



**Writing a Charter for
Your Growing City**

Step 10

Consulting the public on the Charter

STEP 1

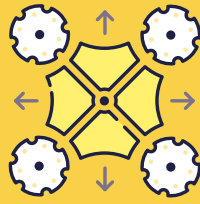
Writing a Charter for Growth



- 1A** Making the case for the 'Rapid Plan'
- 1B** The Charter workshop
- 1C** Consulting the public on the Charter

STEP 2

Creating a Plan for Growth



- 2A** Preliminary mapping
- 2B** Creating a Rapid Growth Plan
- 2C** Structuring the growth areas

STEP 3

Implementing the Plan



- 3A** Identifying landowners & occupants
- 3B** Finalising the plan
- 3C** Demarcating the plan on the ground

STEP 4

Building the Neighbourhoods



- 4A** Preparing for the workshops
- 4B** Neighbourhood workshop
- 4C** Concept designs workshop

STEP 1

Writing a Charter for Growth



Step 1 is a call to rapid action and will help you to foster collaboration amongst a range of stakeholders to create a critical guide for how you will accommodate expected population growth whilst improving the lives of residents.

At the end of Step 1 you will have a **Charter** that is shared and endorsed by the community, stakeholders and collaborators.

1A

Making the case for the Rapid Plan

- Gain an understanding of your city and its future growth,
- Establish and communicate the need for a Rapid Plan,
- Prepare an plan to implement the Rapid Planning Toolkit and allocate resources.

1B

WORKSHOP

Running the Charter Workshop

- Engage with stakeholders representing various communities, authorities and sectors,
- Create a draft Charter - a vision for how your City will adapt and grow.

1C

Consulting the public on the Charter

- Publicise the draft Charter,
- Review feedback on the Charter,
- Finalise the Charter which will serve as the reference point for stakeholders throughout the development process.

Step 10

Consulting the public on the Charter

Introduction & Aims

Following the Charter Workshop in which you produced the draft Charter, the next step is to share this document in the public domain so that citizens, organisations and institutions are aware of the process and have an opportunity to provide feedback.

Activity i

05... **Activity i: Collect feedback on the Charter**

06... Task 1: Promote the draft Charter and consult with wider stakeholders

10... Task 2: Incorporate feedback into final version of the Charter

12... Task 3: Sign off final version of the Charter

Review

14... Review of Outputs

14... Looking Forward

Step 1 - Writing a Charter

1A Making the case for the Rapid Plan

i Project population growth & expansion

ii Understand the need for a 'Rapid Plan'

iii Identify stakeholders

1B The Charter Workshop

i Prepare for the workshop

ii Develop the draft Charter

1C Consulting the public on the Charter

i Collect feedback on the Charter



On completing Step 1, you will have created and agreed a Charter for growth.

1C

Consulting the public on the Charter

i

Collect feedback on the Charter

6 - 9 Weeks Core Team Activity

- Task 1: Promote the draft Charter and consult with wider stakeholders
- Task 2: Incorporate feedback into final version of the Charter
- Task 3: Sign off final version of the Charter



Completion of Step 1

Step 1C

Activity i

Activity i

Collect feedback on the Charter

This activity outlines how to share the Charter for your growing city for wider consultation. The purpose of this is to raise awareness city-wide as to the benefits of planning for rapid urbanisation, canvas for further information on stakeholder interests and priorities, and ensure that the process of creating the Charter is transparent, inclusive and representative of city and community stakeholders.

In completing this activity, you should be able to:

- Organise dissemination of the draft Charter to the community and city,
- Critique and/or defend the draft Charter,
- Judge and assess feedback, comments and responses,
- Create a final Charter based on feedback, comments and responses.

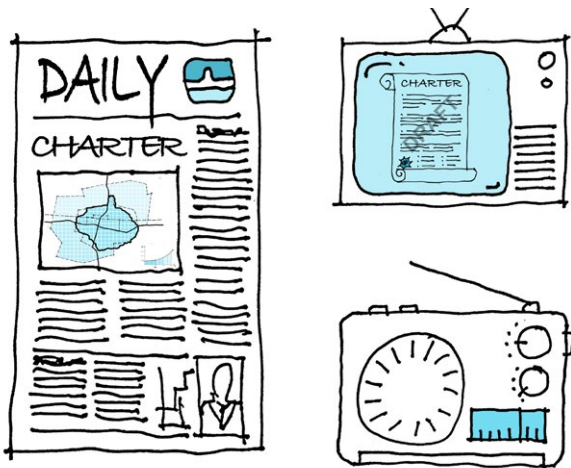
Activity i will involve three tasks:

1. Promote the draft Charter and consult with wider stakeholders
2. Incorporate feedback into final version of the Charter
3. Sign off final version of the Charter

Step 1C - Activity i - Task 1

Promote the draft Charter and consult with wider stakeholders

The Charter needs to gain widespread support from your city's stakeholders and citizens, to earn their co-operation and endorsement for a growth plan. The process of public consultation provides an opportunity to identify and address stakeholder priorities and identify potential conflicts.



