

Headway Cambridge and Peterborough:
Client and Key Stakeholder Involvement Policy
HC&P-DP-05 **Version 0.2**

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Client and Key Stakeholder Involvement Policy

1. Introduction

Headway Cambridge & Peterborough works to promote independence and rehabilitation. We provide information and support services directly to people with acquired brain injury, their families and carers. We support people to adjust, regain independence, re-learn skills and develop confidence.

2. Purpose of the policy

The purpose of this policy is to set out how we involve people who use Headway Cambridge & Peterborough in the shaping of the organisation. In-line with our person-centred approach, we understand that client involvement is integral in ensuring we develop successfully and provide services that are responsive to people's needs and wishes.

We recognise that we will be able to meet people's needs better if we listen to what people tell us. Involving people to develop and improve our services also extends to other key stakeholders, such as people with brain injury and carers who may not currently be engaged with us.

Headway Cambridge & Peterborough values the expertise that people with brain injury have through their lived experience. We believe that working together with clients, people with brain injury, carers and other experts is the most effective way to develop better services, working in this approach is sometimes called 'co-production'.

3. Definitions

Client- is defined as 'a client with acquired brain injury who is currently, or has in the past, benefited from attendance at one of Headway Cambridge & Peterborough services'

Key Stakeholder- for the purpose of this policy, this is defined as 'people who have lived experience of brain injury, carers, or professionals working in areas related to brain injury.'

Involvement- for the purpose of this policy, this term refers to the active participation of clients in planning delivery of their own service experience, as well as the development of Headway Cambridge & Peterborough services more widely alongside other key stakeholders

Co-production- for the purpose of this policy, this term refers to the process of involving and working with clients, carers, people with brain injury alongside 'professionals' in designing the delivery of services

4. Aims

This policy is focused on client and key stakeholder involvement in developing organisational activities; however, it is important to note that a person-centred approach is core to all Headway Cambridge & Peterborough practice. Clients are not only involved, but lead in establishing what they want out of their Headway Cambridge & Peterborough service, through:

- Defining their own client plan and establishing personal goals
- Involvement in regular review of plans
- Being able to talk to staff as and when about the services they are accessing, and if there is a difficulty that cannot be resolved are able to speak to someone else
- Awareness of the comments, compliments and complaints procedure

Headway Cambridge & Peterborough are committed to offering opportunities for involvement across organisational activity and will provide opportunities for client and key stakeholder involvement through ongoing and one-off activities.

We understand that people will wish to have different levels of involvement and this will be respected. For clients, carers and those with an interest in the work of the organisation, Headway will take an approach in these involvement activities which will enable people to:

- Have their comments and ideas listened to by staff and volunteers
- Have information about services readily available, including complaints procedure and health and safety
- Inform and influence Headway's service development, planning and delivery
- Reduce conflict and exclusion
- Engage with involvement activities, supported by staff and volunteers as appropriate
- Work in partnership to improve service quality and find new ways of delivering services
- Have their opinions respected and valued by others

Headway Cambridge & Peterborough will work, where they can, to make changes and develop ideas generated from clients and people with brain injury. There will be occasions when it will not be possible to pursue ideas or take action in-line with suggestions, in this situation an explanation will be offered.

5. Responsibilities

5.1 CEO

- To ensure that all staff, volunteers and clients have access to and are aware of this policy.
- To monitor adherence to the policy.

5.2 Senior Management Team

- To coordinate ongoing involvement activities.

- To ensure that clients lead/ are involved in directing the support they wish to receive.
- To adhere to this policy and seek guidance/advice from their line manager as appropriate.

5.3 All staff and volunteers

- To support in the implementation of this policy.
- To adhere to this policy and seek guidance/advice from their line manager as appropriate.

6. Ways of involving people- ongoing

Headway Cambridge & Peterborough will provide on-going opportunities for client and key stakeholder involvement through:

6.1 Feedback and ‘Comments, Compliments and Complaints’ Procedure

Feedback boxes at each of the day centres for people to leave any comments on their own service or Headway services more widely. These will be logged and action taken as appropriate with the individual and Management Team. Involvement for clients and carers in:

- Service Delivery improvement and development
- Monitoring and evaluation

6.2 ‘Comments, Compliments and Complaints’ Policy

Copies of the ‘Comments, Compliments and Complaints’ Policy and procedure available at all day centres and given to clients upon joining the service. Involvement for clients and carers in:

- Service Delivery improvement and development
- Monitoring and evaluation

6.3 Trustee on Headway Cambridge & Peterborough Board

Headway Cambridge & Peterborough encourages people with lived experience of brain injury to be part of the Board. Client and key stakeholder involvement in:

- Governance
- Strategic Planning

7. Ways of involving people- specific projects

There are a number of scenarios in which we will want to involve people which may require one-off participation from clients and key stakeholders, for example in:

- Service delivery improvement and development
- New service development

Headway Cambridge & Peterborough will consider appropriate methods of one-off involvement for projects, and this may be done through:

- Surveys and questionnaires
- Focus Groups
- Public Meetings
- Workshops

Headway Cambridge & Peterborough will share information, through:

- The HCP Website
- Newsletter
- Service User Information Booklet
- Social media

8. Supporting clients to be involved

Headway Cambridge & Peterborough think it is key that clients are involved in the shaping of the organisation and will support clients to engage in involvement activities. This means that Headway will help with:

- Access to the different centres when required
- Rotate the location and timing of meetings, if appropriate, so that not one group is solely prioritised
- Reimburse approved expenditure incurred by clients that support in the development of the organisation in accordance with finance and expenses policies
- Any situations where there are restrictions to client involvement, Headway will be transparent about the situation and explain why there is limited access.