



Services Users' Consultation Policy

Adopted: January 2024	Approved: January 2024
Page 1 of 3	Next review due January 2026

SERVICES BENEFICIARIES' CONSULTATION POLICY

Policy Statement: HVL is dedicated to delivering services that meet the needs and aspirations of blind and visually impaired individuals, their families, and carers in Hertfordshire. To ensure the continual enhancement of our services, we are committed to actively involving our service beneficiaries in the decision-making processes through structured and meaningful consultation.

Purpose: The purpose of the HVL Services Beneficiaries' Consultation Policy is to establish a framework for systematically engaging our service recipients in shaping the design, delivery, and evaluation of our services. This policy aims to foster inclusivity, transparency, and collaboration in adapting our services to align with the evolving needs of our beneficiaries.

Principles:

- 1. Inclusive Representation:** HVL will ensure the representation of a diverse range of service beneficiaries, including with different levels of visual impairment, backgrounds, and preferences.
- 2. Respectful Engagement:** The consultation process will uphold the dignity and opinions of all participants, fostering an atmosphere of respect, active listening, and empathy.
- 3. Accessibility:** HVL will provide accessible means of participation, such as braille materials, audio formats, large prints, and accessible digital platforms, to cater to varying degrees of visual impairment.
- 4. Continuous Improvement:** Insights gathered through consultations will be utilised to inform improvements to existing services, develop new initiatives, and enhance the overall service experience.
- 5. Transparency:** The purpose, format, and outcomes of the consultation process will be communicated clearly to all participants, along with how their input will be used.

Process:

- 1. Planning and Scheduling:**
 - HVL will determine the frequency and timing of beneficiaries' consultation sessions to ensure regular opportunities for feedback.
- 2. Consultation Methods:**
 - A mix of methods, such as focus groups, surveys, one-to-one discussions, and feedback forms, will be used to accommodate different preferences and accessibility needs.
- 3. Participant Selection:**
 - Beneficiaries will be invited to participate through direct communication, newsletters, and social media channels.
- 4. Facilitation and Moderation:**
 - Trained facilitators will lead consultation sessions, ensuring a comfortable environment for beneficiaries to share their views.
- 5. Feedback Collection and Analysis:**
 - Feedback received will be compiled, analysed, and categorised to identify recurring themes and areas of concern.

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Page 2 of 3	Next review due January 2026

6. Actionable Insights:

- Insights gained from the consultation process will drive modifications to existing services, new service development, and improvements in service delivery.

7. Communication of Changes:

- Beneficiaries will be informed of the changes or adaptations resulting from their input, fostering a sense of ownership and partnership.

8. Evaluation:

- The effectiveness of changes implemented based on beneficiaries' feedback will be assessed periodically, with adjustments made as needed.

Review: This HVL Services Beneficiaries' Consultation Policy will be reviewed bi-annually to ensure its alignment with beneficiaries' needs and the overall mission of HVL.

Implementation: This policy will be communicated and adhered to by all staff, volunteers, and stakeholders involved in service delivery at 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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Page 3 of 3	Next review due January 2026