



Croydon Community Involvement Commitments is an agreed set of principles and standards to enable all local people and groups to be active in local decisions. It is agreed as part of the Croydon COMPACT, adding to democratic participation in Croydon.

Croydon Community Involvement Commitments



Croydon Primary Care Trust, Croydon Council, Croydon Voluntary Action, Croydon Community Network, commit to:

1. Involving Croydon people

- Make ongoing community involvement a priority in planning, design, delivery and evaluation of new and existing activity
- Build this commitment explicitly into all our strategies and action planning following the most up to date good practice
- Monitor and report on the impact and outcomes of community involvement
- Continue building on involvement and continuous consultation

2. Being clear and reasonable

- Provide a clear description of the reason for involving people, how they will be involved, at what level, what their role will be and how they will influence decisions
- Be explicit about the limits of the involvement activity, stating clearly what cannot be influenced and why
- Give at least 2 weeks notice of any large scale, written consultation and allow a minimum of 6 weeks for replies
- Give sufficient advance notice, and time to respond for all consultations or involvement
- If the activity is time limited, state clearly the key dates, times and the duration
- Nominate and publish a named link person for each involvement activity

3. Working together

- Co-operate with partners from other statutory and voluntary/community organisations to make sure we are not overlapping involvement activity or demanding too much from groups of people we wish to involve
- Enable communication with existing networks and forums to avoid duplication
- Publish all forthcoming and ongoing involvement activity on the Talk2Croydon Website

4. Supporting people to be involved

- Provide financial support to ensure that groups and individuals are not 'out of pocket' when participating in planned involvement activity
- Be creative and use current good practice guidance when choosing methods to involve, ensuring the methods are suitable for the individuals involved
- Respect the right of individuals not to be involved, when fully informed

5. Taking positive action to involve people

- Use current anti-discrimination legislation (Race Relations Act, Disability Discrimination Act etc) to ensure involvement opportunities reach and respond to those people that may not traditionally get involved
- Target opportunities for involvement activity appropriately and respectfully to ensure that they reach the most challenging to reach groups, using current good practice guidance
- Use plain language in all written documents, and provide other formats (tape, large print, community languages etc) within 3 weeks of a request

- Hold events and meetings in accessible venues that are appropriate to the target audience, always meeting minimum standards outlined in the Disability Discrimination Act
- Ensure all ongoing involvement groups/panels/forums include the voices of the population they are representing
- Challenge practice that may lead to the discrimination, exclusion or harassment of those taking part in involvement activity

6. Providing feedback

- Tell all people involved and all other interested parties how their involvement has influenced decisions as soon as this information is available
- Publish the outcomes of involvement activity widely as soon as these are available
- Use the results of involvement activity to influence decisions and explain this to those contributing
- Thank and acknowledge all individuals or groups contributing to involvement activity

Want to know more... or get this leaflet in large print, other languages or other formats?

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