

Service Users Engagement Policy

Introduction

NHP provides a wide range of services for diverse service users, including parents, carers, children, adults and children with learning disabilities, adults with physical or sensory disabilities, and other community groups. NHP also makes a consistent effort to engage with “unheard” and marginalised groups. This inclusive approach ensures that NHP reaches as many people as possible and reflects its commitment to equity and accessibility.

Individuals and families receiving our services may choose to discontinue contact with some or all provided services. While this may not always present issues, certain circumstances, such as withdrawing children from education, raise specific concerns.

Individuals with learning disabilities or younger users may require additional support to engage effectively with our services. Engagement is essential for the well-being of all service users and where required, a personalised model approach will lead to better service user provision.

Purpose

This policy provides guidance for practitioners to ensure safe and effective care for individuals who may be reluctant to engage. The procedures apply to all individuals referred to or currently receiving services from NHP.

Responsibilities

- **Chief Executive or Designated Leadership:** Responsible for ensuring that NHP has a structure in place to support all service users, improving attendance and engagement.
- **Staff Members:** Responsible for facilitating engagement opportunities and respecting the voices of service users. Maintaining high levels of professional curiosity.
- **Service User Representatives:** NHP has developed parent and community leaders who act as service user representatives or advocates. NHP will clarify their role in gathering, interpreting, and communicating service user feedback. Active listening and responding will be key to that engagement.

Confidentiality and Data Protection

- **Data Collection:** NHP will collect relevant data and information, always ensuring compliance with privacy regulations.
- **Informed Consent:** Consent will be obtained from service users before collecting feedback or involving them in engagement activities.

- **Anonymity:** Where appropriate, ensure that service users can provide feedback anonymously.
- **Safeguarding:** Disclosing safeguarding information to other agencies will always be timely and appropriate.
- **Data Collection Format:** NHP will inquire about the preferred methods for providing feedback and gathering information from service users.

Complaints and Feedback Handling

- **Complaint Resolution:** NHP will follow its complaint procedure. (Refer to this policy for details.)
- **Timeliness:** Set timelines for addressing complaints and feedback, ensuring prompt responses and resolutions, as outlined in the policy.
- **Communication:** Outline the methods for updating service users on outcomes, as specified in the policy.

Evaluation and Continuous Improvement

- **Regular Reviews:** NHP is committed to periodic reviews of engagement practices to identify improvement areas.
- **Feedback Analysis:** Outline how data from feedback will be analysed, shared with relevant stakeholders, and incorporated into service planning.
- **Report Findings:** Commit to sharing engagement activity results with service users to ensure transparency and accountability.
- **Decision making:** will be shaped by NHP's evaluations and service improvements. The community and children will be at the heart of this decision making.

Fair Blame and Reporting

NHP supports a culture of learning and does not endorse punitive actions against staff or service users if issues arise unless specific disciplinary criteria are met.