



## Get Involved: WCBC Involvement Strategy Consultation Findings

The consultation was live from 26<sup>th</sup> March until 7<sup>th</sup> May. It was facilitated through the Your Voice Wrexham online engagement hub, with paper copies made available on request.

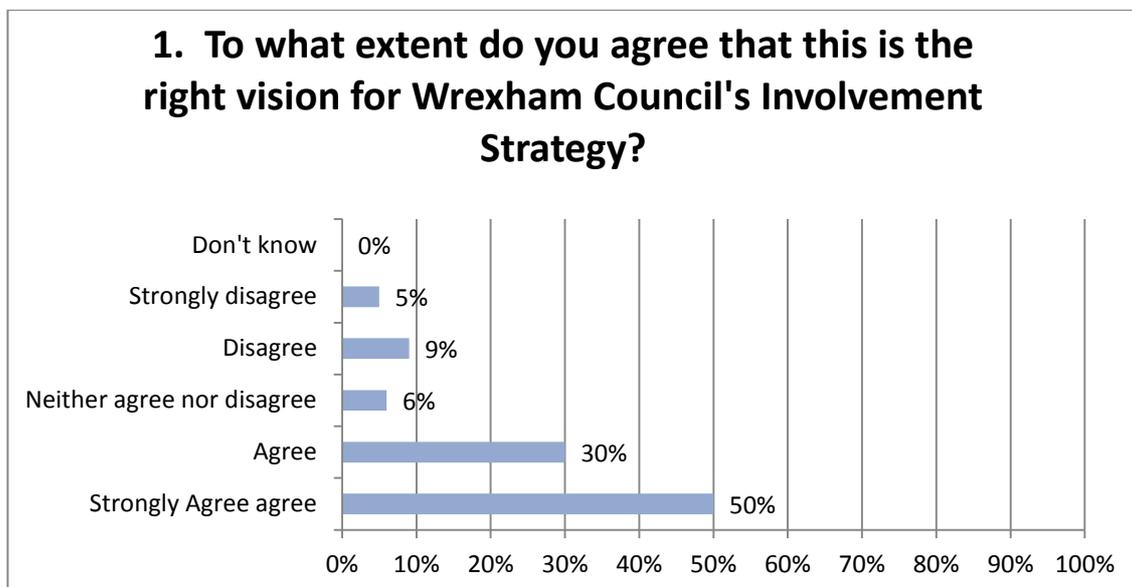
The consultation was promoted in the following ways:

- Social Media
- Friday Bulletin
- Council News
- Wrexham.Com
- It was also circulated to staff in all departments who were asked to circulate this to their contacts (including Senedd yr Ifanc, older people, housing tenants etc.)
- There were 86 responses to the consultation. *Whilst this response is low, it is not unexpected for a consultation on a strategy.*

### Consultation Results

#### **Our Vision ...**

All people have access to the information they need to influence the planning and delivery of services. They are engaged and consulted with on decisions which affect them, and where possible we work together to design and deliver services.



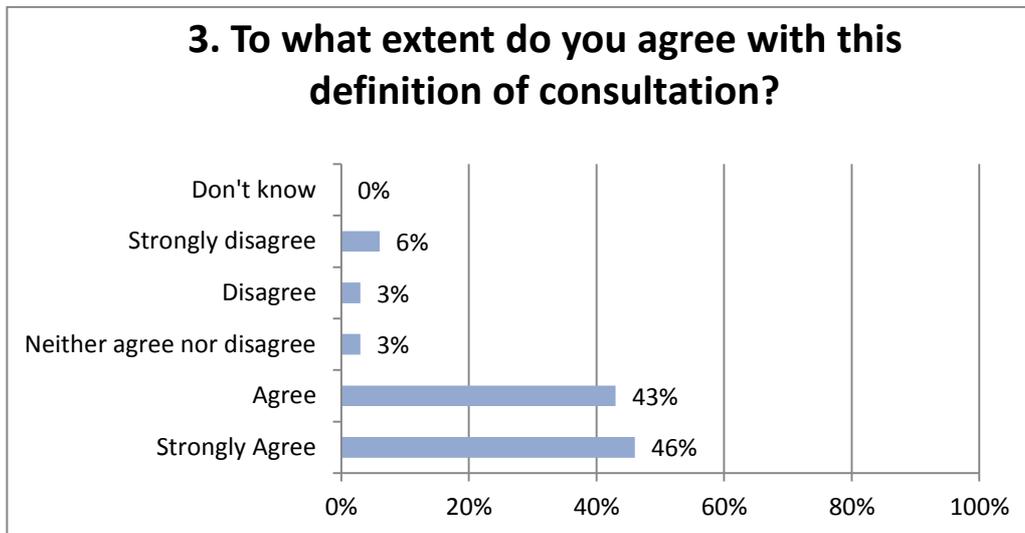
#### **2: Please give suggestions about what you think the 'Vision' should be.**

There were 11 comments received in total. Some were critical of experiences they have had with 'involvement' within WCBC (e.g. more transparency in consultations). There were a couple of comments which highlighted the need to ensure that all people are given the opportunity to be involved.

## Defining what we mean

### **Consultation is ...**

an exercise to gather people's views on specific proposals to help make a decision.

