

# Clients Meeting Procedures

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## 1. Purpose

- 1.1 Langley House Trust and its subsidiaries (the Group) aims to provide opportunities for client involvement through effective forums where clients are able to influence and contribute towards the Group's business delivery at every level. One key forum for such involvement is the local client meetings. The purpose of these meetings is to obtain regular feedback from clients in order to seek their views on current and future service delivery.

## 2. Aims

- 2.1 The aim of this procedure is to provide a consistent standard for client meetings across the Group services. All client meetings should be led by clients (with the support of the Project/Service Manager and designated member/s of staff) and are primarily for the client's benefit, to share ideas, information, and feedback new ideas on service delivery.

## 3. Scope

- 3.1 These procedures apply to both residential and floating support services.

## 4. Client Meetings, Selection of Client Representative and Deputy

- 4.1 Each service will have client meetings at least once a month.
- 4.2 For hostel based projects the meeting should take place on site in a suitable room. For clients in dispersed or floating support services, Managers will source suitable venues to hold the meetings.
- 4.3 Each service will need to ensure that clients nominate a client representative and deputy who will chair the local meetings and attend national client meetings in order to feedback local views on national agenda items.
- 4.4 A ballot is to be held locally for the positions of client representative and deputy with re-elections every six months in order to give an equal opportunity for other clients to hold the post.

- 4.5 The election process may be engaged sooner, should it become evident that the post holder/s are:
  - 4.5.1 not able to perform in the role following support from staff;
  - 4.5.2 the general well-being of the post holder/s is deteriorating, either as a result of holding the post or to a point where the post is contributing to their condition;
  - 4.5.3 the client has breached their occupancy agreement;
  - 4.5.4 fellow clients show a vote of no confidence via feedback to the project staff;
  - 4.5.5 the post holder/s leaves the service.
- 4.6 All ballots results should be announced in the following meeting and ensure that the minutes reflect/evidence a process of equal opportunity has taken place.
- 4.7 The Manager has the overall responsibility of managing client meetings. This remit includes the authority to remove the client representative or deputy should there be incidents of negative or destructive behaviour on the part of the post holder/s.
- 4.8 The Manager must ensure that a staff member is assigned to have oversight of the meetings. This person will support the client representative and deputy in using the standard agenda, writing up minutes, recording the action points (see appendix A) and generally helping to organise the meetings.
- 4.9 Managers will ensure time is set aside at the beginning of staff team meetings to allow the issues which have been discussed at the client meetings to be presented by the client representative and answers given to any queries or suggestions raised.
- 4.10 Managers (possibly by delegation – 4.8) will ensure the following:
  - 4.10.1 client meetings take place at least monthly;
  - 4.10.2 a suitable venue is chosen;
  - 4.10.3 all clients are informed about the meeting;
  - 4.10.4 an agenda is drawn up (using the standard template) and all clients have the opportunity to add items;
  - 4.10.5 accurate minutes are taken;
  - 4.10.6 support the client representative or deputy when they attend the staff team meeting to feedback the issues which have been discussed at the client meeting.

## **5. Standard Agenda Items**

- 5.1 All client meetings will have the following as standard agenda items:
  - 5.1.1 Apologies
  - 5.1.2 Minutes of last meeting to be read and agreed
  - 5.1.3 Action Points/Matters Arising from last meeting to be signed off/feedback
  - 5.1.4 Repairs and maintenance of Group Property (accommodation based services only)
  - 5.1.5 Health and Safety Issues
  - 5.1.6 House Rules and Anti-Social Behaviour
  - 5.1.7 Constructive Activities
  - 5.1.8 Acknowledging Excellent Service

5.1.9 Feedback from Staff Team meeting, National Consultative Group (NCG) meeting, and other meetings

5.1.10 Suggestions on improving the Service and Value for Money

5.2 Client meetings will also discuss the following key Group Policies and Procedures through the course of the following months listed below:

5.2.1 **April** – Client Needs Assessment and Interventions Policy; Management of Regulated Care Procedures – *for Care services* and Supported Housing (Intensive Housing Management) Procedures – *for Supported Housing services*;

5.2.2 **May** – Protection of Financial Abuse Procedure;

5.2.3 **June** – Health and Safety Policy;

5.2.4 **July** – Repairs Policy and Procedure;

5.2.5 **August** – Harassment Policy and Procedure, and First Aid Procedures;

5.2.6 **September** – Rent Arrears Policy and Procedure;

5.2.7 **October** – Equality and Diversity Policy;

5.2.8 **November** – Eviction Policy and Procedure;

5.2.9 **December** – Staff Code of Conduct

5.2.10 **January** – Client Involvement Strategic Approach and Client Meeting Procedures

5.2.11 **February** – Safeguarding Adults at Risk Policy and Procedure

5.2.12 **March** – Complaints, Compliments and Suggestions Procedure

5.3 Client comments and suggestions will be tracked centrally by the Area Manager, London & Midlands. Where policy, procedure or service delivery has been changed as a result of client input this will be fed back to local meetings, reported in the Annual Report to Tenants and on the relevant documents themselves within the document control sheets.

