

Draft Public Engagement, Participation and Consultation Strategy 2011 – 2014

Consultation

The Draft Public Engagement, Participation and Consultation Strategy 2011 – 2014 will develop how Caerphilly County Borough Council involves its citizens in shaping the services it provides. It is important that we gather as many different views on the strategy and action plan as possible to ensure that we engage our citizens in a relevant and efficient way.

The consultation period will end on 5th December 2011. Please use the questionnaire at the back of the strategy to give us your views.

Please use the contact below to:

- Return your questionnaire
- Discuss your views as part of a group
- Ask for more information
- Ask for another method to give your views

Return your questionnaires to:

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The strategy is available via the following links:

www.caerphilly.gov.uk

www.caerphilly.gov.uk/communityplanning

www.caerphillyasks.org.uk

Communications and Public Engagement Unit

Public Engagement Strategy for general consultation Final document (2)



DRAFT 2

**PUBLIC ENGAGEMENT,
PARTICIPATION AND CONSULTATION
STRATEGY**

2011 – 2014

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1 Introduction

- 1.1 The council *Improvement Plan 2009 – 12* sets out four main ambitions to improve public services:
 - Building better public services
 - Building better lifestyles
 - Building a vibrant economy
 - Building futures, changing lives
- 1.2 Within the theme of Building better services the council states that we will increase the levels of satisfaction that our community has with our services and encourage more citizens to become involved in the design of council services. We will do this by:
 - Designing and putting into place a plan, which will improve how we consult and involve the community
 - Agreeing and putting in place a plan which involves key partners in the community
 - Contributing to national arrangements for meeting and involving young people
 - Offering all staff and elected members Equalities training to raise awareness.
 - These ambitions underpin the development of this strategy and linked policies and guidance.
- 1.3 The council has determined it wishes to develop a positive approach to citizen engagement and therefore has developed a three year strategy to guide and enhance its work in this field.
- 1.4 The Caerphilly Community Strategy Review, Community Planning in Action 2009 - 2012 recognises that Community Planning is about people and organisations working together to improve service delivery and to bring about lasting quality of life improvements for local citizens.
- 1.5 Participation Cymru makes the following definitions (which will be used throughout this document) in its National Principles for Public Engagement, March 2011:
 - Engagement: An active and participative process by which people can influence and shape policy and services that includes a wide range of different methods and techniques.
 - Consultation: A formal process by which policy makers and service providers ask for the views of interested groups and individuals.
 - Participation: People being actively involved with policy makers and service planners from an early stage of policy and service planning and review.
- 1.6 The Joseph Rowntree Foundation method of participation, developed by Wilcox describes five ways in which citizens can participate:
 - Support - citizens to develop and implement their own ideas for independent action
 - Acting together – Involve our citizens in the process of putting change into action
 - Deciding together – asking our citizens for suggestions on how to improve what we do
 - Consultation – asking our citizens what they think about what we do
 - Information – telling our citizens what we do

- 1.7 These levels are often seen as a ladder, with information and consultation being the least participative and Supporting as the fullest. However different levels are appropriate at different times to meet the expectations of different interests. A crucial factor to determine the appropriate level of citizen involvement is the citizens' ability to have an impact on the service. External influences will impact on the ability of our citizens to make changes, such as statutory requirements. Engagement activities and participation levels will be appropriate to the scale, time scale and external constraints of the opportunity to be involved.
- 1.8 When we refer to engaging citizens we make a commitment to engage with:
- All of our citizens, including groups currently not engaged
 - Members of the Viewpoint Panel
 - Our democratically elected representatives
 - Partner organisations
 - Local businesses and business forums
 - Community, voluntary and special interest groups
 - Users of specific council services
 - Employees of the Council
 - Specific subject Forums
 - The media
- 1.9 The development of the Public Engagement and Participation Strategy and action plan were aligned with a number of guidance, policies and strategies (appendix 1)

