

# AGE UK EXETER

## Controlled Document

### Document Name: Consultation Policy

Document Version Number: 6

Agreed by Risk and Quality Committee on: 11.07.23

Approved by Board of Trustees on: 15.08.23

Review Schedule: Every three years

Next review due: August 2026

Owner (Responsibility): Chief Executive Officer

Pass amendments to: Governance Officer

Revision History: See end of document.

Document Location: [www.ageuk.org.uk/exeter/about-us/policiesandguidelines/](http://www.ageuk.org.uk/exeter/about-us/policiesandguidelines/)

## Document Description

Age UK Exeter (AUKE) is committed to hearing the views and experiences of older people in Exeter. This policy sets out how we will engage with older people to better understand their needs, improve service provision, aid participation, effectively advocate, and listen effectively to complaints and suggestions.

## Implementation & Quality Assurance

Implementation is immediate and this policy shall stay in force until any alterations are formally agreed.

The policy will be reviewed every three years by the Board of Trustees, sooner if legislation, best practice, or other circumstances indicate this is necessary.

All aspects of this policy shall be open to review at any time. If you have any comments or suggestions on the content of this policy, please contact the Chief Executive Officer on [info@ageukexeter.org.uk](mailto:info@ageukexeter.org.uk) or at Age UK Exeter, The Sycamores, Mount Pleasant Road Exeter, EX4 7AE, 01392 202092.

## **Consultation Policy**

AUKE is committed to consulting older people on the quality and range of its work and the performance of its services. We encourage participation and actively seek the views of older people so that we can effectively advocate for them.

We do this by encouraging service users and volunteers to participate in the charity and raise comments, suggestions and concerns with staff who will listen and respond appropriately to them.

To this end we:

- Facilitate an approachable, accessible, and responsive organisational and management culture that promotes "bottom up" communication and listens seriously to people's points of view by continually promoting and re-enforcing a person-centred approach.
- Provide information on AUKE's range of services in an effective and accessible manner to current and potential service users. The charity's marketing strategy and Accessible Information Policy will specify how this is to be done.
- Conduct regular satisfaction and wellbeing surveys with service users, carers, and volunteers. The results will be collated regularly and used to inform service delivery and design and funding bid applications. The outcomes of these surveys and any resulting actions will be reported to the Risk and Quality Committee.
- Log, collate, review and action informal complaints and concerns that are raised by service users, carers, volunteers, or members of the public and report these periodically to the Risk and Quality Committee.
- Provide an open and easy to understand formal complaints procedure to be implemented when requested by a complainant or where an informal response has not been accepted as adequate. Details of these procedures are set out in the charity's Complaints Policy.
- Collaborate with other statutory and voluntary organisations to explore ways to consult with individual older people across the city where possible.
- Have our own user forum that meets bimonthly to elicit the views of older people in Exeter. (The first inhouse user forum took place in November 2022).
- Produce an inhouse newsletter for staff, volunteers, and clients.

- Interact with the public through our website and social media channels.

We will use the results of consultation reports to quality approve the work of the charity, to share best practice and areas for development with Age UK National and other brand partners and to advocate for older people locally. Consultation and engagement are a core part of our strategy and helps us needs assess all we do for older people in the city of Exeter.

### Revision History

Revision date	Summary of Changes	Other Comments
24.10.14	Routine review by Standards Committee	Recommended to Board for approval
10.11.14	Reviewed by Board.	Approved. Next review November 2016
31.10.16	Routine review by Standards Committee	Clarification on the Age UK payment sought and recommended to the Board for approval.
08.11.16	Reviewed by the Board.	Approved Next review due November 2018
23.04.18	Routine review by Standards Committee. Minor tweaks.	Recommended to Board for approval.
08.05.18	Approved by Board of Trustees	Next review due May 2020
26.04.21	Amendments made to reflect change in services and relocation.	
19.05.23	Updated to reflect current processes	Next review due August 2026