



# Charter for Public Participation

A paper for Kensington and Chelsea Council

September 20, 2019

## Kensington and Chelsea Social Council

In conjunction with

**Grenfell Network Group**

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Photography by Joe Batty, "The next step"

## About this paper

This paper proposing contents of a Charter for Public Participation is the initiative of Kensington and Chelsea Social Council (KCSC) and has been written and finessed in conjunction with several members of the Grenfell Network Group (GNG).

KCSC is the principal charity working to strengthen local voluntary and community organisations and support community action across the Borough.

The GNG is made up of residents, business people and voluntary sector professionals. GNG coalesced under the auspices of Kensington and Chelsea Social Council in the aftermath of the Grenfell Tower fire, one of many ways in which the community has self-organised to work with public bodies towards a “community-led recovery”. GNG provides a space for dialogue, innovation, and shared practical contributions to the long-term future of an area blighted by years of austerity before the fire.

In furtherance of these roles, KCSC and GNG engaged with the work of the Centre for Public Scrutiny and endorsed the recommendations for change it made to the Council, recommendations the Council has formally adopted. KCSC specifically advocated the introduction of a Social Contract with the community, and we are pleased that the Charter for Public Participation proposal emerged from that. We are also pleased that after KCSC representations in a paper of 25 April 2019 the Council both delayed detailed consideration of such a text and will now be allowing a more suitable time period of three months for work on it.

GNG submitted detailed proposals to RBKC’s [Governance Review](#) (which began public meetings in October 2018) giving the Council the opportunity to match its public position on community-led recovery and radical transformation with action in the form of changes to its governance arrangements.

The Council’s governance decisions make community development and self-organisation as central as ever to a North Kensington recovery and a better future for Kensington & Chelsea. We hope, in the pages below, to help the Council

implement its public promises to radical change and community participation in decision-making. We have researched some other attempts at establishing values and commitments effectively, and have based these pages, with appropriate amendment to meet the local situation, on recommended values, types of participation, goals and public promises on models developed by the International Association for Public Participation (which particularly works with organisations in Australia, Canada and the United States) - <https://www.iap2.org/default.aspx>

We propose that these principles be incorporated in the proposed Charter and look forward to discussion with the Council at an early stage in the consultation period to see how the Charter can best be developed.

## Core values for practising public participation

Charter Standard	Indicators	Standard Achieved	Evidence
1. The community/communities impacted upon by a proposal or action have the <b>right</b> to be involved	<ul style="list-style-type: none"> <li>• Need for a decision is clear</li> <li>• The decision-making process set against the agreed “I.C.I.” (see below) of participation is transparent</li> <li>• Impact assessment or method clearly identifies affected residents and stakeholders</li> <li>• Recognition needs to be made that some communities are fatigued by constantly being consulted</li> </ul>	<ul style="list-style-type: none"> <li>• Successful engagement of identified communities including those most marginalised.</li> <li>• A regular, robust monitoring and review process with residents at the heart of the process</li> <li>• Clear steps taken to reach those voices seldom heard, BAME, isolated communities and those not seen regularly at meetings</li> </ul>	<ul style="list-style-type: none"> <li>• A co-produced decision-making framework developed which is binding.</li> <li>• Development stages published</li> <li>• Challenges, counter plans and decisions discussed and recorded in a publicly accessible format</li> </ul>
2. A guarantee that local people’s contributions will noticeably influence decisions.	<ul style="list-style-type: none"> <li>• The level of engagement has been endorsed by a joint panel of local people and Councillors appropriate to the ward or pro-rata if whole borough issue.</li> <li>• The level of influence clearly set out and this result shared with affected parties.</li> </ul>	<ul style="list-style-type: none"> <li>• A high level of involvement by those most affected by the proposed decision.</li> </ul>	<ul style="list-style-type: none"> <li>• Agreed level of participation attained set against <b>the agreed “Increasing Community Impact” tool (I.C.I.)</b>. Clear statement of aspirations for the engagement process.</li> <li>• Evidence of how people’s contributions influenced decisions posted on websites and any other accessible platforms.</li> </ul>
3. Public participation drives more sustainable outcomes	<ul style="list-style-type: none"> <li>• Local people and other stakeholders’ values and interests are understood.</li> <li>• Template of agreed levels of participation and engagement identified/created</li> </ul>	<ul style="list-style-type: none"> <li>• Barriers to participation identified and agreed.</li> <li>• Strategies employed to overcome them.</li> </ul>	<ul style="list-style-type: none"> <li>• Benchmarking with other Councils evidence high performance.</li> <li>• Upskilling of all services to ensure community engagement is integral not peripheral to performance guidelines.</li> <li>• Local people and other stakeholders regularly report positive engagement.</li> </ul>

