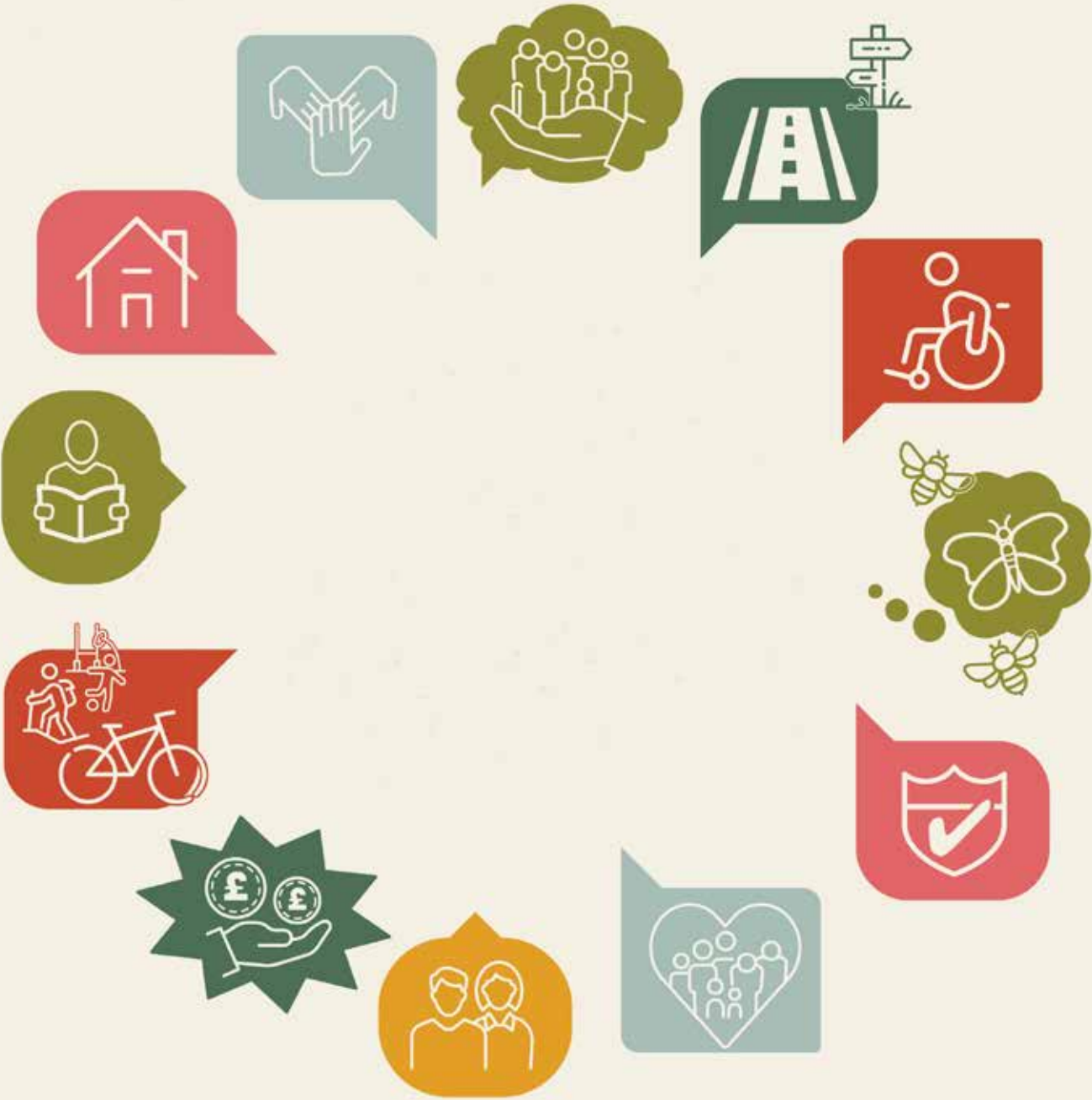


Let's Talk - Your Views

Our plan for making sure people have their say from 2025 - 2030



How to use this document



This is an Easy Read version of: **Let's Talk Your Views. Involvement Strategy 2025 – 2030.**



You might need help to read it. You can ask someone you know to help you.



Where the document says **we**, it means **Rhondda Cynon Taf County Borough Council** or **RCTCBC** for short. To find out more contact:

Website: www.rctcbc.gov.uk/currentconsultation

Email: consultation@rctcbc.gov.uk



Hawdd ei Ddeall Cymru
Easy Read Wales

[Easy Read Wales](#) made this document into Easy Read using **Photosymbols**. [To tell us what you think about this easy read version, click here.](#)

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What this booklet is about



We try hard to listen to people living in Rhondda Cynon Taf. And find out what they think.



But we know we can always do better.



This booklet is also called an **Involvement Strategy**.



It means our plans for how to listen to and involve people in Council services.



The new Strategy runs from 2025 – 2030. The old one ran from 2020.



The new plan looks at changes that have happened and will happen. We have thought about other work we are doing when making this plan.

What we will do

These are what we want to achieve:



- Be clear about why we need people to be involved.



- Make sure Council information is given in ways people can understand.



- Make sure we report on what people say.



- Make sure people involved get to know about decisions we make.



- Make sure everyone who wants to be involved, can be involved.



Our biggest goal is to make sure everyone can have their say in Council services. Both in how they are planned and run.



We also want to make sure there are different ways for people to share their views.



