



Bwrdd Diogelu Caerdydd a'r Fro
Cardiff & Vale Safeguarding Board

COMMUNICATION AND ENGAGEMENT

CORE PRINCIPLES



Mae'r ddogfen hon
ar gael yn Gymraeg
This document is
available in Welsh



STRONGER
FAIRER
GREENER



INTRODUCTION

Cardiff and Vale of Glamorgan Regional Board partners are committed to listening, learning, reviewing, and adapting Safeguarding based on the voices of children, young people, and adults who have experience of services, to guarantee they are at the centre of all we do. The Board are also committed to ensuring children and young people are empowered to hold organisations to account for the implementation of a child rights approach.

Co-production is one of the main principles of the Social Services and Well-being (Wales) Act 2014. It means working with and involving individuals, their family, friends and carers to make sure their care and support is the best it can be.¹

All partners also operate in accordance with the Well-being of Future Generations (Wales) Act 2015, the United Nations Convention on the Rights of the Child (UNCRC) and the National Principles for Public Engagement in Wales.

The principles outlined are underpinned by each partners own communication and engagement strategies or toolkits. Partners of the Regional Safeguarding Board have signed up to these principles to ensure that they are embedded consistently throughout their work.

[Roger Hart's ladder of participation](#) is a useful aid in highlighting the 8 "rungs" of participation,

from rung 1 - manipulation through to rung 8 - (where decision making is shared between adults and children/young people as equals). Although designed with children and young people in mind, this model could also apply to adults at risk of harm.

It's important to note that our approach doesn't always need to align to rung 8 in order to be effective there is a place for participation that aligns to rung 4 and above.

The key difference to note is that rungs 4-8 refers to methods / approaches that involve the child or young person in decision making and/ or giving feedback. We should not treat children and young people or adults at risk as tokens, or individuals to be "done to", but should instead provide them with the means to give feedback on matters that affect them.

For Cardiff and Vale Regional Safeguarding Board we will ensure

Children, young people and adults at risk will participate at their highest possible level.

Co-production	Doing with in an equal and reciprocal partnership
Co-design	
Engagement	Doing for engaging and involving people
Consultation	
Informing	
Educating	Doing to trying to fix people who are passive recipients of service
Coercion	

¹ Co-production | Social Care Wales

Communication and Engagement

VALUES

Accessible

Written in simple language and shared using platforms that are open to all.

Strengths based

Aiming to improve practice and learning through what works, evidence based messages.



Collaborative

Working with children and adults with lived experience and specialist organisations wherever appropriate.

Trauma informed

Understanding and considerate of the pervasive nature of trauma and designed to promote healing and recovery.

Cultural awareness and sensitivity

Communication and Engagement

PRINCIPLES

Communication and Engagement across Cardiff and Vale of Glamorgan Regional Safeguarding Board will be built around and underpinned by the following 5 core principles.



Inform

- We will ensure that children, young people, and adults have the right to information, that is easy to understand and allows them to make informed decisions.
- We will ensure that opportunities to be involved are provided and that support is available to enable children, young people, and adults to participate.



Consult

- We will ensure that children, young people, and adults are given opportunities to express their views and they are listened to
- We will ensure that their views are used to shape and inform decision making and what should be a priority



