

National Principles for Public Engagement in Wales



- 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.