



Resident Engagement Framework 2021-22

This is the Resident Engagement Framework of the St Nicholas with Bonvilston Community Council, 2021-22

The Community We Want

1. Introduction

Engagement with residents is at the heart of the Community Council. Our Mission is:

Enabling residents to participate in shaping our communities and proactively enhancing our distinctive rural communities for the benefit of the health and well-being of residents and future generations.

We want the residents to play a leading role in the development of our community.

It's our intention for the engagement we carry out this year to create a Place Plan. A Place Plan is a document that sets out local level planning guidance on the use and development of land linked to the policies of the Welsh Government and Local Planning Authority.

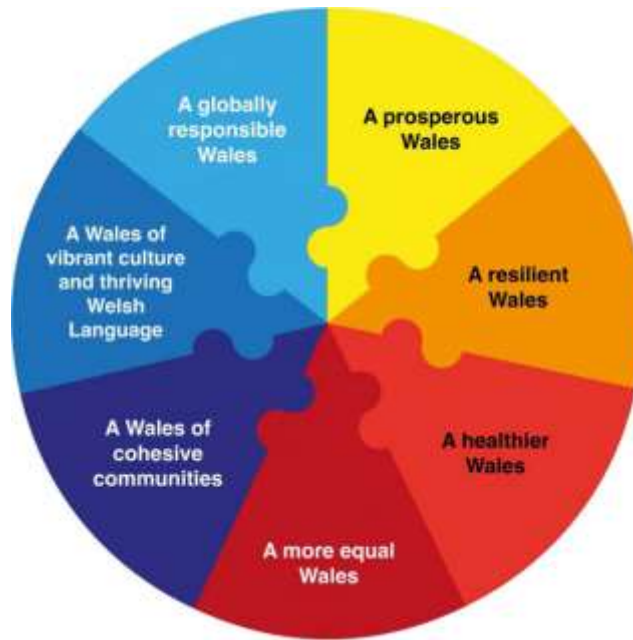
2. What is Public Engagement?

Engagement is an active and participative process, that includes a wide range of different methods and techniques, by which people can influence and shape policy and services.

3. The Well-being of Future Generations Act

This Community Council has resolved to work towards the goals of the Future Generations Act as if it was a larger authority – going beyond simply cutting and pasting a few graphics into a document.

In accordance with the Act the Council 'must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs by taking account of the 5 sustainable development principles.



The Act details **five ways of working** which are essential to ensuring we are being more sustainable and this includes involvement. We need to reflect the diversity of the area and utilise the knowledge and experience of those living and working in the area. The five ways of working are:

Long Term - The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.

Prevention - How acting to prevent problems occurring or getting worse may help public bodies meet their objectives.

Integration - Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.

Collaboration - Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.

Involvement - The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.



4. Supporting the Vale of Glamorgan Councils Objectives

The Vale of Glamorgan Council has set out four objectives in its Corporate Plan, 2020-25, and the Community Council will play a part in ensuring our communities have input into the Vale Council's work to realise these objectives.

Objective 1 – Work with and for our communities

We want to get you involved and let you know about our work. We want to change how we work to make sure we are prepared for the future. We want to provide good customer service that meets different needs. We want to get more people speaking Welsh. We want our staff and Members to be able to do their best.

Objective 2 – Support learning, employment and sustainable economic growth

We want to make sure that all children have the opportunity to learn in modern environments. We want to give people and businesses support, advice and opportunities to help with jobs, money and skills. We want to help people to volunteer. We want to make the Vale a better place to live, work and travel.

Objective 3 – support people at home and in their community

We want everyone to have a healthy and active lifestyle and encourage walking and cycling. We want everyone to enjoy leisure, arts and culture. We want to make sure that everybody gets the care and support that they need. We want to keep people safe at home and in their community and to have access to quality housing.

Objective 3 – Respect, enhance and enjoy our environment.

We want to look after and protect our environment for now and the future. We will work with others to sustain local facilities such as public toilets, parks and play areas. We will reduce waste, lower our carbon emissions and negative impacts on the environment. We will work to minimise pollution and flooding.



5. Public Service Board

The Future Generations Act established Public Services Board's (PSB). These bring public bodies together to improve well-being and work in partnership to contribute to the national well-being goals. The PSB of the Vale of Glamorgan is 'Our Vale', which has four well-being goals

Objective 1 – Enable people to get involved, participate in their local communities and shape local services.

Objective 2 – Reduce poverty and tackle inequalities linked to deprivation.

Objective 3 – Give children the best start in life.

Objective 4 – Protect, enhance and value our environment.

6. National principles for Public Engagement in Wales

The National Principles for Public Engagement were endorsed by the Welsh Government in March 2011. The Community Council will sign up to these principles and will use them as a guiding document in our public engagement work.

These principals are as follows:

1. **Engagement is effectively designed to make a difference**

Engagement gives a real chance to influence policy, service design and delivery from an early stage.

