



Forster
Community College
Inspiring Learning and Supporting
Communities to Prosper

Stakeholders

Engagement Strategy

2010 – 2011

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Review Due: Annually

Engaging with Stakeholders

1. Forster Community College's stakeholder engagement strategy aims to ensure that:-
 - We seek the engagement of stakeholders as a vehicle for improvement.
 - Stakeholders receive clear, coherent and consistent messages.
 - Forster Community College makes effective use of people's time in seeking their views, involving them in decisions and sharing relevant information.
 - Forster Community College is able to make use, at a strategic level, of information, opinions and feedback gained from engaging with stakeholders.

2. The strategy explains:
 - Forster Community College's main stakeholder groups
 - The purposes and principles of engagement
 - Our consultation promise

Forster Community College's Stakeholders

3. A stakeholder is any group or individual who could affect, or be affected by our work.

4. Forster Community College has a varied range of stakeholders, namely, young people, adults, carers, employers, volunteers, partners, staff, Trustees and, members of the local community.

5. Forster Community College is committed to engaging with all of these groups using a variety of methods and strategies. A tailored approach will be adopted to ensure that we are able to reach as many people as possible. The methods used to engage with stakeholders will be adapted to suit their needs as much as possible given available resources.

Valuing Difference and Diversity

6. Forster Community College values difference and diversity in all its work. In the groups that we strategically engage with there are some individuals who are vulnerable, hard to reach individuals. We will reflect on the best

ways of communicating with them so that their needs can be met. We will consider the use of plain language, easy read and audio visual options as appropriate.

The Purposes of Engagement

7. Forster Community College's engagement activities support the implementation and delivery of our services and increase our effectiveness as an education and training provider.

Purposes of Engagement

- a. **Stakeholder engagement aims to help us make our overall strategy and performance more effective.**

This will be achieved through consulting with stakeholders about what in their view constitutes an effective educational and training provider. We will collect information from stakeholders and analyse the findings to help assess our success, report on the impact we are having as a College and use the information to inform our strategic planning and priority setting.

- b. **Stakeholder engagement should shape policies and procedures.**

We will do this by seeking participation from our stakeholders when we review our policies and procedures. We will aim to highlight ways to improve as a school, and use engagement as a tool for making changes where necessary. We will work with stakeholders to develop procedure which will help us to engage with them productively.

- c. **Stakeholder engagement should inform effective practice and planning.**

This will be achieved through engaging with stakeholders at regular intervals.

Principles of Engagement

8. Engagement Activity will : -

- Be proportionate both for the group being consulted and to the purpose of the engagement.

- Be open, transparent and focused with our stakeholders, explaining clearly how their views will be used and what influence they may have.
- Ensure no group has undue influence or access, but that engagement is tailored to the commitments and interests of the audience.
- Be accountable, and cost effective, using the necessary resources and time to make a difference, and to properly evaluate findings.

Levels of Engagement

9. Forster Community College will engage with stakeholders at an appropriate level, in appropriate ways and at appropriate times. This will be dictated by what the aims of engagement are, and what we are trying to achieve as a partnership (Forster Community College and its stakeholders.) Engagement will operate at a number of different levels.

Information – To gather information about Forster Community College, including information about how stakeholders can engage with Forster Community College. To give stakeholders information about the reasons for and the benefits of engagement.

Consultation – To seek opinions about areas of Forster Community College’s work and the services it provides.

Involvement – Engaging stakeholders in becoming part of the solution by listening to their views and supporting them to bring about change and improvement.

10. Forster Community College will be transparent with stakeholders about what we want to achieve, and how information given to us will be used, and by whom.

Engagement with Stakeholders – Our Promises

11. Forster Community College will: -

- Use engagement to become more effective, to shape our policies and procedures, and to inform future work and services.
- Provide clear information and make all engagements accessible to all.
- Provide a clear purpose for each consultation and give people sufficient time to respond.

- Use a variety of methods – dependent upon the audience.
- Give feedback and clear explanation as to how the engagement process has influenced any outcomes.
- Make consultations public to all stakeholders.
- Keep accurate records and monitor the effectiveness of our engagement with stakeholders.