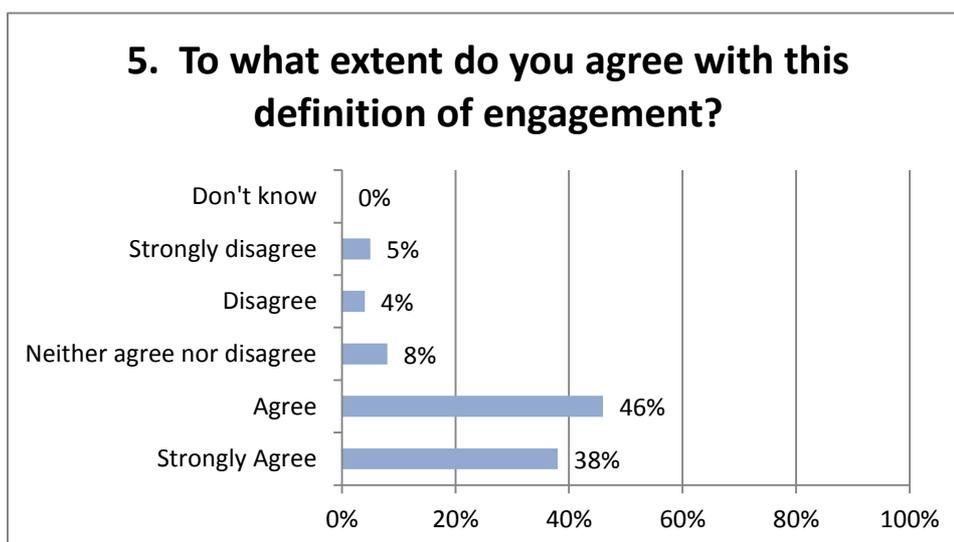


### **4: How should we define 'consultation'?**

There were 7 comments received in total. Most of these were making specific suggestions about ways in which consultation exercises could be improved in the future.

### **Engagement is ...**

an ongoing conversation where we listen to what people want to tell us, and seek to understand their views on a range of areas.

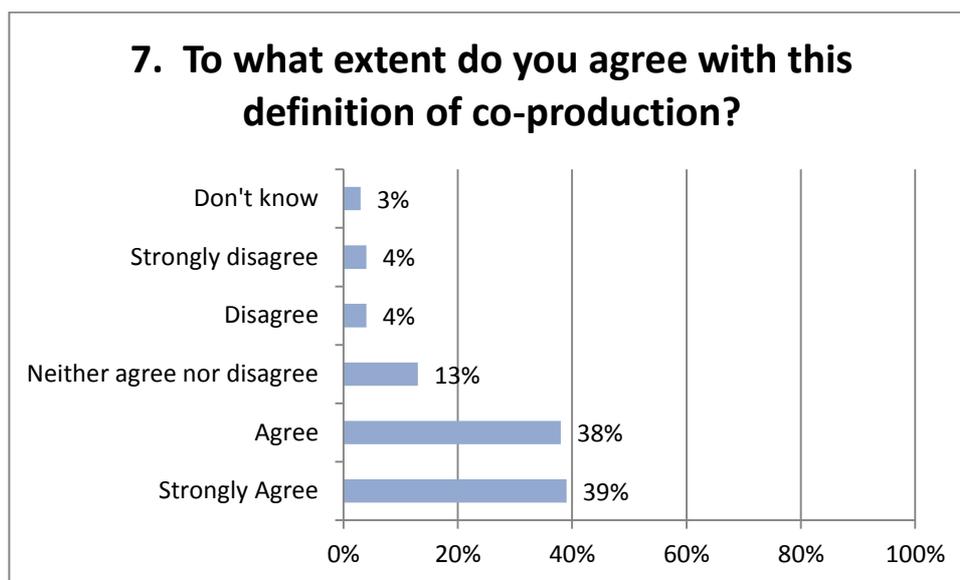


## 6: How should we define 'engagement'?

There were 6 comments received in total. These included criticism of WCBC, and also suggested that the definition as written did not imply any action as a result of people's engagement. (An amendment has been made to the definition to reflect this).

### **Co-production is ...**

working with people and communities in equal partnership to develop and deliver services that matter together.



## 8: How should we define 'co-production'?

There were 5 comments received in total. These included criticism of WCBC and a suggestion that the definition should include something which addresses the power dynamic in co-production. (An amendment has been made to the definition to reflect this).

### **What we will do**

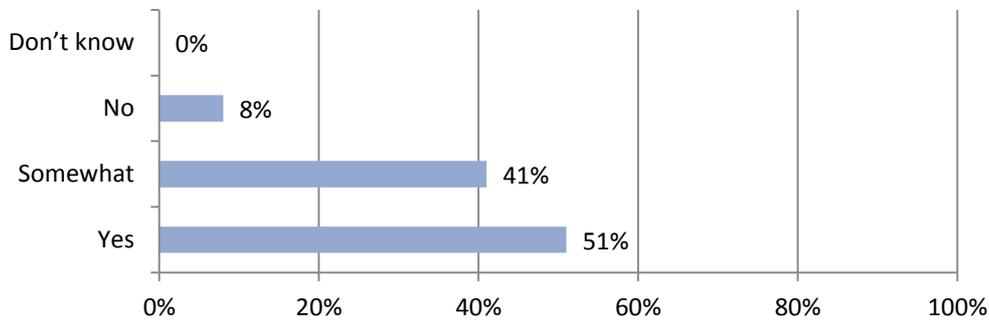
#### **Consultation is ...**

an exercise to gather people's views on specific proposals to help make a decision.

