



A PUBLIC ENGAGEMENT AND CONSULTATION FRAMEWORK

Putting people at the heart of what we do



A Public Engagement and Consultation Framework.



A Framework is a way of doing things. It is a document that explains some rules that have been agreed and ideas for organisations and people who work for those organisations to follow.

In this document, where we mention people – we mean everyone – adults, children and young people, families, and unpaid carers, who live in, or work or study in Sefton.

Communities are groups of people that are connected by where they live or by a shared interest.

This Public Engagement and Consultation Framework is a document that explains how we and anyone we ask to do consultation for us, will work with our communities and involve them in the work we do.

Adults, children, and young people must be given opportunities to be involved in decisions on things that affect them. This means that we must listen to what matters to them and take their views seriously.

There are some laws that tell us that this is what we should be doing.

The UN Convention on the Rights of the Child says that children have a right to voice their opinions and be listened to.





The Children and Families Act and the SEND Code of Practice also says information about services should be clear and easy to read.



The Health and Care Act 2022 says that Councils and health and other organisations must work together to help make things equal for people and involve people who have lived experience when looking at planning or changing services.



The Equalities Act 2010 say that we must make reasonable adjustments for people who have protected characteristics.

Protected characteristics are age, sex, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, religion and belief and race.

The following organisations will use this Framework:



- Sefton Council.
- Sefton Partnership.
- NHS Cheshire and Merseyside Integrated Care Board.
- Sefton Council for Voluntary Service.
- Healthwatch Sefton.
- Sefton Young Advisors.
- Merseyside Fire and Rescue Authority.
- Any other partner organisation that uses this Framework.



Our Main Aims

We want to make sure that we support our communities to get involved in the services they receive or in projects that might affect them.

Our main aims are to:



- Know and work with our communities and understand their needs and views, (for example children and young people, people who have an illness, a disability or who are elderly).
- Make sure that we involve and ask our communities in identifying issues that are important to them or they have lived experience in.
- Ask our communities whether we have achieved the things that are important to them.
- Work with other partners (people using this Framework) when we want to speak with or listen to our communities, and we will tell our communities about what we have found.

The Public Engagement and Consultation Panel will check that we are achieving these aims.

The Public Engagement and Consultation Panel.



The Public Engagement and Consultation Panel makes sure that the way we speak with and listen to our communities is of a high standard.

The Panel is made up of:



- Elected Members (people who make decisions about how the Council spends its money or delivers services).
- People from health, the voluntary sector, the Fire Service, Sefton Healthwatch, and the Sefton Young Advisors.

The Panel will also receive feedback reports and presentations from our partners. This feedback will look at how the consultation activity went and what worked well and what can be improved. It will also look at how feedback is being shared with people who took part.



To keep high standards in the way we work with our communities, we agree to:



- Involve people when we are developing a service or project.
- Involve adults, children and young people in decisions that affect their lives.
- Share information with our partners on what works well.
- Give feedback to people who have been involved.
- Work in a fair way so that everyone can be involved and has the information in a way they can understand.



The standards for public engagement and consultation.

We have agreed to work to some standards to make sure that the work we do with our community is of a high quality and fair.

Standard 1 - The way we want to speak with and listen to our communities is clear.

We will make sure that our work has a clear purpose and people know what we are asking them about and what is not included.

We will make sure that we look at other work to find out what has already been asked so we are not doing the same work again and we will follow all the laws.



Standard 2 – We identify all local people who are likely to be affected or interested.

We will make sure that we make a list of all local people to contact and involve and we will make it easy for them to be involved in the work with us.



Standard 3 – We have a consultation and engagement plan that is value for money.

We will make sure that the plan has an equality impact assessment. (This helps us to decide how our decisions will affect different groups of people).

The plan will have a clear reason for the work and timescales and say how it will run. It will include different ways to involve people.





Standard 4 – All information is available in different formats and written in plain English.

We will make sure that we have a plan for how we will tell people and information will be accessible.

We will also be clear about how decisions are reached.

Standard 5 – We record all responses in a clear and fair way.

We will make sure that we write down all the information and look at all the responses and put the information on the Your Sefton Your Say Consultation portal.



Standard 6 – We have a clear plan for giving feedback on the results of our work with the community.

We will make sure that we have a list of the people who took part so that we can provide feedback to them.

We will tell them what has happened to the information and about any ideas we cannot use and explain why and how people can still work with us.

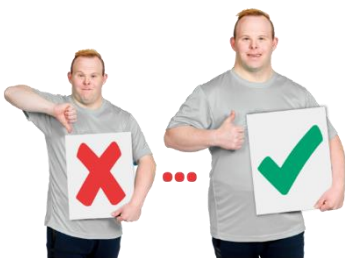


Standard 7 – The results of the work and how it has helped us develop our plans.

