

Appendix (a) Some useful definitions

Communities is a term used to describe communities of place, communities of identity and communities of interest

Community cohesion is what must happen in all communities to enable different groups of people to get on well together. A key contributor to community cohesion is integration, which is what must happen to enable new residents and existing residents to adjust to one another.

Community development is the process of building people's skills and ability to act together on their common priorities usually through the development of independent community organisations and networks, and with the support of community development workers within statutory or third sector agencies.

Community empowerment is the outcome of engagement and other activities. Power, influence and responsibility is shifted away from existing centres of power and into the hands of communities and individual citizens.

Community engagement is the action that agencies take to enable them to consult, involve, listen and respond to communities through ongoing relationships.

Consultation is the process by which agencies seek advice, information and opinions about strategies, policies and services. The existing decision makers take this into account when they make decisions. This includes many familiar activities such as surveys, research projects, public meetings, user and resident forums.

Involvement is an over-arching term that covers providing information to, consulting with and involving citizens in active ways. This can include providing people with opportunities to influence or directly participate in decision making; to provide feedback on decisions, services, policies and outcomes; to co-design/work with authorities in designing policies and services; to co-produce/carry out some aspects of services themselves; and to work with the authority in assessing services.

Neighbourhood management is a process for addressing disadvantaged neighbourhoods by improving and joining up local services and making them more responsive to local needs. Usually a neighbourhood manager works with agencies and communities, using community information to improve neighbourhood services and reduce the gap in outcomes in deprived areas.

Participation is when citizens and communities are involved in issues that affect their lives. They play an active part in generating ideas as well as making the decisions alongside public sector partners. For instance: participative budgeting or participative planning.

Co-production is when communities or individual residents active participants rather than passive recipients. They are supported to use the skills, networks and experience they have to improve local outcomes, improve local services, or to help solve a problem. Many local problems can only be solved by supporting and using communities' own resources.