



Involvement at Brandon

**How we work and what
you can expect**

About involvement at Brandon

Involvement is all about listening to customers, however they communicate.

Customers are the experts.

We want to learn from and with customers and make sure we give excellent support.

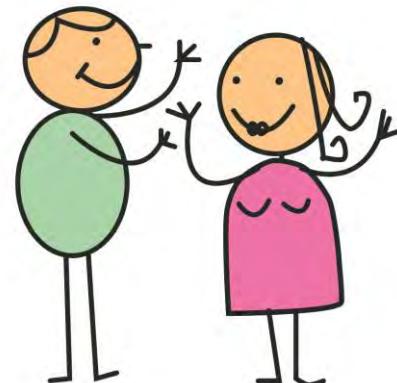
We want to work and learn together, to grow as an organisation and keep getting better.

We think the best way to make sure we get it right is to listen to customers and to keep people at the heart of all the decisions we make. If we do this, Brandon will deliver excellent support and stay relevant.

We have worked with customers of Brandon to find out how they want to be supported and involved. This is to tell everyone supported by Brandon what we found out, and what you can expect from us.

Involvement is important. We need to know what you want and what is important to you.

We need to hear from you to find out if you are getting good support.

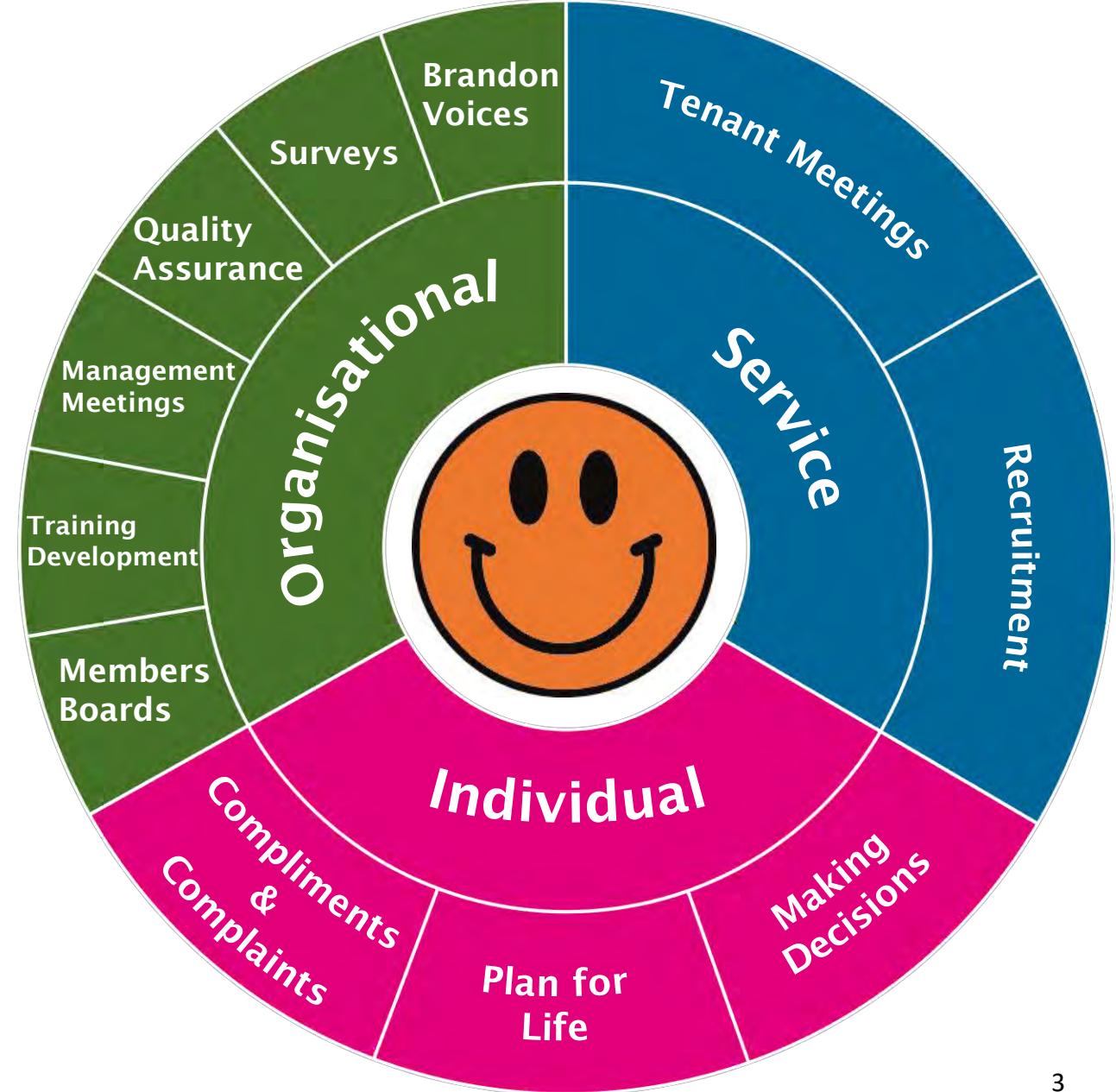


How can you get involved?

Customers have the opportunity to be involved in Brandon at an individual, service and organisational level.

Here are some of the ways customers can do this.

You can find out more about all of these ways on the following pages.



Individual involvement

Plan for life

The Plan for Life is the support planning document that is all about the customer and how they like to be supported. Customers should be involved in what this says. People might choose to write it, to use pictures or to make a video about their support.

There are some sections that are important for staff, to make sure they give the right support and keep customers safe.

Customers can choose who can see their plan for life and where it is kept.



Making decisions

It's your life!

We will support customers to make their own decisions wherever this is possible.

If staff have to make decisions in your best interest, they will always listen to what you want and involve other people when we do this.

Compliments and complaints

Customers can say thanks for some fantastic support, or let staff know if they're not getting it right. People can say what they think at any time. Brandon have made an easy read paper that gives more information about this.

Service involvement

Tenant meetings

If customers live or work with other people, they can meet together and make decisions that affect everybody.

Recruitment

Customers can get involved with choosing their staff.

They might think about what's important to them and include this in an advert. Customers might meet people who would like the job and ask them questions or do an activity together.

If customers live with other people, they will be part of this too.

It's really important that people choose people that they think they will like to spend time with.

If we are going to get recruitment right, we need to start with the individual.

Brandon staff member



Organisational involvement



Brandon Members' Boards

Brandon Members' Boards are area groups of customer representatives. The groups meet regularly and run local events. The groups hear from people who are supported by Brandon and represent others in area and organisational meetings.

The Members' Boards have a policy group that meet four times a year. The group comment and make improvements to Brandon policies.

You can:

- Ask to meet or go along to a meeting with your local Members' Board
- Go to an event run by your local Members' Board
- Apply to be on your local Members' Board

