



## **Feedback and Outcomes Monitoring Policy**

### **1. Introduction**

Fields Farm Nature Play & Therapy CIC is committed to measuring the impact of our services and ensuring continuous improvement. We value feedback from service users, staff, volunteers, and stakeholders, using it to assess outcomes, improve services, and demonstrate effectiveness to funders and partners.

This policy outlines our approach to collecting, analysing, and using feedback and outcome data to enhance the quality of our services.

### **2. Purpose of This Policy**

This policy ensures that Fields Farm Nature Play & Therapy CIC: Gathers honest, meaningful feedback from all stakeholders.

- Uses feedback to monitor the effectiveness of our services.
- Measures outcomes to demonstrate impact and accountability.
- Ensures continuous improvement and development.
- Complies with GDPR when collecting and storing data.

### **3. Methods of Collecting Feedback & Monitoring Outcomes**

We will collect feedback and monitor outcomes using the following methods:

- Service User Surveys & Questionnaires: Distributed before, during, and after therapy programmes.
- Verbal Feedback: Collected informally during sessions or structured feedback interviews.

- Pre- and Post-Assessment Forms: To track changes in wellbeing, confidence, and engagement.
- Case Studies & Success Stories: To highlight personal journeys and impact.
- Attendance & Engagement Tracking: Monitoring participation rates and retention.
- Feedback from Carers & Families: Gaining insight into observed changes in service users.
- Staff & Volunteer Reflections: Encouraging internal feedback for service improvement.

#### **4. Using Feedback & Outcome Data**

Feedback and outcome data will be used to:

- Identify areas of success and areas for improvement.
- Ensure services are meeting the needs of the community.
- Inform future service development and funding applications.
- Provide evidence of impact to funders, stakeholders, and regulatory bodies.
- Shape training and support for staff and volunteers.

#### **5. Confidentiality & Data Protection**

We are committed to handling feedback and outcome data securely and in compliance with GDPR by:

- Keeping feedback anonymous where appropriate.
- Storing data securely (e.g., password-protected digital files, locked paper records).
- Only sharing relevant information with authorised personnel.
- Deleting or anonymising data when no longer needed.

#### **6. Reporting & Sharing Feedback**

- Key findings will be shared with staff, trustees, and funders to inform decision-making.
- A summary of feedback and impact will be included in annual reports and funding evaluations.
- Service users will be informed of improvements made as a result of their feedback.

#### **7. Continuous Improvement & Policy Review**

- Feedback will be reviewed regularly to make ongoing improvements.
- This policy will be reviewed annually to ensure it remains up to date with best practices.

#### **8. Contact Information**

For feedback submissions, outcome monitoring queries, or policy enquiries, please contact:

Emailing: [fieldsfarmcic@hotmail.com](mailto:fieldsfarmcic@hotmail.com)

Calling: Charlotte – 07584045836 or Kate - 07969472087

Writing to: Directors of Fields Farm Nature Play & Therapy CIC, 1 Fields Farm, Spalding Gate,  
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