

Guidelines

The Family Engagement Group provides the opportunity for family members to directly engage with Head of Children and Young People's Service (and other Senior Members of the team) to share their experience of services, help shape future service delivery and raise awareness of the needs of families.

This could include:

- Little Havens providing an update on current plans and key issues
- Providing feedback on the quality and design of current Little Havens care services
- Inputting into Little Havens service development plans and activities
- Providing insight about families' experiences of care
- Helping to improve communications between Little Havens and families
- Information and signposting on specific topics as identified by families
- External speakers and workshops from neighbouring organisations who can support Little Havens families
- Participating in media awareness campaigns & providing advice and support to Little Havens Marketing and Engagement Department, e.g. talking about their family's experience, reviewing materials

The Family Engagement Group will be held every three months in person at Little Havens and via Microsoft Teams.

Little Havens employees will always maintain professional relationships. Feedback or participation in the Family Engagement Group will not affect the services provided to a family.

Confidentiality

Participants may have access to sensitive or confidential information and are required to maintain confidentiality at all times.

The aim of the group is for generic feedback and the purposes outlined above, we request families not to use the group as a space for addressing personal concerns instead the team will be available before and after groups for 1-2-1 to discuss any personal questions or concerns.