

You Said

Spreading the public voice
wider across ARC KSS

Better communication within
ARC about projects, activities,
events and opportunities

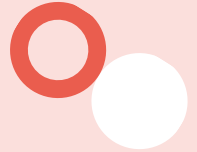
Having public voices heard
at funding panels

We Did

Public representation in governance groups now
include Board, Exec committee, ORCA.
Increased number of Theme Public Advisors.
Increased number of PIN meetings. Strengthened
Theme Strategy process.

Newsletter offered bi-monthly with email links.
Opportunities offered direct by email as they arise.
Creation of a 'virtual space' to share information,
requests & opportunities amongst public members.
Invites to showcasing events e.g. Research
Symposium.
Voluntary 'drop ins' for connecting and sharing.

We have 8 public members trained in reviewing
research applications. Opportunities to be involved in
these panels are offered to them on a rolling basis as
they come up.
Outcomes are published in our newsletters as
projects start.



You Said

Too much use of jargon and
acronyms

Increase frequency of meetings
to help
consistency/remembering who
is who and what is what.

Feedback and showing
impact
Did we make a difference?

We Did

Comms team have overview of most publications and give
guidance however, not always adhered to closely but
highlighted if not.
Continue to highlight to presenters or meeting facilitators
Please flag up at the moment too..

Moving PIN to bi-monthly to increase:

- Share/Spread of information
- Information sessions/training
- Invite guests

Direction from senior leadership to themes for more
regular contact with Theme teams and TPA's

Project summaries on website with lay summary including
PCIE.
Individual stories of impact on website (2023) more
planned for this year.
Research symposium (30th April 2024) annual showcase of
public involvement activity examples.
Feedback is based principle of good practice – if you don't
get it, ask for it!

You Said

Partnership Working

An accessible way for public and community groups who are interested in research to work more collaboratively with ARC/researchers.

Board Matters

How can they represent diversity?
We don't know who they are, what they do
Do they know who the PIN is?

Better communications internally across ARC KSS – knowing what others are doing, sharing connections, learning & development, building skills and knowledge.

Future plans

Very diverse and dispersed group of organisations involved in research. Lots of work going on in this space to try out different ways of working.

ARC KSS looking at where can we add something, support, or do we each have own systems?

Invite Board TA's to be PIN members (or invited guests) to be a channel of information.
Invite Board Chairman to PIN.

PIN- How to best use additional time.
Alternate meetings to be used for updating/training, followed by continued sharing of activities amongst PIN members.

You Said

Better Communications externally – others don't know what we are doing, use of other methods for communicating with community groups, can we see the comms strategy?

The impact of PCIE is crucial to show.
Feedback - often insufficient.
Having public voice heard at funding panels (and in the reporting process).

Future plans

Who is ARC KSS audience?

Our research aims to answer questions that can be used to improve services so these are often quite systems led.

We aim to communicate with those we are connecting with.

Comms strategy available on Glass Cubes.
Comms team currently putting together a survey to see if their comms methods are effective.

Invite Comms team to PIN?

NIHR developing national visibility dashboard

Has been highlighted as a priority with some ideas being developed around how we can do this.

These include developing a PCIE reporting process across ARC KSS to include feedback and collecting impact. Process to start at the funding stage and carry through to final outputs.

Will be putting out an expression of interest for this work.