**MIND IN EALING AND HOUNSLOW**



**POLICY FOR SERVICE USER INVOLVEMENT**

1. **INTRODUCTION**

i. Mind in Ealing and Hounslow is committed to the practice of involving service users of the organisation’s services in what is provided, how the services are managed, and how they are delivered. Mind in Ealing and Hounslow believes in empowering service users to manage their own day-to-day affairs, including managing their tenancies, asserting their rights and exercising choice, and planning their own productive activities for daily living.

ii. Mind in Ealing and Hounslow believes that our ability to provide high quality, user-led services depends upon knowing the wishes, aspirations and needs the services are meant to support. This means listening and responding appropriately to what service users have to say, to contribute to the management of the organisation and the development of its services.

iii. A key aspect of this policy is therefore establishing a culture of consultation, at all levels within the organisation. Related to this is the giving of information, so that consultation and discussion can be meaningful and yield fruitful results. To this end, Mind in Ealing and Hounslow is committed to developing high-quality, easy-to-access information including policies covering all aspects of the operation of the organisation.

1. **UNDERPINNING VALUES**

Mind in Ealing and Hounslow believes that users of its services should have:

1. The opportunity to contribute to the development of the services the organisation offers, especially those that directly concern them.
2. A say in how services are delivered and who delivers them.
3. Every necessary information that enables them to make informed choices and decisions relating to their own care and support.
4. An agreed system for raising their concerns, making complaints, or giving feedback.
5. Access to, and representation on, the Board of Trustees of the organisation and the Services, Information, and Fundraising Committees.
6. **SCOPE OF THE POLICY**

It is the intention of Mind in Ealing and Hounslow to promote and protect the rights of service users, their entitlement to high quality services, and the exercise of responsibility by service users. This policy therefore covers:

1. The making of policy that has direct impact on service delivery.
2. The recruitment of staff, paid or voluntary.
3. The making of local regulations at service delivery level, including codes of practice and behaviour.
4. The development of local therapeutic and social activities programmes.
5. The resolution of local disputes between users.
6. The monitoring of equal opportunities practice at local and organisational levels.

**D. USER INVOLVEMENT STANDARDS AND PRACTICE**

The practice of user involvement in Mind in Ealing and Hounslow will cover such areas as:

i. The panel for the interviewing and recruitment of potential paid or volunteer personnel shall always involve at least one current or former service user with equal roles and rights as other members.

ii. The membership of the Board of Trustees shall have at least two current or former suitable service users.

iii. Service users should be entitled to be engaged as volunteers or paid officers at any of the MiEH services centres where appropriate, subject to the MiEH Recruitment, Equal Opportunities and Volunteers policies. For some positions suitability will include possession of the necessary skills and experience for the roles and tasks involved.

iv. Service users will be involved in appropriate committees within the organisation, including ad-hoc committees such as AGM planning or fundraising campaigns.

v. There will be a system of appropriate and tailored support for service users who are serving on the Board, its committees, and on ad-hoc committees. Such support will include access to skills training, formal supervision and any practical provisions agreed as necessary to aid and improve performance.

vi. Service Users will participate in group discussions, where possible, about the reviews of the programmes of the centres and services.

1. Service users will be involved in the planning of social and fundraising events, locally or at organisational level.
2. **MONITORING AND REVIEW OF SERVICES**

The processes for the operations of the organisation, and the delivery of its services, shall involve all sections of the organisation – trustees, staff, volunteers, and service users. Mind in Ealing and Hounslow shall additionally carry out satisfaction surveys of all service users at least once a year.

**F COMPLAINTS**

Service users can complain about the failure of staff and/or trustees to observe the terms of this policy. This will then be dealt with under the complaints policy of Mind in Ealing and Hounslow.