The National Standards for Community Engagement are a practical tool to help improve the experience of all participants involved in community engagement to achieve the highest quality of process and results.

The 10 national standards for community engagement are as follows:

THE INVOLVEMENT STANDARD

We will identify and involve the people and organisations who have an interest in the focus of the engagement.

THE SUPPORT STANDARD

We will identify and overcome any barriers to involvement.

THE PLANNING STANDARD

We will gather evidence of the needs and available resources and use this evidence to agree the purpose, scope and timescale of the engagement and the actions to be taken.

THE METHODS STANDARD

We will agree and use methods of engagement that are fit for purpose.

THE WORKING TOGETHER STANDARD

We will agree and use clear procedures that enable the participants to work with one another effectively and efficiently.

THE SHARING INFORMATION STANDARD

We will ensure that necessary information is communicated between the participants.

THE WORKING WITH OTHERS STANDARD

We will work effectively with others with an interest in the engagement.

THE IMPROVEMENT STANDARD

We will develop actively the skills, knowledge and confidence of all the participants.

THE /
THE FEEDBACK STANDARD

We will feed back the results of the engagement to the wider community and agencies affected.

THE MONITORING STANDARD

We will monitor and evaluate whether the engagement achieves its purpose and meets the national standards for community engagement.

The Scottish Executive and Communities Scotland are committed to people in Scotland getting genuinely involved in the planning and delivery of services in their local areas. They have therefore been working with the Scottish Community Development Centre and over 500 community, voluntary and public sector representatives to develop a set of National Standards for Community Engagement to help support better working relationships between communities and agencies delivering public services.

Further details are available from Susan Muir of Fife Council’s Policy & Organisational Development Service (tel. 01592-417851, e-mail Susan.Muir@fife.gov.uk), or at www.communitiesscotland.gov.uk

Effective 12th December 2005