

# NATIONAL PRINCIPLES FOR PUBLIC ENGAGEMENT IN WALES



**1 Engagement is effectively designed to make a difference**  
Engagement gives a real chance to influence policy, service design and delivery from an early stage.

**2 Encourage and enable everyone affected to be involved, if they so choose**  
The people affected by an issue or change are included in opportunities to engage as an individual or as part of a group or community, with their views both respected and valued.

**3 Engagement is planned and delivered in a timely and appropriate way**  
The engagement process is clear, communicated to everyone in a way that's easy to understand within a reasonable timescale, and the most suitable method/s for those involved is used.

**4 Work with relevant partner organisations**  
Organisations should communicate with each other and work together wherever possible to ensure that people's time is used effectively and efficiently.

**5 The information provided will be jargon free, appropriate and understandable**  
People are well placed to take part in the engagement process because they have easy access to relevant information that is tailored to meet their needs.

**6 Make it easier for people to take part**  
People can engage easily because any barriers for different groups of people are identified and addressed.

**7 Enable people to take part effectively**  
Engagement processes should try to develop the skills, knowledge and confidence of all participants.

**8 Engagement is given the right resources and support to be effective**  
Appropriate training, guidance and support are provided to enable all participants to effectively engage, including both community participants and staff.

**9 People are told the impact of their contribution**  
Timely feedback is given to all participants about the views they expressed and the decisions or actions taken as a result; methods and form of feedback should take account of participants' preferences.

**10 Learn and share lessons to improve the process of engagement**  
People's experience of the process of engagement should be monitored and evaluated to measure its success in engaging people and the effectiveness of their participation; lessons should be shared and applied in future engagements.

These Principles were developed by Participation Cymru working with TPAS Cymru, under the guidance of the Participation Cymru partnership. Endorsed by The First Minister of Wales, The Right Hon. Carwyn Jones AM on behalf of the Welsh Government.

Further guidance on the National Principles can be found at

[www.participationcymru.org.uk](http://www.participationcymru.org.uk)

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