

## 1. Definition

This policy sets out how Sue Lambert Trust (SLT) involves its clients in deciding how its services are delivered to them, how services need to be developed and improved, and how clients will inform the strategic development of the organisation.

## 2. Key aims

In implementing this Policy SLT is keen to ensure that:

- It creates an environment where clients are aware of how, and feel able to, raise any issues or make suggestions to the SLT
- It will use client feedback to improve services
- It raises clients' expectations and confidence in influencing not only how they receive support, but also for other clients and the future
- It will support forums and methods for collecting client feedback, as suggested and requested by clients
- It will respond promptly and openly to any feedback, suggestions or complaints

## 3. Key principles

SLT is committed to the following key principles when implementing this policy:

- That a good service is essentially a service that responds to the needs and wishes of clients
- That clients are central in defining what they need from a service and that developing and improving services effectively requires proper input from them
- That it will be proactive and appropriate in consulting clients – both relating to the services specific to them, and to wider implications and strategic decision making
- That it will take reasonable actions to promote involvement of clients in a way which clients are comfortable with
- That it will ensure that clients have appropriate influence over decisions, and that it will be open and transparent in its decision making
- That it will promote this policy to all clients, staff and volunteers
- That it will monitor and review its performance against this policy

## 4. Who this policy affects

This policy affects clients, staff, volunteers, trustees and SLT stakeholders

## 5. Implementation

### 5.1 Client work

SLT is aware that its clients often value their privacy highly, and that it needs to ensure that clients can be involved in a way they are comfortable with. Therefore the focus of the SLT approach is to enable individual clients to be intrinsically involved in their own care.

This approach helps SLT to pick up where there needs to be service improvements – for example in the types of services offered and when they are offered.

Clients are asked to assess their own service and the difference it is making to them throughout their time at SLT – this has helped SLT to develop its services to reflect changing needs.

Clients are also contacted and invited to comment on the service they received once their service has ended.

## **5.2 Complaints and Feedback**

Complaints and feedback are encouraged by SLT as a way of identifying changes that need to be made.

Details of complaints received and feedback - and any service changes made as a result - are made to the Board 6 monthly.

## **5.3 Service development**

SLT is keen to raise client's confidence in themselves and their expectations of SLT. It will encourage clients giving their views on any aspect of SLT services as follows:

- By asking clients to make contact when they wish– through posters, suggestion boxes and via the website
- Workers will encourage clients to raise any issues or suggestions as part of their work with them – and clients will be invited to discuss suggestions with staff as appropriate
- Clients will be invited to take part in meetings with funders, sponsors and other stakeholders to ensure that the 'client's voice' is heard
- It will be open and transparent and provide information to clients when requested (not withstanding any GDPR issues)
- It will host meetings and events with clients to discuss its business plans
- It will issue a regular electronic newsletters to clients to ensure that they are kept informed of any service developments

## **6. Monitoring and Review**

**6.1** SLT will review the way in which its services are delivered to ensure that this policy is being applied.

**6.2** SLT will review this policy annually to ensure that it is being applied and that it complies with regulatory requirements and best practice

## **7.0 Related guidance, policy and procedures:**

- a. Feedback and Complaints Policy**
- b. CORE forms to assess changes in mental health, client feedback forms and phone interview checklist**