



## One Newport Engagement and Participation Strategy

The purpose of the One Newport Engagement and Participation Strategy is to make sure that The One Newport Local Service Board and its partners involve citizens, service users, agencies and practitioners in the design and delivery of services in Newport. This strategy also sets out how the statutory requirements of the guidance Shared Purpose, Shared Delivery will be addressed and how residents are engaged.

### **Aims of the Strategy**

- To support and encourage the One Newport Local Service Board and its partners to take a joined up approach to the engagement and Participation processes.
- To support, encourage and enable local communities to engage with the One Newport Partnership and its members to participate in decision making that has a direct impact on their lives.

### **Our Objectives**

- To provide effective, appropriate and ethical opportunities for citizens, service users, agencies and practitioners to express their views.
- To actively seek the views from those groups identified as 'seldom heard'
- To provide mechanisms and structures that will support a joined up approach to the engagement and participation process.
- To identify and reduce barriers that prevent engagement
- To raise awareness throughout the One Newport Partnership of the importance and benefits of involving citizens, service users, agencies and practitioners in decision making processes.
- To improve the skill set of staff in engaging with communities, citizens and service users thus providing a positive experience of being involved in decision making processes.
- To co-ordinate engagement and participation activities to improve the process of engaging in decision making within the One Newport Partnership, from the planning of activities, to the sharing of data and ensuring feedback is provided to those involved.

### **Definitions**

**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.

*Participation means that it is my right to be involved in making decisions, planning and reviewing an action that might affect me. Having a voice, having a choice"*  
(WG Sound Bite 2004)

### **Joint planning and sharing of data**

The One Newport Local Service Board and its partners recognise the importance of working jointly to develop a strategic and co-ordinated approach to public engagement and enable

more effective and efficient engagement through the sharing of resources, reducing duplication and the lessening the risk of engagement fatigue.

Part of this process will be to develop a robust method for the collection and storage of public engagement data and work collaboratively in responding to the expressed needs of citizens.

### **National Principles of Public Engagement**

The Welsh Government endorsed the National Principles for Public Engagement in Wales in March 2011. They are a set of non-statutory principles and are designed to provide guidance when undertaking the engagement and participation process. They are an overarching set of principles aimed at public service organisations across all sectors in Wales.

The Principles for Public Engagement for Wales are:

1. Engagement is effectively designed to make a difference
2. Encourage and enable everyone affected to be involved, if they so choose
3. Engagement is planned and delivered in a timely and appropriate way
4. Work with relevant partner organisations
5. The information provided will be jargon free, appropriate and understandable
6. Make it easier for people to take part
7. Enable people to take part effectively
8. Engagement is given the right resources and support to be effective
9. People are told of the impact of their contribution
10. Learn and share lessons to share the process of engagement

The One Newport Partnership endorse the use of the National Principles of Public Engagement when engaging with citizens, service users, agencies and practitioners

### **The National Participation Standards**

The One Newport Local Service Board have statutory obligation under Section 12 of the Children and Families (Wales) measure and the Shared Purpose Shared Delivery Statutory Guidance- Children and Young Peoples Participation (Annex 1) to ensure that all children and young people have an opportunity to have a voice and to be listened to.

In order to measure and monitor effective participative opportunities the Welsh Government have endorsed the National Participation Standards (January 2005) alongside a nationally recognised kite mark as part of a self-assessment process.

The National Participation Standards are

- Information
- It's your choice
- No Discrimination
- Respect
- You get something out of it
- Feedback
- Improving how we work

