

Wrexham County Borough Council

# Involvement Strategy 2022-2027

This document is available in Welsh



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## What does Involvement mean and why do we want to do it well?

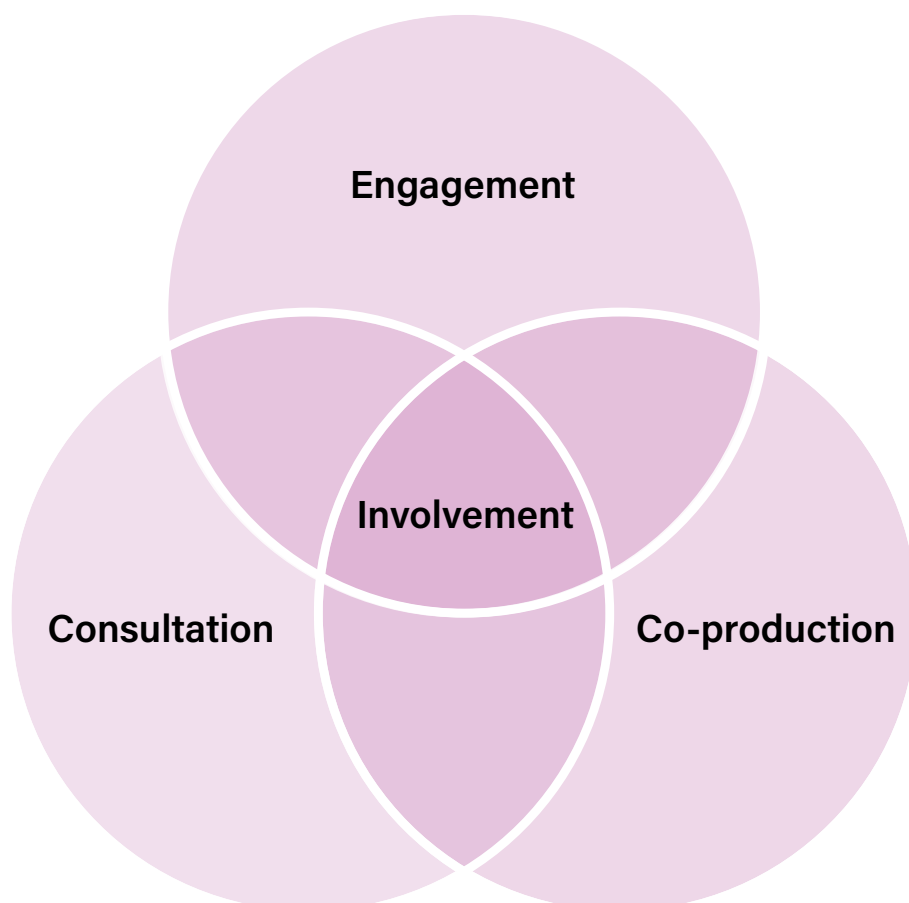
Wrexham Council is committed to listening to the people of Wrexham. Good Involvement means that everyone in our community feels they can join the discussion about the services we design and deliver; and can help shape the future of Wrexham County Borough. We hope by taking this approach the future of services in Wrexham will be more focussed on what matters most to the people of Wrexham and, that people will feel they can have their say and to work with us to make things happen together.

## Our Vision ... for better involvement

We want a Wrexham where everyone feels they can get involved to influence the planning and delivery of services. People feel engaged and consulted with on decisions which affect them, and where we can; we work to design and deliver services; and make things happen, together.

## How will we work to get people involved?

We will work together to involve people using variations of three methods, as appropriate; these are consultation, engagement and co-production.



## **Consultation is ...**

A formal process to gather the views of interested groups and individuals on specific proposals to help make a decision.

### **We aim to ...**

1. Ensure that we consult on the right things, in the right ways, at the right times, with the right people.
2. Ensure that consultations across the organisation are conducted to a consistently high standard.
3. Ensure that consultation findings are considered, and used to make informed decisions at all levels.
4. Ensure we communicate honestly with people about the outcomes of their involvement.

## **Engagement is ...**

An active, ongoing conversation using different methods to listen to ideas to influence and shape policy and services.

### **We aim to ...**

1. Ensure that there are appropriate and accessible ways for people to engage with us on issues that are important to them.
2. Analyse and understand people's views, from a range of sources, and use this information (along with other intelligence and data) to inform our decisions.
3. Develop links and effective relationships with different people and communities across the county borough.
4. Recognise and acknowledge the value that engagement has added to our work.

## Co-production is ...

Working with people and communities in equal partnership to develop and deliver services that matter together.

## We aim to ...

1. Ensure that we work to a consistently high standard across the organisation, when co-producing services.
2. Develop partnerships with relevant individuals, groups and communities, to share their knowledge and experience.
3. Embed a culture of co-production across the organisation, and use this approach wherever it is appropriate.

## The law and what you can expect from us

The law also requires us to; and gives you the right to expect us to consider how we get people involved and work together.

- **Well-being of Future Generations (Wales) Act 2015** - identifies the involvement of people as key to the principles of sustainable development, and essential to future service delivery.
- **The Social Services and Well-being (Wales) Act 2014** – says that Local Authorities must put in place transparent arrangements where people are equal partners in designing and operating services.
- **The Local Government (Wales) Measure 2011 and Local Government and Elections (Wales) Act 2021** - place duties on councils to promote and encourage participation in council decision-making. It does this by placing requirements on all principal councils to prepare and publish a public participation strategy. The strategy sets out how the council will comply with the new duties. As part of this we want your thoughts on how well we are doing, in order to inform our annual Council self-assessment.
- **Socio Economic Duty 2021** - (under part 1 of the Equalities Act 2010). This means that our decisions must deliver better outcomes for people living in less favourable social and economic circumstances than others in the same society. We need to understand the views and requirements of those with lived experience of socioeconomic disadvantage who may be impacted by decisions.

We also have local plans committed to getting more people involved; highlighted in a number of places including:

- **Wrexham Public Services Board Well-being Plan** - says that public sector organisations and communities need to talk and listen to each other in order to improve well-being in Wrexham.
- **Our Council Plan** – we are committed to involving local people in how we plan, prioritise and deliver services.
- **Public Participation Strategy** - The strategy sets out how the council will comply with the new duties set out under the Local Government and Elections (Wales) Act in order to promote and encourage participation in council decision-making.
- **WCBC's Strategic Equality Plan** – The plan sets out a commitment to enhance equality in representation and diversity of voice, we want more people to get involved who may not have done in the past.
- **Children and Young People's Participation Strategy** - sets out how the Council embeds its commitment to participation with children and young people in Statutory and Third Sector organisations' decision making processes through consultation, engagement and professional observations.

*It is important to note that other terminology is used in some areas, particularly with regards to children and young people, where the term commonly used is 'participation'. We would consider the terms 'participation' and 'involvement' to mean the same thing for the purposes of this document.*

In addition to these plans mentioned above, we plan each service and encourage people to get involved across every department in the Council.

There's lots of ways you can get involved and join the conversation about helping to shape Council services. Visit our website, email us or call us to find out more.

<https://www.wrexham.gov.uk>

<https://www.yourvoicewrexham.com>

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