

Scottish Borders Council Training Programme

Session 3 – Engagement and Involvement

How are you feeling today?



What we'll cover today

- National Standards for Community Engagement
- Co-production
- Using VOICE
- Working better together

sedc

scottish
community
development
centre



SCDC

SCDC is the lead body for community development in Scotland. We work to our vision of an active, inclusive and just Scotland where our communities are strong, equitable and sustainable.

We work directly with:

- Community groups and organisations
- Community development practitioners
- Government and other policy makers
- Local partnerships and agencies across Scotland who want to involve communities in their work



Formed in 1994, we are a charity and Company Limited by Guarantee based in Glasgow. With staff with a wealth of experience and backgrounds, we bring our firm commitment to the values and principles of community development to all aspects of our work.



The National Standards for **Community Engagement**

What are the National Standards for Community Engagement?



This means communities truly playing a part in how decisions are made,



What is co-production?

[Animation — Scottish Co-production Network](http://coproductionscotland.org.uk)
[\(\[coproductionscotland.org.uk\]\(http://coproductionscotland.org.uk\)\)](http://coproductionscotland.org.uk)

**What are the aspirations
for community
empowerment, local
decision making and
community control?**

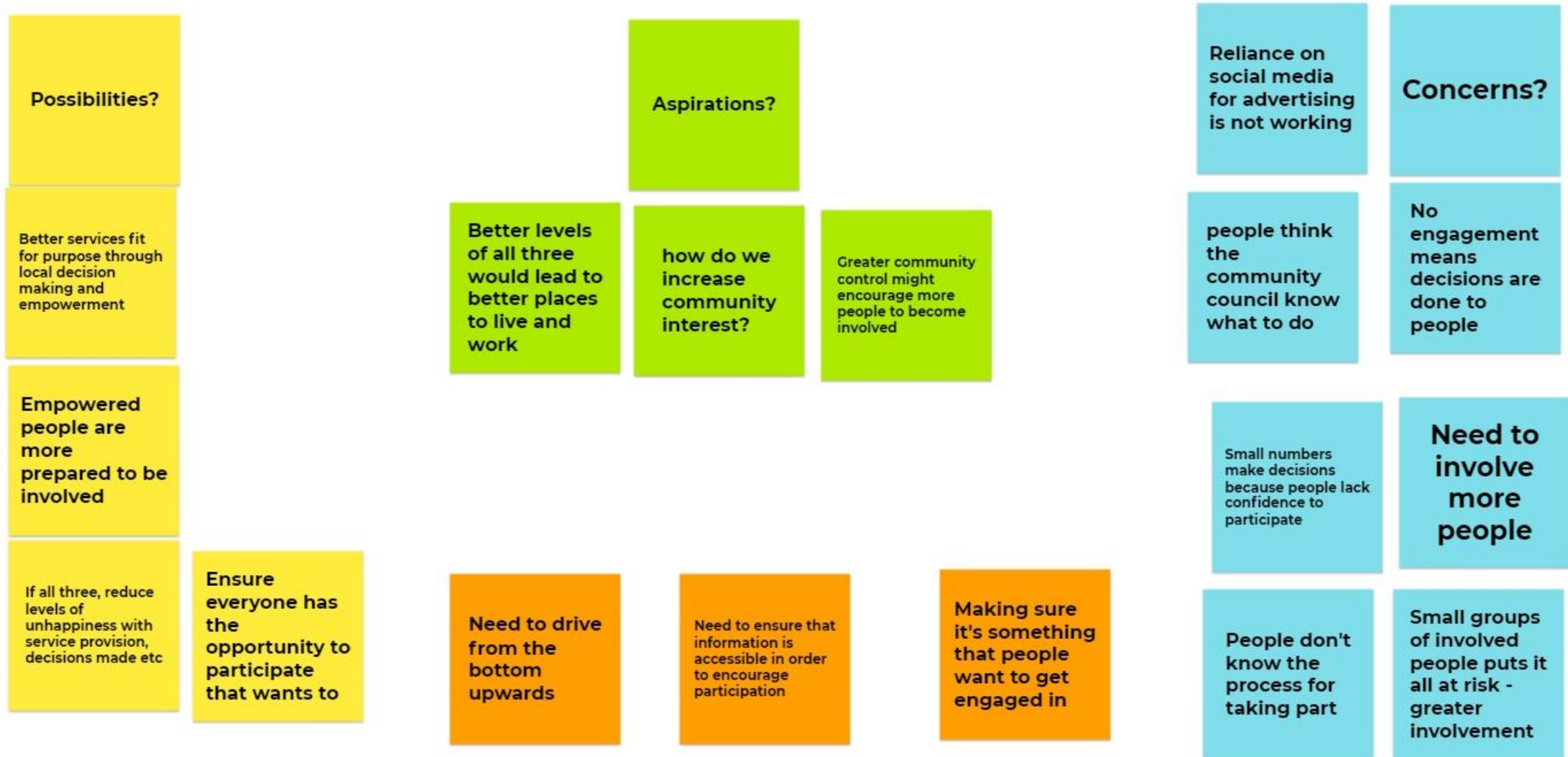
**What do we want to keep and
what do we want to change?**