2 Background

- 2.1 The climate of participation has changed considerably in the last ten years. The Welsh Government in particular has embraced the principles of citizen engagement and participation. This has been mirrored in the many voluntary and community sector organisations in Wales who see user and community participation as crucial to the development of both their organisations and the services they provide. As such the Welsh Government, Local Government, Welsh Government Sponsored Bodies and the Health Service, have reflected this change in thinking through the production of a number of policies, strategies and guidance (appendix 1).
- 2.2 2001 - The council adopted its first Consultation Strategy which set out our strong commitment to be a “listening council” that genuinely seeks and takes note of the views of our citizens.
- 2.3 2006 - Consultation became progressively more important in the council’s operations; with increased expectations from government, inspectors, partner organisations, staff and the general public. The Assembly’s proposals at that time set out in Making the Connections, built upon the notion of citizen-centred public services, which put consultation at the heart of the modernisation and partnership agendas
- 2.4 2007 - Caerphilly county borough, Local Service Board commissioned the development of a Partnership Citizen Engagement Strategy to take its responsibilities of partnership engagement work forward. The principal aim of the research was to devise a citizen engagement strategy, to set out how multi-agency collaboration on public engagement could be made more efficient. The strategy was intended to form part of the Local Delivery Agreement (LDA) implemented by the Local Service Board (LSB).
- 2.5 As a key partner in Caerphilly Local Service Board, the Council revised its internal 2006 Consultation Strategy to ensure it considered recent developments and aligned itself with the broader LSB Citizen Engagement Strategy. The council recognised the progressive move away from traditional consultation to the wider public engagement agenda being promoted by government.
- 2.6 A number of key achievements have taken place as a result of the council’s consultation strategy and LSB citizen engagement strategy:
 - Development of a multi agency “Caerphilly asks Caerphilly listens” database for recording and monitoring engagement activities
 - Development of a multi agency practitioner network for training and sharing of good practice
 - Development of a comprehensive training programme supported by Participation Cymru
 - A direct and structured approach to ensure equality issues are taken into consideration when engaging the public
 - An innovative engagement agenda with LSB which developed its own multi agency strategy

- 2.7 Present - Public engagement remains at the forefront of the Assembly Government's efforts to improve public services in Wales and is key to national Government policy.

"We want to give citizens, communities and local government the power and information they need to come together, solve the problems they face and build the Britain they want. We want society – the families, networks, neighbourhoods and communities that form the fabric of so much of our everyday lives – to be bigger and stronger than ever before. Only when people and communities are given more power and take more responsibility can we achieve fairness and opportunity for all. "Building the Big Society (Cabinet Office, 18 May 2010)

- 2.8 Technological advances have provided an array of new methods to engage with our citizens. We recognise that citizens have individual preferences for communication and we will strive to offer these methods to be involved, and to utilise Mosaic and other demographic profiles to aid in targeting communication. The council currently utilises new technologies such as Facebook, Twitter, information apps and websites. It is imperative to keep pace with new technologies and keep methods of engagement fresh and relevant; as such we will regularly review our communication methods. The council will consider the Welsh Government policy when developing and utilising new technologies.

"In the current economic climate, and with increasing pressures on public expenditure, significant long term savings and efficiencies can be made through increased use of public services online. In order to maximise the online use of public services, it is necessary to engage the one-third of the adult population who are currently digitally excluded, not least as they are likely to be amongst the heaviest users of public services. With the inexorable shift to services being increasingly delivered online, there is a paradox that the people who will most need to use services - to get appointments with the doctor, see social services, or have contact with housing associations - are those least likely to be digitally included." Delivering Digital Inclusion: A Strategic Framework for Wales, 2010

- 2.9 The Council is subject to the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011, which came into force on 6 April 2011. One of the specific statutory duties listed covers matters of engagement and so this strategy, by linking with the Council Strategic Equality Plan, demonstrates the Council's commitment to meeting this duty.
- 2.10 Caerphilly County Borough will ensure that public engagement will comply with the council Welsh Language Scheme
- 2.11 Future - The Welsh Government is developing a policy framework that will impact on the engagement of citizens in the processes of local government. Caerphilly County Borough will comply with the Local Government Wales Measure 2011 when guidance is available. It is anticipated that this will include a forward work programme for cabinet and scrutiny, publishing councillor annual reports amongst other items.

