

Ways to Engage Service Users

What To Ask

- Reality check from user perspective in terms of assuring services meet needs
- Ask service users to write their case studies
- Customer Journey Mapping ie. their pathway through the support system and their self-identified high and low points
- What would they envision in 10 years time for DV services?

How to Communicate

- Contact point through website
- Discussion in advance of a Think Tank or Victim-dedicated Think Tank
- Include in existing process with no fuss
- Service User Forum/ Network
- Separate meeting/ conference for service users

Where to find Service Users

- Through drop-in groups/ CAF process
- Freedom programme attendees
- Engage via existing services by advertising 'Think Tank' - include feedback 'form'
- Through Children and Family Centres - creche facilities essential