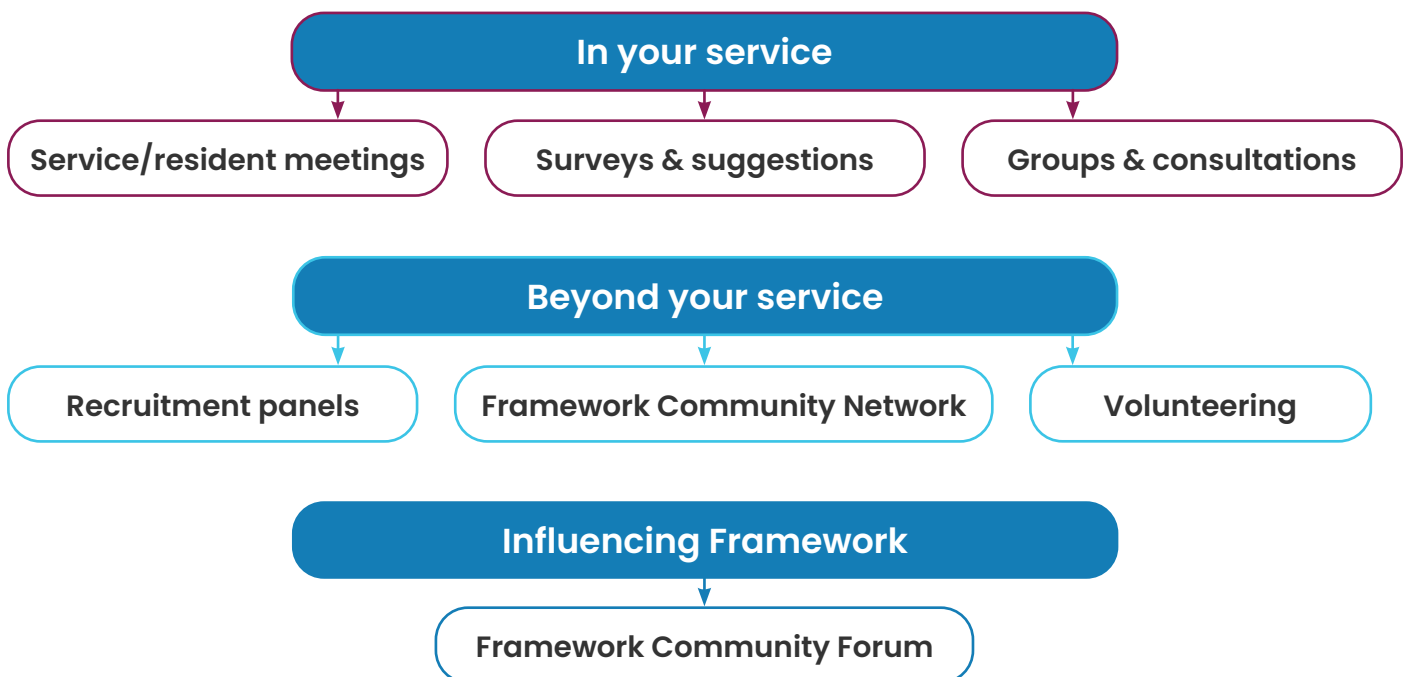


Framework Community Involvement and Participation Strategy 2024 – 2027

A three-year strategy to increase involvement and participation across Framework

Service User Participation has played a role in Framework for many years as we recognise the invaluable contributions of our service users in shaping and improving our organisation. Our commitment to service user participation is not just a principle but a cornerstone of our approach and our service users should become involved in influencing Framework itself

The below is an example of Framework’s current involvement and participation activities:



Principles

The five principles underlying this strategy are as follows:

- **Meaningful Influence** – Framework aims to ensure service users have meaningful influence at an individual, service and organisational level to design, develop and improve services
- **Integrated Perspective** – Framework seeks to ensure that strategic and operational decisions are taken with our service user’s perspectives in firm view. We will work to ensure that the Board and Senior Leadership Team hear our service user’s voices and experiences
- **Continuous Improvement** – Framework’s approach will develop over time. We will take a long term and genuine approach to strengthening service user participation and avoiding tokenism at all times

- **Access and Inclusivity** – Framework will avoid a one-size fits all approach and work to create easy ways to access participation activity whilst providing training and support. We will meet people where they are whilst being flexible and agile
- **Standards** – Framework will seek to meet and, where possible and appropriate, exceed requirements for service user participation. We will do this properly whilst considering best practice and research

Strategic Objectives

The five objectives underlying this strategy are as follows:

- Develop and embed consistent participation activity and standards across all Framework services
- Develop and embed clear communication pipelines from local and central participation activity to the appropriate decision-making forums
- Increase the numbers of service users involved in central participation activities and the level of engagement
- Improve the effectiveness of the **Framework Community Forum**
- Improve the effectiveness of the **Framework Community Network**

During this three-year period, Framework will also continue other service user participation activities with a focus on continuous improvement. We will do this by:

- Continue to invite service users to play a role in recruitment, where appropriate
- Review our participation policy and all associated terms of reference in light of this strategy
- Develop links between our participation activities and Volunteer Pathway
- Visit service level participation activities regularly
- Visit other similar organisations to observe and learn from their participation activities and lived experience work
- Continue to support and empower our Involvement Champions
- Review the role of service users whilst applying for bids and tenders
- Conduct an annual service user satisfaction survey, including the Tenant Satisfaction Measures (TSM) survey, and use this to drive improvement and learning across the organisation
- Continuously improve the analysis of our surveys and complaints ensuring that findings and improvement plans are shared with the Board

