

LA policies on consultations and engagement

Introduction

Coproduction/Involvement are key “engagement” modes in the development of both Well-Being Plans and Age-Friendly Communities. There was a clear perception in the March Forum Representatives meeting in March that Local Authorities (LAs) have not made progress beyond Surveys and Consultations. This report looks at what information was available on LA websites and would be available to interested residents.

An initial, random search of selected LA websites indicated that there was significant variability in the extent of information available. To do a manual search and report on all 22 LAs in Wales would be prohibitive. The research, therefore, used Artificial Intelligence (AI) as a source. AI software is in an early stage of development and is prone to errors. However, the results here could be tested against the manual findings already found.

Both ChatGPT (Open AI) and BARD could not provide the necessary searches. Below is the quote from OpenAI about Well-Being Plans.

OPEN AI

The Well-being of Future Generations (Wales) Act 2015 and the Social Services and Well-being (Wales) Act 2014 both emphasize the importance of involving the public in the decision-making process. These acts promote collaborative working, engaging with citizens, and taking a long-term sustainable approach to decision-making.

Search for LA Policies on Consultation and Engagement

BING AI

1. Blaenau Gwent

Blaenau Gwent Council has a Consultations page on their website where you can find information about the council's consultations. *Bing couldn't find any specific policy for consultations and engagement for Blaenau Gwent Council.*

<https://www.blaenau-gwent.gov.uk/en/council/consultations/>

2. Bridgend

Bridgend County Borough Council has a page dedicated to consultations on their website. This page lists current and past consultations, including details such as the

[https://d.docs.live.net/3cb8c5b2157c4ddc/00co50_2023/engagement/consultation and engagement/la policies on consultations and engagement.docx](https://d.docs.live.net/3cb8c5b2157c4ddc/00co50_2023/engagement/consultation%20and%20engagement/la%20policies%20on%20consultations%20and%20engagement.docx)

closing date, subject matter, and how to participate. The council also has a document titled "Consultation and engagement - Bridgend County Borough Council" which provides guidance and a toolkit for planning consultation and engagement projects. The guide integrates Participation Cymru's National Principles for Public Engagement in Wales that have been adopted by the council. In summary, the ten principles that underpin effective consultation are: Ensuring consultation and engagement is effectively designed to make a difference; Encouraging and enabling everyone affected to be involved, if they choose to be; Ensuring consultation and engagement is planned and delivered in a timely and appropriate way; Working with relevant partners; Providing information that is jargon-free, appropriate, and understandable; Making it easier for people to take part; Enabling people to take part effectively; Giving the right resources and support to be effective; Telling people the impact of their contribution; Learning and sharing lessons to improve the process of engagement

<https://www.bridgend.gov.uk/my-council/consultations/>

<https://participation.cymru/en/principles/> Link is non-functioning.

Participation.cymru is forwarded to the WCVA website.

[Consultation and Engagement](#)

3. Caerphilly

Caerphilly Council has a published policy for consultations and engagement called the "Consultation and Engagement Framework 2020-2025" which is available on their website. This framework is designed to facilitate more effective consultation and engagement with communities as the council moves forward in reshaping Caerphilly County Borough Council. The framework has direct links to a number of key strategic documents, including the Communications and Engagement Strategy 2019-2022.

<https://www.caerphilly.gov.uk/caerphillydocs/consultations/consultation-and-engagement-framework.aspx>

4. Cardiff

Cardiff City Council has a published policy for consultations and engagement called the "Participation Strategy 2023-27" which is available on their website. This strategy is focused on promoting civic participation and giving the people of Cardiff a voice in shaping the decisions that affect their lives. The Participation Strategy has two distinct components: Consultation and engagement to promote citizen voice in decision-making, and promoting participation in the democratic process. The council is committed to effective consultation and engagement, and has invested in its

[https://d.docs.live.net/3cb8c5b2157c4ddc/00co50_2023/engagement/consultation and engagement/la policies on consultations and engagement.docx](https://d.docs.live.net/3cb8c5b2157c4ddc/00co50_2023/engagement/consultation%20and%20engagement/la%20policies%20on%20consultations%20and%20engagement.docx)

capacity and capability to engage with the residents of the city through its consultation and engagement team, the Cardiff Research Centre (CRC).