Governance

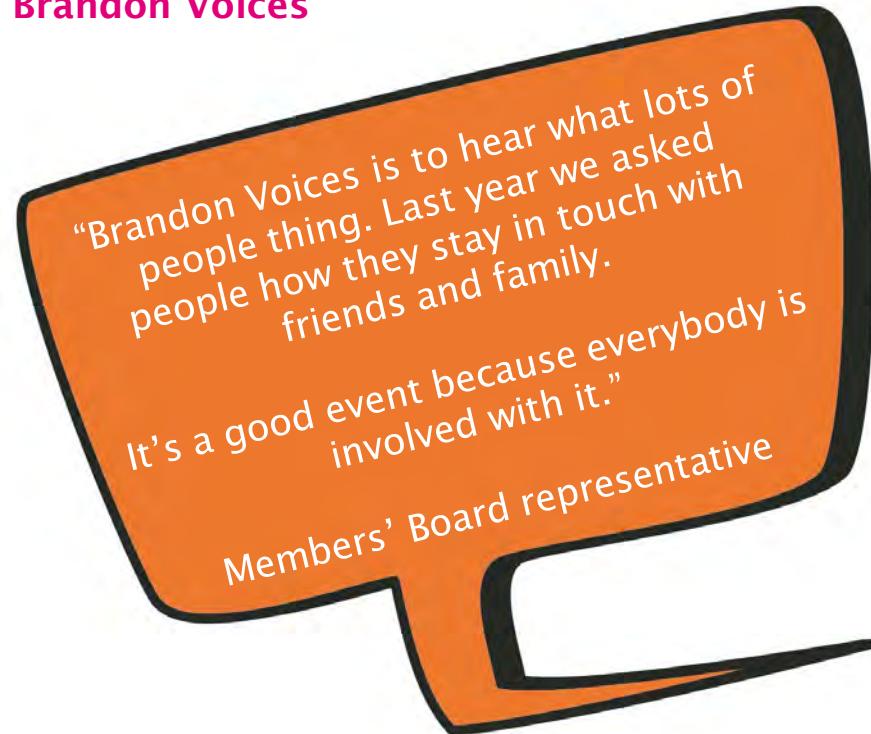
Trustees and Directors meet with Members Boards every three months to link the views and wishes of people we support with Board decisions.

The Involvement Assistant links regularly with customers, and with the members boards. Members' Boards have a budget and hear from other customers in their area. The Involvement Assistant sits in attendance on the Board of Trustees.

I like being on the Member' Boards because you get to go out and meet other people. You get to hear other people's opinions on how things should run and talk about it at different events.

On the Members' Board I get to make big decisions, like what events we should have and how they should run.

Brandon Voices



Brandon host 'Brandon Voices' events every year to hear from customers. Brandon Voices events are run by the Members Boards. There are 4 events across Brandon, and one 'coming together' event for Brandon Members Board representatives, Directors and Trustees. The content of these meetings, decided by the Members' Boards, informs the future work and priorities of Brandon Trust.

Surveys

Brandon has always conducted surveys, but 2016 was the first year this was done across the organisation. We ask the same questions to customers and their families in all the areas we work in.

Observational surveys ensured that people who aren't able to complete a survey themselves are seen and heard, and the person completing is asked to evidence their response by writing about what they have observed from the individual's communication. Responses are collated by area and across the organisation.



Always improving

Brandon have signed up to the Driving Up Quality code, and we have meetings every year that involve customers, families, staff and people that pay for the services. Every year Brandon write local action plans based on what people tell us in the meetings.

In 2017 Brandon are launching their first quality experts, involving customers in our quality visits.

