



## **MIND IN HARINGEY**

## **USER INVOLVEMENT POLICY**

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#### **1. Introduction**

1.1 Mind in Haringey is committed to ensuring that service users' views and aspirations are at the heart of the way our services are provided. For this reason participation and consultation and user involvement are seen not just as a set of discreet activities covered by a service user involvement policy but as fundamental to the way we work and an integral part of the way our services are delivered.

1.2 This policy has been built around the following principles:

- A partnership with service users in which they are empowered and enabled to influence the decision making process of Mind in Haringey.
- A belief that service users have a fundamental right to information and consultation about the services they receive and about the policies and procedures of the organisation.
- Recognition that service users have the right to be involved as much or as little as they wish.
- A recognition that in order to be involved as much as they would like service users may need to be supported through a range of practical measures such as the payment of travel expenses, access to advocacy or translation facilities, access to administrative facilities and meeting space.
- An undertaking by the organisation to provide a range of opportunities for service users and tenants to give their views on the service, offer ideas, suggestions and criticisms and be involved in decision making. These opportunities will be both formal and informal.

#### **2. Principles into Practice**

##### **2.1 Providing Information**

Service users will be provided with information about the organisation's policies, procedures and performance in plain English or translation. Where assistance is needed to enable individual service user to understand this information we will endeavour to provide this either directly or through advocacy, or translation facilities or other appropriate means for that individual tenant.

Service users will be provided with information on how Mind in Haringey is managed and the role of the Management Committee.

Service users will be provided with information on the range of ways they can influence policy, practice and decision making within the organisation and encouraged to make their views known.

From time to time service users will be consulted about the range of information provided and their views will be taken into account when developing for example the tenant's handbook, service development etc.

## **2.2 Consultation**

Service users will be consulted both formally and informally on a range of issues.

### **One off meetings**

Where Mind in Haringey needs to consult with service users on a specific issue we will call a specific meeting to obtain views and feedback. Those who are unable to attend will be given opportunities to feed their views in by no other means e.g. verbally to their support worker or by telephone to the office, or in writing if they wish to do so.

### **Social and other activities**

From time to time service users are provided with opportunities to socialise and to take part in social activities such as outings or day trips. The choice of activity is made by service users and all arrangements are planned and agreed with them.

## **3. Decision Making**

Service users are able to influence the service provided, the policies, procedures and working practises of Mind in Haringey through the consultation methods outlined above. In addition service users are able to influence the running of the organisation and the decision making process.

### **Involvement in staff recruitment**

Tenants are involved in the recruitment of staff. They are part of the selection panel and participate as a full member in recruitment interviews.

### **Representation on the Management Committee**

Service users are able to join Mind in Haringey Management committee.

## **4. Inclusion**

Mind in Haringey provides services to a range of people with different needs we endeavour to ensure that all tenants are facilitated in giving their views and participating in the running of the organisation. We ensure that written information is provided in plain English or translated into other languages, or conveyed verbally where Literacy is an issue.

## **5. Dialogue and explanation**

Mind in Haringey will endeavour to respond positively to feedback, however this may sometimes conflict with funding or regulatory requirements or may not be achievable

because of lack of funding, Where it is not possible for whatever reason to meet the needs of service users expressed through consultation and feedback, or to resolve their concerns, tenants will be given a full explanation of the reasons. They will also be provided with information on how this might be redressed for example by appeal to the Management Committee, or other external bodies.

Mind in Haringey will inform service users of the results of any feedback or consultation as well as how it will be taken forward by staff and committee members and the decisions that have been made as a result.