SERVICE USER PARTICIPATION AND FEEDBACK POLICY

PRN-126: Service User Participation and Feedback Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
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1. Purpose

The purpose of this policy is to ensure that service users are actively involved in shaping, influencing, and improving the services provided by the organisation.

As a Non-Accommodation Companionship and Wellbeing Support Service supporting older people and adults with disabilities, the organisation recognises that service users are experts in their own experiences and should have opportunities to contribute to decisions that affect them.

This policy aims to:

- Promote meaningful participation.
- Encourage feedback and engagement.
- Support person-centred services.
- Improve service quality.
- Strengthen accountability.
- Ensure service users are listened to and valued.

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2. Scope

This policy applies to:

- Service users
- Family members
- Carers
- Advocates

- Employees
- Volunteers
- Managers
- Directors

The policy applies to all aspects of service planning, delivery, evaluation, and improvement.

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3. Policy Statement

The organisation is committed to ensuring that service users:

- Are listened to.
- Are treated as valued partners.
- Have opportunities to influence services.
- Can provide feedback freely.
- Can raise concerns without fear of disadvantage.
- Are supported to express their views.

The organisation believes that participation helps ensure services remain responsive, person-centred, and effective.

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4. Principles of Participation

The organisation will promote:

Respect

Valuing the views, experiences, and opinions of service users.

Inclusion

Ensuring participation opportunities are accessible to all.

Choice

Supporting individuals to decide how and when they wish to participate.

Transparency

Providing information about how feedback is used.

Responsiveness

Taking action where improvements are identified.

Continuous Improvement

Using participation and feedback to strengthen service quality.

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5. What is Participation?

Participation means involving service users in decisions that affect:

- Their individual support.
- Service development.
- Organisational planning.
- Evaluation and review activities.
- Community and wellbeing activities.

Participation can occur at different levels, from individual discussions to wider service consultations.

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6. Service User Involvement in Individual Support

Service users will be encouraged to participate in decisions about:

- Their support arrangements.
- Personal goals.
- Wellbeing activities.
- Community involvement.
- Risk management where appropriate.
- Reviews of support arrangements.

Support should reflect individual preferences, strengths, and aspirations.

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7. Communication and Accessibility

The organisation recognises that individuals may have differing communication needs.

Feedback and participation opportunities should be accessible and may include:

- Face-to-face discussions.
- Telephone conversations.

- Easy Read materials.
- Large print information.
- Electronic communication.
- Accessible surveys.

Reasonable adjustments will be considered to support participation.

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8. Encouraging Feedback

The organisation welcomes feedback on all aspects of its services.

Feedback may include:

- Compliments.
- Suggestions.
- Concerns.
- Complaints.
- Ideas for improvement.

Service users will be encouraged to share their views openly and honestly.

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9. Methods of Gathering Feedback

Feedback may be obtained through:

- Informal conversations.
- Surveys and questionnaires.
- Review meetings.
- Community events.
- Suggestion forms.
- Telephone feedback.
- Written correspondence.
- Digital feedback methods.

Different approaches may be used to maximise participation.

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10. Supporting Individuals to Participate

Some service users may require additional support to participate effectively.

Support may include:

- Advocacy services.
- Assistance from a trusted person.
- Communication support.
- Accessible information.
- Additional time for discussions.

Participation opportunities should be tailored to individual needs wherever possible.

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11. Family Members and Carers

Families and carers can provide valuable insight into service quality.

Where appropriate and with the service user's consent, feedback may also be sought from:

- Family members.
- Carers.
- Representatives.
- Advocates.

The views of the service user should remain central at all times.

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12. Consultation on Service Development

The organisation may consult service users regarding:

- New initiatives.
- Changes to services.
- Community activities.
- Policies affecting service delivery.
- Service improvement projects.

Consultation helps ensure developments are informed by lived experience.

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13. Participation in Community Activities

Service users will be encouraged to contribute ideas for:

- Social activities.
- Wellbeing programmes.
- Community engagement opportunities.
- Group events.
- Service-user led initiatives.

Participation supports social inclusion and empowerment.

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14. Compliments and Positive Feedback

The organisation welcomes compliments and positive feedback.

