



North

Yorkshire County Council

North Yorkshire County Council Adult and Community Services

Community Engagement Strategy:



Talking with and involving people

Easy-read summary April 2008

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What is in this document?

What is the Community Engagement Strategy?

1. Why do we want to talk to and involve the people who use our services?
2. How this plan will help us find out what people who use our services now or will do in the future really want
3. Finding different ways of talking with and involving the people who use our services
4. How we will value the people that we talk with and involve
5. What we are going to do to make this plan happen
6. How we will work together with other departments in North Yorkshire County Council

What is the Community Engagement Strategy?

This is a plan to show how we will talk with and involve people who use North Yorkshire County Council Adult and Community Services. When we talk about services and people who have different needs who use our services we mean:



- **Care services.** For example, like day services, or coming to your home to help you with things like washing and shopping
- **Library services.** For example, like borrowing books or films, or using the computer



We are talking about when we run these services ourselves and also, when we ask other people to run services for us.

1. Why do we want to talk to and involve the people who use our services?

We want to make sure our services are right for the people that use them. We want to find ways to make our services better.



We think that talking with the people who use our services is the best way to do this.

This is because we want to find out what people who use our services think about them.



We also want to involve people in helping us when we plan new services or when we make changes to services.

We want to find out what people think about their services and how they could be made better.

We also want to check with people who use our services to make sure that we are doing it well.



2. How this plan will help us to find out what people who use our services now or in the future really want

There are some things that we need to do to help us to talk with and involve people more.

We already talk with people and involve them but we want to make sure we get better at doing this.



For example, there are five Learning Disability Partnership Boards in North Yorkshire

These are a very good way of talking with and involving people with a learning disability.



It would be good if more people who provide services knew about the Partnership Boards and what they do. Then they would be more likely to come to the Partnership Boards to talk about their plans.

We also want to make sure that we talk with and involve lots of different people.



There are lots of ways we can do this.

One way is to ask people to help us when we are thinking about planning new services. Another way is to ask people to check services for us. This will help to make our services even better.



One way we will do this is to work with other people who provide services, for example health services. Sometimes this may be quite hard to organise, but we think it is important to try.

When we talk with people, we will make sure that we really listen to them. We will also make sure we pass this information on to others.



People who make decisions need to know what the people who use their services think. We will make sure that people really do listen to what is being said.

When we talk with people, we will check to make sure that we are doing what we said we would.



We will also check to see what people think about the ways we involve them.

This is because we want to make sure that people are happy with this.

3. Finding different ways of talking with and involving people

There are lots of different ways of talking with people. There are also lots of different ways of involving people.

For example,

Answering questions.



Going to a meeting and tell others what you think.

Working together in a group with other people who use services.



To help us to do this we have 23 teams to cover all the different areas in North Yorkshire.

Each team is led by a **Care Services Manager**.



We want to talk with:

- People who use our services now
- People who don't use our services now but might do in the future. For example, young people who don't use Adult Social Care services yet but may do when they become 18
- People who look after other people
- People who live in different parts of North Yorkshire
- People who might have different needs because of their age, their ethnicity, their gender, their faith, their sexual orientation, or their type of disability.
- Other people who provide services

4. How we will value the people that we talk with and involve

We believe in putting people who use our services first and we want to make sure that when people use our services they get a high quality service suited to their needs.

To help us to provide a high quality service we want to involve people who use our services to tell us what is good about a service or what needs changing.



To help us to do this well we want to talk with lots of people who might have different needs.



We want to make sure we make it easy for people to talk with us and be involved.

When we talk with people, we want them to know that we will really listen to what they have to say. We want to make sure that it is a good experience for everyone.



We want to get better at involving people who use our services. There are lots of ways we can do this and here are some of them:

- Make our information in easy-read and on audio tapes.
- We will think about where we have meetings so that lots of people are able to come to the meeting.



- Make sure we don't ask people the same questions lots of times.



- We will use advocacy services to help people to talk with us and become involved.



- When we talk with people, we will make sure we give people enough time to talk, think and make choices.
- We will make sure we explain why we are talking with people and what will happen next.

- When we talk about a service, we will make sure we explain what can be changed and what can't be changed.



- We will tell people what we have done as a result of what they have told us.
- When we talk with and involve people, we will make sure people are safe. We will keep any information that is about them safe.

5. What we are going to do to make this plan happen

We have a group of people who will check to make sure that the plan happens. This group is called the **Community Engagement Strategy Development Group**.

This group will think about all the different things we want to talk with people about. They will put all of this in a plan. The group will think about the different ways of talking with people, and they will put this in the plan too. They will tell other people about the plan.



The people who have responsibility for our services will check we do the things we have put in the plan. These people are called **Senior Managers**, and **County Councillors**.

There are also some other things that we will do to help us with our plan.

Here are some of the things that we will do:



- Help the people that work for us to learn about good ways to talk with people and involve them.



- We will try to make sure our plans link in with plans from other departments so that everyone in the Council is working together.

- Make sure we tell the people that make decisions, what people who use services have said.
- Make sure that people don't have to spend their own money if we want to talk with them. For example, if we ask people to come to a meeting, we will pay for their bus or taxi fare.
- **This plan will be looked at and updated in twelve months time (March 2009)**

If you would like to know more about this plan, please ask:



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