

Increased levels of resident engagement



COMMUNICATIONS	ENGAGEMENT				
Inform	Consult	Involve	Collaborate	Empower	Resilient
Public participation goal:	Public participation goal:	Public participation goal:	Public participation goal:	Public participation goal:	Public participation goal:
To provide the public with the balanced and objective information to assist them in understanding the problems, alternatives, opportunities and / or solutions	To obtain public feedback on analysis, alternatives and/or decisions	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution	To place final decision making in the hands of the public	To make it easier for the public to act on the outcome of the decision and self-serve to meet their own needs
Promise to the public	Promise to the public	Promise to the public	Promise to the public	Promise to the public	Promise to the public
We will keep you informed	We will keep you informed, listen to and acknowledge concerns and provide feedback on how public input influenced the decision	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input informed the decision	We will look to you for direct advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible	We will implement what you decide	We will set an environment that allows you to implement what you decide
Example techniques to consider (options)	Example techniques to consider (options)	Example techniques to consider (options)	Example techniques to consider (options)	Example techniques to consider (options)	Example techniques to consider (options)
Our City Media relations Social media	Quarterly engagement roadshow Social media OBC - survey	Engagement toolkit Facebook live/zoom discussions	My... consultation based on resident engagement principles	Council decision making process	Creating resilient communities programme Ward committee funding

Annex 1C – Engagement spectrum

Our big conversation