



A Guide for Support Workers

At Community Integrated Care, we're passionate about empowering the people we support to lead the way. We promote a culture of listening and learning – giving people more independence and influence. Voice Groups provide a platform for the people we support to share their important feedback, expertise, and experience – to drive positive change across our charity.



Introducing Voice Groups



Voice Groups are regional forums where people we support can share their ideas. Voice Groups happen face-to-face and virtually, to fit around the needs and preferences of the individual. Voice Groups discussions are encouraged to be open and honest and often cover areas such as care and support planning, ideas on fantastic new projects and initiatives, and influencing on important policies for our charity. People we support can share their insights on best practice and areas for development within our charity, as well as their thoughts on issues that affect society and the entire social care sector.

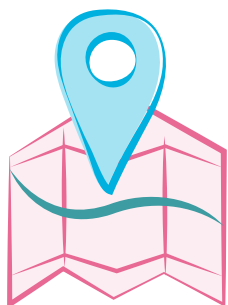
How do Voice Groups work?



Who hosts Voice Groups?

Voice Groups are hosted in person and virtually by a Regional Sponsor and a Quality Advisor.

The plan is for Voice Groups to be chaired by attendees in the future - people we support who are nominated into this role.



Where do Voice Groups happen?

The sessions are booked in venues that are as convenient as possible for the people we support, within local communities. A separate version of the Voice Group can also be attended online.

The venues chosen for Voice Groups will be accessible and inclusive – it's important to let your Regional Sponsor know if a person you support has any additional accessibility needs ahead of attending.

You can find out who your Regional Sponsor is [here](#).



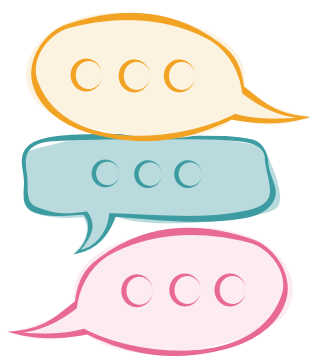
How often do Voice Groups happen?

Voice Groups will usually happen quarterly in each region, although sometimes dates will be set around important events regionally or organisationally. You will be kept informed on dates if you register to attend.



How long do Voice Groups last?

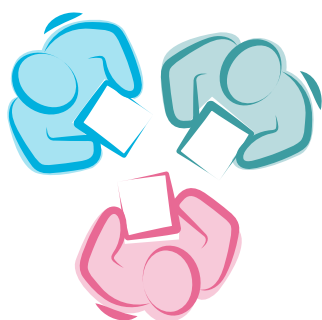
Voice Groups will usually be booked into the diary for around two hours – with opportunity for structured conversations and socialising time. There will be flexibility with sessions to make sure everyone feels comfortable. People will be given plenty of time to arrive and settle in and people can also leave earlier if they need to.



What do Voice Groups discuss?

There will be an agenda for each Voice Group, along with an opportunity to socialise and talk freely. Agendas will be sent in advance of a session and Regional Sponsors and Quality Advisors will lead the session, encouraging the whole group to get involved in discussions.

Sessions can explore a host of topics to be determined by the group - from internal care and support and policies - to external social care campaigns and debates.

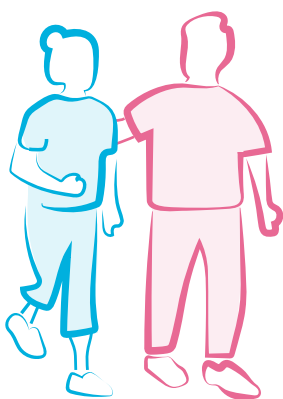


How is the discussion from Voice Groups fed back?

The feedback provided by individuals is confidential.

Regional Sponsors record comments from Voice Groups and ensure these are shared back confidentially with Organisational Sponsors and the wider Quality Team for appropriate response. The Quality Team will feed this back to the Executive Team and other relevant teams across the organisation to ensure everything is acted upon and the group has a real impact.

Voice Group attendees will also receive a summary of their session and any actions via email following a meeting.



What support do I need to provide?

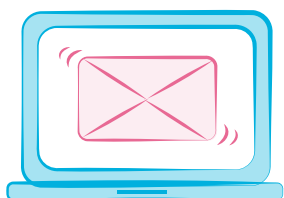
If a person you support is attending a Voice Group, they may ask you to join the session with them – this is allowed. However, if you are present during sessions, it is important that you remain impartial and only participate when advocating for the person you're supporting. It's important that all attending colleagues do not lead or influence the conversation.

If the person you support is chairing or hosting an agenda item, you can speak on their behalf to share their thoughts and opinions if necessary. You can also help organise transport to and from the venue and remain outside if this is preferred and agreed beforehand.

Those supporting someone to attend should also share any communications that are published ahead of or following each session, to ensure the person you support is able to plan and knows how any feedback they have shared has been progressed.

Above all, you should encourage the people you support to join in and attend the sessions!

You can find separate guidance on attending virtual meetings by **clicking here**.



How are people invited to Voice Groups?

Supporting colleagues and Service Leaders will receive an email invite containing the date, time and location 3-4 weeks in advance of a session so there is plenty of time to prepare. This might also include information on what will be discussed, guests, themes and anything to think about in advance.

Who are the Organisational and Regional Sponsors?

Organisational Sponsors:

Carolyn McConnell
Chief Quality and
Risk Officer

Kenzie Cartney
Head of Compliance and
Quality Assurance

Carla Pipkin
Participation
Specialist

Regional Sponsors:

South

Joe Crammand
(Quality Advisor)

Ollie Porter
(Quality Excellence Specialist)

Bola Garry
(Quality Excellence Specialist)

Lisa Bowman
(Senior Quality Business Partner)

Scotland

Erin O'Neill
(Quality Advisor)

Donna Quinn
(Quality Excellence Specialist)

Nicola McCubbin
(Senior Quality Business Partner)

Central

Sushma Majithia
(Quality Advisor)

Jamie Potts
(Quality Advisor)

Graham Owen
(Quality Excellence Specialist)

Lisa Bowman
(Senior Quality Business Partner)

North West

Dan Callaghan
(Quality Advisor)

Sarah Owen
(Quality Excellence Specialist)

Claire Grainger
(Senior Quality Business Partner)

North East

James Brooks
(Quality Advisor)

Nick Oakley
(Quality Excellence Specialist)

Jo Coe
(Senior Quality Business Partner)



For more information contact Carla Pipkin on
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