

Community Consultation Toolkit

‘INFLUENCING THE DECISIONS THAT SHAPE YOUR COMMUNITY’

Why this?

- ▶ Reinvigorate consultation in Carlow with public
- ▶ Want to foster ownership of initiatives
- ▶ Critically important to encourage the margins in rural, poor, new communities and people with disabilities
- ▶ Public more engaged (feel ownership of process), practical benefits e.g. Cost savings – everybody wins!
- ▶ Brings a different, fresh mind-set



Why this?

- ▶ There will always be some parts of the community that don't engage in consultation processes – important to understand why not and who are they connecting with?
- ▶ Improve the way consultation takes place – being informed in advance rather than finding out about it 'on the day'
- ▶ Really important to build in capacity for further development and sustainability
- ▶ Over longer term 2-3 years, will see the benefit of improved consultation and want to engage
- ▶ Chance to make Carlow a better place to live

Why now?

- ▶ Why are people not engaging? e.g. “What’s the point? Nobody listens!”
- ▶ To debunk the idea that the only way that things can be achieved is through political “cute-hoorism”
- ▶ Hasn’t been done before
- ▶ Improve the way consultation takes place
- ▶ The establishment of the PPN as a driver of change / outreach



Tender

Carlow PPN engaged The Wheel to deliver a two-part project: -

Part one

- ▶ Document relevant examples of national/international best practice in community consultation/engagement
- ▶ Undertake primary research to capture the experiences and views of PPN member organisations, Carlow County Council and other relevant public bodies on both current and desired approaches to community consultation at local government level

Part two

- ▶ Design a 'Consultation Toolkit' on findings from national/international research and outcomes of Focus Group Meetings

Timeline



Carlow PPN
@CarlowPPN

Follow

Our first meeting to kick off our Consultation tool kit @The_Wheel_IRL



8:35 AM - 2 Nov 2017

5 Likes



Carlow PPN
@CarlowPPN

Follow

Members from @The_Wheel_IRL attending our most recent Plenary meeting at @VisualGBShaw - filling everyone in on the PPN's upcoming consultation tool kit which will be launched in 2018 "How we can make Carlow the best place to be?" #CarlowPPN



4:49 AM - 30 Nov 2017

2 Retweets 9 Likes



Timeline



Carlow PPN
@CarlowPPN

Follow

@CarlowPPN. Bridging the Gap - Making sure your community is heard!



6:04 AM - 31 Jan 2018



Bridging the Gap: Make sure your community is heard!



Carlow Public Participation Network wants to ensure communities have a real say in how local services and infrastructure are developed. Join us at local consultation events to share your experience and ideas. This will inform the production of a unique resource, to improve how public consultation is done in Co. Carlow.

Community Consultation Events:

- 7 February Cairdeas Centre, Tullow 7-9pm
- 8 February Bagenalstown Family Resource Centre 10.30am-12.30pm
- 20 February Cathedral Parish Centre, Carlow Town 7-9pm

This is a free event and light refreshments will be served.

To register, contact Gráinne O'Neill, Carlow PPN Coordinator

E: carlowppn@carlowcoco.ie, T: 059 9172495,
W: www.carlowppn.ie

Timeline



Timeline



Carlow PPN

@CarlowPPN

Follow

Another positive evening at the 3rd Focus Group for our Consultation Tool kit which we are in the process of developing with @The_Wheel_IRL Great hearing Carlow peoples' ideas and experience
#publicparticipation #consultation #ppn @CarlowPPN



3:16 AM - 22 Feb 2018 from Carlow, Ireland

2 Retweets 5 Likes



The Wheel and Carlow PPN



Carlow PPN

@CarlowPPN

Follow

We would greatly appreciate if people could take 10 mins to complete the attached survey on their experience on consultation, closing date is March 31st #Consultationtoolkit #Carlow #haveyoursay

surveymonkey.com/r/3QNJGZ8

5:14 AM - 22 Mar 2018



Tweet your reply



#HaveYourSay

Timeline



- **16th April 2018** - Traveller Health Workers & Community Development Worker based in St Catherine's Resource Centre Consultation
- **26th April 2018** – Comhairle na nÓg Consultation
- **6th July 2018** – Carlow County Council Management and Members

What did we learn?



