



Town of Penhold

POLICY TITLE: Public Participation Policy

POLICY #: 1.3

EFFECTIVE DATE: July 5, 2018

ADOPTED BY COUNCIL ON: July 9, 2018

SUPERCEDES:

Policy Statement: The public and stakeholders of the Town of Penhold

- a) Have the right to be informed, consulted, and engaged in decisions that affect them.
- b) Are encouraged to meaningfully engage so their voices strengthen decisions and their involvement helps build a stronger community.
- c) Are encouraged to increase their understanding and knowledge about local issues as well as their role in the Town of Penhold's decision-making process so they can participate meaningfully.

Town of Penhold

- a) Will provide public engagement opportunities that are open and transparent.
- b) Will give serious consideration to the public's input gathered in public engagement processes.
- c) Is committed to working together with the public to continuously improve its public engagement processes.
- d) Supports Town staff to build their skills and knowledge to engage the public in a meaningful way.
- e) Believes that involving the public and stakeholders in public engagement leads to better, more informed decisions.

Purpose

The purpose of this policy is to establish the foundation for The Town's reasons, guidelines and procedures for conducting public engagement. This policy applies to both staff and external consultants.

Definitions

External Public Engagement – A formal, defined, interactive process between the Town, the public and stakeholders, designed to increase mutual understanding, gather information, exchange ideas, and/or solve problems with the goal of making better, more informed decisions.

The Public – Anyone (including groups and individuals) who may have an interest in a specific topic or issue under discussion. The public may, or may not, be directly impacted by a decision on the issue.

A Stakeholder – An individual or group who has a specific interest or is impacted by a topic or issue. Stakeholders may include residents, non-residents, groups, organizations, individuals, representatives and/or Town staff, depending on the issue.

Guidelines

Principles of Public Engagement

Public Engagement in the Town of Penhold will be planned, implemented, evaluated and reported using these nine guidelines.

1. Public Engagement is PROACTIVE: it is initiated early enough for participants to make informed decisions and impact the outcomes.

2. Public Engagement is **RELEVANT** and **EFFECTIVE**: the process is planned, effectively communicated and implemented to encourage public participation and contribution in an appropriate manner.
3. Public Engagement is **EQUITABLE**: Members of the public are provided with a reasonable opportunity to contribute, developing a balanced perspective.
4. Public Engagement is **CLEAR** and **FOCUSED**: The Town and the public understand their respective roles in a public engagement process, including the level of involvement and how input will be used to inform decisions.
5. Public Engagement is **INCLUSIVE**: It uses a range of methods to engage various audiences to maximize participation and improve the quality of feedback.
6. Public Engagement **INCREASES UNDERSTANDING**: Mutual understanding is increased through two-way interaction, where the information presented is easily understood by the intended audience.
7. Public Engagement is **RESPONSIVE** and **ONGOING**: Public engagement has an ongoing focus on relationship building, active listening, and increased understanding.
8. Public Engagement **BUILDS CAPACITY**: Staff, public and stakeholders are better equipped for future engagement opportunities.
9. Public Engagement is **ACCOUNTABLE** and **TRANSPARENT**: public engagement outcomes are measured, evaluated and reported in a timely manner.

Public Engagement Circumstances

Public engagement is required when:

- Legislation requires it
- Council or Town Administration requests it

Public engagement may be required when:

- Citizens or stakeholders request it
- Citizens' quality of life may be affected
- The natural environment may be affected
- Geographical communities or communities of interest may be affected
- There are already strong views on the issue
- Many people will be affected

Public engagement is not required when:

- The decision has already been made
- The project – or issue-related decision has already been made
- The issue relates to the development of an administrative policy that doesn't require or involve public consultation
- Stakeholder input will not be considered

Public Engagement Approaches

The Public engagement continuum gives guidance to Town staff to determine the level of engagement for a particular project. The levels represent increasing degrees to which the public can impact the decision or outcome.

Input – Obtain feedback from citizens and stakeholders to test ideas or concepts, clarify issues, and identify possible solutions.

Listen and Learn – Create opportunities for Town staff, Council, citizens and stakeholders to enter into a dialogue together to explore each other's perspectives, goals, plans, concerns, expectations, and possible solutions.

Collaborate – Partner with citizens and stakeholders in each aspect of the decision, including the

development of alternatives, recommendations and preferred solutions.

Empower – Delegate some or all aspects of decision making to citizens and stakeholders.

Clear, concise, non-biased information is the basis of all public engagement processes.

