



RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

MUNICIPAL YEAR 2019 /20

COMMUNITY LIAISON COMMITTEE

INVOLVEMENT & ENGAGEMENT FRAMEWORK

21th JANUARY 2020

**REPORT OF THE SERVICE DIRECTOR OF DEMOCRATIC SERVICES &
COMMUNICATIONS**

1. PURPOSE OF THE REPORT

- 1.1 The purpose of the report is to provide the Community Liaison Committee with the information on a proposed new Involvement and Engagement Framework (2020-2024).

2. RECOMMENDATIONS

It is recommended that:-

- 2.1 Members note and provide comment on the Strategy. Noting that one of the principles of the framework references that the Scrutiny function will be used to validate involvement.
- 2.2 Community Liaison Committee to receive regular progress updates on the implementation of the Strategy.

3. BACKGROUND INFORMATION

- 3.1 The Council has a good track record of consulting with residents on all key service changes. We have strengthened our arrangements for involving and consulting with people and communities in the past few years, with a focus on face to face conversations. We use a variety of engagement methods, involving as wide and diverse a range of stakeholders as possible.
- 3.2 There is still work to be done to ensure that all members of the community can have their say and become involved in the Councils' decision making. The Involvement & Engagement Framework aims to provide overarching guidance to

Council services on how to inform, engage, consult and involve people who live and work in Rhondda Cynon Taf in the decisions that impact upon them.

4. INVOLVEMENT & ENGAGEMENT FRAMEWORK

4.1 The Framework is based around the following key principles.

Strengthen the culture of involvement by

- enabling and embedding involvement across the Council and its services
- ensuring that when we make decisions we take account of people's views
- working towards the FG Commissioners Journey to involvement
- including involvement in all Council Delivery Plans and Council reports
- using the Scrutiny function to validate involvement

Make sure our Involvement is focused and has a purpose by

- providing enough time, space and resources for meaningful involvement
- involving people at the earliest opportunity
- using more innovative methods as well as those that are tried and tested
- working more closely with residents, including those that are seldom heard

Make it easy for everyone to be involved by

- putting in place an inclusive approach, considering the involvement of all groups which includes the protected characteristics groups
- providing more opportunities and using a variety of accessible formats
- talking to people in their communities
- keeping it Simple by using plain English and Welsh language
- making text jargon free and easy to read, using graphics and animations
- having information/people available to help people to better understand

Streamline our involvement requests by

- using existing groups and stakeholders
- working across services to maximise the opportunities for involvement and make best use of resources
- co ordinating how and when we involve people so that residents are not overwhelmed with information or frustrated by multiple requests
- working with the Cwm Taf PSB and other partners to improve joint planning and working

Train and enable staff so that they have the skills they need by

- signposting them to the relevant training where necessary
- investing in training for involvement and engagement skills to ensure effective involvement techniques are used
- promoting involvement guidance to staff

Provide feedback to people about how their views have been used by

- providing updates on our website
- making sure this views are reflected in Council reports
- providing feedback in different ways so that it meets the needs of different audiences
- showing how views have been used through a “You said, we did” approach

Evaluate what have done so that we can improve in future by

- checking the effectiveness of the activity
- sharing findings, processes and learning amongst services and partners
- sharing with national organisations to influence national policy and decision making

4.2 The framework will be evaluated by considering the quantity and quality of the feedback received from our engagement activities.

5. CONCLUSION

5.1 This report and the Appendix outline a new Involvement & Engagement Framework for Rhondda Cynon Taf. The Framework will allow services to improve how they involve stakeholders and ensure that they are following best practice and following a standard corporate approach to involvement.

6. EQUALITY AND DIVERSITY IMPLICATIONS

6.1 One of the key principles of the strategy is to make it easy for everyone to be involved by putting in place an inclusive approach, considering the involvement of all groups which includes the protected characteristic groups. All of our engagement work considers equality and diversity implications in the planning process.

7. FINANCIAL AND RESOURCE IMPLICATIONS

7.1 There are no financial implications directly aligned to this report.

8. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELLBEING OF FUTURE GENERATIONS ACT

8.1 The Well-being of Future Generations Act asks public bodies to work better with people, communities and each other to meet the Sustainable Development principle. The Council’s approach to the implementation of the Act agreed by Cabinet is to make sure that its requirements are embedded into the everyday business, this includes this Framework.

To deliver the Sustainable Development principle, the Act sets out five ways of working;

1. **Involvement** of those with an interest in our plans and seek their views
2. Balancing short term need with **long term** and planning for the future
3. **Collaborating** with others to deliver objectives
4. considering the impact on all well-being goals together and on other bodies by **integrating** our plans and policies etc.,
5. putting resources into **prevention** so that problems don't occur or get worse

By implementing this Framework, we will help services to embed 'Involvement' into their plans and arrangements and so enable to the Council to meet its statutory requirements under the Act.