

Shetland Partnership

Things to Think About Beforehand



VOiCE – A resource to support development and planning of an engagement strategy and activities

This is a short summary of the VOiCE tool that can be used to design and deliver effective community engagement.



The Scottish Government recommends the use of [VOiCE](#).

VOiCE is a planning and recording software, designed to assist individuals, organisations and partnerships to design and deliver effective community engagement. The system is useful in helping users to take a common approach to planning, monitoring and evaluating engagement activity. The VOiCE tool also helps users to learn lessons for future engagement activity.

VOiCE is designed in three sections:

- Plan
- Do
- Review.

A series of logical steps based on these sections helps to create well-constructed and consistent engagement practice. VOiCE also provides a data bank for all the engagement activity that your organisation or partnership is involved in, helping you to analyse:

- What engagement is being (and has been) conducted
- What issues and needs it addresses
- Where it is happening
- Who is involved in it
- Who is not involved in it that might be
- What has or has not been effective.
- VOiCE tool accounts for individuals and organisations are free for any organisations working or based in Scotland's communities.

More information regarding VOiCE accounts is on the [VOiCE webpage](#).

It is also recommended that users of VOiCE follow the National Standards for Community Engagement principles. Read our [short guide to the National Standards](#), or head directly to the [National Standards website](#) for more information.