

Section 2

Update on the implementation of
recommendations from:

**Public Participation:
Principles and Best Practices for British Columbia**

November 2008

April 2010

RECOMMENDATION STATUS SUMMARY
Public Participation: Principles and Best Practices for British Columbia
as at January 31, 2010

(Please tick implementation status for each recommendation)

Auditor General's Recommendation	Implementation Status				
	Fully	Substantially	Partially	Alternative Action	No Action
1. The British Columbia Government endorse the proposed public participation framework as a basis for engaging the public.				✓	

**PROGRESS IN IMPLEMENTING RECOMMENDATIONS FROM
Public Participation: Principles and Best Practices for British Columbia
as at January 31, 2010**

General comments

Created in June of 2009, the Ministry of Citizens’ Services has adopted a focus on citizen engagement as a means to improve public policy and services in collaboration with the public.

With a focus on the use of social media and the pursuit of more effective means of face to face interaction, a Citizen Engagement team has been in place since September 2009 within Citizens’ Services to assist other ministries in improving their efforts at public participation.

Building on the supportive response provided by the government to the original 2008 report, Citizens’ Services has sought out a more flexible approach to public engagement that promises to go beyond consultation to initiate two-way communication with citizens via social media. As with many other jurisdictions globally, the Province increasingly recognizes the value of engagement as a tool to align stakeholders, communities and individuals to help government address complex public issues on behalf of British Columbians.

Progress by recommendation

For each recommendation, provide your assessment of implementation status as per the legend at the bottom of the page, and information on actions taken and results to support the status reported. Also include a work plan schedule for any recommendations not yet implemented.

Self-Assessed Status	Actions Taken Since Report Issued	Results of Actions and/or Actions Planned (with information on implementation, including dates)
Recommendation 1: The British Columbia Government endorse the proposed public participation framework as a basis for engaging the public.		
AA	Barriers to the use of social media technologies have been addressed through a Ministerial Order authorizing the collection and storage of information volunteered by British Columbians on such sites.	Social media policy guidance and support will be provided to employees later this spring.
AA	Ministry representatives have been exploring the development of an alternative framework for public engagement, articulated by the Public Policy Forum (http://www.ppforum.ca/publications/rethinking-public-policy-process-public-engagement-framework).	Training on the public engagement framework will begin March 19 th , available to 100 BC Public Servants
AA	Pilot projects with the Ministry of Environment and the Premier’s Technology Council have begun exploring the use of new tools and approaches.	As of March 4, 2010 the Citizen Engagement team is beginning the process of evaluation of these projects. Further projects are also in development.

Status
F or S – Recommendation has been fully or substantially implemented
P – Recommendation has been partially implemented
AA – Alternative action has been undertaken, general intent of alternative action will addresses OAG finding
NA – No substantial action has been taken to address this recommendation