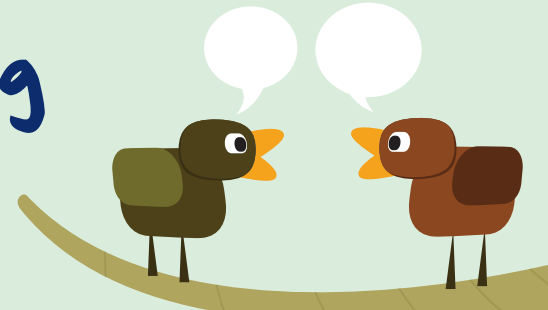


# Listening, informing and working together



## York's Community Engagement Strategy

**City of York Council works with other organisations (such as the police and the health service) in a group called 'Without Walls'. This works to develop a shared vision for the future of York and to look at ways to improve people's quality of life.**

If you would like this information in an accessible format (for example in large print, on tape or by email) or another language please phone: 01904 551550 or email: [engagement@york.gov.uk](mailto:engagement@york.gov.uk)

**This information can be provided in your own language.**

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

 **01904 551550**

To do this, the council and Without Walls would like to understand what people want and need from us. We want to make sure that everyone from every background who uses our services knows about what we do, and the things we decide to do. And we want everyone to be able to have a say in those decisions, be involved in how we provide services and take part if they want to.

We call this 'community engagement' and we have written a strategy that looks at how we give information and how we listen to and involve people in our work.

We have written some principles that the council and Without Walls will follow – these make up the rest of this leaflet.

**WITHOUT WALLS**

*building a future for york*



## Giving information

People need to know about services before they can become involved in changing those services, and take part in making decisions about them.

We want our information and communications to be:

- open and honest
- as accessible as possible to everyone
- easily understood and up-to-date
- not just about informing, but also asking for comment where we can and when it is needed
- properly co-ordinated to avoid doing things twice
- obvious that they are coming from Without Walls or City of York Council.



## Consulting and listening to you

Consultation lets people have their say about the decisions and services that affect them. It needs to provide genuine opportunities for people to have their views heard and acted upon.

We want all of our consultation to be:

- about a decision, or a service or policy that can be changed by the results of the consultation

- clear why it is being carried out and how the results will be used (so that everyone understands what is being asked and why, and how their answers will influence the final decision)
- well timed, so that decisions are informed at the earliest stage possible
- from a balanced cross-section of the local community
- accessible in the way it is written and presented and in any buildings used for meetings
- co-ordinated to avoid 'consultation fatigue' and doing things twice
- considered and used to help make decisions, with clear feedback on what has changed as a result of the consultation given to those consulted and the wider general public.

## Being involved in our work

Involving people can include them having a direct say in decisions, directly designing services or working with the council or Without Walls to judge how good services are.

We want to follow these principles in how we involve people.

Involvement should:

- be our starting position, so that we include people in the design of policies and services as a matter of course
- encourage direct participation in decision making
- encourage some services themselves to be delivered by the people who use those services
- encourage individuals to work with Without Walls and the council in judging how good services are
- be inclusive and accessible for everyone
- be clear how the involvement has fed into the final decision-making.

For full details of the community engagement strategy and how it will be applied, please see the council's website on [www.york.gov.uk](http://www.york.gov.uk).