



Involvement Journey Checker



What is a Journey Checker?

Journey checkers explain what is possible for organisations to achieve on their 'journey' of contributing to the well-being goals set out in the Well-being of Future Generations Act. They set out the steps that public bodies should take at different stages on their journey, from making simple changes to leading the way.

It is important that the journey checkers are viewed as a set, as many steps have impacts and benefits across goals and topics. The set of journey checkers will evolve over time and the Office of the Future Generations Commissioner will use them to check the progress of public bodies in meeting the duties set out in the Act.

Journey checkers do not have to be linear: in some circumstances a 'simple change' or 'being more adventurous' action may be more appropriate than leading the way; whereas sometimes progression from a simple change through to leading the way can be seen as a cumulative process.

Each journey checker includes steps at three stages:

Making Simple Changes	Being More Adventurous	Leading the Way
<ul style="list-style-type: none"> - These steps should be quick and easy to implement, low cost and low risk; - They are 'low hanging fruit', steps that have been taken and tested by others and have a low risk of failure; - They mobilise and involve people, aligning the agendas of different departments; - They are steps that can take place within your own organisation as a good place to start. 	<ul style="list-style-type: none"> - These steps involve stepping out of a 'business as usual' mindset and acting to change how things are currently done; - They will signal early progress to wider change; - They will involve taking well-managed risks and creating a culture of ambition; - As well as the steps your organisation can take, these steps will also be about how you can enable other organisations to change. 	<ul style="list-style-type: none"> - These steps are part of systemic, transformational change to how things have always been done; - They will require reallocating and pooling resources, and time to put changes in place. - Above all they will require collaboration with other organisations and sectors. - These steps are innovative, inspirational and collaborative, putting the Act into practice across larger portfolios to achieve the Wales we want for future generations.



Involvement Journey Checker



In the Well-being of Future Generations Act, involvement is part of the Sustainable Development principle and is defined as “the importance of involving other persons with an interest in achieving the well-being goals and of ensuring those persons reflect the diversity of the population of: (i) Wales (where the body exercises functions in relation to the whole of Wales), or (ii) the part of Wales in relation to which the body exercises functions.”

In contrast to consultation, involvement approaches work with people at earlier stages, such as through helping to identify issues and potential solutions, and being supported to remain involved right through design, implementation and evaluation processes.

Involvement requires organisations to be open to influence from, rather than just being informed by, work with citizens and stakeholders.

ENABLERS

Achieving this goal is more likely to happen when:

- Organisations enable the space, time and resource for meaningful involvement;
- Citizens understand the relevance of involvement to their lives, and see it as a vehicle for making change happen;
- Organisations explain the impact involvement has had – for example a ‘You said, we did’ approach, building transparency and trust;
- Legacy projects prove that good involvement can add value and save long term costs;
- Involvement is seen as enjoyable and worthwhile; for both staff, organisations and for citizens.

DISABLERS

Achieving this goal is less likely to happen when:

- Organisations do not invest in the skills and allow the time to involve people, and to meaningfully transfer the outcomes into policy and decision making;
- There is the perception that sustained involvement of a diverse range of perspectives makes decision making too difficult;
- Decision makers are not held to account in relation to public input;
- Organisations take traditional ‘consultation’ approaches to involvement;
- Communicating what has changed as a result of involvement is inconsistent, and citizens feel they ‘consultation fatigue’.




Organisational Culture - Enabling and embedding a culture of meaningful citizen and stakeholder involvement.

Defining the Issue

Ensuring that staff and organisations have the necessary skills, structures and understanding to involve the public effectively, ensuring that public services in Wales reflect what is important to the public and their needs, rather than what we may traditionally think of as working best.

A 2018 citizen led report by Diverse Cymru found that citizens felt involvement should not be about the public sector taking their agenda and drafts to people, or tokenistic engagement. Instead, public sector organisations should set their agenda by listening to people and meaningfully involving them throughout and being open to real change as a result.

It is vital to ensure that activities and mechanisms for involving people are appropriately planned, monitored and reported, so they can be developed, challenged or championed.