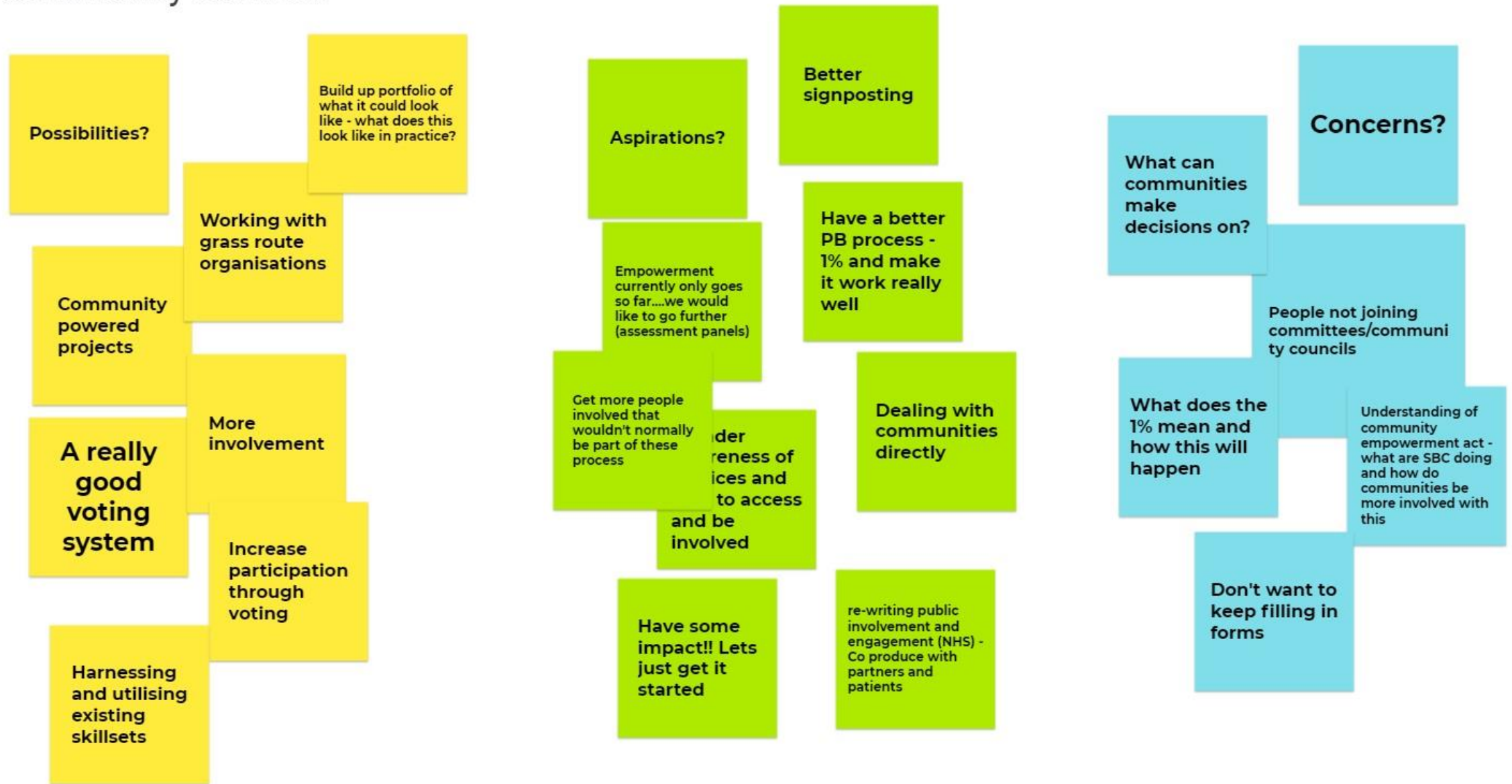
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Possibilities?