#### **We aim to ...**

1. Ensure that we consult on the right things, in the right ways, at the right times, with the right people
2. Ensure that consultations across the organisation are conducted to a consistently high standard
3. Ensure that consultation findings are considered, and used to make informed decisions at all levels
4. Ensure we communicate honestly with people about the outcomes of their involvement.

**9. Do you think that the commitments we are making under the heading of 'consultation' will help us to achieve the vision?**



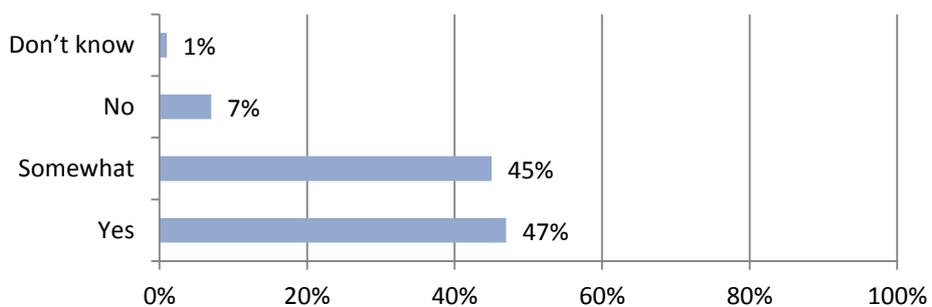
**Engagement is ...**

an ongoing conversation where we listen to what people want to tell us, and seek to understand their views on a range of areas.

**We aim to ...**

1. Ensure that there are appropriate and accessible ways for people to engage with us on issues that are important to them
2. Analyse and understand people's views, from a range of sources, and use this information (along with other intelligence) to inform our decisions
3. Develop links and effective relationships with different people and communities across the county borough
4. Recognise and acknowledge the value that engagement has added to our work.

**10. Do you think that the commitments we are making under the heading of 'engagement' will help us to achieve the vision?**

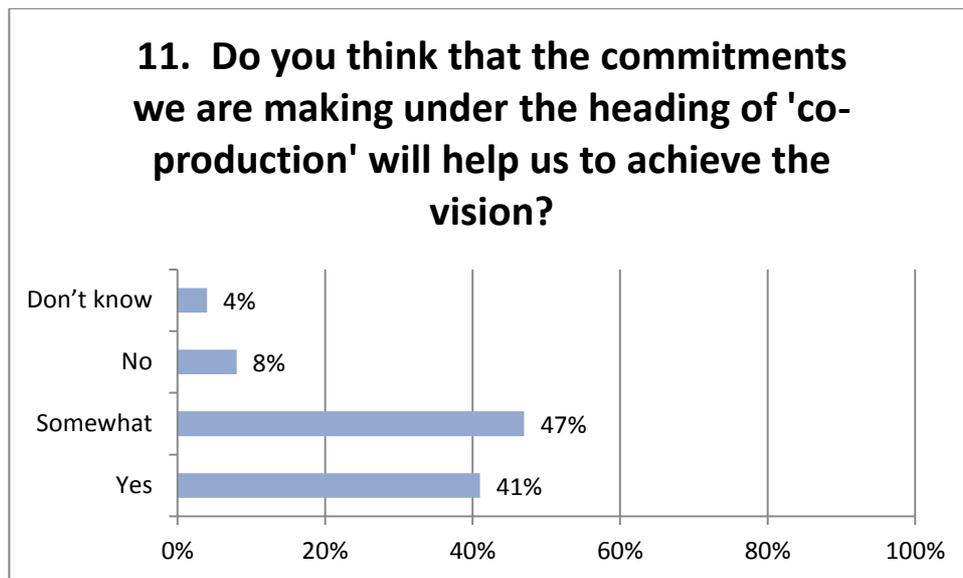


**Co-production is ...**

working with people and communities in equal partnership to develop and deliver services that matter together.

**We aim to ...**

1. Ensure that we work to a consistently high standard across the organisation, when co-producing services
2. Develop partnerships with relevant individuals, groups and communities, to share and make use of their knowledge and experience
3. Embed a culture of co-production across the organisation, and use this approach wherever it is appropriate.



