













# PARTICIPATION STRATEGY 2018




## TAKING PART IN MAKING GIRVAN OPPORTUNITIES BE THE BEST IT CAN BE!

**You** are Girvan Opportunities – and you have a right to be heard and involved and to have a say in how the service gets better and changes.

	<b>What we will do</b>	<b>How will we do this</b>	<b>How you can help</b>
	Have opportunities for you to give us feedback on the service and the staff	<ul style="list-style-type: none"><li>• 6 monthly review process</li><li>• Requesting feedback at our Open Day</li><li>• Sending out feedback and evaluation questionnaires to service users, families, carers and also other agencies</li><li>• Suggestion box</li><li>• Question of the week</li><li>• Feedback requested in service review updates</li><li>• Class Open Days</li><li>• Annual Report</li><li>• Girvan Opportunities Planning Committee</li></ul>	<ul style="list-style-type: none"><li>• Give us your feedback and suggestions</li><li>• Attend our Open Days and other events</li><li>• Join our Have your Say Group and Planning Committee</li></ul>

	What we will do	How will we do this	How you can help
	Use different ways to help you take part	<ul style="list-style-type: none"> <li>• Person Centred review paperwork</li> <li>• By using Board Maker/Talking Mats</li> <li>• Using pictures/signs/symbols</li> <li>• Group work</li> <li>• Time with your key worker</li> <li>• Using Talking Tins</li> </ul>	<ul style="list-style-type: none"> <li>• Give us your feedback and suggestions</li> <li>• Attend our Open Days and other events</li> <li>• Join our Have your Say Group and Planning Committee</li> <li>• Use our talking tins</li> </ul>
	Make sure we tell you about what is planned and when things are changing	<ul style="list-style-type: none"> <li>• In the service update</li> <li>• At Reviews</li> <li>• At the Open Day</li> <li>• Family/Carer /Charity events</li> <li>• Notice Board</li> <li>• Annual Report</li> <li>• By Letter</li> <li>• Course Booklet</li> <li>• Talking Tins</li> <li>• Website</li> </ul>	<ul style="list-style-type: none"> <li>• Give us your feedback and suggestions</li> <li>• Attend our Open Days and other events</li> <li>• Join our Have your Say Group and Planning Committee</li> <li>• Check our website</li> </ul>
	Make sure everyone that wants to have a say has the chance to do so	<ul style="list-style-type: none"> <li>• Have your Say Group</li> <li>• Girvan Opportunities Planning Committee</li> <li>• Open Door policy to management</li> <li>• Suggestion box</li> <li>• Question of the week</li> <li>• Asking for feedback in questionnaires</li> <li>• Asking for feedback at our open class day events</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Give us your feedback and suggestions</li> <li>• Attend our Open Days and other events</li> <li>• Join our Have your Say Group and Planning Committee</li> </ul>

	<b>What we will do</b>	<b>How will we do this</b>	<b>How you can help</b>
	<p>We will consult with you giving you options and we will tell you why and how decisions have been made</p>	<ul style="list-style-type: none"> <li>• At Open Days</li> <li>• At Reviews</li> <li>• Have your Say Group</li> <li>• Girvan Opportunities Planning Committee</li> <li>• Question of the week</li> <li>• At Social Events</li> <li>• Annual Report</li> <li>• Notice Board</li> <li>• Service Update</li> <li>• By Letter</li> <li>• Website</li> </ul>	<ul style="list-style-type: none"> <li>• Give us your feedback and suggestions</li> <li>• Attend our Open Days and other events</li> <li>• Join our Have your Say Group and Planning Committee</li> </ul>
	<p>We will ask you to give us ideas and options and decide together the best way forward</p>	<ul style="list-style-type: none"> <li>• At Open Days</li> <li>• At Reviews</li> <li>• Have your Say Group</li> <li>• Girvan Opportunities Planning Committee</li> <li>• Question of the week</li> <li>• Service Update</li> <li>• Service Questionnaires</li> </ul>	<ul style="list-style-type: none"> <li>• Give us your feedback and suggestions</li> <li>• Attend our Open Days and other events</li> <li>• Join our Have your Say Group and Planning Committee</li> </ul>
	<p>We will help you raise money for your comfort fund</p>	<ul style="list-style-type: none"> <li>• Identify who wants to be involved in the Planning Committee</li> <li>• Make sure the Planning Committee have the opportunity to meet up on a regular basis</li> <li>• Involve you in decisions regarding the spending of your money</li> <li>• Support you with different fundraising events</li> </ul>	<ul style="list-style-type: none"> <li>• Give us your feedback and suggestions</li> <li>• Join our Have your Say Group and Planning Committee</li> <li>• Offer suggestions for fundraisers</li> </ul>

	<b>What we will do</b>	<b>How will we do this</b>	<b>How you can help</b>
	We will provide opportunities for more social events	<ul style="list-style-type: none"> <li>• By having a Calendar of events for the year</li> <li>• Involvement of the Planning Committee</li> <li>• By asking you what you want through Question of the week/Service Update</li> <li>• Dates for your diary/service updates</li> <li>• Having our monthly social club</li> </ul>	<ul style="list-style-type: none"> <li>• Give us your feedback and suggestions</li> <li>• Attend our Open Days and other social events</li> <li>• Join our Have your Say Group and/or Planning Committee</li> </ul>
	Making information easy to understand	<ul style="list-style-type: none"> <li>• Use of board maker, talking mats and talking tins</li> <li>• Staff trained in board maker/talking mats</li> <li>• Provide a quiet space if you need one</li> <li>• Providing a communication class</li> <li>• Regular involvement with Speech and Language Practitioner</li> <li>• Staff trained in Makaton</li> <li>• Continually looking for other examples of good practice</li> </ul>	<ul style="list-style-type: none"> <li>• Give us your feedback and suggestions</li> </ul>