

OPERATION EMOTION SERVICE USER FEEDBACK REPORT



Operation Emotion is a registered charity
Registered Number 1177098

Please provide us with your feedback so we can continue to improve.

NAME	EMAIL	DATE

ALL FEEDBACK IS WELCOMED AND CAN REMAIN ANONYMOUS IF YOU WOULD PREFER

Provide a Rating for each statement, below,
by placing an "X" in the corresponding box.

	VERY SATISFIED	SATISFIED	UNSATISFIED	VERY UNSATISFIED

Please provide any additional comments or suggestions, particularly if you can suggest improvements - Thank You.

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How to access the Service User Panel

The service panel exists to provide a forum for feedback from users of Operation Emotion's services and measures its performance against the Male Quality Standards.

The process is as follows.

1. Operation Emotion is a user led organisation that puts the needs of its users at the centre of everything it does. Survivors of sexual abuse manage the organisation as the main stakeholder, which is central to our service delivery.
2. Two of our trustees, who are users of our services and also trustees of our charity, are responsible for chairing the consultative panel.
3. Operation Emotion has adopted the Male Quality Standards. A questionnaire that links directly to these standards is attached to this document. Please look through this and complete and return to OEfeedback@protonmail.ch It will only take a few minutes to complete and will greatly help improve our service.
4. If you have any questions or concerns relating to these enclosed standards or would like to suggest improvements or describe what you think has worked or not worked we would be very pleased to hear from you.
5. The User Consultative panel meets quarterly or as necessary and will deal confidentially with all user feedback and written submissions.
6. Once you have submitted feedback a member of the Service user Panel will then contact you to arrange to discuss your suggestions, concerns, or improvements.
7. If you do not wish to be contacted then that is also fine.
8. A meeting can then be convened by video link, telephone or in person.
9. If you would like to discuss this further then this will then be raised at the next available User Consultative panel and forwarded to the Operation Emotion Board of Trustees meeting .
10. Unless otherwise stated a member of the service panel will keep you informed throughout and will contact you with the outcomes of your suggestions concerns or improvements.
11. If you wish to provide these details anonymously then this too will be passed on to the board of trustees.
12. All information views and opinion will help us to improve our service. Thank You.

Below are the Male Quality Standards. Please complete this checklist by answering either NO, UNSURE or YES as to whether you feel Operation Emotion adheres to these Male Quality Standards. This can be done completely anonymously if you would prefer.

Please include a written submission should you so wish. This information checklist and any written submission will be made available to the Operation Emotion Board of Trustees via the User Consultative Panel.

We thank you for taking the time and trouble to provide feedback, which will help our organisation to deliver improved services.

MALE QUALITY STANDARDS

ACCESS AND ENGAGEMENT	YES	UNSURE	NO
Operation Emotion utilises male-specific and culturally sensitive marketing for its services for male victims/survivors, reflecting the diversity of the community it supports			
Has a strategy for engaging with marginalised and disadvantaged male victims/survivors in the community it supports			
Operation Emotion ensures equitable access to all services and premises for all clients, regardless of gender or other protected characteristic			
Operation Emotion ensures its premises are welcoming and accessible to all clients, regardless of gender or other protected characteristic			
SERVICE DELIVERY	YES	UNSURE	NO
Operation Emotion ensures leaders and staff understand how males response to trauma and have developed appropriate services to meet their needs			
Operation Emotion identifies with male clients the services they need and adopts a flexible approach to engagement with them			
Ensures staff can identify male clients in need of urgent support or those 'in crisis' and can manage risk accordingly			
Operation Emotion adheres to all appropriate ethical and regulatory frameworks			
All male clients can choose the gender of the professional(s) supporting them			
Operation Emotion completes individual risk and needs assessments together with all male clients			
Operation Emotion ensures bespoke support plans are developed for all clients, based on their individual needs			
All clients are referred to other agencies in a timely fashion with relevant information			

Operation Emotion is transparent about whether it supports perpetrators of sexual offences and has implemented policies to ensure client safety is maintained at all times			
OUTCOMES AND EVALUATION	YES	UNSURE	NO
Operation Emotion has a process for encouraging feedback from male clients including those who chose not to proceed with support			
Operation Emotion has a client consultative panel or user group that includes representation from its male clients			
Identifies and monitors client outcomes			
Collects and analyses outcome data to understand whether it is making a positive impact on the lives of its male clients			
Reviews data, evaluation and feedback from male clients to develop new and innovative services			
LEADERSHIP & GOVERNANCE	YES	UNSURE	NO
Is an incorporated legal entity and has a defined aim and objectives			
Has a strategic plan, which focuses on long term sustainability of service delivery for its clients			
Has adequate financial controls in place to safeguard funds intended to support male clients			
Has a strategic plan, which focuses on long term sustainability of service delivery for its clients			
Has policies and procedures in place specifically for supporting male clients			
Ensures staff have appropriate experience, training and/or qualifications to support male clients			
Demonstrates a culture of inclusivity with a visible male presence across the organisation			

Please complete the tick boxes to the best of your knowledge with a supporting statement as this will help us to improve our service.

If you do not wish to follow this up by speaking to a member of the User Consultative Panel, then if you so wish, your comments can also remain completely anonymous. In either case please return this to The Consultative Panel at: OEfeedback@protonmail.ch