<https://www.cardiff.gov.uk/ENG/Your-Council/Have-your-say/Live-Consultations/participation-strategy/Documents/Participation%20Strategy%20English.pdf>

Delivery and Monitoring Arrangements

This Strategy will be formally reviewed after each ordinary election (the first review year being 2027) and, as required by the legislation, a **consultation exercise** on any revisions to the Strategy will be undertaken as part of the review.

5. Carmarthenshire

Carmarthenshire Council has a page dedicated to current consultations on their website. This page lists current and past consultations, including details such as the closing date, subject matter, and how to participate. The council also gathers views and service-specific feedback through various groups, including Carmarthenshire's Citizens' Panel, Youth Council and 50+ Forum. *However, Bing couldn't find a specific policy document for consultations and engagement on their website.*

<https://www.carmarthenshire.gov.wales/home/council-democracy/consultation-performance/current-consultations/>

6. Ceredigion

Ceredigion Council has a published policy for consultations and engagement called the "Ceredigion Engagement and Participation Policy 'Talking, Listening and Working Together'" which was approved by Cabinet on 04/10/2022 and published on 18/10/2022. This policy sets out how the council will talk and listen with all of those who live, work or study in Ceredigion, including people whose voices are seldom heard. The council also has a page dedicated to current consultations on their website.

<http://council.ceredigion.gov.uk/documents/s5098/Engagement%20and%20Participation%20Policy%20Annual%20Report%202022-2023.pdf?LLL=0>

7. Conwy

Conwy Council has a published policy for consultations and engagement called the "Communications and Engagement Strategy" which is available on their website. This strategy aims to build trust and understanding among residents as the council moves from being the providers to the enablers of services. The council's strapline is: the right environment. It's their job to create the right environment for things to

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happen, and residents share the responsibility for the delivery of those things. The council's engagement with residents needs to be simple, consistent, planned, proactive, authentic, and accessible.

<https://www.conwy.gov.uk/en/Council/Strategies-Plans-and-Policies/Strategies/Communications-Engagement-Strategy.aspx>

<https://www.conwy.gov.uk/en/Council/Strategies-Plans-and-Policies/Strategies/assets-strategies/documents/Communications-and-Engagement-Strategy.pdf>

8. Denbighshire

Denbighshire County Council has a page dedicated to consultations on their website. This page lists current and past consultations, including details such as the closing date, subject matter, and how to participate. The council is currently exploring the introduction of consultation portals as part of their online dialogue with residents so that any public engagement undertaken by Services is organized, publicized, and analyzed on a dedicated 'consultation page' linked to their website. *However, Bing I couldn't find a specific policy document for consultations and engagement on their website.*

<https://www.denbighshire.gov.uk/en/your-council/consultations/consultations.aspx>

9. Flintshire

Flintshire County Council has a published policy for consultations and engagement called the "Core Principles for Public Engagement and Consultation" which is available on their website. This policy sets out the minimum standards that can be expected by Flintshire citizens when their views and opinions are sought. The council adheres to the National Core Principles of Public Engagement developed by Participation Cymru on behalf of Welsh Government. The council commits sufficient time to plan and prepare all its engagement/consultation activity, creating an ethos of: 'the right process - the right people - the right time'. Engagement and consultation activity will be sufficiently planned and timed so as to inform Council decision-making processes. The council will clearly set the scope for all engagement and consultation activity so that citizens have a clear understanding of exactly what their views and opinions can influence. The council will be clear and open about the processes it adopts, and people will know **when and how** they can become **involved** and will be given sufficient time to **'have their say'**. The council will share outcomes and be clear about how people's views and opinions have influenced its final decisions. Citizens

[https://d.docs.live.net/3cb8c5b2157c4ddc/00co50_2023/engagement/consultation and engagement/la policies on consultations and engagement.docx](https://d.docs.live.net/3cb8c5b2157c4ddc/00co50_2023/engagement/consultation%20and%20engagement/la%20policies%20on%20consultations%20and%20engagement.docx)

of Flintshire can expect all engagement/consultation activity to take due account of their diverse needs, and the council will provide opportunities for all voices to be heard using a wide range of methodologies. Council services will, where appropriate, work together to coordinate complementary engagement and consultation activity. This coordinated collaborative approach will also extend to other partner organizations wherever possible.