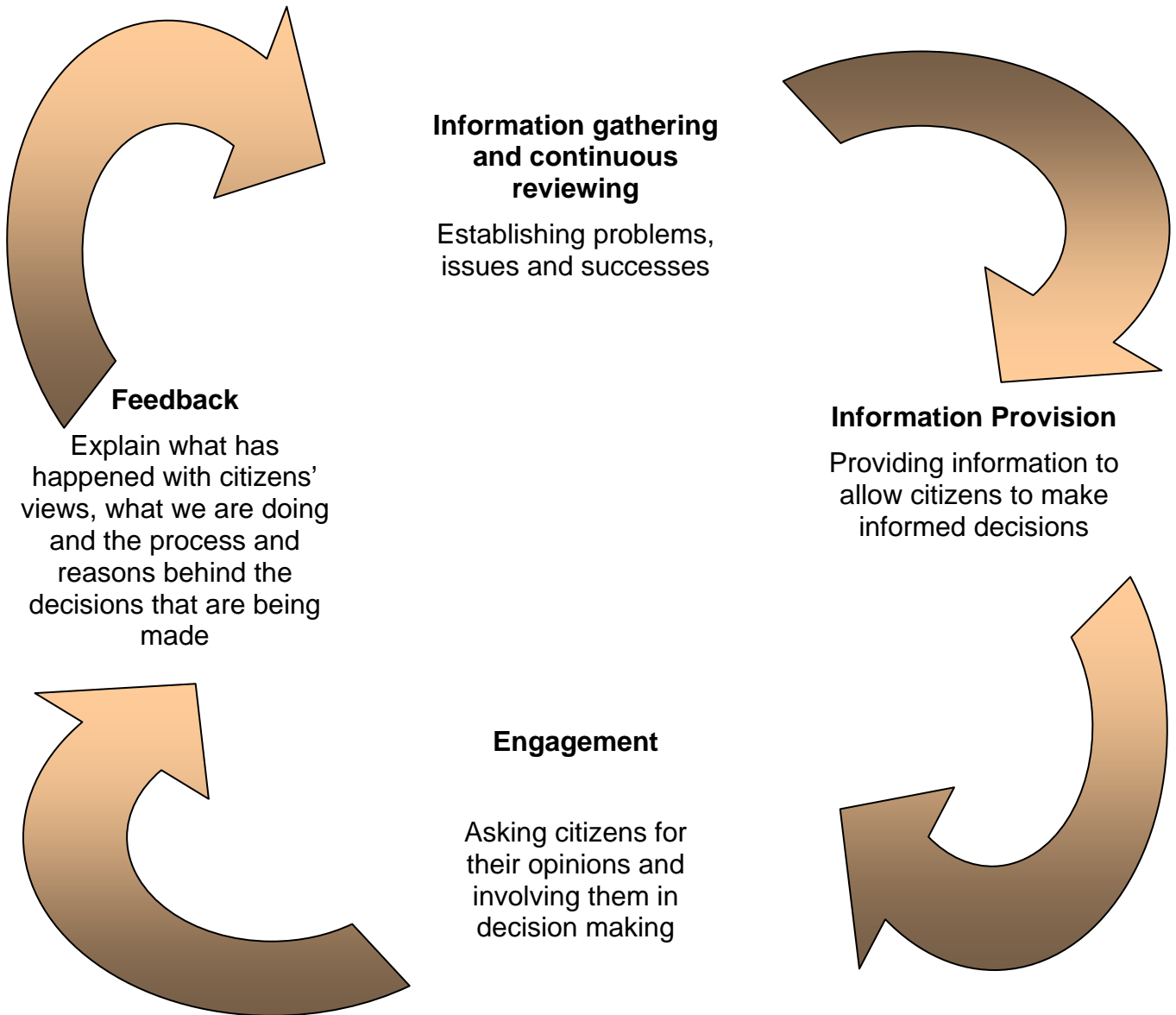
3 Primary Goals

3.1 Our primary goals are to:

- Raise public awareness of the role of the Council amongst our citizens, and the opportunities that exist to inform and or influence the decision making in the authority.
- Build the experience of our citizens when engaged in our decision making process as meaningful and effective.
- Build on good practice in our existing interactions with our citizens, informing, involving, consulting and reporting back to them.
- Promote our core principles for public engagement with both members and officers at the Council and to "live" these in all our engagement work.
- Enhance our reputation and public satisfaction
- Support all members in their work as community leaders and advocates.
- Develop an inter-agency approach with partner organisations, engaging jointly where possible.
- Measure and evaluate the success of this strategy and specific engagement exercises.
- Improve our decision making process using this strategy and its action plan

4 The Circle of Engagement

4.1 This is a recognised diagram to demonstrate the process for engagement and participation. The strategy sees this as its foundation for all engagement activities.