**12: Please tell us what you think will help us to achieve this vision.**

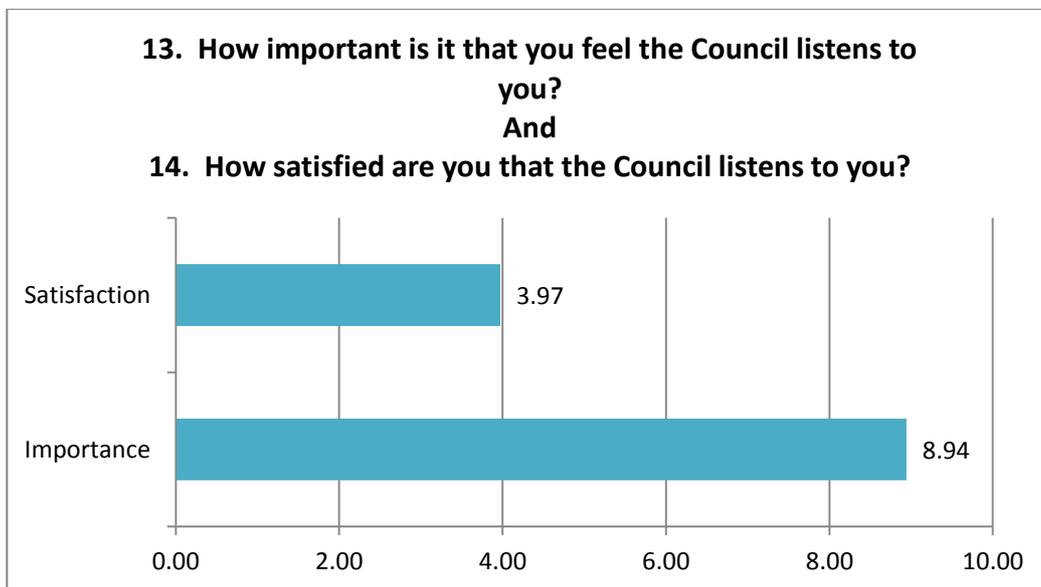
There were 8 comments received in total. These included that WCBC needs to communicate better with the public, and that Elected Members should engage with the public more.

**How we're doing so far**

In previous years we've asked you how important it is to you that we listen to you, and how satisfied you are that we do so.

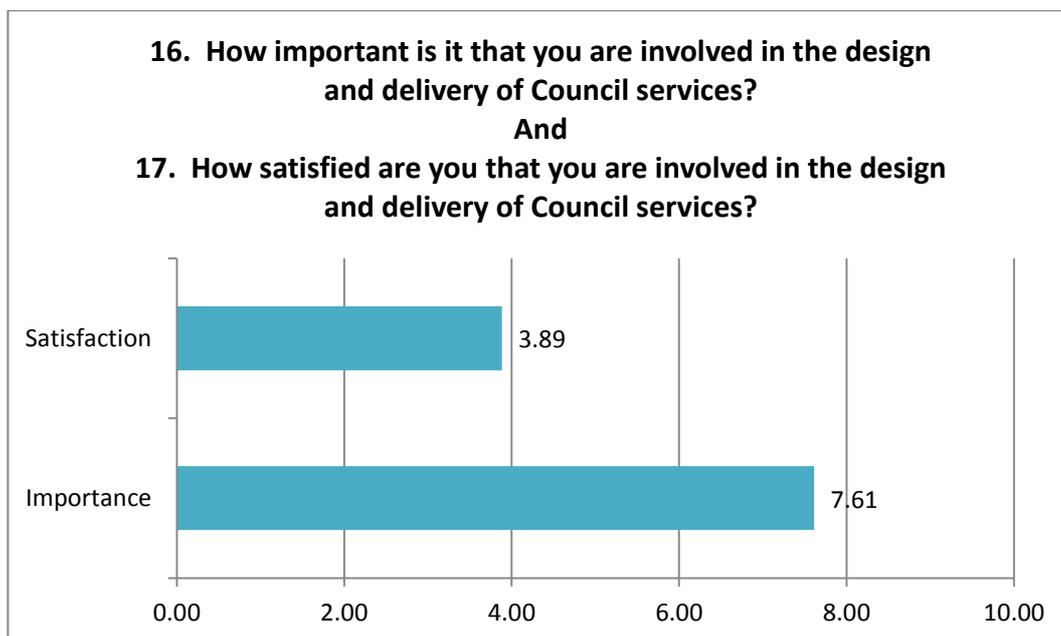
We know that this is a tricky question to answer; as there may be times that you tell us what you think but don't get the outcome that you wanted. This doesn't mean we haven't listened. There are some things that we simply **can't** do, and there are others that we **must** do. We also have to listen to all of the many views that we hear – which might not always be the same as yours. We aim to always give you feedback about the impact your involvement has had, and the decisions we've made as a result; and we want to get even better at doing this in the future.

In 2016 (the last time we asked), you told us that there was a gap between how important you thought it was that we listened to you, and how satisfied you were that we do so. At that time there was a gap of 37% - essentially meaning that we were falling below expectation in this area. We want to continue to use this measure to give us an indicator of whether we're improving.



**15: Do you have any suggestions for ways in which you could feel more listened to?**

There were 31 comments received in total. There were a number of comments that stated that people need to see that their involvement has had an impact, and see how the decisions made relate to what they have said. Other comments stated that there needs to be better communications with the public about opportunities to get involved with WCBC. Some comments suggested that elected members have a key role to play in ensuring that people feel listened to



**18: Do you have any suggestions for ways in which you would like to be involved more in the design and delivery of Council services?**

There were 27 comments received in total. Some of these suggested that the public would appreciate more opportunities to get involved with WCBC, and benefit from clearer communications about how to get involved. Some comments suggested the WCBC should do more to utilise the experience and expertise which exist within communities, and work in partnership with others more.

## **How we will do all of this**

Thanks for your responses so far.