<https://www.flintshire.gov.uk/en/PDFFiles/Your-Council/FCC-Core-Principles-of-Engagement-and-Consultation.pdf> A single page

To sit below, and complement, the [National Principles of Public Engagement](#),

10. Gwynedd

Gwynedd Council has a page dedicated to strategies and policies on their website. This page lists the council's constitution, housing, language and equality, and other policies. *However, Bing couldn't find a specific policy document for consultations and engagement on their website.*

<https://www.gwynedd.llyw.cymru/en/Council/Strategies-and-policies/Strategies-and-policies.aspx>

11. Isle of Anglesey

Isle of Anglesey County Council has a page dedicated to consultations on their website. This page lists current and past consultations, including details such as the closing date, subject matter, and how to participate. The council carefully considers what you say when they consult you and use this, along with other information, to inform decisions. In addition to taking part in consultation exercises, you can give your views by contacting your local councillor. *However, Bing couldn't find a specific policy document for consultations and engagement on their website.*

<https://www.anglesey.gov.wales/en/Get-involved/Consultations/About-consultations.aspx>

12. Merthyr Tydfil

Merthyr Tydfil County Borough Council has a published policy for consultations and engagement called the "Communications & Engagement Strategy 2023-2028" which is available on their website. This strategy explains the way in which the council communicates with residents, partners, businesses, and all other key audiences. The council is committed to delivering value for money and quality public services to the residents of their County Borough, keeping their audiences informed and

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engaged throughout their journey. Their approach is to ensure communications and engagement activity is fit for purpose and helps to achieve their vision and objectives. It also defines how they will listen and respond to what their audience is telling them through two-way communication.

<https://www.merthyr.gov.uk/council/have-your-say/the-councils-communications-engagement-strategy/>

<https://www.merthyr.gov.uk/media/9225/communications-engagement-strategy-2023-2028.pdf>

[Participation Strategy 2023 – 2028](#)

What is the difference between consultation and engagement?

Engagement is a broad and ongoing process of sharing information and seeking its feedback.

Consultation can be more formal and generally seeks the views on a particular topic.

13. Monmouthshire

Monmouthshire County Council has a page dedicated to consultations on their website. This page lists current and past consultations, including details such as the closing date, subject matter, and how to participate. The council also has a page for their policies and plans, which includes information on their constitution, well-being plan, privacy policy, complaints, comments, feedback and compliment policy, planning policy, food licensing policy, and more. *However, Bing couldn't find a specific policy document for consultations and engagement on their website.*

<https://www.monmouthshire.gov.uk/consultations/>

<https://www.monmouthshire.gov.uk/policies-and-plans/>

14. Neath Port Talbot

Neath Port Talbot Council has a page dedicated to strategies, plans, and policies on their website. This page lists the council's priorities and performance, equalities, Welsh language, digital, data and technology strategy, armed forces covenant, local development plan, pay policy statement, environmental policies, biodiversity duty plan, and more. *However, Bing couldn't find a specific policy document for consultations and engagement on their website.*

<https://www.npt.gov.uk/1614>

[https://d.docs.live.net/3cb8c5b2157c4ddc/00co50_2023/engagement/consultation and engagement/la policies on consultations and engagement.docx](https://d.docs.live.net/3cb8c5b2157c4ddc/00co50_2023/engagement/consultation%20and%20engagement/la%20policies%20on%20consultations%20and%20engagement.docx)

15. Newport

Newport City Council has a published policy for consultations and engagement called the "Participation Strategy 2022-2026" which is available on their website. This strategic plan outlines Newport City Council's priorities for encouraging participation in decision making. The strategy runs for four years, beginning in 2022 and finishing in 2026.

