

USER INVOLVEMENT POLICY

The Family Centre (Deaf Children) was established to be a user-led organisation supporting families living with deafness.

The charity encourages families, and the professionals that support them, to get involved, provide feedback, submit ideas for activities, tell us about services they want, and help shape the future direction of the organisation.

Trustees

The current Constitution states that all voting Trustees should be from families living with deafness, although Associate Trustees with additional skills can be appointed.

The trustees are:

- Emma Stevenson - Parent of a deaf child
- Kirsty Roberts - Parents of a deaf child
- Liz Ward - Parent of a deaf young adult
- Jenny Weeks - Parent of a deaf child
- Jason King – Parent to a deaf child

Associate Trustees are:

- Rob Smith - Treasurer

User Survey

We run regular surveys for families and the professionals that support them. The survey is available online, using Survey Monkey, and respondents can choose to remain anonymous. Paper copies are made available at some of our activities, or are available from the office.

The survey is collated and used to inform service planning. When appropriate the collated version is published with responses to comments and questions – this is available on our website.

Feedback from children and young people

We encourage CYP to provide us with their feedback and ideas. We have a display board with smiley face stickers which we use for younger children, and feedback cards for young people, which are both available at selected events throughout the year.

At the Deaf Youth Club we set aside time to ask CYP for their ideas.

Our staff chat informally to CYP for their views at other events.

We invite young people to provide feedback by email and text and young people aged 13 or over are welcome to join our facebook groups.

As funding allows, we run specific consultations with young people.

Feedback from families

We encourage families to give us their feedback on an on-going basis in the following ways:

- Asking for comments on our facebook page
- Encouraging families to send an email, text or letter to staff and/or trustees
- Asking families to vote on a choice of activities in our family facebook group
- Asking for feedback through our email newsletter
- Making our office open to family members
- Asking for verbal feedback at our activities
- Providing the opportunity to give anonymous feedback at any time through our website
- Using ad-hoc surveys and questionnaires
- Asking participants to complete course evaluations
- Holding occasional drop-ins around the region
- Holding User Forums as funding allows
- Soliciting the views of Family Members at our AGM

Feedback from professionals

We are always keen to receive feedback from professionals who may be supporting families that are not members. We maintain regular contact with all local schools that have specialist provision for deaf and hearing impaired children and we attend the Children's Hearing Services Working Groups in Bristol and Bath.

Professionals may also provide feedback informally at any time, or may complete our annual survey where they must stipulate they are professionals.

Responding to feedback

The charity has a separate Complaints and Feedback Policy which outlines how we respond to feedback we receive.

Ongoing actions under this policy

- The charity will review any feedback received through the website at least monthly.
- Feedback sent directly to an individual will be responded to promptly.
- Feedback will be discussed by the staff team to assess if any changes should be made to services or service delivery.
- If appropriate staff will meet face to face with users to discuss their feedback and this should be done in the service users first language wherever possible.
- Trustees will be made aware of any significant user feedback, which may be discussed at the next trustee meeting if appropriate.
- A regular user survey will be held, the results will be collated and made public if appropriate.
- The charity will be proactive in seeking user feedback, including that of children and young people.
- All feedback will be recorded in the feedback database along with the actions taken.