5 Principles

- 5.1 Primary to our principles are Caerphilly Citizen's Engagement Standards (LSB), the National Principles for Public Engagement in Wales and the National Children and Young People's Standards adopted by the Caerphilly Children and Young People's Partnership to underpin the development of children and young people participation. Engagement is effectively designed to make a difference
 - Proactive and responsive – targeted and timely campaigns build positive relationships
 - Personable and approachable – we are a people-based customer-focused organisation
- 5.2 Encourage and enable everyone affected to be involved, if they so choose
 - Extra effort will be taken to engage with seldom heard from groups
 - Language and format of engagement methods are appropriate to the citizens involved
- 5.3 Engagement is planned and delivered in a timely and appropriate way
 - Engagement opportunities will be widely available
 - Data will be used to target relevant participants
- 5.4 Work with relevant partner organisations
 - Engagement opportunities and results will be collated
 - Engagement will be time and cost effective and not duplicated
- 5.5 The information provided will be jargon free, appropriate and understandable
 - Clarity and consistency – Communications will be clear, accessible and unambiguous
 - Methods of information dissemination will vary to target citizens
- 5.6 Make it easier for people to take part
 - We will offer a wide range of participatory methods for engagement
 - New technologies will be utilised to provide additional methods to be involved
- 5.7 Enable people to take part effectively
 - Appropriate staff will have the skills to engage
 - Citizens will be supported to participate in engagement activities
- 5.8 Engagement is given the right resources and support to be effective
 - Information on guidance and good practice is available for staff
 - Programme of training is available to appropriate staff
 - Facilitators Network is supported and developed

5.9 People are told the impact of their contribution

- Feedback will be provided in a timely manner
- Traditional and new technological methods will be used to provide feedback.
- Citizens will receive feedback relevant to their contribution
- All citizens will have access to widely available general feedback

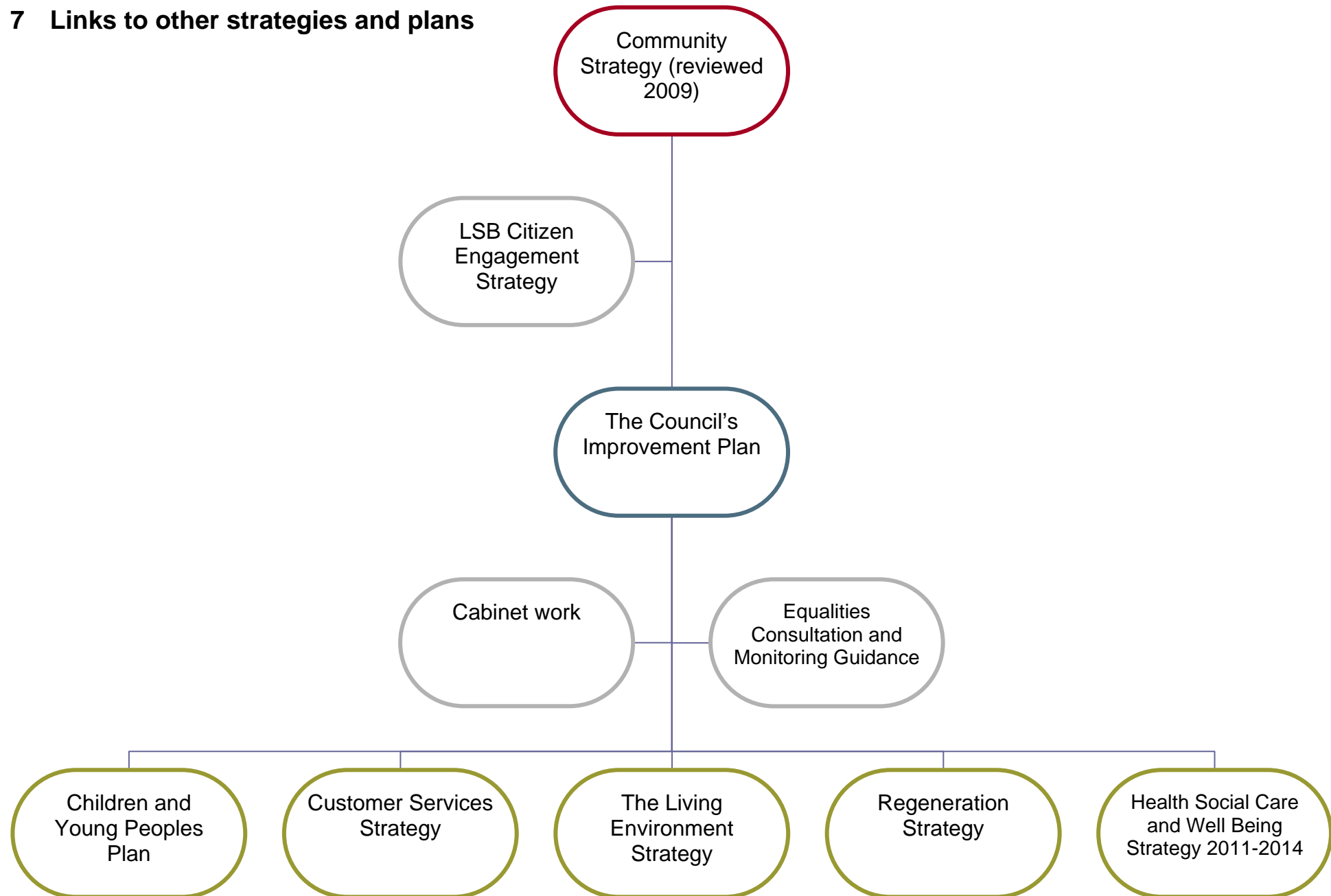
5.10 Learn and share lessons to improve the process of engagement

