Angus Council:

- To gain a clearer understanding of our communities, their needs now and hopes for the future
- To gain better cooperation with all of our citizens, partners, and stakeholders so that working together, we can better address local issues
- To continuously learn from our communities and to use this learning in the planning, development, and delivery of our services
- To use one platform for all consultation and engagement activities for all Angus Council services and key partners
- To hear from as many people as possible – particularly those who find it difficult to be heard
- To increase the amount of community ownership and participation in decision making that impacts people living and or working within the county
- To increase awareness internally within Angus Council that community views matter and their views should be a significant consideration in any decision-making process
- In some instances, the council is legally required to engage with the community. In these cases, the legally required level of community engagement must meet the following criteria to achieve the minimum standard to be fair and lawful
 - be at a time when proposals are still at a formative stage
 - give sufficient reasons for any proposal to permit 'intelligent consideration' and response
 - provide adequate time for consideration and response; and
 - the product of engagement must be conscientiously considered



3 Policy Statement

Angus Council is committed to allow our communities to be strong, resilient, and led by citizens. To achieve this, we will engage with citizens and communities to deliver the right services in the right place at the right time.

This policy will unify engagement and consultation within Angus, and through the framework will provide the guidance on how we engage to allow as many citizens of Angus to have a voice and shape the way we deliver our services.

4 Principles

- 4.1 To provide effective, accountable, honest, open, and accessible communications, consultations, and engagements
- 4.2 To make clear distinctions between communications, consultations, and engagements and ensure that these terms are used appropriately.
- 4.3 To provide clear information in formats accessible to the audience, using consistent communications channels that they prefer and in language which is meaningful to them
- 4.4 To make all Angus Council communication, engagements, and consultations clearly visible as coming from the council, using consistent branding and identity
- 4.5 To provide upskilling opportunities for Angus Council staff to ensure all communication, consultation and engagement activities are delivered following this policy
- 4.6 To employ reasonable and appropriate timelines for communications, consultations, and engagements to ensure sufficient responses
- 4.7 To ensure that there is a clear purpose for the communication, consultation, or engagement
- 4.8 To use a variety of communications, engagement, and consultation tools to inform and develop good practice in all our services
- 4.9 To ensure timely and appropriate feedback on all consultations and engagements that have been carried out
- 4.10 To critically evaluate and learn from projects as they progress to assess the impact, reach and execution of the consultation and engagement undertaken.

5 Scope

This policy applies to all Angus Council staff and will inform partnership working across Angus and the wider area.

It applies to internal and external communications, consultations, and engagements.

Decisions on the level of community engagement beyond that legally required will depend on the decision to be made (or project/service to be delivered), the community's interest to participate, the need to understand the community's view, and the opportunity for the community to influence the decision.