<https://www.newport.gov.uk/documents/Council-and-Democracy/Consultations/Participation-Strategy-2022-26-DRAFT-Eng.pdf>

16. Pembrokeshire

Pembrokeshire County Council has a page on their website that outlines their "Engagement and Consultation Priorities for 2022/23". This page lists the council's plans for engaging with the general public, service users, and providers in regard to their Day Opportunities Services, employee engagement activities, and the development of an externally facilitated consultation group for children with disabilities. *However, Bing couldn't find a specific policy document for consultations and engagement on their website.*

<https://www.pembrokeshire.gov.uk/guides-and-information/our-engagement-and-consultation-priorities-for-202223>

17. Powys

Powys County Council has a page dedicated to current consultations on their website. This page lists current and past consultations, including details such as the closing date, subject matter, and how to participate. The council also has a page for their policies and procedures, which includes information on their constitution, strategic equality plan, recruitment policy, equality and diversity policy, human resources policy, health and safety policy, complaints policy, data protection policy, records management policy, licensing fees and charges, building control charges, local land charges, and more. *However, Bing couldn't find a specific policy document for consultations and engagement on their website.*

18. Rhondda Cynon Taf

[https://d.docs.live.net/3cb8c5b2157c4ddc/00co50_2023/engagement/consultation and engagement/la policies on consultations and engagement.docx](https://d.docs.live.net/3cb8c5b2157c4ddc/00co50_2023/engagement/consultation%20and%20engagement/la%20policies%20on%20consultations%20and%20engagement.docx)

Rhondda Cynon Taf Council has a page dedicated to consultations on their website. This page lists current and past consultations, including details such as the closing date, subject matter, and how to participate. The council is signed up to the [National Principles for Public Engagement in Wales](#) and all consultation and engagement aims to follow the principles wherever possible¹. The ten principles aim to guide the way engagement is carried out to make sure it is good quality, open, and consistent when engaging with the public and service users. Is there anything else you would like me to search for or help with?

<https://www.rctcbc.gov.uk/EN/GetInvolved/Consultations/Consultationgeneralinformation.aspx>

Contains a link to: National Principles for Public Engagement in Wales

<https://thirdsectorsupport.wales/app/uploads/2022/06/National-Principles-for-Public-Engagement-in-Wales.pdf>

19. Swansea

Swansea Council has a published policy for consultations and engagement called the "**Draft** Consultation and Engagement Strategy 2022" which is available on their website. This strategy aims to ensure effective meaningful consultation and engagement with the residents and partner organizations, so the Council can make informed decisions that improve the access, quality, and delivery of services. The strategy provides the Council with a framework to make sure that citizens are listened to in decisions that affect them. It provides guidance and direction on when the council should consult and engage stakeholders, the level of consultation and engagement required, principles to consider when undertaking consultation and engagement, use of consultation and engagement results, and making sure people are listened to.

<https://www.swansea.gov.uk/consultationstrategy>

5. Consultation and engagement - what we want to deliver in Swansea

Our principles for delivery

We have taken account of both the [National Principles for Public Engagement in Wales](#): This does not link to the latest document: It links to the

www.participationcymru.org.uk March 2011 single page

[https://d.docs.live.net/3cb8c5b2157c4ddc/00co50_2023/engagement/consultation and engagement/la policies on consultations and engagement.docx](https://d.docs.live.net/3cb8c5b2157c4ddc/00co50_2023/engagement/consultation%20and%20engagement/la%20policies%20on%20consultations%20and%20engagement.docx)

20. Torfaen

Torfaen Council has a published policy for consultations and engagement called the "Public Participation Strategy" which is available on their website. This strategy outlines how the council values the opinions of people living and working in Torfaen and encourages members of the community to actively participate in the decision-making process. The council uses different methods to engage with individuals, communities, businesses, and partners, including face-to-face, virtual, and online events. All engagement is guided by legislative requirements and nationally recognized standards and principles.

<https://www.torfaen.gov.uk/en/Related-Documents/Research-and-Citizen-Engagement/Public-Participation-Strategy.pdf>

Use their own form of an "Engagement Spectrum". Why? But does recognise co-production.

