

# jargon buster community engagement framework

SCOTTISH BORDERS COMMUNITY PLANNING PARTNERSHIP  
2015 - 2018

# JARGON BUSTER

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This Guide is part of a library of documents that support the Scottish Borders Community Planning Partnership's Community Engagement Framework.

Many organisations use phrases, terms, abbreviations and acronyms that don't always make sense to everyone else. A glossary, or jargon buster, should be included in any document so that everyone knows what we mean.

The following gives suggested meaning for words and phrases that relate to community engagement and/or the Scottish Borders Community Planning Partnership. It is not an exhaustive list and care should be taken to say what you mean when using any new or unusual terms.

Information about writing in plain English is available from the Plain English Campaign at [www.plainenglish.co.uk](http://www.plainenglish.co.uk)

A	
<b>Aim</b>	Why an organisation or project exists and the broad effect that it wants to have. A summary of the overall difference it wants to make.
<b>Area Forums</b>	Council run meetings designed to help the public find out more about local services that the Council and Community Planning Partners, such as NHS Borders, provide.
B	
<b>BME</b>	Black and Minority Ethnic groups.
<b>Baseline</b>	Information about the situation that an organisation is trying to change, showing what it is like before it intervenes.
<b>Belief</b>	Trust, faith, or confidence in someone or something.
<b>Benchmark</b>	A standard of achievement that an organisation has already achieved, which it can compare current achievement to or use to set a target.

<b>C</b>	
<b>Citizen's Panel</b>	See People's Panel
<b>Civil Partnership</b>	A legally recognised relationship between two people of the same sex. A civil partnership only exists once it is registered. Once registered it confers many of the same rights and responsibilities as does a marriage.
<b>Chartered Institute of Housing(CIH)</b>	A professional membership body for people who work in housing and presenting their views to the Scottish Government and others.
<b>Community</b>	Everyone who lives and/or works in the Scottish Borders.
<b>Community Capacity Building</b>	Enabling individuals, groups and communities to develop the confidence, understanding and skills required to influence decision making and service delivery. This could include enabling communities to provide and manage services to meet community needs.
<b>Community Empowerment (Scotland) Bill</b>	<p><b>Proposed legislation that aims to:</b></p> <ol style="list-style-type: none"> <li>1. Empower community bodies through the ownership of land and buildings and strengthening their voices in the decisions that matter to them, and</li> <li>2. Support an increase in the pace and scale of Public service Reform by cementing the focus on achieving outcomes and improving the process of community planning.</li> </ol>
<b>Community Engagement</b>	A communication process between organisations and the community.
<b>Community Planning</b>	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.
<b>Consultation</b>	A level of community engagement where people are asked to express their views and opinions about a particular service or proposed change, before any final decisions are taken.
<b>Co-production</b>	A level of community engagement that involves people in the planning and delivering of services alongside professionals.
<b>D</b>	
<b>Data Protection</b>	The Data Protection Act 1998 governs the records kept by organisations (in any format - paper, computer file etc.) and enables individuals to inspect the content of such records that relate to them.
<b>Development Trust</b>	An enterprise formed and run by local people to become sustainable, to trade and to acquire local assets.

<b>Disability</b>	The Equality Act 2010 defines disability as a physical or mental impairment that has a substantial and long term negative effect on someone's ability to do normal daily activities. Examples include cancer, diabetes, multiple sclerosis and heart conditions; hearing or sight impairments, or a significant mobility difficulty and mental health conditions or learning difficulties.
<b>Disability Discrimination Act (DDA)</b>	Legislation that requires public bodies to promote equality of opportunity for people with disabilities. It also allows the government to set minimum standards so that people with disabilities can use public transport easily.
<b>E</b>	
<b>Early Intervention</b>	Action that is taken at an early stage to prevent problems worsening at a later stage.
<b>Empowerment</b>	Process by which people equip themselves with the knowledge, skills and resources they need to take control over decisions and resources.
<b>Equalities Impact Assessment (EIA)</b>	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.
<b>Equality and Diversity</b>	Term used to mean that individual as well as group differences will be recognised.
<b>Evaluation</b>	Using information from monitoring and elsewhere to judge and understand the performance of an organisation.
<b>F</b>	
<b>Focus Group</b>	A small group of people brought together to talk, usually about a particular issue.
<b>G</b>	
<b>Gender</b>	The state of being male or female.
<b>Gender Reassignment</b>	The process whereby a person's physical sexual characteristics are changed by means of medical procedures such as surgery or hormone treatment.
<b>I</b>	
<b>Investors in People (IIP)</b>	An accreditation system for organisations which achieve certain standards in staff management and training.
<b>L</b>	
<b>LGBT</b>	Lesbian, Gay, Bi-sexual and Transgender.
<b>Learning Disability</b>	A term that is used to describe a brain impairment that may make it difficult for someone to communicate, to understand new or complex information, or to learn new skills.