Once we have received all of your responses we will work on the final 'Involvement Strategy' so that we can present it for approval at the Council's Executive Board in June.

We will then develop an action-plan which we will implement in order to work towards making the Strategy a reality across the Council.

If you have any suggestions for actions, we would be happy hear them so that we can consider including them in our action-plan.

**20: Please give details of any suggested actions which you think the Council (or others) should take to involve people in decisions which affect them, and where possible work together to design and deliver services?**

There were 29 comments received in total. Some comments suggested that WCBC needs to improve their communications with the public to ensure that people know how to get involved. Other comments suggested that Elected Members have a key role to play in listening to and involving the public. Some comments suggested that we need to do more to ensure we are involving the right people, early on in the decision-making process. There were also suggestions that we should not rely entirely on digital methods, as people value face-to-face contact with Officers and Members.

All comments received in response to open questions.

<b>2: Please give suggestions about what you think the 'Vision' should be</b>
Comments received
Are there any decisions taken by WCBC that ultimate do not affect 'all people'? How can we ensure that all people have access to the information 'they need' and then say 'where possible' we work together - a promise we can't deliver and a caveat
More inclusive.
I don't feel that residents are consulted enough on potential changes etc. It "appears" that there is a consultation period but then after that changes are just made.
Vision needs incorp the concept that many people cant or wont access material and decision making arenas. This literally mean that only a very small percent agree and or involved (0-2% of WCBC population) worrying
You make only reference to recent Acts. But you consistently ignore statutory and general Duties of care. For example if you look at <a href="http://www.roadcrashindex.org/">http://www.roadcrashindex.org/</a> you will see the Preserved Clwyd are has some of the most dangerous roads in the UK (in terms of fatalities) and they are getting. But roads and road safety consistently fail to be included in your vision etc. I would suggest ensuring the health and safety of WCB residents needs to be part of your vision
It is not the Vision that is wrong but working practice shows that service users and residents are not meaningfully consulted. The number of respondents does not reflect the population or demographic split. This leads to a lack of factual information in determining service development.
a
take into consideration the views of the people that actually live in wrexham
I think Wrexham Council needs to engage with all ages. To much 'old guard' in charge a clear out is needed
Greater communication. I have found that most people don't realise that there has been a planning application, until it is to late to give their view. Paper stuck on posts is not a good way of communicating. A leaflet through the door of people likely to be affected would be a much better idea.
Not sure
More honesty, less beaurocratic box-ticking. Greater accountability, less ability to escape the consequences of poor performance

<b>4: How should we define 'consultation'?</b>
Comments received
Discussing implementation by speaking to staff who deal with frontline queries and face to face.
not as a white-washed / already pre-decide 'exercise'. An real honest and open forum...
See above note. You are ignoring key aspects of your remit to give yourself a very narrow focus.
<i>Above note - You make only reference to recent Acts. But you consistently ignore statutory and general Duties of care. For example if you look at <a href="http://www.roadcrashindex.org/">http://www.roadcrashindex.org/</a> you will see the Preserved Clwyd are has some of the most dangerous roads in the UK (in terms of fatalities) and they are getting. But roads and road safety consistently fail to be included in your vision etc. I would suggest ensuring the health and safety of WCB residents needs to be part of your vision</i>
There should be participation and engagement in advance to actually shape the consultation rather than being something officers have written
actually CONSULT the people of wrexham
Never enough consultation Councillors need to hold surgeries regular and should only have two terms in office, hence new blood in Council
see answer to previous question. Your second question just highlights the whole problem
<i>Answer in previous question - More honesty, less beaurocratic box-ticking. Greater accountability, less ability to escape the consequences of poor performance</i>

<b>6: How should we define 'engagement'?</b>
Comments received
It should look at your overall duties, not just "how we engage" on a very filtered conversation.
Engagement is more than seeking to understand. It is entering into the subject situation and responding, taking action.
actually engage!
The Council needs to engage more with the people why not hold open surgeries say in Queens Square on say a Saturday open to all engage with the people so the public know who is who
"Having the appropriate proportion of people..." then as previous.
this questionnaire is just another pointless exercise, the only possible outcome of which is to provide employment for a demonstrably overstaffed council whose employees spend all their time finding things to do to justify their unjustifiable continued employment.

<b>8: How should we define 'co-production'?</b>
Comments received
Is co-production doing what we always do, but with equal representation in numbers making up the partnership, or is it a different way of working where we start with a blank page to determine what needs to happen, but also think about how partners make need to be supported, trained to build their capacity and be mindful about what is the power relationship between communities and organisations.
Take people's opinions into account and don't define the answer beforehand
you don't actually , you just tell us what is going to happen!
is this just a ****ing dictionary?
An asset-based approach to public services which enables citizens and professionals to share power & work together in equal and reciprocal relationships <a href="https://socialcare.wales/hub/hub-resource-sub-categories/co-production">https://socialcare.wales/hub/hub-resource-sub-categories/co-production</a>