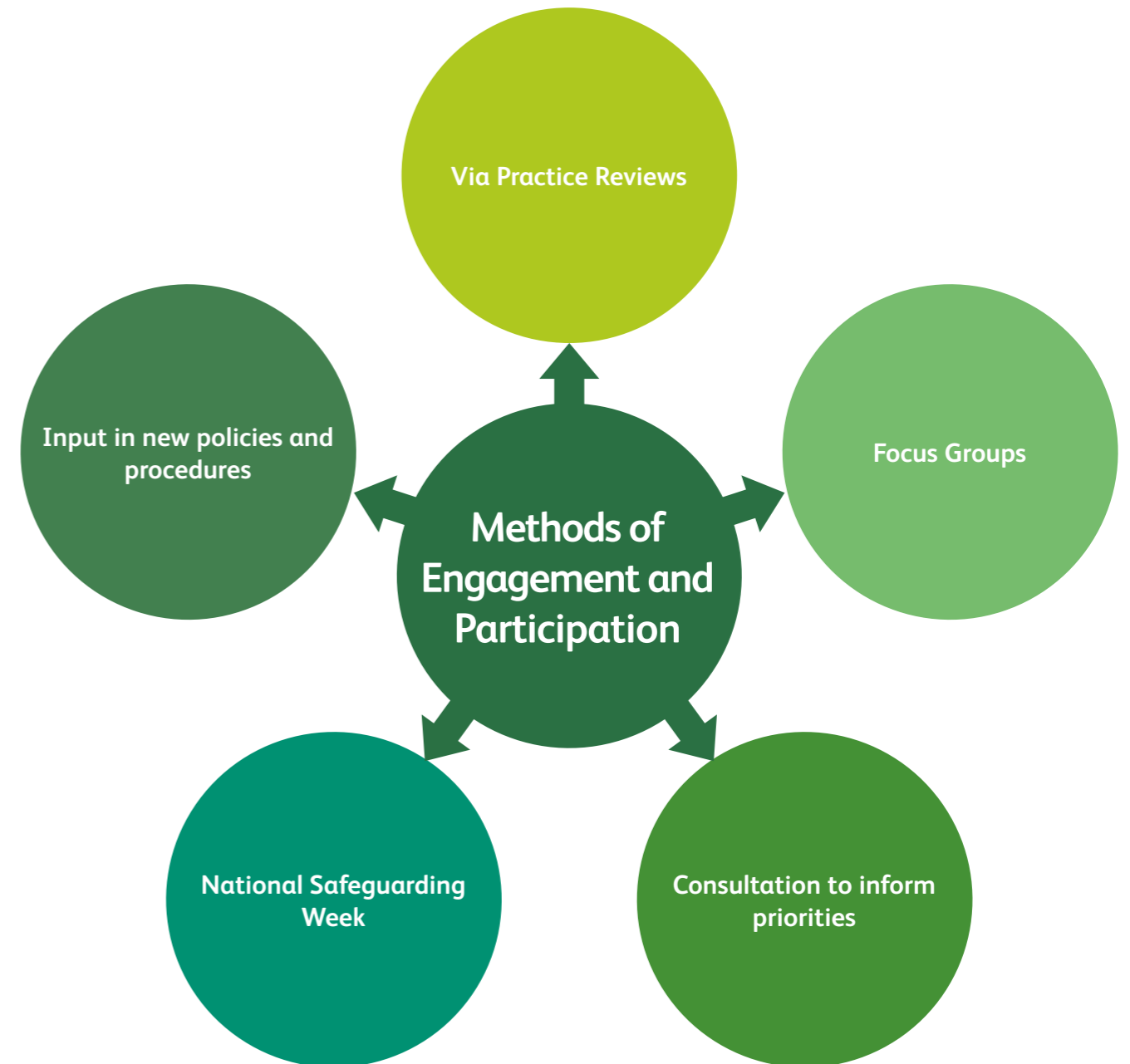
Involve

- We will ensure that where possible service delivery, policy and procedures are co-designed and co-reviewed
- Routinely provide opportunities for children, young people and adults to actively participate in the design of services and the evaluation of their impact
- We will ensure that those who will be impacted by development and decisions will be involved in the process
- We will ensure that children, young people, and adults are encouraged to be involved and understand that it is their choice

Communication and Engagement

METHODS

Examples of ways we can communicate to and engage with young people and adults at risk.



Collaborate

- We will work with children, young people, and adults who have experience of services
- We will create meaningful opportunities for children, young people, and adults to evaluate and influence the decision making of the board.
- We will ensure children, young people, and adults are able to identify areas of change or development
- We will ensure feedback received is used to inform the work that we do



Empower

- We will ensure that children, young people, and adults are actively involved in making a change
- We will support children, young people and adults to ensure they are able to meaningfully participate in strategic development which will affect their lives
- We will ensure that children, young people, and adults know what differences have been made and how their ideas have been listened to
- We will aim to ensure that anyone involved finds it a positive experience
- We will provide safe and non-judgmental opportunities, based on mutual trust and respect

Communication and Engagement

CONSULTATION

Young people were consulted about what would improve engagement and consultation, and what was important to them. The findings of this highlight some important points that should apply and be implemented across the Regional Safeguarding Board, with children, young people and adults

Ensuring that children, young people and adults know why its important for them to participate

Being able speak to people they can relate to

Having different ways to express their opinion

Option to have an advocate

Having a safe space/environment with no judgment

Honest answers in regard to the likelihood of ideas being adopted or change happening

Icebreaker activities to ensure participants do not feel overwhelmed

The use of simple language