



Newry and Mourne District Council

# The Benefits of Using Household Panels

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- A. Practicalities of Managing a Panel
- B. Ensuring the Panel adds value to Council Services

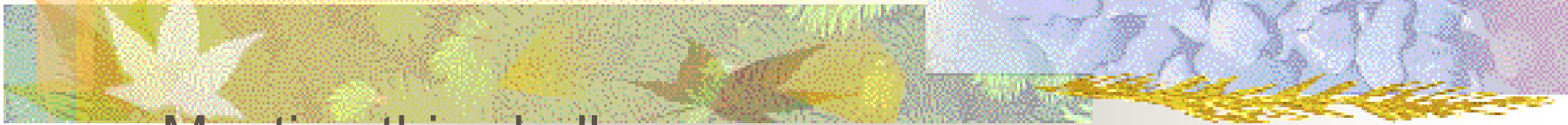


Community Empowerment

Community Engagement

## Council Mission Statement

“To provide leadership, services and facilities that are reflective of the needs of the people of Newry and Mourne”



Meeting this challenge:

Stakeholder engagement- listening and responding to the needs and preferences of local people, groups and organisations



## Our Obligations as a Local Authority

- secure more citizen – focused services – better and more responsive services
- develop/mainstream empowerment as an improvement priority
- open up direct dialogue with citizens
- provide timely information about performance
- make empowerment visible
- increase local accountability because of improved information
- nurture a thriving democracy by providing more opportunities for active citizenship
- enhance community capacity and learning



Newry and Mourne District Council Household Panel  
2004 - to date

Participative Democracy



# Newry and Mourne District Council Household Panel

## Mission Statement:

“Working to continually improve services for our citizens”

## Purpose:

- provide the opportunity to engage directly with and listen to our citizens on a regular basis
- identify key issues for citizens in relation to council services
- find ways to improve levels of service delivery for the benefit of citizens





## Establishing the Panel

- representation
- numbers
- composition
- appointments
- induction





## Mode of Working

- membership
- meetings
- venue, time and duration
- agenda
- hosting and facilitation
- report and follow –up
- day to day contact
- evaluation and review



## Responsibilities - Panel

- listening
- openness
- preparation
- confidentiality



## Responsibilities of the Council

- reports
- confidentiality
- transparency
- engagement
- responsiveness
- signposting




## Review of Panel

- strengths
- weaknesses
- opportunities
- threats



## Lessons Learned

- citizens perspective
- council's perspective



## Adding Value Impact/Outcomes

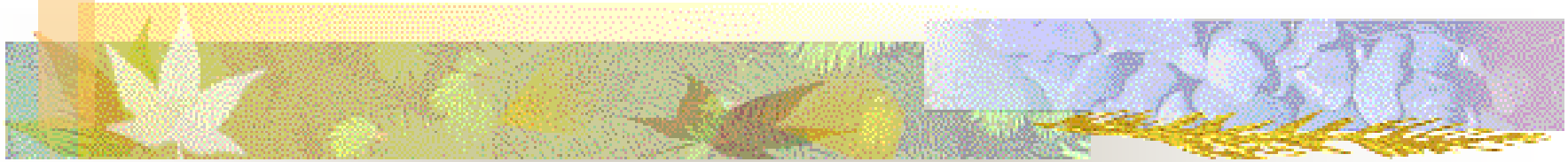
- more open dialogue through direct access to citizens – provides a public space for discussion
- greater empowerment – building capacity
- enhanced service delivery – creating more citizen focused services
- willingness to use Panel as an engagement tool
- utilising the principles of participative democracy - informed decision making



The Future?



Thank You



Any Questions?