Public consultation on the Charter could bring out any significant stakeholder interests that may have been missed during the Charter Workshop. Potential conflicts or concerns may also be raised.

Identifying these early on will allow you to strengthen the focus and intent of the Charter, whilst addressing any potential concerns regarding developing and implementing a plan.

The more feedback that you receive from a wide variety of stakeholders, the more information you will have to substantiate and strengthen the Charter.

Task

1. Develop materials for promotion and feedback.

You can use the [Leaflet Template](#) and Social Media Infographics provided to help you with visuals for the promotional material. Your promotional material should be eye catching and clear in the information it is trying to convey.

Alongside any promotional material, you should make available a feedback form. Use the [Feedback Form Template](#) provided, which acts as a questionnaire asking people:

- Whether they agree with the Charter
- Whether they think anything is missing
- What they think should be changed or added.

You should also allow space for longer comments to be recorded within this feedback form.

We recommend that you allow participants to submit feedback anonymously, and are not required to submit their name or identifiable information.

Writing a Charter for Your Growing City

1C: Consulting the public on the Charter

2. Share the draft Charter and invite feedback.

You should consider multiple ways of promoting it that are appropriate for the local context, such as:

- Local press and newspapers,
- Social media networks,
- Radio / public audio announcements,
- Local government website,
- Public bulletins and notice boards,
- Posters and leaflets in community spaces, libraries and schools.

The key messages that need to be communicated to the public include:

- How to read the draft Charter,
- How to provide feedback, including a postal or email address so that respondents can return feedback forms and send comments,
- A deadline for feedback, along with a date by which the final Charter will be circulated,
- Where they can find out more information and how they can keep informed of updates.

You can refer back to the Communication Strategy Spreadsheet that you produced in Step 1A to consider how you will initiate and maintain contact with wider stakeholders about the Charter, collect their responses, and keep them informed.

3. Conduct focus groups

If you find that it is difficult to engage with a particular community, or in the event that written feedback is not feasible, additional meetings or smaller focus groups can be arranged as part of the communications strategy.

A focus group involves setting up a meeting with the stakeholder(s) in question in an environment and location that is convenient and comfortable for them. You can present the draft Charter, explaining its meaning and importance, and assess their responses and feedback.

The benefit of feedback conducted in focus groups is that they can be done informally, and the format allows a two-way communication, so that you provide further explanation on the Charter if needed, and you can understand the context and reasons for any feedback received.

Visit the [How to conduct a focus group web page](#) (Emerald, 2021), which provides useful guidance on how focus groups operate.

Reflection questions

- Have you clearly communicated the purpose and need for the Charter?
- Is it easy for people to read the Charter and access the feedback forms?
- If you have had more responses through one form of communication than another, why do you think this is?
- If you are not receiving many responses, why do you think this is and how could you encourage more people to submit feedback?

Templates & Supporting Materials

[Leaflet Template \(Word 1MB & PDF 1MB\)](#)

[Feedback Form Template \(Word 150KB\)](#)



Download this template

Visit www.rapidplanningtoolkit.org/resources

Leaflet Template

You can use this template to create a leaflet or flyer to publicise the consultation on the draft Charter.

Insert your logo

Residents of Insert name of city Have your say on the Charter & the future of your city

With the help of the Rapid Planning Toolkit, your local leaders are planning for the future of your city. A Charter has been proposed to generate growth and investment in your local area.

We need to know what you think.

All residents are invited to give their feedback on the proposed Charter.

Provide instructions to read and give feedback on the proposed Charter here.

The Charter is available

Online:

In print:

Feedback and responses can be sent by

Email:

Post:



**Rapid
Planning
Toolkit**

A Guide to Participatory Planning for
Rapidly Growing Cities

www.rapidplanningtoolkit.org



Download this template

Visit www.rapidplanningtoolkit.org/resources

Feedback Form Template

You can use this template to draft a feedback form for consultation on the draft Charter. We recommend that you personalise the content to make it more specific to your city and using your own words.

[INSERT YOUR LOGO HERE]

DRAFT CITY GROWTH CHARTER - FEEDBACK FORM

What is the draft City Growth Charter?

It has been identified that [name of town/city] will increase in population size from [current population] to [projected population] in the next [time frame e.g., 10, 20 or 30 years]. In order to manage this growth, and address social, environmental and economic issues, we are utilising the Rapid Planning Toolkit for Urban Expansion. The first step, is to create a vision, or Charter, for our growing city that reflects the needs of all city stakeholders.

