

Learning from Public Experiences in Governance Meetings - What Public Advisors told us.

Guided by UK Standards for public involvement



1 Communication

Clear communication, meaningful contributions

- Send information in advance
- Pre-planning of dates if possible.
- Use easy formats - word over PDF
- Avoid jargon
- Explain the ask
- Tailor information to each role

2 Working Together

Build strong, equal partnerships

- Clearly explain everyone's role
- Involve public members early
- Break down barriers so everyone feels part of the team
- Make it easy for people to know how they can make a difference

3 Inclusive Opportunities

Accessible, welcoming, and fair for all

- Consistency Matters
- Clear Communication
- Accessibility adjustments
- Flexible formats
- Inclusive language and respect
- Support for tech confidence

4 Support and Learning

Building confidence and understanding

- Explain where everyone fits in
- Avoid assuming prior knowledge
- Offer practical support before and after meetings
- Create space for questions without judgement

5 Governance

Transparent and accountable processes

- Make governance open and understandable
- Show transparency through audits and reporting on involvement
- Share regular updates on decisions and processes

6 Impact

Show the difference involvement makes

- Acknowledge and celebrate people's contributions
- Give feedback on how input has been used and what's changed as a result
- Value lived experience and relationships alongside academic outcomes



SCAN HERE

to discover the UK Standards for Public Involvement