

Our Public Participation Commitments



Why this matters

Local democracy isn't just about voting every few years. It's about the Council and the community working together to shape services, decisions and the future of our borough. This commitment sets out how we'll listen, involve and work with you.

Our principles

- **Be accountable** - take responsibility for our actions, be honest about mistakes, and do our best to put things right.
- **Be open and honest** - explain what can change, what can't, and why.
- **Make it easy to take part** - information in plain language, Easy Read, accessible venues, support where needed.
- **Work together** - work with you to share ownership of problems, solutions and successes.
- **Be fair and consistent** - everyone who lives, works or studies here has a chance to be heard.

How we'll involve you

- **Early involvement** - you'll have your say before decisions are taken.
- **Different ways to get involved** - in person meetings, surveys, drop-ins, online platforms and social media.
- **Transparency** - we'll explain why we use a particular participation method for each issue, and local people have the right to ask if it's the most suitable approach
- **Feedback** - if you give us your views, we'll tell you how they shaped the outcome.
- **Respect for your time** - we won't make you repeat yourself, and we'll coordinate across Council teams. We will reward you for your time.
- **Keep improving** - we'll review and share what works and what doesn't.

Working together

We'll make it easy to stay informed and get involved. In return, we ask you to:

- Stay engaged with local updates, using our consultation hub <https://consult.rbkc.gov.uk/>
- Use your voice – vote, share your views, take part in community life.
- Give honest and constructive feedback.

How you can get involved

- Have your say on new plans, policies, services and projects through engagement, consultation, codesign and coproduction.
- Come to Council meetings - see decisions made, ask questions, or just listen in (many are live streamed).
- Join scrutiny reviews - take part in scrutiny work to hold decision-makers to account.
- Check the Forward Plan - see big decisions coming up and share your views.
- Start or sign a petition on issues you care about.

Keeping us accountable

- We'll regularly check if we're delivering on these commitments, review our performance and publish updates. If we fall short, we want you to tell us. When things go well, we'll celebrate together.

Visit www.rbkc.gov.uk/ppc to read the full Public Participation Commitments



Scan here



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA