

Finishing properly – evaluating engagement

AIMS	<ul style="list-style-type: none"> • Were your objectives for involving people sufficiently clear? • Did you assess the legal duty to involve? • Was the scope for influence clearly defined? • Have you found out what you wanted to know?
PEOPLE INVOLVED	<ul style="list-style-type: none"> • Were target groups appropriately identified in engagement planning? • Did you record data on people involved? (number, demographic?) • Were target populations successfully reached? • What would help identify and reach the right people if you did this again?
METHODS	<ul style="list-style-type: none"> • Were suitable channels used to promote opportunities to be involved? • Was information made available in suitable formats? • Were engagement methods appropriate to target groups? • Would you describe your approach as 'fair and proportionate'?
TIMING	<ul style="list-style-type: none"> • Did you keep to your original timescale? • Did those involved feel they had enough time to contribute?
COST	<ul style="list-style-type: none"> • How much money did you spend? • What other costs were there? • Was the process proportionate / value for money?
OUTCOMES	<ul style="list-style-type: none"> • Where did you consider what you heard? (and record) • Will there be changes to policy or services following engagement? • Have you provided appropriate feedback? • Have relations with the community / other agencies improved as a consequence of your activity? • How do people involved feel about the process?
LEARNING	<ul style="list-style-type: none"> • What worked well? • What would you do differently in the future? • How could you share this learning with colleagues?