

Our Voice and Influence Strategy



March 2025



Our charter is our commitment to working with you, our valued clients, and tenants.



Relationships: We will treat you with fairness and respect in everything we do. We will work together with you as an individual and our relationship with you will be based on choice, honesty, and transparency.



Communication: We will provide timely, clear, easy-to-understand information about important matters, including your Southdown home and local community, the services we offer, how we're working to solve problems, how we are run, and our performance.



Voice and Influence: We value your opinions and will use your feedback to influence decisions. We want you to feel heard on matters that are important to you, and you can share your feedback without worry. We will learn from your feedback and keep you informed of the impact it has made.



Accountability: We will work with you to review, scrutinise, and hold us accountable for the decisions that affect your services, and Southdown home.



Quality: You can expect your services, and Southdown home to be of good quality, well-maintained, safe, and well-managed.



Equality, Diversity, and Inclusion: We are committed to being inclusive and creating a sense of belonging and will support you to find ways to engage with us. We will make sure to hear from people from all backgrounds and experiences, recognising their strengths and potential. We will reach out to underrepresented groups through targeted communications and consultations.



When things go wrong: If something goes wrong, you will have simple ways to raise concerns, make complaints, and get help. We will be responsive and offer support and advice when needed.

Introduction

Our How We Work Together Charter is our commitment to you, our clients and tenants. This strategy describes how we will deliver one of its key pillars: **Voice and Influence**.

It outlines our approach to making sure you have a say in decisions that affect you. We want to work with you to deliver excellent services, support and housing in the way that you want.

Our vision:

We work together to shape the housing and support services you engage with, at all levels.

Our core principles:



Inclusivity: Opportunities for involvement are accessible to all, and everyone is valued, respected, and heard.



Empowerment: You have opportunities to make meaningful decisions about things that matter to you.



Collaboration: We work together to design and develop our support, services and organisation in the way that you want.



Innovation: We look for and value creative ways to continuously improve how we work together.

Objectives:

This strategy defines our approach to the 'Voice and Influence' element of the Charter, and demonstrates our commitment to ensure:



We find ways for you to actively contribute to service design and delivery.



Sharing your views and feedback is accessible, and convenient for you.



There are opportunities to develop your skills, build confidence, and self-advocate.



A culture of mutual respect, collaboration, and continuous improvement.



Southdown Beacon

To ensure we are always giving our best, we follow the Southdown Beacon. This is a framework that helps us recognise and respond to people's thoughts, feelings, and psychological needs:



Safety: We create an environment where you can feel safe enough to share your real thoughts, feelings and experiences.

Belonging: We provide opportunities for connection and make sure everyone feels they belong.

Learning: We continuously improve our services based on what you say.



Choice: We make sure you get to make decisions about things that affect you, and will support you to make these choices.

Individuality: We respect that everyone has different preferences, goals and ways of doing things. We adapt to these without judgement.

Working Together: We hear everyone's voice and work together to find the best solutions.



Experiences: We understand the impact of trauma and work in considerate, compassionate ways that minimise the risk of triggers.

Strengths: Everyone brings something unique. We focus on and celebrate your strengths, and support you to develop them even further.

Potential: We believe we can all make a change in our lives and will support you to find and work towards your goals.

Opportunities to get involved

We know that people will be interested in different things. As a result, we will have different ways we can work together. These include:

Influencing your own support



- **Relationships:** You will work with us to support you in the way you want.
- **Support Planning:** You will guide us with your goals and preferences, and we will regularly review the plans together to make sure they're still right for you.
- **Feedback:** We ask for feedback on how you're supported and will make changes based on it. This might be through surveys, suggestion boxes, or inform check-ins.

Influencing how the service runs



- **Service Design:** Join focus groups or workshops to contribute to how the service is designed and delivered.
- **Service Improvement:** Attend meetings to understand what's working well, what could be better, and share your concerns or ideas.
- **Service feedback:** Through surveys, suggestion boxes, or digital platforms, you can regularly provide feedback on the service.

Influencing the organisation



- **Training:** Be involved in the creation and delivery of training our team members.
- **Client and Tenant Meetings:** Join in a range of activities to have input on our priorities, policies, and overall direction of the organisation.
- **Recruitment:** It's important to us to hire the right people to support you and so we have different ways you can get involved with our recruitment processes.

Our Aspirations

We have reviewed ourselves honestly against our charter with the help of you, our clients and tenants, in a series of involvement workshops. We have listed some of our agreed aspirations below and there is a separate action plan detailing how we will work towards them.

Informative

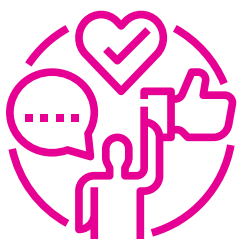
You said it's important that we provide you with the right information in a timely manner. To do this, we will work with you to improve the:



- **Ways** in which we share information, which might be via email, text, on the website, in meetings, or on social media.
- **Consistency** of how information is shared such as how it looks, what it feels like, and how often its received.
- **Transparency** around information and any changes, being led by you in what and how you want to receive information.

Meaningful

You asked us to work with you in everything we do. To make sure your influence has meaning, we will explore:



- **Authentic** ways to gather feedback like tailored surveys for each service, and more involvement groups.
- **Autonomy** for services to be able to make decisions in how they are run so that they can make the changes needed to best support you.
- **Opportunities** that can influence strategy and governance such as a Client and Tenant Voice Assembly.

Accessible

It's important that everyone has a voice within Southdown. To do this, we will look to share:



- **Communication and materials** in a range of formats, which could include EasyRead, Makaton, interpreters, and assistive technologies.
- **Devices and tools** like tablets and screen readers to make communication and participation easier.
- **Training and support** to help you develop skills like self-advocacy and decision-making, as well as how to use technology (like video calls and online feedback tools) so you can participate in different ways.

Governance Structure

A clear governance structure makes sure we are held accountable to working with you in ways that matter and are meaningful to you.

Leadership and Oversight



- **Board and Client/Tenant Groups:** Approve and review strategy and ensure alignment with organisational goals.
- **Operational Performance Group:** Oversees implementation, monitors progress, ensures resources are allocated effectively.
- **Client and Tenant Involvement Lead:** Coordinates activities, oversees feedback, and ensures effective communication. Reports to the Board on feedback, outcomes, and progress.
- **Managers:** Implement local involvement strategies and facilitate forums or meetings.

Monitoring and Evaluation

To make sure the strategy is working, we will:



- **Set Clear Targets:** Identify specific goals for client and tenant involvement to improve how we work together.
- **Track Outcomes:** Track progress on targets and evaluate outcomes.
- **Gather Feedback:** Regularly review the strategy by hearing from you, your families and advocates.
- **Report Progress:** Share updates on outcomes through accessible reports and meetings.
- **Make Improvements:** Evaluate, adjust and evolve the strategy based on feedback and outcomes.

Conclusion

You, our tenants and clients, are at the heart of everything we do. We are here to support you in the way that you want. To do this, we are committed to listening to and learning with you, and to building an organisation where everyone has a say in the things that matter to them.