The Charter is intended to be a simple series of statements that set out the challenges ahead and the way the city is looking to respond. See the attachment for the first version of the draft City Growth Charter which was collaboratively created in a stakeholder workshop which included representatives from civil society, local, regional and national government, built environment professionals, marginalised groups (including women, youth and urban poor), landowners and private sector

Your Feedback:

We want to make sure we get feedback from as many different city stakeholders as possible. Please answer the following questions and send them back to [insert email or postal address].

Q1. Do you agree with the Charter?

.....
.....
.....

Q2. Do you think anything is missing?

.....
.....
.....

Q3. Do you think should be changed or added?

.....
.....
.....

Next Steps:

The opportunity to feedback will close on [insert date]. We will endeavour to incorporate as much feedback as possible. A final version of the City Growth Charter, signed by representatives from a range of city stakeholders, will be issued around [insert week/month]. If you would like to discuss this form further, find out more about the City Growth Charter or register your interest to stay involved, please email [insert email address].

Commented [A1]: If you had another other groups represented, you should add them to this list.

Once you have done that, delete this comment.

Commented [A2]: You may wish to circulate this in a variety of ways such as;

- Email
- Letter
- Online form such as [Google Forms](#) or [Microsoft Forms](#) or other.

If you use an online form, make sure you enable text answers rather than simply Yes/No answers.

The questions shown are simply suggestions, you may wish to edit or add to these.

Once you have finalised this document, delete this comment before saving and sharing.

Rapid Planning Toolkit
for Urban Expansion

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The Rapid Planning Toolkit

for Urban Expansion

Step 1C - Activity i - Task 2

Incorporate feedback into final version of the Charter

Following wider consultation with the city on the Draft Charter, it is important to ensure you incorporate feedback and make any necessary updates.

Task

1. Collect and store all feedback on the Charter in a central location for your records.

2. Review and analyse all feedback, including positive and negative comments. If you receive high volumes of feedback, you will need to be thorough, methodical and consistent in your analysis. You can use the [Feedback Spreadsheet](#) to make notes and log any feedback in a systematic way.

Use the following reflections to help you determine whether a change should be made:

- Has a comment raised a different perspective that had not been considered in the workshop?
- Has a comment provided new information that invalidates or undermines any earlier statements and assumptions?
- Has a comment provided important new information that has not been taken into account?
- Are there numerous comments on a similar theme or topic?
- Is there a high degree of support for the draft Charter in its current form?
- How does the feedback relate to the outcomes of any informal discussions or focus group meetings that you have had?

3. Incorporate any updates into the final version of the Charter.

If making significant alterations to the Charter, you will need to make sure you are able to explain and justify these to the participants of the workshop.

You may also want to note reasons for not including certain suggestions, so you can be transparent if such concerns arise in the future.

Reflection questions

- Why did you choose the responses that you have incorporated?
- How have you remained impartial when incorporating those responses?

Download

[Feedback Spreadsheet \(Excel 50KB\)](#)



Download this template

Visit www.rapidplanningtoolkit.org/resources

Feedback Spreadsheet

This spreadsheet can be used as a guide for recording and assessing comments and feedback on the Charter.

