

To Local Authority Chief Executives

**cc Customer First Representatives
Communication Officers**

14 April 2010

Dear

Invitation to nominate best practice in consumer engagement in decision making about local services

The need to engage consumers in decision-making is a principle accepted across Scottish public services. As the recession impacts on public sector budgets, it is even more important to ensure that consumers are involved in decisions about the services that they use.

Consumer Focus Scotland is keen to support public services and promote consumer engagement. We are embarking on a national project to identify and share best practice on consumer engagement.

To do this, we are asking for nominations of best practice from Councils, Health Boards, Fire and Rescue Services, Police Forces and Community Planning Partnerships. These nominations will be reviewed by a panel of experts who will select projects that illustrate best practice in consumer engagement in decision-making about local services. The panel is chaired by Nicola Munro (CFS Board member) and members are: Alan Alexander; Alice Brown; Martin Brown; Keith Geddes; Kaliani Lyle and Keith Yates (further details can be found within our submission guidelines).

Nominations will be judged against best practice criteria that include:

1. The decision was likely to have a significant impact on consumers
2. The way consumers were involved was appropriate and accessible
3. A range of consumers were involved
4. The involvement of consumers made a difference
5. Consumers were told what happened next
6. The process was evaluated to improve practice.

Further information on the criteria and nominations process can be found in the submission guidelines enclosed. We are accepting declarations of interest for this project until the 14th May, full submissions should be received by the 14th June.

The successful nominees will be invited to take part in a discussion session organised by Consumer Focus Scotland to share best practice and celebrate their success. Their work will be highlighted in a best practice report, circulated to the Scottish Government, Scottish Parliament and key stakeholders in Scottish public services.

For further information on the project, please contact Jennifer Wallace, Principal Policy Advocate on 0141 227 6450 or email jennifer.wallace@consumerfocus-scotland.org.uk.

Yours sincerely



Douglas Sinclair
Chair