

ENGAGEMENT WITH HARD TO REACH GROUPS

Hard to Reach Category	Specific Group within Category	Rationale	Engagement Method
Young people	Steps N2 Work	Young people involved in this project may be vulnerable and have often not been involved in any mainstream education or activity for some time.	Individual support.
	Youth Congress	Representative group of young people.	Facilitated group session
	Offbeat	Representative group of young people.	Group work and group sessions.
	MCMC Life Skills Project	Group of young people participating in the Skills Training Programme	Group work and individual support.
	Wee Croft, Stoneyburn	Representative group of young people.	Group work and individual support.
	The Vennie, Livingston	Youth drop-in working with some vulnerable young people.	Individual support.
	Pupil Councils	Representative young people from schools	Group work.
	Youth Clubs	Representative groups of young people.	Group work and individual support.
Older people	Day Care	Representative Group	Group work.
	People with Dementia	Representative Group	Group work and individual support.
Vulnerable people	Various	Individuals are likely to engage more readily with their support worker.	Group sessions and individual support.
	Mental Health Service Users Forum	Representative Group	Group work.
Unemployed	Access2employment customers	Individuals are likely to engage more readily with their support worker.	Individual support by Advisors to complete consultation online or by hand.

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Advice Shop customers	Customers visiting the Advice Shop	Customers to the Advice Shop may have a range of issues including low income, low literacy levels, or possibly living in deprivation.	Supporting customers to complete consultation.
People with literacy needs	Customers of the Adult Basic Education service	These customers are unlikely to respond to online/printed consultation because of their low literacy levels.	Engaged with individual learning groups as part of group learning activities
Homeless	Residents of the council's homeless units	These customers do not have a permanent address and are unlikely to have access to the internet or the council's newspaper, Bulletin.	Housing Support Workers offered one to one support to clients.
West Lothian Council Housing Tenants	Occupants in Temporary Tenancies	Some tenants highlighted to Housing Officers that they were struggling to complete the consultation.	Individual support.
Equalities Groups	LGBT Youth Forum	Representative young people	Group work.
	Disability Equality Forum	Representative group for people with disabilities	Facilitated briefing for the group provided. An offer of further support was made if needed.
Ethnic Minority Groups	Community Race Forum	Representative group for community members from a range of ethnic backgrounds.	Offer of support was made if needed.
	English for Speakers of Other Languages (ESOL) classes	The customers in these classes do not have English as their first language may need help to understand and complete the consultation.	Individual tutor support provided to complete the consultation.
Disadvantaged communities	Addiewell	In 20% worst Scottish Index of Multiple Deprivation (SIMD) data zones	Individual support provided to individuals to complete the consultation.
	Blackburn		
	Bridgend		
	Boghall		
	Craigshill		
	Fauldhouse		
	Mayfield		