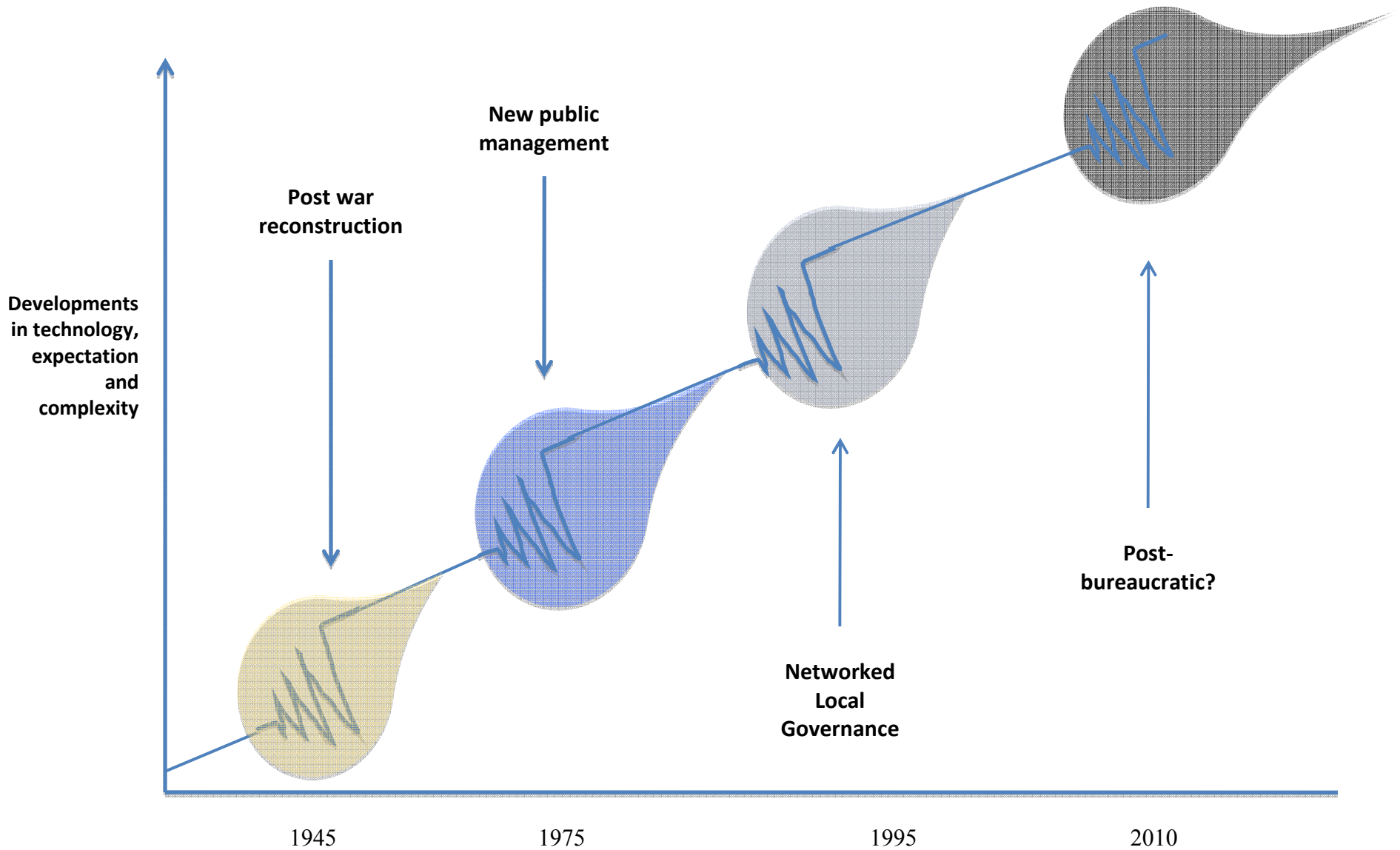


Engagement and Assessment

Through the Looking Glass

Dr Ita O'Donovan

Incremental and step change in Local Government



Alienated

My wellbeing has not been met by 'their' definition of goods and services'

'My citizenship: is it simply a gift of power to others?'

