

Empowering local people to assess the services that they receive

Learning Outcomes:

This training will provide participants with the following;

- Knowledge of current decision making processes
- Knowledge of current service provision
- Skills to assess the quality of decision making processes and services
- Ability to provide feedback to both statutory organisations and to the community that they represent

Suitable for:

- Any one interested in how local services are run
- New representatives
- Individuals wanting to become involved in local consultation and engagement mechanisms
- Organisations that are responsible for providing updates on service provision to members
- Representatives that have to provide regular feedback to their communities
- Community leaders and activists

Mystery Shopper training

Learning Outcomes:

To provide participants with:

- Knowledge of services and their expected outcome
- The skills to carry out a mystery shopper exercise
- The skills to interpret and feedback their findings
- The confidence to engage and become involved with public sector organisations

It is suitable for:

- All those responsible for measuring performance
- For those wanting to ensure that new and existing policies are working
- For those who want to engage with organisations that are working with communities and VCS
- For those who believe that the current processes for engagement and consultation in their area need to be improved
- To empower those individuals currently involved in consultation and engagement mechanisms to assess their performance