

Charter for involving Children, Young People and Families in planning and improving Community Children's services

- 1. We will ensure that involvement is effectively designed to make a difference**
Involving **Children, Young People and Families** gives a real chance to influence policy, service design and delivery from an early stage.
- 2. We will value and respect the views of all people involved and enable Children, Young People and Families to be involved, if they so choose**
The people affected by an issue or change will be included in opportunities to engage as an individual or as part of a group or community
- 3. We will plan and deliver involvement in a timely and appropriate way**
We will make sure that the involvement process is clear, communicated to everyone in a way that's easy to understand within a reasonable timescale, and that we use the most suitable method/s for those involved
- 4. We will work with relevant partner organisations**
We will communicate with our partner organisations and work together wherever possible to ensure that people's time is used effectively and efficiently.
- 5. The information we provide will be jargon free, appropriate and understandable**
We will make sure that people find it easy to engage with us by ensuring easy access to relevant information that is tailored to meet their needs.
- 6. We will make it easier for people to take part**
We will identify and address any barriers to engagement for different groups of people
- 7. We will enable people to take part effectively**
We will try to develop the skills, knowledge and confidence of all participants.
- 8. Engagement will be given the right resources and support to be effective**
We aim to provide appropriate training, guidance and support to enable all participants to engage with us effectively.
- 9. We will tell people about the impact of their contribution**
We will provide timely feedback to all participants about the decisions or actions taken as a result of their expressed views. Methods of feedback will take account of participants' preferences.

10. We will learn and share lessons to improve the process of involvement

People's experience of the process of engagement will be monitored and evaluated to measure its success in engaging people, and the effectiveness of their participation; lessons will be shared and applied to future involvement.

This charter is adapted from the Principles for Public Engagement developed by Participation Cymru, to which Cardiff and Vale UHB have signed up.