The vulnerable

Hierarchist

'I am entitled to welfare, provided by the state, free'

I have not had my due I blame the bureaucrat, the politician

The Customer

'What I do defines the public good government priorities are not mine'

I want quality of service,
I vote with my feet,
I demand value for money

The Individualist

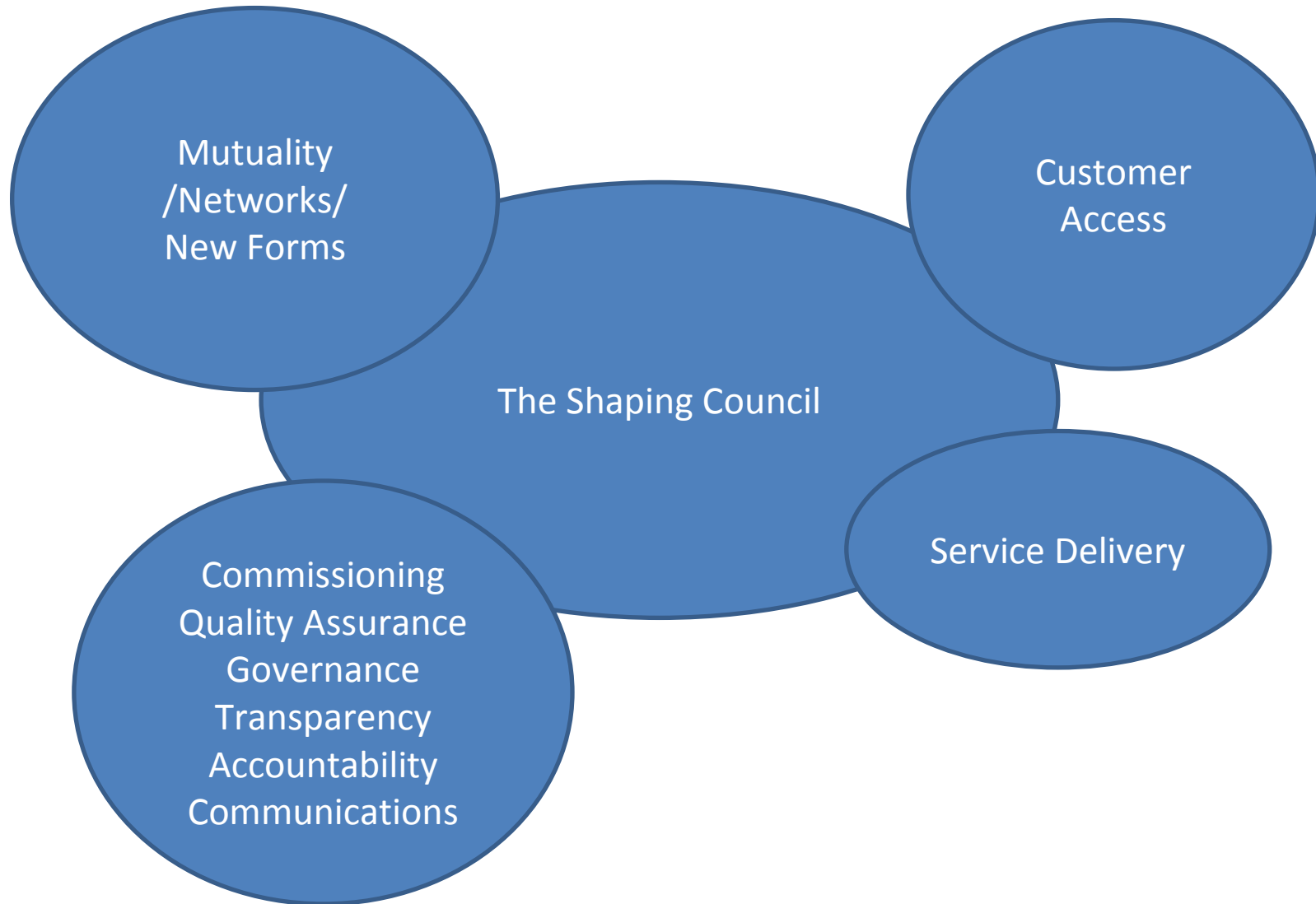
The Citizen

As citizen I take an informed view I vote'. 'I read the papers ...'

But choice is between bad and worse'.
'The political offer, a miasma

The Collectivist

One Council



What we know is useful

Members Knowledge

Demographics/ Needs based analysis/Research

Focus Groups

User Groups in commissioning

Community /Area Forums

Surveys/Participatory Budgeting

Opinion Polls

Citizen Juries

What we will need more of

Wider engagement/ social media

Fine grain

Deeper understandings of Individuals
and their capabilities

Different relationships

Assessment

- Combination of:
 - self assessment and self declaration
 - peer review
 - Audit
 - Citizen and User involvement