



Money Advice Plus Participation Policy

Statement

Money Advice Plus is committed to promoting a person centred approach in supporting people to help them take control of their finances and increase their abilities to manage their money.

Money Advice Plus promotes a culture of empowerment and ensure our clients views and experiences are heard and acted upon in influencing the future shape of Money Advice Plus services.

Money Advice Plus will develop initiatives to increase client engagement and ensure that the development of Money Advice Plus is steered and influenced by the people who use Money Advice Plus services. Please see Money Advice Plus Feedback Procedure.

Money Advice Plus participation initiatives will give Money Advice Plus clients opportunities to 'share in the life of the city' and 'encourage better participation in the way we decide the future of our city' which is a key objective for Brighton and Hove City Councils Strategic Plan 2012 – 2016.

Aims & Values

Money Advice Plus believes that client involvement is important because services that reflect and take into account the experience, needs and wishes of their clients, are more likely to be effective in supporting people managing money; and that clients are best placed to determine how their own needs should be met.

Scope of policy

This policy applies to trustees, staff, volunteers and clients

Definitions

A client is defined for the purpose of this policy, 'someone who is currently accessing Money Advice Plus services or has done so in the past'.

All Money Advice Plus clients are to be given the opportunity to inform and influence Money Advice Plus service development. To include:

- Involvement in planning, delivery, monitoring and evaluation
- To be informed about their services and rights, including equal opportunities, complaints, health and safety and the 'what to expect from Money Advice Plus'

Money Advice Plus Participation Group

Money Advice Plus Participation Policy Oct 2015

- Terms of reference for Money Advice Plus Participation Group to be agreed by group members and reviewed every 12 months or as required (see Participation Group TOR)
- Membership can be anyone who has received and/or is receiving a service and support from Money Advice Plus
- The time, location and facilitation of the group must make considerations of individual needs, including communication and access
- Money Advice Plus staff are increase their client's awareness of the Participation Group and its activities and actively encourage attendance
- The Participation Group is to be supported to consider and choose from a range of activities which would ensure their inclusion in Money Advice Plus service development in a fun and interactive way

Monitoring & Review of Money Advice Plus services

Our Client Participation Group will be involved in certain aspects of the running of the project. This will include consultation on monitoring tools, developing questionnaires, publicity materials and website development. We recognise our clients as being an integral part of evaluation processes and we will consult and engage with all our clients in accordance with Money Advice Plus Feedback Procedure.

Money Advice Plus will work with clients to continually improve service quality. Clients will participate in monitoring and reviewing of all services through:

- Design of client questionnaires
- Focus groups
- One to one interviews
- Telephone interviews
- Case studies

Governance

Clients will be encouraged to take part in strategic and business planning events and policy making and reviews.

Equality and Diversity

Money Advice Plus has a commitment to diversity issues and works towards equality of opportunity for all. Our services should be accessible to all clients and any participation activities should take account of access and special needs to maximise levels of participation.

Complaints

All new clients will be provided with a copy of Money Advice Plus Complaints leaflet. Money Advice Plus staff will offer clients information on how to complain and also provide copies on request. In the course of working with clients we take on board their informal comments and feedback which are used for planning and renewing services.