<b>12: Please tell us what you think will help us to achieve this vision.</b>
Comments received
Not sure the venn diagram illustrating the vision works. There's an overlap between consultation and engagement as processes. Co-production is a different way of working. Involvement is everything, not just the bit in the middle.
Actually doing what you are pretending to do. Do not claim that you have 'no time' to consult and write the strategies and policies anyway, especially when it is a 5 year strategy which has given you 5 years to get organised. Do not be hypocrites!
See above text answers
<i>Above text answers - Take people's opinions into account and don't define the answer beforehand It should look at your overall duties, not just "how we engage" on a very filtered conversation. See above note. You are ignoring key aspects of your remit to give yourself a very narrow focus. You make only reference to recent Acts. But you consistently ignore statutory and general Duties of care. For example if you look at <a href="http://www.roadcrashindex.org/">http://www.roadcrashindex.org/</a> you will see the Preserved Clwyd are has some of the most dangerous roads in the UK (in terms of fatalities) and they are getting. But roads and road safety consistently fail to be included in your vision etc. I would suggest ensuring the health and safety of WCB residents needs to be part of your vision.</i>
you don't listen , you have already decided what you are going to do before you go into thi farce of a process, it is all just for show!
You just need to engage with the public more, very few can name the mayor Council leader etc
Better communication. There was a very important meeting in Wrexham last week, regarding the enlargement of the Senydd in Cardiff. Nobody seemed to know that this was taking place and by nobody, in this instance, means that people that are politically aware of what is going on didn't get to hear about it. As it will affect every voter in the area, it should have been widely publicised.
you need to improve productivity in Wrexham council. do that in the following way: (1) Get a real job. (2) Get off the payroll. (3) Get half of the council employees to do the same.

Act faster with emails & messages and phone calls etc

**15: Do you have any suggestions for ways in which you could feel more listened to?**

Comments received

It's not just listened to. It's how does the Council as an organization take responses into account to shape decisionmaking, rather than to justify what is happening anyway

See previous. Ask Adult Social Care about their 'consultations' ! Remember those who are not online too - they have opinions that are just as important. Use the information gained, and not disregard it when you do actually carry out a consultation.

Consult more widely i e New Carers Contract

I feel that the council lurches from one financial year to the next, that there is very little true joined up working between departments let alone with third sector or the public. That can only be achieved by having a forward plan of 5, 10+ years that is shared and understood at strategic level but more importantly how this will equate to practical implementation over the 5-10 years, what are the outcome markers? What will success look like? As a member of the public I hear a lot of bluster and promises; I see very little change in practice. That is the only measure I require to feel more listened to, to see positive changes in the community.

First I do not like the word exercise in consultation. Its a process not a test. That makes it appear that a divide between you and us already there. Language is a big barrier. Only work if it is felt we are listened to. Not really sure how your going to do this. What is your feedback strategy? Is it appropriate? Is it understandable.

By action actually reflecting people's views - publishing the results of your surveys and why decisions have been made especially when they are in opposition to the resume of the consultations By ensuring that consultation happens in good time and without threats like• if it's not added to the development plan the plan will not be submitted in time and the development will be imposed. The development plan need to be submitted By the end of next month! By providing smart targets with clear success criteria so as those being consulted have clear foci to Comment on rather than aspirations Provide the costs/budgets and hoped for expectations of the target up for consultation and consideration

Stop trying to address me in Welsh for a start.

Look at the appalling RTA statistics for NE Wales, look in the mirror, and ask yourself if you could face the relatives of people who were killed or injured on some of the most dangerous roads in the UK when you could and should have done more.

Yes I think that listening and doing are two very different things the council listens and then does its own thing anyway so why ask????

Easy access to results of consultations and explicit explanations of decisions made which reference back to consultations. e.g. replies in the form of outcomes to those who participate in consultations. Making consultations more known about.

Make it easier to contact you. Email addresses easily accessible to allow us to contact the relevant person.

The difficult decisions consultation was widely filled in but then the results were not openly published ( hidden away in committee minutes) and they were then ignored totally where the parks were concerned, one of the least popular items. This has done huge damage to the will of people to take part as they feel it was a total waste of time and energy. The reverse of this might make people feel listened to!

Listening is one thing, taking notice is quite another. I am totally sure that whatever suggestions or ideas are put forward, only if it fits with Pritchard and Bithell's view will any progress be made. Decisions need to be taken by the FULL Council and the executive board's powers SERIOUSLY curtailed.

Communication. Between different council departments and contractors doesn't happen, so why would you listen to ordinary people. People have the idea you have already made your decisions. Just finishing off with a tick box exercise.

Proper dialogue Clearer information on what is being consulted Council officers learning to communicate and stop being fearful of service users

