

Persona

We're all about you

Stakeholder Forum

Members Recruitment Pack



Why are we setting up a Stakeholder Forum?

“Social Care is changing.....

.....And Persona’s changing with it!!”



The Stakeholder Forum will work with Persona to make sure it has clear and regular communication and involvement as part of the business.

The forum is a way of getting involved in how Persona runs and delivers its services. We want to listen, understand and respond to the feedback, views and/or suggestions from all customers, families and professionals as they have a lot of experience and skills to share with us.

What it is

Persona will use the forum members and their feedback to improve and make services better when necessary. We need to make sure we offer excellent services



What it is not



The forum will not replace other ways we communicate and involve our customers, families and professionals.

The forum is not for people to raise their own problems and issues and **will not** deal complaints, safeguarding or staff issues, as Persona will deal with these separately.

The group will listen and collect feedback and suggestions from others, share ideas, review information, and get involved to make sure we do things in a positive way.

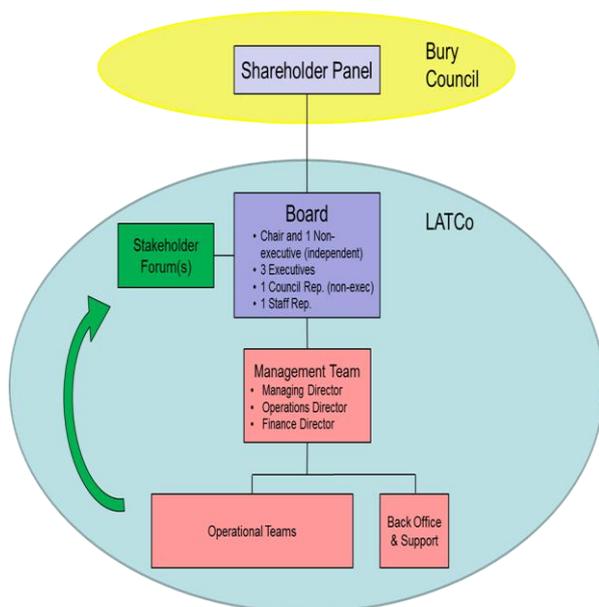
What will the forum get involved in?

When you are a member, you may get involved with some exciting areas of Persona, some examples are...

- Give information and advice on social care.
- Tell us what you think and your ideas.
- Tell people about Persona and what we do.
- Make sure Persona treats customers with dignity, respect and are friendly.
- Knows what Persona do and able to represent us in a professional way.
- Speak and communicate with each other and others.
- Tell us what you think honestly, professionally and creatively.
- Check our workforce information and tasks such as recruitment, audits.
- Take part in tasks to make sure we have high quality services such as Peer Reviews and Mystery Shopping.



How the Stakeholder Forum will fit in with Persona



Persona Governance Structure

- Persona has processes to help lead and organise the Stakeholder Forum so that it is successful and is an important part of Persona.
- From the members who are part of the forum, they will fairly choose a suitable member to be the Chair or Deputy Chair.
- Persona will also be part of the forum and will work with the forum chair and deputy chair to set up and run the meetings with the members.

How does it work?

- Meetings will take place every 2 months, near the times when the Board meet too.
- Information for the forum will be given to you two weeks before a meeting so that you have time to read it and ask any questions.
- If you don't have a printer, you can ask for a copy by speaking to the Chair person.
- Information from the meetings will be put on the Persona website before you meet again.



The process for Nomination to the forum, Chair and Deputy Chair roles?

We want to hear from people who think they might be interested in joining the Stakeholder Forum. To become a member, you will need to follow the steps below:



How will members be chosen?



When we get the nomination forms back, we will look at them all to make sure we get a fair number of people to be part of the forum. We want people with different skills, interests and/or passions so that the forum has a good mix of people.

Stakeholder Type:

- Customer
- Carer (*Inc. Paid and Unpaid*)
- Health Professional
- Social Care Professional
- Volunteer
- Other (*please state*)

Customer Group:

- Autism
- Learning Disabilities
- Mental Health (*Inc. Dementia*)
- Older People
- Physical Disabilities
- Other (*please state*)

Who can apply?

Membership is open to anyone who meets the following criteria:

- Is not an employee of Persona
- Either lives, employed or training in Bury and/or represent a community group or organisation in this area.

Staff who work at Persona cannot be a member of the forum unless they care for someone who uses a Persona service or they work in social care elsewhere.

If you are interested and want to self nominate you can do so by:

Email to... info@personasupport.org

Or

In writing to... Quality & Customer Experience Team, Persona Head Office, Grundy Centre, Wellington Road, Bury, BL9 9AH.

You should provide the following details:

- A brief description about you and who you are.
- A brief outline of why you want to join the forum.



To find out more before you decide whether to make your nomination please do not hesitate to contact us on 0161 253 6000.

If the forum isn't for you – don't forget to pass this information to your family/ friends who might want to join with you.

The role of the Chair and Deputy Chair?



The Chair/ Deputy Chair are new roles within Persona and will be someone who is a member of the forum and is chosen by the other members. They will lead and support the forum meetings and/or represent the forum at any meetings (as required).

The Chair/ Deputy Chair will set agendas, prepare updates, type and send out minutes and work closely with the lead person from Persona.

Core attributes of the Chair/ Deputy Chair?

The Chair/ Deputy Chair are an important part of the forum; and we are looking for individuals who have the following skills.



Communication

You will be a good communicator who can communicate in a range of methods to ensure that everyone understands what they are being informed of. You will also possess good listening skills.

Open minded & Approachable

You will be a friendly and approachable individual, who demonstrates an open minded approach which is fair and respectful to others.

Well Organised

You will be a forward thinking individual with the ability to organise and prioritise yourself accordingly to achieve the best/ positive outcomes.

Professionalism

You will present yourself in a professional, friendly and positive manner to your peers.

Able to think outside of the box

You will be an innovative and creative individual with the ability to suggest/ deliver ideas which are 'outside of the box'.

Committed Team Player

You will be a committed and enthusiastic individual with the ability to work as part of a team but also on your own.



Persona Stakeholder Forum Members Self Nomination Form

Full Name:	
Address:	
Contact Number:	
Email:	

Stakeholder Type:		Customer Group:	
Customer	<input type="checkbox"/>	Autism	<input type="checkbox"/>
Carer (<i>Inc. Paid and Unpaid</i>)	<input type="checkbox"/>	Learning Disabilities	<input type="checkbox"/>
Health Professional	<input type="checkbox"/>	Mental Health (<i>Inc. Dementia/ Alzheimers</i>)	<input type="checkbox"/>
Social Care Professional	<input type="checkbox"/>	Older People	<input type="checkbox"/>
Volunteer	<input type="checkbox"/>	Physical Disabilities	<input type="checkbox"/>
Other (<i>please state</i>)	<input type="checkbox"/>	Other (<i>please state</i>)	<input type="checkbox"/>

A bit about me.....

Why do I want to join the forum?

Please return your completed form to info@personasupport.org or
By post to: Quality & Customer Experience Team, Persona Head Office, Grundy Centre,
Wellington Road, Bury, BL9 9AH