

The page features a decorative design with three large, overlapping blue circles of varying shades (dark blue, medium blue, and light blue) arranged in a vertical line. Two thin, light blue diagonal lines cross the page from the top-left to the bottom-right. A large, faint circular logo is centered in the background, containing stylized Arabic calligraphy and a palm tree.

USER INVOLVEMENT POLICY

**Reviewed and Adopted
October 2017**



1. Statement

Al-Hasaniya Moroccan Women's Centre will strive:

To ensure our services respond to the needs of our service users, Al-Hasaniya Moroccan Women's Centre is committed to consulting with its users on a regular basis, both as concerns negative and positive aspects of our service delivery. User consultation will be an integral part of Al-Hasaniya's monitoring and evaluation systems and in accordance with the local Compact code of consultation.

Al-Hasaniya is committed to investing resources in terms of staff time and training and outputs in order to understand and respond to the needs of its users.

2. What this policy covers:

- Ongoing service: evaluation and feedback on existing services
- Strategic reviews: development of existing and new areas of service
- New initiatives and major changes in management/service delivery

3. Consultation methods

Feedback and user input will actively be sought via the following channels:

- Questionnaires on specific services/issues
- Feedback boxes at events
- One-to-one feedback via workload
- Training evaluation forms
- User Involvement Forum meetings
- Website
- Annual General Meeting – space for members feedback and comment

3. Principles

In all areas of consultation, Al-Hasaniya shall follow the following principles of good practice:

3.1 Accessibility: In all correspondence and communication, use plain English and make written material available in large print. Where necessary and possible, translate materials into Arabic to ensure language barriers are being addressed. Use a variety of means of communication and dissemination for different users.

3.2 Confidentiality: Allow for anonymity and free expression in feedback, and safeguard individuals' privacy wherever requested



3.3 Co-ordination: Al-Hasaniya staff and services will at all times seek to avoid overlap and over-consultation by using existing channels of communication and co-ordinating consultation across services

3.4 Transparency and accountability: at all stages, inform users of why their input is sought, where the resulting information will go and how it will be used. For specific reviews, participants will receive a feedback report on how the consultation was conducted, issues that were raised/patterns and trends identified, and action that will follow. Results will also be made available in Al-Hasaniya's Annual Report and the website and be shared with funders

3.5 Allowing time and resources: where specific strategic reviews are being held, Al-Hasaniya must ensure that users are allowed sufficient time and that they have the means to take part in consultation.

4. Yearly User Consultation Plan

As part of reviewing and evaluating its services, Al-Hasaniya will develop a plan for how users will be consulted over the year across its different service areas:

- Mental Health
- Domestic Violence
- Older People
- Youth
- Overall service delivery



**Date of Management Committee Meeting when policy was reviewed:
October 2017**

**Name of Management Committee Member:
Fatima Mourad**