

Community Engagement Framework 2014 - 2017

Preparing to Undertake Community Engagement

Scottish Borders Community Planning Partnership

August 2014

Introduction

Scottish Borders Community Planning Partnership believes that through working with our communities we can deliver the services that meet local needs.

Although there are many definitions for community engagement, real community engagement is an honest and transparent communication process between organisations and the community.

There are many terms that are used when describing community engagement, including consultation and involvement. However, each term refers to a variety of different methods. The method used will depend on the aim of the exercise. We should try to make sure that we use the right method for the activity we are carrying out and be aware that different circumstances require ways of engaging.

Whilst engagement activity can cover a number of levels they are not necessarily exclusive and different level may be appropriate at different stages.

Involvement – working with individuals and communities to develop options and make the decisions

Participation – engaging with individuals and communities in decisions that affect their lives

Consultation – presenting information for comment

Information – telling individuals and communities what we are going to do and why

To support any engagement activity it is important to make a plan. This plan can be referred to throughout the process, and amended if required, to make sure that the purpose of the engagement is achieved.

Community Engagement Tools

There are a variety of tools and toolkits available to support community engagement.

National Standards for Community Engagement

www.scdc.org.uk/what/national-standards/

The National Standards for Community Engagement is a practical tool to help improve the experience of all participants involved in community engagement to achieve the highest quality of process and results. The standards can be used in both formal and informal community engagement and underpin this Framework, they are:

The Involvement Standard

We will identify and involve the people and organisations who have an interest in the focus of the engagement.

The Support Standard

We will identify and overcome any barriers to involvement.

The Planning Standard

We will gather evidence of the needs and available resources and use this to agree the purpose, scope and timescale of the engagement and the actions to be taken.

The Methods Standard

We will agree and use clear procedures that enable the participants to work with one another efficiently and effectively.

The Working Together Standard

We will agree and use clear procedures that enable the participants.

The Sharing Information Standard

We will ensure that necessary information is communicated between the participants.

The Working With Others Standard

We will work effectively with others with an interest in the engagement.

The Improvement Standard

We will develop actively the skills, knowledge and confidence of all the participants.

The Feedback Standard

We will feedback the results of the engagement to the wider community and agencies affected.

The Monitoring and Evaluation Standard

We will monitor and evaluate whether the engagement achieves its purpose and meets the National Standards for Community Engagement.

SNAP

Scottish Borders Council uses a software called SNAP to design, publish and analyse surveys. SNAP is similar to Survey Monkey and can be used online in a similar way.

In order to reduce costs to Partners, Scottish Borders Council can design, publish and analyse surveys on behalf of Partner organisations as well as provide advice on questionnaire design and survey layout if required.

SBC.Surveys@scotborders.gov.uk

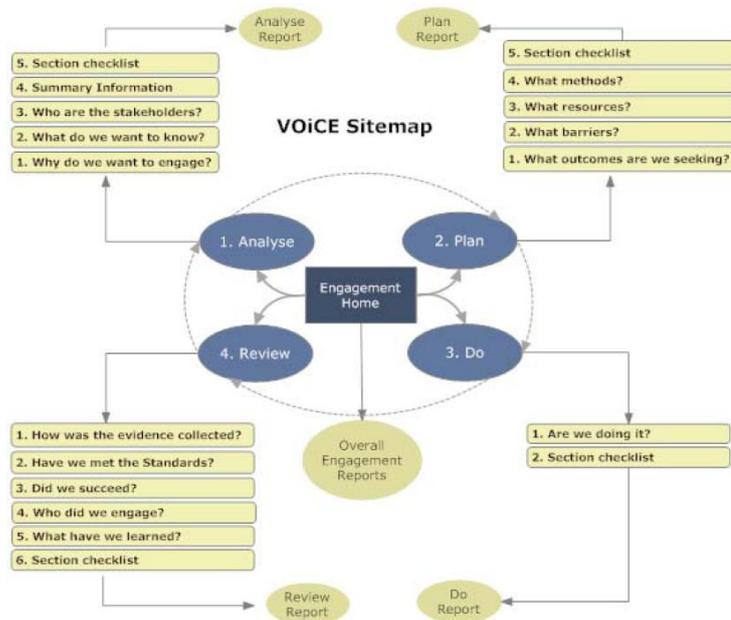
Visioning Outcomes in Community Engagement (VOiCE)

<http://www.voicescotland.org.uk/>

VOiCE has been developed by Scottish Community Development Centre and is designed to assist individuals and organisations to design and deliver effective community engagement.