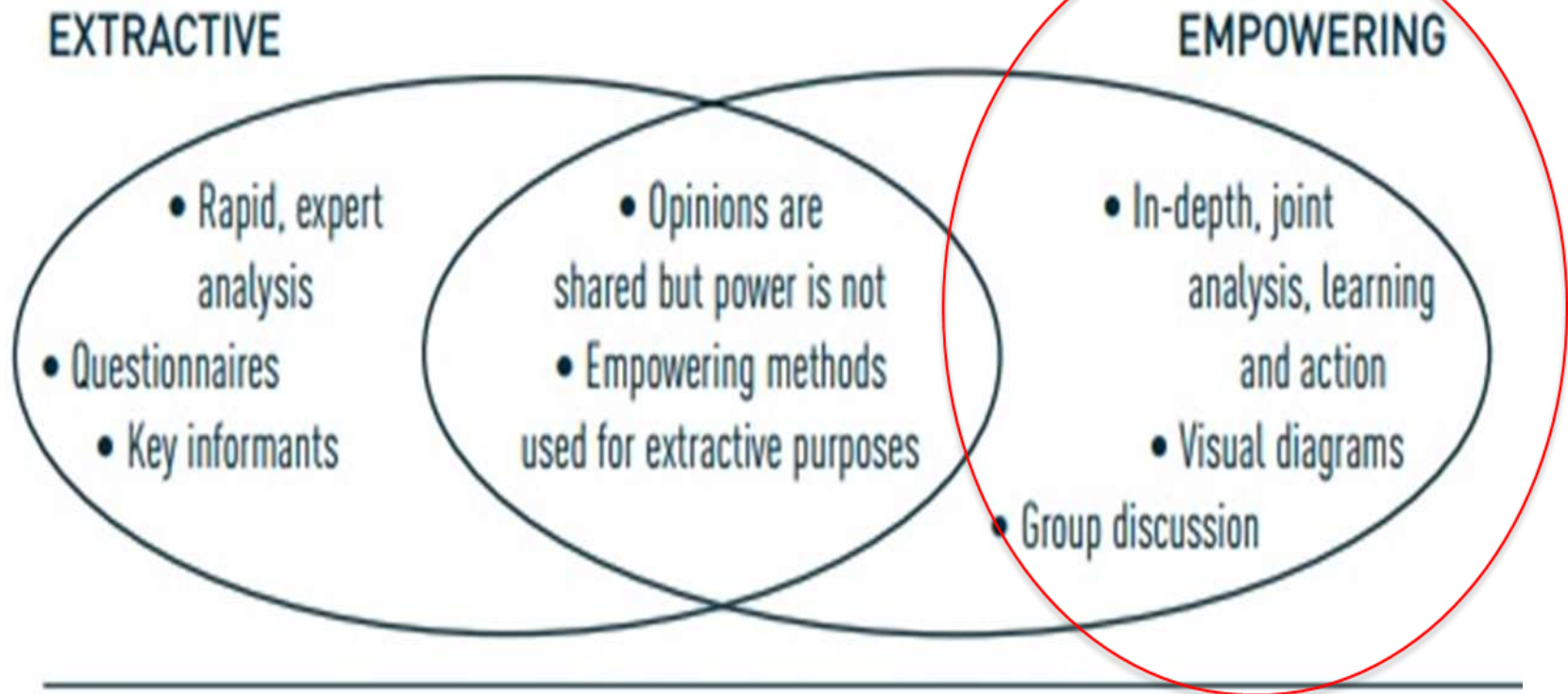
What did we learn?

A word cloud on a purple background. The words are in various shades of green and white. The most prominent words are 'people', 'feedback', 'makes', 'process', 'creativity', 'back', and 'feel'. Other words include 'experience', 'important', 'The-bottom-up-approach', 'communicated', 'Trust', 'involved', 'relevant', 'simple', 'want', 'Results', 'valued', 'volunteering', 'Individuals', 'wanted', 'going', 'early', 'listened', 'ownership', 'regularly', 'Runs', 'directly', 'basic', 'Plain', 'views', 'progress', 'Carlow', 'likely', 'work', 'Inclusivity', 'hear', 'invited', 'Inclusive', 'good', 'Openness', 'equal', 'again', 'saw', 'well', 'attend', 'sense', 'offer', 'What's', 'enjoy', 'Integration', 'language', 'Plain-English', 'every-household', 'Structure', 'fantastic', 'forum', 'older', 'something', 'participate', 'difference', 'publicised', 'inclined', 'one-to-one-to-houses', and 'less-disinterested'.

experience important The-bottom-up-approach
communicated Trust
feedback involved
want Results relevant simple
valued
volunteering Individuals wanted going
early makes listened ownership
regularly questions board basic
Plain Runs directly Carlow likely
wraps views progress work
Inclusivity people invited
hear taken Inclusive
equal again saw well attend good
persons offer sense back feel Openness
What's enjoy
Integration language Plain-English
creativity every-household
Structure fantastic forum
older something participate
process difference publicised
inclined
one-to-one-to-houses less-disinterested

What did we learn?

