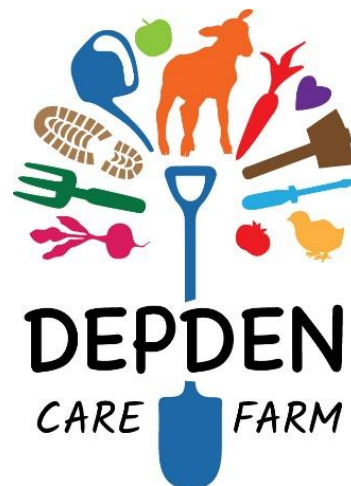


Millennium Farm Trust

GN21 Exit Feedback Policy

Next review date:



Version Control

Version number	Date of changes	Who	Review summary

Purpose of policy

Millennium Farm Trust is committed to listening to the experiences of farm helpers, families, carers and professionals in order to continually improve the quality, safety and impact of our services.

The purpose of this policy is to establish a clear and supportive process for gathering feedback when a farm helper leaves the service, whether temporarily or permanently. Exit feedback helps us to:

- Understand why individuals leave the farm
- Identify areas where we can improve the customer experience
- Learn from both positive and negative experiences
- Monitor patterns or themes that may require action
- Strengthen safeguarding, wellbeing and inclusion practices
- Capture positive feedback, stories and testimonials that may support future marketing, fundraising and commissioner engagement
- Demonstrate a culture of openness, reflection and continuous improvement

Principles

Exit feedback processes at Depden Care Farm will be:

- Voluntary
- Respectful and non-judgemental

- Accessible and proportionate
- Focused on learning, not blame
- Sensitive to individual communication needs
- Handled confidentially and in accordance with GDPR and safeguarding requirements

We recognise that some departures may occur during periods of stress, crisis, transition or dissatisfaction. Staff should therefore approach all exit conversations with empathy and professionalism.

Scope

This policy applies to:

- Farm helpers leaving the service
- Parents, carers or family members
- Support workers, social workers or placement providers
- Short-term, long-term or trial placements

Feedback may be gathered through:

- Written questionnaires
 - Telephone conversations
 - In-person meetings
 - Email correspondence
 - Accessible or simplified formats where appropriate
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Benefits of Exit Feedback

Exit feedback provides important organisational learning and can help:

1. Improve Service Quality

Understanding lived experience helps the farm adapt activities, support approaches, communication and environment to better meet individual needs.

2. Support Safeguarding and Wellbeing

Feedback may highlight unmet needs, emerging risks, communication breakdowns or safeguarding concerns requiring review.

3. Strengthen Relationships with Commissioners and Families

Demonstrating that the organisation actively listens and learns helps build confidence and trust.

4. Support Strategic Development

Patterns in feedback can inform staffing, training, programming, accessibility, transport, behaviour support and future investment priorities.

5. Support Marketing and Fundraising

Positive feedback and testimonials (with permission) can help communicate the value and impact of the farm to prospective families, commissioners, funders and supporters.

Risks and Mitigation

Risk	Mitigation
Feedback may be emotionally charged or critical	Staff will respond professionally, avoid defensiveness and focus on learning
Individuals may feel pressured to participate	Participation will always be voluntary
Confidential or sensitive information may be disclosed	Feedback will be stored securely and managed in line with GDPR and safeguarding procedures
Negative feedback could impact staff morale	Feedback themes will be reviewed constructively and proportionately
Testimonials used publicly without informed consent	Written consent will always be obtained before publishing names, photographs or quotations
Farm helpers may struggle to communicate their views	Accessible formats, supported conversations and alternative communication methods will be offered

Responsibilities

Management

- Ensure the process is implemented fairly and consistently
- Review themes and trends in feedback
- Identify actions or improvements arising from feedback
- Ensure consent processes are followed for published testimonials

Staff

- Encourage feedback respectfully
- Record concerns appropriately
- Escalate safeguarding concerns in line with safeguarding procedures

Trustees

- Monitor organisational learning and quality improvement themes where appropriate
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Data Protection and Confidentiality

All feedback records will be stored securely and handled in accordance with data protection legislation and organisational policies.

Anonymous feedback may be used for reporting and service improvement purposes.

Identifiable quotes, stories or photographs used for publicity or marketing will only be used with explicit consent.

Depden Care Farm

Exit Questionnaire



Thank you for taking the time to provide feedback.

Your views are extremely valuable and help us improve the experience of future farm helpers and families.

You may complete as much or as little of this questionnaire as you wish.

Basic Information

Date of completion: _____

Name of Farm Helper (optional):

Person completing questionnaire:

- ☐ Farm Helper
- ☐ Parent / Family Member
- ☐ Support Worker
- ☐ Social Worker
- ☐ Other: _____

About Your Experience

1. How long did the farm helper attend Depden Care Farm?

- ☐ Less than 6 months
- ☐ 6–12 months
- ☐ 1–3 years
- ☐ More than 3 years

2. What originally attracted you to Depden Care Farm?

3. What aspects of the farm did the farm helper enjoy most?

- ☐ Animals
- ☐ Machinery / practical tasks
- ☐ Gardening / horticulture

- ☐ Outdoor environment
- ☐ Friendships and social opportunities
- ☐ Staff support
- ☐ Routine and structure
- ☐ Learning new skills
- ☐ Confidence building
- ☐ Other: _____

Can you tell us why?

4. What do you feel the farm helper gained from attending the farm?

(For example: confidence, independence, friendships, routine, skills, wellbeing, communication, resilience etc.)

5. Did the service we provide at the farm meet your expectations or needs/goals?

- ☐ Yes
- ☐ No

Can you tell us why?

Staff

6. How would you describe your relationship with the staff at the farm?

7. Were staff members clear and timely when communicating with you?

Leaving the Farm

8. What were the main reasons for leaving?

- ☐ Moving on to work, education or another placement
- ☐ Health or wellbeing reasons
- ☐ Change in funding or transport
- ☐ Support needs changed
- ☐ Personal choice
- ☐ Family circumstances
- ☐ Dissatisfaction with service
- ☐ Other: _____

9. Was there anything Depden Care Farm could have done differently that might have helped?

10. Did you feel listened to when concerns or issues were raised?

- ☐ Always
- ☐ Usually
- ☐ Sometimes
- ☐ Rarely
- ☐ Never

Comments:

11. How would you rate the following?

Area	Excellent	Good	OK	Poor
Staff support	☐	☐	☐	☐
Communication	☐	☐	☐	☐
Activities offered	☐	☐	☐	☐
Safety and wellbeing	☐	☐	☐	☐

Area **Excellent Good OK Poor**

Social opportunities ☐ ☐ ☐ ☐

Overall experience ☐ ☐ ☐ ☐

Positive Feedback and Testimonials

12. Is there anything particularly positive you would like to say about the farm, staff or experience?

13. Would you recommend Depden Care Farm to others?

- ☐ Yes
☐ Probably
☐ Unsure
☐ Probably not
☐ No

Why?

14. May we use parts of your feedback anonymously in publicity, reports, funding applications or marketing materials?

- ☐ Yes
☐ No

15. Would you be happy for us to contact you for a fuller testimonial or case study?

- ☐ Yes
☐ No

If yes, preferred contact details:

Final Comments

16. Is there anything else you would like us to know?

Thank you for helping us learn and improve. Your feedback is greatly appreciated.