21. Vale of Glamorgan

Vale of Glamorgan Council has a published policy for consultations and engagement called the "Public Engagement Framework 2017 – 2020" which is available on their website. This framework is designed to build upon the existing engagement and consultation work by providing a framework that ensures all consultation and engagement undertaken by the Council is of a high standard. Public engagement is one of the core values set out in the Vale of Glamorgan Council Corporate Plan, which gives a commitment that "before making significant decisions we will engage with the individuals, groups, and communities who are affected by them".

<https://www.valeofglamorgan.gov.uk/Documents/Our%20Council/consultation/The-Vale-of-Glamorgan-Council-Public-Engagement-Framework.pdf> 2017- 2020

Adopting the [National Principles for Public Engagement in Wales](#).

This does not link to the latest document: It links to the

www.participationcymru.org.uk March 2011 single page

22. Wrexham

Wrexham Council has a published policy for consultations and engagement called the "Involvement Strategy 2022-2027" which is available on their website. This strategy sets out how the council will involve people using variations of three methods, as appropriate; these are co-production, engagement, and consultation.

[https://d.docs.live.net/3cb8c5b2157c4ddc/00co50_2023/engagement/consultation and engagement/la policies on consultations and engagement.docx](https://d.docs.live.net/3cb8c5b2157c4ddc/00co50_2023/engagement/consultation%20and%20engagement/la%20policies%20on%20consultations%20and%20engagement.docx)

Co-production is working with people and communities in equal partnership to develop and deliver services that matter together. Engagement is an active, ongoing conversation using different methods to listen to ideas to influence and shape policy and services. Consultation is a formal process to gather the views of interested groups and individuals on specific proposals to help make a decision.

<https://www.wrexham.gov.uk/sites/default/files/2022-12/Involvement-Strategy-2022-2027-en.pdf>

Co-production is ...

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

We aim to ...

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.

Carmarthenshire still has a copy of the old version of the:

[National Principles for Public Engagement in Wales](#) 2011

2 Key Documents

Third sector support wales:

11.0 Engagement and Influencing

[The National Principles for Public Engagement in Wales](#)

These Principles were reviewed and republished in 2022 by Wales Council for Voluntary Action (WCVA), with support from the **Co-Production Network for Wales**, the Welsh Local Government Association (WLGA), the **Officer of the Commissioner for Future Generations**, the **Welsh Government**, One Voice Wales, and participation and engagement practitioners.

[https://d.docs.live.net/3cb8c5b2157c4ddc/00co50_2023/engagement/consultation and engagement/la policies on consultations and engagement.docx](https://d.docs.live.net/3cb8c5b2157c4ddc/00co50_2023/engagement/consultation%20and%20engagement/la%20policies%20on%20consultations%20and%20engagement.docx)

Glossary-of-definitions-Co-production-Network-for-Wales

doing for			doing with
information	consultation	participation	co-production involvement
e.g. Council website info on bin collections	e.g. surveys, urban planning, FixMyStreet	e.g. drop-in events, focus groups	e.g. person-centred care, shared decision making
<i>"We provide information where /when /how people need it."</i>	<i>"We decide what questions to ask, & collect data to inform decisions."</i>	<i>"We listen to people's lived experience, to inform our thinking and decisions."</i>	<i>"We listen to people's experience and share ours. There is equal power in our decision making. We value different experiences."</i>
The organisation listens to people's knowledge. The organisation makes the decisions. The organisation enacts the decisions.			The organisation and the people listen to each other's knowledge. The organisation and the people make decisions together. The organisation and the people both take actions on the decisions.

Conclusion

This report includes the text provided by the Bing AI search for each LA. The content is derived entirely from the Web. No direct contact has been made with any LA. Although the question was about Consultation and Engagement, the search was able to find information on other keywords, for example, participation. The information provided reflected what was seen in the manual search of some random samples.

If relevant information does exist, it is not easy to find, even for an IT-literate researcher. Although the information seems non-existent, LAs might go beyond their policies.

August 2023