

Different Methods of Engagement

Tailored to the Needs of Our Communities

Different people. Different lives. Different ways to be heard.
One goal: better services for everyone.



WHO WE WANT TO HEAR FROM



People with lived and living experience



Carers and families



Disabled people



Diverse communities



Frontline staff



Voluntary and community organisations



People who may not usually engage

HOW WE ENGAGE – DIFFERENT METHODS FOR DIFFERENT NEEDS



1. COMMUNITY CONVERSATIONS



Informal, small group discussions in local spaces where people feel comfortable.

Best for: building trust, exploring ideas, reaching wider groups



2. HOME VISITS AND IN-PERSON CHECK-INS



Meeting people in their own homes or familiar environments.

Best for: people with mobility issues, carers, less confident voices



3. DIGITAL ENGAGEMENT



Online surveys, video calls, social media polls and digital platforms.

Best for: people who are digitally confident and time-poor



4. WHATSAPP AND TEXT MESSAGING



Quick polls, voice notes or text feedback in a flexible, private way.

Best for: busy people, younger people, those with low confidence



5. TELEPHONE INTERVIEWS



One-to-one calls with trained facilitators.

Best for: older people, those without internet access, people who prefer privacy



6. POP UPS AND COMMUNITY OUTREACH



Meeting people where they already are – in shops, parks, events and local hubs.

Best for: reaching people who won't attend formal meetings



7. FAITH AND CULTURAL GROUPS



Working with trusted community and faith leaders and groups.

Best for: reaching cultural communities, building trust



8. CREATIVE ENGAGEMENT



Using art, storytelling, photography, drama or music to share views.

Best for: people who express themselves creatively



9. CITIZEN PANELS AND ADVISORY GROUPS



Ongoing groups that shape decisions and review progress.

Best for: deeper insight, co-design, accountability



10. EASY READ, VISUAL AND ALTERNATIVE FORMATS



Accessible materials, easy read, large print, BSL, translated documents and audio.

Best for: ensuring everyone can understand and take part

WE REMOVE BARRIERS SO EVERYONE CAN TAKE PART



- ✔ Provide transport or travel support
- ✔ Offer flexible times, venues and virtual options
- ✔ Provide carers' support and refreshments
- ✔ Use clear, accessible language
- ✔ Compensate people's time and expertise
- ✔ Follow up and close the feedback loop

FIVE QUESTIONS BEFORE ANY ENGAGEMENT ACTIVITY

- 1 Who is missing from the conversation?
- 2 What barriers might prevent participation?
- 3 How can people contribute in ways that work for them?
- 4 Have we gone to where people already are?
- 5 How will people see the impact of their contribution?



WHY IT MATTERS

When we engage in the right way, with the right people, we make better decisions and build services that truly work for our communities.



Every voice. Every experience. Every time.
Together we co-produce better services for all.



It's not about doing to people.
It's about doing with people.
It's about better outcomes together.