



# Engaging **Today** to Transform **Tomorrow**

Flintshire County Council's approach to Consultation and Engagement

Why we want to know **what people think**

It's important to us to understand where things are



working well, or



need improvement

as well as working with you to help shape



our plans for Flintshire



what our services look like and how they are delivered

The law also says we have to ask you what you think – but it's not the main reason we do it!



[United Nations Convention on the Rights of the Child \(UNCRC\)](#)

[Rights of Children and Young Persons \(Wales\) Measure 2011](#)

[Well-being of Future Generations \(Wales\) Act 2015](#)



[Equality Act 2010](#)

[Rights of Persons with Disabilities](#)



[The Welsh Language Measure 2011](#)



[Local Government and Elections \(Wales\) Act 2021](#)

[Local Government \(Wales\) Measure 2011 \(Section 62\)](#)

[Flintshire County Council's Constitution](#)



## What we mean by consultation and engagement

**Consultation** – we will ask you *what you think* about what we propose to do before we make a decision.

**Engagement** – we will seek your views and ideas to *influence* what we do and the decisions we make.

**Involvement** – we will *work with you* so you can help shape what we do and the decisions we make.

**Co-Production** – we will share *power and responsibility* with you and the decisions will be *shared*.

Find us on

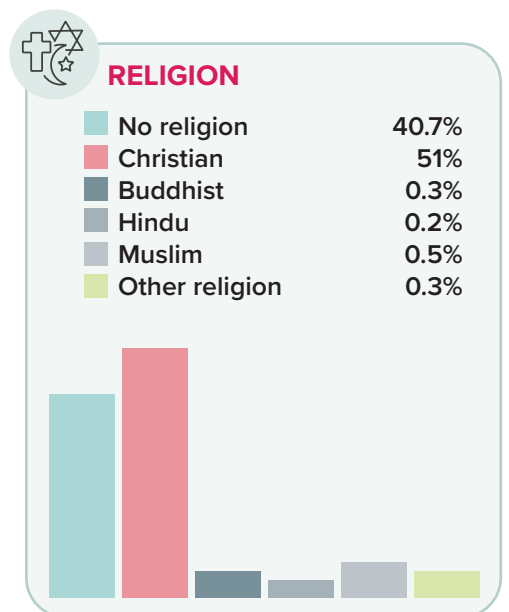
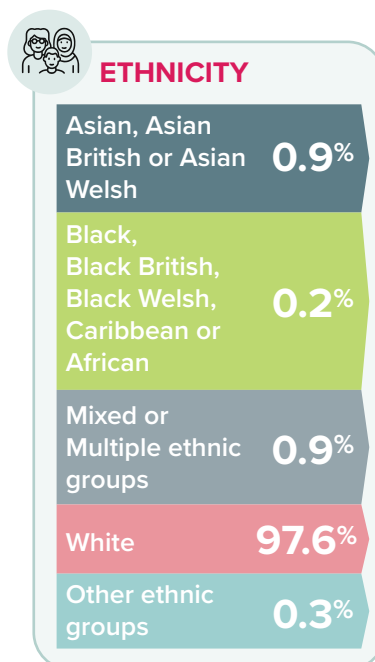
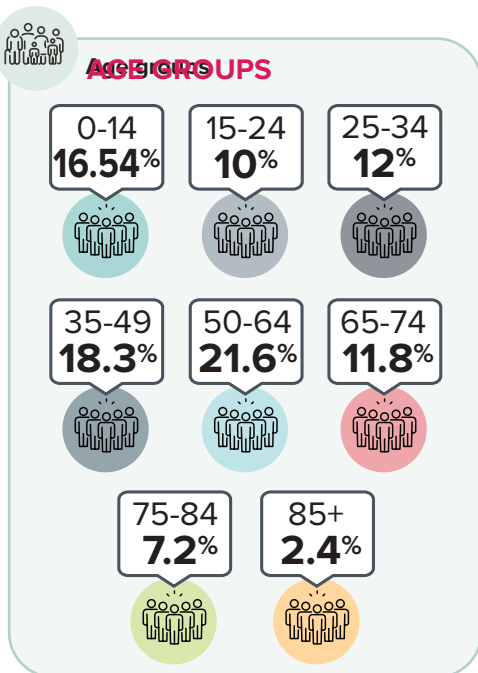
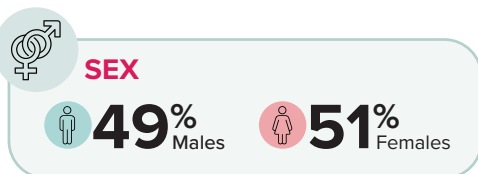


## Who can get involved

Around **155,000** people live in Flintshire and we want to hear lots of different voices to make sure the decisions we make are right for people **today** and for people in the **future**.

## What Flintshire looks like (according to the 2021 census)

By law the Council has to reach out to different groups people inviting them to have their say on things that matter to them.





