

# Customer Led Policy

## Compass Disability Services

Units 11 – 12 Belvedere Trading Estate  
Taunton TA1 1BH

November 2018

Review: November 2021

### Introduction

In line with our Equal Opportunities Policy, Compass Disability Services is committed to identifying and eliminating all forms of discrimination, providing equal opportunities to all and promoting diversity throughout our organisation. All people that come into contact with our organisation can expect to be treated fairly, with respect, dignity and understanding.

Compass Disability Services is a customer led organisation that was developed in response to peoples' needs and is committed to providing needs-led, strategically planned quality services. As a customer led organisation we recognise and value the breadth of knowledge and experience that customers bring to the organisation, and will aim to continue to involve them in decision making at every level, through consultation and representation. Customer representation is also provided by Compass Disability Services through membership of public and third sector bodies and/or committees.

### Definition

For the purpose of this policy:

**'Customer led organisation'** is an **organisation** that is run and controlled by people who use support services including disabled people, people who use mental health services, people with learning disabilities, older people, and their families and unpaid carers. They are also defined as having a minimum membership of 75% of disabled people on their board, actively demonstrate their commitment to disabled people by employing disabled staff and volunteers and actively demonstrate their commitment to the Social Model of Disability.

**'Customers'** are people who use or benefit from Compass Disability Services' activities and services. Made up as follows:

- Individual customers or individual members of any project managed or facilitated by Compass Disability Services.
- Individuals who participate in consultation and representation activities.

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- Any disabled person or carer who has an interest in our services/organisation.
- Trustees and other volunteers.

**‘Partners’** are organisations who use or benefit from Compass Disability Services’ services and activities. Made up as follows:

- Associate or organisational members of any project or service managed or facilitated by Compass Disability Services.
- Organisations we work with as part of a project.
- Commissioning bodies.
- Strategic organisations/groups.

Being **‘customer led’** means including customers and partners in decision making processes and working together to implement change and ongoing service delivery.

### **Purpose**

The aim of this policy is to:

- Set out how Compass Disability Services will involve customers in effective, ongoing and informed joint working.
- Ensure customer involvement is central to the organisations activity, service delivery and monitoring.
- To ensure customer engagement is meaningful.

### **Trustee Appointments**

Trustees will be elected by our customers as defined above, in line with Compass Disability Services’ Articles of Association and our Recruitment and Election of Trustees Policy.

To reflect our aims, The Board of Trustees has a minimum of 80% controlling interest by disabled people and is representative of the projects delivered by Compass Disability Services, e.g. carers. To ensure Compass Disability Services’ commitment to a Customer-led approach, the Board of Trustees may establish steering groups to support the management, development and delivery of significant projects and they will therefore always have either Trustee or senior staff representation within them as deemed appropriate.

### **Customer versus commissioning and contracts**

Compass Disability Services has a commitment to our Customer Led policy but acknowledgement has to be given to the restraints of contracted and commissioned work. Although the types of work undertaken by Compass Disability Services will initially be driven by our customer led approach, once engaged with a commissioner, Compass Disability Services must adhere to

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its contractual obligations relating to that piece of work. In addition the work undertaken has to be linked to that for which funding can be obtained.

### **Affordability**

Where activities and services are not contracted or funded through an external source, Compass Disability Services will work to make them as affordable as possible. Costs however need to be met, including the wider costs of the organisation that some may not consider to be directly associated with the provision of the activity or service in question

### **Service Delivery**

Compass Disability Services will ensure that, in all service delivery planning, the organisation's plans, aims and proposed outcomes will be based on the needs of customers and partners. This will be done through:

- Keeping customers and partners informed of consultation opportunities, events, forums and meetings.
- The opportunity to share views promoted on social media, emails, newsletters and on the website.
- Customers and partners (if relevant) being invited to evaluate all projects and services delivered by Compass Disability Services annually and/or being invited to feedback at the time of the activity or service or on exit where appropriate.
- Research, findings from consultations, individual and group feedback being fed into and taken account of by the management team and the Board of Trustees when preparing business plans and work plans.

### **Access**

Compass Disability Services will endeavour to ensure that all services and facilities are fully accessible to all customers and partners. Where support is needed to enable customer participation every effort will be made to make this available i.e. transport to meetings, advocacy, sign language, electronic note taking, interpreter, care support etc.

Any event organised by Compass Disability Services will be held at an accessible venue. Where Compass Disability Services has been invited to attend or be part of an event that is organised by another agency we will encourage the use of an accessible venue and the provision of support to enable participation.

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## **Reporting**

Compass Disability Services are committed to keeping customers and partners informed of our customer led approach through the maintenance of the Compass Disability Services website. This will contain a copy of our Customer Led policy and the Compass Disability Services Strategic Plan.

## **Responsibilities**

All staff and Trustees have a responsibility to adhere to this policy and promote a customer led approach through:

- This policy informing the decision making of Trustees and the Management Team when developing the organisation and its projects and services.
- This policy being part of the induction process for all new staff.
- This policy being considered when developing and introducing any policy or procedure in the organisation.

## **Development**

Compass Disability Services will continually look to develop new ways of integrating its customer led approach throughout the organisation.

## **Policy Revisions**

This policy will be reviewed every three years and amended as necessary or earlier in accordance with forthcoming legislation.

## **Other information:**

- Equal Opportunities Policy.
- Equality Analysis Policy.
- Articles of Association.
- Recruitment and Election of Trustees Policy.

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