



NAS Policy on Feedback

1. Purpose

- 1.1 This policy relates directly to NAS Core Principles of Equality, Respect and Empowerment.
- 1.2 The purpose of this policy is to state NAS's commitment to obtaining and using feedback from people who use or interact with the service to improve service delivery and to ensure that the service is accessible and effective for everyone.

2. Scope

This policy applies

- to all enquiries handled and cases taken by NAS
- to policy and resource allocation decisions by NAS management
- to the design and operation of NAS policies

3. Background and Guiding Principle

- 3.1 NAS recognises the importance of feedback in developing and maintaining a quality service which is responsive to the needs of the people who use it.
- 3.2 NAS is committed to equal opportunities both as a core value and in accordance with Equality legislation (Equality Acts, consolidated 2004). This means that no group of people with disabilities will be directly or indirectly excluded from service, or receive a lesser quality of service. Feedback is an essential element of monitoring equal opportunities. NAS is committed to ensuring that people who communicate differently are facilitated wherever possible to give feedback and that where feedback cannot be obtained directly from the person, feedback from those who know them may be used to evaluate that person's experience of the service.

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4. Providing Opportunities for Feedback

- 4.1 At the end of the advocacy process, wherever possible, advocates will let the person know that their feedback on the service would be valued and discuss with them how they would like to give feedback. The NAS advocate will provide the person with the NAS feedback form or easy to read NAS feedback form (Appendices 1 & 2), along with a stamped addressed envelope for return to the Regional Manager. If the person wishes to offer their feedback through the advocate, the advocate will discuss this with their Regional Manager. NAS will promote a neutral feedback process (via the Regional Manager).
- 4.2 Managers will recognise the need for Advocates to allocate time to obtain feedback on all cases and that extra time may be required to facilitate feedback from someone who communicates differently.
- 4.3 Feedback forms will be available in a variety of formats, and will consist of questions with yes/no answers with an option for more detail if the person wishes. Feedback forms will include a question on how the person felt about how communication was handled. Feedback may be offered anonymously. Feedback forms will offer the person the opportunity to speak directly with the Regional Manager if they wish.
- 4.4 NAS is committed to facilitating all people who engage with the service to give their feedback. Any feedback, in any format, offered at any stage of the advocacy process will be recorded.
- 4.5 Where a person requires assistance in order to give feedback, NAS staff will, with their agreement, try to identify someone with whom they have good communication who will support them to give feedback. If the person wishes to offer their feedback through the NAS staff member this is acceptable, but it would be preferable if a neutral person were involved.
- 4.6 Where an advocate has not been able to establish sufficient communication with the person to enable feedback, they will consider looking for third party feedback from people who know the person well e.g. on how the person responded during and after the advocate's visits and how they responded to any interventions brought about by the advocate. This will be recorded as third-party feedback. The third party will be offered the opportunity to complete a feedback form and/or to speak directly to the Regional Manager.

- 4.7 While feedback is important, it is also important that no one should be pressured into giving feedback. There may be circumstances in which it is not appropriate to seek feedback from a person - for example, where someone has already expended significant effort in communicating with the advocate and is tired out. If possible the person should be offered another opportunity to give feedback in the manner which suits them best.
- 4.8 Anyone who has had contact with the service may offer feedback on their experience.

5. Management of Feedback

- 5.1. NAS management will ensure that feedback is collated and reviewed and that staff are aware of positive and negative feedback on their work and that learning is applied both to individual staff through support and supervision and, where appropriate organisationally, so as to improve service provision.
- 5.2 Feedback will be treated in accordance with the Confidentiality Policy. If feedback is being used at management or Board level to inform policy or service development, it will be anonymised.

6. Related Policies

Other policies which may be of particular relevance to situations covered by this policy include:

- Complaints Policy
- Confidentiality Policy
- Case Management Policy
- Advocacy Planning Policy
- Equality Policy
- Enquiry Policy

7. Review Date

This policy will be reviewed as necessary.

ENDS

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Appendix 1

NAS Feedback Form



Our Advocatehas completed their work with you and we would like to know what you think about the National Advocacy Service. Your views will help us to change and improve how we work. If you want, ask a friend or someone you trust to support you to fill this form in.

Please feel free to use the lines provided to add comments or additional information.

Was it easy to make contact with the NAS Advocate?

YES NO SOMETIMES

At the start did you agree an action plan with your advocate?

YES NO Don't Know

How did your advocate support you? (more than one box can be ticked here)

- | | | | |
|---------------------|--------------------------|----------------------------|--------------------------|
| Finding Information | <input type="checkbox"/> | Making Contact with Others | <input type="checkbox"/> |
| Representing Me | <input type="checkbox"/> | Help Me To Speak Up | <input type="checkbox"/> |
| At Meetings | <input type="checkbox"/> | Other | <input type="checkbox"/> |

Did the advocate help you to get information or find answers to questions you had?

YES

NO

SOMETIMES

Did the information given help you to make decisions?

YES

NO

SOMETIMES

Did your advocate keep you informed about the work they were doing?

YES

NO

SOMETIMES

Did the advocate spend enough time with you?

YES

NO

Don't Know

Did the advocate support you to get the result you planned for?

YES

YES, Partly

NO

Did having an advocate give you more confidence to tell people what you want?

YES

NO

Don't Know

Would you use us again if needed?

YES

NO

Don't Know

If you want to tell us anything else please do so below!

Thank you

Name (Optional) _____

Date: _____

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Our advocate has completed their work with you and we would like to know what you think about the National Advocacy Service. Your views will help us to change and improve how we work. If you want, ask a friend or someone you trust to support you to fill this form in.

Were you happy with your Advocate?



Did your advocate listen to you?



Did you and your advocate make a plan?



Was your advocate able to help you to get what you wanted?



Would you use a NAS advocate again?





**WOULD YOU
LIKE TO TELL US
ANYTHING
ELSE**

Thank you very much for your help.

Name (Optional): _____ Date: _____

If you would rather phone in your evaluation, please call:



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