5.4 The Area Manager, London & Midlands will add items to the local client meetings as required.

5.5 All minutes of meetings are to be emailed to the [residentmeetingminutes@langleyhousetrust.org](mailto:residentmeetingminutes@langleyhousetrust.org) within 2 days of each meeting.

## 6. Training of Client Representative and Deputy

6.1 The Area Manager, London & Midlands will bring the client representative and deputy together on an annual basis, to train them on leading meetings and also to discuss general issues and problems in the delivery of local client meetings. This will usually take place at one of the National Consultative Group meetings.

## 7. Equality and Diversity

7.1 Client meetings will consider equality and diversity needs of attendees, in particular the areas of language, culture, food, and effective communication for all clients.

7.2 The Group restates its commitment to the genuine and meaningful involvement of clients in the formation and review of all policies, which have an impact on service delivery.

## **8. Client Involvement**

- 8.1 The Group restates its commitment to the genuine and meaningful involvement of clients in the formation and review of all policies and procedures, which have an impact on service delivery.
- 8.2 This procedure will be reviewed by clients at the next National Consultative Group meeting.

## **9. Data Protection and Confidentiality**

- 9.1 As part of its work, Langley House Trust and its subsidiaries (the Group) will collect, hold and use information about people who receive services from or who work with or for the Group. This will include the Group's clients, staff, supporters, volunteers, partners and suppliers and those applying to the Group for services or employment.
- 9.2 The Group upholds the rights of data subjects to have their information processed in a lawful, transparent and fair manner, in accordance with the Data Protection Act 2018 and the requirements of the General Data Protection Regulation 2018 and will process all personal information in line with its own Data Protection and Confidentiality Policy and Procedures. Failure to do so or to report a potential breach of data confidentiality may be investigated under the Group's Disciplinary Procedures.

## **Format for client Meetings**

**Appendix A**

Project/Service \_\_\_\_\_

### **A G E N D A**

Date \_\_\_\_\_ Time \_\_\_\_\_

Chairperson \_\_\_\_\_ Minute taker \_\_\_\_\_

Names of Attendees \_\_\_\_\_

#### **1. Standard Agenda Items**

- 1.1. Apologies
- 1.2. Minutes of last client meeting to be read and agreed
- 1.3. Action Points/Matters Arising from last meetings minutes signed off/feedback.
- 1.4. Repairs Update
- 1.5. Health & Safety Issues
- 1.6. House Rules and anti-social behaviour
- 1.7. Education, Employment &/or volunteering opportunities (constructive activities)
- 1.8. Recognition of Excellent Service
- 1.9. Feedback from Staff Team meeting, NCG and other meetings...
- 1.10. Suggestions on improving the service and Value for Money
- 1.11. Key Trust Policies and Procedures (see list in client Meetings Procedure 4.2)

#### **2. Recommended additional agenda items**

- 2.1. House Reminders
- 2.2. Forthcoming Activities
- 2.3. Client's concerns/requests
- 2.4. Equality and Diversity
- 2.5. Other .....
- 2.6. Other .....
- 2.7. Any Other Business
- 2.8. Date of next meeting

***All minutes to be sent to [residentmeetingminutes@langleyhoustrust.org](mailto:residentmeetingminutes@langleyhoustrust.org) within 2 working days of the meeting.***

## *Action Points*

<b><u>Date</u> action point raised</b>	<b>Action Point</b>	<b>To be actioned:</b> <ul style="list-style-type: none"><li>▪ <i>Person</i></li><li>▪ <i>Date</i></li></ul>	<b>Date completed</b>

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within 2 days of the meeting**

**DOCUMENT CONTROL****Document Information**

<b>Version Number</b>	Version 7
<b>Dated</b>	May 2020
<b>Author / Lead Director</b>	Area Manager, London & Midlands/Corporate Operations Director
<b>Date of Last Review Date</b>	December 2019
<b>Date of Next Formal Review</b>	May 2022
<b>Contact</b>	Area Manager, London & Midlands

**Revision History**

<b>Version Number</b>	<b>Date Version</b>	<b>Nature of Change</b>	<b>Date Approved</b>
2	August 2012	Inclusion of recommendations from the client Involvement Internal Audit.	August 2012
3	July 2013	Minor changes to job responsibilities.	July 2013
4	April 2014	Standard Agenda amended following review at APO meeting.	April 2014
5	October 2015	Removed the term Resident from the title and throughout the document as the term client encompasses both residential and floating support.  Amendment to the Standard Agenda Item 5.  Term Vice changed to Deputy for consistency throughout the procedure.  Change of Corporate Lead	October 2015
6	December 2017	Periodic review. Terminology changed to client from service user.  VFM added to the standard agenda.	APO – 11 <sup>th</sup> January 2018 NCG – February 2018

<p>7</p>	<p>May 2020</p>	<p>Slight update to the purpose in section 1.1.</p> <p>Terminology change from Chairperson to client representative to better reflect the role and clients own description of the role.</p> <p>Update to section 5.2 (policies and procedures) list.</p> <p>Update to senior manager role.</p>	<p>APO – May 2020 NCG - July 2020</p>
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