Figure 1: A scale of participatory approaches, from extractive to empowering



To what level do you believe the following stakeholders consult effectively with your community

| | VERY SATISFACTORY | SATISFACTORY | NEITHER SATISFACTORY NOR UNSATISFACTORY | UNSATISFACTORY | VERY UNSATISFACTORY |
|--|-------------------|--------------|---|----------------|---------------------|
| ▼ The PPN (Public Participation Network) | 30.43% 21 | 40.58% 28 | 24.64% 17 | 1.45% 1 | 2.90% 2 |
| ▼ Residents Associations | 21.21% 14 | 30.30% 20 | 31.82% 21 | 15.15% 10 | 1.52% 1 |
| ▼ GAA | 19.67% 12 | 27.87% 17 | 37.70% 23 | 8.20% 5 | 6.56% 4 |
| ▼ Local Authority | 17.14% 12 | 38.57% 27 | 24.29% 17 | 15.71% 11 | 4.29% 3 |
| ▼ Schools | 18.46% 12 | 30.77% 20 | 35.38% 23 | 12.31% 8 | 3.08% 2 |
| ▼ Arts/Culture Organisations | 15.38% 10 | 36.92% 24 | 29.23% 19 | 18.46% 12 | 0.00% 0 |
| ▼ The Church | 15.38% 10 | 16.92% 11 | 38.46% 25 | 13.85% 9 | 15.38% 10 |

To what level do you believe the following stakeholders consult effectively with your community

| | | | | | |
|---------------------------------------|-------------|--------------|--------------|--------------|------------|
| ▼ Local Media | 14.29% 9 | 22.22% 14 | 42.86% 27 | 14.29% 9 | 6.35% 4 |
| ▼ Garda | 11.76% 8 | 32.35% 22 | 29.41% 20 | 22.06% 15 | 4.41% 3 |
| ▼ Charities | 10.77% 7 | 33.85% 22 | 36.92% 24 | 18.46% 12 | 0.00% 0 |
| ▼ Businesses | 10.77% 7 | 35.38% 23 | 35.38% 23 | 16.92% 11 | 1.54% 1 |
| ▼ Youth Services | 9.09% 6 | 33.33% 22 | 31.82% 21 | 22.73% 15 | 3.03% 2 |
| ▼ Development & Partnership Companies | 9.52% 6 | 36.51% 23 | 31.75% 20 | 17.46% 11 | 4.76% 3 |
| ▼ Community & family resource centres | 9.23% 6 | 47.69% 31 | 29.23% 19 | 10.77% 7 | 3.08% 2 |

If you have NOT taken part in a consultation process before, what prevented you from participating?

Answered: 24 Skipped: 47

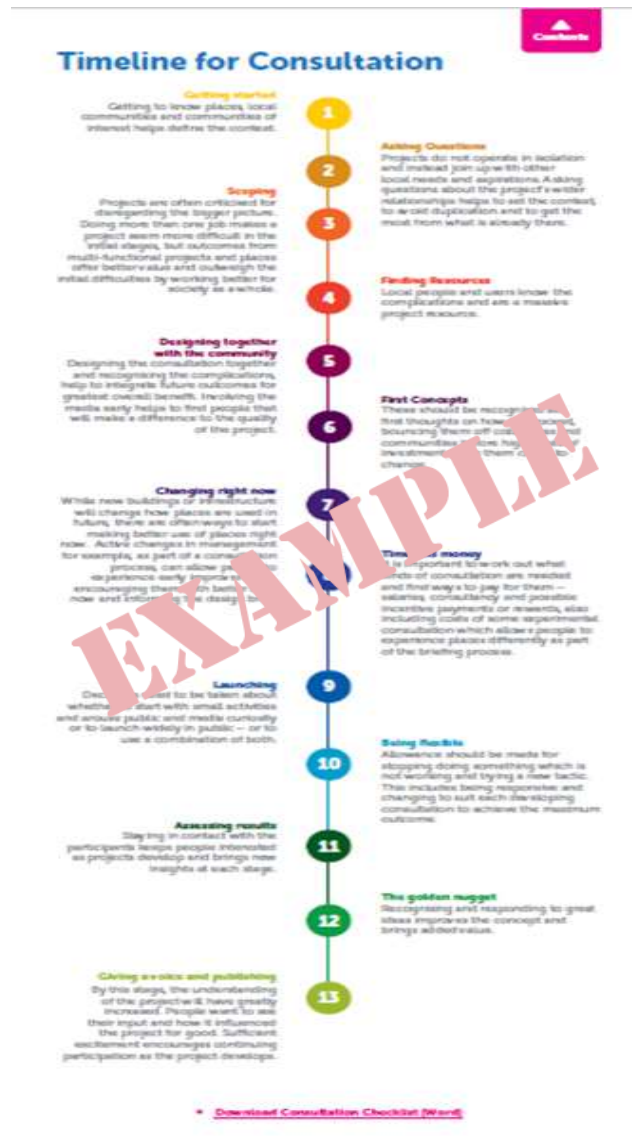
| ANSWER CHOICES ▼ | RESPONSES ▼ |
|--|-------------|
| ▼ I was not aware of any consultation taking place | 41.67% 10 |
| ▼ The issues were not relevant to me | 29.17% 7 |
| ▼ The time of day did not suit me | 25.00% 6 |
| ▼ The method of consultation didn't suit me | 0.00% 0 |
| ▼ I lacked confidence to participate in the consultation process | 4.17% 1 |