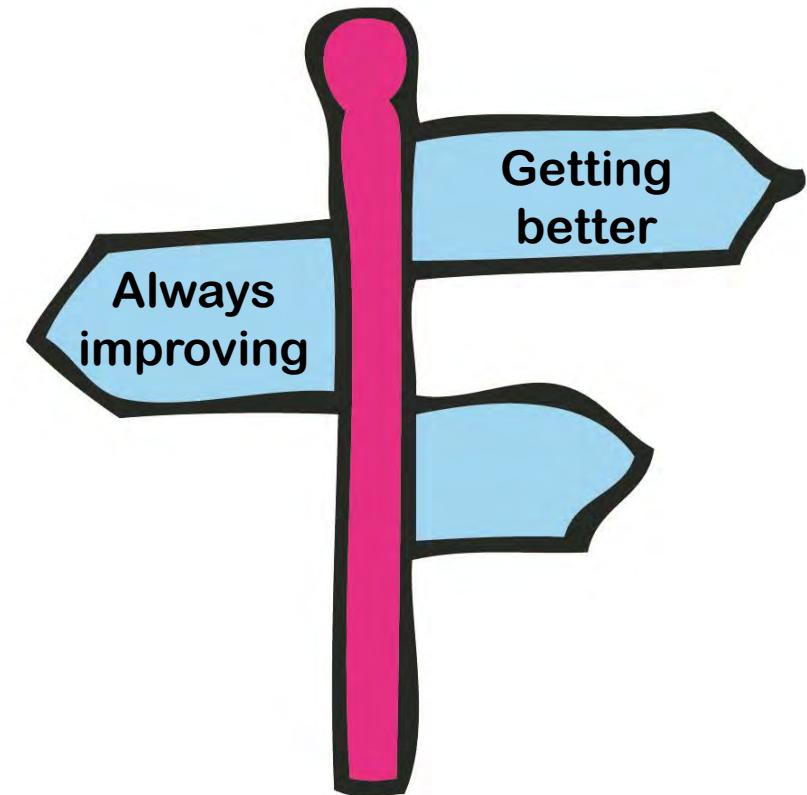
Training development and delivery

Customers have been involved in the development and delivery of some training in both paid and voluntary capacities. The new learning and development policy is being developed with customers and will provide guidance for a more consistent approach to involving people.

Executive Management and operational meetings

Every paper that goes to the Brandon bosses (Executive Management Team) meeting says how customers have been involved.

Members' Boards representatives regularly attend area meetings, and are involved in area and regional decisions and events, where appropriate.



Brandon Values

The Brandon Values were written with customers to help staff understand good support.

Always improving the ways we involve people within the organisation.

Supporting our customers to come up with creative solutions to problems that they prioritise



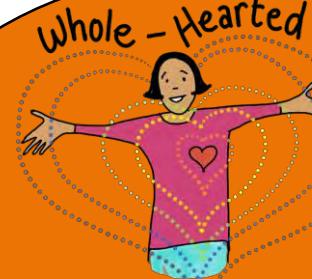
Creative
finding creative ways to involve customers, especially those who don't use verbal communication



Solution-Seeking



Adventurous
Trying new things and new ways of working to make sure that customers are involved.



Whole - Hearted
By involving customers in all parts of the organisation we make sure that their voices are heard.

We work together to develop the organisation with their desires, needs and priorities at the centre of everything that we do.



Connecting
connecting people we support with staff and other customers so we can strive for best practice at Brandon.

How we work

We work in partnership with customers to make sure that:

- ★ We involve a diverse range of people
- ★ How we work (our structures and processes) are open and accessible
- ★ The partnership will keep on working (is sustainable) and is meaningful
- ★ Involvement is championed at a senior level
- ★ People who get support are involved at all levels, and their priorities guide Brandon priorities
- ★ We take time to plan for involvement, involving people as early as possible
- ★ We work hard to hear from people who tend to be least engaged and are hardest to hear from

- ★ We support and equip members boards to be effective and influential – there are clear mechanisms for groups to impact work across the organisation
- ★ We invest in involvement. Involvement of customers is well resourced and supported
- ★ We demonstrate impact and provide feedback to people involved
- ★ We are open and honest in the way we work, telling people about how and why decisions have been made.
- ★ We are clear about limitations from the beginning.
- ★ We are dynamic and responsive. The way we work changes in response to feedback. We seek continuous improvement
- ★ We support learning and development

How Brandon decides to give information, ask for opinions or let customers decide

There are different ways people can be involved in a decision. Here is a bit more information about when we will use different approaches.

Give information

When Brandon gives information to customers about decisions that have been made we will try and make sure this is easy to understand. We will make the information correct and share it at the right time.

Brandon will give information rather than involve customers where a decision has already been made. For example, when staff leave Brandon, when people who buy services have made changes, or when there are changes to the law.

Brandon will give information on Video News, by easy read letter, by staff talking to people directly.

Ask for customer feedback (consult)

Sometimes, Brandon will ask customers for their views but other views have to be thought about too. Brandon will always take customer feedback seriously and tell people how their feedback has been included in the decision.