- Learn from our own and Partners experiences to develop a comprehensive response to engagement
- Share delivery mechanisms and skills with partners to develop good practice
- Facilitators Network will develop skills base

6 How will we get there?

- 6.1 In order to achieve our goals we will put a set of quality measures in place, they include:
- 6.2 Programme of engagement opportunities - Co-ordination of a forward programme of planned engagement initiatives combining
 - corporate,
 - service specific
 - inter-agency projects
- 6.3 Caerphilly Asks Caerphilly Listens - Through partnership working we will avoid duplication, share information (where appropriate) and share good practice. This will lead to engagement being cost productive, relevant and stem apathy in citizens through an overload of information and involvement.
- 6.4 Mosaic and other demographic sets - We will utilise the available demographic data of Caerphilly County Borough to target disengaged groups and to use appropriate methods of engagement. Mosaic and other demographic sets enable the development of area specific profiles, allowing customer insight of the age, gender, employment, marital status of citizens, along with how the citizens prefer to access information and communications.
- 6.5 Ensuring views are valued
 - Feedback to those participating will be given in a timely and user friendly manner, and will include the way their views have been used
 - Views will be listened to and acted upon appropriately
 - Innovative and traditional methods of engagement and feedback will be available
- 6.6 Link the strategy to good practice and guidance
 - Engaging with Children and Young People: A Participation Toolkit
 - CCBC Equalities Consultation and Monitoring Guidance
 - National Standards for Engagement - endorsement
- 6.7 Development of a Public Engagement Award - An award for Public Engagement will aim to:
 - Encourage and support public engagement activities
 - Present a passionate, visionary and clear articulation of public engagement
 - Reward and recognise public engagement as an activity for staff and partners at all levels
 - Change attitudes towards public engagement, so that it is seen as a positive, valued activity embedded within our council
- 6.8 Programme of Training - All staff, partners and linked organisations will be able to access relevant training in engagement and participation.
- 6.9 Practitioners Network - An existing network of facilitators will continue to be utilised and their skill and knowledge base widened through sharing good practice and training opportunities.

7 Links to other strategies and plans



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8 Public Engagement Strategy

Action Plan 2011 - 2012

	Task	Further details	Timescale	Who will be responsible?	Resources	How we'll know when we've been successful?
1.1	Deliver strategy	Deliver the strategy and ensure action plan is progressed	2011 – 2014	PSE		Strategy is delivered and action plan progressed
1.2	Consult on the draft Public Engagement Strategy with a wide audience	<p>Consult with partners: LSB partnership, Fire Service, Groundwork</p> <p>Community Councils</p> <p>Consult with citizens</p> <p>Make any relevant changes arisen from the consultation</p>	<p>October – November 2011</p> <p>December 2011</p>	<p>Jackie Dix</p> <p>Louise Chadwick</p>	Focus groups, questionnaires, CCBC website, Facebook.	Consulted with a range of audience and quantitative and qualitative data recorded
1.3	Develop an agreement with all partners that minimum standards are adopted when undertaking joint engagement	<p>Adopt national standards</p> <p>Encourage partners to adopt the National Principles for Public Engagement in Wales</p>	December 2011	Louise Chadwick	National Principles for Public Engagement in Wales Endorsement Form	Partners have signed endorsement

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	Task	Further details	Timescale	Who will be responsible?	Resources	How we'll know when we've been successful?
1.4	Develop a Forward Plan with information on public engagement activities/opportunities	<p>Feed into "Caerphilly Asks, Caerphilly Listens" database</p> <p>Develop a participatory review of the Caerphilly Asks, Caerphilly Listens database</p> <p>Utilise new technologies to hold and publicise 'calendar' of public engagement/opportunities</p>	<p>November 2011</p> <p>January – March 2012</p> <p>November 2011 - ongoing</p>	Louise Chadwick	<p>Working group</p> <p>3 user groups, to include, public, council, partner.</p>	Re-worked "Caerphilly Asks, Caerphilly Listens" available for use
1.5	Launch Public Engagement Strategy within the council and with partners	<p>Action Plan launched to managers</p> <p>E-news good practice bulletins to be sent out</p>	April 2012 and quarterly thereafter	Rosemary Mathews	<p>CMT, cabinet meeting, council</p> <p>E-news bulletins</p>	<p>Strategy accepted</p> <p>Good practice e-news bulletins set up and disseminated</p>

