



User and Carer Liaison Group

Supporting Public Involvement – a Checklist for Good Practice

Name of person completing checklist

Date..... Event

Establishing contact

As the organiser, have you:

- Recruited volunteers for a particular role
- Provided a named contact person(s) and contact details, telephone etc.
- Identified procedures for reimbursement of “out-of-pocket” expenses and remuneration if applicable
- Established full contact details: address, telephone no., mobile, email address, preferred information format etc.
- Explained details of participation, time and duration, frequency and venues for the event(s). Details should include directions or map to venue and access, especially disabled access, taken note of any disability access or dietary request etc.
- Referred volunteers to the Reimbursement and Recognition for Lay Participants: Guidelines for Good Practice guidelines
- Provided clear details of the event to volunteers, in good time using the person's preferred format, (posted paper copy or email)
- Explained the role and expectations (frequency, time etc.)to the volunteer

For and during the event (supporting engagement)

Arranged suitable car parking spaces, especially disabled bays if required
Ensured suitable refreshments on arrival and during event. If spaces cannot be reserved, ensure you assist with locations and directions.

Provided a designated "welcome person", preferably the named liaison person.

Provided registration Instructions and ensured directions to meeting room are clearly displayed

Ensured adequate number of seats and wheelchair aisles, if required.

Ensured suitable adaptations available for people with sensory impairments and copies of any papers are available

Ensured there are clear directions for refreshments, toilets, facilities for disabled access, interim mobility and emergency procedures

Informed the event chairperson of the involvement of the volunteer, to ensure everyone has an opportunity to participate fully.

After the event (meaningful follow up)

As the organiser, have you:

Thanked volunteers (written or verbal) for their involvement

Provided constructive feedback on any outcomes to all volunteers either verbally, by post or email (within two working weeks of event)

Ensured that all reimbursements of expenses and remuneration have been organised and provided any required forms

Ensured all participants can exit the venue, easily