The software will support users to:

- plan community engagement and service user participation
- conduct it effectively
- monitor and record the process
- evaluate the outcomes



VOiCE can be used to support a range of participation and is designed to be relevant both for individual services and for integrated, cross disciplinary community planning.

VOiCE can be applied to communities of geography, interest or identity. Community participants may therefore reflect a cross section of residents in an area or more specific groups defined by age, gender, ethnicity, relationship to a service provider (e.g. patient, tenant) or other factors. It can also be applied to other types of communities e.g. online or professional communities.

Survey evidence from users of VOiCE has identified the following major benefits of using the tool:

- Providing a common language for community engagement.
- Increased clarity of purpose for community engagement.
- Enabling shared planning of community engagement with colleagues/partners and communities.
- Enabling shared conduct of community engagement with colleagues/partners and communities.
- Enabling shared evaluation of community engagement with colleagues/partners and communities.
- Improved quality of community engagement processes and methods.
- Improved quality of community engagement outcomes.
- Improved capacity to report on community engagement.
- Consistency of approach to community engagement by colleagues/partners.
- Improved capacity to co-ordinate and manage community engagement.
- Storing and retrieving information about community engagement initiatives.
- Enabling practical application of the National Standards for Community Engagement.
- Increasing the efficiency of community engagement.

VOiCE is a tool that can be used by organisations as required.

Data Protection

http://ico.org.uk/for_organisations/data_protection/the_guide

Many engagement activities result in the collection of personal information e.g. names and addresses. Organisations that handle personal information about individuals have legal obligations under the Data Protection Act 1998 to protect that information. There are eight data protection principles that all Partners, including those that are exempt from the Act, should follow:

1. Personal information must be fairly and lawfully processed.
2. Personal information must be processed for limited purposes.
3. Personal information must be adequate, relevant and not excessive.
4. Personal information must be accurate and up to date.
5. Personal information must not be kept for longer than is necessary.
6. Personal information must be processed in line with the data subjects' rights.
7. Personal information must be secure.
8. Personal information must not be transferred to other countries without adequate protection.

Personal information that is obtained by one Partner during an engagement activity cannot be shared with other Partners without the individual's permission. The individual must be made aware if it is intended to share information with Partners.

Equality Impact Assessments

What is an Equality Impact Assessment?

An Equality Impact Assessment (EIA) is a tool aimed at improving the quality of public services by ensuring that individuals and teams think carefully about the likely impact of their work on different communities or groups. It involves anticipating the consequences of policies and services on different communities and making sure that any negative consequences are eliminated or minimised and opportunities for promoting equality are maximised.

An EIA consists of two main parts:

- (a) A **Rapid Impact Assessment** process (initial screening)
- (b) A **Full Impact assessment**, if the initial screening has identified a possible adverse/negative impact that cannot be eliminated / minimised.

The requirement to undertake EIAs lies with the Public Sector rather than all Community Planning Partners. However, it is good practice for all organisations to take cognisance of equalities issues while undertaking and service or policy review or development.

Why do Public Sector Organisations need to Impact Assess for Equalities?

We undertake Equality Impact Assessments because:

We need to

If we are to serve appropriately our diverse local community, and ensure our services are provided equitably and are genuinely accessible to all.

We have to

All public bodies must undertake impact assessments of their policies and functions, as set out in equalities legislation. Equality Impact Assessments are not optional.

We want to

Equality Impact Assessments actively support the practical delivery of policies and strategies, helping us meet the standards and contribute towards other inspection systems and partnership arrangements.

When should an Equality Impact Assessment be carried out?

