

# Having your say



## Involvement Strategy for Care and Supported Housing

2009 – 2011

we can

family.  
mosaic

## Strategy statement

Family Mosaic recognises the importance of involving the people we support, if we are to continually improve our services. Their knowledge and experience of our service, means that they are the people best placed to tell us what works for them, and what doesn't. Our Supported Housing Strategy aims to:

*'ensure that Tenant Involvement remains at the core of all our work, expanding on the methods in which the people we support influence/change our services'*

## Why involve people

Involving the people we support has positive outcomes for everyone:

### The people we support

Improved services

Increases peoples independence by giving them choices about:

- how their homes are managed
  - the services they receive

Improved confidence and self-esteem

### Family Mosaic

Increased tenant satisfaction

Improved services, making us more attractive to people with their own personal budgets

The people we support come up with good ideas, which drive service improvement

Meets the requirements of our regulators

## Where we are now

We currently use the following methods of consultation to get the views of the people we support and involve them in the decision making process:

- Scheme and service based tenant/service user and client meetings
- Annual Satisfaction Surveys
- Exit Questionnaires
- Suggestion boxes
- Tenant Conferences
- Forums
- Board Q & A sessions
- 1:2:1 consultations with front line staff
- Committee and Board membership
- Complaints and compliments

## **Where we want to go – our strategic aims**

We want to develop Tenant Involvement even further and over the next 3 years we aim to:

- Make sure that the people we support genuinely influence all decisions Family Mosaic makes about things that affect them
- Keep adding to the ways people can get involved and have their say
- Increase people's ability to become involved, by providing training and information, in a way they can understand it
- Exceed the requirements of our regulators – The Audit Commission, Supporting People, The Care Quality Commission, and the Tenant Services Authority
- Improve feedback to people about how their involvement has made a difference to services
- Act as quickly as possible when people do get involved
- Make sure that everyone, supported in all of our services, has opportunities to get involved

## **How are we going to do this**

There will be an action plan to show how we are working towards these aims. It will also make sure existing opportunities are maintained and working well

## **Consultation and involvement**

This strategy and the action plan have been prepared in consultation with staff and people supported by Family Mosaic

## **Training and budget**

- Family Mosaic is committed to providing staff training and support, to allow them to develop and support involvement
- There will be an annual budget that makes sure there is enough money to move our strategic aims forward

## **Monitoring and review**

- Each year we will review how well our action plan has helped us to meet our strategic aims, in consultation with the people we support. When needed, new and challenging activities will be added.
- The Family Mosaic management team and Committee will be updated on progress on the action plan quarterly
- The Strategy will be reviewed every 3 years, in consultation with the people we support and staff