



Consultation and Engagement Strategy 2018-2021

An Enriched, Enhanced, Empowered Inverclyde

1. Introduction

Inverclyde Council's Libraries, Museum and Archives service seeks to make a significant contribution to the lives of the people of Inverclyde through the delivery of high quality cultural, learning, information and leisure services and opportunities. Services are provided through a network of six branch libraries, one local studies library and archive (the Watt Library) and the McLean Museum and Art Gallery.

As part of our Service Statement and Standards, the Libraries, Museums and Archives service commits to both consulting and engaging with customers and non-users on a regular basis, continuously reviewing services in the light of feedback received, and telling customers and non-users how the service is performing. In order to achieve these objectives, the service will consult and engage with our customers to ensure the needs and priorities of all those we deliver services to and with are taken into account at all stages of service planning and delivery.

Consultation and engagement can be defined as:

- **Consultation** – consultation is where decision makers ‘**seek advice, information and opinions about strategies, policies and services.**’ (<https://www.local.gov.uk/useful-definitions>) Consultation may involve presenting a set of predetermined options or a draft strategy for consideration/comment;
- **Engagement** – engagement consists of ‘**informing, consulting, involving, listening and responding to communities through ongoing relationships.**’ (<https://www.local.gov.uk/useful-definitions>) Engagement tends to be a more open process, with participants potentially involved in both generating ideas and reaching decisions.

This Strategy covers both consultation and engagement and sets out how the service will do this. It will give due regard to the principles underpinning the National Standards for Community Engagement (Appendix 1).

2. Consultation, Engagement and Feedback at a Corporate Level

As a department of Inverclyde Council, Inverclyde Libraries, Museums and Archives Service receives feedback through Council-wide consultation methods such as budget consultations, Citizens Panel questionnaires, and non-consultative feedback mechanisms, such as the Corporate Complaints Procedure.

Library, Museum or Archive users wishing to make a complaint can obtain a form from www.inverclyde.gov.uk or any Council office and submit to comments@inverclyde.gov.uk or by post to: Complaints, Inverclyde Council, Municipal Buildings, GREENOCK PA15 1LY.

Library, Museum or Archive users wishing to make a comment or compliment can pick up a form from any library or the McLean Museum, or alternatively can contact us at: Libraries, Museums and Archives, Inverclyde Council, Wallace Place, GREENOCK PA15 1JB Tel: 01475 712330 or email library.central@inverclyde.gov.uk.

All feedback received is analysed by the Libraries, Museums and Archives Management Team and fed into service planning.

3. Methods of Consultation and Engagement

We will consult using a range of methods:

Type of Consultation	When to use it	Explanation	By whom	Methods
Informing	When a decision has been taken	Telling customers what we are planning.	All Libraries, Museums & Archives Staff.	Websites, posters, social media and face-to-face.
Researching	Where information is required to help make a decision.	Gathering information relating to opinions, attitudes and priorities to inform decision making.	All Libraries, Museums & Archives Staff.	Focus groups facilitated by staff; surveys and questionnaires.
Consulting	Where views will be taken into consideration when making a decision.	Obtaining views on proposals or initiatives and taking them into account when making decisions.	All Libraries, Museums & Archives Staff.	Meetings; announcements and targeted communication.
Involving	Where we make decisions with others.	Using joint working and decision making with other partners.	All Libraries, Museums & Archives Staff.	Meetings and focus groups facilitated by staff.

4. Consultation and Engagement process

Inverclyde Libraries, Museum and Archives service will consult and engage as follows:

User Feedback Mechanisms and Timetable					
	Adults	Children & Young People	Parents/ Carers	Service Users	Non-Service Users
Website	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Posters	When Relevant	When Relevant	When Relevant	When Relevant	
Social Media	Ongoing	Ongoing (Age appropriate)	Ongoing	Ongoing	
Face-to-Face	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Surveys/ Questionnaires	Three Yearly	Three Yearly	Three Yearly	Three Yearly	Three Yearly
Focus Groups	Ad-Hoc	Ad-Hoc	Ad-Hoc	Ad-Hoc	When available
Meetings	Ad-Hoc	Ad-Hoc	Ad-Hoc	Ad-Hoc	When available
Announcements	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing

5. What we will do with what you tell us

1.	Collate, analyse and evaluate the responses
2.	Disseminate the findings to interested parties where appropriate.

3.	Respond to the findings by implementing changes where appropriate.
4.	Publish the results on our website and/or display at our service points.

6. Contact us

If you have any queries about any aspect of this document, please contact:

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Tel: 01475 712330

Email: library.central@inverclyde.gov.uk

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National Standards for Community Engagement

1. INVOLVEMENT: we will identify and involve the people and organisations who have an interest in the focus of the engagement.
2. SUPPORT: we will identify and overcome any barriers to involvement.
3. PLANNING: we will gather evidence of the needs and available resources and use this evidence to agree the purpose, scope and timescale of the engagement and the actions to be taken.
4. METHODS: we will agree and use methods of engagement that are fit for purpose.
5. WORKING TOGETHER: we will agree and use clear procedures that enable the participants to work with one another effectively and efficiently.
6. SHARING INFORMATION: we will ensure that necessary information is communicated between the participants.
7. WORKING WITH OTHERS: we will work effectively with others with an interest in the engagement.
8. IMPROVEMENT: we will develop actively the skills, knowledge, and confidence of all the participants.
9. FEEDBACK: we will feed back the results of the engagement to the wider community and agencies affected.
10. MONITORING AND EVALUATION: we will monitor and evaluate whether the engagement achieves its purposes and meets the national standards for community engagement.