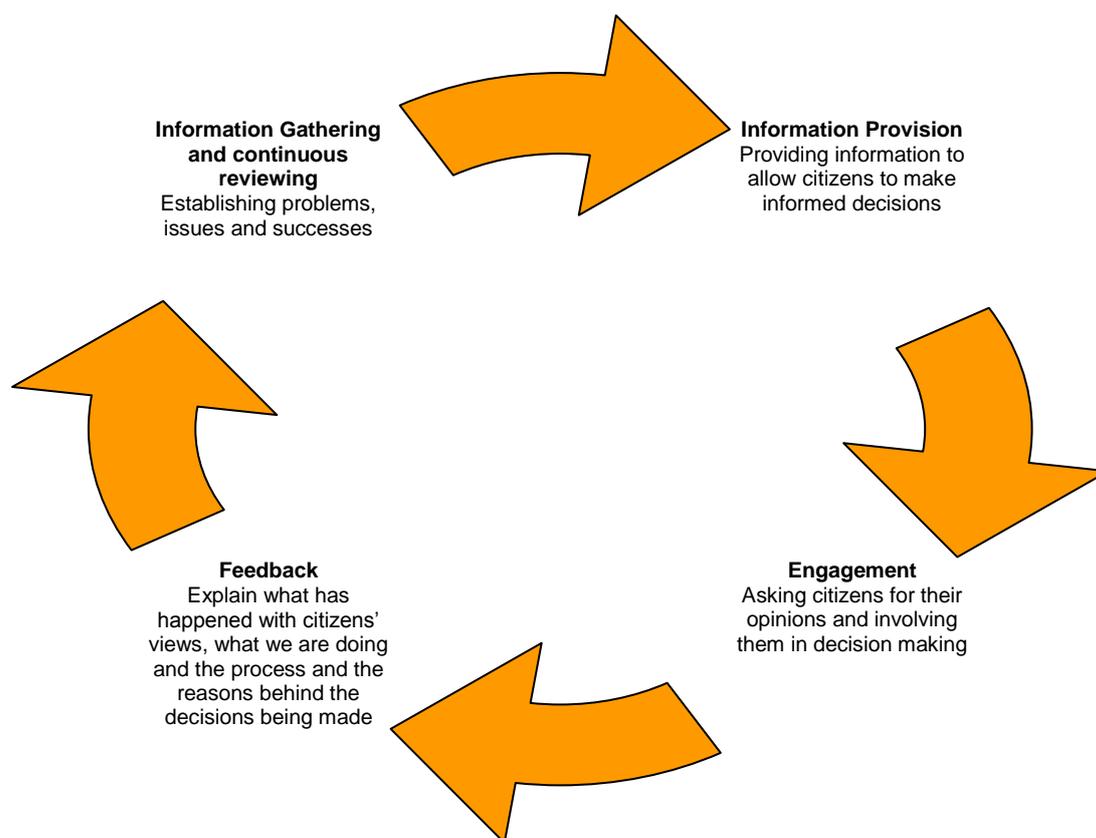
The One Newport Partnership will apply the National Participation Standards and the self-assessment process across all age ranges to ensure a consistent approach as part of the improvement of engagement and participation processes in Newport.

### **The One Newport Participation Promise**

A Participation Promise has been developed (Annex 2) that outlines the expectations on members of the One Newport Partnership in relation to engagement and participation. The Participation Promise will be a demonstration of commitment on a local level to involving  
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citizens, service users, agencies and practitioners in the design and delivery of services in Newport. This will be monitored as part of the quality assurance processes of the One Newport Partnership

### **The Engagement cycle embedded in to planning**



### **How will we engage and promote participation?**

The One Newport partnership will undertake an annual cycle ensuring a co-ordinated approach through a wide range of appropriate mechanisms including;

- Newport Youth Council, youth fora, children in care council, school councils
- Citizen Panels
- Special interest groups
- Residents survey
- On line surveys
- Social Media
- One Newport Website and Young Newport website
- Customer Insight
- Planned workshops
- Bespoke consultation responding to changes in services and policies
- Targeted engagement and participation activities designed to encourage and support seldom heard\* groups such as:
  - Young People identified as NEET
  - BME children, young people and families
  - Gypsy Roma groups
  - Children, young people and adults with disabilities
  - Children, young people and families affected by alcohol and substance misuse
  - LAC children and young people
  - LGBT Groups
  - Children, young people and adults with caring responsibilities

## Asylum seekers

\*the above list is not exhaustive and seldom heard groups will be actively engaged in participation activities based on need and ongoing identification through the UNA process.

Information gathered will be centralised and the process will be facilitated and supported through the Partnership Support Team. We will ensure that feedback provided is timely and uses media that is accessible to all ages including children and young people.

We will also provide community insight data which will ensure that communication and engagement is relevant and makes use of the best media.

### **How will we achieve our objectives?**

The One Newport Local Service Board will agree a detailed annual work plan which will identify areas of work to ensure that partners involve citizens, service users, agencies and practitioners in the design and delivery of services in Newport

### **What does success look like?**

#### **Citizens and service users will:**

- Feel that information given is transparent, accessible and understandable.
- Feel that they are able to access a wide range of appropriate, effective opportunities to be involved in decision making processes.
- Feel listened to and able to influence decisions within a wide range of services on relevant issues that affect them.
- Feel that feedback given is timely and in a media that is accessible.

#### **Practitioners and staff will:**

- Have access to training opportunities to improve their skills and knowledge to enable them to effectively engage with citizens and service users.
- Have support, advice and guidance on best practice when involving citizens and service users in engagement and participation activities.
- Be supported and encouraged to work with other practitioners/colleagues from different services and agencies to ensure a joined up approach to providing engagement and participation activities.
- Have access to community insight data to support targeted engagement.

