

# WHICH METHOD OF ENGAGEMENT IS RIGHT FOR YOU?

<b>Levels of engagement</b> ▶  The methods below can all be used to help you improve and evaluate your service.  Methods ▼	<b>Inform</b>  Will it give people clear, balanced information?	<b>Consult</b>  Will it ask people their opinion and create further opportunities for dialogue?	<b>Engage</b>  Will it help you to understand what matters to people and allow them to feel part of a process?	<b>Collaborate/ Co-produce</b>  Will it empower people? Is everyone working in an equal way, where people's experience is valued?	<b>Comments</b>
<b>Focus groups</b>	✓	✓	✓	✗	
<b>Surveys and questionnaires</b>	✓	✓	✓	✗	
<b>Process mapping</b>	✓	✓	✓	✓	It can be part of our collaborative process. People are involved in identifying ways to improve the service.
<b>Users panels/ Reference groups</b>	✓	✓	✓	✓	Panels and reference groups can support and inform co-production methods.
<b>Digital stories</b>	✗	✓	✓	✓	Stories themselves are not co-production, but the story teller can have equal creative input.
<b>World Café</b>	✓	✓	✓	✗	
<b>Emotional touchpoints</b>	✓	✓	✓	✓	This can support collaborative methods including care and support planning and co-design
<b>Co-design</b>	✗	✓	✓	✓	The end product should meet the needs of the service and service users, but other evaluation methods may need to be built in.