

# GET 1INVOLVED



Where your views can go



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staff and service users working together

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What GET 1INVOLVED Means

What you can expect from your service

What you can expect from Chapter 1 overall

The Future plans for GET 1INVOLVED

Service users having a say and being listened to with the **power to cause change** when it's needed.

Staff and service users having a **good working relationship**.

Building a **sense of belonging** for service users.

At least 1 well-trained Service User Rep in your service.

An action plan for how service users GET 1INVOLVED in your service.

Service users being involved in recruiting new staff or management.

To be told about our complaints procedure and helped to understand it and use it when you need it.

To know about your Area Manager and how to contact them.

To get feedback on what happens after you GET 1INVOLVED.

More **opportunities for service users** to GET 1INVOLVED such as being a volunteer, trainer, performance inspector or employee.

More use of the **internet, film and phones** to help people GET 1INVOLVED

**Training and development** opportunities for Service User Reps.

- 1 National Service User Reps working with senior management.
- 2 A national action plan for how service users GET 1INVOLVED.
- 3 Service users being involved in recruitment of senior management.
- 4 A system for service user views getting to the key national decision makers in Chapter 1.
- 5 A chance to have a say about all major national policies and procedures.
- 6 To get feedback on what happens after you GET 1INVOLVED.