#### **Partner Agencies and organisations will:**

- Jointly co-ordinate their engagement and participation activities.
- Benefit from a wider range of citizens and service users taking part in engagement, participation activities and expressing their views.
- Work together to capture the views, collate information and effectively utilise information gathered.
- Provide timely feedback in a media that is accessible and provide tangible evidence of how citizens and service users have influenced decision making and service delivery.

### **How will we monitor how well we are doing?**

- Number of engagement events, opportunities and processes taking place on an annual basis
- Number of joint, collaborative engagement activities on an annual basis.
- Number of citizens, service users, agencies and practitioners actively involved in engagement activities.
- Number of agencies and organisations undertaking the National Participation Standards Self assessment process.

- Number of training opportunities for citizens, service users, agencies and practitioners on engagement and participation.
- Number of citizens and service users actively involved from seldom heard\* groups.

A summary will be included in the Local Service Boards annual report detailing how the statutory duties have been met and how they can be improved upon.

### **More Information**

If you would like more information on One Newport Local Service Board or engagement and participation activities please contact:

Partnership and Policy Team

People and Business Change

Newport City Council

Freepost SWC1476

Civic Centre

Newport NP20 4UR

Phone: 01633 656 656

Email: [one.newport@newport.gov.uk](mailto:one.newport@newport.gov.uk)

Website: <http://onewportlsb.newport.gov.uk>

Customer insight data can be found at [www.newport.gov.uk/atlas](http://www.newport.gov.uk/atlas)

## Annex 1

### **STATUTORY GUIDANCE - CHILDREN AND YOUNG PEOPLE'S PARTICIPATION**

**This statutory guidance is issued in accordance with Section 17(3) of the Children and Families (Wales) Measure 2010 and applies to local authorities both in respect of the single integrated plan, and whenever they take decisions which might affect children and young people.**

Local authorities have a duty to promote and facilitate participation by children and young people in decisions that might affect them. The legal basis for this duty is Section 12 of the Children and Families (Wales) Measure 2010. It requires local authorities to make such arrangements as they consider suitable to promote and facilitate participation by children in decisions of the authority which might affect them, and to publish and keep up to date information about its arrangements. These duties can be discharged via the single integrated plan engagement strategy.

The United Nations Convention on the Rights of the Child (UNCRC) is an international agreement that sets out the rights that all children and young people can expect to enjoy, wherever or whoever they are. The Welsh Government has implemented this through the Rights of Children and Young Persons (Wales) Measure 2011 which came into force on 1 May 2012.

It places a duty on the Welsh Ministers to have due regard to the UNCRC when reviewing their policies and when making decisions about proposed policies or legislation. This will be strengthened from 1st May 2014 when Welsh Ministers will have a duty to have due regard to the rights in the UNCRC whenever they use any of their legal powers or duties.

The UNCRC consists of 54 articles, 42 of which directly relate to children and young people. Article 12 is an enabling right which enables children and young people to access all the other rights in the UNCRC. It says that every individual child and young person has a right to have their views heard and to participate in decision making. This is the basis for work to promote and support children and young people's participation, both locally and nationally. The UNCRC applies to children and young people under 18yrs, but in Wales, young people include those up to the age of 25 yrs and Local Authorities are expected to consider applying their arrangements for participation to these young people where appropriate.

The Seven Core Aims is the national framework for developing policy for children and young people. They summarise the UNCRC and form the basis for decisions on priorities and objectives in Wales and they should form the basis for decisions on strategy and service provision nationally and locally. Core Aim 5 in particular relates to children and young people's participation and states that all children and young people are listened to, treated with respect, and have their race and cultural identity recognised

#### **Requirements**

In order to meet the requirements of the legislation Local Authorities are expected to work with relevant partners to:

- promote and facilitate participation within the broad context of children and young people's rights as part of their policies, services and wider citizen engagement.
- embed children and young people's participation into all aspects of planning, delivering and reviewing services. The Single Integrated Plan engagement strategy

should set out how this will be addressed and evidenced through review of its implementation;

- publish information about arrangements for promoting and facilitating participation in the authority in the Local Service Board's annual public report on progress, as well as using media which are accessible to children and young people such as relevant web-sites.

- ensure that a range of opportunities and the appropriate required support are provided for effective participation. The opportunities for children and young people as individuals to participate should be integrated into day to day services as well as specific participation structures such as forums for children, forums for young people, or groups/forums which represent children and young people who are marginalised, vulnerable or have a special interest in a particular issue. These forums and groups have a key role to play in supporting young people to have a voice and to access their rights as set out in the UNCRC.