An impact assessment should be carried out when:

- Developing a new policy, strategy, service or function
- Reviewing existing policies, strategies, services or functions

The Engagement Plan

Engagement Template

Before undertaking any form of engagement activity identifying the following template will help to ensure the engagement activity is effective. The template has been based on the online VOICE tool and reflects terms used there.

STEP 1: ANALYSE

Why do we want to engage? What level of engagement is required?

We are seeking to:

- | | |
|--------------------------|--|
| <input type="checkbox"/> | Inform - This means we are only going to tell people what we plan to do |
| <input type="checkbox"/> | Consult - This means we will offer people restricted options to choose between. |
| <input type="checkbox"/> | Participate – engaging with individuals and communities in decisions that affect their lives |
| <input type="checkbox"/> | Involve – working with individuals and communities to develop options and make the decisions |

What do we want to achieve? This should be clearly stated and revisited throughout the process to make sure that we have not wandered from our original aim. If the aim does change state why and whether the engagement process will change to reflect this.

What do we want to know? What do we currently know? What do we need to know?

Who are the stakeholders?

Who has an interest in the focus of engagement?

Community stakeholders:

- | | |
|--------------------------|----------------------------|
| <input type="checkbox"/> | Black and minority ethnic |
| <input type="checkbox"/> | Elected representatives |
| <input type="checkbox"/> | Patients |
| <input type="checkbox"/> | Refugee and asylum seekers |
| <input type="checkbox"/> | |

- Carers
- LGBT
- People with disabilities
- Reps of community/voluntary groups
- ⁴ Parents
- Pupils
- Children and young people
- Older people
- Prisoners/offenders
- Travelling people
- Other.....

Agency stakeholders:

- Community Planning Partnership
- Scottish Fire & Rescue Service
- Housing providers
- Scottish Borders Council
- NHS Borders
- CLD Partnership
- Third Sector
- Police Scotland
- Scottish Ambulance Service
- Other.....

Who needs encouragement to get involved?

Are there any conflicts of interest that might emerge?

Steps to reduce barriers

An equalities assessment should be carried out where possible to identify whether any group will be disadvantaged by the engagement. NB: some organisations are required to do this.

Equalities Impact Assessment undertaken

Summary information

Where, geographically, is the engagement taking place?

Who do we need to engage with? Are they a thematic group?

What is the overall purpose of the engagement?

- Gain new understanding
- Improve policy or practice
- Plan or rationalise services
- Involve the community in meeting need
- Other

Section checklist

- Is there a good reason for conducting this engagement?
- Are we approaching it at the right level?
- Is it likely to be successful?
- Should we proceed?

STEP 2: PLAN

What outcomes are we seeking?

What outcomes are the stakeholders looking for and how will we evaluate the engagement?

Outcomes, i.e. the result or consequence of the activity:

Outcome indicators/evidence

Are there any barriers?

What barriers might affect anyone who should be involved?	What resources might be needed to overcome these barriers?	Is there a need for independent advocacy, community development support, or specialist advice? If so, where will it come from?

Resources

It is important not to underestimate the staff and financial resources required to carry out the engagement activity properly. It may be appropriate to attach incentives to the engagement activity, any costs of which should be built in at the very start of the process.

What resources are available?

Methods?

Be imaginative - think about having more than just meetings. Ask yourself:

- Who are we trying to involve?
- Where and when would they feel most comfortable?
- What styles/types of communication would most suit them?
- Can more than one method be used?

A summary of community engagement methods is available later in this document.

What methods will be used and why?

In order to conduct community engagement effectively you need to be clear who will do what, when and how they will do it, and who will co-ordinate and monitor. To do this most efficiently you need to identify those best equipped for the tasks.

What actions will be taken to meet the outcomes?

What	Who	When

Section checklist

Are we clear:

<input type="checkbox"/>	What the outcomes should be?
<input type="checkbox"/>	How we will evaluate success?
<input type="checkbox"/>	That we can tackle barriers to involving the stakeholders?
<input type="checkbox"/>	That we have the resources we need?
<input type="checkbox"/>	That we have selected appropriate and imaginative methods to meet our outcomes?
<input type="checkbox"/>	That the actions to be taken are clear and responsibilities allocated?
<input type="checkbox"/>	Is the plan likely to be successful?
<input type="checkbox"/>	Should we proceed?