 Making simple changes	 Being adventurous	 Leading the way
<ul style="list-style-type: none"> • The most relevant staff are given training in involvement theory and techniques. • Ensuring that staff are aware of the National Principles of Public 	<ul style="list-style-type: none"> • All staff are given the opportunity for training on involvement theory and techniques. • The organisations is signed up to the National Principles of Public 	<ul style="list-style-type: none"> • All staff irrespective of role are given the opportunity to partake in community engagement and involvement activities. • The National Principles of Public

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<p>Engagement and that they are displayed in the workplace.</p> <ul style="list-style-type: none"> • Recognition of people’s time and effort by simply thanking people and providing basic hospitality and refreshments. • The offer of financial assistance for travel costs associated with citizen attendance to involvement events. • Include public involvement in planning, monitoring, reporting and staff appraisals. • Involve people at the earliest possible opportunity. • Citizen and stakeholder representatives on panels and working groups. 	<p>Engagement and can clearly demonstrate a how they are working towards them.</p> <ul style="list-style-type: none"> • Recognition of people’s time through schemes such as time credits. • Named person with a responsibility to champion involvement within all teams. • Public involvement is sustained and supported, where there is a wish to be. This might be through peer support or from staff. 	<p>Engagement are embedded across the organisation, involvement is seen as the responsibility of all or most staff.</p> <ul style="list-style-type: none"> • Recognising and supporting involvement by providing formal recognition, and the opportunity to access training, accreditation or time credits. • Involvement is a core activity, with ongoing dialogue being highly visible throughout organisational and partnership planning • ‘Involvement requests’, any citizen request to get involved with improving a service or plan should be given the opportunity to do so as a default position at any time. (see Scotland participation request

Participation Cymru- National Principles for Public Engagement	ACE (Action in Caerau & Ely)- The Timeplace Credit Scheme.	Scottish Community Empowerment Act- Participation requests.
Diverse Cymru- Your well-being your Government	Involve2Evolve- Service user involvement group.	
Public Health Wales		
South Wales Police – Cuppa with a Copper		
Interlink RCT- Staff reporting, monitoring and appraisals process.		


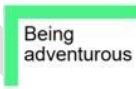
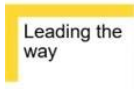
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Engagement- Front facing activities with citizens and stakeholder to understand their needs, aspirations and concerned.

Defining the Issue

The Community Life survey (2016-17) found that across the UK only 27% of adults agreed they could personally influence decisions whilst 58% stated that it was important to be able to influence decisions. Sometimes, the way we host conversations with the public is ‘off-putting’ or fails to get to what really matters to them. Ensuring that there are appropriate and accessible opportunities for the public and stakeholders to get involved in and shape services and the decisions that affect them, involving them in a way that is relevant to them and makes best use of the knowledge and experience they have to offer.

*Please note that community led activity can be found on the Cohesive Communities Journey Checker.

 <p>Making simple changes</p>	 <p>Being adventurous</p>	 <p>Leading the way</p>
<ul style="list-style-type: none"> • Plain English/Welsh as standard in public documents. • Use a variety of accessible, inclusive engagement methods and formats, as a minimum the ability to get involved online and offline. • Take involvement opportunities to people, rather than expecting them to come to you. 	<ul style="list-style-type: none"> • Maintaining regular contact and partnership with existing groups and networks to build a relationship of trust and approachability. • Regular drop in sessions/ surgeries for involvement and feedback. • Using scenarios and existing data/information to set the context for the activity. This may be set in the 	<ul style="list-style-type: none"> • Using snowball sampling or distributed conversation approaches to reach beyond ‘usual suspects’. • Exploring the use of technology such as virtual reality and games to simulate planning and decision-making and the potential consequences. • Open data approaches to sharing

