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| WEST WALES REGIONAL PARTNERSHIP BOARD | Item 8 |

# 19 MAY 2017

**Citizen Engagement**

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| **Summary of report and key issues**  This paper provides a proposal for the development of a regional citizen’s panel consisting of 12 core members recruited from a broad base of community organisations including Community Councils, Community Associations and Community Halls, to ensure meaningful engagement with citizens. Additional stakeholders including service users and carer representatives from the regional partnership boards may be invited to attend. It is proposed that the panel meets quarterly, is provided with external facilitation and reports back to the RPB.  **Recommendations:**   1. That the RPB agrees implementation of the proposal. |

**Purpose**

1. This paper provides the Board with a proposal for ensuring proper arrangements are in place in the region for citizen engagement in its business and delivery of its priorities.

**Background**

1. The Social Services and Wellbeing (Wales) Act 2014 places significant emphasis on meaningful engagement with citizens and requires regional partnership boards as part of their annual reporting to Welsh Ministers to evidence how they ‘have engaged directly with service users or groups representing service users (e.g. citizen’s panels’.
2. In addition to the statutory requirement for service user and carer representation on the regional partnership boards, a condition of the Welsh Government’s Delivering Transformation Grant is that ‘proper arrangements are in place for citizen engagement’.
3. In the light of the above requirements, the former Mid and West Wales Leadership Board commissioned Practice Solutions Limited to produce “The Feasibility Study for Establishing Regional Arrangements for Citizen Engagement in M&WW”, in May 2016, considered by the RPB at its meeting on 15th September.
4. Members noted the report and expressed the view that it would be preferable to engage with citizens on a generic basis, thus giving a wider perspective from communities on current services and options for the future, including from people who did not currently use services. Such an approach – ideally with a fixed membership group – would also enable the development of an ongoing narrative over the changing nature of care and support, expectations on individuals etc. A citizens’ panel of this type could complement service-based focus groups and provide a richer information base and ideas for transformation.

Sue Leonard (Third Sector Representative) was asked to work with the Head of Regional Collaboration and Regional Collaboration Unit to develop an alternative option based on those discussions.

1. Discussions having taken place on a possible structure and process for development of the panel, the following model is presented to the Board for consideration.

**Outline of proposed model and operation**

Membership

1. It is proposed that a maximum of 4 people from each county would be appropriate currently. Additionally, service user and carer representatives from the Board will be invited to attend, but will not be required to attend Panel meetings. Other WWCP members might also wish to attend, depending on the agenda of the Panel meetings.

Recruitment process

1. As representatives of specific service areas have seats on the board currently, it is proposed that the panel is sourced from a broad base of community organisations including Community Councils, Community Associations, Community Halls committees, etc. that are either delivering or have capacity to deliver services in their communities currently. It is proposed that the process to recruit members of the panel would be undertaken through direct engagement with citizens at events such as the prevention event held in Pembrokeshire recently, which would bring together relevant parties, from whom nominations to the panel would be sought.

Facilitation

1. It is proposed that the Regional Collaboration Unit should provide secretariat support, until such time as the Panel may be in a position to become self-sustaining. However, specialist resources will need to be allocated to running and facilitating the Panel.

Frequency of meetings

1. A maximum of 6 meetings annually (likely to be 4 meetings per annum). Additional meetings may be convened in response to specific issues or consultations.

Reporting mechanism

1. Following each meeting, a short report will be presented to the Board by a representative of the Panel. An annual report will be produced and circulated across the region.

Potential future development

1. The RPB may wish to consider developing the role of the Panel to act as a Citizens’ Jury with one meeting per year dedicated to in-depth scrutiny of one or more areas of activity of the board. The approach, which appears to be gaining momentum, has been proposed to Welsh Government by the Social Co-operation Forum in “Measuring the Mountain, engaging the wider community to assess the impact and value of the Social Services and Well-being (Wales) Act 2014”, attached as Appendix 1.