



Annual Community Consultation Policy

Adopted: January 2024	Approved: January 2024
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ANNUAL COMMUNITY CONSULTATION POLICY

Policy Statement: HVL is committed to maintaining an active and meaningful relationship with the blind and visually impaired community, their families, and carers in Hertfordshire. As an independent sight loss charity, we recognise the importance of seeking input and feedback from our service users and the wider community to ensure our services remain relevant, effective, and aligned with the needs and aspirations of those we serve.

Purpose: The purpose of this Annual Community Consultation Policy is to establish a structured approach for engaging with the blind and visually impaired community in Hertfordshire to gather insights, opinions, and suggestions related to HVL's services, programs, and initiatives. This policy aims to foster transparency, inclusivity, and collaboration in decision-making processes.

Principles:

- 1. Inclusivity:** HVL is committed to ensuring that individuals with visual impairments, their families, and carers have the opportunity to participate in the consultation process, irrespective of their background, age, gender, or disability.
- 2. Accessibility:** We will provide accessible formats and communication methods to ensure that individuals with different levels of visual impairment can effectively participate in consultations.
- 3. Transparency:** HVL will communicate the purpose, objectives, and outcomes of the consultation process clearly to all participants.
- 4. Open Dialogue:** We will create a safe and welcoming environment for open and honest discussions, where participants feel comfortable sharing their perspectives.
- 5. Respect:** All participants' viewpoints will be respected and considered without prejudice or discrimination.
- 6. Feedback Integration:** The feedback received from the consultation process will be used to inform the development, improvement, and evaluation of HVL's services and initiatives.

Process:

- 1. Planning and Notification:**
 - HVL will determine the timing and scope of the annual community consultation process.
 - Participants will be informed through various channels, including newsletters, social media, and our website, about the upcoming consultation and its purpose.
- 2. Methods of Consultation:**
 - HVL will employ a mix of methods such as surveys, focus groups, interviews, and public meetings to gather input from a diverse range of participants.
- 3. Consultation Facilitation:**
 - Trained facilitators will lead consultations to ensure that all participants can express their opinions freely.
 - Accommodations will be provided to ensure the participation of those with specific accessibility needs.

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4. Feedback Collection and Analysis:

- Feedback received will be collated and analysed to identify common themes, concerns, and suggestions.
- Anonymity will be respected unless participants choose to disclose their identities.

5. Action Plan:

- HVL will develop an action plan based on the feedback received, outlining steps to address identified areas of improvement and implement new initiatives.

6. Communication of Outcomes:

- The outcomes of the consultation process, along with the resulting action plan will be communicated to participants and the wider community through appropriate channels.

7. Evaluation: The effectiveness of the consultation process and the impact of the action plan will be evaluated periodically to ensure ongoing improvement.

Review: This Annual Community Consultation Policy will be reviewed biennially to ensure its relevance and effectiveness in fostering community engagement and enhancing HVL's services.

Implementation: This policy will be implemented and communicated to all relevant staff, volunteers, and stakeholders of HVL.

The condition detailed within this document may only be amended following discussion and approval of the Board of Trustees which in turn should be properly recorded.

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