Positive feedback helps:

- Identify good practice.
- Recognise employee and volunteer contributions.
- Improve morale.
- Share successful approaches.

Compliments should be recorded and shared appropriately.

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15. Suggestions for Improvement

Suggestions are important opportunities for organisational learning.

Suggestions may relate to:

- Activities.
- Communication.
- Accessibility.
- Service delivery.
- Volunteer involvement.
- Community partnerships.

All suggestions will be considered appropriately.

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16. Using Feedback to Improve Services

The organisation will review feedback regularly to identify:

- Trends.
- Improvements required.
- Areas of good practice.
- Recurring concerns.
- Opportunities for development.

Learning from feedback should inform decision-making and service improvement.

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17. Providing Information on Outcomes

Where appropriate, the organisation will inform service users about:

- Actions taken as a result of feedback.
- Changes made to services.
- Improvements implemented.
- Future plans.

This helps promote transparency and meaningful participation.

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18. Complaints and Participation

Service users have the right to complain if they are dissatisfied with any aspect of the service.

Participation and feedback processes do not replace the formal Complaints Policy.

Individuals should be informed about:

- How to make a complaint.
- How complaints are handled.
- Available support.

Complaints are valued as opportunities to learn and improve.

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19. Equality, Diversity and Inclusion

Participation opportunities should be inclusive and accessible.

The organisation will seek to remove barriers relating to:

- Disability.
- Communication needs.
- Culture.
- Language.
- Religion or belief.
- Age.
- Literacy.

Everyone should have an opportunity to contribute their views.

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20. Safeguarding Considerations

Feedback processes must protect individuals from harm.

Employees and volunteers must remain alert to:

- Safeguarding disclosures.
- Abuse concerns.
- Exploitation.
- Coercion influencing feedback.

Any safeguarding concerns identified through participation activities must be reported in accordance with safeguarding procedures.

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21. Confidentiality

Feedback should be handled confidentially wherever appropriate.

Information provided through participation activities will be managed in accordance with:

- Data Protection and GDPR requirements.
- Confidentiality Policy.
- Records Management Policy.

Individuals should be informed about how their information may be used.

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22. Recording Feedback

The organisation may maintain records of:

- Feedback received.
- Surveys completed.
- Suggestions made.
- Compliments received.
- Actions taken.
- Outcomes achieved.

Records should be accurate, secure, and reviewed periodically.

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23. Staff and Volunteer Responsibilities

Employees and volunteers should:

- Encourage participation.
- Listen respectfully.
- Promote inclusion.
- Record feedback appropriately.
- Share learning with management.
- Support service-user involvement.

Feedback should always be welcomed and handled positively.

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24. Management Responsibilities

Managers are responsible for:

- Creating opportunities for participation.
- Reviewing feedback.
- Identifying improvement actions.
- Monitoring outcomes.
- Sharing learning across the organisation.

Managers should ensure participation remains meaningful rather than tokenistic.

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25. Case Study

Scenario: Improving a Community Wellbeing Activity

Several service users provide feedback that a community wellbeing group is held at a time that makes attendance difficult.

Action Taken

- Feedback is discussed with participants.
- Alternative times are explored.
- A survey is completed.
- The activity schedule is amended.

Outcome

Attendance increases and service users report greater satisfaction with the activity.

Learning Point

Listening to service users helps create services that better meet individual needs and preferences.

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26. Monitoring and Quality Assurance

The organisation will monitor:

- Service user feedback.
- Compliments and complaints.
- Participation activities.
- Survey results.
- Service improvement actions.
- Accessibility of participation opportunities.

Monitoring findings will inform organisational learning and continuous improvement.

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27. Review Arrangements

This policy will be reviewed:

- Annually.
- Following significant service changes.
- Following feedback reviews.

- Following complaints trends analysis.
- Following legislative or regulatory updates.

Related Policies

- Complaints Policy
- Person-Centred Support Policy
- Dignity and Respect Policy
- Equality, Diversity and Inclusion Policy
- Confidentiality Policy
- Data Protection and GDPR Policy
- Adult Safeguarding Policy
- Partnership Working and External Agencies Policy