

USERS EVALUATING SERVICES



30 October 2007




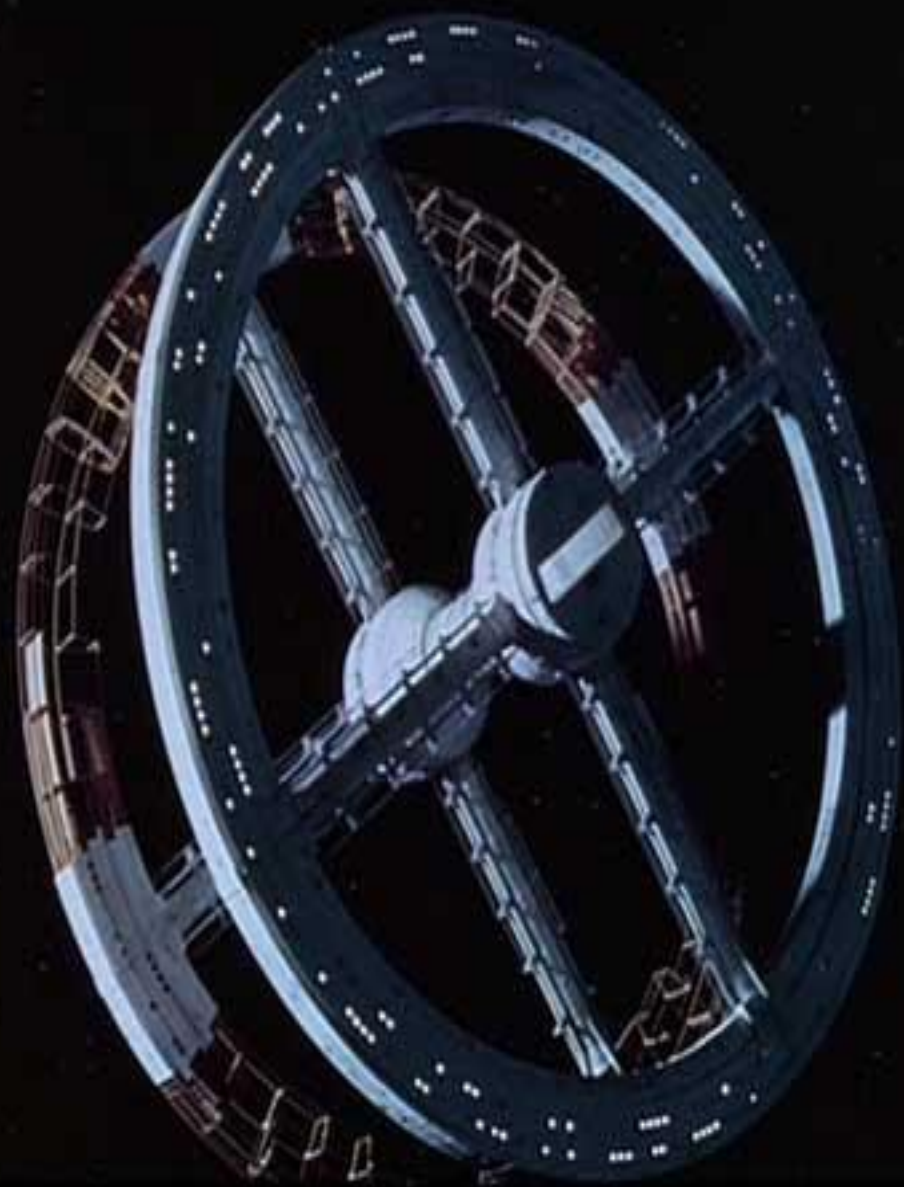
Richard Wilson, Director

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It's Nothing New

- Customer Feedback
 - Market Research
 - Social Research
 - Complaints Department
 - Customer Feedback
- 
- A fossilized trilobite is visible on the right side of the slide. The trilobite is a three-lobed marine arthropod, with its head, thorax, and abdomen clearly defined. It is preserved in a light-colored, textured rock matrix, likely limestone or shale. The fossil is oriented horizontally, with its head to the left and tail to the right. The background of the slide is a light beige color with a subtle, wavy texture.



So What's New?



- Highly Complex Policy
- Less Deferential Citizens
- Public Sector Loosing Legitimacy
- Rise of 'Wicked' Policy
- New Ways to Reach Citizens
- Busy People/Competition for Time



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AVOID ENGAGEMENT

- Classic Opinion Data
- Nothing Can Change
- Classic Social Research Data
- No Senior Buy-In
- When Required Decision 'Obvious'



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WHEN TO ENGAGE

- Need Buy-In
- Want Debate/Deliberation
- Need Culture Change
- Want Informed Opinions
- Need Legitimacy
- Want New Relationships



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HOW TO ENGAGE

A man in a dark blue shirt is seen from the side, fist-bumping a crowd member. The background is a large, blurred crowd of people at what appears to be a night-time event or concert.

