

SERVICE USER INVOLVEMENT POLICY



Anglia Care Trust is committed to enhancing Service User involvement and thereby enabling Service User views to shape the strategic direction and services of the organisation. We acknowledge that in working with diverse Service User groups we have to take a flexible and pragmatic approach.

Aim

Our aim is to capture Service User views and feed that back to the Board of Trustees and decision makers.

Obtaining feedback

Service Users will be asked for their views in ways which are suited to the service they are receiving. We will ask them to complete a feedback whilst they are receiving the service, mid term.

At the end of the service provision, we will support Service Users to complete exit questionnaires to provide information on the quality of the service they have received, how it has changed their lives and we will encourage suggestions to improve the service.

In addition, Service User Forums will be used. Forums are initiated on the basis that any specific grouping of Service Users will have a minimum of one Forum per annum. Where appropriate we will aim to hold these more frequently for those Service Users whose support is of a longer duration. These Forums will operate at times and at venues to suit Service User group needs.

Trustees will be nominated to attend Forums and report back to the Board.

Monitoring

Qualitative and quantitative data from the feedback forms, exit questionnaires and Forums will be collated on a monthly basis for operational analysis and submitted to the Board on a quarterly basis in line with reporting arrangements.

The Trustees Annual Report will summarise the impact that this feedback has had on Board decision making and the organisation and its services.

Date to be reviewed – October 2019