- establish a County Youth Forum as a representative body of young people to act as a channel for young people's views across their local authority and represent those views to local and national decision-making bodies. They should aim to be as inclusive as possible in terms of geographical spread, age, gender and to represent specialist needs and more marginalised young people. For County Youth Forums to operate effectively, they will need to be adequately supported by Local Authorities who should consider what support is required to do this. They will also need to be effectively linked into national participation structures and more information about these can be found at <http://participationhub.org.uk>;

- consider how best to support training and the promotion of participation - which should be integrated into wider work around developing knowledge and understanding of the UNCRC;

**Promotion** - Local Authorities should make sure that as many children and young people as possible are aware of their right for their opinion to be heard, and to be involved in decision-making about policies and services that affect their lives. This should include publishing information about the benefits of participation, and also disseminating examples of good practice, for instance through web-sites and newsletters as well as social media. Relevance - Information and materials aimed at children and young people should be clear and easy to understand, answer their questions and identified needs, as well as being accurate, up-to-date, and accessible in terms of language and format.

**Engagement** - Local Authorities should consider how children and young people themselves can be actively involved in raising awareness of the importance of participation. The right to have their views heard and to participate in decision making applies to individuals, and although many children and young people prefer to participate in a group, consideration should be given to how individuals can be part of planning and decision-making processes.

## **Working with partners**

Whilst this statutory guidance, issued under the Children and Families (Wales) Measure 2010, relates only to Local Authorities we would encourage them to work closely with each of their relevant partners. Working in a multi-agency way is good practice and the Children Act 2004, Section 25, places a legal duty on local authorities to promote cooperation with a view to improving the wellbeing of children in the area.

There are many examples of partners contributing to children and young people's participation and mainstreaming it into their areas of work and their arrangements for citizen engagement. Some of these can be found on [www.pupilvoicewales.org.uk](http://www.pupilvoicewales.org.uk).

### **What happens now?**

- The Single Integrated Plan's engagement strategy should set out how children and young people's participation is embedded into all aspects of planning, delivering and reviewing services;
- Local authorities should publish their "arrangements for promoting and facilitating participation" in the single integrated plan's engagement strategy, as well as using media which are accessible to children and young people such as relevant web-sites
- The Local Service Board's annual report should include a summary as to how these statutory duties have been met, and how they can be improved upon. The Welsh Government will monitor local arrangements for children and young people's participation.
- Single integrated plans provide evidence to Inspectorates and the Welsh Audit Office (WAO) when undertaking reviews of efficiency and effectiveness of local services. Inspectorates and the WAO may also review the outcomes achieved and procedures involved to demonstrate how effectively children and young people are being listened to, involved and engaged.

The scope of the duty to promote and facilitate children and young people's participation is wider than involvement in the single integrated plan. It is important that participation becomes part of policy and practice of all local partners.

Local Authorities should work with local partners, including children and young people, to ensure that participation is promoted and facilitated. Children and young people have a right to be listened to, have a voice, and be able to access opportunities to play an active role in decision-making wherever they are – in school, out and about in the community, or as users of services.

There are many examples of good practice and a significant number of these have adopted the 'National Children and Young People's Participation Standards' for Wales as a means of ensuring that participation happens meaningfully and effectively.

Further information on good practice in relation to children and young people's participation can be found on <http://www.uncrcletsgetitright.co.uk>

Information, resources, materials and good practice that support participation in Wales are also available at <http://participationhub.org.uk>

**Wales has been leading the way in children and young people's participation and momentum must be maintained.**

## Annex 2



# *Participation Promise*

## ***YOUR Promise!***

We, Members of the **One Newport Partnership** will take action to achieve the following eight promises.

1. We fully recognise and accept that participation is a priority in the One Newport Partnership and is an important process in providing services to the population of Newport.
2. We will adhere to the principles of the Principles of Public Engagement and the National Participation Standards to meet the priorities of the One Newport Single Integrated Plan.
3. We will ensure that all citizens, service users involved receive the support, knowledge and skills that they need to participate effectively.
4. We will use the National Participation Standards to work with citizens and service users to see how well we are meeting the Standards.
5. We will actively promote, support and encourage staff to take up participation training opportunities offered within the One Newport Partnership.

6. We will offer a broad spectrum of opportunities for citizens and service users to have a say in the services that we provide.
7. We guarantee that timely feedback is always provided using media that is accessible
8. We will work with partner agencies to provide and promote participation and engagement opportunities.

### **The One Newport Partnership**

## ***OUR Promise!***

We, **the One Newport Partnership Support Team**, will take action to achieve the following four promises.

1. We will promote participation and the rights of citizens and service users throughout the One Newport Partnership and the One Newport Engagement Strategy.
2. We will support you by facilitating training Opportunities for both service users and staff.
3. We will listen to service users give feedback and create changes where possible. Where changes are not possible we will provide an explanation.
4. We will help services, organisations, service users to create, maintain and sustain the structures needed for citizens and service users to participate in decision-making at all levels.

### **The One Newport Partnership Support Team**