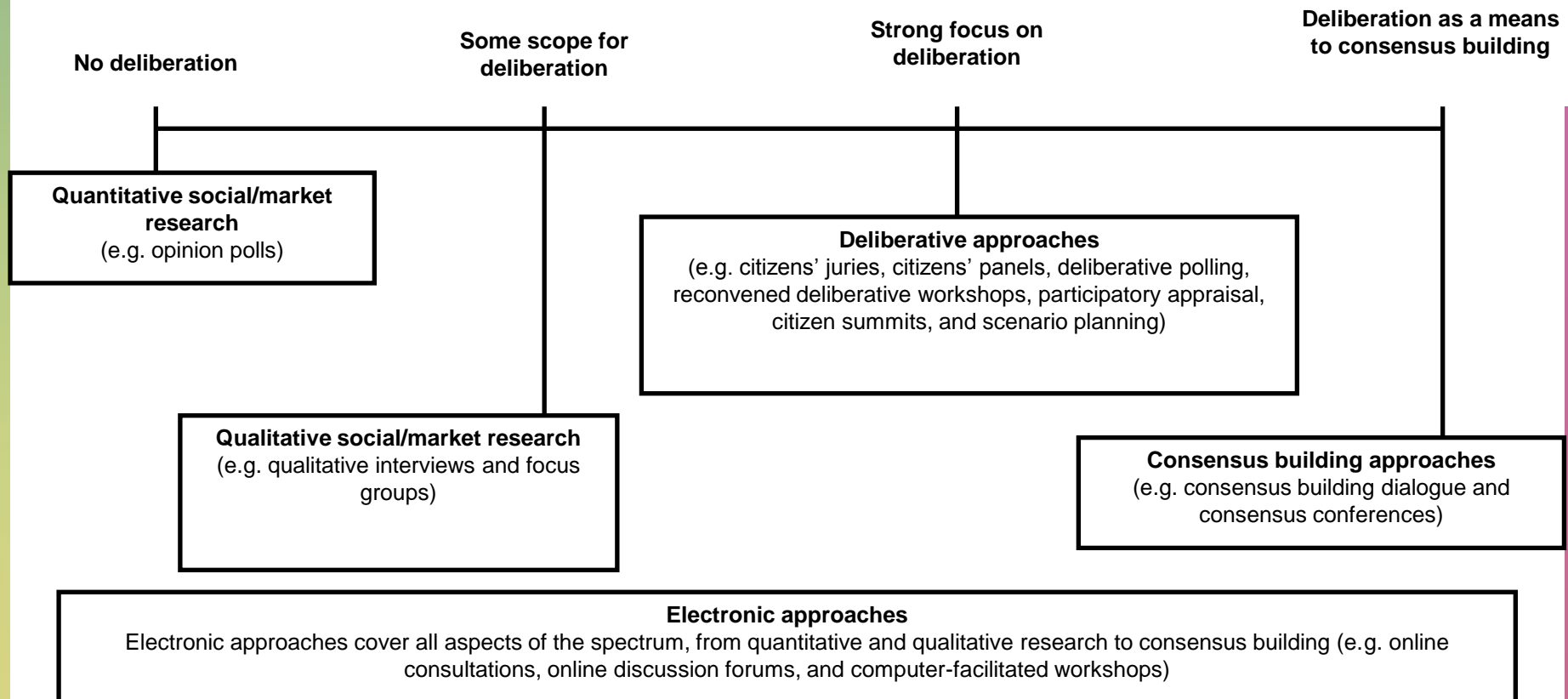
- Go To Them: FB, Community Centres
- 360°: online, face-to-face
- New Leadership: Opening-up Not Closing Down
- HAZARD: outsourcing
- HAZARD: use bespoke www.involve.org.uk



Spectrum of Con. Engagement



Spectrum of Con. Engagement



people and participation.net

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Home

- Process Planner
- Methods
- Case Studies
- News And Events
- Ask an expert
- Participation library



Welcome to People and Participation.net - your gateway to better participation.

The site provides practical information for those working to involve people. By registering you can upload case studies, ask questions of our experts and add events. This is a 'beta' site, which may change in response to your feedback. Click on a link below to get started.

What is Participation?

Who is this site for?

How can this site help me?

How can I contribute?

12 October 2007

Horses for Courses

Last changed Oct 15, 2007 15:56 by [Edward Andersson](#)

Recent months have seen an upsurge in interest in [Citizens' Juries](#) across the UK following the announcement of citizens' juries on a variety of national policy topics.

Citizens' Juries are a useful method, but the recent media attention means they may be used where they are not appropriate. This site provides you with up to date information on over [30 participative methods](#) so that you can make an informed decision...



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Citizens or Consumers



- Needs Vs Wants
- Rights Vs Responsibilities
- Limits of User Involvement



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CASE STUDY: HEALTH

- € 150M/4 years
- 400 Patient Forums
- Short Timescales
- Focus on Hospital Policy
- Citizen Interests Not Met
- Delivery by Community NGOs



WHERE NEXT?

- A Comprehensive Impacts Framework – Clearer Objectives
- Data Gathering
- Focus on Citizen/Institution Transaction
- No More Tick Box
- Institutional Staff Given the Time
- Capacity Institutional NOT Individual



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