

Ways to get involved



Hft believes in working in partnership with relatives of the people we support – we recognise the central role you play in your family member's life. Yours is an important and lifelong relationship and you may take a deep interest in what is happening at Hft, because you care about your relative.

Family Communications

Support staff in your local service will be your key point of contact for all matters relating to your relative's daily support. We want all Hft families to have a positive experience with us, with regular communications and opportunities to get involved. So, Hft has a team dedicated to staff and families, to make sure that you have the opportunity to stay informed about things that are happening across the organisation.

**“ It is a partnership...
I think they do a
fantastic job, I really do.**

– Mary Seaford, mother of Matthew,
a person we support

Stay informed

- Our **Newsletters** are delivered three times a year and are packed with news, upcoming events and Hft updates. You can sign up to receive your copy by email or post.
- Subscribe to our **Family e-updates** and receive regular emails with news from around the organisation, information about new resources, upcoming events and opportunities to get involved.
- Register interest for our forthcoming **Family Advisory Group** – which will allow you to have a greater involvement in shaping strategic decisions made by the Trustee Board. Look out for more information on this in due course.

Family web pages

This is a dedicated area of the Hft website for families of the people we support.

It features up to date news, resources and exclusive access to our Operational Standards.

The great thing about these web pages is that we can link to more information and interactive content, such as videos, presentations and reports to provide a greater level of detail than a letter or newsletter can provide.

You can access our Operational Standards to find out more about the way we run our services and the guidelines our staff are expected to follow.

Contact us now to receive a login to view our Operational Standards or find out more at www.hft.org.uk/families



Keep in touch

Don't forget to fill in the details of your family's lead contact on the form in this pack to receive our newsletter and so we can keep you informed with other news and updates.

Contact

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Call us today:
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Find out more:
hft.org.uk



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