	Task	Further details	Timescale	Who will be responsible?	Resources	How we'll know when we've been successful?
	Objective 1: Training and Development					
2.1	Good practice to be valued and embedded within the council and promoted to the citizens	Develop an award system for public engagement to recognise good practice in the council Launch event for the public	Nominations March 2012 – Launch June 2012 June 2012	Louise Chadwick	Public event, utilising partners and local groups to provide activities, displays and entertainment	Diamond Award system in place to recognise good practice Event has been successfully held with high level of attendance

	Task	Further details	Timescale	Who will be responsible?	Resources	How we'll know when we've been successful?
2.2	Promote how the outcomes of engagement have been successful both internally and with the public	<p>Develop standards for Feedback. Issues to consider:</p> <p>Feedback should be Prompt and informative</p> <p>Where appropriate feedback should be provided on a personal and/or general basis</p> <p>Quick and simple feedback can be provided as an acknowledgement of thanks for views</p> <p>In depth feedback can be provided to illustrate how views are used to inform services</p> <p>Regular updates on feedback promoted through council update tools</p> <p>Source an example of how a citizen/employee has influenced decision making</p> <p>Diamond award system</p>	<p>May 2012</p> <p>March 2012</p> <p>June 2012</p>	Louise Chadwick	<p>Text messaging, Caerphilly Asks, Caerphilly Listens, CCBC website, Facebook, Twitter, e-news, online polls with ability to see instant results</p> <p>Practitioners and Management Networks</p>	<p>Range of feedback disseminated through communications team to the public</p> <p>Public recognise Diamond Award recipients as ambassadors of engagement</p>

	Task	Further details	Timescale	Who will be responsible?	Resources	How we'll know when we've been successful?
2.3	Review the Good Practice Guidance	Review guidance to include a step by step guide/ one page checklist for managers with key points to consider e.g. the importance of planning, timescales and feedback, data protection, equalities etc,	Pilot – March 2012 Final guidance – coincide with Strategy Launch, June 2012	Louise Chadwick	Citizen Engagement strategy working group to develop and pilot	Publication of step by step guide /checklist included in guidance
2.4	Guidance will be distributed to all staff on "Effective Engagement" including simple and practical best practice advice	Market and promote available guidance through management network, on intranet etc	January 2012 As and when new guidance occurs	Louise Chadwick	Caerphilly Asks/Listens Quarterly e-news for engagement Intranet pages	"Effective Engagement" materials and resources disseminated to staff through programme of distribution
2.5	Review and develop structured training programme through the Practitioners Network	Intensive training with possibility of Agored Cymru Accreditation *		Louise Chadwick	Training resources and rooms	

* Agored Cymru are a QCF and CQFW Awarding Organisation and charity working in Wales, for Wales, offering flexible and educational opportunities designed to help learners of every age and ability achieve their potential.

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	Task	Further details	Timescale	Who will be responsible?	Resources	How we'll know when we've been successful?
2.6	Review and develop the structured training programme for appropriate public facing employees	Programme of sessions to explain engagement, principles and practice	Training ready to be circulated by February 2012 Training to be in place by March 2012	David Titley	Utilise Practitioners Network, Managers Network and Intranet to publicise training	Training programme in place and relevant staff/partners attended at appropriate level
2.7	Development of member training in advocacy and engagement.	A bespoke training programme for members	Training in place by May 2012	Louise Chadwick/ Jonathan Jones	Training resources and rooms	Training programme in place and members invited to attend

	Task	Further details	Timescale	Who will be responsible?	Resources	How we'll know when we've been successful?
2.8	Develop appropriate methods of engaging with citizens	<p>Develop a range of participatory approaches, including traditional and new technologies.</p> <p>Consider range of technology, including, Social media, video booths, storytelling projects, clic online, e-news, geo-tagged apps, and QR codes</p> <p>Utilise Mosaic and other demographic profiles to target citizens with their appropriate method of communication</p> <p>Utilise existing methods for closing the 'Digital Divide'</p>	<p>January 2012</p> <p>December 2011 - ongoing</p> <p>January 2012</p>	Louise Chadwick	<p>In-house and new technologies</p> <p>Source occasionally used technology on an ad hoc basis</p> <p>Come Surf With Me project, Communities 2.0, etc</p>	<p>New technology in place</p> <p>New technology, such as Apps, e-news, and QR codes available to download, receive and scan</p> <p>Partnership work developed</p>
2.9	Develop system to collate engagement opportunities	<p>Develop database of citizens who want to be involved, how to involve them and what to be involved in.</p> <p>Source seldom heard from groups to target for engagement</p>	February 2012 - ongoing	Louise Chadwick	Database	Database functional and utilised