2. **Encourage and enable everyone affected to be involved, if they so choose**

The people affected by an issue or change are included in opportunities to engage as an individual or as part of a group or community, with their views both respected and valued

3. **Engagement is planned and delivered in a timely and appropriate way**

The engagement process is clear, communicated to everyone in a way that's easy to understand within a reasonable timescale, and the most suitable method/s for those involved is used.

4. **Work with relevant partner organisations**

Organisations should communicate with each other and work together



wherever possible to ensure that people's time is used effectively and efficiently.

5. **The information provided will be jargon free, appropriate and understandable** People are well placed to take part in the engagement process because they have easy access to relevant information that is tailored to meet their needs
6. **Make it easier for people to take part** People can engage easily because any barriers for different groups of people are identified and addressed.
7. **Enable people to take part effectively** Engagement processes should try to develop the skills, knowledge and confidence of all participants.
8. **Engagement is given the right resources and support to be effective** Appropriate training, guidance and support are provided to enable all participants to effectively engage, including both community participants and staff.
9. **People are told the impact of their contribution** Timely feedback is given to all participants about the views they expressed and the decisions or actions taken as a result; methods and form of feedback should take account of participants' preferences.
10. **Learn and share lessons to improve the process of engagement** People's experience of the process of engagement should be monitored and evaluated to measure its success in engaging people and the effectiveness of their participation; lessons should be shared and applied in future engagements.

To ensure that all of the information gathered when conducting engagement projects is reliable and that all engagement work undertaken is of a high standard, all projects should be conducted in line with the National Principles for Public Engagement in Wales, developed by Participation Cymru.



7. The Equality Act

It is essential that the views of all, including protected groups are represented and considered.

There are 9 protected characteristics under the Equality Act, they are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation

8. Engaging with Children and Young People (0–25-year-olds)

There are National Participation Standards for engaging with Children and Young People. As a Council, we will ensure that when working with people aged 0-25, we will adhere to these Standards

9. Engaging with older people

Whilst much of our activity will utilise the internet, we will ensure that those, predominantly our older residents, are able to have input.

10. Engaging with other protected groups

We are considerate of accessibility issues.



11. Public Engagement Toolkit

We will reference the Welsh Government and Vale of Glamorgan Council Public engagement Toolkits. These give us the following good practices:

- Planning at an early stage is important to ensure that expectations are met
- Audiences and the preferred approach should be agreed promptly to ensure as much time as possible to contact individuals and groups and take part in sessions
- Taking advantage of pre-existing activity arranged by stakeholders or individual groups is generally more successful, because they have closer links to the target audience, and their events/meetings are generally fairly well attended, as they have a ready-made audience. It also means that costs such as venue hire are significantly less
- Discussing consultation approaches with representative bodies, and/or a sample of the target audience before finalising plans is essential. They should be used as sounding board to test questions, suitability of engagement methods, and raise awareness of potential issues that could be encountered, and how to mitigate them
- The type of engagement method should be chosen based on resource availability and how accessible it is for the target audience to participate
- The Committee may not always have to act as one and can act flexibly, with individual members representing the Committee at different event locations for example (possibly in their regions/constituency) during the consultation period
- People involved in consultation activity should be asked if they are happy for their details to be used in press releases, blogs etc., and made aware of documentation that gets published
- It is essential to get feedback from participants to ensure that engagement activities are improved in terms of planning and delivery
- We will want to speak to many groups on a variety of different occasions and about different issues, therefore managing that long-term relationship is important
- Consideration must be given to how we feedback to participants, explaining how what they said impacted on proceedings and what final decisions were made



12. Engagement in 2021

Due to the Coronavirus pandemic, the way we work, and the way we interact has changed! Our planned engagement will occur at a time when social distancing is necessary, so more activity will occur that utilises the internet, than would have had this work been carried out in 2019.

13. Links to Policies and Guidance

Our engagement work will be linked to other policies and guidance and legislation. These include:

Vale of Glamorgan

- Local Development Plan (LDP)
- Supplementary Planning Guidance
- Well-being and Corporate Plans
- The Charter between the Vale of Glamorgan Council and Town and Community Councils

Welsh Government

- Future Wales
- Planning Policy Wales 11 and planning Technical Advice Notes
- Building Better Places: The Planning System Delivering Resilient and Brighter Futures
- Active Travel Act
- Future Generations Act
- Welsh Government Play Policy

Our Vale – Public Service Board

- Well-being Plan

Cardiff Capital Region

- Future plans



15. Key areas for research

Resident Health and Well-being and Future Generations

Equality/Accessibility

Life experience and opportunity

Highways and Active Travel

- Road Safety
- Road Noise
- Safe, Convenient, & Attractive infrastructure for walking and cycling

Public transport

- Bus stop provision

Community facilities

- Play & fitness equipment
- Sport facilities/pitches
- Community spaces
- Share/library

Public realm

- Public Open Spaces – Public gardens & planting
- Signage and information
- Cleaning and maintenance

Nature

- Planting and habitat for biodiversity
- Access to the countryside (footpaths)

Housing

- Affordability
- Type, size and density
- Sustainability

S106 money

- What should this source of funding be for within our community

Learning and Education

- Schools, nurseries, etc.

Safety/crime

