



demelza

extraordinary care for extraordinary children

Ronnie Cottrell Engagement Lead - Families

The transformative role of Family Engagement in listening and acting on service user feedback

Engagement

Actively seek, engage and involve service users to provide feedback on services and participate in joint decision making

Building relationships with parents, carers and young people to inform and shape services

Participation

Identify with service users which areas of Demelza are a priority for improvement, development or change

Consultation

Develop good working relationships and allow service users, stakeholders both internal and external, to turn ideas into collaborative working practice and actions

Change

Changing the culture of the organisation. Be open and encourage service user input. Change service user perception to understand and feel positive when sharing feedback and experiences without prejudice



360° feedback ethos to ensure voices are heard and actioned

Listen. Learn. Develop



Non-verbal consultation opportunities

Voices heard; actions taken

Non-contact calls

Feedback focus: Volunteer calls

Consultations: One-on-one or peer discussions

Use of digital tools to collect feedback

Peer support activities: Bowling, cafés, Dad groups

Participation: Recruitment panels, working groups

Exploration Day designed by families for families

Self-Care Saturday

Demelza parent carer advisory group

Parent carer trustee

Challenges

Reach • Capacity • Organisational support and engagement • Parent carers trust and participation

Participation of parents, carers, child, young person and siblings...

July-March 2021/22:

101

April-March 2022/23:

318

April-March 2023/24:

817



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