

Appendix 1

Swansea Local Service Board – Engagement Group Standards

The following outlines the standards to be adopted by the LSB Engagement group within its work. We have taken account of both the National Principles for Public Engagement in Wales and the National Children and Young People's Participation Standards for Wales. As a group we endorse the National Principles for Public Engagement in which 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 the impact of their contribution:
- 10 Learn and share lessons to improve the process of engagement

We are going to put these principles into practice by using these standards:

INFORMATION

This means:

- Information that is easy to understand for everyone
- Making sure you know what is going on and are up front and clear.

We will:

- Ensure everyone has enough information to get properly involved
- Let you know what difference you being involved will make
- Inform you about who is going to listen and make changes

Link to National Principles – 1, 5, 6, 7, 8

IT'S YOUR CHOICE

This means:

- You choose if you want to get involved or not
- You choose to work on things that are important to you
- You choose what you do and how you do it.

We will:

- Give you enough information and time to decide if this is something you want to do.

Link to National Principles – 2, 6, 7

NO DISCRIMINATION

This means:

- People are all different but you **all** have the same right to have a say about the things that matter to you.
- We want everyone to feel welcome and be able to get involved if they want to be.

We will:

- challenge any discrimination
- get in touch with people in lots of different situations
- get you involved in things you want to do.

Link to National Principles – 2, 6, 7,

RESPECT

This means:

- Everyone has a chance to have a say, your opinions are important and we will respect them.

We will:

- listen to your ideas, views and experiences
- take you seriously and treat you fairly
- work with you to do something about the things you tell us are important

Link to National Principles – 1, 2, 9

YOU GET SOMETHING OUT OF IT

This means:

- We want you to enjoy and benefit from taking part
- Making sure that participating is a positive not a negative experience.

We will:

- work in safe, fun, and enjoyable ways
- make the most of what you know
- value and respect what you have to offer.
- meet in friendly places that are easy for all people to use

Link to National Principles – 1, 2, 7, 8

FEEDBACK

This means:

- It's really important that you know what difference you have made and how your ideas have been used.

We will:

- 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.

Link to National Principles – 9, 10

IMPROVING HOW WE WORK

This means:

- We want to learn and get better at the way we work with you.

We will:

- make best use of past consultation and engagement results
- work with other organisations where possible
- look at the way we work with you and how to improve it
- ask you what has gone well and what needs to change
- make sure your views make a difference to the way we make plans and decisions

Link to National Principles – 1, 4, 8, 10