

Clinks guide to service user involvement and co-production: SAMPLE SERVICE USER INVOLVEMENT POLICY

SERVICE USER INVOLVEMENT POLICY

Service users are at the heart of [*organisation's*] agenda for shaping and improving the delivery of its services. It will strive to ensure that clients are empowered and supported in all areas.

This policy statement draws on the key principles of involvement and key messages developed in partnership with clients, the strategic priorities of the business plan and overall strategy of the organisation. It will be reviewed annually in partnership with service users and links with the wider corporate work being undertaken to fully involve service users in the planning, monitoring and reviewing of services.

[*Organisation*] is committed to ensuring service user involvement is both meaningful and successful and will make resources available to support the participation of service users throughout the organisation.

The aims of this policy are to:

- ensure there is a consistent approach to service user involvement across [*organisation*]'s services.
- promote service user involvement as an ongoing and integrated component of organisational activity.
- enable service users to have a key role in the process.

Our vision

To embed service user involvement at all levels of consultation, planning and decision making within the organisation. [*Organisation*] aims to ensure that involvement is conducted in a consistent, robust and meaningful way and strives to make client involvement a part of the culture.

POLICY

[*Organisation*] will benefit from a combination of service user involvement methods to secure the involvement of as wide a group of service users as possible or as many different organisational levels as possible and will ensure service users will be consulted and involved in the following ways:

- 1.1 Recruitment & selection of staff:
[*Organisation*] have mechanisms in place to ensure service users are involved in every stage of the process of recruitment of new staff.
[*Organisation*] has a comprehensive training initiative to support service users to enable them to be part of the process.
- 1.2 Induction of new staff:
[*Organisation*] will ensure that service users will always contribute to the induction programme and have developed a training package to provide skills for involvement in the induction and the delivery of training for staff.
- 1.3 Monitoring & audit of [*Organisation*] services:
Service users will be involved in the monitoring and auditing of [*Organisation*] services to ensure compliance with set standards such as the Quality Assessment Framework. Training will be provided to service users to enable them to be fully involved.
- 1.4 Service user forums:
Service user forums will provide an opportunity for service users to be consulted on a wide range of issues and also to inform them of any developments, events, training or other participation opportunities.
- 1.5 Reviewing of [*Organisation*] policies:
[*Organisation*] believes that service users play a vital role in shaping operational policies where applicable. Service users will be expected to be involved at every stage of policy formation, implementation and review through service user forums and/or local service user meetings.
- 1.6 In order to achieve the above points, [*Organisation*] will ensure that specific meetings are in place at each service or corporately. Please see step 3 for further information.
- 1.7 Chairing meetings:
Service users are encouraged to chair forum meetings and training is provided to enable those clients who may wish to chair a forum to have the skills and confidence to do so.

All paid staff have a responsibility to ensure this policy is put into practice and adhered to.

The [*senior role e.g. deputy chief executive, head of operations*] has overall responsibility to ensure this policy is adhered to.

The Service User Involvement Lead will ensure that the Service User Involvement Strategy is implemented across the organisation.

Service Managers will ensure that all staff are fully aware of this policy and the Service User Involvement Strategy and its implementation at service level. Service Managers will be responsible for identifying clients who wish to participate at the services meetings.

Service User Contact Workers will provide the link between service users and the Service User involvement lead. They will provide support to the service users to ensure they are able to participate in a way of their choice. Contact workers and volunteers will also be responsible for helping the Service User involvement lead to organise local service user meetings and ensuring that dates and minutes of any forums or meetings are distributed to service users and staff at their services.