Co-operative Engagement | The Frame

A 'Frame' helps to begin the engagement process and provides a way to capture and share information before embarking on work to inform, involve or collaborate with people and communities.

The Frame

Who is setting the Frame?	
Frame Topic	
Step 1	**When and why?**
Who is the main audience for this topic?	*For example, do you want to reach a specific geographic community, community of identity or experience, or users and staff and specific service?*
What do you want to ask and why?	*What is the information you need? Do you have a central question in mind?*
What do you aim to influence?	*What decisions have already been made or restricts planning e.g. strategies in place, policies and procedures, timeframes and available resources?*
What do we already know?	*What is the data and insight you already have? Where can you find that?*
What else do we need to know?	*Let's review. Looking at the data and insight you already have.* *Is that enough information to proceed? Are there any gaps?* *Do you want to refresh your main question or audience?*
Step 2	**How?**
What level of engagement is needed?	*Information giving* (universal/targeted) *Involve* (understanding experiences and opinions around the frame topic) *Collaborate* (working together to understand the topic and develop solutions)
Who will be delivering the engagement?	*Who will be leading the conversations on the ground?* *Is it a mix of people across the sector/system?*
What is your methodology of engagement?	*What type of engagement, or tools, do you want to use? Will it be surveys or workshops, games or long tables, or a mixture, there are so many to choose from? Are the spaces safe and inclusive?*
What resources do you have?	
What support do you need?	

Step 3	Impact?
Has it been beneficial for everyone involved?	*Have you gone back to the people involved to agree what it means and what difference it'll make?*
What action now needs to take place?	*Is there a model / decision / recommendation? Are you producing an enlightening summary or completing the insight capture template?*
Once the action has taken place what can you capture and where can you share what you've learnt?	*Record what has happened as a result of the engagement?* *Think about the influence and audience – can you share this somewhere so that everyone can find it? Are there decision-making bodies so the people who need to, can hear about it and influence the way things are done?*