

Community Involvement Standards

This statement sets out the Solihull Partnership’s Community Involvement Standards. It explains how you can have a proper say in the decisions about things that affect you and will help you know what you can expect from being involved.

Who do the standards apply to?

All the members of the Solihull Partnership¹ will use these standards when they need to make a decision and are seeking to find out what people think in order to inform that decision.

How does it work?

Our overall commitment is that we will listen to what people say, take it into account in making a decision and explain how we have done this. We will do this by meeting six standards:

Partnership	The members of the Solihull Partnership will plan and carry out community involvement activities together (e.g. questionnaires, public meetings etc). You will not be asked your opinion about the same things by lots of different organisations or asked to take part in lots of activities at the same time.
Planning	We will carefully plan community involvement activities so that they reach all of those who are affected by any decision. We will give people enough time to respond and be clear about what can and can’t be influenced.
Empowering and Supporting	We will give support, where needed, so that you can have your say.
Approach	We will involve you using an approach, or range of approaches, that allows you to have a meaningful say.
Information, Communication and Feedback	We will give you feedback about how we have taken your views into account and will communicate in ways that are user friendly and in plain English.
Learning and Evaluation	We will look at how well your involvement has achieved its purpose and use what we have learnt to do things better next time.

What if the standards are not being met?

If you have a concern that a community involvement activity is not meeting these standards, please discuss your concerns with the organiser. If this does not resolve the issue, then please refer to the Solihull Partnership’s [Codes of Practice and Dispute Resolution](#) for an open, fair and effective solution.

¹ The Solihull Partnership is an umbrella body that brings local public, private, voluntary and community sector organisations and local representatives together to improve outcomes for all people in Solihull.