

## Community Engagement Group and Citizens' Panel

### Background

At its meeting on 31<sup>st</sup> October 2013 the Community Planning Board approved the request to tender for a new contract for the management of the Citizens' Panel. It was also agreed that:-

“the Community Engagement Group have responsibility for the Citizens' Panel in relation to operational activity and monitoring, providing updates on request.”

### For discussion

The role of the Community Engagement Group (CEG) in relation to the operational activity of the Citizens' Panel.

### Proposals – initial CEG involvement

- 1) Any approaches from community planning partners for the use of the panel to be forwarded to the CEG for consideration. This consideration would include:-
  - Whether the panel is the appropriate method of community engagement for the proposed consultation.
  - Whether the proposed consultation ties in with or clashes with any other consultations (as per consultation timetable) – this may be in relation to either topic or timing.
  - Whether the partner requesting use of the panel has considered other methods in addition to the panel i.e. triangulation.
- 2) Any draft surveys – received either from the community planning partner or from Craigforth – to be considered in terms of:-
  - Wording/'readability'
  - Layout
  - National Standards of Engagement
- 3) Feedback on results of panel surveys is usually via a newsletter and the your moray website. The CEG is asked to consider alternative feedback mechanisms – again, in relation to meeting the National Standards of Engagement.

**N.B. this contact will not be restricted to the routine CEG meeting timetable. Requests for use of the panel can come in at any time and, as such, will be forwarded to the CEG as and when they arise.**

### Proposals – future CEG involvement

- 1) In order to ensure that the panel is working in a way that meets the needs of the Community Planning Partnership and also provides an easy to use

service for the panel members, the consultant will gather customer satisfaction feedback. After each consultation the partner(s) requesting use of the panel will be contacted for feedback. Once a year the panel members will be contacted for feedback.

The CEG can participate in this aspect of contract management in relation to providing feedback and proposals for change when any areas for improvement have been identified.