

Taking Part. 10 ways for organisations to help you take part.



This Easy Read document tells you what organisations should do when they ask you what you think about services and how they should be run.

October 2011

Participation Cymru is an organisation that works to make sure you are involved in decisions about how **services** are planned and provided.



Participation means taking part and being involved in decisions.



Participation Cymru have written a document called “**National Principles for Public Engagement in Wales**”.

This is an Easy Read version of the document.



Engagement is another word for taking part.



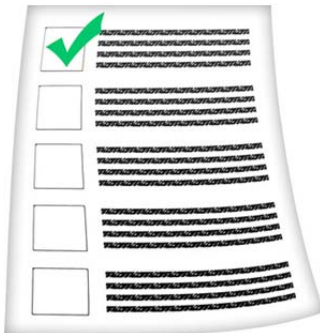
This document tells organisations what they should do when they ask people to take part in:

- Planning for services
- How services are provided
- When services are provided
- Who will provide the service



Services are things like:

- Your doctor's surgery
- Your local sports centre
- Community transport
- Supported housing



The document lists 10 things that Participation Cymru think are very important for organisations to do when they try to help people take part.

1. Will it make a difference?



You should only be asked what you think if the organisation:

- Listens to what you have to say
- Can change things that need to be changed
- Can keep things the same if needed

2. Ask the right people



The right people should be asked to take part.

These can be:

- People who use a service now
- People who might use the service in the future
- Parents or carers of someone who uses a service

3. Give everyone a chance



You should be given enough time to take part.



You should be help to take part in the way you want to.



This means they might run a fun meeting that small children can understand and enjoy and then run a different meeting for adults.

4. Work with other organisations



Sometimes different organisations want to find out the same things and get the same people to take part.

They should talk to each other and see if they could work together to save time and money.

5. Talk and write clearly



Information should be given in a way you are able to understand.

They should not use difficult words and language.



If needed, organisations should give information in Easy Read, audio (CD) or video (DVD) or in large print.



Information should be given in English and Welsh and other languages if needed.

6. Make it easy for people



Organisation should think of things that might make it hard for people to take part and find ways to make it easier.



This means organisation should do things like:

- Holding meetings in rooms that are accessible for disabled people to get into and use
- Making sure that they hold events in places that you can get to by bus or train
- Making sure deaf people can get involved by using sign language or subtitles

7. Help people learn and develop



Develop means learning and being able to do more things.



Organisations could help people learn:

- How their organisation works
- How to be more confident to say what they think
- How to get involved in their community
- How to get involved in politics

8. Time and Money



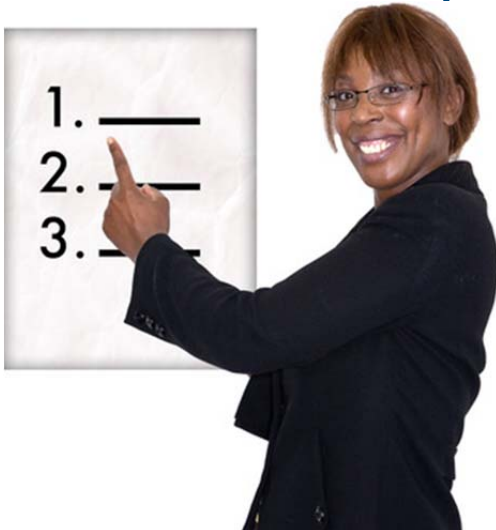
Organisations should make sure that they have enough money and time.

They need to have enough time to run meetings, talk to people and understand what you have told them.

They may need to spend money on hiring rooms for meetings, buying lunch for people or paying for people's transport.



9. Tell you what has happened after you have taken part



When an organisation has listened to what you have said they should let you know what they are going to do.

There are lots of things an organisation should do after it has got people to take part. They should:

- tell you if they have made a decision that they think you will agree with
- let you know about decisions which they think you may not agree with
- tell you if they are changing a service because of what you said
- let you know why they were not able to do what you asked for

10. Doing it better next time

When an organisation has asked people to take part they should think about how they can do it better next time.



This means organisations should:

- ask you how easy it was for you to take part
- see if the right people took part
- think if they found out what they needed to know



The next time the organisation asks people to participate they should do it better.

How to contact Participation Cymru



029 2043 6596



participationcymru@wcva.org.uk



Participation Cymu
WCVA
Baltic House
Mount Stuart Square
Cardiff
CF10 5FH



www.participationcymru.org.uk



The Easy Read words were written by Learning Disability Wales.

www.learningdisabilitywales.org.uk

Pictures are from PhotoSymbols4

Learning Disability Wales – October 2011