

South Lanarkshire

# Community Engagement and Participation Strategy

2020 – 2025



# Introduction

Introduction by Councillor Maureen Chalmers,  
Chair of South Lanarkshire Community Planning Partnership Board

I'm delighted to be introducing our new strategy showing the commitment we as a partnership are making to involving communities within South Lanarkshire in decision making processes.

The recent response to the Covid – 19 pandemic locally has highlighted the many strengths and assets we have in our communities and by recognising this and working together, we can help bring real and positive change for the better. We value your partnership and our work alongside each other. This strategy and the year one actions we have committed to will help us build on the positive relationships we are developing for the benefit of everyone involved.

Together, we can make a difference.



## Vision

Our communities are at the heart of community planning in South Lanarkshire.



## Year One Actions

We will co-produce a pledge with you committing to putting our communities at the heart of our work.



## Involved and Engaged

We will make sure you are involved in service design and decisions that affect you.

We will engage in real conversations with you about what matters to you and your community.

We will make sure our engagement with you is meaningful and produces results.

### Year One Actions

We will look at how we change our community planning partnership structures and processes to involve communities.

We will work to increase the number of communities taking part in neighbourhood planning.

We will report back to you on the results in our annual reports.

## Clear and Simple

We will use plain language when we communicate with you.

We will use a range of ways to communicate with you.

We will make it easy for you to contact us when you want to.

### Year One Actions

We will work with our communications teams to provide guidance on clear communication.

During the first year of the strategy, we will fund a post which will establish the best ways to communicate, online, face to face and through other routes.

Our information will clearly show you an email address, phone number and website where you can contact us.

## Fair and Flexible

We will view you as our equal partners when you engage with us.

We will show ambition for the people of South Lanarkshire in our work.

We will adapt our processes when possible so that we fit your needs.

### Year One Actions

We will ask you to feed back to us on how you have found our engagement so we can improve.

During this year we will agree with you how our structures can support you to make improvements in your communities.

We will make use of the National Standards for Community Engagement in our planning tools.



## Open and Accountable

We will feed back to you in good time when you speak to us.

We will listen and act on the good and the not so good.

We will show you the actions we have taken from your participation.

## Year One Actions

We will create a "You Said, We Did" section on our website to feed back to you on partnership actions.

Where we cannot act on your feedback, we will explain the reasons clearly in our "You Said, We Did" and to you directly.

We will include in our annual report the actions we have taken as a result of community engagement.

## Safe and Supportive

We will work with you to develop a supportive relationship with you that allows you to participate.

We will support our staff to be confident and skilled in engaging with you.

We will find ways to make it easier for you to have your say.

## Year One Actions

We will hold local conversations within communities about the Community Planning Partnership and how we can work together.

We will roll out initial training across the partnership in community engagement.

We will develop welcoming and safe spaces, online and in person, where you can have your say.



# What are we?

All of our Community Planning Partners are working together to make South Lanarkshire a better place to live and work. We work with each other and with communities to provide the best possible services that local people want and need.

Further information can be found on the Community Planning Partnership website [www.southlanarkshirecommunityplanning.org](http://www.southlanarkshirecommunityplanning.org)

# Who are we?

Our partnership includes a wide range of national and local organisations.



# What are we **trying to achieve?**

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Our aim is to work with communities to deliver better services targeted at reducing poverty and tackling inequalities and deprivation across South Lanarkshire.

# Why does **community engagement and participation matter?**

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We need you to get involved with us to make sure that we are able to deliver the correct services, that we are making improvements, and that we are supporting you to achieve your own priorities within your communities. The way which we do this should be open, transparent and easy for you to get involved with. This strategy sets out our commitment to working alongside you in South Lanarkshire.

# How did we **write the strategy?**

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We involved as many of you as we could. We talked to the groups we knew and asked for feedback on our ideas; then we rewrote and held a series of focus groups to speak to you again. Finally we took the strategy to an online consultation. If you were involved at any stage, we hope you can see your comments reflected in this final version.

If you would like to find out more:

Please contact the Community Engagement Team at [communities@southlanarkshire.gov.uk](mailto:communities@southlanarkshire.gov.uk) or by phone on **0303 123 1017**





If you need this information in another language or format, please contact us to discuss how we can best meet your needs. Phone: 0303 123 1015 Email: [equalities@southlanarkshire.gov.uk](mailto:equalities@southlanarkshire.gov.uk) [www.southlanarkshire.gov.uk](http://www.southlanarkshire.gov.uk)

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