STEP 3: DO

Are we doing it?

List the actions taken for each of the methods and outcomes identified.	
Method	Outcome

What issues have arisen and what remedial action, if any, is being taken as a result.	
Issue	Remedial Action

STEP 4: REVIEW

Have stakeholders been involved in collecting evidence and evaluating the engagement activity?
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Were the required outcomes achieved (as identified in Step 1)? If not why not?

How many of the planned community stakeholders did the engagement process reach? Check against the stakeholders identified in Step 1.

Were the agency stakeholders involved throughout the engagement process? State 'who'.

Were there any unanticipated outcomes?

Was the right level (s) of engagement chosen? Inform, Consult, Participate, Involve	
Yes	No

State why

What are the key lessons that have been learned as a result of the engagement?
How will they be shared?

Next steps:

Community Engagement Methods

The table below gives a summary of just some of the ways in which we can work with the community. How each consultation is carried out will depend on its purpose and target group. Possible uses of the approaches listed are included as guidance.

Method	Description	Pros	Cons	Possible uses
Complaints/compliments system	System to make it easy for customers to raise concerns about services/service delivery.	Data can be used to identify trends.	Analysis can be time consuming. Can be mostly negative. Harder to engage unlikely to participate.	Identify improvement areas.
Customer feedback forms	System for customers to give feedback about a specific service they have received.	Easy to do. Helps in monitoring services.	Response rate can vary significantly. Need to ask the right questions.	Monitor specific services where customers can be easily identified.
Questionnaires and Surveys	Research into customer needs, views etc.	Produces very clear, useful information if done well.	May miss certain groups. Bad surveys give poor information. Can be expensive.	Useful to guide strategy development
Focus Groups	Small group discussions that give in-depth information and views on a specific topic.	Produces in-depth information/views and will allow any emerging issues to be explored in more depth. Can be used to focus on specific groups of people.	Discussion may be led by vocal group members – peer pressure. Lack of confidentiality may be an issue.	Proposed policy change that will affect specific group of users
Workshops	A discussion group used to gather and exchange information	A large amount of information can be shared	Can require a lot of planning. Staff time. Can be dominated by vocal minority	Can be used for subject specific or general information gathering

Public meetings	Open meeting called on a specific issue.	Allow for expression of views on particular topic.	Can be dominated by vocal minority.	Consultation of proposed service change that affects the general public
Interactive displays	Interactive displays offer people the opportunity to make comments and give feedback on information or options presented to them through the display. Best used in conjunction with other methods.	A useful technique for involving people who are not used to being consulted on their views, or who may be less confident about expressing their views using more traditional engagement methods.	A venue is required and supervision and review of the display may be necessary to ensure that it is not abused.	Graffiti walls can prove a good way of gathering the views of young people.
Use of the media	Press release or advertisement relating to a specific issue.	Wide circulation of information.	Information can be edited by media.	Pass on information
Graphic recording	A way of recording discussions at an event through use of symbols and pictures.	Accessible to those with literacy difficulties, learning difficulties or people for who English is not their first language.	Need the use of an individual or group who can effectively portray the discussions visually.	Consulting with Borders' Citizen's Panel.
People's Panel	List of people who respond to periodic surveys.	Can be quicker and cheaper than one-off surveys.	Panel self selecting – not representative	Gauge customer satisfaction/awareness. Used regularly for specific issues
Planning for real	Involves communities in developing ideas. Uses 3D model of area to which people attach ideas or comments.	Draws on local knowledge; can involve whole community; gives people an overview.	Takes time to develop.	Consultation on physical development of an area.
Interviews	One to one discussion.	Accurate information. Allows for individual expression of views.	Expensive, time consuming	Consult with vulnerable groups on proposed changes in service delivery.