What would make you more likely to participate in a consultation process?
Please tick all that apply.

| ANSWER CHOICES ▼ | RESPONSES ▼ | |
|---|-------------|----|
| ▼ I have something to contribute | 83.10% | 59 |
| ▼ I received a personal invitation | 47.89% | 34 |
| ▼ I will have the opportunity to speak from the floor | 43.66% | 31 |
| ▼ The event is on in the evening | 28.17% | 20 |
| ▼ The venue is familiar | 21.13% | 15 |
| ▼ The event is on in the morning | 19.72% | 14 |
| ▼ Someone I know is attending | 18.31% | 13 |
| ▼ Refreshments are offered | 18.31% | 13 |
| ▼ The event is on in the afternoon | 14.08% | 10 |
| ▼ Other (please specify) Responses | 11.27% | 8 |
| ▼ I won't be expected to speak from the floor | 8.45% | 6 |
| ▼ The event is on at the weekend | 5.63% | 4 |

Guiding Principles for this Toolkit

- ▶ Keep the language really simple
- ▶ Toolkit must give clear information on how consultation works
- ▶ Make it a user friendly process
- ▶ Illustrate a timescale
- ▶ Tips/ideas for how to engage stakeholders
- ▶ Help people to identify who it is they need to engage with



Guiding Principles for this Toolkit

- ▶ A breakdown on methods and what expectations there are from each – outline what results can be gained from the various different methods
- ▶ Examples of what has worked in other areas – case studies?

Timeline for Consultation



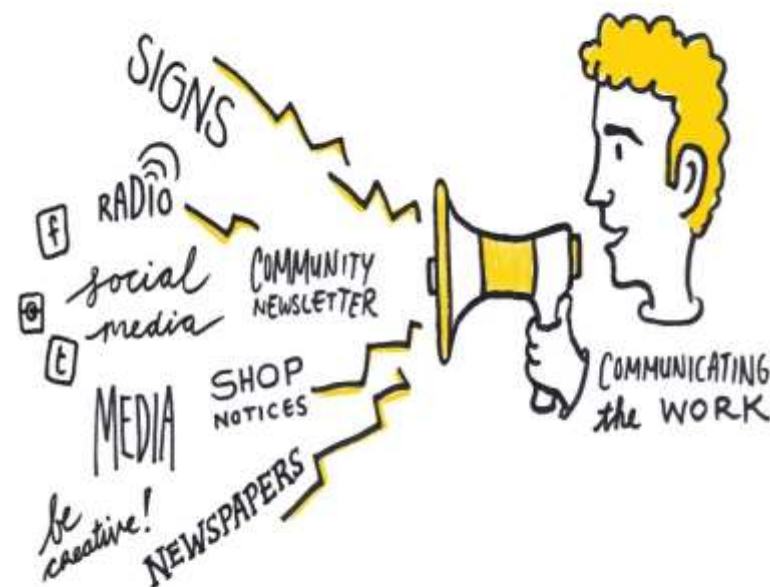
Community Consultation Toolkit

- ▶ A resource for all Local Authority staff, agencies and PPN members
- ▶ From a consultation with the Local Authority on local Area Plans to a consultation with residents on a Residents Association on what and where to plant
- ▶ So user-friendly all can understand and utilise
- ▶ Will be available on-line with printable templates for ease of use



Checklists

- ▶ A checklist on how to get media coverage – social media / radio / newspapers
- ▶ A checklist of things to do before you embark on a consultation
- ▶ A checklist of thing you should do after a consultation
- ▶ Suggestions about how to give feedback to those who have consulted
- ▶ A section on how to evaluate and learn from the process



Templates

- ▶ Posters
- ▶ Letters – a template for writing a letter to the Council
- ▶ Template for organising a family / fun event as part of process
- ▶ Questionnaires
- ▶ Creative ideas on how others have engaged communities
- ▶ Template for a communications plan and press release

Tools



Next Steps

- ▶ Training with Local Authority staff and Local Elected Members
- ▶ Promotion of Toolkit among PPN membership and County wide
- ▶ Expectation that this resource will give rise to greater engagement throughout the County
- ▶ Give rise to voices being heard



Contact Details

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