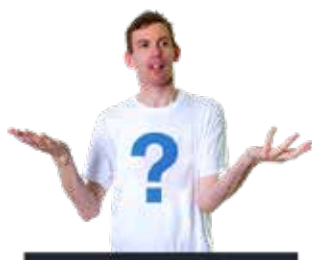
Everyone's choices matter to them. We also know there are lots of different opinions on things.



We must think about lots of things when taking decisions.



We want to make sure every person living in Rhondda Cynon Taf feels heard.



We want to make sure people know why we make the decisions we do.

Our Goals



There are 7 big goals we want to achieve. We call these our **involvement objectives**.

The 7 goals are:

1. Make sure there are more chances for people to have a say about Council decisions.



- Involve people early on. Find who will be affected most by an issue.



- Make it clear why we want people's views.



- Think about the best ways to involve people now and in the future.

2. Make it easy for anyone to take part



- Use clear language and give it to people in a way they can understand it. For example, in Easy Read and other ways.



- Make sure there is the time and space needed for people to take part.



- Talk to people in their communities.

3. Make sure different people and groups get involved.



- Check people from different backgrounds are getting involved. No matter what their background is, their beliefs or what needs they have.



- Make sure people who don't go online get to have a say.



- Think about the issues that can stop people from getting involved.

4. Work together with other services who involve people. This will help stop people repeating themselves.



- Work together well and use our resources in the best ways together.



- Look at groups already in place.

5. Tell people what happened next.



- Tell people what we did after they shared their views.



- Give people updates in ways people can understand.

6. Make sure staff have the skills they need.



- Train staff in how to involve people.



- Make sure staff have the time and equipment they need to involve people well.

7. Check and improve.



- Check how well our involvement work is going
- Look at information we have about people in the area. This can help us plan better.



- Share what we learn with others.

What is involvement



There are 4 different types of involvement.



1. **Engagement** – this means listening to people over time about an issue.



2. **Co-Production** – this means people work equally with the council to make something happen or change.



3. **Providing Information** – It means giving people information about something.



4. **Consultation** – this is a way of asking people to share their views. For example, through a survey.



The type of involvement we use will depend on the situation.



We need to do more **engagement** and **co-production** though.



Who we will involve



Lots of people live in Rhondda Cynon Taf.



We can use council information to learn more about who lives here. For example, the ages of people.



This can help us know who we need to involve.



This data can also help us look to see changes taking place. We look at information over time and see how things change.



For example, we know that there are more older people than there used to be. People are living longer.

Stakeholders

Stakeholders is the name we give to people and organisations we affect. For example:



- Residents
- Businesses
- Visitors
- Staff
- Welsh Government
- Schools
- Community groups
- And many more.



Ways to get involved

There are many ways people can get involved. For example:



- Events.



- Surveys.
- Online surveys.



- Groups– like forums and focus groups.
- Telephone calls.



- Community meetings.
- Social media.



- Council meetings.
- Citizens' panel – this is a council meeting just for people.



- Easy Read and trying to use Plain English as much as we can.

Following the law



The views we receive from people are important. They tell us what people want and need.



We also involve people because of many laws and policies in Wales, the UK and the world. These tell us why it is important.

For example:



The Equality Act 2010

<http://www.gov.uk/guidance/equality-act-2010-guidance>

Welsh Language Standards

<https://www.rctcbc.gov.uk/EN/Council/WelshServices/Relateddocs/ComplianceNoticeStandards.pdf>

Council Plan

<https://www.rctcbc.gov.uk/EN/Council/Performancebudgetsandspending/Councilperformance/TheCouncilsCorporatePlan.aspx>

Checking our goals are achieved



We have asked people for their views to help us make an action plan.



This is a detailed list of the actions we will take. It shows in more details the things we will be doing.



There are more details about these in our next section, called Action Plan.



We will carry out a review every year to see how well we are doing.



We also carry out checks of the work we do at the council. This looks at the effects of the work we do and how they have made a difference.



We have to ask ourselves these 3 questions:

1. How well are we doing?
2. How do we know?
3. How can we improve?

Action Plan



We made this action plan by asking people for their views.



We will make more actions when we work with more groups of people. These will help make sure we achieve specific goals. The list of actions are set out for each of our 7 goals:

1. Make sure there are more chances for people to have a say about Council decisions.



- Find the right ways to work with specific groups of people.



- Speak to people face to face more.



- Use the right material for the audience. For example, Easy Read and Sign Language.



- Make a directory of local community groups.



- Go to more community meetings.



- Tell people what happened next.



- Be open and honest.

2. Make it easy for anyone to take part.



- We will use different ways to tell people how they can get involved.



- We will make sure people have time to have a say.



- Make it easier for people to get involved.



- Do more work to involve people on evenings and weekends.

3. Make sure different people and groups get involved.



- Speak with children from primary school age.



- Use language that is easy to understand.



- Use school technology to involve people. For example, the Parent App.



- Work with the youth service called YEPS.

- Work with groups already set up.



- Offer things like vouchers to people for getting involved.

4. Work together with other services who involve people. This will help stop people repeating themselves.



- Link up with community events, groups and meetings.



- Work with other organisations to help stop people repeating themselves. For example, South Wales Police.

5. Tell people what happened next.



- Improve our website.



- Make sure people feel valued for taking part.



- Go to follow-up meetings where possible.



- Always tell people what we did next.



- Feedback should be on time and easy to read.

6. Make sure staff have the skills they need.



- Think more about what staff need to do before involving people.



- Make sure staff know about important issues going on.



- Give training to staff and others about involving people.



- Make sure staff are trained about a range of people's needs and backgrounds.



- Train staff on how to make information easier to read.

7. Check and improve.



- Make guidelines to help services check their activities.



- Think about what works and what needs to change.