## MORE THAN 60 DIFFERENT MAIN LANGUAGES SPOKEN

(top 7 identified)

English or Welsh	96.3%
Polish	1.4%
Romanian	0.5%
Bulgarian	0.3%
Lithuanian	0.3%
Hungarian	0.2%



## SEXUAL ORIENTATION

Aged 16 and over

Straight or heterosexual	90.5%
Gay or Lesbian	1.2%
Bisexual	0.8%
Other sexual orientations	0.2%



## GENDER IDENTITY

Aged 16 and over

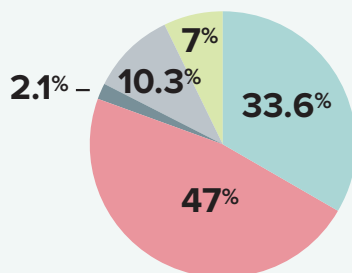
Same sex registered at birth	93.5%
Different from sex registered at birth	0.1%
Trans woman	0.1%
Trans man	0.1%



## MARRIED OR CIVIL PARTNERSHIP

Aged 16 and over

- Never married or in a civil partnership
- Married or in a civil partnership
- Separated, but still legally married or in civil partnership
- Divorced or civil partnership dissolved
- Widowed or surviving civil partnership partner



## UNPAID CARE

Aged 5 and over

89.6%	Provides no unpaid care
5%	Provides 19 hours or less
2.1%	Provides 20-49 hours
3.3%	Provides 50+ hours





## When people can get involved

So everyone's voice is heard we will invite

- ✓ the right people ✓ at the right time ✓ in the right place ✓ in the right way

We will start conversations as early as possible, to give people enough time to take part, so the views and opinions we collect can influence the decisions we make.

We will widely promote opportunities to get involved:

- on our website: [www.flintshire.gov.uk/HaveYourSay](http://www.flintshire.gov.uk/HaveYourSay)
- on social media
- through groups and networks
- in lots of different ways to reach the people whose voices we are keen to hear



## How people can tell us what's important to them



Email



Website



Social Media



Phone



Post



Your local councillor



Flintshire Connects



Events and drop ins



Surveys and consultations



Groups and networks



Over time, our Digital Strategy and Transformation Programme will add more ways for people to get involved.

When we ask for your feedback we will use the Consultation and Engagement Hub on our web site. It will tell you what the consultation is about and how you can get involved.

[www.flintshire.gov.uk/haveyoursay](http://www.flintshire.gov.uk/haveyoursay)

We will use different communication channels to reach different groups of people.





.... but you don't have to wait to be asked to tell us about things that matter to you.

If something is important to you and you want to tell us about it, there are other ways you can contact us:

**Address:** Flintshire County Council, Ty Dewi Sant, St Davids Park, Ewloe, Flintshire, CH5 2FF

**Email:** [customerservices@flintshire.gov.uk](mailto:customerservices@flintshire.gov.uk)

**Phone:** 01352 752121

**Flintshire Connects:** [www.flintshire.gov.uk/Connects](http://www.flintshire.gov.uk/Connects)

- Buckley Library, The Precinct, Buckley, CH7 2EF
- Wepre Drive, Connah's Quay, CH5 4HA
- Church Street, Flint, CH6 5BD
- Old Town Hall, High Street, Holywell, CH8 7TD
- Mold Library, Earl Road, Mold, CH7 1AP

**Website:** [www.flintshire.gov.uk](http://www.flintshire.gov.uk)

**Social Media:**  [Flintshire County Council](https://www.facebook.com/flintshirecc)  [@flintshirecc](https://twitter.com/flintshirecc)

**Your local Councillor:** [www.flintshire.gov.uk/YourCouncillors](http://www.flintshire.gov.uk/YourCouncillors)

**Groups and networks:** [www.flintshire.gov.uk/EngagementGroups](http://www.flintshire.gov.uk/EngagementGroups)

**Concerns and Complaints** - if your feedback relates to a concern or complaint, it is important you follow the Council's [Concerns and Complaints](#) procedure.



## What we will do with your feedback



When the Council asks for your views, it is not a vote. Your feedback will be considered along with all other information we have in order to make a fair and transparent decision. The Council will always consider what people say, how relevant and important each comment is, together with our legislative responsibilities.



We will only ask you for personal information when it's necessary. When we do need to ask we will keep the information you give us [safe and secure](#).



We will tell you how your feedback has made a difference. We will publish the outcomes:

- on our website [www.flintshire.gov.uk/YouSaidWeDid](http://www.flintshire.gov.uk/YouSaidWeDid) and
- through all the channels we used to gather your feedback





## What success will look like

There are many different measures of success which will be measured in different ways.

How well we are:

- increasing opportunities for people to get involved in a way that meets their needs.
- increasing public confidence so that more people get involved.
- engaging people to improve understanding (on both sides) before we ask for feedback.
- being clear about why we are asking for feedback and how it can make a difference.
- reaching lots of different / the right groups of people.
- making it easy and accessible for people to get involved.
- making changes / improving things as a result of what people tell us.
- learning from what we do to improve how we do things in the future.

