

Barriers to Citizen Engagement – The Professionals’ View

Checklist in use

This checklist template is designed for use by anyone wanting to engage with others. Most of the issues here are organisational. For example, the project team are attempting to engage people as citizens but have very few resources and there’s been a history of failed consultations.

It’s really the ‘other side of the coin’ to the older person’s view [\[Link\]](#). [Link to the peoples view template](#)

Checklist Things that stop you relating to people	Check
You lack organisational resources or personal skills:	
○ Lack of time to develop relationships & trust	
○ Little or no budget	
○ Lack of knowledge or expertise	
You or your organisation lacks motivation:	
○ Citizen engagement is a low priority	
○ Engagement is just for show not to make real change	
○ Perception that people don’t care enough to get involved	
○ Too many consultations with no definite outcomes or impacts	
○ Doubt about the purpose of engagement exercises	
○ Perception that staff tasked with consultation lack the authority to make changes	
○ Lack of control over the methods used	
You or your organisation have previous negative experiences:	
○ Failed or unsatisfactory engagement exercises	
○ Difficulties in getting groups involved	
○ Unrealistic public expectations	
You or your organisation face difficult cultural issues:	
○ You don’t understand the people you’re trying to involve	
○ You don’t like the people you’re trying to involve	