



## Participation Policy

### **Statement**

Money Advice Plus (MAP) 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.

MAP promotes a culture of empowerment and will endeavor to ensure clients' views and experiences are heard and acted upon and that they influence the future shape of MAP services.

MAP will develop initiatives to increase client engagement and ensure that the development of MAP is steered and influenced by the people who use MAP services.

### **Aims & Values**

MAP 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 MAP services or has done so in the past'.

All MAP clients are to be given the opportunity to inform and influence MAP's 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 what to expect from MAP

### **Monitoring & Review of MAP services**

Our clients will be offered opportunities to be involved in consultation and development of projects & services. This will include consultation on feedback processes and questionnaires, publicity materials and website development. We recognise our clients as being an integral part of evaluation processes.

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

- Client questionnaires (currently; annual survey, exit questionnaire, online survey on MAP website)
- Focus groups
- One to one interviews
- Telephone interviews
- Case studies

### **Keeping Clients Informed**

We will ensure that information about our work is readily available and accessible. To do this we will use different avenues, such as our website and social media, to provide information on what we do and will follow-up client's feedback and/or suggestions and recommendations. We will suggest to clients to add their address on the annual client survey so that they can be kept informed about action taken on their suggestions.

### **Governance**

Clients will be encouraged contribute, as appropriate, to strategic and business planning events and relevant policies.

### **Equality and Diversity**

MAP 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 MAP Complaints leaflet. MAP 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.

Ownership:	Chief Executive
Date Issued:	22/8/19
Governance Forum responsible	Policy and Governance Sub Group
Version:	2
Document history:	V2 changes
Distribution	email
Review Date of policy:	Aug 2022
Review frequency	3 years
Reason for frequency	default