<b>M</b>	
<b>Maternity</b>	The period during pregnancy and shortly after childbirth.
<b>Milestone</b>	A well-defined and significant step towards achieving a target, output, outcome or impact, allowing you to track progress.
<b>Monitoring</b>	Collecting and recording information in a routine and systematic way to check progress against plans and enable evaluation.
<b>N</b>	
<b>National Health Service (NHS) Borders</b>	Publically funded health care service operating in the Scottish Borders and a member of the Scottish Borders Community Planning Partnership.
<b>National Standards for Community Engagement</b>	Publically funded health care service operating in the Scottish Borders.
<b>O</b>	
<b>Objective</b>	The areas of activity or practical steps a project or organisation plans to accomplish its aims.
<b>Older People</b>	The definition of Older People varies between over 50 and over 65 depending on the organisation and service provided.
<b>Outcomes</b>	The changes, benefits, learning or other effects that result from what the project or organisation makes, offers or provides.
<b>Outputs</b>	Products, services or facilities that result from an organisation's or project's activities
<b>P</b>	
<b>Participatory Appraisal</b>	A group of approaches and methods which enable local people to conduct, prepare and analyse their own surveys and research.
<b>Participatory Budgeting</b>	Community invited to make decisions on priorities, services and budgets in the local area.
<b>People's Panel</b>	Group of people living in the Scottish Borders who have agreed to regularly provide information by participating in research.
<b>Plain English</b>	An independent group fighting for plain English in public communication.
<b>Planning for Real</b>	Planning for Real® (PFR) is a community planning process based on a 3D model. The process allows residents to register their views on a range of issues, to work together to identify priorities, and in partnership with local agencies go on to develop an action plan for change.

<b>Policy</b>	An adopted course of action.
<b>Protected Characteristics</b>	These are the grounds upon which discrimination is unlawful under the Equality Act 2010. The characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
<b>Protecting Vulnerable Groups (PVG) Scheme</b>	A Scheme to confirm that an individual is not barred from working with children and/or protected adults.
<b>R</b>	
<b>Race</b>	Groups of people who have differences and similarities in biological traits deemed by society to be socially significant.
<b>Registered Social Landlord (RSL)</b>	An organisation which has the main purpose of providing affordable rented housing and which is registered with the Scottish Housing Regulator. Usually called 'Housing Associations'.
<b>Religion</b>	An organized system of beliefs, ceremonies, and rules used to worship a god or a group of gods.
<b>Resources</b>	Everything an organisation draws on to carry out its activities. These will include the people, equipment, money and services it needs. They may also be intangible, such as time, morale and knowledge.
<b>S</b>	
<b>Scottish Borders Community Planning Partnership</b>	A group of key public, private, community and voluntary organisations that work together with the aim of delivering better, more joined-up public services across the Scottish Borders.
<b>Scottish Borders Council (SBC)</b>	One of 32 councils, or Local Authorities, across Scotland. Provides local public services such as refuse collection, road maintenance, social care and education. A member of the Scottish Borders Community Planning Partnership.
<b>Scottish Enterprise</b>	A 'quango' responsible for economic development, training and employment initiatives. It carries out this role through a network of local enterprise companies. A member of the Scottish Borders Community Planning Partnership.
<b>SEStran</b>	SEStran is one of seven Regional Transport Partnerships in Scotland and a member of the Scottish Borders Community Planning Partnership.
<b>Sexual Orientation</b>	A person's sexual identity in relation to the gender to which they are attracted; the fact of being heterosexual, homosexual, or bisexual.
<b>Skills Development Scotland (SDS)</b>	The national skills body that supports the people and businesses of Scotland to develop and apply their skills. A member of the Scottish Borders Community Planning Partnership.
<b>SNAP Software</b>	Computer software for questionnaire design, publication, data collection and analysis.
<b>Strategy</b>	A plan or method.
<b>Survey Monkey</b>	Computer software for questionnaire design, publication, data collection and analysis.

<b>T</b>	
<b>Target</b>	A defined level of achievement which an organisation sets itself to attain in a specific period of time.
<b>Third Sector Organisations</b>	See Voluntary Organisations
<b>Transgender</b>	Appearing as, wishing to be considered as, or having undergone surgery to become a member of the opposite sex to which one was born.
<b>V</b>	
<b>Visioning Outcomes in Community Engagement (VOiCE)</b>	A computer based tool for recording, planning and monitoring community engagement work.
<b>Voluntary Organisations</b>	Organisations involved in activities like housing, community care and training whose management committee members are volunteers, i.e. unpaid. May employ paid staff.
<b>Volunteer</b>	A person who performs a service willingly and without pay.
<b>W</b>	
<b>Workshop</b>	A discussion group usually working through a number of tasks to gather and exchange information.

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SCOTTISH BORDERS COMMUNITY PLANNING PARTNERSHIP

Council Headquarters | Newtown St Boswells | MELROSE | TD6 0SA

tel: 01835 826626 | email: [CommunityPlanning@scotborders.gov.uk](mailto:CommunityPlanning@scotborders.gov.uk) | [www.scotborders.gov.uk](http://www.scotborders.gov.uk)

Printed in the Scottish Borders. Designed by Scottish Borders Council Graphic Design Section. KG/11/14.