

You Said, We Did

Co-production is hugely important to us here at Connected Voice. We value the views of the people we support to help us plan and deliver the most inclusive and effective service we possibly can.

Connected Voice Advocacy developed a Service User Engagement Strategy and Action Plan back in 2009. This has been updated a number of times since and was peer reviewed by our Support and Development team in 2022.

Since then, a great deal of progress has been made to engage with people who use our service via multiple meaningful channels including recruitment, surveys, communications and, most recently, a service user focus group and one-to-one phone calls throughout 2023. As a team, we have carefully considered service users' comments and suggestions, and have made changes to our service procedures, organisation website and service user page to reflect what "you said".

- **You told us** that some of the images on the website overpowered the text – **we have** rearranged images and reduced their use, choosing only those that align with context.
- **You said** you would like to be guided to the website and service user page when you come into the Advocacy service – **we are now** including this as part of our welcome pack.
- **You said** the Accessibility button could be more visible on the website – **we have made** the button bolder and easier to see in amongst everything else on the website.
- **You said** the webpage title 'Community Advocacy' is not descriptive enough – **we have changed** this to 'Health and Social Care Advocacy' to better reflect what the service actually entails.
- **You said** that some of the films, leaflets and links on the website looked to be out of date – **we have replaced** all out-of-date links, updated the service user page, and we are working on updating the videos in due course. We often invite service users to make their own films and have a new range of 'voices' films to add to the website.

- **You asked** for a shorter referral form – **we considered this** and are committed to finding ways to make asking questions and gathering information from service users a smoother process. However, it is still important for us to collect as much relevant data as possible to help us plan for our service and meet the needs of our communities.
- **You said** you found it frustrating when our landline drops out and that you cannot always get through, and so sometimes prefer to contact advocates directly – **we acknowledge** and understand this frustration, and are pleased to confirm we will be changing to a new phone system very soon.