



Your Voice for Quality - Becoming a voice in Colebrook SW

1. Introduction

1.1. Your Voice for Quality is a subcommittee of the Colebrook Board and helps to improve quality of services and strengthen the voice of people Colebrook SW supports.

2. Background

2.1. Involvement and participation of people who use Colebrook services is a key aim of the organisation.

2.2. The Your Voice for Quality Group was established in April 2014 with a remit to look at quality within the organisation. Members of the group include people that are receiving or have received support services from Colebrook, a Colebrook manager and a board member.

3. Purpose of the group

The group:

3.1. Provides a view of Colebrook SW to the Board from people that receive or have received services from Colebrook SW.

3.2. Acts as a sounding board for Colebrook SW. This includes areas such as:

- involvement in the review of relevant policies.
- involvement in other strategic planning tasks as recommended by the management team and/or Board.

3.3. Promotes and reviews the quality of services provided by Colebrook.

3.4. Supports Colebrook at have your say events as requested by the management team.

Note: *The group is not a decision-making group and is not involved in operational and day to day management arrangements of Colebrook. Any individual concerns or complaints people may have are not within the remit of this group but are considered through the organisations complaints policy.*

4. Membership of the group

Group membership is open to:

4.1. People who are receiving support services (or have received *support* services) from Colebrook such as the outreach or supported accommodation teams.

Note: *Group members are not representative of others but are there to provide a personal view from their experience. However, group members may suggest that talking with others about a specific issue should be undertaken. This could be face to face, through a have your say event or survey. It is important to hear and listen to as many views as possible.*

4.2. The group includes:

- Management team representation
- Board representation

5. Process for introducing people to the group.

It is recognised joining an established group may be difficult for some people. The following process will be followed for new members who may like to join the group if this is appropriate.

5.1. After an initial expression of interest has been made the person will be invited to speak with a member of the group. This will provide an opportunity for the person to be given information about the group and ask questions they may have.

5.2. The person will be given the opportunity to slowly be introduced to the group.

5.3. The person can bring additional support to the group if they feel they need this.

5.4. A "buddy" will be offered from an experienced group member to support new members of the group until they feel happy.

5.5. People can join the group remotely if they wish.

6. Accountability and communication

- 6.1. The group reports directly to the Colebrook Board.
- 6.2. The Board representative on the group will provide a brief update on work of the group at Board meetings when required .
Representatives of the group may attend a board meeting for a specific discussion.
- 6.3. Part 1 Board meeting minutes will be shared with the group for information if relevant.
- 6.4. The group will report to the Board summarising activities completed through the year.
- 6.5. The group will communicate with the management team through the management representation on the group.
- 6.6. Joint events between the Board, management team and group may be held if and when appropriate.
- 6.7. The group will have a page on Colebrook's website.

7. Agreeing the groups work plan and priorities

- 7.1. The Your Voice for Quality group will follow a work plan including requests from the Colebrook Board and Managers.
Note: *Prior to any work outside the remit of the work plan being undertaken the management and Board representative will consider the capacity of the group to complete the work. The request will then be discussed by the group.*

8. Administration of the group

- 8.1. The group will decide on who will chair the group at each meeting.
Note: *There should be opportunity to experience being in the role of chairperson as part of the learning and training experience. Training and induction for the chairperson is important.*