**Safeguarding Adults in Hackney - Let’s Work Together**

**Service User Engagement**

**Principle 1 We want to raise awareness of adult safeguarding and learn from our experience**

**Principle 2 We want to promote a Fair and Open Culture**

**Principle 3: We want to improve the competency of all those involved in adult safeguarding activities”**

**Principle 4: We will understand how effective adult safeguarding is across the communities we work with”**

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| The City and Hackney Safeguarding Adult Board (CHSAB) want to hear the views of service users that use local services such as; health, police, doctors, adult social care provision and commissioned services in the voluntary sector. This will provide an insight to what is working well and areas of improvement. This will inform the future plans and services available to adults with safeguarding, care and support needs.  The board have a Communication and Engagement sub group that is with service users CHSAB partners are in the process of creating a profile of the range of service users that can give feedback about the quality of the service they receive to City and hackney Safeguarding Adult Board  **Engaging Service users**  **Step 1**  Please complete the form below to outline the methods used to engage service users. We can then use contact groups  **Please return to kristine@hcvs.org.uk or Contact 02079231962 Text 07534028144** | |
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| **Name of organisation** |  |
| **Name of Person** |  |
| **Email** |  |
| **Contact number** |  |
| **Do you have a service user group?** | * **Yes** * **No** |
| **Name of group** |  |
| **How many service users take part** |  |
| **Brief description of your service users** |  |
| **Sector Public Sector Team** | * **Yes** * **No** |
| **Voluntary Sector** | * **Yes** * **No** |
| **Are you part of a community work** | * **Community Network** |
| **Indicate the preferred way to gather service users and to influence the board** | * **Focus Group** * **1-1 Interviews** * **Completion of a survey** * **Use of an online Tool (Survey Monkey)** * **Attend one of our meetings** * **Mystery shopping** * **Nominate 2 of our members** |
| **How often do you meet?** |  |
| **How do your service users feedback on the services?** |  |
| **Location**  **Where are you located** |  |
| **Best time to meet** | * **Day** * **Evening** * **Weekend** * **OTHER** |
| **As part of our feedback we may need to gather examples of Situation or case studies that really help the board partners to learn and develop better services** | |
| **We have examples of service user experience to share** | * **YES** * **NO** |
| **We are interested in taking part in in a roundtable meeting which brings together service users and board partners** | |
|  | * **Yes** * **No** |

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| **Internal Use**  **Type of situation** |  |