We will make sure that we use the information to develop our plans and tell people about the changes we make.

Standard 8 – Looking at if our work has been a success or not.

We will make sure that we look at what was good and what could be better and share this with other people.



What we mean by 'engagement and consultation'.

To us, engagement is more than making information available or getting opinions and feedback.



We believe it is important to get our community involved in designing and assessing services, as they have lots of ideas about how things could be done differently or better. This should improve things for local people.

For this document, there are four ways that people can get involved:



Information giving - Where communities are informed but have no say on the decisions that are being made.

Consulting (getting people's views) - Where residents can inform decisions, but don't have the final say.

Co-production - Where things are done jointly, acting together – there is lots of room to have a say about how things should be.

Supporting Citizen Power – Where residents decide how things should be.



More information about coproduction.



Co-production is a way of involving people in the development of services, projects, practice, and policy from the start of the process in a way that is inclusive.

Co-production is:

- People who use services, their families, carers, and professionals coming together as equals.
- All people are involved in every step of the process.
- No one is left out, everyone involved gets to share their experiences as part of the process.
- Meetings are structured in such a way that everyone understands what is happening.
- Everyone gets the chance to have their say in making real changes.
- Building on existing skills and developing new ones.



Examples of co-production

Sefton's Improving Information Group

Sefton Council, people who have different communication needs and other partners are working together to change the way information is provided to residents.





People with different communication needs work together with the Council and other Advocacy organisations to help make the information the Council provides better.

This is the work that the group has developed so far: -



- A top tips guide for communicating in an accessible way
- A contact list sharing the details of organisations that support people
- A short film made by the group sharing their experiences of receiving
- communication from the Council in a format they cannot use.
- An accessible information e-learning training session for the Council and partners.
- The development of an Accessible Information Advocate programme and council wide training and skill development.



SEND Local Offer website refresh

Feedback from the SEND parent/carer survey that the SEND Local Offer was difficult to follow and following a review, the Council decided that the current Local Offer website needed to be improved.

The SEND Local Offer Officer created a group of young people and a group of parents/carers. Young people from Sefton's Buddy Up, a mentoring and befriending service for young people with additional needs also formed a focus group so members could share their ideas.





The young people choose the homepage layout, colours, and icons to improve access and the look and feel. The group continue to meet on a weekly basis and agreed on the name of The Young Person's Get Talking Group.

For more information about the Local Offer visit: [Sefton Local Offer](https://seftondirectory.com/localoffer)

The Sandbrook co-production group.

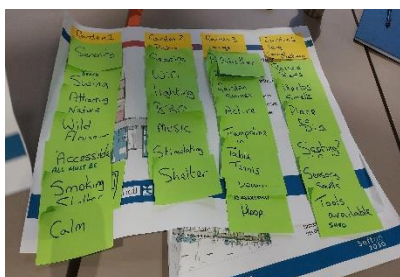
The Sandbrook co-production group is helping the Council with developing a new short-term assessment unit. It started so that Sefton Council can work with people with expertise through lived experience.

The co-production group is made up of people with lived experience of complex care needs. This includes parents, carers, and service users. People First Merseyside worked with Sefton Council to create the group.

The group, so far, has helped to design different areas of the unit, including the gardens and sensory room. In later meetings, they worked together to pick the colour of furniture in the unit, and the individual apartments. They will also be looking at the care and support for the unit.

If you would like to find out more, visit



[Short Term Assessment Unit.](#)



How will we know if we have been successful?



We will keep looking at we are doing and make any changes or improvements we need to. The Public Engagement and Consultation Panel will check whether the Framework is making a difference.

	Results of the public engagement and consultation framework.	How we will know we have been successful.
	<p>We know and work with our communities and understand their needs and views.</p>	<p>We have completed an equality impact assessment for our activity to get people involved in our work and used the information as part of our work.</p> <p>We can show that we have worked using the consultation standards.</p>
	<p>Make sure that we involve and ask our communities in identifying issues that are important to them or they have lived experience in.</p>	<p>We have provided information inaccessible formats and removed any barriers so people can take part.</p> <p>We are working together and can show that we have made changes to how we deliver services and value them.</p>

	Results of the public engagement and consultation framework.	How we will know we have been successful.
	<p>We have asked our communities whether we have achieved the things that are important to them.</p>	<p>We have built time in to review our consultation and engagement activity and check if the activity is making a difference to people's lives.</p>
	<p>We have worked with other partners when we have wanted to speak with and listen to our communities, and we have told our local communities about what we have found.</p>	<p>We can show that we are working with partners to plan, design and deliver our work with the local community, and that we are sharing the results of the activities.</p>

Contact details.



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