Item	Date Received	Do they agree with the Charter?	Do they think anything is missing?	Do they think should be changed or added?
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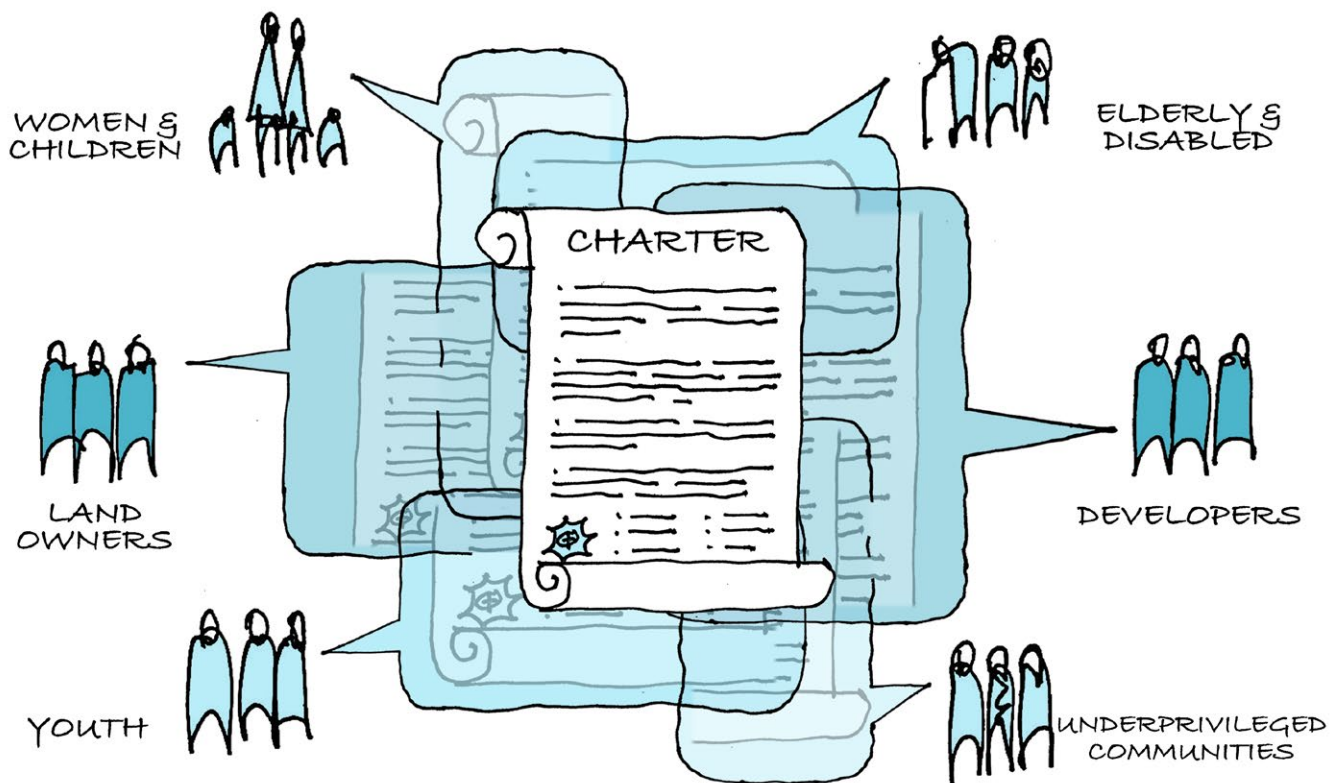
The Rapid Planning Toolkit

for Urban Expansion

Step 1C - Activity i - Task 3

Sign off final version of the Charter

You are now in a position to finalise and sign the Charter. On the final version of the Charter, you should ensure that you get signatures from all stakeholders that were present at the workshops, and any other key stakeholders that have been involved in a significant way.



Writing a Charter for Your Growing City

1C: Consulting the public on the Charter

By signing the Charter, the signatories are agreeing to the contents of the document and endorsing its statements, showing that they understand why your city needs a plan for growth, and what it should achieve. They should also be showing their commitment to enacting the steps to achieve the vision set out in the Charter.

Task

1. Present the final Charter to the prospective signatories.

In Step 1B, you should have scheduled a meeting with your key stakeholders to present to them the progress, feedback and final version of the Charter.

Any changes or amendments to the Charter should be presented and explained. If any further reviews are required, these should be resolved before requesting signatures.

2. Invite the stakeholders to sign the final Charter.

You should aim to have signatures from as many of the following as possible:

- City leader/City Mayor
- Local council/local government senior officials and representatives
- Relevant national & regional government authorities
- Built environment professionals: architects, planners, surveyors, engineers
- Civil society
- Diverse citizen representatives for women, youth, minority & disadvantaged groups
- Land-owners
- Private sector
- Team working on the Rapid Planning Toolkit.

Step 1C

Review

Step 1C

Review of Outputs

This concludes Step 1C ‘Consulting the public on the Charter’ – and indeed Step 1 ‘Writing a Charter for your Growing City’ as a whole. In completing Step 1C you will have:

- ☐ Shared the draft Charter with wider stakeholders for their input,
- ☐ Reviewed and incorporated feedback,
- ☐ Finalised and signed the Charter.

Charter

John Doe

Looking Forward

In Step 2, you will create a plan for growth. In Step 2A you will start preparing for the Rapid Growth Plan workshop by undertaking a series of mapping exercises to assess the existing features and areas of your city. Move on to Step 2A to start mapping!

Step 2 - Creating a Plan for Growth

2A Preliminary Mapping

i Obtain a base map

ii Map city features

2B Creating a Rapid Growth Plan

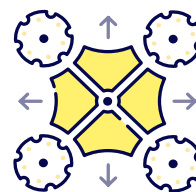
i Prepare for the planning workshop

ii Hold the planning workshop

2C Structuring the growth areas

i Prepare for the design workshop

ii Hold the design workshop



On completing Step 2, you will have created a plan for growth.

2A Preliminary Mapping

i

Obtain a base map

1 - 2 Days Core Team Activity

- Task 1: Obtain a base map

ii

Developing the draft Charter

1 Day Workshop Activity

- Task 1: Map natural features
- Task 2: Map transport networks and community assets
- Task 3: Map main utilities
- Task 4: Map key administrative boundaries, land ownership and land use

2B Creating a Rapid Growth Plan

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