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	Task	Further details	Timescale	Who will be responsible?	Resources	How we'll know when we've been successful?
2.10	Develop the connections with existing advocacy and consultation groups e.g. disability forum and business forums	Develop database of existing groups that engage Develop programme of meetings with groups to introduce how engaging could enhance both CCBC and their groups	February 2012 - ongoing	Louise Chadwick	Database Informal meetings Focus Groups	Database functional and utilised Active involvement of existing advocacy and consultation groups
Objective 2: Marketing and Promotion						
3.1	Produce a citizen friendly commitment to engage	Develop a citizen friendly document in participation with stakeholders on how to be citizens can be involved	June 2012	Louise Chadwick	Focus groups consisting of range of stakeholders	Production and dissemination of document

	Task	Further details	Timescale	Who will be responsible?	Resources	How we'll know when we've been successful?
3.2	Promote new and existing opportunities to connect with formal processes	<p>Profile 5/6 members of Viewpoint Panel to become the 'face' of existing opportunities to engage. Disseminating how they have been, what they have gained and how others can be involved</p> <p>Review and enhance Caerphilly Asks, Caerphilly Listens</p>	<p>January 2012</p> <p>Profiles unveiled June 2012</p>	Louise Chadwick	<p>Competition to become 'faces' of Viewpoint panel.</p> <p>Utilise existing methods and new technology methods</p> <p>Support Viewpoint Panel members to participate</p> <p>Caerphilly Asks Caerphilly Listens</p>	<p>Number of methods utilised to promote opportunities</p> <p>Viewpoint Panel member sourced and their experiences drawn upon.</p>
3.3	Ensure public engagement activities are promoted to local media and through Newslines	<p>Utilise Communications team to disseminate activities.</p> <p>Ensure Caerphilly Asks, Caerphilly Listens is a functional tool for collating</p>	<p>December 2011 - ongoing</p> <p>February</p>	Louise Chadwick	<p>Caerphilly Asks/Listens</p> <p>Newslines Media Team</p>	Public engagement activities are promoted through a range of media

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		engagement activities	2012			
	Task	Further details	Timescale	Who will be responsible?	Resources	How we'll know when we've been successful?
Objective 3: Enhancing existing mechanisms						
4.1	Review Viewpoint Panel	<p>Viewpoint Panel membership demographic, participatory approaches to topics and any other issues arising from member feedback to be reviewed</p> <p>Viewpoint Panel members provided with opportunity to review the Viewpoint Panel.</p> <p>Review process with panel members and partners</p>	<p>Initiate November 2011</p> <p>March 2012</p> <p>July 2012</p>	Louise Chadwick	<p>Questionnaire</p> <p>Focus Group</p>	Feedback of review disseminated

	Task	Further details	Timescale	Who will be responsible?	Resources	How we'll know when we've been successful?
4.2	Work to develop groups that reflect the population of Caerphilly County Borough	<p>Analyse demographic of citizens currently involved. Decipher gaps in the demographic of engaged citizens of Caerphilly CBC</p> <p>Incorporate 2011 census data when available</p> <p>Set up programme of events, meetings and activities linked to groups/communities that are not engaged</p>	<p>Initiate September 2011</p> <p>November 2011 - ongoing</p>	Louise Chadwick	Database analysis	Non engaged groups met and introduced to varied opportunities for engagement
4.3	Development of a Stakeholder database to enhance the way that we work with different groups and share information across the authority (and with partners)	Database to include those groups that we engage with, where they are located, who is the contact, who can we engage with, subjects they could/should be engaged about and the best methods to contact/engage with them	October 2011-ongoing	Louise Chadwick	Mail out form to collect data to all those engaged.	Database developed containing relevant information

	Task	Further details	Timescale	Who will be responsible?	Resources	How we'll know when we've been successful?
4.4	Enhance partnership working through the LSB engagement working group	Ownership of tasks and responsibilities shared in line with terms of reference of the group – review terms of reference if appropriate		Louise Chadwick		
Objective 4: Supporting Members						
5.1	Promotion of councillor surgeries	Make available to councillors promotion of surgeries through existing and new media methods.	May 2012 - ongoing	J.J, communications team and members	Database	Dissemination of councillor surgery information
5.2	Develop Councillor engagement materials	Councillors will have the use of a range of engagement materials based on the National Principles	May 2012	J.J		Materials collated and available for use
5.3	Development of individual Councillor information on the council's website	Consult with Councillors to determine the content Template form made available to ensure changes are simple to make and information is clear	May 2012 - ongoing	J.J and IT	IT department technology	Councillor information 'live' on CCBC website

