

RESIDENT SUPPORT, INVOLVEMENT AND EMPOWERMENT

1. Context aims & objectives of this policy

We are committed to resident involvement and empowerment, implemented in accordance with their wishes. The nature of that involvement and empowerment needs to be matched to their interests. Our trustees recognise our legal and good practice responsibilities for governance of our Society and the need for our decisions to meet these responsibilities.

This policy relates to all of our residents and the support and empowerment which they are offered by volunteers and staff. It recognises and values the roles of advocates and the residents chosen representatives. Our approach is for volunteers and staff to be involved with, and talk regularly to, our residents on matters which interest or concern them and to report back to the Board on individual and collective suggestions, complaints and comments. Meetings with the Chair or another trustee are convened regularly (currently every 6 months, but may be amended to suit residents) to enable relatively formal consultation with the group of residents who wish to attend.

We also recognise that, whilst some residents will wish to actively participate, others will not. Consequently we are committed to:

- Offering all residents a wide range of opportunities to be involved in the service delivery and future planning of our society.
- Consulting with residents and acting reasonably in providing them with opportunities to be involved in the way we deliver our services.
- providing residents with a range of opportunities to influence how we implement good practice and meet external regulatory requirements
- Providing appropriate support for each resident to make the level of contribution they wish.

2. Service quality and Resident Review, and Comments, Complaints and Concerns

We will seek residents' views individually and collectively on the standards and quality of our service both generally and in terms of how this meets individual needs. We will also provide them with specific opportunities to review our policies and the procedures that underpin them, but welcome comments at any time. Similarly comments and concerns from residents and their representatives or other stakeholders are welcome. Complaints can be raised through our Complaints Procedure if we are not able to deal with them informally. We will both respond to comments from any of these channels and seek to use them to improve the overall quality of the service we offer.

3. Changes since last version of this Policy

Originally introduced in June 2018, this version remains unaltered following review in March 2020