Mystery shopper	Residents/customers acting 'undercover' to collect information.	Allows for user perception.	Does not usually involve real customers.	Monitor Council's customer service
Web based consultation	Surveys/individual questions on line.	Immediate results.	Self selecting – not representative..	Can gather a snap shot of opinion.
Events	Various.	Can produce wide range of views.	Can require large degree of preparation.	Local shows can be used to pass on information
Participatory appraisal	Local people conduct own survey and prepare analysis and plan.	Involves community throughout process. Builds community capacity and sense of pride.	May require large amount of training and support.	Can be used when working with a specific community/community issue.
Participatory budgeting	Community invited to make decisions on priorities, services and budgets in the local area.	Involves communities in service planning and delivery of local services.	Staff time, venue and awareness raising/promotion are required	Can be used alongside many services
Open house event	Uses a local venue as a drop in centre, allowing people to gather information and share their views.	People are able to attend whenever, and for as long as, they wish making involvement more accessible to a wider cross section of the community. Good way of making initial contact with communities.	Requires good planning.	Any consultation where you want to hear a wide range of views on a certain issue.
Conferences/seminars	Conferences bring together local people to receive information and give feedback on issues of shared interest.	Can be the first step in developing more in-depth community involvement.	Depth of community engagement achieved can be limited. Difficult to plan numbers	Most service areas where the main objective is information giving.

Consultation documents	Used to provide information to community and invite comments on proposals	Can provide detailed information. Can reach a wide and varied audience.	Can be costly to produce documents. Information should be accessible to all. Can have poor response rate. Analysis of responses can be resource intensive	Can be used to support majority of consultations
Social media	Used to share information/raise awareness	Instant. Can reach a wide and varied audience.	Needs to be carefully monitored	Pass on information
Road Shows	Out and about in the community with the possible use of current resources	Can reach a wide and varied audience including hard to reach groups. Engaging people on their own territory.	Can be resource intensive	Can be used to for a variety of purposes.
Pop Up Shops	Makes temporary use of vacant shops	Engaging people on neutral territory within their own community.	Can be resource intensive	Can be used to for a variety of purposes.

Contacting community groups

It is important that we make a conscious effort to engage and consult with everyone in the Borders and that we are able to gain and understand the views of all communities.

It is important to identify and employ engagement methods that are best suited to the groups you wish to engage with whilst being aware that someone may associate with more than one group. Methods best suited to engaging with young people may not be the most appropriate way to engage with other members of the community. Carrying out an Equality Impact Assessment prior to engagement will assist in identifying the groups you need to engage with.

Due to the rural nature of the Scottish Borders thought should always be given as to how people facing rural barriers will be engaged with, these barriers may be physical isolation, lack of public transport etc. Much of our engagement work will need to address this to ensure that all members of the community are included in our work.

The organisations listed below can provide advice and help to consult with a wide range of people. They can advise you on the best way to consult and present your information.

This list is not exhaustive and the groups listed should not be used as the only way to engage with these communities.

Older People	
Age Scotland Causewayside House 160 Causewayside Edinburgh EH9 1PR T: 0845 125 9732 www.ageuk.org.uk/scotland	Elder Voice The Hive Low Buckholmside Galashiels TD1 1RT E: info@eldervoice.org.uk T: 01896 668601
Pregnancy and Maternity	
Midwifery Sarah Horan	
Children and Young People	
Scottish Borders Early Years Team Scottish Borders Council Headquarters Newtown St Boswells Melrose TD6 0SA T: 0300 100 1800 E: EarlyYearsTeam@scotborders.gov.uk	Scottish Borders Youth Voice Scottish Borders Council Headquarters Newtown St Boswells Melrose TD6 0SA T: 01835 826815 E: youth@scotborders.gov.uk www.scotborders.gov.uk/youth www.facebook.com/sbyvoice www.twitter.com/sb_voice

