



Working together with Cambridgeshire County Council:

the Council's commitment to helping
local people to have a say

Easy Read version



The Council believes that everybody in
Cambridgeshire should have a say in
Council decisions.

**The Council wants local people to help to design their
services and how they are run.**



- We know that it is good for everybody if we work with people who use our services.



- This will help the Council spend the money it has in the best possible way.



- This is important now because there is less money available.

This document tells you how the Council will make sure that everybody:



- Has a say in decisions that affect them.



- Knows how to get involved.



- Knows how their feedback will be used.



This document has been written by Council staff, the public and staff from voluntary organisations.

The Council's Commitment How the Council will listen to you.

We believe that:



- People should be able to give feedback on the Council services they use.



- People should be asked about services at all stages, from deciding what is needed to looking at how well it is working.



- It should be as easy as possible for people to give feedback.

For example, the Council should use ways such as:



- Feedback from people using its services, including reviews, case studies, complaints and compliments



- Surveys (online, by post and by telephone)



- Social media



- Meetings and workshops



- Talks



- Information events



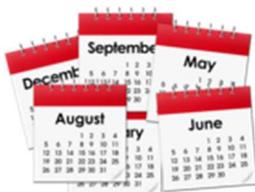
- Everybody's feedback should be respected and valued equally.

How the Council will engage and consult with you

We should:



- Talk to people at an early stage when planning a new service or changes to a service.



- Allow plenty of time for people to give their feedback.



- Make sure that the people who are most likely to be affected get to have their say.



- Keep a record of what people say.

Also, we should make sure that people understand:



- What they are being asked for their opinion on and why.



- How long everybody has to take part in the consultation.



A **consultation** is your opportunity to have your say about a service or a change before a final decision is made.



- What the Council is asking them to do.



- What difference their help will make.



- How they will be given feedback after the consultation has finished.



- What decisions were made and why.

Also, we should:



- Be clear about how decisions are made.



- Be honest about what differences can be made by the consultation.



- Allow enough time and resources for any consultation to happen.



This means that:



- The Council should allow enough time for any consultation to take place, following best practice if possible.



- Consultations should be available in different formats (such as large print) as appropriate so that as many people as possible can join in.



- Any information given should be up-to-date and in clear English.



- Training should be given to Council staff to help them do consultations.



- Give extra help to people who may be disadvantaged so that they can take part in consultations.



- Ask for feedback on a regular basis (not just as part of a consultation).



- Understand that people who work in services can help the views of service users to be heard. They can tell the Council about issues important to their clients and their own services.



- Learn from good practice from other organisations.



The Council's Commitment was agreed in 2017.



The Council's Commitment will be reviewed in 2020.



Would you like to help the Council improve its services?

Then please get in touch by contacting:



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