



No!sy Cricket

PEAs in Pods Training Activity

Fostering Relationships and Enabling Collaboration





Establishing Relationships

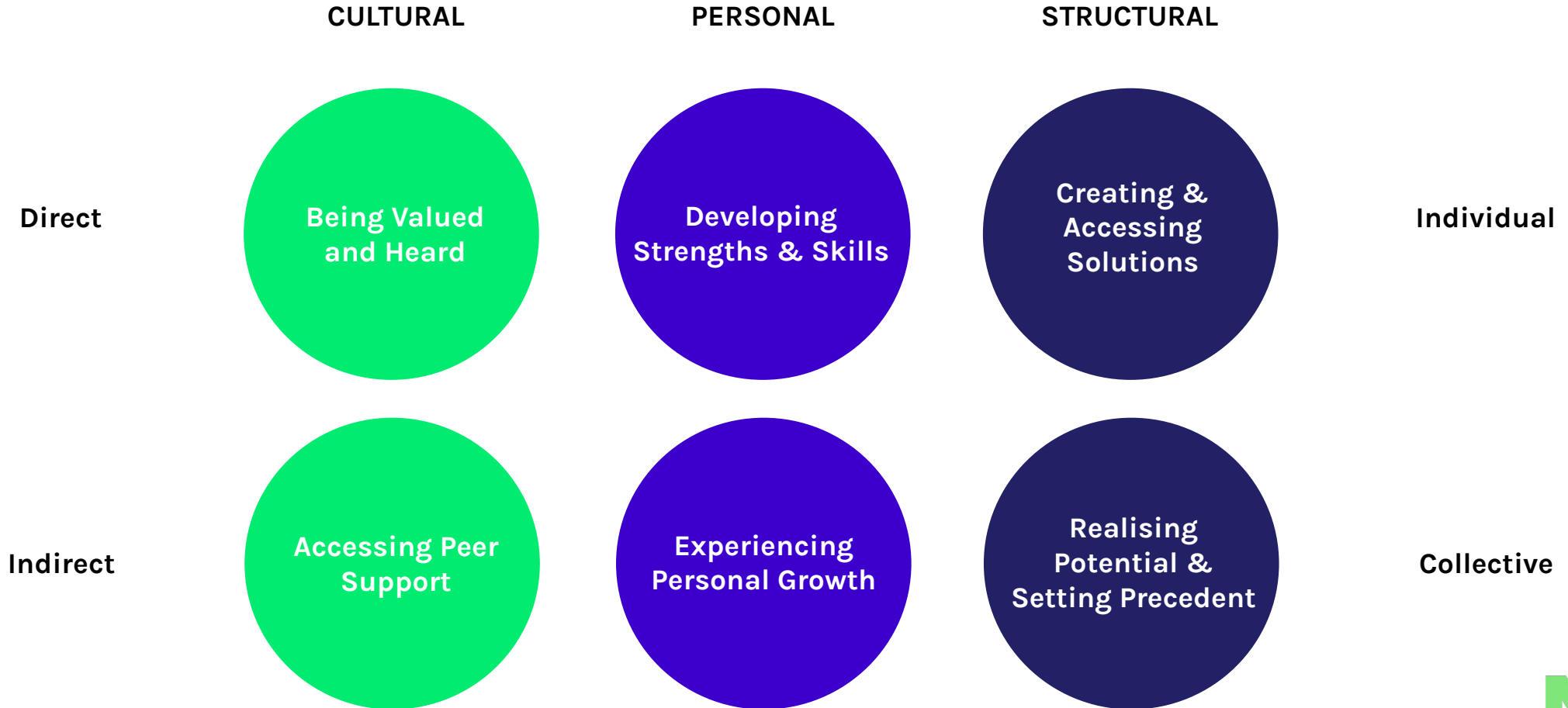
Why and How Communities Engage

Relationship Importance

Relationships are important because they enable mutual **value**, shared **trust** and foster equal **voice**, leading to the opportunity to ensure **all** connected parties get what they want and need



Community Value





Community Engagement Principles



Co-Production Expectations

- Consult communities and have them inform you of their **wants and needs** in relation to the **problem or possibility** being explored
- Integrate communities into **research** - whether qualitative or quantitative - and invite them into the **design and development** process
- Typically led by **one role or team** with the potential of introducing in **other teams and departments** from within your organisation
- More likely to involve **direct stakeholders**, focusing on the **community and the organisation relationship** alone, as opposed to indirect stakeholders who have a wider influence on the problem or possibility
- Requires **respect and empathy** for impacted people, and **openness and collaboration** with those involved
- Tends to leads to **personal growth** plus **skill or strength development** for impacted people involved
- Predominantly, the value created is internal to organisations, where new **policies and processes** plus **products and services** are leveraged to **build trust** and **reduce risk**



Fostering Collaboration

Community Recruitment & Onboarding

Community Scoping Checklist

Who

- What **type** of community are we engaging (and how might we **define** them vs how they define themselves?)
- What **stage** of the journey are they at (and what mental, emotional and physical capacity considerations need to be made?)

What

- What **question** are we posing (and in the context what **problem or possibility**)?
- What are our key **lines of enquiry or hypotheses** about this work (and how might this inform our **approach**)?
- What might **success** look like for us (in terms of **objectives and goals**) and how might we **define** it (around **outputs and outcomes**)?

Why

- How might this project be of **value** to people in communities (and what do they **hope** to get out being involved)?
- How much **involvement** would people like to have (and to what **depth and longevity** in the process?)

How

- What's the **process** we intend to deliver (and how might we clarify community's **opportunities** to inform and make **choices**)?
- What **communication and content** styles are preferred (and how will people be able to **contact and connect** with the project team)

Recruitment Process

VALUE
Research
& Comms



Terms of Engagement Checklist

- **Purpose** of Community Engagement
- Intended **Value** to Communities and Delivery Team
- **Stages** of Intended Community Engagement and Community Voice Opportunities
- Preferred **Times, Dates and Timeframes** of Community Engagement
- **Accessibility** and Digital **Access** plus **Travel** and **Dietary** Requirements
- **Compensation, Travel Support** and **Additional Benefits** Offered plus **Payment Process** Information
- **Information** Available, **Communication** Methods and Key **Contacts**
- **Data Privacy Policy** and **Consent Process**
- **Safeguarding Policies** and **Signposting Protocols** (if necessary)

Onboarding Process

TRUST
Research &
Facilitation