Consultation Approaches

Learners

- Anonymous questionnaires
- Online surveys
- Confidential face to face discussions
- Learner Forum discussions
- Classroom discussions
- Suggestion box
- Focus groups

Parents and Carers

- Anonymous questionnaires
- Quick and easy to use paper and online surveys
- Confidential 1:1 discussions
- Face to face discussions
- Focus groups

Employers

- Framework for Excellence online surveys
- Feedback whilst visiting employer premises
- End of service delivery
- Employer engagement events

Staff

- Anonymous climate surveys
- Confidential 1:1 discussions
- Discussions via supervision and appraisal
- Annual health and well being audits for staff

Ref.	Activity	When to be run	Frequency	Responsible for execution	Participants
LF01	Enrolment/Induction Survey	At enrolment	every enrolment	Access and Inclusion Team	All college learners/users
LF02	Termly College Survey	6th week of term	termly	Business Services	All college learners/users
LF03	OTL feedback collection	Every Observation	As per Observation Cycle	Quality	All college learners/users attending observed class
LF04	informal information recorded in books at reception - through question of the month and general informal feedback	constant	termly reviews	Business Services	Learners/Users who chose to engage
LF05	Learner Forum	week 5	Termly	HOS	Learner Forum Course Reps
LF06	Event(s)/Taste(r)/ One Day Workshop(s)	End of event	Each event	Events & Marketing Team	Learners , staff, community partners & others
LF07	external feed back	at end of engagement /event/placement	at end of engagement /event/placement	HOS	external partners & community partnerships & employers
LF08	testimonials / case studies / you said we did	at course rep sessions	as required	HOS	learners
LF09	End of course review	Last Session	end of every course	HOS	All college learners/users

Feedback collected on themes:

Target Participation feedback	How feedback is collected	Responsible for data analysis and feedback to LIASe	1	2	3	4	5	6	7	8
90% of attendees	Paper survey - see process	RD	n	n	n	y	n	n	n	y
85% of learners present at time of survey	Paper survey - see process	RD	y	y	y	y	n	y	y	y
100% of those in attendance at that observation session	summary as part of observation report	Quality Manager	n	n	y	n	y	y	n	y
n/a	comment book	Business Services Manager	y	n	y	y	n	y	y	y
85% of identified reps	notes from meetings	RD	y	y	y	y	y	y	y	y
60% of attendees	feedback form	RD	n	n	y	y	n	n	n	y
40% of external partners	external feedback form	RD	y	y	n	y	n	y	n	y
N/A	posters /learner forum	RD	y	n	y	y	y	y	n	n
85% of learners present at time of survey	Paper survey - see process	RD	n	n	n	n	y	y	n	y

- Suggestion boxes – all year round, suggestions to be taken to the school council once per fortnight

The monitoring process is via the Liaise Forum who meets termly to consider feedback from engagement activity, disseminates information and provide reports, and ensure action is taken as appropriate

1. Who undertakes this engagement with stakeholders?

One, some or all of the following:

- Leadership & Management Team
- Board of Trustees (safeguarding specifically)
- Liaise group
- Tutors
- Learner Forum course representatives

3. What resources are required?

- Easy read software – eg survey monkey
- Staff time for coordination and feedback

4. How do we know we are reaching the right people?

- By scrutinising the information we receive
- By using sample groups, that take into account ethnicity, age, gender of their child / children in college if relevant
- Use of a number of methods to reach stakeholders

5. How is the information collected used to improve our services?

Discussions about the information collected is undertaken by the Liaise Group and reported to the Leadership & Management Team as the information is collected. The views of stakeholders are taken into consideration when decisions are being made at a strategic level.

6. How do we feed back to stakeholders?

At regular intervals:

- Via the college website
- Sending letters to stakeholders
- Notice boards
- Via Course Representatives
- College newsletters and bulletins
- During meetings and consultations with stakeholders

The College remains committed to improvement of service delivery and collaborative ways of working to deliver services with the widest reach and impact.