actually LISTEN!
You need to be more accessible open etc radical changes, abolishing the mayor, abolish the chief executive position and ONLY two terms off councillors and board members to serve
The council (officers) consult with the puvblic and others but then do not listen they just go off doing what officers tell them is best. Councillors do not always have the corrcet infomration to make good decisions. I would move to Flintshire tomorrow. Their atitude to the public, the voluntary sector, real coproduction , commissioning of services and services provided jointly is a lesson to be learned by Wrexham's officers who just seem intent on the rpeservation of their jobs to the detriment of everything else. Wrexham is not the best run authority in Norht Wales
Regular feedback following consultation, and progress reports on positive implementation as a result.
Improve feedback and engagement from consultations -after completing this year's consultation on the budget it felt that consultation was a paper exercise as the council largely stuck to their plans and ignored feedback and campaigns with backing from thousands of resident
Consultations need to be clearer - the wording is often skewed so that there is only one logical response...that of supporting the proposal. They need to be more neutral and more information about consequences and impact be available to help inform the consultation response - otherwise it is just lip-service.
Don't just pretend to listen then do what you want to do. Actually listen and use that information to decide what to do
Wrexham Council track record for taking public opinion into account is poor. They do a lot of consulting and listen to no one.
you ask us and then ignore us nearly all the time - arts hub is a perfect example
More opinions sought after Council decisions have been made when they go against public opinion.
Allow decisions to be made more locally within the town / village that is affected by change by elected persons for that region.
I think they do perhaps listen but then they just ignore people and act in their own best interests
More feedback about decisions made after a consultation explaining why a decision has been made. At times it feels like our opinion has been asked for, then the council just does whatever it was going to do anyway.
It appears that the council consult then take no notice. It would be good to see one thing happen that has been suggested from the public - not just an officers idea that supports internal structures and ignores what could be acheived from real coproductive working
Stop sending out questionnaires and holding meetings to satisfy your narscistic self-glorifying attemptes to justify your utterly hopeless performance record in maintaining infrastrucure / roads/ mobile signals /broadand, educational standards / training, health (worst hospital in the uk). if you were schhol or hospital you would be put into special measures.
Answer straight away and have longer opening hours to take more calls ectr

19. Do you have any suggestions for ways in which you would like to be involved more in the design and delivery of Council services?
Comments received
More regular meetings with front line staff to discuss the comments we get on a daily basis from customers.
shaping not justifying in order to identify multiple benefits. Whilst there are some pockets of good practice (housing, adult social care), the Council needs to embrace the opportunities offered by its own Council principles. (long term, prevention, integration, collaboration, involvement, Welsh and prioritizing the most vulnerable) - not just being reactive
As before. When you say you are doing a 'consultation' do not cancel meetings, everybodys time is valuable. Make people believe that you are listening, they will be less cynical about time wasting.
Consult relevant third sector bodies

I religiously complete these surveys as I feel I am not part of the discussion and can't complain if I don't put forward ideas for discussion, but again the only feedback I see/don't see/need is when there is change for the better. I want to live in a thriving community that brings prosperity to the area. The answer is not to just build more homes (without improving the existing infrastructure) to bring more people/money to the area as has seemed to be the council plan for the last 10 years!
No.
Better communication - I heard about the opting onto this site by accident. Ensuring that any public meetings are well publicised and not left to word of mouth as they are at present Allowing for a variety of ways - not all rate payers have internet access to these kind of survey Maybe use social media eg Wrexham town/ borough matters
I am happy to hep with (road) safety if required. But the issue, I'm sure isn't skills; it's about you prioritising the appalling safety issues on the rads of NE Wales.
again you should listen and then act on things that the people want not what the councillors think we need.
See previous comments.
<i>Previous comments - Easy access to results of consultations and explicit explanations of decisions made which reference back to consultations. e.g. replies in the form of outcomes to those who participate in consultations. Making consultations mre known about.</i>
<i>Engagement is more than seeking to understand. It is entering into the subject situation and responding, taking action.</i>
More surveys like this one
We pay professionals to design the services, we can not all be experts. but we do know what we would like or not like!
That elected Councillors reflect the position of their respective wards and vote accordingly. I am sick and tired of the direction that WCBC is being taken by an autocrat and his deputy.
More citizen engagement events More focused engagement about developments
have a panel of lay members that scritinise the workings of the council and councillors, that are totally independent and not in the pocket of the executive board or too afraid of the leader to go against them!
The Council doesn't advertise itself enough eg Ty Pawb most people I talk to about it about it have no idea what and where it is!!
Wrexham Council; say the right things - put out the right messages but then their actions below this do not match. To get true involvment you really do need to know what is happening on the ground know the people and get out there to talk and see how best you can " work together" not a phrase WCBC uses very often. Flintshire can give you some real lessons. Councillors need to start looking past the officers who doio not always work in the best interest of Wrexham - many dont even live in the county so dont care.
A road map of Council services that provides options and opportunity to be involved especially in those that are relevant to me as a service user.
For the council to listen to and respond to feedback rather than seek to put it aside and carry on as originally planned. This council are perceived as arrogant and unresponsive to public views.
By putting a summary of Council meetings on-line and asking for opinions on some of the decisions taken, Wrexham Council would have immediate feedback on their decisions and would allow it to feel the public mood, or the opinion of the 'Man on the Clapham Omnibus'•
Tell thecounciltolisten to the people
you already ask but don't listen most of the time
Local consultation.
By better consultation and by the Council taking advice from the people who use the services and from the people that deliver the services.
More use made of focus groups/think tanks. Bring in volunteers, who have expertise from outside of your organisation, to give their views. (And I don't mean paid consultants)
I think the council has to have a real change in culture. They still think they know best. I am aware not everything the public wants can be acheived but some out of the box thinking within a public forum could support this. However officers do need to move away from their regular thinking mode and think others not self preservation

no suggestions. The situation is utterly hopeless. I would move to England if I could afford it.