	Task	Further details	Timescale	Who will be responsible?	Resources	How we'll know when we've been successful?
5.4	Development of local Member Information and activity protocols to be more proactive in keeping councillors informed of local relevant developments	Links to new annual report for Councillors	May 2012	J.J, IT and members		

9. Appendix

Resources: Standards, Guidance and Toolkits

Citizen Engagement Standards for Caerphilly County Borough

These are the minimum standards you can expect from us when we are improving services for you or when we are finding out your views.

INFORMATION

We will:

- Give you enough information, and enough time to get involved if you want to
- Let you know what difference you can make
- Give you information that is easy to understand
- Take care to keep your details confidential

RESPECT

We will:

- Challenge all forms of discrimination
- Listen to your ideas, views and experience
- Take you seriously and treat you fairly
- Respect your opinions

WHERE THERE IS AN OPPORTUNITY FOR YOU TO INFLUENCE

We will:

- Make the most of what you tell us
- Work to let everyone have a chance to get their voice heard
- Work with you and our partners to recognise and consider the things you tell us are important or the things you feel we are doing well
- Provide a range of opportunities and a welcome environment to get involved
- Make opportunities for you to talk about issues you feel are important on a continuous basis

FEEDBACK

Wherever appropriate, we will:

- Let you know what difference you have made and how your ideas have been used
- Keep you up to date with what is happening
- Give feedback as soon as possible and in ways that are easy to understand for everyone

CONSIDERING YOUR VIEWS

We will:

- Ask you what we can do better and use your views to inform our work
- Work with you to help change things for the better
- Make sure your views are considered in decision-making
- Be honest with you about what can and cannot be changed
- Try to learn and improve the way we work with you

Community participation and empowerment: putting theory into practice, Wilcox, Joseph Rowntree Foundation 2004

National Principles for Public Engagement in Wales

How to Consult: Practical Guidelines for undertaking consultation and research activity (2008)

Engaging with Children and Young People: A Participation Toolkit

Equalities Consultation and Monitoring Guidance www.caerphilly.gov.uk/equalities

Setting Strategic Direction: Caerphilly County Borough Citizen Engagement

Report for Caerphilly Local Service Board, MVA consultancy, September 2008

Caerphilly Local Service Board's Citizen Engagement Strategy, MVA consultancy, September 2008

Caerphilly County Borough Council (CCBC) Consultation Strategy 2006 – 2007, February 2006

Delivering Digital Inclusion: A Strategic Framework for Wales, 2010

Examples of Engagement documents

- Signposts Two – putting public and patient involvement into practice - Welsh Assembly Government (2003)
- Making The Connections: Delivering better services for Wales - Welsh Assembly Government (2004)
- Delivering the Connections: From Vision to Action - Our 5 Year Action Plan for delivering better services in Wales - Welsh Assembly Government (2005)
- Citizen Engagement and Public Services: Why Neighbourhoods Matter - Published jointly by Communities and Local Government and The Home Office (2005)
- Communities First - Welsh Assembly Government
- A better Wales: the natural environment of Wales in 2010 - Countryside Council for Wales
- Creating a Better Wales 2006–11 - Environment Agency Wales
- Righting the wrongs: The reality of children's rights in Wales - Save the Children Cymru (2006)

- Beyond boundaries: Citizen centred Local Services for Wales - Sir Jeremy Beecham (2006)
- Making the Connections: Delivering Beyond boundaries: Transforming public services in Wales - Welsh Assembly Government (2006)
- Engaging the Public in Decisions – the Citizen’s Voice - Welsh Assembly Government (2006)
- Building Better Customer Service – the Citizen’s Voice - Welsh Assembly Government (2006)
- Beyond Barriers: Identifying conditions for embedding effective public involvement - Welsh Assembly Government / ORS (2007)

Is there anything else you would like to tell us about the strategy?				
1	2	3	4	5
Comments				

We would like to thank you for giving us your time and views and invite you to be involved on other issues and decisions that may concern you. If you would like to receive information and requests for your views in the future, please provide us with your name and contact details so that we can keep you informed.

Name:

Address:

Postcode:

Email:

Telephone number:

Communications and Public Engagement Unit

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