Brandon will ask for customer views as well as other views when other people need to be involved in the decision. We will give people limited choices when more choices aren't available.

We will involve customers by asking people to comment or vote on options, consulting with Members' Boards, asking people for their views through Video News or by letter.

Work as equals, in partnership (co-produce)

Some decisions can be made in partnership with customers. We work as equals, with customers involved in decisions from the beginning. We share the responsibility and make choices together.

When Brandon works in partnership, customers are involved in identifying the need for change. Customers are involved in shaping how we work and who is involved. Brandon is responding to what customers say we should be doing and working together to find a solution.

The relationships, sex and sexuality policy and guidance and Members' Boards were developed in this way.

Customers control the decision making

Sometimes, Brandon will give the control and decision making to customers. Brandon will support customers to have the money and power to make decisions and changes themselves.

Customers will say what needs to be done and how it will work. Customers are in charge of making decisions and involving others if they think this would be helpful.

The Members' Boards now have their own budgets. They choose their facilitators, meeting places, meeting times and topics. The Members' Boards choose what events they want to run in area and what projects they want to be involved with.

Brandon Pledge

If you get support from Brandon, you can expect to:

- ★ Be listened to, whether you use words or other communication
- ★ Be treated fairly and respectfully
- ★ Have the right to make good and bad decisions
- ★ Be supported to stay safe and well
- ★ Know what Brandon are supporting you to do and what staff can't help with
- ★ Be supported to be as independent as possible
- ★ Be involved in planning and decisions about you or that affect you
- ★ Be involved in choosing staff, and to be actively involved in interviews
- ★ Be involved in planning your support
- ★ Know staff will turn up for your agreed support and tell you as soon as possible if times change

- ★ Be able to have your say on Brandon policies
- ★ Have access to information that is relevant to you in a way that is easy to understand
- ★ Suggest things that you think Brandon can do better and to complain when things aren't right
- ★ Be able to apply to join Brandon Members' Board, and to speak to representatives in your area
- ★ Where we support you in your home, we will adapt to 'your way' when we can. It's your home and you are in control. This is true whether you rent your home, have a tenancy or get residential or nursing support.



We expect you to:

- Respect Brandon staff
- Respect other customers who get support
- Be available for your agreed support hours
- Let us know what is working and what we can do better

If you're not getting the right support, let staff know, make a complaint or speak to your local Members' Board

Family charter

We know that many families and friends play a big part in the lives of people supported by Brandon. We also understand that every family is unique and we want to work with them and their relative in the best possible way. Where the person chooses to involve their family, or where this is in their best interest, we will involve them as ‘experts by experience’.

Through consultation with customers, their families and staff, Brandon have come up with a set of guiding principles on how we will work with families in a positive and productive way. These principles are set out in a Family Charter. The charter will be sent out to everyone, and is also on the family page of Brandon’s website.

The charter describes what we will do when we first meet families, how we will involve them in decisions, and how we will communicate and share information.

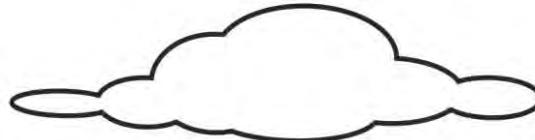
“Families need support as well as the individual.

All families are different and have their own dynamic; it’s great when staff can adapt to this, and being non-judgmental is important.

Families are learning from staff as well as staff learning from families. Staff need to use their expertise to help the family enable the individual.”

A family member

Our vision



At Brandon, we always work to get better at what we do.

Brandon Members' Boards have told us that to improve, we need to:

- ★ Work in line with the values and ambition set out in this document
- ★ Find better ways to pay people or recognise their time and contribution
- ★ Work to support a customer to become a Brandon Trustee
- ★ Support active and empowered Brandon Members' Boards that are technologically connected
- ★ Support Brandon customers and Members' Boards have an increasingly active role in developing policy and strategy