<p>Penumbra Youth Project 47b Ladhope Vale Galashiels TD1 1BW T: 01896 751177 E: bordersyp@penumbra.org.uk www.galashiels.bordnet.co.uk/penumbra</p>	<p>Youth Borders Langlee Complex Marigold Drive Galashiels TD1 2LP T: 01896 755110 www.youthborders.org.uk</p>
<p>Parent Councils Scottish Borders Council Headquarters Newtown St Boswells Melrose TD6 0SA T: 0300 100 1800 E: Lisa.Anderson@scotborders.gov.uk</p>	<p>Children 1st Ettrick Resource Centre Ettrick Road Selkirk TD7 5AJ T: 01750 22892 E: ettrick@children1st.org.uk</p>
<p>Scottish Borders Short Term Service Action for Children Unit 10A Galabank Business Park Galashiels TD1 1PR T: 01896 750173 E: sarah.tannock@actionforchildren.org.uk or paula.gaunt-richardson@actionforchildren.org.uk</p>	<p>Scottish Borders Children and Family Service Action for Children Unit 10A Galabank Business Park Galashiels TD1 1PR T: 01896 750173 E: becky.bass@actionforchildren.org.uk or paula.gaunt-richardson@actionforchildren.org.uk</p>
<p>People with Disabilities</p>	
<p>Borders Talking Newspaper c/o Wendy Moss 25 Market Square Duns TD11 3BY T: 01361 884206 E: office@btn.org.uk www.btn.org.uk</p>	<p>Sensory Services Team Social Care and Health Borders General Hospital Melrose TD6 9BS T: 01896 826272 E: sensoryservices@scotborders.gcsx.gov.uk www.scotborders.gov.uk</p>
<p>Borders Deaf and Hard of Hearing Network The Hive Low Buckholmside Galashiels TD1 1RT T: 01896 756300 E: bordersdhnn@btinternet.com</p>	<p>Action on Hearing Loss – Scotland Hear to Help - Borders Lesley Stewart 46 High Street Galashiels TD1 1SE T: 01896 759020 E: Lesley.Stewart@hearingloss.org.uk www.actiononhearingloss.org.uk</p>
<p>RNIB Borders 46 High Street Galashiels TD1 1SE T: 01896 751044 www.rnib.org.uk</p>	

People with Learning Disabilities	
Citizen's Panel c/o Jenny Gillies The Bridge 3 Roxburgh House Court Galashiels TD1 1NY T: 07816 171964 E: jennyg_citizenpanels@yahoo.co.uk	Live a life (previously People First Borders) Roxburgh House Court Roxburgh Street Galashiels TD1 1NY T: 01896 752120 E: welcome@livealife.org.uk
Sylvia Crick ARC Scotland Unit 12 Hardengreen Business Centre Eskbank EH22 3NX T: 0131 454 9052 www.arcuk.org.uk/scotland	
Carers	
Borders Voluntary Care Voice Roxburgh House Court Galashiels TD1 1NY T: 01896 757290 E: admin@borderscarevoice.org.uk www.borderscarevoice.ogg.uk	Borders Carers Centre Brewery Brig Low Buckholmside Galashiels TD1 1RT T: 01896 752431 E: deddie@borderscarers.co.uk www.borderscarerscentre.co.uk
Race/Ethnicity	
Borders Equality Forum c/o George Higgs 16 Bowden Road Newtown St Boswells TD6 0PU T: 01835 823328 E: higgs@stboswells.demon.co.uk	
Religion and Belief	
Interfaith Scotland 523 Shields Road Glasgow G41 2RF T: 0141 420 6982 E: admin@interfaithscotland.org www.interfaithscotland.org	Borders Chaplaincy Centre/Spiritual Care Services Borders General hospital Melrose TD6 9BS T: 01896 826564 E: sandra.henwood@borders.scot.nhs.uk www.nhsborders.scot.nhs.uk