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<ul style="list-style-type: none"> • Using existing groups and networks to identify and advertise the opportunity to participants. • Align involvement events with public transport and ensure accessible venues are used. • Car sharing schemes for citizens and stakeholder attending events or workshops. • Engage on a theme rather than a policy. • Ensure you are having ‘what matters’ conversations. • Share public involvement events and data with other organisations. • Overcoming perceived power imbalance and ‘otherness’ by wearing more casual clothing when engaging with community groups and young people. 	<p>future using long term trends.</p> <ul style="list-style-type: none"> • Hosting cultural activities such as a community party, theatre performance or festival around the topic in question to get people to explore the issue further. • Providing opportunities for departments and organisations to share findings, processes and learning as a regular good practice exchange network. 	<p>involvement data, using a network of contributors and participants to identify solutions.</p>


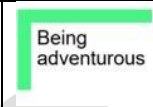

<p>Public Health Wales- 100 lives Diverse Cymru- Your Well-being Your Government</p>	<ul style="list-style-type: none">• Cwm Taf – Substance Misuse Strategy and tendering.• Valleys Taskforce- Valleys Stories• Pontypridd Town Council- Sustainable Garden Party.• Wales School for Social Care.	<ul style="list-style-type: none">• Barod-Coffee Shop Conversations.• Simply Do
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Impact and Communication- How are citizen and stakeholder needs, aspirations and concerns taken into account and reflected in decision making; and the impact communicated?

Defining the Issue

In 2014/15, 20% of people in Wales agreed that they can influence decisions affecting their local area, compared with 24% in 2012/13. To ensure transparent, responsive and better designed public services, organisations need to better demonstrate that they are listening to what people have to say and acting upon it. It is important that organisations are open to change as a result of public and stakeholder involvement, and that those changes are deliberated and clearly communicated with the public in a timely manner.

 <p>Making simple changes</p>	 <p>Being adventurous</p>	 <p>Leading the way</p>
<ul style="list-style-type: none"> Clearly stating the extent to which public involvement has the scope to influence a decision in the first instance. Involve people at the earliest possible point, to ensure that stakeholders and citizens shape the process at a formative stage. Advertising opportunities to get involved in a variety of formats. Take a ‘You said we did’ approach. 	<ul style="list-style-type: none"> Using weighted decision making to allow citizens and service user groups to have a proportion of the final say in a decision. Participatory budgeting is used for standalone projects. Stakeholder mapping and a proactive approach to ensuring representation from the diversity of the people affected by a decision where there may be participation gaps. Demonstrating impact of involvement 	<ul style="list-style-type: none"> A clear demonstration of how public input has shaped the decision making and planning process throughout, highlighting where changes have been made as a result. Decisions have clearly used the advice of citizens and can demonstrate public consent on the final decision, this may be done through voting or deliberation. Co-commissioning, involving service users and stakeholder to design the service and the tendering and

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	<p>and why decisions have been made, illustrating them with lived experience examples or case studies.</p> <ul style="list-style-type: none"> • The financial benefits and potential savings of citizen involvement are recognised and evidenced. 	<p>commissioning criteria, including representation in the decision making and evaluation of the process.</p> <ul style="list-style-type: none"> • A long-term commitment to participatory budgeting pledging a percentage of a budget to be allocated by participatory budgeting. • Integrated/single point of access to all involvement activities, taking place across a partnership. Co-ordinated involvement calendar to ensure that events are well advertised and opportunities for collaboration are identified and duplication is prevented. • Integrated/single point of access to all involvement activities, taking place across a partnership. Co-ordinated involvement calendar to ensure that events are well advertised and opportunities for collaboration are identified and duplication is prevented.

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		<ul style="list-style-type: none"> • Regular systematic feedback in multiple formats and the opportunity for continuing public dialogue and challenge. • Learning and information from public involvement in local and regional decisions and planning is shared with and used to influence national organisations and policy.
<p>Aneurin Bevan Health Board- You said We Did</p>	<p>St Asaph- Your City Your Choice RCT Womens Aid- Kafka model</p>	<p>Welsh Water- Customer Challenge Citizens Assemblies in England and Northern Ireland. Measuring the Mountain- Citizens Jury Joining the Dots Together and Swansea Council- co-commissioning. DEEP Scotland – Dundee - £1million plus each year Participatory Budgeting – Paris – 5% of city budget</p>