Aspirations?

Concerns?

Important to listen and engage with everyone's opinions - as many different people as possible

Beneficial for people to learn how community engagement and community projects can be achieved

Work as a team / in partnership with each other

everyone should be actively listening to the grass roots

Important people understand what the ask is/meeting is about

Difficult to engage young people - they face different barriers

Some people focus on their delivery rather than the community approach

Takes a long time to build trust

Depends on who is listening - some opinions can be ignored

How can we make systems easy for everyone to use?

Informal settings are easier to engage people

Council members meet one/month - listen to representatives

Important to build relationships first

Young people are not aware of opportunities to get involved

Documents are too long - no one has time to read policy changes etc.

Difficult to get involved with NHS - would be beneficial if there was more doc/health professionals

What are the aspirations for community empowerment, local decision making and community control?

Possibilities?

Officers and councillors may not know what exactly people want. They need to understand the problems. People know better. Treat the third sector as an equal partner.

Aspirations?

Covid - none of the organisations are on the same page regarding wearing masks or not at public meetings. They are all doing different things - this is a barrier. Communications, communications, communications.

Concerns?

Is the power with the officers or councillors?
Power delegation.

build up trust to people -
consultation -
ticking the box -
public don't feel their opinions being considered.

Community empowerment -
section 10 - give you power to empower you. This is still outstanding.

Feeling frustrated whilst dealing with the Council and the NHS. Consultations going on - reasons why things can't be done should be shared.

Involve people from day one - culture needs to be changed.
Engagement but not empowerment.
Power is still with the decision makers - councillors.

Feedback

What do we want to keep?

What do we want to change?

Does this help widen involvement in making decisions?



What do we want to...

KEEP?

Community resilience/spirit built on since COVID-19

Recognition that communities can and have been doing a lot of work for themselves

CHANGE?

Recognition from local authorities on pressing issue that rural communities are highlighting

Does this help us involve more people in the decisions that matter? What more can we do?

Yes, but we need to be aware that there is a chance of leaving people behind when implementing change

Reach out to people, rather than letting them reach out to you

What do we want to...

KEEP?

enthusiasm
amongst
community groups
and partners to
make this happen -
so lets get this done

Momentum

Does this help us
involve more people
in the decisions that
matter? What more
can we do?

**One size
doesn't fit
all**

Better
understanding can
get more people
involved

CHANGE?

Our understanding
of what 1% means -
also wider
knowledge of the
community
empowerment act

Make people
aware what is
possible

Genuine
co-production

Comfort Break

5 minutes

What is VOiCE and how can using it make a difference?



Welcome to VOiCE



VOiCE will assist individuals and organisations to design and deliver effective community engagement.

The software will support you to:

- Plan community engagement and service user participation
- Monitor and record the process
- Evaluate the process against the National Standards for Community Engagement (Scotland) and principles for good quality engagement (elsewhere).

The following terms are used throughout the VOiCE tool.

- 'We' refers to the leaders or organisers of the community engagement process.
- 'Partners' are any organisation or group who is involved in planning or delivering the community engagement process.
- 'Participants' are all of the people or groups who are actively involved at any level throughout the community engagement process.
- 'Community' is a group of people united by at least one common characteristic, including geography, identity or shared interests.

[To return to the VOiCE website click here](#)



Recently viewed

Engagements

New

www.voicescotland.org.uk

Accounts are free for individuals and organisations in Scotland



Over the last 3 weeks...

- Participation – what does it look like locally?
- Participatory Budgeting
 - What it is, and what it isn't
 - What are the benefits?
- The Community Empowerment Scotland (2015) Act
- The PB Charter
- CFAPs and where they sit
- National Standards for Community Engagement
- Co-Production
- VOICE

Next Session

- **Your Questions**
- **Recap, review and next steps**