Sexual Orientation	
Borders LGBT Equality Forum E: lgbtborders@gmail.com	LGBT Youth Scotland (Borders) Langlee Complex Marigold Drive Galashiels TD1 2LP T: 01896 755110 E: matin.innes@lgbtyouth.org.uk www.lgbtyouth.org.uk
Equality Network 30 Bernard Street, Edinburgh, EH6 6PR T: 0131 467 6039 E: en@equality-network.org www.equality-network.org Facebook: www.facebook.com/equalitynetwork Twitter: @LGBTIScotland	Scottish Transgender Alliance 30 Bernard Street, Edinburgh, EH6 6PR T: 0131 467 6039 E: sta@equality-network.org www.scottishtrans.org Facebook: www.facebook.com/scottishtrans.org Twitter: @ScottishTrans
Stonewall Scotland Mansfield Traquair Centre 15 Mansfield Place Edinburgh EH3 6BB T: 0131 4748019 E: info@stonewallscotland.org.uk www.stonewallscotland.org.uk	
Marriage and Civil Partnership	
Lisa Lauder Chief Registrar Customer Services Scottish Borders Council Town Hall, High Street Hawick TD9 9EF T: 01835 824000 E: llauder@scotborders.gcsx.gov.uk www.scotborders.gov.uk	
Tenants	
Berwickshire Housing Association Tenant Participation 55 Newtown Street Duns TD11 3AU T:01361 884000 E: info@bhagroup.org.uk www.bhagroup.org.uk	Eildon Housing Association Tenant Participation c/o Pamela Martyn The Weaving Shed Ettrick Mill Dunsdale Road Selkirk TD7 5EB T: 01750 725900 E: PamelaM@eildon.org.uk www.eildon.org.uk

<p>Waverly Housing Association Tenant Participation c/o Pamela Martyn 27 North Bridge Street Hawick TD9 9BD T: 01450 364200 E: info@waverly-housing.co.uk www.waverly-housing.co.uk</p>	<p>Scottish Borders Housing Association Tenant Participation c/o Alison Notman South Bridge House Whinfield Road Selkirk TD7 5DT T: 01750 724409 E: anotman@sbha.org.uk www.sbha.org.uk</p>
<p>Scottish Borders Tenants Organisation South Bridge House Whinfield Road Selkirk TD7 5DT T: 01750 724409 www.sbto.org.uk</p>	
<p>Rural Proofing</p>	
<p>Sam Smith Scottish Borders Council Headquarters Newtown St.Boswells Melrose TD6 0SA T: 0300 100 1800 E: SamSmith@scotborders.gov.uk www.scotborders.gov.uk</p>	
<p>Voluntary and Community Groups (General)</p>	
<p>Berwickshire Association for Voluntary Service c/o Tony Fowler Platform One Station road Duns TD11 3HS T: 01361 883137 E: tony.fowler@bavs.org.uk www.onlineborders.org.uk/community/bavs</p>	<p>The Bridge c/o Morag Walker 3 Roxburgh House Court Galashiels TD1 1NY T: 01896 755370 E: morag.walker@the-bridge.uk.net www.onlineborders.org.uk/community/thebridge</p>
<p>New Horizons Borders (Mental Health Service) 6b Island Street Galashiels TD1 1NU T: 01896 755510 E: laura.nhb@hotmail.co.uk www.newhorizonsborders.co.uk/</p>	<p>Borders Independent Advocacy Service Low Buckholmside Galashiels TD1 1RT T: 01896 752200 E: info@bordersadvocacy.org.uk www.bordersadvocacy.org.uk/</p>
<p>Community Councils</p>	
<p>Community Councils c/o Scottish Borders Council Headquarters Newtown St Boswells Melrose TD6 0SA E: communitycouncils@scotborders.gov.uk chair@sbccn.org.uk www.scotborders.gov.uk</p>	

Glossary of Terms

Community	Everyone who lives and/or works in the Scottish Borders
Community Engagement	A communication process between organisations and the community
Community Planning	A process which helps public agencies to work together with the community to plan and deliver better services which make a real difference to people's lives.
Equalities Impact Assessment	An assessment process that Public Sector organisations must follow to make sure that any documents it produces which are available to the public do not discriminate against any group in the community.
Equality and Diversity	Term used to mean that individual as well as group differences will be recognised
National Standards for Community Engagement	A set of best practice guidelines for engagement between communities and public agencies developed by the Scottish Community Development Centre on behalf of Communities Scotland
Plain English	An independent group fighting for plain English in public communication.
SNAP Software	Computer software for questionnaire design, publication, data collection and analysis
Survey Monkey	Computer software for questionnaire design, publication, data collection and analysis
Visioning Outcomes in Community Engagement (VOiCE)	A computer based tool for recording, planning and monitoring community engagement work

The Scottish Borders Community Planning Partnership's Preparing to Undertake Consultation may be read in conjunction with:

Community Engagement Framework
A Guide to Consultation