20. Please give details of any suggested actions which you think the Council (or others) should take to involve people in

Comments received

Better publicity of consultations being carried out, such as local radio etc. Many people are not aware of the consultations unless they digitally subscribe for news.

I think there should be days where officers from different departments carry out side by side experience days where we get to see what happens in a working day. This way we could see and understand processes better. This could be as simple as spending two hours with someone from a different department.

clearly show how the strategy will be based around Council principles rather than a standalone policy

Proper consultations with relevant groups well planned before the strategy or change is going to occur, not last minute or told after the event. There are plenty of outside organisations who help with this sort of thing.

See previous comments

*Previous comments - Consult relevant third sector bodies  
Consult more widely i.e. New Carers Contract*

third sector support - non partisan groups / all local institutions

You are employed to develop plans..we should be involved in the approval before implemented. I really do believe that those who the plan affects should have input...within reason and policy boundaries. Too often if you would have asked wmbc could have saved money

Listen and take heed of what the residents of Wrexham want you to do not what you want to do!!!

Involving people takes time and effort and maybe increased resources. There must be an overall time table for delivering a service or product- otherwise matters drag on and little is achieved. People must be made aware of time restraints.

Have clear and honest consultations. But where there is no room for consultation do not waste time and money and falsely raise people's hopes. For example what is the point of consulting on the car parking charges, this will not affect the result so why waste time and effort? People will not want to take part if it is just a box ticking exercise they need to know that it is worthwhile. So be honest and have the courage to say 'this is decided, but this is not... what are your views?'

See comments in previous section(s).

*Previous section(s) - That elected Councillors reflect the position of their respective wards and vote accordingly. I am sick and tired of the direction that WCBC is being taken by an autocrat and his deputy.  
Listening is one thing, taking notice is quite another. I am totally sure that whatever suggestions or ideas are put forward, only if it fits with Pritchard and Bithell's view will any progress be made. Decisions need to be taken by the FULL Council and the executive board's powers SERIOUSLY curtailed.*

Listen to the people who elected you.

More social media More use of face to face in informal settings More engagement in places or work, schools, colleges etc Officers to engage with people and not just their computer

I have previously said you need to listen to the people who actually live in Wrexham whose lives these decisions affect the most!

Too much the Council has major decisions that have destroyed the town old buildings pulled down and replaced with concrete structures no character etc. Eagles Meadow why no roof you would attract pop up stalls inside like Cardiff and Birmingham etc. Chester has kept its heritage buildings Wrexham has not think on!!!

Work with the local CVC and other organisations who work with the people and those who volunteer etc - you need the real truth of what is happening on the ground - face up to it not hide it and then work with others to support and put it right. Don't make it difficult to work with yourselves - make it easier. You need all the help you can get. Lose those officers who are only there to do the jobs no one else wants to do as they are damaging Wrexham These are the ones who are doing the damage to the council's reputation as an organisation. Councillors need to look further than

officers for information.
It should be made clear that those service users that wish to participate in the consultation are not using it simply as an opportunity to complain - rather as a chance to work toward implementation and delivery of a satisfactory outcome.
local councillors should hold surgeries with their electorate and to explain why and how decisions are made and give people the chance to hold them to account.
Design a proper on-line survey to gather views of the general public of Wrexham so that the Council can then prepare proper and required service for all the people of Wrexham
Carry out a 'dry-run' of a consultation with a small group of people - check out whether their understanding of the questions / issues is that which you have tried to convey, check the questions are neutral and whether they think enough information has been included to make the consultation meaningful.
The council needs to objectively stand back and look at what budget it has against the aspects of services it has to legally provide across all departments, then share this information much more clearly with the public. It seems that the reviewing of services is done within departments, rather than across. If people are to be meaningfully involved in decisions, they need information to understand how best to prioritise objectively, rather than emotionally at a personal level.
Please read previous comments.  <i>Previous comments - By putting a summary of Council meetings on-line and asking for opinions on some of the decisions taken, Wrexham Council would have immediate feedback on their decisions and would allow it to feel the public mood, or the opinion of the 'Man on the Clapham Omnibus'</i> <i>Better communication. There was a very important meeting in Wrexham last week, regarding the enlargement of the Senydd in Cardiff. Nobody seemed to know that this was taking place and by nobody, in this instance, means that people that are politically aware of what is going on didn't get to hear about it. As it will affect every voter in the area, it should have been widely publicised.</i> <i>Greater communication. I have found that most people don't realise that there has been a planning application, until it is to late to give their view. Paper stuck on posts is not a good way of communicating. A leaflet through the door of people likely to be affected would be a much better idea. •</i>
have working meeting with members of each community not just the major housing estates
Joint working across departments to 'map' consultation groups.
Dont assume everyone has access to information on line. Use local news letters to inform communities. Posters in public places eg GP surgeries / libraries / schools / hospitals / shops.
have paper copies at key points - housing office, library etc for those how do not do computers
There are too many people in the upper echelons of the Council - too many chiefs and not enough Indians. Restructure and streamline the management and put the money saved back into the community and into the services WCBC provides.
Run a survey to find out what expertise/experience/skills/knowledge residents of Wrexham have to offer to your organisation. Set up focus/discussion groups to look at local solutions to local issues.
contact the local groups that work with the section of people your decision affects before making the decision