



# STRETCH<sup>2</sup>ENGAGE

Stretch2Be

## Clear

*Initiatives are transparent  
in their reasoning and  
are easily understood.*

Service engagement is different from service provision. The purpose of engagement is to improve services. People's time is valuable. Being clear in purpose minimises the risk of confusion and respects people's time and personal resources.





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**Clear**

**Is the purpose of this engagement activity clear to everyone?**

*Do people know what we will do with the information that we gather from this engagement activity?*

**Is the scope of this engagement activity too broad, too narrow or just right?**

*How do we know?*

**What are the limitations of this engagement strategy?**

*How have these been made clear to all involved?*

*Can we make them clearer?*

**Are we clear that we are requesting assistance from people who access our service (and their family and friends)?**

*How could we check this understanding with the people who we are engaging with?*

**Are we being transparent with the people we are engaging with about how they will be recompensed and recognised for their expertise?**

*What could we do to ensure this happens before the activity starts?*

**Is this engagement activity asking people for their help to improve our service or has it been designed to achieve an individual, therapeutic outcome?**

**What is the smallest change that could be made to this engagement activity to make it even clearer?**