	<ul style="list-style-type: none"> <li>• Dynamic assessment of community needs integral to decision making</li> </ul>		
4. The role of participation is manifestly to seek input from those most impacted by a decision.	<ul style="list-style-type: none"> <li>• Participation enables contribution</li> <li>• A completed stakeholder analysis</li> <li>• If appropriate and agreed an impact assessment completed.</li> </ul>	<ul style="list-style-type: none"> <li>• The Council actively seeks out participation from those most alienated and marginalised</li> <li>• Local people and other stakeholders input sought to determine engagement processes.</li> <li>• Council provides requisite support and resources to affect a meaningful process.</li> </ul>	<ul style="list-style-type: none"> <li>• Impediments to agreed levels of participation identified and removed.</li> <li>• Evidence of processes undertaken to seek participants posted on websites and any other accessible platforms.</li> </ul>
5. The council fully investigate how the community wishes to engage when tackling key decisions.	<ul style="list-style-type: none"> <li>• Active dialogue between Councillors and their communities on the most suitable form of engagement using the I.C.I. impact level as agreed with those affected.</li> </ul>	<ul style="list-style-type: none"> <li>• Council has enabled the community to exercise the fullest engagement possible to determine the most effective participation achievable.</li> </ul>	<ul style="list-style-type: none"> <li>• Participation is demonstrable, and evident in the project outcomes.</li> </ul>
6. The participation process provides the fullest information available to ensure participants are well informed.	<ul style="list-style-type: none"> <li>• Information is tailored to an audience. Avoiding jargon and crystal clear.</li> <li>• Information is balanced and not tipped toward a predetermined conclusion</li> </ul>	<ul style="list-style-type: none"> <li>• Objective, expert and independent information is available to all participants.</li> <li>• Information is available in a timely and equitable manner.</li> </ul>	<ul style="list-style-type: none"> <li>• The range of materials, quality and format available in a timely manner prior to commencement of participation ensures the participants are as best prepared as possible.</li> </ul>
7. The Council publishes how residents and stakeholders have affected decisions.	<ul style="list-style-type: none"> <li>• Clearly demonstrate how public participation influenced processes</li> </ul>	<ul style="list-style-type: none"> <li>• There is a transparent feedback process which is timely, not rushed and enables discussions of implications and future steps, where facilities are provided ensuring maximum diversity of participants</li> </ul>	<ul style="list-style-type: none"> <li>• Guarantee of feedback analysis which is accessible to all.</li> <li>• Participants agree feedback process.</li> <li>• A published overview of which communities have been involved in participation, including numbers where practicable</li> </ul>

## Increasing Community Impact (I.C.I.)

Inform

Consult

Involve

Collaborate

Empower

## Public Participation Goal

Provide local people with balanced, objective information to understand the issue, alternatives opportunities and proposed solutions

Obtain local people's feedback on analysis, alternatives and decisions

Work directly with local people throughout the process ensuring concerns & aspirations are understood & considered

Partner with local people throughout decision making including alternatives and identifying solutions.

Place the final decision in the hands of the local people, having supported them to develop relevant skills, knowledge and confidence

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## Our Public Promise

We will keep local people informed

We will keep local people informed listen to and acknowledge concerns and aspirations and provide specific, detailed feedback on how public input influenced the decision

We will partner local people to ensure concerns and aspirations are reflected in the options developed. Provide specific, detailed feedback on how they influenced the decision

We will seek local people's advice and innovation in designing solutions and incorporate your advice and recommendations into the decisions to the maximum extent

We will implement what local people decide